HDFC BANK

VLE Capacity Building Program

Financial Inclusion

Financial Inclusion

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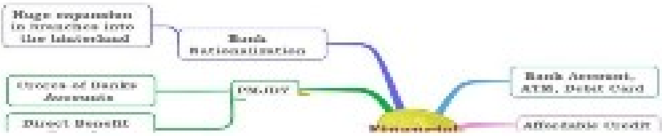
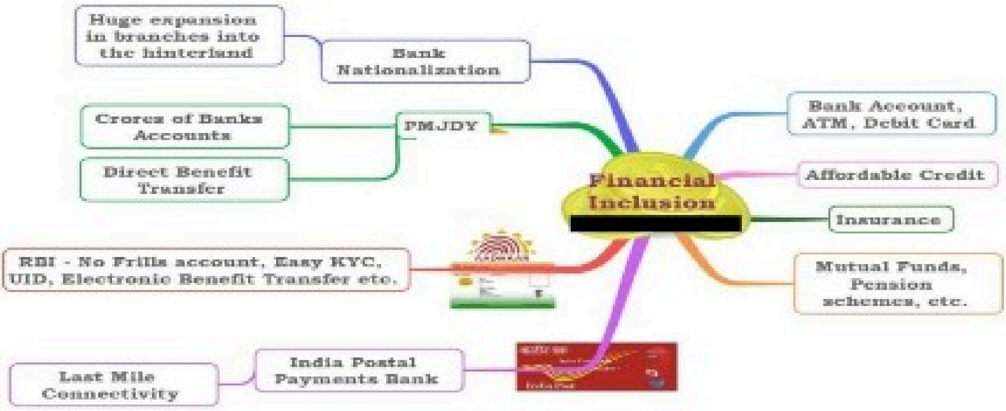


Customer Focus | Affordability | Transparency | Accessibility and Availability

Financial Inclusion



About HDFC Bank

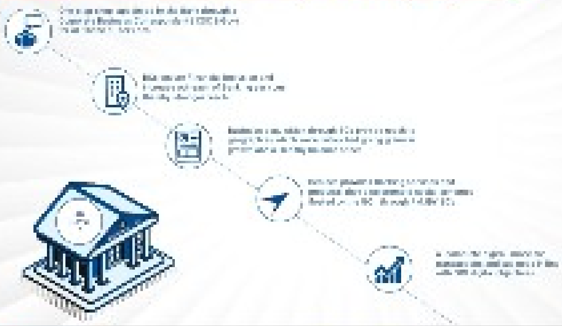
- One stop shop for all financial and payment needs
- Strong national network
- Healthy balance sheet, focus on asset quality
- Socially and environmentally responsible corporate citizen - Parivartan
- A digital leader
- Indias most valued brand
- Committed to the highest level of ethical standards, professional integrity, corporate governance and regulatory compliance

Business Correspondent Center – Chhota Branch

About Business Correspondent (BC)

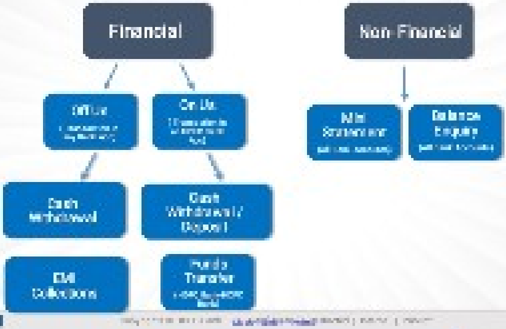
- One stop shop ... by the Bank through a Corporate Business Correspondent (CSC E-Gov) for all financial services
- BCs ensure Financial Inclusion and increase outreach of Banking services, thereby stronger reach
- Business acquisition through BCs provide reach to

About Business Correspondent (BC)



Roles and Responsibilities of a Business Correspondent

Business Correspondent – Types of Transactions at the Center



Basic Banking Principles

- ✓Trust- Build customer Trust
- ✓Confidentiality – Maintain customer confidentiality
- ✓Service – Customer Service is of utmost importance

EMI Collections

Funds Transfer (HDFC Bank HDFC Bank)

Basic Banking Principles

- ✓Trust- Build customer Trust
- ✓Confidentiality – Maintain customer confidentiality
- ✓Service – Customer Service is of utmost importance
- ✓Knowledge of Socio-economic factors

Social Security Schemes

The government of India offers a variety of social security schemes including affordable life, accident cover & a guaranteed pension plan
One can invest in them via a HDFC Bank Savings Account

Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

- ✓Get a life cover of ₹ 2 lacs for a premium of ₹ 330 a year
- ✓Subscribe through SMS or NetBanking
- ✓Automatically pay your premiums

Pradhan Mantri Suraksha Bima Yojana (PMSBY)

- ✓Pay a premium of just ₹12 per year
- ✓Get accident insurance cover of up to ₹ 2 lacs
- ✓Easily pay via SMS or NetBanking

Atal Pension Yojana

Atal Pension Yojana

- ✓Get guaranteed monthly pension at the age of 60
- ✓Monthly investments can be as low as ₹ 42
- ✓Choose your pension amount from ₹ 1,000 to ₹ 5,000

Important Actionables for BC Agents

Kaam Zimedaaree ka hai !!!

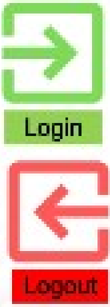
Kaam Zimedaaree ka hai !!!

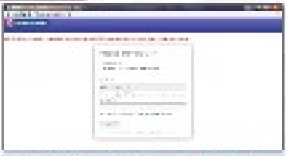
Working Hours

BC Banking Outlets – Working Hours

Minimum of **04 HOURS PER DAY** for at least **05 DAYS A WEEK.**

"HAR DIN LOGIN HAI JARURI"



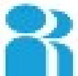


Login Daily on **Kiosk Banking System (KBS)**

Login Process –

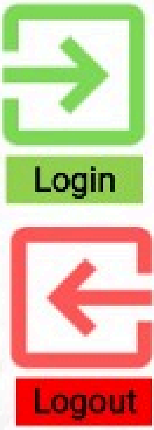
IIBF and Police Verification certificate

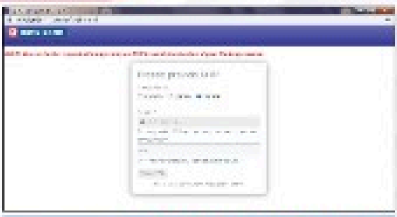
IIBF Certification Mandatory by RBI



Audit Requirement – Police Verification

"HAR DIN LOGIN HAI JARURI"





Login Daily on Kiosk Banking System (KBS)

Login Process –

1. URL - https://hdfc.fgw.in/FiGateway
2. Enter 12-digit VLE code
3. 6-digit OTP is received
4. Enter OTP correctly and click the verify OTP option.
5. Input 12 Digit Aadhaar Number
6. Finger authentication through Biometric.
7. Post authentication successful login in KBS System.

IIBF and Police Verification certificate

IIBF Certification Mandatory by RBI

IIBF

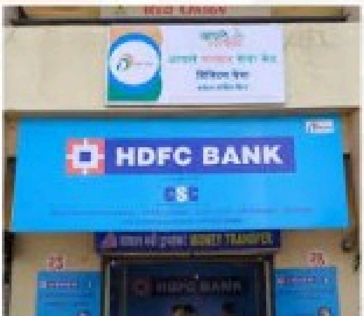
Indian Institute of Banking & Finance

Audit Requirement – Police Verification

Customer Service

1. Other Bank BC — HDFC BANK — HDFC Bank – BC Agent CANNOT be another bank BC Agent
2. <u>NO SERVICES CHARGES</u> to be collected from Customers for Banking Products
3. Maintain Customer confidentiality

Mandatory Displays at BC Center



Display all

- Marketing Collateral given by the Bank
- Mandatory Posters given by the Bank
- Mandatory registers as per format shared by the Bank

1 Other Bank BC

HDFC BANK

HDFC Bank – BC Agent CANNOT be another bank BC Agent

2 NO SERVICES CHARGES to be collected from Customers for Banking Products

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Mandatory Displays at BC Center

Display all

- Marketing Collateral given by the Bank
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Registers format shared by the Bank

COMPLAINT REGISTER

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

TRANSACTION REGISTER

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

VISIT REGISTER

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Registers format shared by the Bank

ACCOUNT OPENING REGISTER

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

FIXED / RECURRING DEPOSIT REGISTER

[illegible]	Name of Customer	[illegible]	Type of Deposit (FD/RD)	[illegible]	[illegible]	Customer Signature

Registers format shared by the Bank

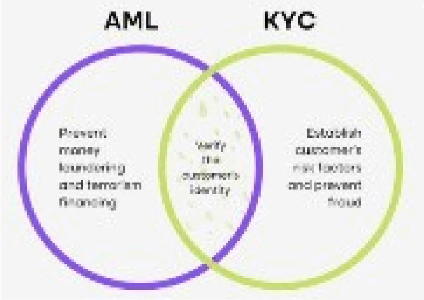
ACCOUNT OPENING REGISTER

Date of Lead generation	Name of Customer	Customer Contact No.	Lead No.	Type of A/c CA/ SB/Sal	A/c No.	Date of Account Opening Date	Signature of BC Agent

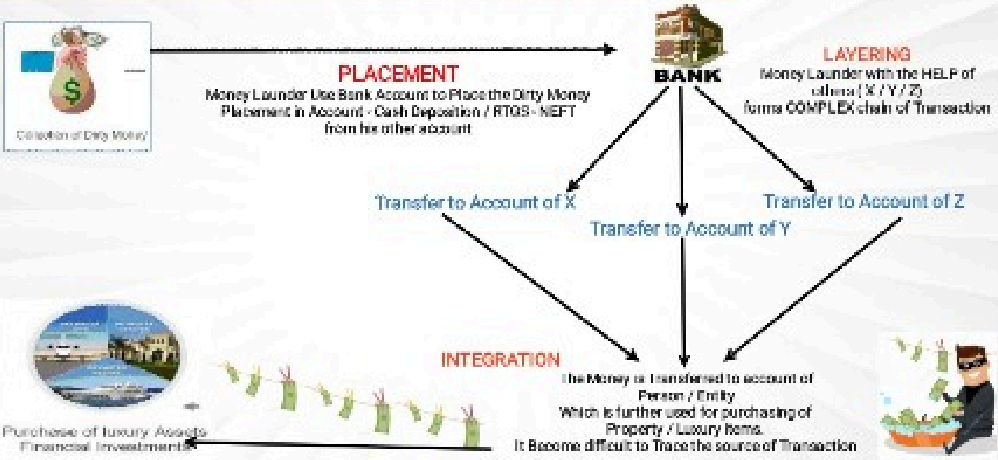
FIXED / RECURRING DEPOSIT REGISTER

Sr No	Name of Customer	Masked Acc No	Type of Deposit (FD/RD)	Deposit Amt in INR	Duration of Deposit	Customer Signature

Know Your Customer & Anti Money Laundering



Anti Money Laundering (AML) – 3 Stages



Aadhaar Compliance

5 Do's and Don'ts
for Aadhaar Compliance

Important precautions to be taken while handling customer's Aadhaar.

	Do's		Don'ts
1	Accept Aadhaar only when given *voluntarily* by the customer post offering *alternatives**	1	Never share Aadhaar information of the customer with any *third parties* or *via e-mail, phone etc.*
2	Inform the customer of the *purpose* of taking Aadhaar. In *local language* understandable to the customer	2	Never store *Aadhaar copies* in branch, laptops / desktops, mobile phones or any portable storage device.
3	Inform & collect *customer's consent prior to voluntary submission* of Aadhaar.	3	**Never request** customer to give Aadhaar through email or unsecured social media platforms like WhatsApp, Facebook, etc.
4	Aadhaar should be used only for the *purpose informed* to the customer	4	**Never obtain additional Aadhaar copies** from customers.
5	Always *ensure privacy* of customer's	5	Never publish, display, transfer or post publicly Aadhaar details of the

Multiple Transaction

Transactions which are performed due to system limitation

E.g.: Cash withdrawal of Rs 50,000 broken into more than one transaction (5 Transactions of Rs 10,000 each) since the system allows to withdraw Rs 10,000 per transaction

Split Transactions

Transactions which are split into smaller amounts intentionally/unintentionally without any system limitation

E.g.: Cash withdrawal of Rs 10,000 split into more than one transaction even though the system allows to withdraw as a single transaction

Important Guidance

BC Agents must not encourage and carry out multiple and split transactions at their center

Actionable for Business Correspondents – Debit Authority Letter

- A One Time Debit Authority Letter from BC Agents is required for a failed / reversed customer transaction.
- BC Agent must visit the nearest branch with a hard copy of the Debit Authority Letter cum Declaration.
- BC Agent must fill up the required details and submit duly signed request along with self- signed copy of valid photo identification proof

TDS Waiver for customer cash transactions for BC Agents

Tax Deduction at Source (TDS) Rule:-

- Effective September 1, 2019, as per Section 194N of the Income-tax Act, 1961, banks are required to deduct TDS on Cash Withdrawal. Further amended w.e.f 1st July'20.
- BC Agents cash transactions carried out for customer cash withdrawal / deposit are exempted from TDS
- As per the IT Act, BC Agents are eligible to get waiver on TDS for cash withdrawal only for BC related transactions

Process of Availing TDS Waiver

- BC Agent must submit the TDS waiver declaration along with a self signed copy of the BC Agent certificate at the beginning of every Financial year at the HDFC Bank branch.

Thank you