

Ready Reckoner for Paytm Payments Bank (PPB) BC Agent



Index of Content

S No	Topics	Slide No
1	Introduction of BC Model & Roles and Responsibilities of BC	2-6
2	Bank Products for BC, Customer Limits and Charges,	7-11
3	BC Commission and associated penalties	12-19
4	Police verification Mandate	20-23
5	Do's and Don'ts for BCs and Products wise	24-28
6	Mandatory branding elements of BC Agent	29-31
7	BC Tools and BC App	32-37
8	BC Training Modules	37-39
9	BC Helpdesk Details	40-41
10	Anti-Money Laundering(AML),Combating Financial Terrorism (CFT),Know-Your-Customer (KYC)	42-53
11	Fraud Awareness and Prevention Tips	54-56

Introduction of BC Model & Roles and Responsibilities of BC

Objective of BC model

- **Ensuring greater financial inclusion**
Through the BC model, affordable and accessible financial services can be provided to the financially excluded population of the country
- **Increasing the outreach of the banking sector**
Brick and mortar structure of banks is not cost effective to serve financially excluded section of the country. BC model is a cost effective way of increase the outreach of the banking sector
- **Educating people about financial services**
Technology and regulation facilitate the emergence of BCs , with the potential to reach millions of unbanked people more rapidly

Who can become BC

- Non-Government Organizations (NGOs)
- MFIs set up under Societies/Trust Acts
- Societies registered under Mutually Aided Co-operative Societies Act or the Co-operative Societies Acts of States
- Companies registered section 25 of the Companies Act, 1956
- Registered NBFCs not accepting public deposits
- Post Offices
- Insurance Agents
- Krishi Vigyan units
- KVC/KVB units
- Registered Village Organisations
- Retail outlets such as telecom, *kirana*, and medical stores

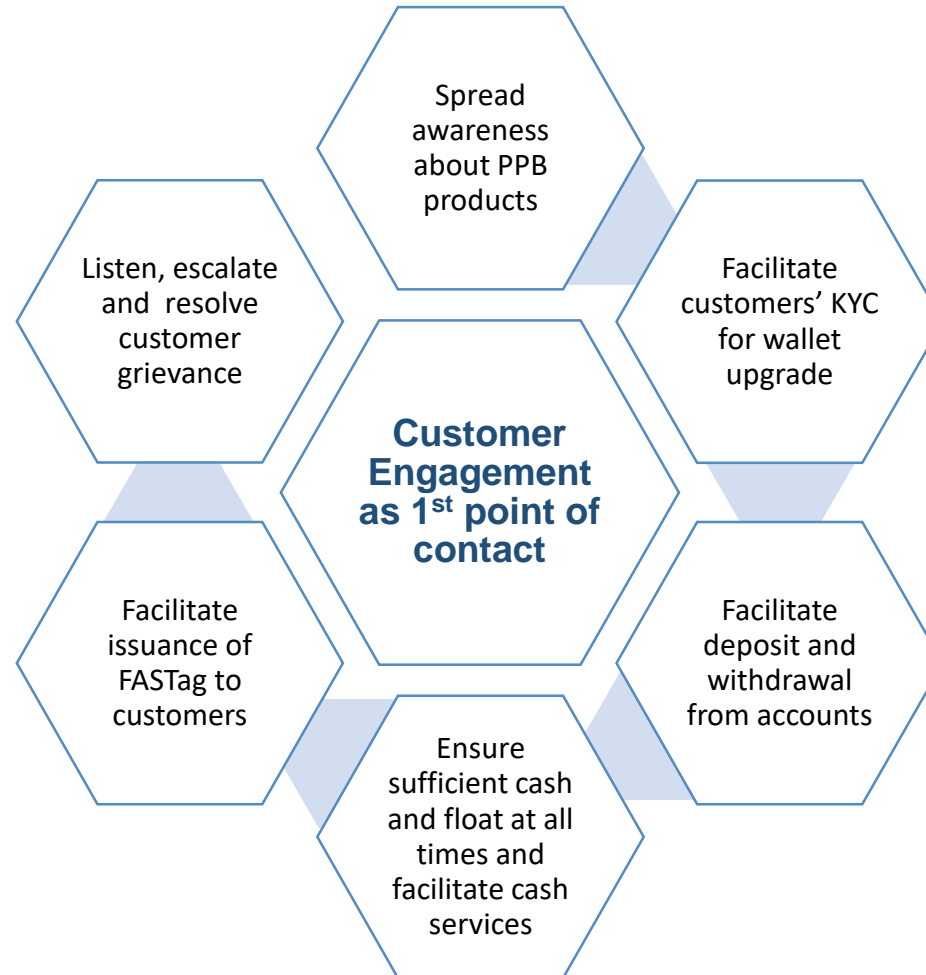
BC: Scope of activities

- Identifying potential customers
- Creating awareness about saving and other financial products
- Educating and advising people on managing money and products of bank
- Facilitate KYC of the customers to enable them open Savings account or upgrade wallet
- Act as a medium of cash transaction for the customers (Cash-in & Cash- Out)
- Offer remittance & AePS services to the walk-in or PPBL customers
- Offer any other services as per the directions of PPBL

BC ethics

- Give Complete, factual and truthful information on the bank on various products and other aspects
- Protect and respect the privacy of the customer
- Should not store customer information (digital or physical copy) in any form.
- Should treat all customers alike and with no disparity And with respect and dignity
- Protect and maintain the bank's inventory properly and effectively.
- Should not involve in making transaction of customer with unusual or fraudulent behavior.

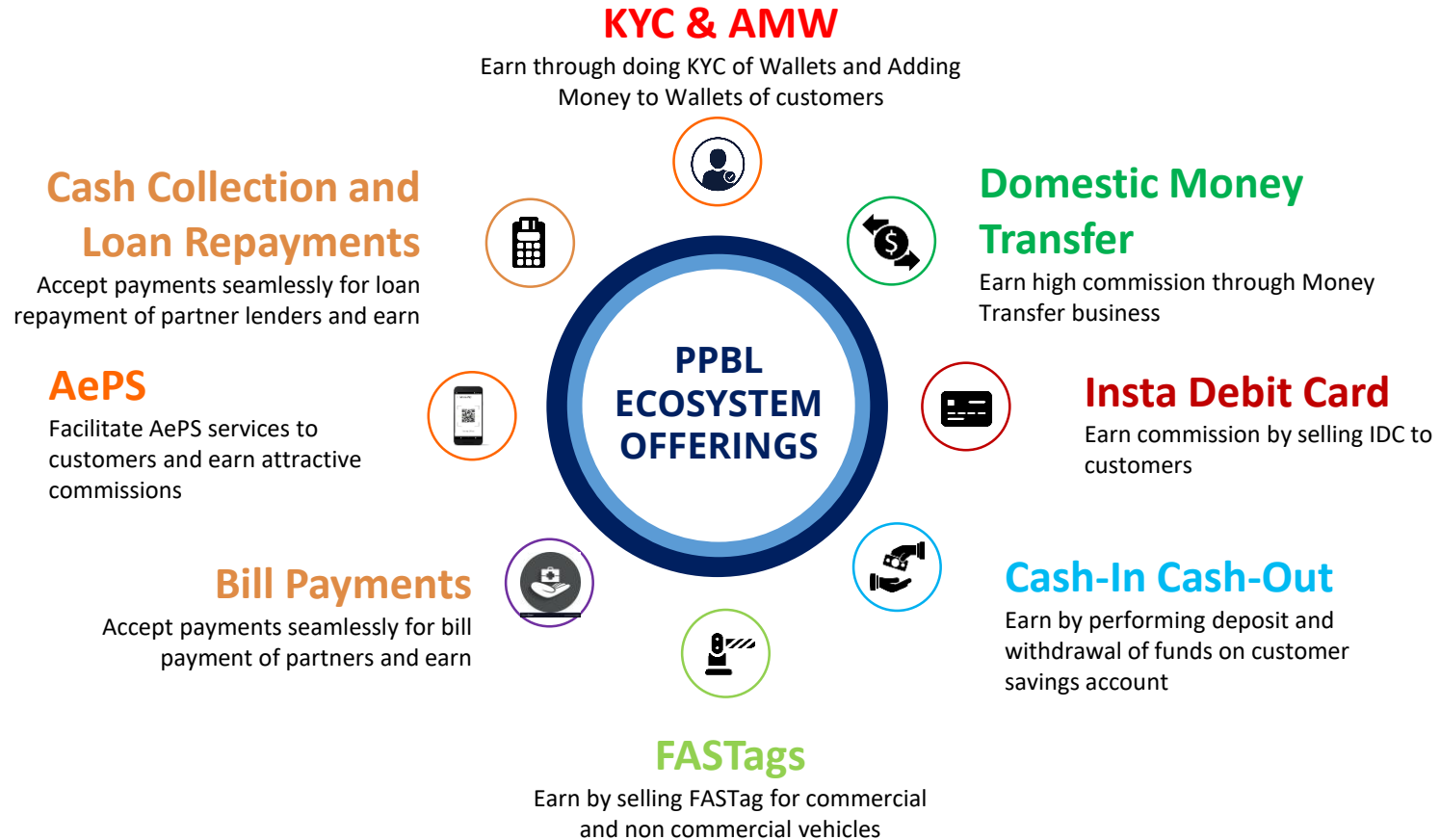
BC Agent's Roles and Responsibilities



BC Promise to Customer

- I will adopt and strictly follow the BC Code of Conduct.
- I will treat all my customers fairly and respectfully, without discrimination.
- I will be honest and transparent in all my transactions.
- I will ensure to provide complete and accurate information to customers regarding all products and services.
- I will ensure that customers are provided products which are suitable and appropriate for them.
- I will strive to promote awareness among the customers about their rights and responsibilities and also to enable them to understand the available financial products and services.
- I will abide by the laws, rules and regulations governing my business, as laid down by the Government, Regulators, Banks, Insurance Companies, Pension Firms and Mutual Funds and the Corporate BC.
- I will ensure that customers are informed about the available grievance redressal mechanisms; will also ensure that customers' grievances are attended to and resolved promptly.
- I will ensure that customer KYC information is kept secure and confidential as if my own, and only used for necessary purposes as agreed upon by the customer.
- I will communicate the customer account status and any changes in the terms and conditions of the product/services in a timely and accurate fashion.
- I will ensure that customers' receive receipt for each and every transaction.

Bank Products for BC, Customer Limits and Charges



Customer Limits

Customer transaction Limits at BC point

Type of Customer limit	Per transaction in (Rs.)		Per day in (Rs.)	
	Minimum	Maximum	Minimum	Maximum
Customer cash-deposit limit	10	10,000	10	49,990
Customer cash-withdrawal limit	10	10,000	10	25,000

Add Money to Wallet

Type of Customer limit	Per Transaction (Rs.)	Daily/Monthly limit per customer
PAN Verified Customer	5,000	INR 20,000 monthly limit
Non PAN Verified Customer	5,000	INR 20,000 yearly limit

Domestic money transfer at BC point

Sender limit in DMT transactions	Per transaction in (Rs.)		Per day/month in (Rs.)	
	Minimum	Maximum	Minimum	Maximum
Sender DMT limit	100	5000	100	25000

* T&C apply

Customer charges

S.No	Services	Charges
1	Bank Account	<p>Minimum account balance: NIL Interest Rate : 2.5% per year, payable monthly SMS Alerts : ₹10** per quarter</p> <p>** wef 15th July 2020</p>
2	Fund Transfer	<p>IMPS : Free unlimited UPI : Free unlimited NEFT : Free unlimited</p> <p>To another Paytm Payments Bank- account or Paytm wallet: Free unlimited</p>
3	Domestic Money Transfer	<ul style="list-style-type: none"> •Minimum Rs. 10 or 1% per transaction (Whichever is higher)
4	Cash Deposit, Cash Withdrawal	<ul style="list-style-type: none"> •No fee upto Rs. 25,000 (cumulative transactions per month) •Beyond Rs. 25,000: Rs. 5 per 1000 of the deposit amount + GST
5	Add Money to Wallet and KYC	<ul style="list-style-type: none"> •NIL*
6	KYC home visit service	<ul style="list-style-type: none"> •₹ 150*
7	Paytm Wallet to Bank Transfer	<p>KYC Customer Wallet to Bank transfer charges – Nil</p>

Customer charges (Continued...)



S.No	Services	Charges
8	Debit card	Digital Debit Card: Free Physical Card Issuance Charges: ₹250 + GST Lost card replacement: ₹250 + GST Annual subscription fee: ₹250 + GST
9	ATM Transaction	<u>Paytm Payments Bank ATMs :</u> Unlimited Free Transactions using Paytm Payments Bank Debit Card
		<u>Other Bank Metro ATMs</u> Mumbai, New Delhi, Chennai, Kolkata, Bengaluru and Hyderabad 3 free every month; post that Cash withdrawal: ₹ 21 + GST per txn Mini statement, Balance check, PIN change: ₹ 8 + GST per txn
		<u>Other Bank Non Metro ATMs</u> Other than the 6 cities mentioned above 5 free every month; post that Cash withdrawal: ₹ 21 + GST per txn Mini statement, Balance check, PIN change: ₹ 8 + GST per txn

BC Commission Structure and Associated Penalties

KYC Payout

Services	Base Payout	3P Addition Payout
Core Customer with PAN	Rs.30 (with PAN)	Active KYC with PAN: Rs.5
Non Core active Customer with PAN	Rs.30 (with PAN)	Active KYC with PAN: Rs.5

KYC Penalty

Scenario	Frequency	Penalty Amount
BC for charging for KYC during onsite CO audit	Monthly	Rs 50

- Penalty of Rs. 50/- is levied on the BCs found to be charging from customers for KYC
- This penalty is deducted from the KYC Payout of the BC in the month; only for the cases highlighted by the onsite CO audit team

Scenario	Non-Core Customer (wallet Upgrade)
Penalty for Inactive KYC till end of M1	Rs 10

- Any customer who does not do any transaction in M0 (same month as KYC) and M1 (next month) through and savings account is defined as Inactive Customer
- For each Inactive acquisition, there will be a penalty of Rs. 10 deducted from the payout calculated for M1

FASTag Payout

Services	Base Payout
FASTag (Per Activated FASTag commission to BC)	VC4- 40
	Non VC4-100

• Conditions for Non-VC4 Payout:

- Payout will be released to BC once tag is activated with at least 3 toll transactions within 3 months of Tag purchase
- In absence of 3 txns in 3 months, only security will be released and no commission on sale will be given to BC. Security will be released only if no fraud transactions are found & no wrong issuance is done
- Jot form is mandatory for any payout. Any Jot form **NOT** submitted within 15 days of BC placement or sale will not be considered for full security payout.

** Scheme payout for North is updated in monthly schemes

FASTag Penalty

Scenario	Frequency	Penalty Amount
BC found issuing incorrect FASTag	Case to Case Basis	Rs 50

- Penalty of Rs. 50 per FASTag will be levied on the BCs if it is found to be issuing incorrect FASTag/Wrong document submission.
- Deduction equivalent to commission will be applicable before processing the security deposit if Jot form is filled post 15 days of placement or sale.
- Incorrect FASTag is defined as wrong selection of Vehicle Class. Security will only be released if no fraud transaction or wrong issuance is done by BC
- Penalty is deducted from the Weekly FASTag Payout

Cash Services

Services	Base Payout (of GTV)	3P Additional Payout (of GTV)
Cash in & Cash out	0.1%	0.05%
Cash collection/loan repayment	0.1%	0.1%
Add money to wallet	0.20%	0.15%

Pay-out Restrictions/Penalty:

- Pay-out will not be released to BCs for P2P & P2B transactions done by the customers on the same day of AMW
- P2P & P2B transaction of less than equal to AMW transaction done by the customers will be excluded form pay-out calculation
- Pay-out will not be given to BCs for the transactions happening between 11:00 PM in the night to 5:00 AM
- Monthly payout limit is 2.5 lacs for Cash-In and Cash-Out respectively.
- Monthly payout limit is 5 lacs for at AMW.

AePS Commissions

Services	Base Payout	
	<u>Payout Slab</u>	<u>BC Payout (Rs.)</u>
AePS	100-499	0.25
	500-999	1.5
	1000-1499	2.5
	1500-1999	3.5
	2000-2499	4.5
	2500-2999	6
	3000 -10000	8

DMT Commissions

Services	Base Payout	3P Additional Payout			
Domestic Remittance (Retail)	0.46% of Total Remittance	GTV	Dist. Tagged	Non Tagged	
		<5L	0.00%	<=50 Lacs	0.03%
		5L-20L	0.00%		
		20L-50L	0.02%		
		50L-1Cr	0.03%	>50 Lacs	0.05%
		1Cr-2Cr	0.5%		
		>2Cr	0.05%		

BC Commission Structure

Other Products Commission Structure

Services	Base Payout/3P exclusive*	Scheme Payout
BMD Scheme Payout	30-54 PAN KYCs or 4L AePS W/d – Rs.250	
	55-74 PAN KYCs or 8L AePS W/d – Rs.500	
	75-99 PAN KYCs or 12L AePS W/d – Rs.1000	
	>100 PAN KYCs or 15L AePS W/d – Rs.1650	
DBT Payout	Rs.10	
IDC	Per IDC Activation- Rs.30*	
BBPS Payout(Electricity Bill Payment)	Payout (on each utility bill payment) BC Payout Rs 1/-	Per Transaction for BCs mapped to Distributor- Rs 0.50 Extra

3P: Preferred Partner Program

Additional Earnings Opportunities



- Additional Payout on all services as compared to other BCs-
 - Active KYC with PAN : Rs 5
 - Remittance : 0.15%
 - Cash Services : 0.1%
 - IDC- Rs 30
 - Add Money to wallet : 0.15%
 - DBT : Rs 10
 - AEPS : upto Rs 7
 - CICO : 0.05%



Exclusive Access of Products & Services



- AePS
- Instant Debit card
- FASTag
- DBT
- Earnings from Ecosystem Services

Welcome Merchandise & Enhanced Visibility



- Exclusive “Preferred Partner” tagging in Nearby Section of Paytm App
- Preferred Partner Welcome Merchandise
- Monthly Earning Statements

Awards & Recognition



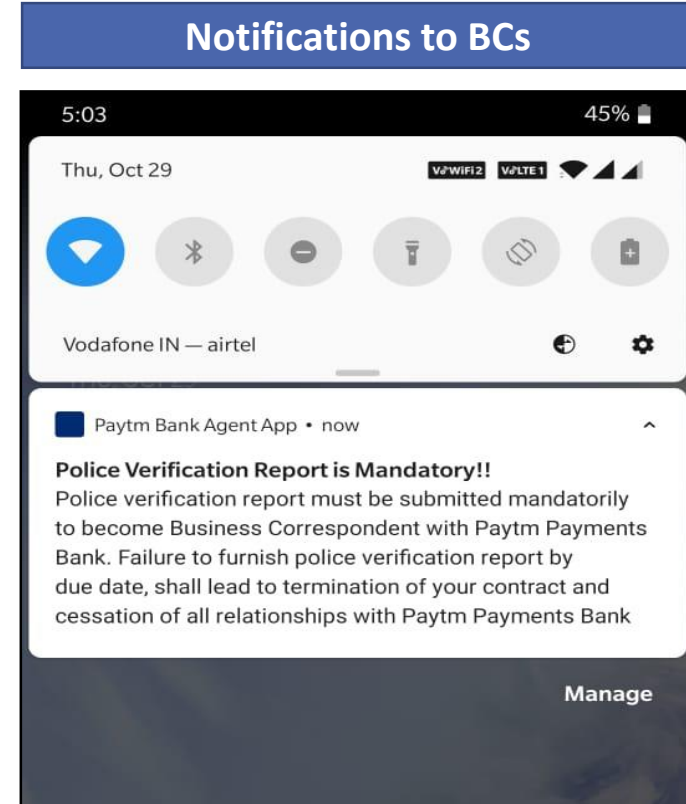
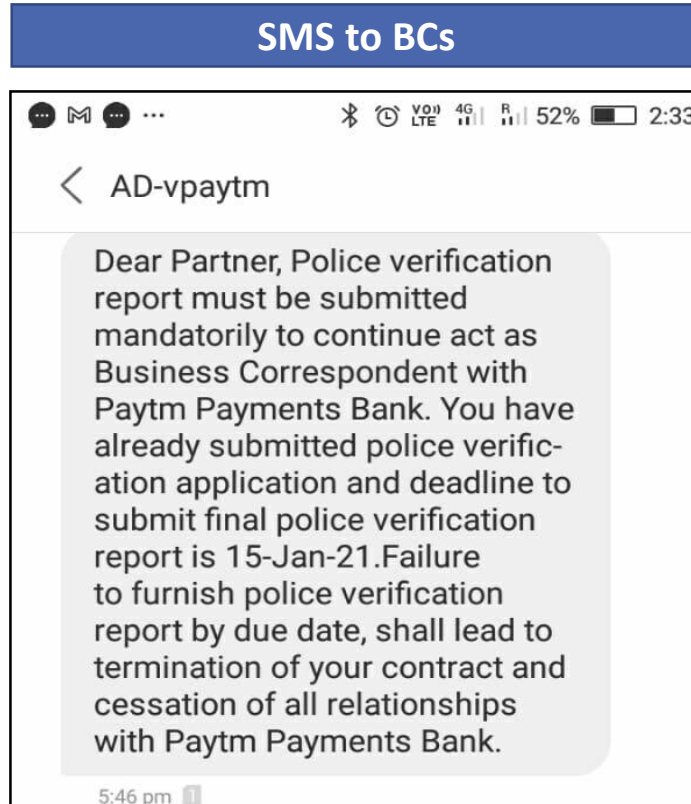
- Monthly Vouchers for Top Performing 3Ps
- Outdoor/ Indoor branding at Top Performing 3Ps

Services	Paytm Preferred Partner
KYC	Extra Payout
Domestic Remittance	Extra Payout
Cash Deposit/Withdrawal	Extra Payout
Add Money to Wallet	Extra Payout
Loan Repayment/Cash Collection	Extra Payout
AePS	Exclusive
Direct Benefits Transfer	Exclusive
Instant Debit Card	3P Exclusive
Earning from Ecosystem Services	3P Exclusive
Monthly Earning Statement	3P Exclusive
Digital Marketing to Increase traffic (Nearby)	Preferred Partner Listing
Paytm Bank Welcome Merchandise	Standard Elements + Certificate + Bag + Notebook + Pen + Mask + T-shirt
Gift/ Ecosystem vouchers	Monthly Vouchers for Top Performing 3Ps
Other Benefits	Outdoor/Indoor branding at top performing 3Ps

Police Verification Mandate

Police Verification Mandate

- Police verification for BCs is mandatory. BCs to share Police verification report on priority before the due date
- SMS/Notifications to BCs who have not submitted the Police verification application or final police verification report are being sent on regular basis



BC Police Verification via Agency Model | Process



- BCs now have the option to get Police Verification done from external vendor.
- FSE will fill BC details and upload few PII documents via MS teams Form , basis which external agency will get PV done for BC
- BC will have to pay a nominal (non refundable) fee of ₹399 against PV service
- We will run schemes wherein high performing BCs will have a chance to get their entire PV fee refunded

Link for Form : <https://forms.office.com/Pages/ResponsePage.aspx?id=KqhMiA7mpUSxRjDdms5SKetMTv8e-irDjKUxYLDjgV9URE1aM1VOWU5TSkrJSVBWT1NWWURJWU5KUS4u>

Documents for Police Verification

Hi Siddhant, when you submit this form, the owner will be able to see your name and email address.

1

Enter BC Mobile Number *

The value must be a number

2

Enter BC State *

Select your answer

3

Address Proof (Upload front and back side both) (Non-anonymous question()) *

Applicable Proofs: (All IDs must be self attested)
- Address Proof must be of same location / state as per BC on location / state
- For Gurgaon & Faridabad : 2 different ID proofs must be shared
Any 1 of the below mentioned IDs to be uploaded:
1. Passport
2. Driving License issued by municipal corporation or local body
3. PAN Card
4. SC board certificate

4

ID Proof (Upload front and back side both) (Non-anonymous question())
Applicable Proofs: (All IDs must be self attested)
- Only for Andhra Pradesh , Goa , Karnataka , Kerala , Madhya Pradesh , Maharashtra & Telangana
- For Karnataka : Aadhaar card is mandatory
- For Goa , Karnataka , Madhya Pradesh : 2 different ID proofs must be shared
Any 1 of the below mentioned IDs to be uploaded:
1. PAN Card - NOT valid for Kerala
2. Election Card
3. Driving License
4. Aadhaar Card - mandatory for Karnataka
5. Passport

Upload file

File number limit: 4 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

5

Age Proof (Upload front and back side both) - Only for Maharashtra (Non-anonymous question())
Applicable Proofs: (All IDs must be self attested)
Any 1 of the below mentioned IDs to be uploaded:
1. School leaving certificate
2. Birth Certificate issued by municipal corporation or local body
3. PAN Card
4. SC board certificate

Upload file

File number limit: 2 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

9

Affidavit (Required only for Andhra Pradesh , Telangana & Kerala) (Non-anonymous question())
This must be attested by Notary / Gazetted officer

Upload file

File number limit: 2 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

10

Consent Letter (Required only for Kerala) (Non-anonymous question())

Upload file

File number limit: 2 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

11

Enter 2 references (Required only for Goa , Haryana & Madhya Pradesh)
- Share complete Name , Mobile & Address for 2 references

Enter your answer

Next

FPBL INTERNAL

BC Police Verification via Agency Model | Process

Instructions for filling MS teams Form (Document for Police Verification)

1. BC Mobile must be entered correctly as same will be used for PV payment fee reconciliation
2. Selected BC State must be same as declared at the time of onboarding
3. FSE must ensure BC pays ₹399 against Police Verification fee through QR code image available in the form
4. FSE must enter correct Transaction ID in space provided after successful payment made by BC
5. ID Proof , Age Proof , PV Letter , PCC Letter , Affidavit are not applicable for all states , hence must be filled only where required
6. All ID proofs must be self attested by BC
7. FSE must ensure different document proofs are submitted under each category (where-ever applicable)
 - a. Eg: If Aadhaar has already been submitted under Address proof , different document must be shared under for ID Proof
8. Both front side and back side images of required document must be uploaded
9. BC photograph (passport size photo) must be in white background

Do's and Don'ts for BCs and Products wise

Do's

1. Facilitate KYC only after customer's consent
2. Always ask customer about nominee details and enter these details correctly
3. Always handover correct amount of cash, in case of withdrawals
4. Always deposit exact amount as requested by customers
5. Always maintain sufficient cash and float to ensure zero service denials
6. Always educate customers to keep their passwords, passcodes and ATM PIN safely
7. Inform about Grievance officers and customer care
8. Ensure that product and compliance poster with Agent id and Shop timings is clearly displayed in the shop.
9. In case, you are not able to provide service to customer educate customer about Near by to find another nearest BC
10. Ensure to report the counterfeit currency detected as per the PPBL prescribed guidelines
11. Ensure proper maintenance and protection of bank's inventory e.g IDC, Fastags, merchandise, biometric devices etc.

Don'ts

1. Don't enter gibberish value while facilitating KYC
2. Never maintain or share record of customer data with anyone unless specified in writing by Paytm Payments Bank
3. Don't print any PPBL stationary or merchandise locally.
4. Don't share your BC App credentials with anyone
5. Never accept or handover counterfeit currency
6. Don't handover hard copy receipts to customers for any transactions
7. Never charge any customer for bank services unless prescribed by the bank.
8. Never make false promises to customers regarding PPBL products
9. Don't indulge in money laundering, and funding of terrorism activities
10. Don't make personal transactions or Pay FSE
11. Do not indulge in cash transactions without customer consent or involvement
12. Do not enter incorrect(random or self) nominee details.

Do's and Don'ts for remittance (DMT) business

Do's

1. Always conduct the DMT transactions in front of the customer
2. Collect the exact cash from the customer
3. Always check for counterfeit currency
4. In case you suspect any anti money laundering behavior, please report the same to BC helpdesk

Don'ts

1. Don't share your credential with anyone
2. Don't record customer details anywhere
3. Never initiate a transaction without verifying customer details.
4. Don't use the system to conduct fraud or non-genuine transactions.
5. Don't enter any gibberish value in the sender registration or in beneficiary addition process

Do's and Don'ts for AePS business

Do's

1. Ensure customer's consent before initiating transaction each time.
2. Always conduct the AePS transactions in front of the customer.
3. Handover the exact cash to the customer.
4. In Case you suspect any suspicious activity, please report the same to BC Helpdesk.
5. Always ask customer to download the receipt of the transaction from the link provided through SMS.
6. Educate customer to reach out to his respective bank if amount debited for failed transaction.
7. Always maintain sufficient cash at outlet to ensure zero service denials
8. Always use Biometric Devices complying with UIDAI standards.
9. Withdraw full customer amount in one go.

Don'ts

1. Don't share your credentials with anyone.
2. Never initiate a transaction until verifying customer's mobile number with him
3. Never indulge in any suspicious/fraud activity.
4. Don't enter any gibberish value in Customer Number.
5. Do not enter your own number as customer's number.
6. Never Charge customer for this service.
7. Never accept or handover counterfeit currency to customers.
8. Do not split customer withdrawal transactions into small transactions.

Do's

- Facilitate KYC only after customer's consent
- Educate customer about the KYC documents required and digital process of KYC.
- Ensure to protect customer confidential data
- Professional and income disclosure during KYC details have to be submitted only after customer consent

Don'ts

- Do not facilitate KYC without customer's consent
- Do not store or share records of customer unless specified by PPBL
- Do not enter gibberish value.
- Do not enter wrong Profession and income of customer.
- Never charge any customer for bank services unless prescribed by the bank

Do's and Don'ts for cash services

Do's

- Always handover correct amount of cash, in case of withdrawals
- Always deposit exact amount as requested by customers
- Always maintain sufficient cash and float to ensure zero service denials
- Ensure to report the counterfeit currency detected as per the PPBL prescribed guidelines"

Don'ts

- Never accept or handover counterfeit currency
- Don't handover hard copy receipts to customers for any transactions
- Never charge any customer for bank services unless prescribed by the bank

BC Agent's Do's and Don'ts for FASTag business

Do's

1. Always wrap FASTag in aluminum foil properly while travelling to avoid FASTag transacting.
2. Always carry sealed FASTag only.
3. Tag should be issued basis RC copy, Vehicle classification, GVW of the vehicle.
4. Always issue correct FASTag to correct customer after verifying properly.

Don'ts

1. Tags should not be handed over to the customer in hand.
2. Tags should not be affixed to vehicle unless the complete issuance process is successfully completed by the BC agent.
3. Tags once affixed on the vehicle should not be moved or tampered
4. Never try to take out the tag and reattach it as the tag antenna can break while doing so

Mandatory branding elements of BC/Agent

Mandatory branding elements of BC/Agent

The Compliance and Product posters are updated in 10 vernacular languages and will start sending the same according to the languages preference of the states.

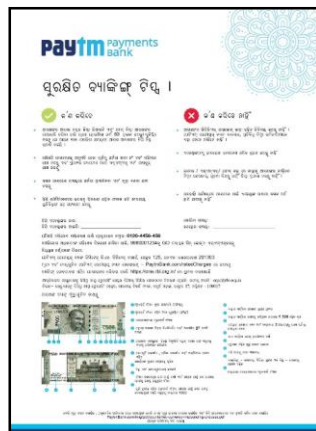
The posters are updated in Hindi, Oriya, Assamese, Bengali, Gujarati, Marathi, Punjabi, Tamil, Telugu, Kannada. It is requested to update the latest product and compliance poster at BC outlets during revisit in vernacular languages.

Samples Posters in few vernacular languages are given below:

Sample Compliance Posters



Hindi Compliance Poster



Oriya Compliance Poster



Kannada Compliance Poster



Marathi Product Poster



Hindi Product Poster



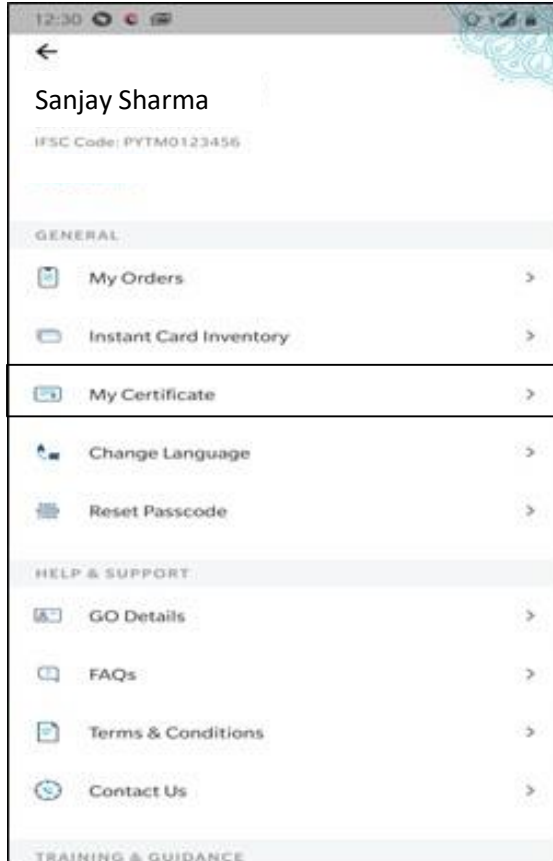
Telugu Product Poster



English Product Poster

BC Certificate of Authorisation

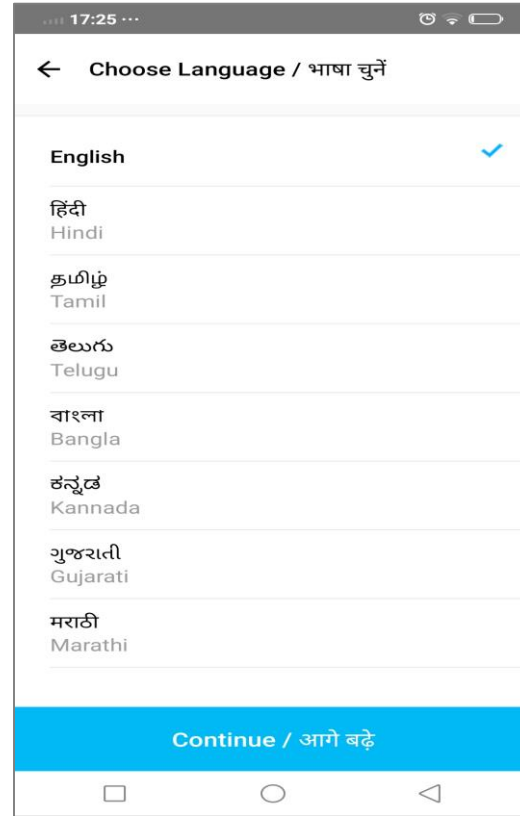
- BC agents' ID and Mobile number is displayed in the certificate.
- BC certificate also features pic of the BC.



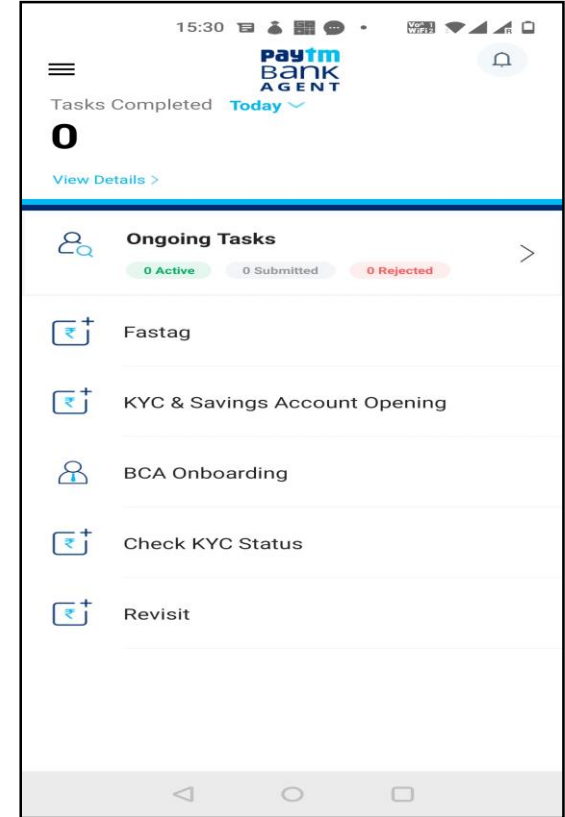
BC Tools and Paytm Bank Agent App

Paytm Bank Agent App

Paytm Bank Agent app is available in multiple languages



Choose language



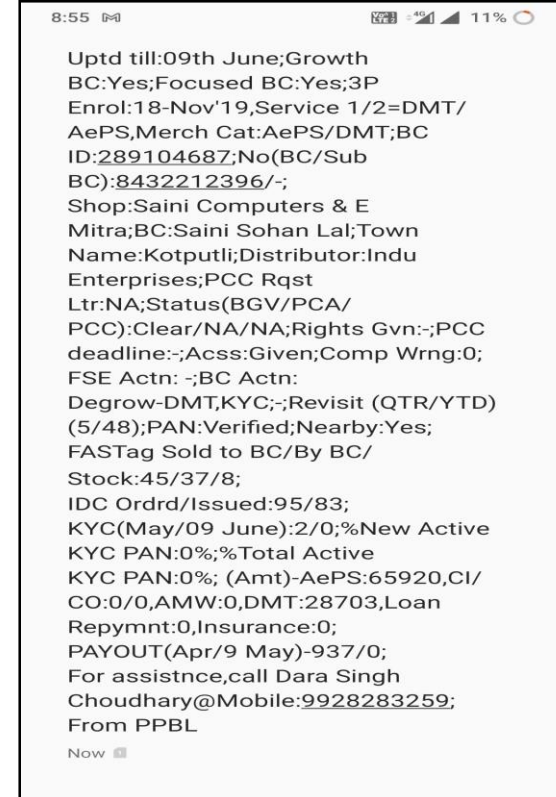
First Screen after language selection

PAYOUT SMS



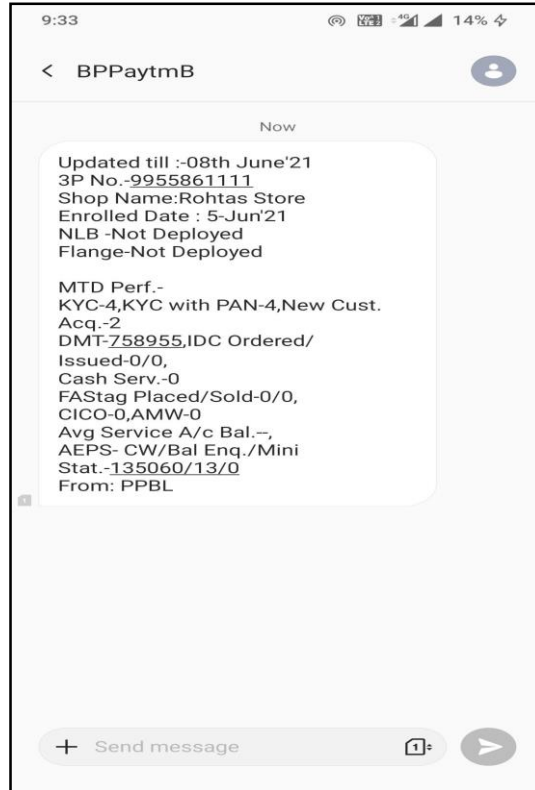
**Syntax – SMS PAYOUT <BC Agent No.> to
 9880001234**

PARTNER SMS



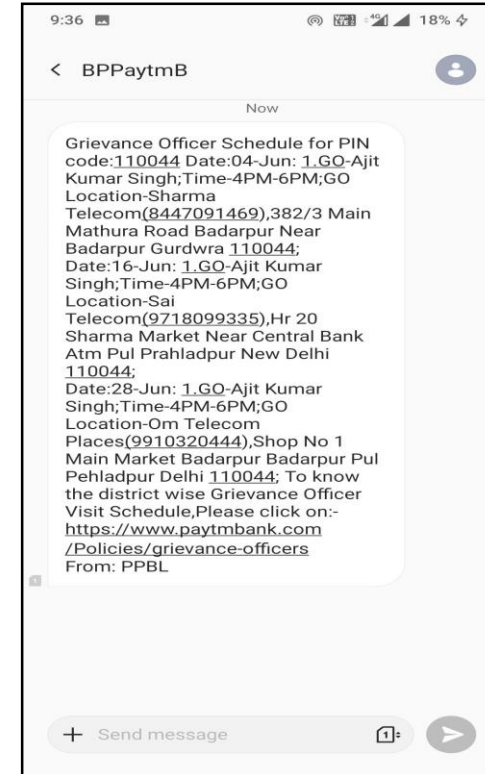
**Syntax – SMS PARTNER <BC Agent No.> to
 9880001234**

PPP(3P) SMS



**Syntax – SMS PPP <BC Agent No.> to
9880001234**

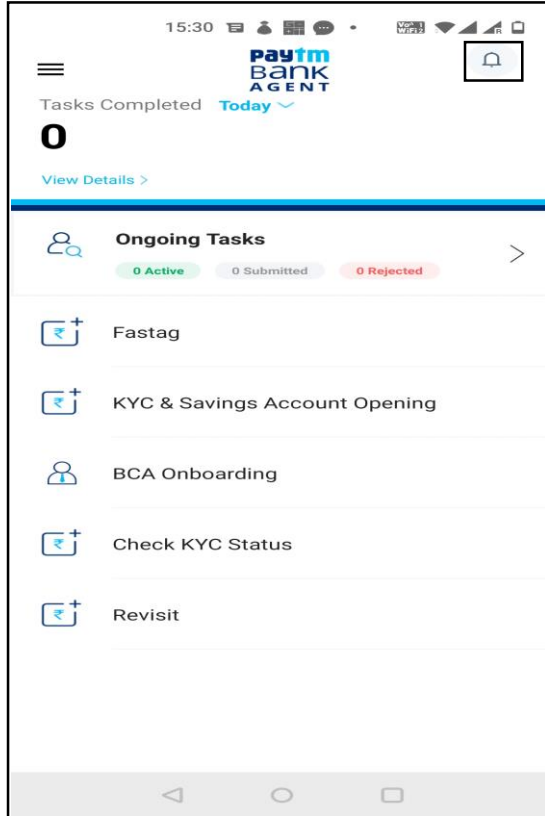
GO Schedule SMS



**Syntax – GO <space> <PINCODE> to
9880001234**

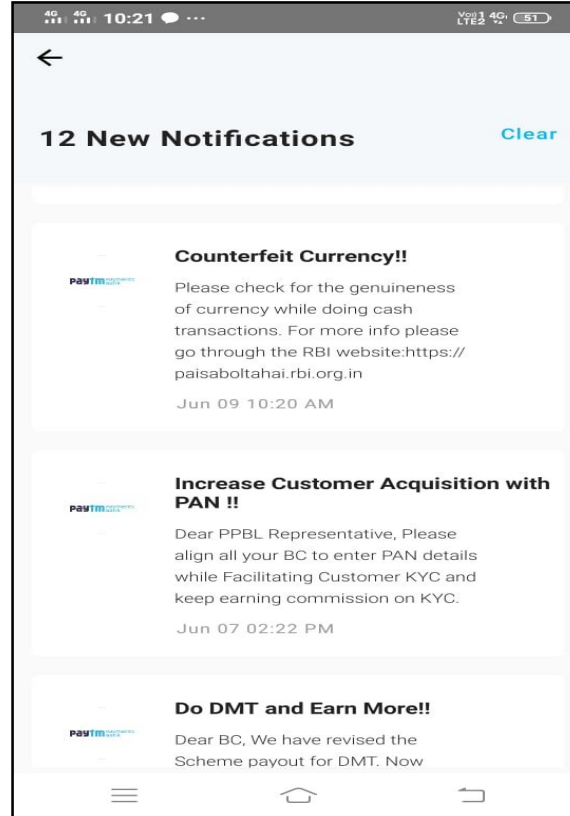
Tools to assist BC Agent

Bell icon in App



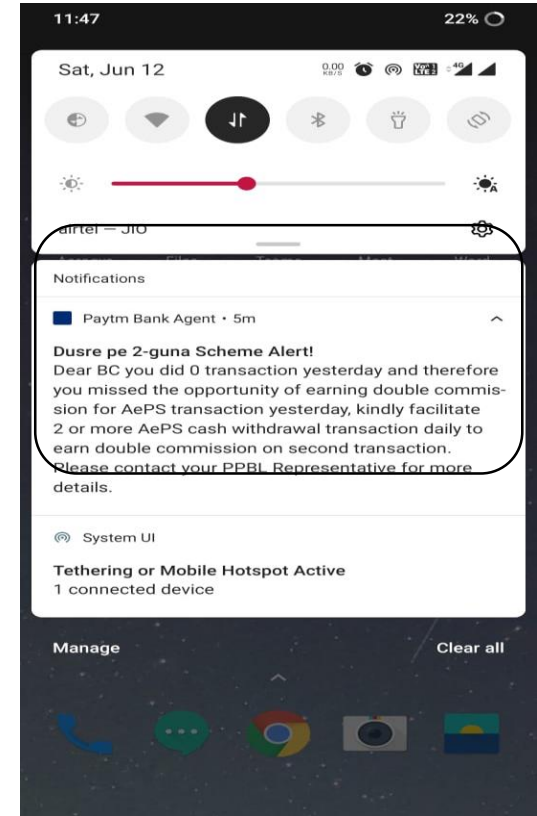
Icon will show notification in BC App

Notifications



On clicking Bell icon it will show the notifications in BC App

Notifications in Mobile

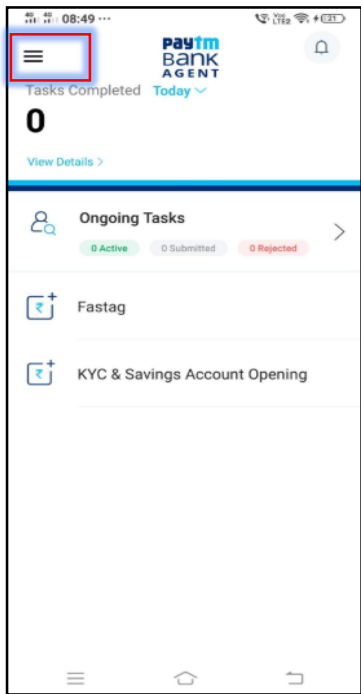


Push notification also visible on mobile screen

BC Training Modules

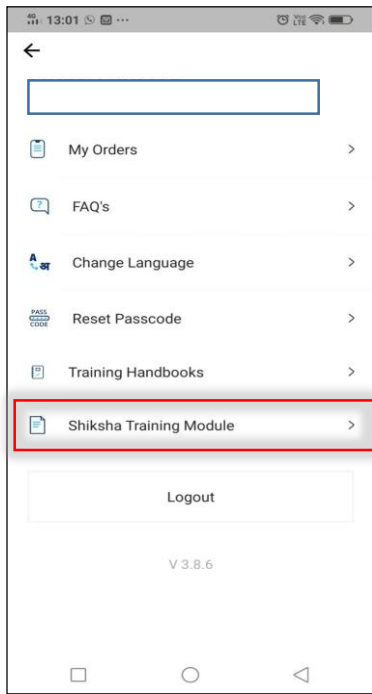
Shiksha Training Modules

1



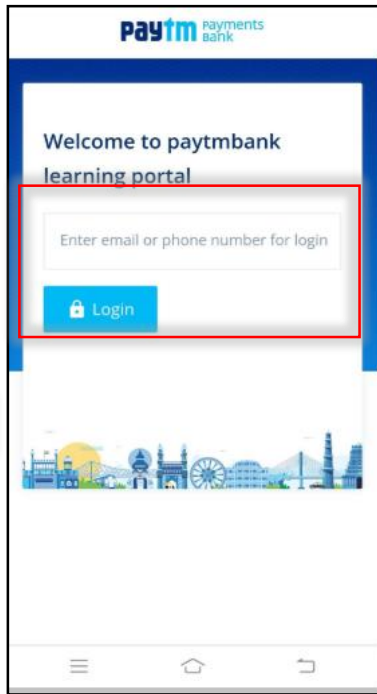
Login Screen

2



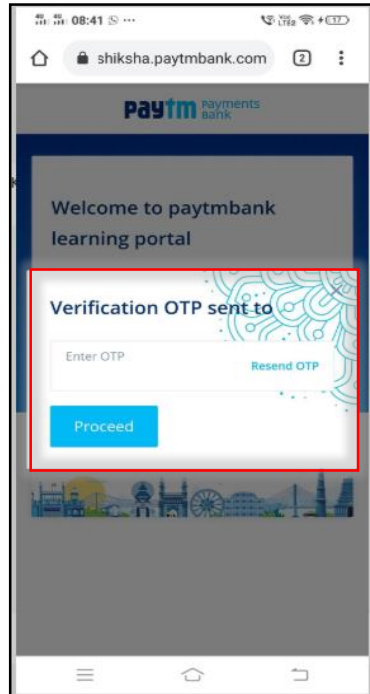
Select Shiksha Training Module in the app

3



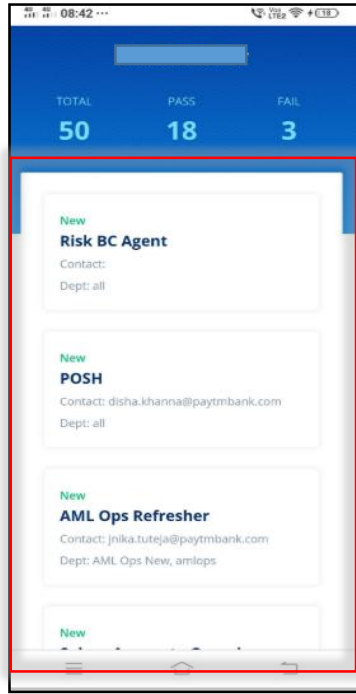
Enter your registered mobile number

4



Enter OTP received on registered mobile no

5



Training screen select the training to attempt

IVR assessment missed call number : 7210122384

The BCs are asked five questions and they have to register their answer through key press

SMS that are sent to BCs

- 1) **On receipt of missed call-** Dear Paytm Payments Bank BC, thank you for your missed call. You will get an IVR assessment call after 15 minutes.
- 2) **When BC/BO does not pick the call after three attempts:** Your Paytm Payments Bank BC/BO training assessment is incomplete. Please contact your FSE. Thank you.
- 3) **When the BC/BO Passes:-** Congratulations. You have passed the test and your score is X/5. You are now a certified and trained BC of Paytm Payments Bank.
- 4) **When the BC/BO Fails:-** Sorry. You have not passed the Paytm Payments Bank BC assessment. You will be retrained.

Steps to access Training videos:



<https://bit.ly/31EJawq>

BC Helpdesk

Happy to Help!



BC Agent Helpdesk
0120 4160160

BC Helpdesk Email ID:

distribution.helpdesk@paytmbank.com



Customer Helpdesk

0120-4456456

Hospicash Insurance Helpdesk

Customer Support Email:

customersupport@icicilombard.com Toll

free no: 18002666



Grievance officer

Grievance officers are being appointed at various locations across India

They help in resolution of customer complaints

BC agent should inform the customers about GO visit schedule

Accessing GO Schedule



Customer can access the GO schedule from Paytm Payments Bank website. Link –

<https://bit.ly/2Q0hVZd>

GO SMS



Usage- To check the schedule of GO, customers can pull the GO SMS

Syntax- GO <space> <PINCODE>

Number- 9880001234

To be sent from- BC agent's or customer's mobile number

Anti-Money Laundering(AML)
Combating Financial Terrorism (CFT)
Know-Your-Customer (KYC)

**Illegal/Black
Money**



**Legal/White
Money**

In simple terms, 'Money laundering' is the name given to the process by which illegally obtained funds/assets are converted into legitimate funds & assets

Illegal sources of funds are: kidnapping, bribery and corruption, gambling, robbery, counterfeit currency, terrorism, drug trafficking, prostitution

Financing of terrorism

Use of **clean/dirty** money to finance **criminal** operations, such as terrorism

Financing of terror can be raised:

1. Via **legitimate** funds: eg. fund-raising activities and business profits
2. Via **illegitimate** funds: eg. drug trade and frauds

If a BC agent comes across any instance of terror financing, this should be immediately reported to aml@paytmbank.com

Customer Behaviour

- Customer offers gratuity
- Customer furnishes spurious/suspicious KYC information
- Efforts to avoid reporting requirements
- Unclear customer ownership structure
- Common addresses, phone numbers, IP addresses and other data
- Frequent updating of details such as address
- Customer has been the subject of inquiry from any law enforcement agency relating to TF or terrorist activities

Inconsistent account activity

- Questionable funds transfers/cash transactions/ lending/insurance-related activities
- Questionable structure of transactions
- Activity inconsistent with past history/business peers

Irregular customer behavior

- Customer providing address of far of place than your branch location for opening
- Customer has an unusual or excessively nervous behaviour
- Customer, who is a student, uncharacteristically transfers or exchanges large sums of money
- Customer taking instructions for conducting transactions
- Customer is accompanied by unrelated individuals.
- Customer did not open account after being informed about KYC requirements
- Customer did not complete transaction after queries such source of funds etc.
- Customer has vague knowledge about amount of money involved in the transaction

Irregular BC agent behavior

- BCs represent bank to the public. Any irregularities in the behaviour of the BC will result in decrease in Bank's reputation & penalties to the BC & the Bank
- Some examples of incorrect behaviour are:
 - Breaking customer cumulative funds into smaller amounts for deposits or withdrawal
 - Unexplained huge cash deposits/ unidentified source of funds.
 - Hiding customer or transaction information from the Bank

Someone who has been entrusted with prominent political positions, domestic or international

How to mitigate risk

- Potential use of influence for personal gain/gain of family and friends
- Use of family/friends to conceal financial activities

Why they are risky

- Management approval to establish business relationship
- Enhanced due diligence
- Heightened monitoring of financial activity
- Documentary proof for wealth and funds

Legal measures imposed by countries or groups of countries (UN, US, UK) that prohibit or restrict dealings with specific individuals, entities, or countries

Economic Sanctions

- Trade embargoes or boycotts
- Freezing of assets,
- Bans on cash transfers
- Bans on technology transfer

Specially Designated Nationals (SDNs) and Blocked Persons

- These may include individuals, groups, and entities
- These are **NOT** country specific

Travel Ban

- A comprehensive ban on travel by all nationals of a country,
- A ban on travel to an entire country
- A ban on travel to rebel-held territory within a country
- An aviation ban on all flights into or out of a country and
- A ban on the operation of a national airline

Business Correspondents should ensure compliance to the guidance shared by the Bank.

They should:

- Protect themselves by following the Bank's procedures.
- They have the legal responsibility to follow RBI guidelines and other AML laws wherever they are located.
- Report all breaches or attempted breaches of AML controls to the Compliance team. Write to - aml.bank@paytmbank.com

Business Correspondents may come across counterfeit currency/notes while dealing with cash deposits & should be able to differentiate between original & fake currency.

For more information to identify original currency, please go through the RBI website:

<https://paisaboltahai.rbi.org.in/>

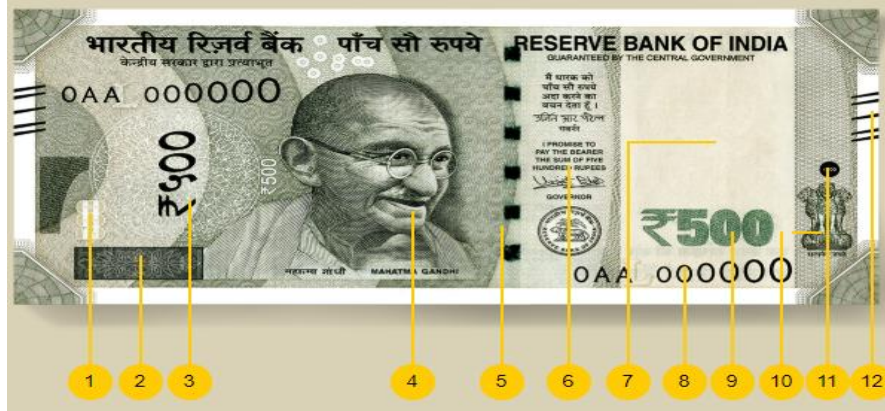
- **Reputation Risk** – Risk of loss due to impact on Bank's reputation
- **Compliance Risk** – Failure to comply with **RBI** regulations
- **Legal Risk** – Risk of legal impact like fines
- **Financial Risk** – Above risks impact on the profits of the bank

Identifying counterfeit currency

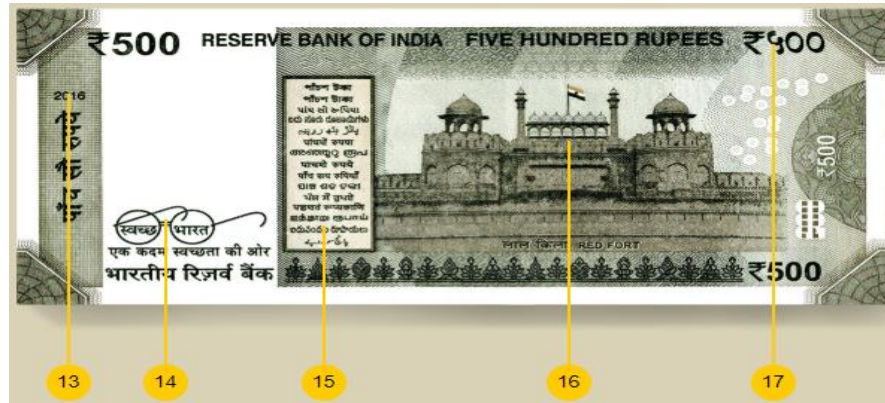
Key/ Description

Referred from paisaboltahai.rbi.org.in

Front



Back



- 1: See through register with denominational numeral
- 2: Latent image with denominational numeral
- 3: Denominational numeral in Devnagari
- 4: Orientation and relative position of Mahatma Gandhi portrait changed
- 5: Windowed security thread changes colour from green to blue when the note is tilted
- 6: Guarantee Clause, Governor's signature with Promise Clause and RBI emblem shifted towards right
- 7: Portrait and electrotype watermark
- 8: Number panel with numerals growing from small to big on the top left side and bottom right side
- 9: Denominational numeral with Rupee Symbol, ₹500 in colour changing ink (green to blue) on bottom right
- 10: Ashoka Pillar emblem on the right
- 11: Circle with ₹500 in raised print on the right
- 12: 5 bleed lines on left and right in raised print
- 13: Year of printing of the note on the left
- 14: Swachh Bharat logo with slogan
- 15: Language panel towards the centre
- 16: Red Fort – an image of Indian heritage site – with Indian flag
- 17: Denominational numeral in Devnagari on right

Aadhaar Virtual ID (VID) Number

Virtual ID (VID) is a temporary 16 digit number, which act as an alternative for Aadhaar number to verify an individual's identity. Customer can use it to get wallet/Savings Account KYC done

Website: <https://resident.uidai.gov.in/vid-generation>

The image shows a three-step process for generating a Virtual ID (VID) on the UIDAI website:

- Step 1:** A screenshot of the UIDAI website's 'Aadhaar Services' menu. The 'Virtual ID (VID) Generator' link is highlighted with a blue box and a white arrow pointing to it.
- Step 2:** A screenshot of the 'Enter Aadhaar Number' and 'Enter Security Code' form. The 'Aadhaar Number' field is highlighted with a red box and contains the text 'UID (1234/1234/1234)'. The 'Enter Security Code' field is also highlighted with a red box and contains the text '3082'. A 'Send OTP' button is visible below the fields.
- Step 3:** A screenshot of the 'Enter OTP' form. The 'Enter OTP' field is highlighted with a red box. Below the field are the options 'Generate / Retrieve VID *', 'Generate VID', and 'Retrieve VID'. A blue arrow points from the 'Generate VID' option to a green box on the right.

Enter 12 digit Aadhaar number and captcha code`

Enter the 6 digit OTP sent on registered mobile number and click on Generate VID

VID is generated if the OTP entered is correct. VID is also sent on the registered mobile number through SMS

Click on Virtual ID Generator link under Aadhaar services on UIDAI website

BANK

Bank is Financial institution which acts as an intermediary between savers and investors or users of funds

SAVINGS ACCOUNT

Saving account is a type of account at a bank, which allow you to deposit money, keep it safe, withdraw funds as needed and earn moderate interest on the balance maintained

FIXED DEPOSIT (FD)

Fixed deposit is an investment instrument offered by banks, through which you can deposit money for specific period of time and higher rate of interest than saving account

On pre mature withdrawal from FD, penalties may or may not be levied by banks

INTEREST RATE

Amount (express in %) which bank pays to customers for deposits is called interest rate.

Also, the price that customers pay to bank against loans is also called interest rate (express in %)

NOMINEE

A person nominated by account holder, who will receive the benefit in case of death of account holder

DEBIT CARDS

A debit card (also known as a bank card) is plastic card is a instrument which gives customers access of their bank account for making payment or withdrawing money through ATM

All debit cards are protected by secret pin

Referred from IIBF training content

Banking Terms

REMITTANCE

Remittance refers to a money transfer transaction where a sender sends a sum of money in a bank account. Migrant workers use remittance to send money home via wire, post or online transfer

KNOW YOUR CUSTOMER (KYC)

KYC is the process of verifying the identity and residential address of customers by specified documentary evidences to prevent possible misuses of banking system for money laundering and other illegal activities. Passport, Driving license, Voter ID card, Aadhaar card and NREGA job card (with photo) are 5 officially valid documents accepted as KYC

ANTI MONEY LAUNDERING (AML)

Set of procedures, laws and regulations designed to stop the practice of generating income through illegal actions

COMBATING THE FINANCING OF TERRORISM (CFT)

Investigating, analyzing, deterring and preventing sources of funding for activities intended to achieve political, religious or ideological goals through violence and the threat of violence against civilians

BUSINESS CORRESPONDENT (BC)

Business Correspondent is representatives of bank who provides banking services of particular bank and improve financial awareness among people

FINANCIAL INCLUSION

Financial Inclusion is the process of ensuring access to appropriate financial products and services needed by vulnerable groups such as weaker sections and low income groups, at an affordable cost, in a fair and transparent manner by mainstream institutional players

*Referred from IIBF training content

Fraud Awareness and Prevention Tips

Your best defence against any fraud is to be aware, educate yourself and use good judgment with our informative tips. While the internet has connected us to more information than ever, today’s digital age has made it easier for scammers to perpetrate their fraudulent activity. They use any means to contact victims—telephone, snail mail, email, and the Internet. They gain your trust and when they have you hooked, they ask you for money; then they take it and run. Don't fall victim: Learn how to spot the warning signs of a scam or scammer before it's too late.

General Warning Signs

- a) Scammers have many excuses why they can’t meet you in person. They list numerous reasons why they need money and always seem to be in trouble.
- b) Scammers claim they’ve been in an accident or have a sudden family tragedy right before boarding a plane to meet you, or are held up in Customs and needs money for their release.
- c) Scammers continue to ask for money for a plane ticket to see you, or to “float” them until payday.
- d) Scammers need money because they were mugged and their money, passport, and ID were stolen while traveling.
- e) Scammers will tell you to send the money in the name of a friend or family member to verify you have funds or to act as an escrow until you receive the purchased goods or services.
- f) Scammers claim they have been in an accident, are in the hospital and their medical bills have to be paid in full before they can leave.

Type of scams

Advanced Fee / Prepayment scam	Identity Theft	Phishing
Anti-Virus scam	Immigration scam	Relationship scam
Charity scam	Internet Purchase scam	Rental Property scam
Emergency scam	Lottery / Prize scam	Social Networking scam
Employment scam	Money-Flipping scam	SMS/Smishing
Extortion	Military	Tax scam
Fake Check scam	Mystery Shopping scam	Telemarketing
Grandparent scam	Overpayment scam	

Fraud Prevention Tips

Consult Resources:

✓ Keep up to date on the most common scam types with other third party resources

Verify First:

☎ Before sharing information or sending any money, make sure you personally know the person requesting it. If you're unsure, verify with a friend or family member first

Phish/Smish:



Cons often mislead victims into providing personal or financial information by unsolicited phone, text or email. Never respond, click on links or attachments in messages from someone you do not know.

Always Research:



Do an online search of a company or product name with relevant words like "scam" or "claim" even phrases like "tax call to review Information shared"

Know what to look for:



Fraudsters use any means to contact victims to gain your trust and then ask for money. Never send money to someone you haven't met in person or for a payment of goods services or purchases found online

If you receive a suspicious email/sms:

- a) Don't open it; delete it immediately.
 - b) Don't follow any links in the email/sms - even if its to "unsubscribe" from the sender - or open any files attached to it.
- PPBL will never send you an email/sms asking for your ID, password or personal information. If you're not sure whether an email/sms is from PPBL or not, don't open any links, click on any attachments, or provide any passwords or user IDs.

Thank you!

GO **BIG** OR
GO Home