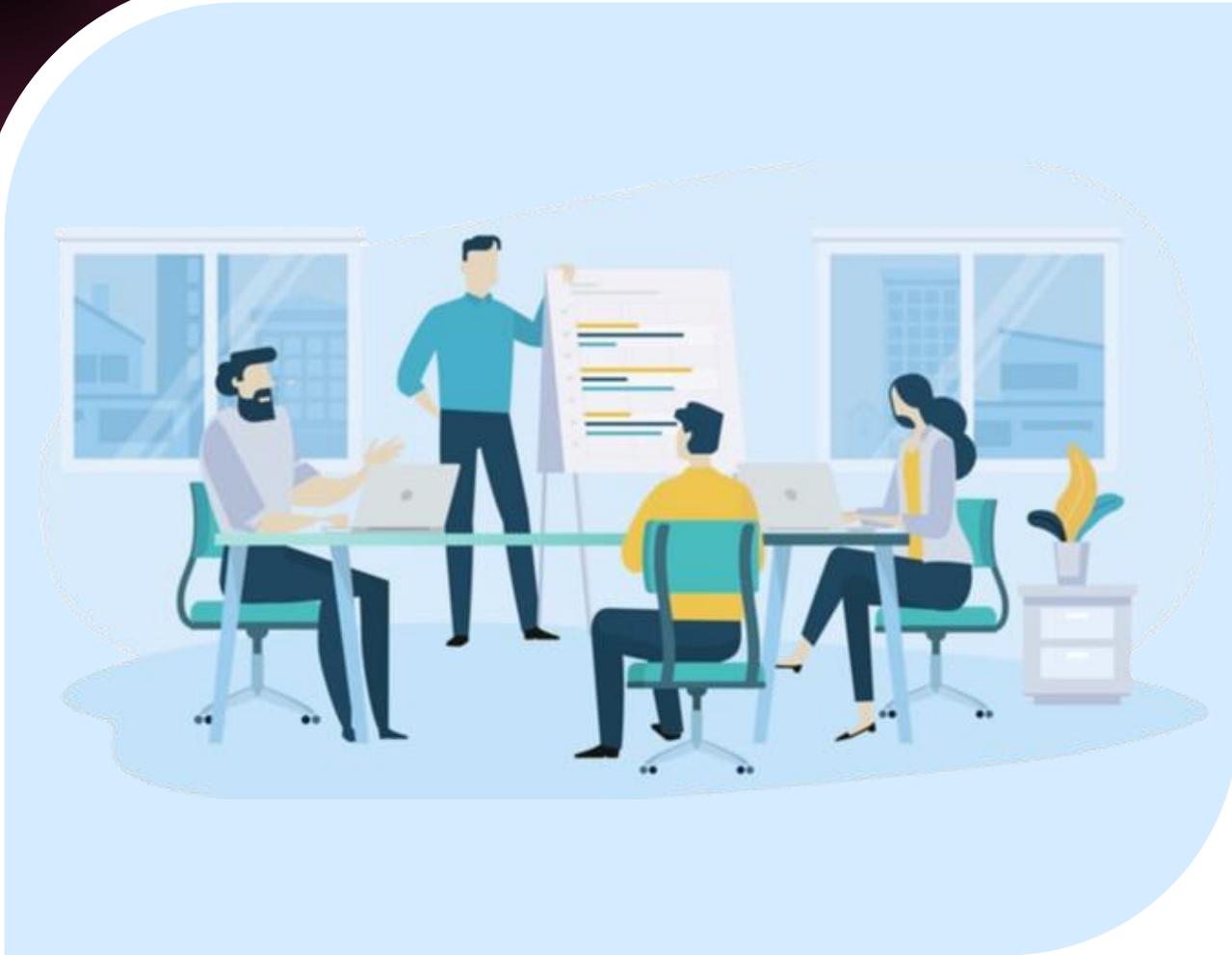


For End User



TRAINING MODULE

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UNIT - I

FINANCIAL LANDSCAPE

- ❖ About Financial Inclusion
- ❖ What is Payments Bank ?



WHAT IS FINANCIAL INCLUSION ?

The process of ensuring access to 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 is termed as Financial Inclusion.

Why Financial Inclusion is needed ?

- ❖ Universal Access to Financial Services.
- ❖ Providing Basic Bouquet of Financial Services.
- ❖ Access to Livelihood and Skill development.
- ❖ Financial Literacy and Education.
- ❖ Customer Protection and Grievance Redressal.
- ❖ Effective Co-ordination.



FINANCIAL INCLUSION SCHEMES IN INDIA

The Government of India has been introducing several exclusive schemes for the purpose of Financial Inclusion. ***These schemes intend to provide social security to the less fortunate sections of the society.*** After a lot of planning and research by several financial experts and policymakers, the government launched schemes keeping financial inclusion in mind. These schemes have been launched over different years. Let us take a list of the financial inclusion schemes in the country :

- ❖ Pradhan Mantri Jan Dhan Yojana (PMJDY)
- ❖ Atal Pension Yojana (APY)
- ❖ Pradhan Mantri Vaya Vandana Yojana (PMVVY)
- ❖ Stand Up India Scheme
- ❖ Pradhan Mantri Mudra Yojana (PMMY)
- ❖ Pradhan Mantri Suraksha Bima Yojana (PMSBY)
- ❖ Sukanya Samriddhi Yojana
- ❖ Jeevan Suraksha Bandhan Yojana
- ❖ Credit Enhancement Guarantee Scheme (CEGS) for Scheduled Castes (SCs)
- ❖ Venture Capital Fund for Scheduled Castes under the Social Sector Initiatives
- ❖ Varishtha Pension Bima Yojana (VPBY)

- The government of India intends to carry out crores of digital financial transactions for the present and upcoming years with the help of Unified Payment Interface (UPI), Unstructured Supplementary Service Data (USSD) banking methods, Immediate Payment Service (IMPS), National Electronic Funds Transfer (NEFT), Aadhaar Pay, debit cards, BHIM, and credit cards.
- The Reserve Bank of India works on exclusive programs and plans in order to have financial inclusion in the nation effectively.
- Let us take a look at some of the programs introduced by the RBI in order to achieve its goals :

The RBI instructed every bank to have **Basic Saving Bank Deposits Accounts (BSBD)** for the economically weaker sections of the society. These are no-frill accounts where account holders do not have to maintain any minimum balance or minimum deposit. These account holders can withdraw cash at any ATM or at the bank branch. They should also be given the opportunity to make use of electronic payment channels for receiving and transferring money to others.

The RBI also asked banks to have simple **Know Your Customer (KYC) regulations** for the less fortunate people of the society. There are many people in rural areas who are unable to open bank accounts due to strict KYC norms. Hence, the RBI wants banks to have simplified KYC requirements particularly if a low-income individual is interested in opening a bank account with an amount not above Rs.50,000.

Keeping in mind about the lack of bank branches in rural areas, the RBI has asked all banking institutions to open **more and more branches in villages** across the nation in order to provide good banking services to the villagers. There are many remote villages where there are no banks and also no good transportation services. It is very difficult for residents of these areas to commute to a far-off bank branch for availing banking services.

With the objective of distributing the branches of Scheduled Commercial Banks (SCBs), the RBI has instructed banks to establish their branches in Tier 2 to Tier 6 centres that have less than 1 lakh people.

In August 2019, the **RBI increased the maximum balance limit for payment bank customers from Rs. 1 lakh to Rs. 2 lakh to encourage more savings and deposits in Payments Bank.**

The Reserve Bank of India is promoting the establishment of **Financial Literacy Centres (FLCs)**.

RBI also asked banks to discuss and create **Financial Inclusion Plans (FIPs)**. These plans will include details about staff employed, branches opened, facilities offered in each of these branches, steps being taken to convert the unbanked sections of the society to individuals with basic access to banking services, etc.

The Reserve Bank of India enabled scheduled commercial banks to get **Business Correspondents (BCs)** as well as **Business Facilitators (BF)**. These BCs and BFs will play the role of intermediaries for the purpose of offering banking services to customers across the nation. The business correspondent strategy promotes delivery of banking products at the doorstep of the customers. They also offer cash transactions and hence, this makes it easier for people who live in rural areas where there are not too many banking branches and not proper modes of transport for them to commute to nearby towns or cities. These business correspondents can be individuals as well as organizations or entities that serve as intermediaries between banks and customers

WHAT IS PAYMENTS BANK ?

Payment banks are specialized financial institutions designed to provide basic banking services to the underbanked and unbanked population. They offer a limited range of products and services, focusing on facilitating financial transactions and promoting financial inclusion.

Their primary function is to provide safe and convenient access to banking services, such as deposits, withdrawals, remittances, and payments, primarily through digital channels.

Where does Payments Banks stands in Financial Inclusion ?

About Payments Bank

- ❖ **Deposit Accounts** - Customers can open savings and current accounts with a maximum balance limit of ₹ 2,00,000.
- ❖ **Money Transfers** - Facilitate transfers of funds through various modes, such as NEFT , RTGS , UPI, IMPS, AePS
- ❖ **Agent Banking** - Expanding reach through a network of business correspondents in rural and semi-urban areas.
- ❖ **Basic Financial Services** - Providing essential services like utility bill payments, mobile recharges, and insurance products.
- ❖ **Leverage of Technology** - Employing biometric authentication, QR codes, and NFC technology to enhance security and convenience for customers.
- ❖ **Debit Cards & Mobile Banking** – Providing Debit Card and Mobile Banking facility to the customers

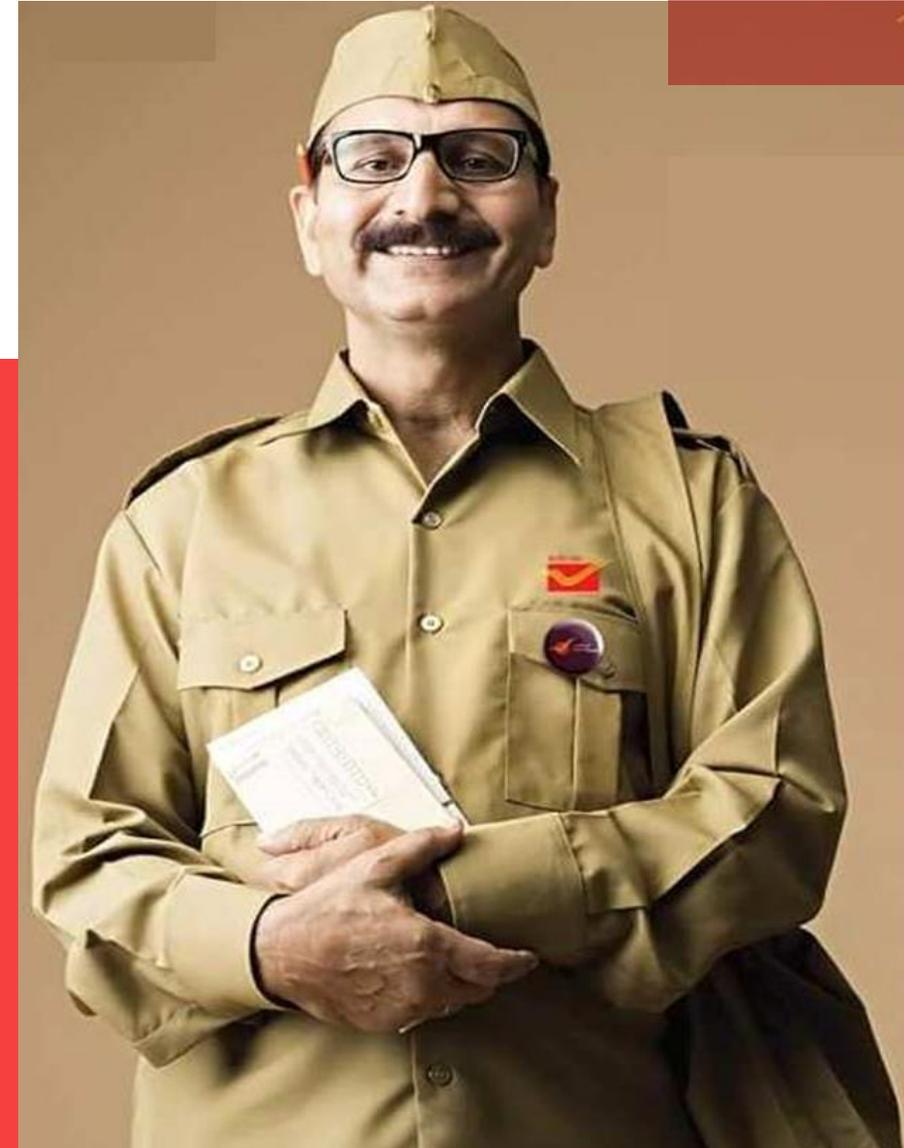
HOW PAYMENTS BANK IS DIFFERENT FROM OTHER BANKS ?

| Features | Payments Banks | Other Banks |
|-----------------------------|---|--|
| Scope of Service | Primarily focus on providing Basic Banking services like – accepting deposit, facilitating payments and remittance services | They offers wide range of services like – loans, credit cards and various investment products. |
| Target Customer Base | Primarily target unbanked and underbanked populations, those who may not have access to traditional banking. | Cater to a broad spectrum of customers, including individuals, businesses, and institutions. |
| Deposit Limit | Maximum Deposit limit per customer is ₹ 2 lakhs. | Account holders to deposit amount to any amount in respect to the account type and profile of A/c holder |
| Lending Activities | Cannot offer directly products like – credit card, loan or insurances but, can do collaboration with other banks to refer the products to the customers. | Can directly offer wide range of products like – credit card, loan, insurance to individuals and businesses. |
| Branch Network | May have a limited physical presence, and they often leverage technology and partnerships to reach customers, including through digital channels and business correspondents. | Have a more extensive network of branches and ATMs to reach a larger customer base. |

UNIT - II

ABOUT INDIA POST PAYMENTS BANK

- ❖ Vision and Mission of IPPB
- ❖ Business Model
- ❖ Three Pillars of IPPB
- ❖ DoP and IPPB Structure



ABOUT INDIA POST PAYMENTS BANK



The India Post Payments Bank was launched by Honourable PM Narendra Modi on September 1, 2018. IPPB is a payments bank that aims at making banking services available at people's doorstep.

India Post Payments Bank leverages its extensive post-office network to deepen financial inclusion in rural and low-income areas by delivering a comprehensive range of services.

VISION AND MISSION OF INDIA POST PAYMENTS BANK



Vision

The bank has been set-up with the vision to build the most accessible, affordable and trusted bank for the common man in India.



Values

IPPB's reach and its operating model are built on the key pillars of India Stack – **enabling Paperless, Cashless and Digital** banking in a simple and **secure manner at the customer's Door-step**, through a CBS-integrated Smartphones and Biometric Device. IPPB delivers simple and affordable banking solutions through intuitive interfaces available in **13 languages to 12 Crore customers** across **5.57 lakh village and towns** in India.



Mission

The fundamental mandate of India Post Payments Bank is to remove barriers for the unbanked and underbanked and reach the last mile leveraging the **Postal network comprising ~1,65,000 Post Offices (~140,000 in Rural areas) and ~3,00,000 Postal employees.**

On 30th January 2017, IPPB was launched as a pilot project under the Department of Post, Ministry of Communication with 100% equity owned by Government of India, in Ranchi (Jharkhand) and Raipur (Chhattisgarh), with the objective of being present across India by the FY 2018-2019. IPPB has expanded its strength across India covering post offices, through a network of **One Branch (Kashmere Gate, Delhi)** and **649 Banking outlets** manned by IPPB Branch staff, working on a hub and spoke model.

THREE PILLAR OF INDIA POST PAYMENTS BANK



Accessibility

IPPB leveraged existing postal infrastructure and new technology to extend reach well beyond existing levels

01



Affordability

IPPB provides technology-based solutions enabling customers, merchants and agents to avail banking services at low cost

02



Trust

IPPB – DoP integration : Minimal change in user experience for the customer and the last mile agent, and provide inter-operable banking services to POSB customers

03

INDIA POST PAYMENTS BANK – BUSINESS MODEL



1,65,000+ Banking Access Point i.e. Post offices providing Interoperable Doorstep Banking Services

Micro ATM services – Secure, Assisted Banking

Paperless Account opening by any GDS/Postman



Aadhaar based instant **paperless** account opening along with Aadhaar seeding for receiving direct benefits

Aadhaar authenticated cash withdrawals

Safe and Secure Banking through Aadhaar Authentication

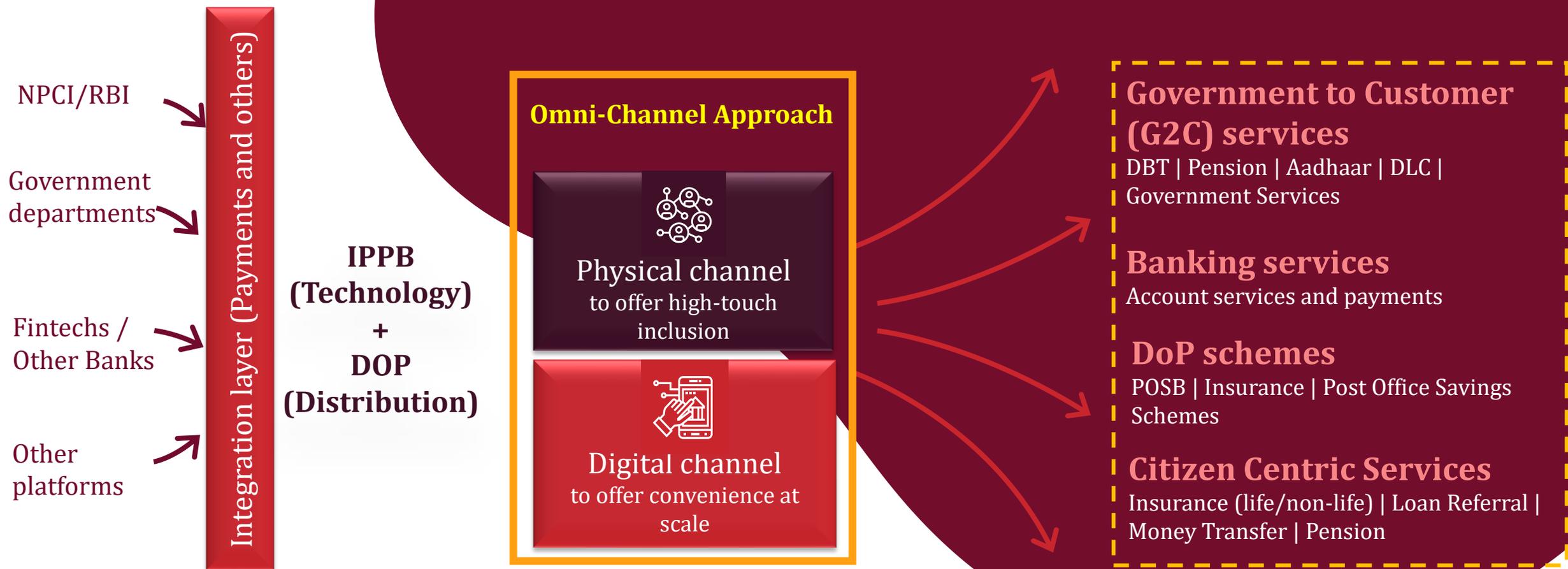


Doorstep DBT / Pension disbursement

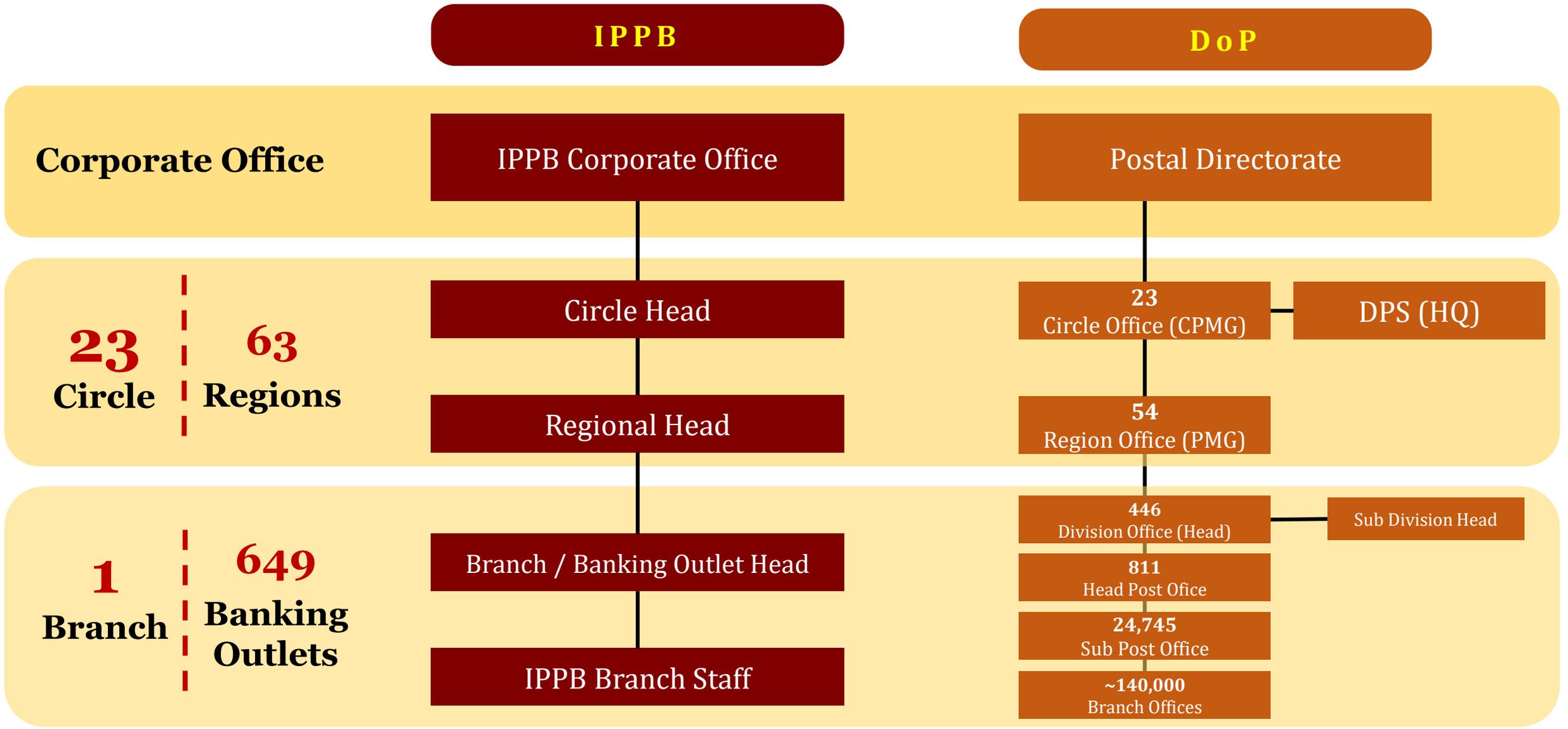
Doorstep Delivery of financial /Govt. Services more than 1.8 Lakh Postmen/Gramin Dak Sewaks to **~5.5 lakh villages**

Enhanced Rural Banking outreach

INDIA POST PAYMENTS BANK – BUSINESS MODEL



DoP & IPPB STRUCTURE



UNIT - III

PRODUCTS & SERVICES

- ❖ DoP - Products and Services
- ❖ IPPB - Products and Services
- ❖ DLC, CELC, DBT, Aadhaar Seeding
- ❖ Basic Documentation – Masked Aadhaar, PAN, Form 60
- ❖ Nominations and Deceased Claim
- ❖ FLC, DEAF
- ❖ Case Study
- ❖ FAQs



BRIEF OVERVIEW OF THE PRODUCTS AND SERVICES OFFERED BY DoP

Department of Post & India Post Payments Bank have come together to facilitate digital payments of Products & Services offered by DoP, Customers can now make payments for DoP products easily using IPPB channels.

01

POSA Account

Post Office Savings Account is a deposit scheme under the Government of India, operational at all post offices in the country. It yields returns on investment at a fixed interest rate which is decided by Department of Economic Affairs (Ministry of Finance).

02

Recurring Deposit (RD)

- ❖ A recurring deposit (RD) is a type of deposit account offered by banks and financial institutions that allows individuals to deposit a fixed amount of money at regular intervals, generally monthly. RDs are a popular way to save money and earn interest over a predefined period.
- ❖ The duration of RD investments is 5 years from date of account opening and can be extended for further 5 years by giving application at concerned Post Office
- ❖ Investors can avail loan against their RD investments after 12 installments

03

Loan Against Recurring Deposit (LARD)

- ❖ A customer who has a Recurring Deposit Account Post Office can easily avail loan against it.
- ❖ After 12 installments deposited and account is continued for 1 year, depositor may avail loan facility up to 50% of the balance credit in the account. Interest on loan will be applicable as 2% + RD interest rate applicable to the RD account.

04

Sukanya Samriddhi Yojana (SSY)

- ❖ Sukanaya Samridhi Yojana is a government-backed scheme launched to support the girl child in her higher education and marriage.
- ❖ Under this scheme, a parent or legal guardian can open an account in the name of a girl child before she reaches 10 years of age, for a period of 21 years from date of account opening or at the time of marriage of girl child after attaining the age of 18 years.
- ❖ This scheme can be used as a tool for Tax Saving under 80C of IT Act & interest earned is also Tax free.
- ❖ The minimum deposit amount for an SSY account is Rs.250 and the maximum deposit is Rs.1.5 lakh in every financial year. No limit on the number of deposits either in a month or in a Financial year.
- ❖ Deposits should be made in multiples of Rs.50 and have to be made up to 15 years from account opening date

05

Postal Life Insurance/ Rural Postal Life Insurance (PLI / RPLI)

Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) are Life Insurance products of Department of Post with a vision to spread the insurance cover through the length and breadth of the country by utilizing the vast network of Post Offices.

06

Public Provident Fund (PPF)

- ❖ PPF meaning can be simply stated as a long-term investment scheme, popular among individuals who want to earn high but stable returns.
- ❖ Deposits qualify for deduction under section 80C of Income Tax Act.
- ❖ Interest earned in the account is free from Income Tax under Section -10 of I.T. Act.
- ❖ The minimum deposit amount for a PPF account is Rs.500 and the maximum deposit is Rs.1.5 lakh in every financial year.
- ❖ Deposits should be made in multiples of Rs.50 and have to be made up to 15 years.
- ❖ Withdrawal is permissible every year from 7th financial year.
- ❖ Loan facility is available against PPF deposits (Customer can contact Post Office for availing Loan facility).

PRODUCTS & SERVICES



Now, let us learn about the products and services offered by IPPB in detail



- Seamless onboarding of Merchants & Digital Payments at Merchant Outlets through UPI QR

- Digital Payments for IPPB customers to
 - Postal Savings schemes (PPF, SSY, RD, PLI)

- Social Benefits Distribution
- Beneficiary enrolment & account opening services
- Turn key Solutions for payments
 - Old Age Pension
 - E-KYC validations | DLC | PMKISAN

- Life Insurance
- General Insurance
 - Vehicle, Health, Accident
 - PMJJBY
- Loan Referral
- Money Transfer – RIA Money

- Saving Bank/ Current Account
- Fund Transfer Services
- RuPay Virtual Debit Card
- Bill Payments (BBPS)

- AePS
- (DLC) Jeevan Pramaan
- Aadhaar Mobile No. updation
- Child Enrolment -Aadhaar
- Cash Management Services



BRIEF OVERVIEW OF THE PRODUCTS AND SERVICES OFFERED BY IPPB



Account Opening

IPPB offers various Savings Account variants specific to varied needs of customers.



Direct Benefit Transfer

IPPB provides the service of Direct Benefit transfer to customer's Account for schemes like Ladli Bahna/Ladki Bahin Yojana, PM-Kisan Samaan & PM Awas Yojana (PMAY), etc.



Money Transfer

IPPB provides fund transfer facilities like UPI /IMPS / AePS /NEFT / RTGS / IPPB to IPPB fund transfer etc. via Mobile Banking/ MATM.



Bill , Utility Payments and Merchant Payments

IPPB provides utility Bill payment facilities for electricity, water, gas bills etc. and services like Cash management, offline payments & digital payments of e-commerce delivery.



CELC

India Post Payments Bank brings the facility of Child Enrolment and Mobile Update in Aadhaar



Digital Life Certificate

IPPB provides the facility of issuing of Digital life certificates.



DoP Products Payment

Payment for DOP products like PPF, Sukanya Samriddhi account, PLI/RPLI, etc. can be done through Mobile banking or through End Users



RIA Money Inward Remittance

RIA Money MTSS services are live on MATM.



Missed Call Banking – 9650121379

Enjoy easy banking with IPPB’s Missed Call service, dial at **9650121379 (for registration)**. Just register your mobile number to access account details anytime—no hassles, no waiting. Post registration customer access the facilities by giving missed call on respective numbers mentioned in the below table through registered mobile number :

| Services through Missed Call Banking | Missed Call to be sent on |
|--------------------------------------|---------------------------|
| Balance Enquiry | 9910223398 |
| Mini Statement | 9910285326 |



Mobile Banking

IPPB offers a state-of-the-art, simple, secure and easy-to-use Mobile banking service through a Mobile app to access your IPPB account and carry out transactions from the convenience of your mobile phone.



SMS Banking – 9910228664 or 7669034700

IPPB offers SMS Banking for quick and easy access to your account details. Just send an SMS from your registered mobile number—banking at your fingertips. Refer the below table for facilities :

| Services through SMS Banking | SMS to be sent on 9910228664 or 7669034700 |
|------------------------------|--|
| Balance Enquiry | BAL |
| Mini Statement | MIN |
| Account Freeze | FREEZE <SPACE> <12-digit IPPB Account Number> |
| Get Account and CIF details | GETCIF <SPACE> <Date of Birth in DDMMYYYY format> Example : GETCIF 18122002 <i>(This SMS to be sent from the registered mobile number)</i> |



IPPB and POSA Linkage

IPPB Savings Account holders can link their account with POSA. If linked, balances exceeding ₹2 lakh at day's end are transferred to the POSA. This ensures optimal fund management with ease.



Merchant Services

IPPB's merchant services provide a simplified onboarding platform to help merchants accept digital payments through IPPB's merchant app.



Door-Step Banking

Doorstep banking services is a major service provided by our bank. They are designed to make banking services accessible to senior citizens, housewives etc. without having to physically visit a bank branch. With doorstep banking services, customers can save time, carry out transactions securely, and access banking services from the comfort of their homes.

SCHEDULE OF BENEFITS & CHARGES FOR SAVINGS ACCOUNT VARIANTS

| Service Charges and facilities offered | Basic Savings Account | Regular Savings Account | DigiSmart Saving Account | Premium Aarogya Saving Account |
|---|---|---|---|--------------------------------|
| Initial Minimum Deposit | NIL | NIL | ₹ 200 (Post account opening) | ₹ 200 |
| Maximum End of Day Balance | ₹ 2,00,000 | ₹ 2,00,000 | ₹ 1,00,000 | ₹ 2,00,000 |
| Cash deposit charges (At IPPB Banking Outlet) | Free | Free, up to ₹ 10,000 per month. Post free limit, Charges 0.50% of the transaction value subject to minimum ₹ 25 per transaction | NA | Free |
| Cash withdrawal charges (At IPPB Banking Outlet) | Free, up to 4 transactions per month. Post free limit, Charges 0.50% of the transaction value subject to minimum ₹ 25 per transaction | Free, up to ₹ 25,000 per month. Post free limit, Charges 0.50% of the transaction value subject to minimum ₹ 25 per transaction | NA | Free |
| One time Subscription Fee : (On Account Opening) | NA | NA | ₹ 149 + GST | ₹ 149 + GST |
| Virtual Debit Card Issuance | Free | ₹ 25 | ₹ 25 | ₹ 25 |
| Annual Subscription Charges | NA | NA | ₹ 99 + GST (On Conversion to Premium/equivalent variant) | ₹ 99 + GST |

TYPES OF SAVINGS ACCOUNT

Basic Savings Account

- ❖ The aim of the basic savings account is to provide primary banking services at a very nominal charge.
- ❖ It offer Four free Cash withdrawals transactions in a month post four transaction fee of 0.5% of transaction value subject to min Rs 25 per transaction is applicable
- ❖ Free Cash Deposits
- ❖ Other features are similar to Regular Savings Account

Regular Savings Account

- ❖ The Regular Savings Account can be opened at the bank's access points and your doorstep.
- ❖ This account can be used to keep funds secure, withdraw cash, deposit money and perform easy remittances, besides a host of other benefits.
- ❖ In addition, interest can be earned on the money kept in this account and the cash withdrawals allowed in this account are unlimited.

DigiSmart Savings Account

- ❖ The DigiSmart Savings Account is the perfect solution for individuals who prefer the convenience of technology-driven banking.
- ❖ Effortless account opening journey via IPPB Mobile Banking App on play-store for Android/App store for IOS.
- ❖ Designed for individuals aged 18 and above with Aadhaar and PAN cards.
- ❖ Since Account is Limited KYC (OTP Based) it has debit transaction limit of ₹ 10,000 per month till Re-KYC at IPPB banking outlet
- ❖ Account can be only used for payment of DoP products & Ecom/Bill pay transaction upto Rs 10,000 per month till Re-KYC at IPPB Banking outlet
- ❖ Customer will have to complete KYC within 1 year of account else account will be closed.
- ❖ Post Re-KYC limits are removed and customer can avail all benefits of IPPB Account.

PREMIUM AAROGYA SAVING ACCOUNT AND ITS FEATURES

Premium Aarogya Savings Bank account product where Savings Account facility will be offered **with additional Wellness benefits to the customers**. This initiative aims to provide value added services to willing customers who are looking for integrated wellness benefits into the existing framework of Savings Bank accounts.

It ensures enhanced customer experience without any additional cost burden. The product is designed to promote holistic well-being while maintaining the core features of the Premium Account.

Bank has currently partnered with NIVA BUPA for providing wellness solutions. Customer can avail health benefits through **NBHI** application of Niva Bupa. An SMS will be sent post account on registered mobile number for downloading NBHI application and access wellness benefits.

FEATURES & BENEFITS

- ❖ **Accounts Benefits** : Cashback on First VDC transaction, Monthly Cashback on Electricity Bill payment, Cashback on issuance of DLC / Jeevan Praman Certificate
- ❖ **Entry Age** : 18 – 70 years
- ❖ **Period** : The wellness benefits shall be applicable for one year from the date of account opening. Wellness Benefit will also be renewed on payment of renewal fee.
- ❖ **Tele & Video Consultation** : Unlimited Video and Tele consultations with General Practitioners, Video consultation can be availed through NBHI app only.
- ❖ **Diagnostic Services** : up-to 40% discount on eligible diagnostic services can be availed through NBHI app.
- ❖ **Pharmacy Services** : up-to 15% discount on purchase of eligible pharmacy products can be availed through NBHI app.
- ❖ **Instruments** : All Customers under this scheme (SBARN) will be given Wellness benefit as a Complimentary offering, at no additional cost vis-à-vis Premium Savings accounts.

Charges for the Account

- 1.) Customer shall deposit an amount within the range from Rs.200 – Rs.10,000 while account opening.*
*Amount entered less or more than the above mentioned limit will throw an error.
- 2.) The charges for Account opening are same as the Premium Account- Rs.149/- + GST.
- 3.) Annual renewal charges also same as Premium Account- Rs.99/ + GST

MERCHANT ACCOUNT AND ITS FEATURES

Who is Merchant ?

A small merchant is an Individual who accepts payments for goods or services, often facilitated through digital payment methods.

IPPB is onboarding only small merchants like Tea/Snacks vendors, Kirana/General stores, Fruit/Vegetable/Flower sellers, Auto/E-Rickshaw, Mobile repairing shops etc. by opening Saving Account and onboarding him as Merchant.

Features and Benefits

- ❖ Hassle free and paperless Onboarding process.
- ❖ Free Doorstep services at your shop with IPPB Premium Account.
- ❖ Free UPI QR Standee / Sticker instantly.
- ❖ Aadhaar Pay facility from Merchant App.
- ❖ Facility to refund the failed transaction fully / partially in Merchant App.
- ❖ Can receive payments from any UPI App.



- ❖ 24 x 7 Toll free assistance number – **155 299**.
- ❖ Service request option available in Merchant App.
- ❖ Real Time sale data analysis in Merchant App.
- ❖ Services available from Trusted “Dakiya” of Department of Post.
- ❖ Merchant App offers Read Aloud facility in Merchant App for all Inward UPI transactions (**Read aloud available in English & Hindi**).

IPPB VIRTUAL DEBIT CARD (VDC)

Virtual Debit cards have become highly favored for cashless transactions and are already a prevalent payment method embraced in India. As the E-commerce and online service sectors expand in the country, the utilization of debit cards for ECOM/Online merchant transactions is steadily and noticeably on the rise.

Low-cost solution

Available in the IPPB mobile banking application



Safe and Secure

Card details are available only after entering the PIN



Enabling Online Purchase

Can be used for online purchases at any online merchant.



Access to UPI

Can be used for UPI PIN Set or Reset.



Transaction Limit of VDC

Maximum Limit - ₹ 1,00,000 per day

Though, at the time of card generation, default limit will be ₹ 50,000. Customer can change the limit upto ₹ 1,00, 000 in Mobile Banking application as per existing process.

BILL AND UTILITY PAYMENTS



IPPB provides an option to make bill payments for mobile recharges, landline, broadband, cable TV, electricity bill, GAS bill, loan repayment etc



Bill Payments is one of the widely utilized and popular products which is been available to IPPB Account holders since IPPB has started its operation



Customers can access all the billers available in the BBPS system and IPPB can process the bill payments of non-IPPB customers, by accepting the payment in cash mode as well.

INWARD REMITTANCE SERVICES : RIA MONEY

- ❖ IPPB has rolled out a service where-in Customers can receive foreign remittances via Ria Money in their account via MATM.
- ❖ Ria Money Transfer is one of the largest international money transfer service providers in the world.
- ❖ Ria Money transaction services is not available to **minors**
- ❖ IPPB Savings account is mandatory for performing a Ria Money transaction. Hence, in case of Non-IPPB customers, it is suggested to open their savings account first.



Limits of RIA Money Transactions for Beneficiary :

- **Single transaction limit** : INR 180000/- when transferred to IPPB account (may be changed in future)
- **Max Transactions Count** : 3 transactions per Day, 5 transactions per month, 30 transactions per year.
- **Max transaction limit** : INR 5 lakhs per day, 10 lakhs per month and 70 lakhs per annum

DIGITAL LIFE CERTIFICATE (DLC)

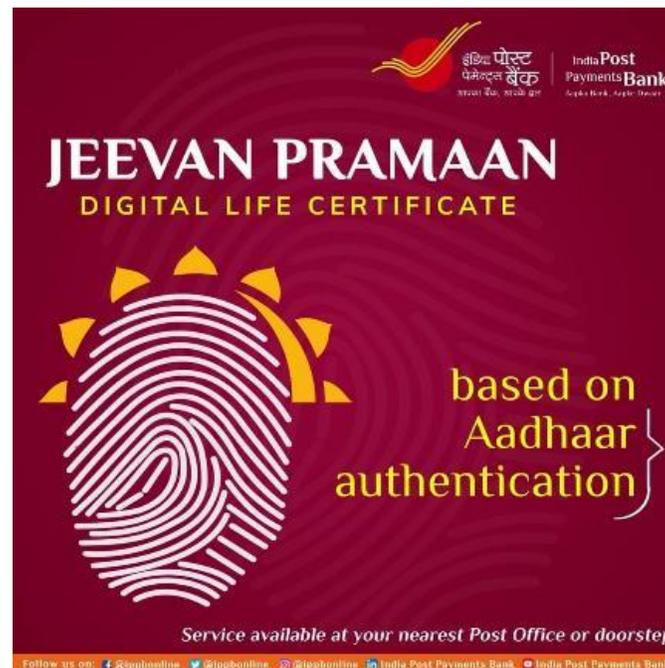


Pensioners of central or state government, Employees' Provident Fund Organization or any other government organization whose pension disbursing agency is live for DLC can take benefit of this facility.



Digital Life Certificate (Jeevan Pramaan) is a biometric-enabled digital service for pensioners

DLC 2.0: Pension Sanctioning Authorities (PSA) have partnered with IPPB to offer DLC services for their pensioners on a reimbursement model. Under this arrangement, Pensioners will be offered DLC services free of cost. Erstwhile flow will also continue for non-sponsored cases.



Pensioners do not have to visit the office of the disbursing agency for physical submission of life certificates and instead may use the Aadhaar-enabled biometric authentication mechanism to generate DLC



The Digital Life certificate is issued instantly without any hassle and is 100% paperless.

Some Important Points regarding Digital Life Certificate

01

Jeevan Pramaan/DLC has to be opened via MATM only, Jeevan Pramaan app cannot be launched independently

02

Registration of the Aadhaar number with Pension Disbursing Agency (bank/Post office etc) should have been done already.

03

After successful authentication, an SMS acknowledgment is sent by NIC on the pensioner's mobile number including Jeevan Pramaan Certificate ID. The certificates are stored in the Life Certificate Repository for making them available anytime, anywhere for the pensioner and the pension Disbursing Agency.

04

Digital Life Certificate fee for is ₹70 (inclusive of GST) and to be paid in cash by the customer upfront to the End User.

05

Cash collected in the Jeevan Pramaan will be included In the existing cash reports (Cash management report/ Cash management detailed report/ Cash management report backdated / CSI extract and CMS report)

In case of mismatch in the name on Aadhaar and name on Pension Order, the DLC will be rejected. End Users to cross-check the same prior to submission of DLC.

CHILD ENROLMENT LITE CLIENT (CELC)

Child Enrolment Lite Client (CELC), has been developed by UIDAI to enable swift enrolment of children below 5 years. The client will be used to enroll the children by capturing just **the photograph and few demographic details in addition to biometric authentication of parents and the operator.**

According to UIDAI's Child Enrolment policy, for children under 5 years old, their biometric features such as fingerprints and iris images are not taken, which simplifies the enrolment process compared to those who are older than 5 years

Aadhar Mobile updates: Under CELC services, citizens can update mobile number. Nowadays, all types of Government subsidy are directly credited to the beneficiary account through Aadhaar linkage with the bank account.

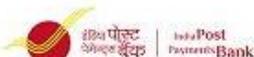


CELC Services

Mobile Number update in Aadhaar: A customer can update their mobile number in their Aadhaar at any of the access point or IPPB Banking outlets at cost of INR 50 inclusive of applicable Taxes.

CELC service also allows end-users to do Aadhaar enrolment for children up to age of 5 years (Child Enrolment is free of cost)




Now update Mobile Number in Aadhaar through your Postman

Aadhaar linked with mobile helps in Beneficiary Authentication/ Identity Verification for many services such as:

- ✓ Online update of Name, Date of Birth, Gender and Address in Aadhaar
- ✓ Registration for various Government Welfare services (DBT)
- ✓ One Nation One Ration Card Scheme
- ✓ RTO services for Driving License
- ✓ EPFO services for employees
- ✓ E-filing of Income Tax

Visit your nearest Post Office or contact Postman / Gramin Dak Sevak

Service charge Rs. 50/- incl. of all applicable taxes, as per UIDAI rates. T&C apply. For more details, email us at contact@ippbonline.in or call Toll-free '1947' [AADHAAR]



Enroll your Child for Aadhaar in just 5 minutes

Documents required to enroll child for Aadhaar (age below 5 years)

- Birth Certificate
- Aadhaar details of one of the parents

- ◆ Aadhaar enrollment is Free of Cost
- ◆ Even a new born can be enrolled for Aadhaar
- ◆ Child biometric (Fingerprint/ Iris) is not required
- ◆ Register your Mobile Number at the time of enrollment

Enroll your Child's Aadhaar at any POST OFFICE^o or through POSTMAN/ GRAMIN DAK SEVAK

*Currently service available in select post offices only

DO's and DON'T FOR CELC ENROLMENT PROCESS

1) Entering Child Credentials

1

Enter full name of the child (excluding any nicknames or titles, for example: “Akash Kumar Goswami” is correct, and “Akash Baba” or “Mr. Akash Kumar Goswami” is incorrect), correct birth date, and gender. Failing to enter the correct details may result in a penalty.



Correct information



Name

Akash Kumar Goswami

Gender

Male

Date of birth

14-12-2019

Incorrect information



Name

Akash Baba / Mr. Akash Kumar Goswami

Gender

|.....

Date of birth

|.....

2) Correctly Uploading Proof of Identity (POI) and Proof of Address (POA) Documents

2

Select the correct document type from the list of permissible documents (for example: birth certificate, and so on). Ensure that the selected type of document matches the document presented to you by the child’s parents. Failing to select the correct document and providing a picture of an incorrect document against the same may result in a penalty.



Selected and uploaded document are same



Demographic information

Birth certificate



Selected and uploaded document are different



Demographic information

Birth certificate



3) Ensuring Documents in Good State are Uploaded

3

Ensure that the document produced by the parents is intact, clearly readable, and has not been tampered with (a piece of paper glued upon some text, or whitener used to omit any details). In case you identify any irregularities in the document, you can ask them to provide any other document (from the list of permissible documents) that meets the requirements. Failing to provide the image of a proper and clean or untampered document may result in a penalty.



Document in its original condition



Tampered document

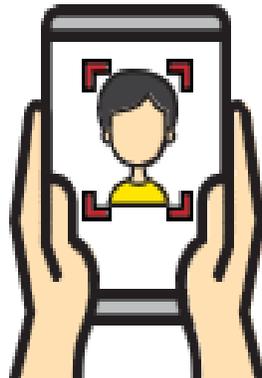


4) Clicking the Child Photograph

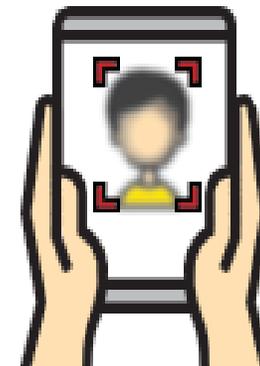
4

Ensure that the document's/child's picture being clicked is clearly visible, and is not shaky or hazy. Please retry clicking that image if the picture does not satisfy these conditions.

Clear face



Hazy face/ Blur Image



CELC – CHILD ENROLLMENT MAJOR ERRORS & PENALTIES

With reference to UIDAI notification: HQ-16024/2/2020-EU-I-HQ dated 12th Mar' 2025, regarding action in case of default in adherence to or violation of any regulation, process, standard, guideline or order issued by UIDAI, by Registrars, enrollment agencies or other services providers, UIDAI has amended below changes in CELC – Child Enrollment Errors & Penalties. *Here, Registrar refers to IPPB and Enrollment Agencies (EA) refers to IPPB Circles.*

Nature of Violation

Photo on Photo (POP) :

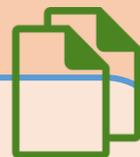
POP of the individual seeking enrolment/ update



Penalty Amount
₹ 25,000 per packet

Document Error – 1 (DOE-1) :

- a) Uploading of overwritten/tampered system generated documents issued by Central/ State Governments.
- b) Uploading of photo of object/ screenshot/ picture etc. against document.



Penalty Amount
₹ 10,000 per packet

Action to be Taken

- 1) Suspension of the activities of the operator concerned with email notification to operator/EA /Registrar concerned.
- 2) Consider imposing financial disincentives on the Registrar

- 1) Email notification to operator/EA/Registrar concerned on 1st and 2nd violation.
- 2) Suspension of the activities of the operator concerned on 3rd violation within the month along with email notification to operator/EA/Registrar concerned.
- 3) Consider imposing financial disincentives on the Registrar.

Nature of Violation

Abusive Language (AL) :

Use of unparliamentarily language / abusive language in demographic details.



Penalty Amount

₹ 50 per packet

Demographic Error (DE) :

- a) Minor typographical errors or demographic data mismatch
- b) Transliteration error
- c) Wrong selection of gender type/ relationship type
- d) Visible age/photo mismatch
- e) Any other document or data entry mistakes not covered under DOE-1



Penalty Amount

₹ 50 per packet

Action to be Taken

- 1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.
- 2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.
- 3) Consider imposing financial disincentives on the Registrar.

- 1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.
- 2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.
- 3) Consider imposing financial disincentives on the Registrar

Nature of Violation

Document Error – 2 (DOE-2) :



- a) Uploading of poor quality document/scan
- b) Uploading of blank document or document not as per list of supporting documents
- c) Uploading of wrong document in the selected document type
- d) Uploading of expired or outdated documents like DL, passport, electricity bill, postpaid telephone bill, water bill, etc. (if not otherwise specified)
- e) Uploading of only one side of a document whose both sides required for validation (e.g. one side of voter id card is not valid for proof of address) or not uploading all the relevant pages of a document
- f) Uploading of photoshop document or document generated from unauthorized website
- g) Uploading of wrong relationship document (e.g. relationship mentioned in the address part of the document as w/o, h/o, c/o, d/o, s/o etc. shall not be acceptable)
- h) Uploading of photocopy of document
- i) Uploading of invalid document
- j) Uploading of document bearing correction fluid/ overwriting/ cutting etc. without attestation by issuer

Penalty Amount
₹ 50 per packet

Action to be Taken

- a) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.
- b) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.
- c) Consider imposing financial disincentives on the Registrar.

Nature of Violation

Biometric Error (BE) :

- Photo not captured as per guidelines
- Biometric exception photo not captured properly
- Photo not of the individual seeking Enrolment/Update
- Biometric exception photo not of individual seeking enrolment/ update



Penalty Amount

₹ 1,000 per packet

Rejection during Source Verification at QC (RSV) :

Document found invalid during source verification



Penalty Amount

₹ 250 per packet

Action to be Taken

- 1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.
- 2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.
- 3) Consider imposing financial disincentives on the Registrar

- 1) Email notification to operator/EA/Registrar concerned on 10th, 20th and 25th violation.
- 2) Suspension of the activities of the operator concerned on 30th violation within the month along with email notification to operator/EA/Registrar concerned.
- 3) Consider imposing financial disincentives on the Registrar

CELC – PENALTIES ON MALPRACTICES & VIOLATIONS OF THE UIDAI GUIDELINES

With reference to UIDAI notification: HQ-16024/2/2020-EU-I-HQ dated 12th Mar' 2025, regarding action in case of default in adherence to or violation of any regulation, process, standard, guideline or order issued by UIDAI, by Registrars, enrollment agencies or other services providers, UIDAI has amended below changes in CELC – Child Enrollment Errors & Penalties

PENALTY - ₹ 25,000 per incident

Incident - Enrolment of adult as a child with age less than five years to avoid collection of biometric.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar. (iii) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting.

PENALTY - ₹ 25,000 per machine

Incident - Gross violation of the stipulated guidelines such as tampering of UIDAI's software/ Hardware (BYPASS of operator /supervisor Biometrics).

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar.

PENALTY - ₹ 25,000 per incident

Incident - Enrolment of an adult as a child with age less than 18 years to avoid individual's verification.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar. (iii) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting.

PENALTY - ₹ 25,000 per incident

Incident - Wrong capturing of biometrics such as capturing reverse biometrics, toes instead of fingerprints, reverse iris etc.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar. (iii) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting.

PENALTY - ₹ 25,000 per incident

Incident - Capturing of mixed biometrics.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar. (iii) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting.

PENALTY - ₹ 25,000 per operator

Incident - Capturing of biometrics using gummy finger.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar. (iii) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting.

PENALTY - ₹ 25,000 per operator

Incident - Operating unauthorized enrolment center / operating from unauthorized location.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar.

PENALTY - ₹ 25,000 per operator

Incident - Overcharging for Aadhaar enrolment and update services/ involvement in corrupt practices.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar.

PENALTY - ₹ 25,000 per packet

Incident - Wrong capturing of biometrics as biometric exception case.

Action – (i) Suspension of the activities of the operator concerned. (ii) Consider imposing financial disincentives on the Registrar. (iii) Registrar may file FIR on the operator and shall be reviewed in the SRC meeting.

PENALTY - ₹ 1,000 per incident

Incident - Identified for non-displaying of rate chart, available services or/and list of documents at enrolment centres during inspection.

Action – (i) Issue notice to Registrar with details and proof for corrective action within one week. (ii) Consider imposing financial disincentives on the Registrar for non-compliance.

DIRECT BENEFIT TRANSFERS (DBT)

Direct Benefit Transfer (DBT) channels government welfare payments—cash benefits and subsidies—directly into beneficiaries’ Aadhaar-linked bank accounts, bypassing intermediaries and plugging leakages from fraud or embezzlement. By mapping each payment to a unique biometric ID, DBT ensures that aid reaches its intended recipients quickly, transparently and with minimal administrative overhead.

What are the Benefits of Direct Benefit Transfers ?

- 01 **No More Middlemen** : People receive the full amount they are entitled to without deductions by any intermediaries.
- 02 **Convenience** : The payments are directly credited into the bank accounts of the beneficiaries, saving them from lengthy paperwork or running around government offices, and ensuring they receive their entitled benefits as quickly as possible.
- 03 **Transparency** : Beneficiaries can track payment statuses in real-time, reducing their dependency on local officials for information about their schemes and about their financial assistance money by govt.
- 04 **Instant and Easy Money Transfer** : It created the Aadhaar Payment Bridge to enable instant money transfers from the government to people’s bank accounts. This approach not only allowed all households to be uniquely linked under varied government schemes for receiving subsidies directly into their bank accounts but also transferred money with
- 05 **Financial Assistance** : DBT has allowed the government to provide financial assistance effectively and transparently to farmers with lower transaction costs – be it for fertilizers or any of the other schemes.
- 06 **Transfer of Funds & Social Security** : In urban India, the PM Awas Yojana and LPG Pahal scheme successfully use DBT to transfer funds to eligible beneficiaries. Various scholarship schemes and the National Social Assistance Program use the DBT architecture to provide social security.
- 07 **A Door to New Opportunities** : DBT under rehabilitation programs such as the Self Employment Scheme for Rehabilitation of Manual Scavengers (SRMS) opens new frontiers that enable social mobility of all sections of society.

AADHAAR SEEDING

What is Aadhaar Seeding ?

It refers to the process of linking your Aadhaar number with bank account. By doing so, you create a seamless connection between your unique identification (Aadhaar) and Bank account for various financial and government-related activities like DBT transfers.

Aadhaar Seeding and Authentication of Accounts

Why is Aadhaar Seeding crucial ? Here is why :

- **Direct Benefit Transfer (DBT)** – When your Aadhaar is linked to you bank account, government subsidies, pensions, and other benefits are directly credited. This reduces delays and ensures that funds reach the right beneficiaries.
- **Authentication** – Seeding Aadhaar with your bank account enhances security. It enables biometric authentication, making transactions more reliable and safeguarding against frauds.

Masked Aadhaar

Masked Aadhaar is a unique version of Aadhaar, launched by UIDAI, where your Aadhaar number is partially masked or covered on the Aadhaar card. This move is to make the Aadhaar number safer. Here, the first eight digits of your Aadhaar number will be masked and the last four digits will be visible. You can only get this form of Aadhaar as a digital copy and not as a hard copy.

You can ask the customer to provide masked Aadhaar for e-KYC purposes where it is not mandatory to share the soft copy or a photocopy of your Aadhaar card.

On the other hand, you may not be able to use the masked Aadhaar card to apply for any government welfare schemes such as Pradhan Mantri Awas Yojana, Pradhan Mantri Ujjwala Yojana, LPG subsidies, and to open bank accounts. In such cases, you have to provide the entire twelve-digit Aadhaar number to avail the benefits of the schemes.



If customer have multiple bank accounts in different banks, then you can only seed your Aadhaar number in anyone of the bank for receiving DBT.

IPPB offers to customer to divert their DBT from other bank account to IPPB account.

PERMANENT ACCOUNT NUMBER CARD (PAN CARD) & FORM 60

What is PAN Card ?

Permanent Account Number (PAN) is a ten-digit alphanumeric number issued by the Income Tax Department.

Thoroughly, check the 10 digit alphanumeric characters and fill-up the correctly while customer profiling.

If customer don't yet have a PAN, you generally must file a Form 60 declaration (for transactions below specified limits) before opening an account.



What is FORM 60 ?

Form 60 is considered a substitute for PAN card for individuals if they conduct transactions specified under Section 114B of the IT Act and do not have a PAN card. It is a type of declaration which is considered to have legal validity in the banking sector.

- ❖ When an individual has applied for a PAN card but hasn't got allotted as yet.
- ❖ When an individual hasn't applied for a PAN card.

How to Fill and Submit Form 60 ?

If Form 60 is being used instead of a PAN card, then some information needs to be filled in the Form before it is filed. These are as follows :

- ❖ The declarant's full name has to be written on the form.
- ❖ The declarant's residential address.
- ❖ The declarant's date of birth, along with the father's name.
- ❖ The declarant's Aadhaar card number.
- ❖ The declarant's contact number.
- ❖ Transaction information.
- ❖ Acknowledgement number and the date of application of the PAN card.

Whenever the transaction has to make, Form 60 has to be submitted there. The submission can be online or physically delivering it. It should be signed by the person submitting Form 60.

NOMINATION FACILITY

Nomination Facility

Managing finances is not just about growing wealth; it is also about ensuring that it is transferred seamlessly to the loved ones. But the crucial aspect which is often overlooked in financial planning is assigning a nominee to Bank Account.

The process of saving money has been followed by every generation so that money can be used as and when needed. While we focus on savings and investments, appointing a nominee in Bank Accounts ensures that our hard-earned money reaches the right hands in case of unforeseen circumstances.



What is a Nominee in Bank Account ?

A nominee is legally entitled to claim the funds in one's Bank Account in the event of one's sudden demise. The nomination process for Bank Accounts ensures that savings in Bank Accounts are passed on smoothly without lengthy and time-consuming legal complications. In simple terms, we can say that a nominee is a legal heir to finances or savings in customer's account.

It is crucial to note that this important feature of nomination facility applies to Bank Account. By designating a nominee for Account, customer ensures that their family members have easy access to funds or belongings in case of unforeseen circumstances.

Whenever any customer open a Bank Account, India Post Payments Bank always encourages them to add a nominee in the account. In case, it is not yet added, it's never too late to secure the account by adding a nominee.

Benefits of having a Nominee

The nominee facility is not just a formality; it plays a vital role in protecting customer's finances and providing peace of mind for their family. Let's dive in and understand in detail the nominee benefits for Bank Accounts :

Simplifies Asset Transfer

When a nominee is appointed in Bank Account, it ensures that your loved ones can access your savings without unnecessary delays. Without a nominee, the funds in the account could get tied up in lengthy legal processes.

Provides Financial Security

Immediate access to funds is critical at the time of distress. A nominee can claim the money directly, ensuring the family's financial stability when they need it most.

Avoids Disputes

A clear nomination eliminates confusion and potential disputes among family members. It ensures that the funds are directed to the person you trust the most.

Complies with Bank Account Nomination Rules

Indian banking laws encourage nomination to streamline financial inheritance. Ensuring compliance with these rules simplifies the claim process for the nominee.

Mandatory Details to be submitted by the customer for Nomination while IPPB Account opening

- ❖ Nominee's Name
- ❖ Nominee's Address
- ❖ Nominee's Date of Birth
- ❖ Nominee's Relationship with the Customer

Nomination in Existing IPPB Accounts

To add a nominee to an existing account, customers can use the Mobile Banking App or visit their nearest IPPB Branch / Banking Outlet or Post Office.



Keep in Mind

- ❖ When the nominee is under 18 years of age, account holder must submit the guardian's details.
- ❖ The guardian cannot be the same person as the account holder.

DECEASED CLAIM

Documents to be obtained for Deceased Claim Settlement

Deceased Claim settlement refers to the process of settling the financial claims of a deceased individual, such as those related to bank accounts, deposits, locker contents or other assets held by a bank. It's initiated by the nominee / legal heir to transfer the deceased person's financial holdings into their accounts.

Why it matters ?

Provides a clear legal pathway for nominees and heirs, reducing disputes during settlement.

Deceased Claim Settlement Process

With Nomination

- A nominee is essentially a designated beneficiary who receives the asset upon the account holder's death.
- Settlement Turn Around Time is 15 days from the date of receipt of the claim documents at banking outlet. (Days are in calendar days for both the processes.)

Without Nomination

- In absence of nominee, legal heirs must prove their relationship to the deceased and obtain necessary legal documents for the claim.
- Settlement Turn Around Time is 1 month from the date of receipt of the claim documents at banking outlet.

| S. No. | Documents | With Nomination | Without Nomination |
|--------|---|-----------------|--------------------|
| 1. | Copy of Death Certificate | ✓ | ✓ |
| 2. | Copy of Nominee's ID & Address Proof | ✓ | ✓ |
| 3. | Duly Filed Claim Format | ✓ | ✓ |
| 4. | Succession certificate / Will along with Probate / Legal Heirship Certificate | ✗ | ✓ |
| 5. | In absence of Succession Certificate / Legal Heirship Certificate, any State specific document that may be considered in lieu of Legal Heirship Certificate being issued by a Revenue Official | ✗ | ✓ |
| 6. | Letter of Authority - Should be signed by all claimants except the Authorized Claimant. | ✗ | ✓ |
| 7. | Letter of Indemnity - Should be signed by all claimants. | ✗ | ✓ |
| 8. | Affidavit – Should be signed by 2 persons who are unrelated to the Deceased's family | ✗ | ✓ |
| 9. | Applicable for Nominee / Heir Account with Another Bank - Self-attested Proof of Bank account ownership like Passbook Copy, Cancelled Cheque Leave, Account Statement not more than last 3 months old | ✓ | ✓ |
| 10. | Duly Stamped & Notarized Affidavit for small mismatch in name of Nominee / Heir in their KYC | ✓ | ✓ |
| 11. | Requisite Bank officials Declaration in Annexure 3, if applicable | ✓ | ✓ |
| 12. | English translation (duly countersigned by branch staff) for any document that is in a language other than English or Hindi | ✓ | ✓ |
| 13. | Net Worth Sufficiency declarations by sureties in format available in Annexure-4 along with the OVDs of sureties | ✗ | ✓ |
| 14. | Approval from competent authority in the format available in Annexure-9 | ✓ | ✓ |

Simplified Deceased Claim

In IPPB, If the balance in an account being treated as without nomination, is less than or equal to Rs 5,000/- then such cases shall be treated under Simplified Deceased Claim Process

- ❖ Net payable includes post-demise credits but excludes any amounts payable under government authority instructions. Example : (e.g : PM-KISAN)
₹ 10,000 opening balance + ₹ 6,000 PM-KISAN credit = ₹4,000 net payable
→ qualifies for simplified process.
- ❖ If any amount is payable to claimant(s), on instruction of any Govt. authority letter, the said amount shall also be not considered for deciding the threshold for simplified claim.
- ❖ If the balance in the account is Zero, even fewer documents are required.

Process to be followed by Bank Official

- 1) Verify the death information either through the death certificate or local enquiry.
- 2) Scrutinize deceased customer's account as per mandatory checklist provided.
- 3) Inform the claimant for the set of documents required.
- 4) Collect required forms and supporting documents.
- 5) Verify with Original, check correctness of documents in all aspects and issue acknowledgement to the nominee/claimant if documents are in order.
- 6) Generate a CSRM ticket on the same day of receipt of documents from nominee/claimant(s) and forward the case to RH/CH for approval as per approval matrix provided in SOP.



Points to Remember

1. **Is it necessary to stamp and notarize all documents like the affidavit, letter of indemnity and letter of authority ?**

| Document Type | Notarization Requirement | Stamping Requirement |
|---------------------|--------------------------|----------------------|
| Affidavit | Yes | Yes |
| Letter of Indemnity | Yes | Yes |
| Letter of Authority | Yes | No |

2. **What is the procedure of claim settlement if the claimant(s) is/are minor ?**

If the claimant(s) is/are minor, then wherever it is required of them to put their signature, their natural/legal guardian shall write the names of the minor and then sign in his/her place. Guardian must put his/her signature for each minor involved separately. Natural guardian means Father or Mother in the absence of the Father. Grandparents do not have default guardianship rights and must be allowed specifically by a competent forum like courts.

For More Information Contact : deceasedclaim@ippbonline.in

FINANCIAL LITERACY CAMPS (FLC)

Financial Literacy Camps are community-based outreach programs designed to teach people how to manage their money wisely. These camps are often organized by banks, government agencies like the Reserve Bank of India (RBI), and financial institutions **to promote financial inclusion**—especially in rural and underserved areas.

IPPB will disseminate key messages focusing on :



Banking Basics : Participants learn how to open and operate savings accounts, use ATMs, and access digital banking services like DBT, UPI, etc.



Money Management : Sessions cover budgeting, saving, borrowing responsibly, and understanding interest rates.



Fraud Awareness : People are taught how to recognize scams, protect their personal information, and avoid financial fraud.



Customized Learning : Camps often tailor content for specific groups—like women, farmers, youth, or senior citizens—to address their unique financial needs.



Interactive Tools : Posters, games, storytelling, and role-playing are used to make learning engaging and memorable.

IPPB has done tie-ups with NABARD and IEPFA for Financial Literacy Camps across India.

National Bank For Agriculture And Rural Development (NABARD)

NABARD stands for the National Bank for Agriculture and Rural Development. It's a government-owned development bank in India, the youth & economically active age group with the mission to promote sustainable and equitable agriculture and rural prosperity. quietly powering everything from micro-irrigation to mobile banking in villages. Major focus are :

- ❖ **Financial Literacy Programmes** - Financial and Digital Literacy Camps by branches of banks, Demonstration Van for Financial Literacy, Special scheme for saturation of enrolment of eligible operative PMJDY A/c beneficiaries, etc.
- ❖ **Banking Technology Adoption** - Deployment of microATMs, Dual Authentication facility at BC Point, Implementation of Aadhaar Enabled Payment System (AePS), etc.
- ❖ **Regulatory Infrastructure Support** - Membership of AUA/KUA, On-boarding to CKYCR, Support for Positive Pay System, etc.

2,258
Camps during
FY 2024 - 25



Investor Education And Protection Fund Authority (IEPFA)

1,237
Camps during
FY 2024 - 25



The Investor Education and Protection Fund Authority (IEPFA) is a statutory body functioning under the Ministry of Corporate Affairs, Government of India. It was established with a key objective to ensure that investors across the country are both informed and protected.

“**Niveshak Didi**” is a unique initiative that trains women postal workers and community leaders to act as financial educators within their local regions. **During Phase 1, more than 55,000 beneficiaries** participated in IPPB Financial Literacy Camps across India, **with approx. 60% female** beneficiaries mostly in the youth & economically active age group.

DEPOSITOR EDUCATION AND AWARENESS FUND (DEAF)

Thousands of crores lie unclaimed in bank deposits. The RBI launched the Depositor Education and Awareness Fund Scheme in 2013 to make use of these unclaimed deposits. Here is a detailed explainer of the scheme.

Amount in Non-operative accounts to be transferred to the Fund

A specific account is maintained by RBI for Depositor Education and Awareness Fund (DEAF). RBI has directed the following types of amounts to be transferred to this fund :

- ❖ The credit balance of any deposit account that is maintained with the banks and has not been operated for ten years or more.
- ❖ Any amount remaining unclaimed for ten years or more.



Respective banks are required to submit returns of these unclaimed amounts which are deposited in DEAF account. Form I & II are used by the banks to submit these returns.

CASE STUDY : MRS. KHEMKA'S SWIFT CLAIM VIA NOMINATION IN A BANK ACCOUNT

Background

- **Account & Locker Setup** - Late Mr. Ashwini Khemka had a savings-bank account with XYZ Bank 's Jatindra Mohan Avenue Branch, Kolkata. He nominated his widow, Mrs. Ranjana Khemka, as the account nominee. Separately, he also rented a locker at the same branch.
- **Post-Demise Hurdle** - After Mr. Khemka's sudden death, Mrs. Khemka approached SBI to withdraw the entire balance (~₹2 lakhs) and operate the locker. SBI refused, insisting on a succession certificate for the locker and on legal-heir formalities for the account.
- **Legal Victory** - Mrs. Khemka filed a writ petition. The Calcutta High Court ruled that : Because the locker was linked to the nominated savings account, the nomination automatically covered both the account balance and the locker access. Under Section 45ZF, the bank must release the funds and locker contents to the nominee without succession or probate requirements

Outcome & Customer Benefit

- ✓ **Rapid Access to Funds** : Mrs. Khemka received the entire account balance within days, avoiding months-long probate delays.
- ✓ **Locker Contents Secured** : She gained immediate possession of essential personal documents and valuables stored in the locker.
- ✓ **Reduced Legal Costs** : No need to incur lawyer or court fees for succession certificates.
- ✓ **Emotional Relief** : Quick closure of financial matters during a difficult bereavement period.

Key Takeaways

- ❖ Always nominate a trusted person in every deposit account and locker form.
- ❖ Keep nominee details updated—especially after major life events (marriage, birth, death).
- ❖ For joint accounts, understand how nomination and survivor rules interact.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q.) What document are required to open a regular savings account of DBT beneficiaries at counters and at Doorstep (through doorstep Banking)?

A.) **Your Aadhaar number, PAN card or form 60 and Mobile Number for OTP verification would suffice to open a regular savings account at IPPB. Customer needs to carry his/her mobile with registered mobile number with Aadhaar.**

Q.) What happens if I exceed the maximum balance limit for this account ?

A.) **Customers have been provided with an option to link their Post Office Savings Account (POSA) with their IPPB Accounts. In the case of POSA linked IPPB Accounts, balances in excess of threshold limit (Rs. 2 Lakhs at present) will get swept out to linked POSB Account.**

Q.) Can I use the IPPB QR card in an ATM ?

A.) **No. You cannot use the QR card in an ATM since it is not a debit card.**

Q.) What is the process if an existing IPPB customer wants to self-board as a Merchant ?

A.) **If a customer has a saving account with IPPB, then they may convert to Merchant Account through MicroATM. If a customer has a current account with IPPB, then they may download the merchant app to do self-onboarding as a merchant.**

Q.) How can the customer obtain a Jeevan Pramaan or DLC via IPPB ?

A.) **This DLC service is available across all IPPB access points/ post offices and also at the door step of pensioner through postman/Grameen Dak Sevak using Micro-ATM devices.**

Q.) Which are the various authorities and participants involved in the issuance and generation of Jeevan Pramaan or DLC ?

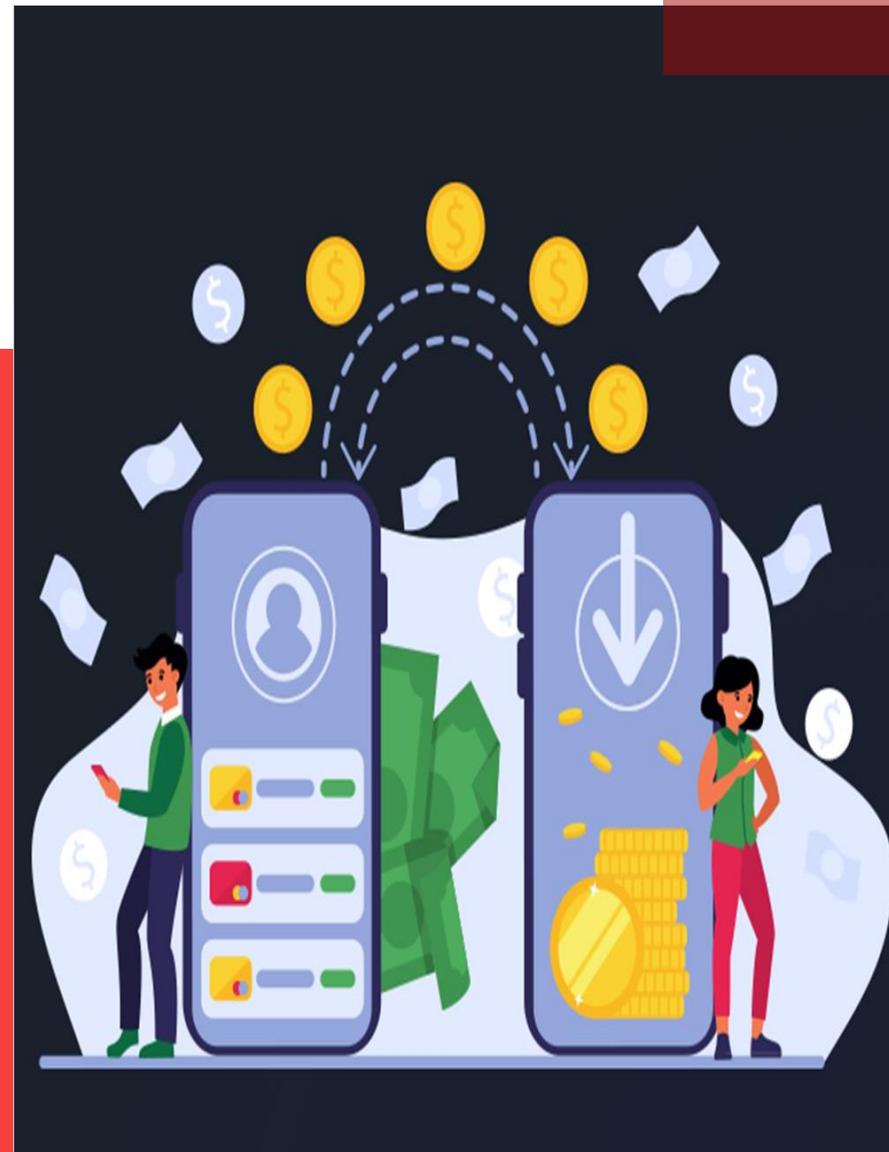
A.) **Following are the authorities and participants involved in the Jeevan Pramaan or DLC process :**

- a) Pension Sanctioning Authorities (PSAs)
- b) Pension Disbursing Agencies (PDAs)
- c) Pensioners

UNIT - IV

REMITTANCES & FUND TRANSFERS

- ❖ IMPS
- ❖ NEFT
- ❖ RTGS
- ❖ UPI and Assisted UPI
- ❖ AePS
- ❖ NACH
- ❖ Services Charges / Fees for Remittance
- ❖ FAQs



REMITTANCES AND FUND TRANSFERS

India Post Payments Bank (IPPB) customers can choose from a variety of payment options to transfer money to their family and relatives. Customers can enjoy IPPB's economic and hassle-free services for sending money anywhere, anytime, across India.



Immediate Payment Service (IMPS)

IMPS is an electronic fund transfer service for transferring money to any receiver having an account in any other bank. IMPS facility is available 24x7 and the money is credited immediately. Hence, customers can use this facility to receive or send money any time, even during holidays.

IMPS services can be availed through IPPB's mobile banking application or by visiting the respective access point (Post Office) counters or by using our Doorstep banking services.

NEFT

National Electronic Fund Transfer (NEFT)

National Electronic Funds Transfer (NEFT) is a nation-wide payment system that facilitates funds transfer. Under this facility, IPPB account holders can electronically send money to any individual, firm or corporate that has an account with any other bank branch in the country, participating with NEFT using account number and IFSC .

NEFT services can be availed through IPPB's mobile banking application, or by visiting the respective access point (Post Office) counters, or by using our Doorstep banking services.

RTGS

Real Time Gross Settlement (RTGS)

IPPB also offers RTGS facility for high-value transactions; above Rs. 2 lakhs. Customers can transfer and receive money via RTGS, using their account number and IFSC code. RTGS services can be availed using IPPB's Mobile banking app. These services are also available at selected access points (post offices).

UNIFIED PAYMENT INTERFACE (UPI)

UPI is a secure and easy way of making payments instantly and at any time through your mobile phone. It allows customers to send and receive money using their smartphones and virtual payments address (VPA) commonly known as UPI ID – it does not require any bank account information. Therefore, customers do not need to know the payee's or payer's bank account details. Customers can make faster payments to their peers and merchants. IPPB offers UPI services through various platforms, including :

- IPPB Mobile Banking app
- DakPay app
- MicroATM (Assisted mode)

❖ Assisted UPI at Doorstep and Counters (MicroATM)

IPPB has introduced the facility to all its customers to be able to send and receive payments through the Unified Payments Interface (UPI). To enable this facility, the capability of making UPI payments in an assisted model has been provided through our Micro ATM and CBS applications, which is a first of its kind in India.

IPPB's Assisted UPI enables the customers to transact using UPI without the need to download any UPI app or register through a debit card. Each customer would be issued a default **Virtual Payment Address (VPA)*** id to enable them to send payments through the assisted UPI platform. The VPA would be generated for each customer through a batch generation process along with the account opening and will be communicated through SMS on the same day.

*VPA is a unique digital identifier used in UPI for sending and receiving money conveniently through UPI enabled apps. A typical VPA looks like "**username@bankname**".



AADHAAR ENABLED PAYMENT SYSTEM (AePS)

The Aadhaar Enabled Payment System (AePS) is a model developed by NPCI, which allows online transactions at MicroATM / CBS through the authorized Business Correspondent (BC) of any bank using Aadhaar authentication.

This solution has been designed by NPCI to handle various kinds of service requests effectively by enabling an authentication gateway for all Aadhaar linked account holders. Any resident of India having an Aadhaar number linked to a bank account - referred to as an Aadhaar Enabled Bank Account (AEBA) - can utilize the AePS service.

The only inputs required for a customer to do a transaction under this scenario are :

- (a)** Bank Name
(b) Aadhaar Number
(c) Biometric captured during enrollment.

Any IPPB or Non-IPPB customers with an Aadhaar enabled bank account can use the AePS solution for banking transactions through authorized BC point of the bank as listed below :

- ❖ Balance Enquiry
- ❖ Cash Withdrawal
- ❖ Cash Deposit
- ❖ Aadhaar to Aadhaar Fund Transfer
- ❖ Mini Statement



UNFAIR PRACTICES WHILE DOING AePS TRANSACTIONS

| List of unfair practices while doing AePS transactions | Preventive Steps |
|---|--|
| Charging amount from customers for AePS services. | Educating End Users about fair practices to be followed while doing any transaction such as not exploiting customers or charging them for any service. |
| Splitting of Cash Withdrawal transactions, if any, with intention to earn more commission. | Do not encourage informal borrowing or lending. |
| End User transacting on his/her account (self) or family member's account to earn commission i.e. not for genuine banking need. | Ensuring amount is disbursed to all intended recipients. |
| Extracting any favour in return for services provided in cash or kind. | Ensuring the disbursements are completed effectively and efficiently. |
| Revealing transaction details of customer to anybody else. | Involve in customer engagement and awareness on the product usage/ precautionary measures. |
| Over withdrawing fund from customer's account against the amount quoted by the customer without customer's knowledge. | <ol style="list-style-type: none"> 1. Taking feedback from customers to take note of any unfair practices faced by the customers and thereafter sharing it with the Bank. 2. Any new patterns/practices witnessed are to be immediately alerted to the Bank. 3. Report timely and follow the guidelines/procedure elucidated by the Bank. |

NATIONAL AUTOMATED CLEARING HOUSE (NACH)

National Automated Clearing House

National Automated Clearing House is an electronic centralized payment system developed by the National Payments Corporation of India. Its main work is to facilitate higher volumes of repetitive interbank transactions, such as payments of salaries, dividends, pensions, subsidies, utility bills, loan EMI, and insurance premiums. Banks, government agencies, and large corporations use it to make bulk payments efficiently and securely.



Electronic National Automated Clearing House (eNACH)

In today's fast-paced world, managing finances efficiently is crucial. Keeping track of due dates, remembering to write cheques, and physically visits to branches is time-consuming and inconvenient. Many of us juggle multiple recurring payments for utilities, subscriptions, loan EMIs, insurance premiums and more. Traditional methods like cash payments or cheques can be cumbersome and error-prone. Missed payments can result in late fees and disrupt essential services.

IPPB, with its commitment to financial inclusion and technological innovation, offers e-Mandate facility as a secure and automated solution to streamline all your recurring payments through NACH (National Automated Clearing House) powered by NPCI (National Payments Corporation of India). e-NACH eliminates the need for manual interventions, ensuring timely payments and peace of mind.

Electronic National Automated Clearing House

Benefits of e-NACH with IPPB

- ❖ **Convenience** - Schedule and automate your recurring payments, ensuring timely payments and avoiding late fees.
- ❖ **Security** - Eliminate the need to carry cash or manage multiple cheques.
- ❖ **Transparency** - Receive real-time transaction notifications for better tracking of your finances.
- ❖ **Simple** - Easy to set up and manage through your IPPB account.
- ❖ **Available Authentication variants** - Aadhaar, Debit Card, PAN & Customer ID

Charges

Charges for availing NACH Debit Services are as follows :

| Event | Charges |
|---|---------------|
| NACH Mandate Registration | Rs. 50 + GST |
| Returning charges of NACH (debit) due to insufficient balance | Rs. 100 + GST |

Important Note :

- ❖ Always ensure you are dealing with a trusted biller before authorizing e-NACH mandates.
- ❖ Review your e-NACH mandates regularly and revoke any that are no longer required.

SERVICE CHARGES / FEES FOR REMITTANCES

| Mode of Money Transfer | Transaction size (INR) | Charges at Access Point & Doorstep | | Charges for Mobile Banking | |
|--|------------------------|------------------------------------|--------------------------|----------------------------|-----------------|
| | | Savings Account | Current Account | Savings Account | Current Account |
| Intra Bank (IPPB to IPPB account) | Free | Free | Free | Free | Free |
| IMPS | Up to 2,000 | INR 10 | INR 10 | INR 05 | INR 05 |
| | 2,001-5,000 | INR 20 | INR 20 | INR 05 | INR 05 |
| | Above 5,000 | INR 50 | INR 50 | INR 10 | INR 10 |
| NEFT | Up to 10,000 | INR 2.25 | INR 2.25 | NIL | INR 2.25 |
| | 10,001 to 1 Lakh | INR 4.75 | INR 4.75 | NIL | INR 4.75 |
| | 1 Lakh to 2 Lakh | INR 14.75 | INR 14.75 | NIL | INR 14.75 |
| | Above 2 Lakh | INR 24.75 | INR 24.75 | NIL | INR 24.75 |
| RTGS | 2 Lakh to 5 Lakh | INR 24.50 | INR 24.50 | INR 24.50 | INR 24.50 |
| | Above 5 Lakh | INR 49.50 | INR 49.50 | INR 49.50 | INR 49.50 |
| AePS Fund transfer* (Aadhaar–Aadhaar Transfer) | Up to 10,000 | 1% of Transaction Amount | 1% of Transaction Amount | NA | NA |

Limit on Debit Transactions (for initial 3 Months of Account Opening)

| Account type | No. of debit transaction limit/month | Total debit transaction cumulative value limit/month |
|--------------|--------------------------------------|--|
| Savings | 10 | INR 5,00,000.00 |

Limits on Money Transfer - IPPB Mobile Banking App

| All Savings/Current Account except DGSBA | | | | |
|--|--------------------------------|--------------------------------|-------------------|-------------------|
| Payment System | Per Transaction Minimum Amount | Maximum Amount Per Transaction | Per Day Max Limit | Per Day Max Count |
| NEFT(<i>Outward</i>) | INR 1 | INR 2,00,000 | INR 5,00,000 | 10 |
| RTGS(<i>Outward</i>) | INR 2,00,000 | INR 5,00,000 | INR 10,00,000 | 5 |
| IMPS(<i>Outward</i>) | INR 5 | INR 50,000 | INR 2,00,000 | 10 |
| UPI**(<i>Outward</i>) | INR 1 | INR 25,000 | INR 50,000 | 20 |

Limits on Money Transfer - IPPB Assisted Mode (IPPB MATM APP*)

| All Savings/Current Account except DGSBA | | | | |
|--|--------------------------------|--------------------------------------|-------------------|-------------------|
| Payment System | Per Transaction Minimum Amount | Maximum Amount Per Transaction Limit | Per Day Max Limit | Per Day Max Count |
| NEFT(<i>Outward</i>) | INR 1 | INR 2,00,000 | INR 5,00,000 | 10 |
| IMPS(<i>Outward</i>) | INR 5 | INR 50,000 | INR 2,00,000 | 10 |
| UPI**(<i>Outward</i>) | INR 1 | INR 10,000 | INR 20,000 | 20 |

Limits on Money Transfer – Assisted Mode (Post Office Counter)

| All Savings/Current Account except DGSBA | | | | |
|--|--------------------------------|--------------------------------------|-------------------|-------------------|
| Payment System | Per Transaction Minimum Amount | Maximum Amount Per Transaction Limit | Per Day Max Limit | Per Day Max Count |
| NEFT(<i>Outward</i>) | INR 1 | INR 2,00,000 | INR 5,00,000 | 10 |
| RTGS(<i>Outward</i>) | INR 2,00,000 | INR 5,00,000 | INR 10,00,000 | 5 |
| IMPS(<i>Outward</i>) | INR 5 | INR 50,000 | INR 2,00,000 | 10 |
| UPI**(<i>Outward</i>) | INR 1 | INR 10,000 | INR 20,000 | 20 |

Limits on Money Transfer - Cumulative Limit Across all Channels

| All Savings/Current Account except DGSBA | | |
|--|--------------------------------------|-------------------|
| Payment System | Cumulative Limit Across the Channels | |
| | Per Day Max Amount | Per Day Max Count |
| NEFT(<i>Outward</i>) | INR 5,00,000 | 10 |
| RTGS(<i>Outward</i>) | INR 10,00,000 | 5 |
| IMPS(<i>Outward</i>) | INR 2,00,000 | 10 |
| UPI**(<i>Outward</i>) | INR 50,000 | 20 |
| <i>Customer Max. Per day Limit inclusive of all the channels & Remittance type</i> | INR 17,50,000 | 45 |

Intrabank Fund Transfer Limits

| Transaction Type | Channel Type | Max Value Per Transaction | Max Value Per Day | Max Count Per day |
|---------------------|--------------|---------------------------|-------------------|-------------------|
| Intra Bank Transfer | MB App | INR 2,00,000 | INR 2,00,000 | 10 |
| | mATM | INR 2,00,000 | INR 2,00,000 | 10 |
| | CBS | INR 2,00,000 | INR 2,00,000 | 10 |

POSB Sweep-In Limits

| Transaction Type | Channel Type | Max Value Per Transaction | Max Value Per Day | Max Count Per day |
|------------------|--------------|---------------------------|-------------------|-------------------|
| POSB Sweep-In | MB App | INR 5,00,000 | INR 10,00,000 | 10 |
| | mATM | INR 5,00,000 | INR 5,00,000 | 10 |
| | CBS | INR 5,00,000 | INR 10,00,000 | 10 |

Public Provident Fund and Sukanya Samriddhi Yojana Transaction Limits

| Transaction Type | Channel Type | Max Value Per Transaction | Max Value Per Day | Max Count Per day |
|------------------------|--------------|---------------------------|-------------------|-------------------|
| DOP Products (PPF/SSA) | MB App | INR 1,50,000 | INR 1,50,000 | 12 |
| | mATM | INR 1,50,000 | INR 1,50,000 | 12 |
| | CBS | INR 1,50,000 | INR 1,50,000 | 12 |

Limits of Cash Deposit & Cash Withdrawal at Access Points & Doorstep

| | Savings Account | | Current Account | |
|--|-----------------|-------------------------------|-----------------|-------------------------------|
| | Cash Deposit | Cash Withdrawal ^{\$} | Cash Deposit | Cash Withdrawal ^{\$} |
| Head Post Office | INR 2,00,000 | INR 2,00,000 | INR 2,00,000 | INR 2,00,000 |
| Sub Post Office | INR 2,00,000 | INR 2,00,000 | INR 2,00,000 | INR 2,00,000 |
| Branch Post Office | INR 25,000 | INR 25,000 | INR 25,000 | INR 25,000 |
| Gramin Dak Sevak / Postman at Doorstep | INR 25,000 | INR 25,000 | INR 25,000 | INR 25,000 |

Charges for availing NACH Debit Services

| Event | Charges |
|---|---------------|
| NACH Mandate Registration | Rs. 50 + GST |
| Returning charges of NACH (debit) due to insufficient balance | Rs. 100 + GST |

Payment System Timings

| Payment System | Days | Timings | Remarks |
|------------------------------|---|---------|---|
| NEFT | All Days including Sunday and Bank Holidays | 24x7 | |
| RTGS | All Days including Sunday and Bank Holidays | 24x7 | Transaction through Branches - As per Branch working Hours. Due to the limitation of 2 Lac balance and un-availability of Sweep-in after 8:00 PM, Mobile Banking app outward RTGS transaction is subject to the availability of balance received via Inward RTGS/fund transfer. |
| IMPS | All Days including Sunday and Bank Holidays | 24x7 | |
| UPI(Assisted & Self-Service) | All Days including Sunday and Bank Holidays | 24x7 | |

FREQUENTLY ASKED QUESTIONS (FAQs)

Q.) What are the services available under AePS?

A.) **Below are the services available under AePS :**

i.) Cash Withdrawal

ii.) Balance Enquiry

iii.) Mini Statement

iv.) Aadhaar to Aadhaar Fund Transfer

Q.) What is ON-US transaction ?

A.) **Transactions done by IPPB customer on IPPB's own AEPS terminal.**

Q.) Does a customer need to register before remitting funds using DakPay UPI Application ?

A.) **Yes, a customer needs to register with DakPay UPI App before remitting funds using UPI and link his accounts.**

Q.) Who is acquirer Bank ?

A.) **The Bank who has deployed the AEPS terminal on which the transaction is done for Cash Withdrawal, Fund Transfer or non-financial transactions such as Balance Enquiry and Mini Statement.**

Q.) Who is issuer Bank ?

A.) **Issuing Bank in AEPS parlance means the Bank with which the customer's Aadhaar linked account is held. The Issuing bank should be a member or sub-member of the NFS network and enabled on AEPS offered by NPCI.**

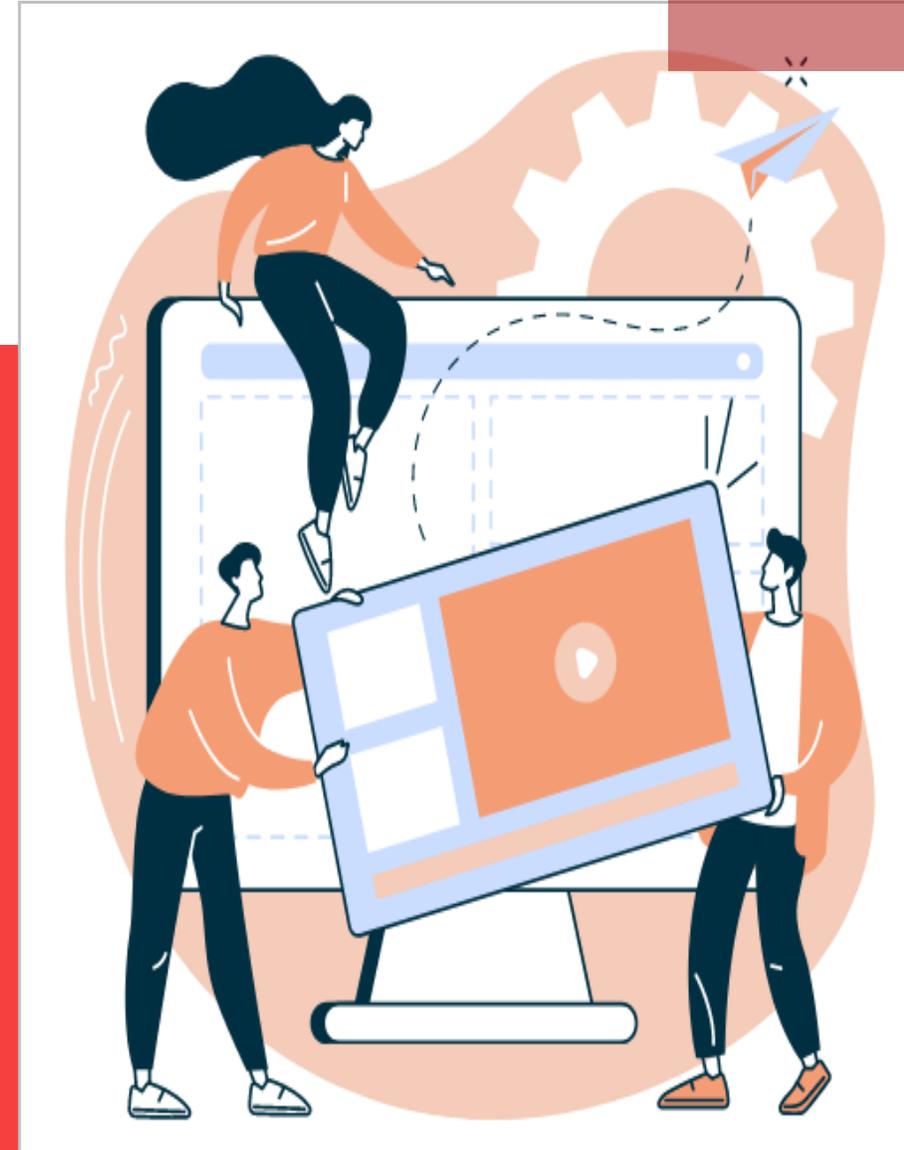
Q.) Customer has multiple accounts linked to his/her Aadhaar number in his/her bank. How can he/she specify the account number from which the transaction needs to be done?

A.) **If customer has multiple account within the same Bank linked to Aadhaar, AEPS services will work with only the primary account associated with the Aadhaar. Customer need to get in touch with his/her bank to specify/change the primary account linking.**

UNIT - V

THIRD PARTY PRODUCTS & SERVICES

- ❖ Insurance
- ❖ Types of General Insurance
- ❖ Types of Life Insurance
- ❖ Loan Referral Services
- ❖ On-boarding of Customer through IPPB Rein Setu
- ❖ Case Study on Insurance
- ❖ Case Study on Loan
- ❖ FAQs



INSURANCE



What is Insurance?

- Insurance is a contract, represented by a policy.
- Policyholder purchases the policy.
- Policyholder receives financial protection/reimbursement against losses from an insurance company.

What is the benefit of Insurance?

- Protects against unexpected financial losses.
- Insurance company pays policyholder or someone they choose if something bad happens to the policyholder.
- Helps policyholders pay for medical emergencies, hospitalization, contraction of any illnesses and treatment, and medical care required in the future.
- Financial loss to the family due to the unfortunate death of the sole earner can be covered by insurance.

Types of Insurance



General insurance: Protects the policyholder and their assets. Types include :

1. Motor insurance
2. Group Insurance like : Group Accident insurance, Super Top Policy, Group Hospi Cash
3. Health insurance



Life insurance: Protects the policyholder and their family financially. Types include :

1. Term insurance
2. Endowment insurance
3. Annuity insurance

TYPES OF GENERAL INSURANCE

| Types | Description |
|----------------------------------|---|
| <p>Motor Insurance</p> | <ul style="list-style-type: none"> • Covers damages arising due to accidents, natural disasters, natural instances, or technical glitches and malfunctions. • Mandatory to have a minimum of third-party car insurance according to the Motor Vehicles Act. • Add-on benefits such as zero depreciation cover, consumables cover, breakdown assistance, conveyance benefits, and more when you buy car insurance. • Additional benefits like coverage of personal baggage theft/damage, paperless digital insurance applications and processing, online claims, spot services, etc. |
| <p>Accident Insurance</p> | <ul style="list-style-type: none"> • Provides accident coverage for a large number of people, collectively referred to as a group. • Provides coverage in case of unforeseen events. |
| <p>Health Insurance</p> | <ul style="list-style-type: none"> • Provides coverage that pays for medical expenses incurred by the insured. • Reasons to buy health insurance include: <ul style="list-style-type: none"> ❖ Changing lifestyle ❖ Rising medical costs ❖ Income tax benefits ❖ Coverage of pre and post-hospitalization expenses • Additional benefits are coverage for ambulance, day-care surgeries, health check-ups, and vaccination expenses under health insurance that may vary among insurers. |

OUR GENERAL INSURANCE PARTNERS



Motor Insurance – Four Wheeler Package Policy

A Four-Wheeler Package Policy provides comprehensive financial protection to vehicle owners. It covers damage to the insured vehicle, third-party liabilities and offers optional benefits to customize protection based on the needs of customers.

Features / Benefits :

- ❖ **Own Damage Cover** : Protection against accidental damages to your car.
- ❖ **Roadside Assistance** : 24x7 help for breakdowns, towing etc.
- ❖ **Cashless Repairs** : Access to network garages across India.
- ❖ **Personal Accident Cover** : Coverage for owner-driver (up to ₹15 lakh).

Motor Insurance – Two Wheeler Package Policy

A tailored comprehensive Two-Wheeler Insurance for scooters, mopeds, and motorcycles. It provides necessary financial safeguards for everyday commuters in urban, semi-urban and rural India.

Features / Benefits :

- ❖ **Own Damage Cover** : Covers accidental damage to your bike.
- ❖ **Theft Cover** : Compensation if bike is stolen.
- ❖ **Manmade Disasters** : Coverage for riots, vandalism, fire, etc.
- ❖ **Zero Depreciation Add-on** : Full claim without parts depreciation.

Group Insurance

It is the basic responsibility of any organization to protect its employees against any unfortunate events. It helps employers to avoid the burden of liability, as this policy bears the expenses incurred in case any employee meets with an accident. It also helps in enhancing the organization's reputation, and adds goodwill and confidence amongst the employees as well.

Features / Benefits :

- ❖ 100% sum assured on accidental death, accidental permanent total disability.
- ❖ Coverage on dismemberment/ permanent partial disability.
- ❖ Comatose benefit.
- ❖ Separate coverage on Broken bone, Burns.

Group Personal Accident (GPA) Comparison - ₹ 5 Lakhs

| FEATURES | STAR HEALTH (5 LACS) | NIVA (5 LACS) | TATA AIG (5 LACS) | BAGIC (5 LACS) | ROYAL SUNDARAM (5 LACS) | RELIANCE (5 LACS) |
|------------------------------|---------------------------|----------------|-------------------|----------------|--|---|
| ACCIDENTAL DEATH | YES | YES | YES | YES | YES | YES |
| AGE BAND | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years |
| PERMANANT TOTAL DISABILITY | YES | YES | YES | YES | YES | YES |
| PERMANANT PARTIAL DISABILITY | YES | YES | YES | YES | YES | YES |
| IPD COVERAGE | NO | NO | NA | NO | Up to 40% of the compensation paid in settlement of a valid claim under this section or 10% of the Sum Insured or actuals, whichever is less | UPTO INR 50000 |
| OPD COVERAGE | NO | NO | NO | NO | NO | NA |
| ACCIDENTAL HOSPI CASH | 1000 PER DAY UPTO 60 DAYS | NA | NA | NO | 500/Day up to 15 Days for Accident related hospitalization. | NA |
| DISEASE HOSPICASH BENEFIT | NO | NA | NA | NO | NA | NA |
| TELE CONSULTATION | UNLIMITED | UNLIMITED | UNLIMITED | UNLIMITED | UNLIMITED | UNLIMITED |
| HEALTH CHECK UP | NO | ONCE IN A YEAR | NO | 1 VOUCHER | NA | NO |
| EDUCATION BENEFIT | 20000 | NA | NA | 50000 | ₹25,000/Child. Max 2 Child | Upto 10% of the AD Sum Insured, INR 50000 |
| MARRIAGE BENEFIT | NO | 50000 | NO | NO | NA | NA |
| TRANSPORTATION BENEFIT | 7000 | NA | 10000 | NO | Reimbursement of actual expenses incurred subject to a maximum ₹1 lac | Rs 15000 or actuals whichever is lower |
| BROKEN BONE COMPENSATION | NO | UPTO 25000 | NO | NO | NA | NA |
| BURN COMPENSATION | NO | UPTO 10000 | NO | NO | NA | NA |
| FUNERAL BENEFIT | 5000 | 5000 | 5000 | 5000 | 5000 | LAST RIDE EXPENSE UPTO - 5000 |
| AIR AMBULANCE | NA | NA | NA | NO | NA | NA |
| AMBULANCE | NO | NA | NO | NO | NA | NA |
| MATERNITY HOSPICASH | NO | NA | NO | NO | NA | NA |
| COMA BENEFIT | NA | NA | 50000 | 50000 | NA | NA |
| PREMIUM FOR (5LACS) | 320 | 355 | 339 | 399 | 345 | 350 |

Group Personal Accident (GPA) Comparison - ₹ 10 Lakhs

| FEATURES | ABHI (10LACS) | STAR HEALTH (10 LACS) | NIVA (10 LACS) | TATA AIG (10 LACS) | BAGIC (10 LACS) | ROYAL SUNDARAM (10 LACS) | RELIANCE (10 LACS) |
|------------------------------|------------------|---------------------------|--|---|---|--|--|
| ACCIDENTAL DEATH | YES | YES | YES | YES | YES | YES | YES |
| AGE BAND | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years | 18-65 Years |
| PERMANANT TOTAL DISABILITY | YES | YES | YES | YES | YES | YES | YES |
| PERMANANT PARTIAL DISABILITY | YES | YES | YES | YES | YES | YES | YES |
| IPD COVERAGE | YES (UPTO 60000) | YES UPTO 75000 | UPTO 100000 | UPTO 100000 | 50000 | Up to 40% of the compensation paid in settlement of a valid claim under this section or 10% of the Sum Insured or actuals, whichever is less | UPTO INR 100000 |
| OPD COVERAGE | YES (30,000) | NO | NO | NO | NO | NO | Upto INR 30000 or Actual loss, whichever is lower |
| ACCIDENTAL HOSPI CASH | 1000 PER DAY | 1000 PER DAY UPTO 60 DAYS | 500 PER DAY 15 DAYS (2 DAYS DEDUCTIBLE) | 1000 PER DAY UPTO 10 DAYS(2 DAYS DEDUCTABLE) | 1000 PER DAY UPTO 10 DAYS(2 DAYS DEDUCTABLE) | 500/Day up to 15 Days for Accident related hospitalization. | Rs 500 per day, Inpatient - Daily Cash Allowance * 30 days |
| DISEASE HOSPI CASH BENEFIT | NO | NO | 500 PER DAY 15 DAYS (2 DAYS DEDUCTIBLE) | NA | NO | NA | YES |
| TELE CONSULTATION | NO | UNLIMITED | UNLIMITED | UNLIMITED | UNLIMITED | UNLIMITED | UNLIMITED |
| HEALTH CHECK UP | NO | NO | ONCE IN A YEAR | NO | 1 VOUCHER | NA | NO |
| EDUCATION BENEFIT | 100000 | 50000 | 50000 | 100000 | 50000 | 50,000/Child. Max 2 Child | Upto 10% of the AD Sum Insured, INR 100000 |
| MARRIAGE BENEFIT | NA | NO | 50000 | NO | NO | NA | NA |
| TRANSPORTATION BENEFIT | NA | 9000 | NA | 25000 | 10000 | Reimbursement of actual expenses incurred subject to a maximum `1 lac | Rs 25000 or actuals whichever is lower |
| BROKEN BONE COMPENSATION | UPTO 100000 | NO | UPTO 25000 | NO | NO | NA | NA |
| BURN COMPENSATION | NA | NO | UPTO 10000 | NO | NO | NA | NA |
| FUNERAL BENEFIT | 10000 | 7000 | 5000 | 5000 | 5000 | 5000 | LAST RIDE EXPENSE UPTO - 5000 |
| AIR AMBULANCE | NA | NA | NA | NA | 100000 | NA | NA |
| AMBULANCE | NO | NO | NO | NO | 5000 | NA | NA |
| MATERNITY HOSPI CASH | NA | NA | 500 PER DAY 15 DAYS (2 DAYS DEDUCTIBLE) | NA | NA | NA | YES- Upto LUMPSUM Rs 2500 |
| COMA BENEFIT | UPTO 100000 | NA | 1% OF SI FROM 3RD MONTH TO 10 WEEK) | 100000 | 50000 | NA | NA |
| PREMIUM FOR (10 LACS) | 549 | 559 | 555 | 699 | 557 | 565 | 550 |

Group Personal Accident (GPA) Comparison - ₹ 15 Lakhs

| FEATURES | ABHI (15LACS) | STAR HEALTH (15 LACS) | NIVA (15 LACS) |
|------------------------------|------------------|---------------------------|---|
| ACCIDENTAL DEATH | YES | YES | YES |
| AGE BAND | 18-65 Years | 18-65 Years | 18-65 Years |
| PERMANANT TOTAL DISABILITY | YES | YES | YES |
| PERMANANT PARTIAL DISABILITY | YES | YES | YES |
| IPD COVERAGE | YES (UPTO 60000) | YES (UPTO 100000) | YES (UPTO 100000) |
| OPD COVERAGE | YES (30,000) | NO | NO |
| ACCIDENTAL HOSPI CASH | 1000 PER DAY | 1000 PER DAY UPTO 60 DAYS | 1000 PER DAY 15 DAYS (2 DAYS DEDUCTIBLE) |
| DISEASE HOSPICASH BENEFIT | NO | NO | 1000 PER DAY 15 DAYS (2 DAYS DEDUCTIBLE) |
| TELE CONSULTATION | NO | UNLIMITED | UNLIMITED |
| HEALTH CHECK UP | NO | NO | ONCE IN A YEAR |
| EDUCATION BENEFIT | 100000 | 50000 | 100000 |
| MARRIAGE BENEFIT | NA | NO | 100000 |
| TRANSPORTATION BENEFIT | NA | 11000 | NA |
| BROKEN BONE COMPENSATION | UPTO 100000 | NO | UPTO 25000 |
| BURN COMPENSATION | NA | NO | UPTO 10000 |
| FUNERAL BENEFIT | 5000 | 9000 | 5000 |
| AIR AMBULANCE | NA | NA | NA |
| AMBULANCE | NO | NO | NO |
| MATERNITY HOSPICASH | NO | NO | 500 PER DAY 15 DAYS (COVERED FROM DAY 1) |
| COMA BENEFIT | UPTO 100000 | NA | 1% OF SI FROM 3RD MONTH TO 10 WEEK) |
| PREMIUM FOR (15LACS) | 749 | 799 | 755 |

HEALTH INSURANCE



Stay Prepared for Untimely Health Risks
 with our **Health Insurance Plans**

- In-patient benefit*
- Pre/Post hospitalization*
- Day care procedures*
- Domiciliary treatment*
- Restore benefit*
- Ambulance cover* & more

For doorstep service, scan the QR or visit
www.ippbonline.com/web/ippb/service-request
 to submit your request

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IPPB offers health insurance plans catering to individuals and families. The plan protect against high medical expenses arising from hospitalization, surgeries, and critical health conditions.

FEATURES / BENEFITS

- 1) Cashless Treatment at a vast network of hospitals for direct bill settlement in case of IPD.
- 2) Pre and Post-Hospitalization Cover, typically including up to 60 days before and 90 days after hospital stays.
- 3) Day-Care & OPD Coverage : covering procedures and consultations that don't require overnight stay.
- 4) AYUSH Treatment support for Ayurveda, Yoga, Unani, Siddha & Homeopathy.
- 5) Organ Donor & Ambulance Costs : Includes donor treatment & emergency transport expenses.
- 6) Sum-Insured Reinstatement / Recharge Benefit, automatically restores cover if exhausted mid-year.
- 7) Preventive Health Check-ups & Wellness Perks, free check-ups and fitness-related discounts at renewal.
- 8) Lifetime Renewability & Cumulative Bonus, ensuring long-term renewal with rewards for claim-free years.

Health Super Top-up

A supplementary health policy that offers additional financial protection when base insurance coverage gets exhausted. It is ideal for those with corporate group health plans or smaller policies.

Features / Benefits :

- 1) Covers costs beyond the deductible limit of base policy.
- 2) Can be used for individual or family coverage.
- 3) Significantly lower premium compared to standard plans.
- 4) Reduces out-of-pocket expenses during major treatments.
- 5) Available with higher sum insured options (₹5L to ₹20L).



GENERAL HEALTH INSURANCE PRODUCTS

Group Hospi Cash

A supplemental daily cash benefit designed to ease the financial burden of hospitalization. It pays a fixed allowance for each day of inpatient stay, including higher payouts for ICU admissions to help cover incidental costs like travel, attendant charges or lost income.

Features / Benefits :

- 1) **Fixed Daily Cash Benefit :** Standard payout per day of hospitalization for everyday expenses.
- 2) **ICU Double Benefit :** Pays twice the daily rate for intensive care unit stays.
- 3) **Flexible Sum Insured Options :** Choose daily payouts between ₹500 and ₹2,500 to suit needs.
- 4) **Lifetime Renewability :** Policy can be renewed indefinitely, ensuring long-term protection.
- 5) **Family/Group Discount :** Save up to 5% when covering multiple members (e.g., family or employee groups).
- 6) **Tax Benefits :** Premiums eligible for tax deduction under Section 80D of the Income Tax Act.

The guide below provides a list of all the **HEALTH SUPER TOP-UP** plans of few General Insurers :

| Parameters | Insurers (inclusive of GST) | | |
|--|--|--|---|
| | Niva Bupa | Bajaj Allianz | Aditya Birla |
| Plan Name | Health Plus | Flexi Health Protect | Group Activ Health |
| Sum Insured | Rs.15 Lakhs | Rs.15 Lakhs | Rs.15 Lakhs |
| Deductible | Rs. 2 Lakhs | Rs. 2 Lakhs | Rs.2 Lakhs |
| Entry Age | Adult: 18-60 yrs Child: 91 days - 21 yrs | 18-65 years | 18-65 years |
| Coverage | Hospitalization, Day care, Emergency ambulance, Organ transplant | Hospitalization, Day care, ICU, Ambulance, Tele Consultation | Hospitalization including COVID-19, Day care, Organ donor |
| Day Care Treatments | Covered (As per T&C) | Covered (As per T&C) | Covered (As per T&C) |
| Hospital Room Rent | Single Private Room | Up to Rs.5,000 | Single Private AC Room |
| ICU Charges | Covered (As per T&C) | Covered (As per T&C) | Covered (As per T&C) |
| Emergency Ambulance Cover | Rs. 1,000 / hospitalization | Rs. 1,000 / hospitalization | Rs. 1,000 / incident |
| Pre-Hospitalization | 30 days | 30 days | 60 days |
| Post-Hospitalization | 60 days | 60 days | 90 days |
| Modern Treatments | Up to Sum Insured as per T&C | 25% of SI | 50% of SI for specified procedures |
| Organ Donor Expenses | Covered | Covered | Not Covered |
| Waiting Period : Initial | 30 days | 30 days | 30 days |
| Waiting Period : Specific Diseases | 24 months | 24 months | 24 months |
| Waiting Period : Pre-existing Diseases | 24 months | 24 months | 24 months |
| Premium : 1A | Rs. 899 | Rs. 756 | Rs. 950 |
| Premium : 2A | Rs.1,399 | Rs.1,247 | Rs.1,520 |
| Premium : 2A+2C | Rs.2,199 | Rs.1,956 | Rs.2,240 |

The guide below provides a list of all the General Insurance Products, **the commission** which End Users can earn from each :

| General Insurance Products | Premium (In Rs.) | Commission (%) | Incentive to End User |
|---|---------------------------|----------------|-----------------------|
| GPA (Individual Policies) | ₹ 550 for 10 Lakhs Covers | 18 | ₹ 25.74 |
| MOTOR CAR (Private & Commercial) (Premium Differ case to case) | ₹ 10,000 | 25 | ₹ 650 |
| TWO WHEELER (Private & Commercial) (Premium Differ case to case) | ₹ 2,000 | 25 | ₹ 130 |
| Group Hospi Cash (GHC) by BAGIC | ₹ 1,299 | 16.5 | ₹ 55.7 |
| SUPER TOP UP | ₹ 2,199 | 16.5 | ₹ 94.3 |
| HEALTH (Premium Differ case to case) | ₹ 10,000 | 32 | ₹ 832 |

Note – The above Commission structure is only for illustrative purpose, actual rates vary by Insurer and Product.

TYPES OF LIFE INSURANCE

| Types | Description |
|-----------------------------------|--|
| <p>Term Insurance</p> | <ul style="list-style-type: none"> • Provides coverage for a term (specific no. of years) • Provides a financial benefit to the nominee in case of the unfortunate demise of the insured during the policy term. • Helps ensure life goals (children's education and marriage, buying house, etc..) |
| <p>Endowment Insurance</p> | <ul style="list-style-type: none"> • Provides insurance cover and a savings plan. • Helps save regularly over a specific period to get a lump sum amount on policy maturity, if the policyholder survives the policy term. • Assures receipt of sum on a fixed date in future as per the policy terms and conditions. • Pays the sum assured (plus the bonus, if any) to the nominee of the policy in case of sudden death of the policyholder. |
| <p>Annuity Insurance</p> | <ul style="list-style-type: none"> • Financial instrument issued and backed by an insurance company that provides guaranteed monthly income payments for the life of the contract, regardless of market conditions. • Can customize based on a variety of options, including: <ul style="list-style-type: none"> ❖ How long policyholder thinks they'll live ? ❖ When policyholder wants to start their payments ? ❖ Whether they want to leave their income stream to a beneficiary after their death ? |

OUR LIFE INSURANCE PARTNERS



Sar utha ke jiyο!



Now, Let's check out the different Life Insurance products referred by IPPB through these partners

SP / POSP eligibility for **BALIC Products** :

| Product Name | POS / Non POS | Distributor | | | |
|--|---------------|-------------|------|-----|---|
| | | SP | POSP | IBC | GDS |
| Bajaj Allianz Life iSecure | POS | ✓ | ✓ | ✓ | ✓ |
| | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life Saral Jeevan Bima | POS | ✓ | ✓ | ✓ | ✓ |
| | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life eTouch II | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life Super Women Term | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life Diabetic Term Plan II Sub 8 HbA1c | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life ACE | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life Goal Suraksha | POS | ✓ | ✓ | ✓ | X |
| Bajaj Allianz Life Guaranteed Wealth Goal | POS | ✓ | ✓ | ✓ | X |
| | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life Assured Wealth Goal Platinum | POS | ✓ | ✓ | ✓ | X |
| | Non POS | ✓ | X | X | X |
| Bajaj Allianz Life Guaranteed Pension Goal II | POS | ✓ | ✓ | ✓ | ✓ (Single Premium Immediate Annuity Option Only) |
| | Non POS | ✓ | X | X | X |

SP / POSP eligibility for SBI Life Products :

| Product Name | Product Type | |
|----------------------------------|--------------|------|
| | SP | POSP |
| SBI Life - Smart Platina Assure | YES | NA |
| SBI Life - Smart Annuity Plus | YES | NA |
| Saral Swadhan Supreme | YES | YES |
| SBI Life - Saral Jeevan Bima | YES | YES |
| SBI Life - Smart Bachat Plus | YES | YES |
| SBI Life - Smart Platina Plus | YES | YES |
| | | NA |
| SBI Life - New Smart Samriddhi | YES | YES |
| SBI Life - Saral Pension | YES | YES |
| SBI Life - Smart Swadhan Neo | YES | YES |
| SBI Life - Smart Platina Supreme | YES | YES |

TYPES OF SOCIAL SECURITY SCHEMES

In order to move towards creating a universal social security system for all Indians, specially for the under-privileged, three ambitious Jan Suraksha Schemes or Social Security Schemes pertaining to Insurance and Pension Sector were announced by the Government, for providing life & accident risk insurance and social security at a very affordable cost namely :

- (a) Pradhan Mantri Suraksha Bima Yojana
- (b) Pradhan Mantri Jeevan Jyoti Bima Yojana
- (c) Atal Pension Yojana.

IPPB is offering Pradhan Mantri Jeevan Jyoti Bima Yojana in partnership with PNB Metlife and Antyodaya Shramik Suraksha Yojana in partnership with our various insurance partners



**Antyodaya Shramik
Suraksha Yojana**



*Get Financial Protection with
Life Cover at an Affordable Cost.*

Pradhan Mantri Jeevan Jyoti Bima Yojana

Pradhan Mantri Jeevan Jyoti Bima Yojana is a social security scheme offering by IPPB with partnership with PNB MetLife that will help you secure your family's future with a life cover amount of Rs. 2 lakhs. ***“One-year cover, renewable from year to year, Insurance Scheme offering life insurance cover for death due to any reason”***

Features / Benefits :

- ❖ Affordable premium
- ❖ Easy enrolment process
- ❖ 100% Paperless On-boarding
- ❖ Non-medical product
- ❖ Life cover for one year
- ❖ Available for all Savings Bank account holders of India Post Payments bank in the age group of 18 years to 50 years
- ❖ The life coverage available until the age of 55 years.

Antyodaya Shramik Suraksha Yojana

A specially designed insurance policy which offers accidental insurance coverage for workers in the unorganized sector. Launched to ensure that every Shramyogi has a safety net, it offers high coverage at nominal annual premiums. ***“Accidental cover of ₹5 lakh and ₹10 lakh lakh at a nominal premium.”***

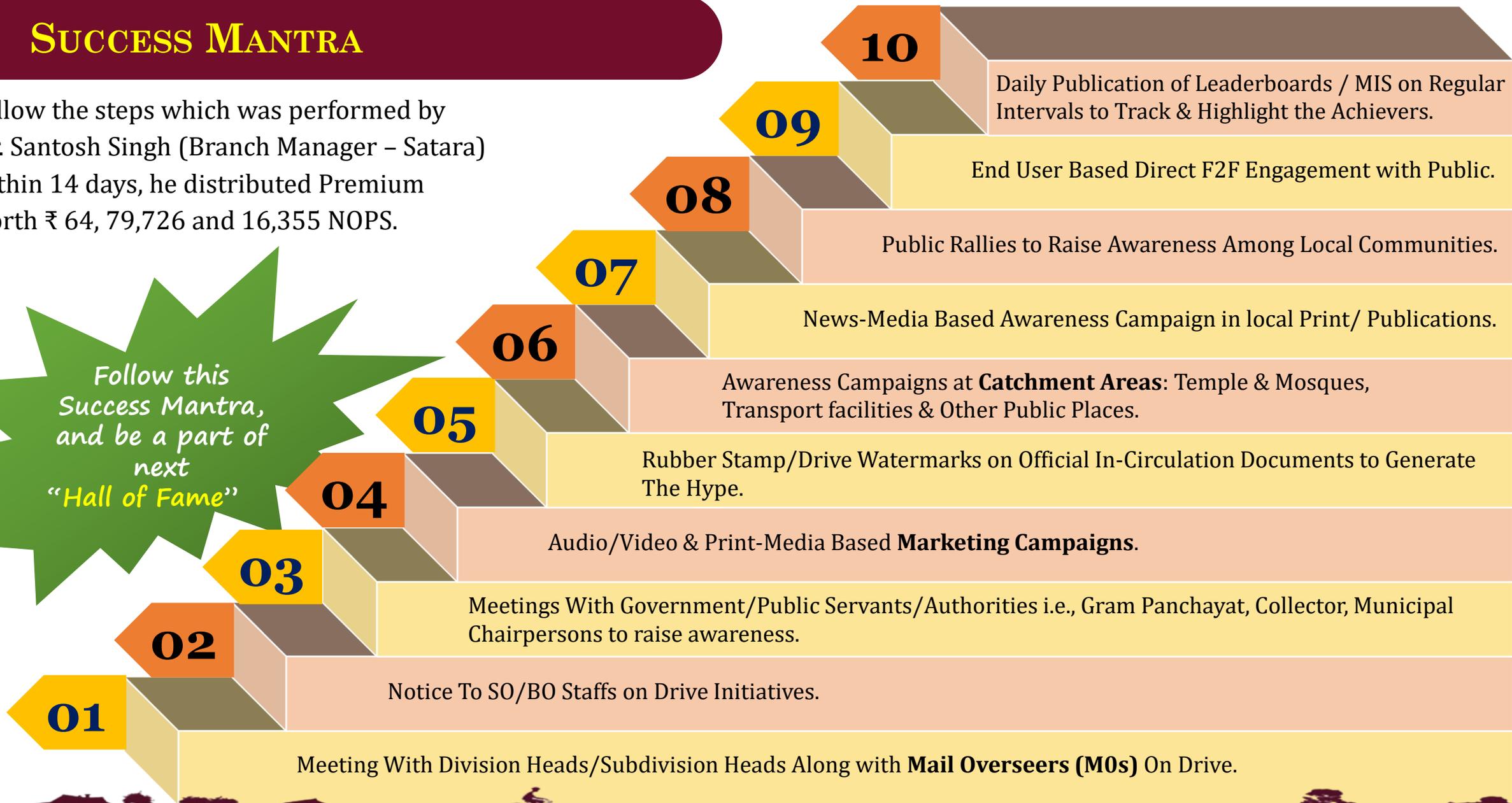
Features / Benefits :

- ❖ Accidental Death & Disability Cover : Full sum insured paid for accidental death, permanent total/partial disability and dismemberment.
- ❖ Inpatient Accident Medical Expenses – Up to ₹1 lakh (₹10 lakh plan) or ₹50,000 (₹5 lakh plan) for 24-hour hospitalization (T&C applied).
- ❖ Prolonged Hospitalization Benefit
- ❖ Coma Cover
- ❖ Education, Funeral & Repatriation Support of specified amount.
- ❖ Pan-India Access & Easy Enrollment

SUCCESS MANTRA

Follow the steps which was performed by Mr. Santosh Singh (Branch Manager – Satara) within 14 days, he distributed Premium worth ₹ 64, 79,726 and 16,355 NOPS.

Follow this Success Mantra, and be a part of next "Hall of Fame"





LOAN REFERRAL SERVICES



What are Loan ?

- A loan is a way to borrow money from a bank or lending institution to help you make a purchase right away, when you don't already have all the money upfront. The borrower will have to pay back the loan amount to the lender over time, in smaller amounts called installments. The lender charges interest, which is a percentage of the loan amount. You can think of interest as the charge you pay the lender for borrowing money. When you pay back your loan, you will be paying back both the original loan amount as well as the interest charged on your loan.

What is a Loan Referral Service ?

- It refers to financial solutions to help borrowers achieve their goals like funding a new business venture, consolidating debt, making a significant purchase, etc.

What are the benefits of Loan Referral Service ?

- Flexible Loan Amount
- Competitive Interest Rates
- Quick and Convenient Application
- No Hidden Fees

LOAN REFERRAL SERVICES THROUGH IPPB

- ❖ IPPB provides Loan services to its customers through partnerships with different Scheduled commercial Banks/Non-Banking Financial Companies (NBFCs) on Non-exclusive basis. Loan Products include Personal Loan, Home Loan, Agri Loan, Gold Loan, Vehicle Loan etc.
- ❖ IPPB has designed and developed a customized & configurable end-to-end digital loan lead generation platform called ऋण SETU app which integrates all lending partners under one roof.

Customer contacts IPPB Branch for Loan

Lead generation done through loan referral in IPPB ऋण SETU app

Loan disbursed through partner Banks /NBFCs

IMPORTANT KEY TERMS RELATED LOAN REFERRAL SERVICES

Let us learn about some important terms to keep in mind when offering different loan products to customers :

Eligibility

Eligibility refers to the basic criteria that lenders consider to offer a loan to a customer. Different loan products have different eligibility criteria. If a customer does not meet these criteria, the loan will be rejected. Approval also depends on a number of other factors.

Loan Amount

This is the fund (total amount) disbursed to the customer for their use

Interest

This can be considered the cost of borrowing the loan. It is a percentage of the total loan amount (interest rate). When you repay the loan, you would be paying back the total loan amount plus the total interest incurred

Tenure

This refers to the amount of time taken to repay the loan. For longer tenures, the monthly installments you would have to pay would be smaller, but the overall interest you would have to pay would increase

Collateral

An asset that the borrower pledges to the lender to use as protection in case the borrower defaults on a secured loan (i.e. does not pay it back). Collateral can include cars, real estate, cash accounts, investments, insurance policies, and more.

Default

When a customer does not pay back his/her loan, they are said to have defaulted on the loan

Looking for Loan !?

IPPB ऋण SETU
is there for you...
The one stop application to provide multiple loan leads and lender options in a single platform.

On-boarding Process

01

Users nominated by Circles are onboarded and the ऋण Setu application is pushed by Corporate office team in their respective devices

02

Users have to login the application using their credentials (AMS ID / IBC ID / UDAAN ID)

03

Users can start generating fresh Loan leads and can check the status of their leads in the IPPB ऋण SETU application.

04

For HDFC & Axis Bank, Backend on-boarding is done as per request shared by Circles to Corporate office

05

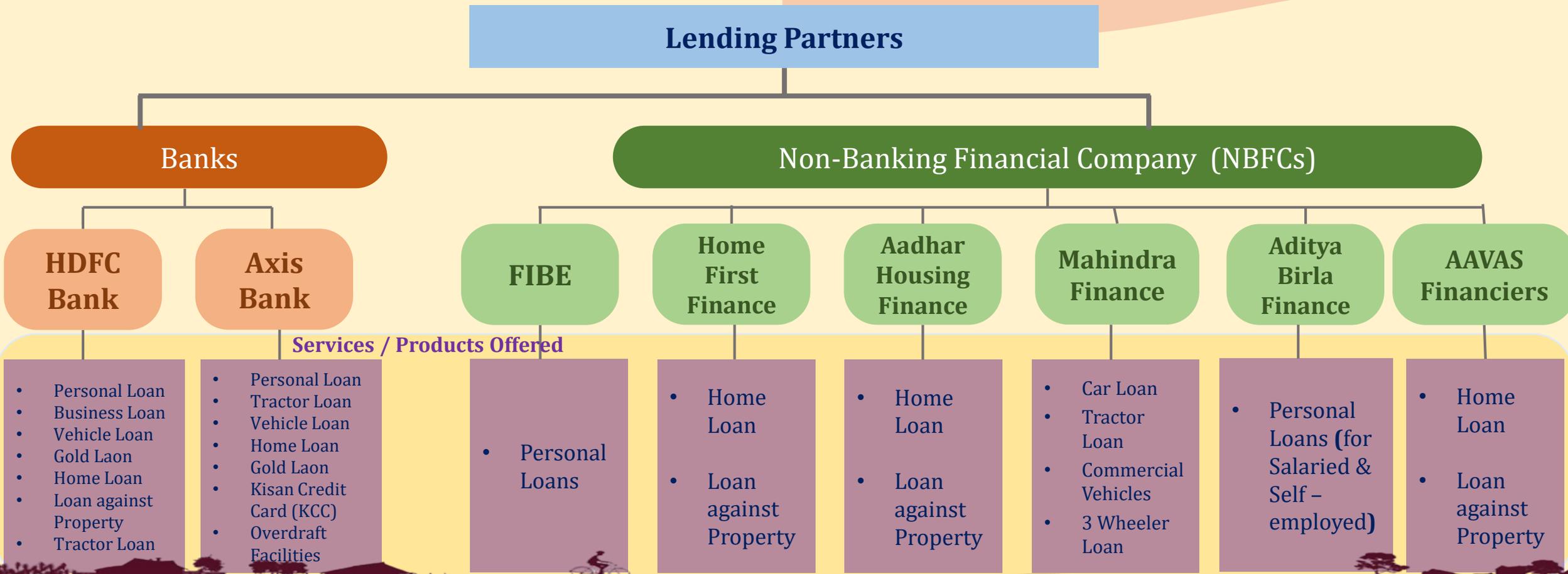
For HDFC Bank, Users have to complete one time self onboarding under Profile tab in IPPB ऋण SETU application after Backend onboarding done by Corporate office. Self Onboarding has to be done within 30 days of backend onboarding

Currently, IPPB has tie-up with 8 lending partners. Two of them are Bank's and rest are NBFC's.



Points to Remember

- 1.) IPPB only provides Loan referral services, Loan disbursement decision lies with partners
- 2.) The lead generation process only gets completed when the customer successfully fills the application form link received via SMS and submit it.



Lender Selection Process Scenarios

1 If the SMS Box is Checked / Ticked
Agent can choose multiple lenders, which can either be a bank or a NBFC, an SMS with a unified form will be sent to the customer. Application form is to be filled and submitted. A single lead id is created with status displayed for each lender separately .

2 If the SMS Box is Unchecked / Unticked
Agent can choose multiple lenders at the same time, either a bank or an NBFC, the agent will fill the form for the Bank on the app and the link for the NBFC data collection will be triggered to the customer which is to be filled and submitted. Two lead ids will be created, one for bank and one for NBFC. The customer has to fill the FORM received through the SMS link for lead submission

3 If HDFC Bank is selected
No other lender can be selected and the form can be filled up by the agent only after redirection to HDFC's Digital Distribution Platform (DDP) app

New Lead Generation

01

Login

User to login in the application using the credentials.

02

Create Lead

Go to Create lead option (New lead tab). User can check status also

03

Select Loan Product

Select Loan product as per customer's requirement like PL, Home loan, Vehicle Loan, etc.

04

Customer Details

Enter customer details as per details asked in application like mobile no. , PIN code, etc.

05

Lender's Selection

End user may select multiple lenders and submit the form to send SMS to customer for selection.

The guide below provides a list of all the loan products you can generate leads for, the commission you can earn from each and examples of end user earnings against loan amounts :

| Lender | Loan | Example Loan Amount | Your Commission (%) | Your Earnings |
|--------------------------------|------------------------------|---------------------|---------------------|---------------|
| HDFC Bank | 2 wheeler Loan | ₹ 50,000 | 0.26 % | ₹ 130 |
| | Gold Loan | ₹ 2,00,000 | 0.195 % | ₹ 390 |
| | Personal Loan | ₹ 2,00,000 | 0.208 % | ₹ 416 |
| Mahindra Finance | New Car Loan | ₹ 5,00,000 | 0.26 % | ₹ 1,300 |
| | Used Car Loan | ₹ 3,00,000 | 0.26 % | ₹ 780 |
| | 3 wheeler Loan | ₹ 3,00,000 | 0.26 % | ₹ 780 |
| | Tractor Loan | ₹ 10,00,000 | 0.26 % | ₹ 2,600 |
| | Comm. Vehicle Loan | ₹20,00,000 | 0.26 % | ₹ 5,200 |
| Axis Bank | Housing Loan | ₹ 10,00,000 | 0.13 % | ₹ 1,300 |
| | 2 wheeler Loan | ₹ 50,000 | 0.208 % | ₹ 104 |
| | 4 wheeler Loan | ₹ 5,00,000 | 0.208 % | ₹ 1,040 |
| | Gold Loan | ₹ 2,00,000 | 0.208 % | ₹ 416 |
| | Kisan Credit Card (KCC) Loan | ₹ 25,000 | 0.208 % | ₹ 52 |
| | Personal Loan | ₹ 2,00,000 | 0.26 % | ₹ 520 |
| Home First Finance | Housing Loan | ₹ 10,00,000 | 0.221 % | ₹ 2,210 |
| | Loan against Property | ₹ 10,00,000 | 0.221 % | ₹ 2,210 |
| Aadhaar Housing Finance | Housing Loan | ₹ 10,00,000 | 0.156 % | ₹ 1,560 |
| | Loan against Property | ₹ 10,00,000 | 0.156 % | ₹ 1,560 |



CASE STUDY : Ms. SUNITA'S HEALTH INSURANCE JOURNEY

Background

Ms. Sunita, a 42-year-old school teacher in Mysore, purchased an individual health policy in early 2019 to guard against rising medical costs. She chose a comprehensive plan with :

- ₹5 lakhs annual sum insured
- Cashless treatment Critical-illness rider covering major diseases
- ₹15,000 annual premium
- at 4,000+ network hospitals

Turning Point

In August 2021, Ms. Sunita was admitted with severe chest pain. Doctors diagnosed her with dengue complicated by secondary bacterial infection— treatment and a week in the ICU drove her bill to around ₹4.2 lakhs.

How Insurance Kicked In

- **Cashless Approval** - Admission request sent to insurer via the hospital's TPA desk. Pre-authorization within 12 hours, no upfront payment beyond small co-pay.
- **Network Advantage** - Hospital settled directly with insurer — Ms. Sunita didn't juggle reimbursements.
- **Critical-Illness Payout** - After discharge, she filed a claim under the critical-illness rider. Received an additional lump sum of ₹2 lakhs within 30 days

Outcome & Customer Benefit

- ✓ **Zero Debt** : Family avoided high-interest personal loans.
- ✓ **Stress Relief** : Quick claim turnaround meant one less worry during recovery.
- ✓ **Continued Coverage** : Post-claim, Ms. Sunita renewed with no loading, thanks to timely documentation.
- ✓ **Health Check-up Add-On** : Insurer waived the next year's check-up fee as a loyalty benefit.

CASE STUDY : Mr. RAMESH'S FARM TURNAROUND WITH KISAN CREDIT CARD LOAN

Background

Mr. Ramesh, 45, cultivates grapes on 2 acres in Nashik, Maharashtra. Rain-fed farming capped his yield at 10 tons per season, generating about ₹2.5 lakhs revenue—barely covering input costs and family needs.

Challenge

- Reliance on erratic monsoon rains led to crop stress and uneven yields.
- High diesel costs for interim irrigation pumps ate into profits.
- Traditional lenders demanded land as collateral, which Ramesh couldn't spare.

Solution

Under the RBI-backed KCC scheme, Mr. Ramesh secured :

- **Loan limit** : ₹2 lakhs (no collateral)
- **Interest rate** : 4% p.a. (with Government subvention)
- **Tenure** : 5 years, with flexible drawdowns
- **Benefits** : Overdraft facility, crop loan up to 12 months, and insurance cover

Deployment

Within weeks of disbursal, Ramesh :

- Installed a solar-powered drip irrigation system (₹1.2 lakhs) to ensure uniform watering.
- Bought high-quality inputs—drip pipes, fertigation kit (₹50,000).
- Kept ₹30,000 as buffer for maintenance and labor.

Outcome & Customer Benefit

- ✓ **Yield Surge** – Grapes jumped from 10 tons to 22 tons per season.
- ✓ **Revenue Growth** – Seasonal turnover shot up from ₹2.5 lakhs to ₹5.5 lakhs.
- ✓ **Cost Savings** – Solar pump eliminated diesel bills (~₹15,000 savings per season)
- ✓ **Profit Margin Boost** – Net margin nearly doubled—from ~10% to ~20%
- ✓ **Credit Profile Enhancement** – Timely repayments built Ramesh's credit history, unlocking a ₹3-lakh tractor loan later

Repayment & Next Steps

- ❖ Ramesh serviced interest and part-principal through small harvest-based EMIs, clearing the loan in full by Year 5.
- ❖ With a stronger balance sheet, he's now exploring a "Farm Mechanization" loan to add a small cold-storage unit.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q.) What is Group Accident Guard?

A.) **GAG is a comprehensive cover which can secure you after any unforeseen event/accident. It is a remedy which can prepare you in advance to mitigate any sort of losses arising from an accident.**

Q.) What is the minimum and maximum entry age for Group Accident Guard?

A.) **Individuals from 18 years to 65 years can take the policy cover.**

Q.) How to intimate the Insurance claims / claim procedure?

A.) **The following points are as below :**

- **Insured Person(s) can notify a Claim by sending an SMS CLAIMS to 5616181 or by calling The Company's 24x7 toll free helpline 1800-266-7780 or 1800 229966 (only for senior citizen Policy holders). Please use the Claim Intimation Form for intimation of a Claim. Insured Person(s) can even write to The Company at general.claims@tataaig.com and scanned documents may be submitted at paclaim.support@tataaig.com to initiate Claim processing.**
- **Details required at the time of claim registration -**
- **Policy Schedule/Certificate of Insurance**
- **Name of Injured person**
- **Date & Time of Loss, Location of accident**
- **Nature of Injury / Accident**
- **Policy Coverage under which Claim is preferred**
- **Name of Hospital / doctor where treatment taken**
- **Name / Location of police station, if case is reported with police**
- **E-mail ID & mobile/ telephone no. of Insured Person / Contact Person**

UNIT - VI

CASH MANAGEMENT AND CUSTOMER SERVICE

- ❖ Cash Management
- ❖ Clean Note Guidelines for End User
- ❖ Counterfeit Notes
- ❖ Role of Agents / IPPB / Nodal Officer in Counterfeit Notes
- ❖ Types of Transaction
- ❖ Customer Service Relationship Management
- ❖ Complaints & Request
- ❖ Contact Us
- ❖ Addressing Customer Complaint
- ❖ Case Study



CASH MANAGEMENT

Cash management is the process of monitoring, analysing, and controlling cash flow. The aim of cash management is to ensure that the bank has enough cash to meet all obligations.

Cash management for bank involves optimizing cash and meeting customer requirement, investing in the right channels and minimizing operational and overhead costs.



CASH MANAGEMENT INSTRUCTIONS FOR AGENTS



DoP End User should follow these essentials instructions for managing the cash and helps Bank and Customer to have good cash flow :

- ❖ **Cash should be kept always in SAFE custody.**
- ❖ **At the end of day, if excess cash is there, kindly handover to your respective HO / SO office.**

CASH MANAGEMENT

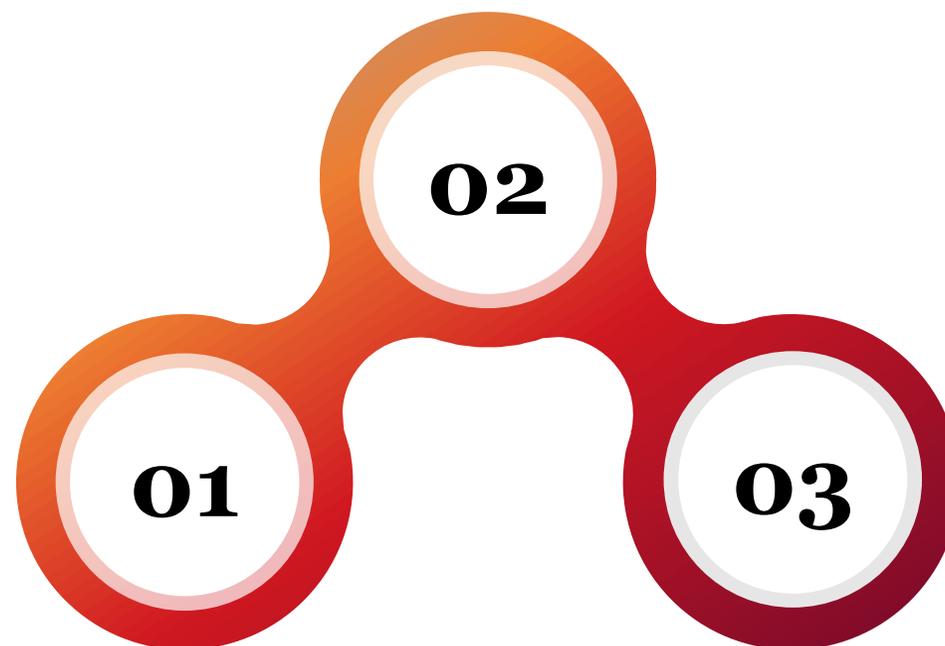
Identifying Counterfeit Notes



CLEAN NOTE GUIDELINES FOR END USERS

It is to be noted that the watermark on these notes is a major security feature and if the watermark is damaged or broken cash authentication machines will classify them as bad notes.

Stapling of currency notes/packets has been prohibited by RBI. IPPB Branch/Banking Outlet/End users should ensure that stapling of the currency notes should not be done.



End users should tender and accept good condition unstapled notes. End users to advise the customers to carry good conditioned notes in unstapled conditions.

1) MEANING OF THE COUNTERFEIT NOTES



Counterfeit notes refer to imitation currency produced without the legal sanction of the state or government.

Producing or using counterfeit money is a crime being as it is a form of fraud or forgery.

Counterfeit currency is bad for the economy of a country and society and has the following effects :

1. Reduction in the value of real money
2. Increase in prices (inflation) due to more money getting circulated in the economy – an unauthorized artificial increase in the money supply.
3. Decrease in the acceptability (satisfactoriness) of money – payees may demand electronic transfers of real money or payment in another currency (or even payment in a precious metal as gold)

Authority to Impound Counterfeit Notes

As per RBI, the Counterfeit Notes can be impounded by:

1. All the Banks
2. All the Treasuries and Sub-Treasuries
3. Issue Offices of Reserve Bank of India

Issuing Authority

RBI is the ONLY sole authority that issues currency in India. RBI has:

- Issued Mahatma Gandhi Series since 1996.
- Changed the design of the currency from time to time.
- Issued denominations of INR 10, INR 20, INR 50, INR 100, INR 200, and INR 500. Each denomination currency has unique features.

1.A) GENERAL GUIDELINES FOR IDENTIFYING FAKE INDIAN CURRENCY

Indian Currency issued by RBI



1. Watermark on Mahatma Gandhi's image : The currency has a watermark on the outline of Mahatma Gandhi's image. The original currency will have the watermark. Fake currency has a thicker watermark which is made of oil/grease.

To do : Observe the watermark.

2. Formatting of numerical figures : Each note has a log of aligned numerical figures. Numerical figures are not aligned in fake currency. The numbers will be mentioned in ascending order.

To do : Check gaps between numerical figures.

3. Smudged ink or broken lines : Fake currency has smudged ink and/or broken lines. Original currency does not have smudged ink and/or broken lines.

To do : Observe the printed material of the currency.

4. Security thread : Original currency has a line of squares in the middle (security thread). It is incorporated in the original currency. It is printed on fake currency.

To do : Check if the security thread is printed or drawn on the currency.

5. Words 'Reserve Bank of India' and micro-lettering : Words 'Reserve Bank of India' appear smoother on original currency. They appear thicker on fake currency. Original currency have micro-lettering between Mahatma Gandhi's image and the words 'Reserve Bank of India' which appears on a band.

To do : Check the words and micro-lettering through a microscope.

[*How to Spot Fake Indian Currency Notes](#)

1.B) GENERAL GUIDELINES FOR IDENTIFYING FAKE INDIAN CURRENCY



6. Bleed lines : Original currency will have angular bleed lines (short lines) on the left and right sides of the currency (for INR 500 denomination notes).

To do : Observe the angular bleed lines on the currency (INR 500).

7. Intaglio printing : Original currency will have raised print. You can feel the print upon touch. It includes features like image of Mahatma Gandhi, RBI seal, RBI governor's signature, and the Ashoka Pillar national emblem.

To do : Touch the print to authenticate.



Identification marks to look out for

1. Watermark on Mahatma Gandhi's image
2. Formatting of numerical figures
3. Smudged ink or broken lines
4. Security thread
5. Words 'Reserve Bank of India' and micro-lettering
6. Bleed lines
7. Intaglio printing

*Bank Notes, RBI; How to identify fake or counterfeit notes, Times Now News

2.) ROLE OF POSTAL AGENTS IN IDENTIFYING AND COUNTERING COUNTERFEIT NOTES

The Role of the Agent is to :



1. Manually verify suspected notes and monitor patterns/trends of detection of counterfeit notes.

2. Attach the bank copy of the acknowledgment to the currency note. Note details in the counterfeit banknote registry.

3. Agent to perform detailed verification and authentication through machines.

In case the agent finds a stamp currency note as 'counterfeit banknote' on the face of the currency

Inform customers regarding incident and request him for source

In instances where the customer is not willing to sign, the agent should go ahead with the issuance

Inform customers regarding incident and request him for source



3.) ROLE OF POSTAL AGENTS, IPPB, AND NODAL OFFICER IN IDENTIFYING AND COUNTERING COUNTERFEIT NOTES

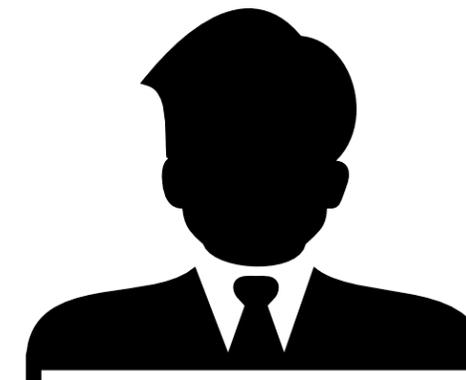
Role of Agents



- ❖ If the number of counterfeit notes is up to 4, the agent should maintain a note in the system. The agent at the doorstep/BO should update the details of all such transactions and send consolidated details to the linked SO/HO with the counterfeit notes.
- ❖ Detection of five or more counterfeit notes in a single transaction, FIR should be filed in the format prescribed by RBI by the agent who receives such counterfeit notes. The agent at the doorstep/SO should update the transaction details and send details to the linked SO/HO along with the suspect counterfeit notes and the original of the FIR. The agent at SO/HO should update the register kept at the CSPs with impounded notes and the original of the FIR.

Role of IPPB and Nodal Officer

- ❖ The IPPB Branch should consolidate the reports received from all the CSPs under its purview and send it to the Bank's Nodal Officer with the suspect counterfeit notes
- ❖ The Nodal Officer should send out the consolidated reports to the police authorities or the Nodal Police Station, along with the suspect counterfeit notes, at the end of the month in the format prescribed by RBI. Acknowledgment of the police authorities concerned should be obtained for notes forwarded to them both as consolidated monthly statement and FIR
- ❖ A copy of the monthly consolidated report/FIR shall be sent to the Bank's Compliance Department.
- ❖ A 'nil' report may be sent in case no counterfeit has been detected during the month.



TYPES OF TRANSACTIONS

| Financial Transaction | Non-Financial Transaction |
|--|--|
| Financial transactions refer to those transactions which involve cash/transfer of funds. | Non-financial transactions refer to those transactions which do not involve any fund transfer/cash. |
| Examples : Cash deposit/withdrawal, AePS / fund transfer, bill payments etc. | Examples : Balance enquiry, Aadhar seeding, Aadhar linkage, nominee updating, etc. <ol style="list-style-type: none"> 1. Services-related transactions such as – Updating mobile and email, updating DGSBA account to regular, nominee change, 2. DoP account linkage (linking & delinking, mode of operation required for linkage, compliance to be followed for linkage) 3. Aadhaar seeding and Aadhaar linking and the difference between them 4. Miss Call Banking and SMS banking |

Access Points for Cash Management

- 1.) Core system integrated: CSI enabled
- 2.) Non-core system integrated: Non-CSI enabled



CSI is the technology that integrates all access points to the core banking system of POSB. All the cash transactions that take place in a Post Office for both IPPB and DoP have reflected automatically on a T + 1 day basis in the Daily Account (Daily Transaction Report, DTR) of the Post Office.

In a nutshell, it means that the offices that are CSI-enabled don't require two separate accounts (One for transactions related to IPPB and another one for transactions related to DoP) to be maintained. Through CSI all the transactions can be monitored and tracked through a single system.

PROCESS FLOW : CSI - ENABLED

| Day | Activities | Responsible Party |
|----------------------|---|-------------------|
| Beginning of the Day | 1.) Postal assistants (PAs) man the IPPB counter at the beginning of the day. PA asks for cash from the treasury within the post office. For common counters separate cash for IPPB transactions is not required and IPPB transactions are to be carried out with common cash of POSB. IPPB system has been integrated with the CSI system for this purpose. | PA |
| | 2.) Before handing over the cash to the PA, the Treasurer makes appropriate entries in the cash books of the CSI Module as per the existing process of CSI and then hands over the cash to PA after taking the appropriate acknowledgment. | Treasurer Officer |
| | 3.) PA takes the cash and places the same in the teller's drawer (as per the existing practice of the post office) and logs in to the IPPB system to initiate the IPPB transactions. | PA |
| During the Day | Customers gets serviced as per the request | PA |
| End of the Day | PA enters the balance cash in the system & hands over the cash to the treasurer as per existing process. | PA |
| | Treasurer accepts and updates the cash books of DoP system with the cash received from the PA for IPPB transactions with appropriate acknowledgement | Treasurer Officer |

Click [here](#) to understand how to generate cash transaction report on Finacle system

PROCESS FLOW : NON-CSI - ENABLED

| Day | Activities | Responsible Party |
|----------------------|---|-------------------|
| Beginning of the Day | 1.) PA asks for cash from the treasury. | PA |
| | 2.) The Treasury/Accounts officer makes appropriate entries in the cash books of DoP Meghdoot system and mark it as cash handed over to PA as per the existing process. Post this they hand over the cash to PA | Treasury Officer |
| | 3.) PA takes the cash and places the same in the teller's drawer (as per the existing practice of the post office) and logs-in to the IPPB system to initiate the banking transactions. | Treasury Officer |
| | 4.) PA logs into IPPB CBS and makes a cash transfer transaction using the HTM Menu Dr Teller Account (8 digit DoP SOL ID+8 digit DoP emp ID) Cr Vault Account (4 digit IPPB SOL ID+01+10025+100) | PA |
| During the Day | Customers gets serviced as per the request | PA |
| End of the Day | PA reviews the system-generated cash transaction report through the HFINRPT menu on IPPB CBS and matches the cash in hand. The cash in hand = cash taken in the morning - cash withdrawals by IPPB customers + cash deposits done by IPPB customers | PA |
| | The PA logs into IPPB CBS and makes a cash transfer entry Dr Vault Account (4 digit IPPB SOL id+01+10025+100) Cr Teller Account (8 digit DoP SOL id+8 digit DoP emp id) | PA |
| | Treasury officer verifies the HFINRPT Report submitted by PA. They can also generate the report through IPPB CBS. | Treasury Officer |

COMPLAINTS & REQUESTS

Managing customer's
complaints and requests.



DIFFERENCE BETWEEN COMPLAINTS AND REQUESTS

Complaints refer to issues faced by the customers. For instance, transaction-related issues- technical issues, OTP is not generated, etc.



Requests refer to the services that customers want. For instance, the customer wants a copy of cheques, they want to deactivate SMS banking, etc.



POINTS OF CONTACT FOR CUSTOMERS TO REGISTER COMPLAINT / REQUEST



Nearest IPPB branch/banking outlet



Customer Service Point



Bank's website

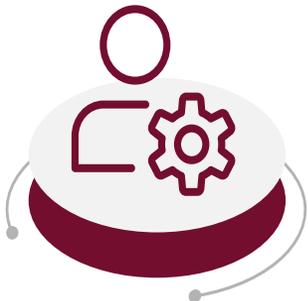


E-Mail –
contact@ippbonline.in



Mobile / Phone Banking

LEVELS OF ESCALATING COMPLAINT / REQUEST BY THE CUSTOMER



IPPB Branch Manager of Respective Branch



Circle Nodal Officer
Circle Manager of Respective Circle



Principal Nodal Officer



Banking Ombudsman

Contact Us

SMS Banking

Send SMS to 7738062873

- ❖ for Registration – SMS “REGISTER”
- ❖ for Balance Enquiry – SMS “BAL”
- ❖ for Mini Statement – SMS “MINI”
- ❖ for A/c Freeze –
SMS “FREEZE <SPACE> <12-digit IPPB A/c No>”
- ❖ for Getting A/c & CIF details –
SMS “GETCIF <SPACE> <Date of Birth in DDMMYYYY format>”



Good Services is Good Business

Customer Care

 155299
033-22029000

 contact@ippbonline.in

for any general enquiry / complaint



Unauthorized Debit



1800 8899 860

for reporting Unauthorized Transaction
or Blocking Virtual Debit Card



Aapka Bank, Aapke Dwaar

CUSTOMER SERVICE REQUEST MANAGEMENT

THE PROCESS FLOW / STEPS OF CSRM

Step 1

**Identifying the Complaint/
Request category**



Step 2

Creating case ID

- CSRM for Postal assistant
- MATM app for Postman and GDS



Step 3

**Resolving/
Modifying the
complaint**

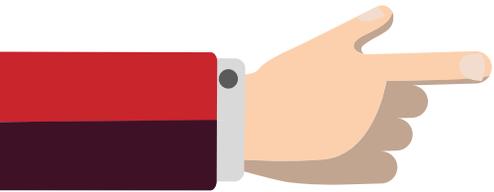


Step 4

**Closure of case
ID in CSRM**



How to handle Customer's queries ?



01

Listen
carefully and
understand
the problem

02

Capture the
query/request
/complaint/
feedback properly
in the mobile app

03

Inform to the
respective
Branch Staff

04

Refrain from
arguing or
engaging in
conflict with
customers.

05

Follow-up on time
with respective
Branch Staff for
resolution

06

Be in touch
with customer
always

07

Update customer
on their
query/request/
complaint/
feedback

08

Learn and
update your
knowledge for
future

CASE STUDY : Customer Service Relationship Management

Background

Every morning, Mrs. Kapoor races between school drop-offs and grocery runs. One afternoon, she realizes she still hasn't set up her electricity bill's monthly autopay. She logs into the bank app, but the menus feel confusing—and her kids are waiting for lunch. Frustrated, she abandons the task, worried about late fees.

The Outcome

| What Improved | Before Visit | After Visit |
|--------------------------------------|-----------------|----------------------|
| Time to Set Up Autopay | 15 min + errors | Single 8-min session |
| Follow-up Support Calls | 3 in a month | 0 |
| Mrs. Kapoor's Confidence (1-5 scale) | 2 | 5 |

Doorstep Service Response

Within 24 hours, doorstep officer, Raj, arrives at Mrs. Kapoor's doorstep—tablet in hand. No jargon, no rush :

- He sits and walks her through the bill-pay setup, step by step.
- Also, upon the Mrs. Kapoor alongside query about home loan, he explains prequalifying for a small home-loan with everyday examples (like “think of it as an advance on your salary”).
- The very next morning, Raj calls to ensure she's comfortable : Mrs. Kapoor breezes through setting up a electricity bill. She even applies online for the home-loan prequalification—without a second thought.

The Impact

- ❖ Walking through each step turned tech anxiety into “I got this.”
- ❖ A friendly face and a clear printed guide meant she didn't need to remember everything.
- ❖ The bank didn't just solve one problem—it gave her tools to manage all her finances confidently.
- ❖ By meeting Mrs. Kapoor where she lives—literally turned a moment of stress into a newfound sense of control.

UNIT - VII

TRAINING & CERTIFICATION

- ❖ Why Certification Courses ?
- ❖ Benefits of Certified Employee
- ❖ Need of Training
- ❖ Training and Certification Pedagogy



WHY CERTIFICATE COURSES ?

As organizational innovation and adaptability reign supreme, we must invest in our workforce to enable them with the skills to do their jobs effectively.

The cornerstone of **Learning and Development (L&D)** strategies that equip professionals with the knowledge needed to excel in their roles and contribute to the organization's growth.

From technical expertise to leadership development, these comprehensive learning initiatives are pivotal in nurturing a skilled, engaged, and adaptable workforce



Benefits of Certificate Courses

Addresses skill gaps and workforce development needs

Fosters a culture of learning and continuous improvement

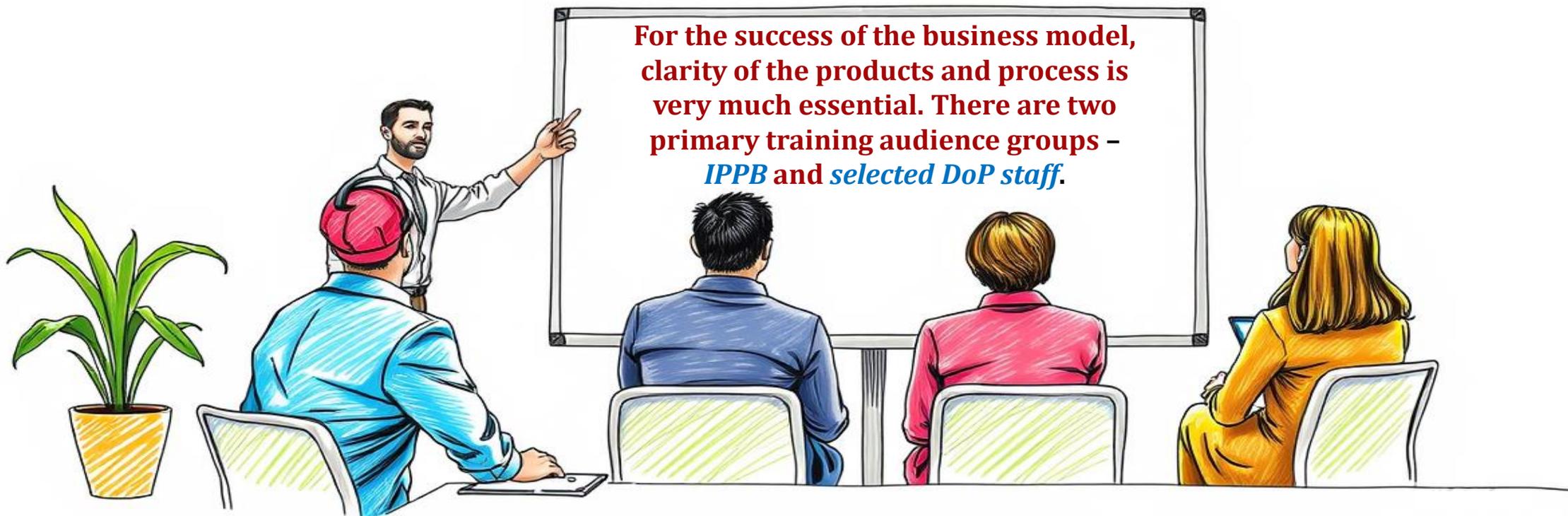
Increase employee engagement and retention

Contributes to organizational agility and adaptability

NEED OF TRAINING

Training holds the key to the Bank's success as the organization requires a varied set of skills across various roles and functions. As IPPB leverages on DoP manpower and infrastructure for customer-facing operations, strengthening the learning department is crucial to achieving the bank's objectives and maintaining operational compliance.

The training approach is designed to equip the relevant audience with essential knowledge and skills through a structured learning framework. The certification process ensures competency by assessing participants through standardized evaluations.



TRAINING AND CERTIFICATION PEDAGOGY

To earn the Professional status, candidates must complete specialized courses that focus on essential areas of banking. The qualification offers multiple tracks, each structured with a rigorous curriculum to ensure comprehensive knowledge and skill development.

In-House

Micro-ATM and Finacle

Induction Training
before performing
IPPB banking
operations.

Finacle – 59,394
MicroATM – 2,97,592
(Total no. of certified till Mar' 24)

BC –BF (IIBF)

Business Correspondent and Business Facilitator (Indian Institute of Banking and Finance)

Mandatory
Certification for
performing bank
operations.

IIBF – 1,09,998
(Total no. of certified till Mar' 24)

POSP

Point of Sale Person

Certification for Life /
General Insurance
business.

POSP – 740
(Total no. of certified till Mar' 24)

CELC

Child Enrolment Lite Client

Certification for
performing Bal
Aadhaar and Mobile
Operations.

CELC– 99,715
(Total no. of certified till Mar' 24)

UNIT - VIII

ROLE OF END USERS

- ❖ Defining the Roles and Responsibilities
- ❖ Importance of Wearing ID Card
- ❖ Device Distribution
- ❖ Commission – Incentives to End Users
- ❖ BYOD
- ❖ Three time Invalid Password
- ❖ Mandatory Requirements at HO / SO / BO
- ❖ Device Handling & Custody Guidelines



ROLES & RESPONSIBILITIES OF END USERS

End-users refer to the front-line staff who facilitate last-mile delivery of IPPB products to the customers. They comprise of Grameen Dak Sevak, Postal Assistant, Postmaster .

1. Spreading Financial Awareness

2. Customer Onboarding

3. Facilitating Banking Transactions

4. Cross Sales of Third Party Products

5. Complaint Handling

6. Compliance & Reporting

7. Knowledge Building



Spreading Financial Awareness

Financial literacy & Customer education is the first & foremost instrument required for any End User .Second responsibility that comes under spreading financial awareness includes conducting financial literacy camps in villages & other areas where it is most required.

Customer Onboarding

The End Users are required to have a knowledge of understanding on who are your target customers , and build awareness on e-KYC process and onboarding process through a mobile phone. They have to understand their customer needs and expectations.

Facilitating Banking Transactions

The End-Users are responsible for carrying out financial transactions like cash withdrawal and cash deposit and help in facilitating non-banking transactions as well like balance inquiry, mini statement, Aadhaar seeding, complaint lodgement, account closure request etc.

Sale and Cross-sale of DoP and Third Party Products

The End-Users are responsible for facilitating the sale of DOP and third party products like remittance services, insurance , loans etc.



Complaint Handling

Receiving and registering complaints from the customers and following up on the registered complains ,or escalating the unresolved complaints to IPPB Banking outlet is one of the responsibilities of End-User.

Compliance Handing and Reporting

Reconciliation of the cash and other deliverables to be reported at the end of the day to the respective DOP Reporting Office.

Knowledge Building

Approaching the DOP and IPPB official in case they face any difficulties and EU are supposed to constantly check themselves what they know and what they want to learn. Showing eagerness to learn new information received from DOP or IPPB.



IMPORTANCE OF WEARING IDENTITY CARD

Wearing an ID Card during Work-time has several important benefits :

Security

ID cards help ensure that only authorized personnel are allowed in specific areas of the workplace. This is crucial for protecting sensitive information and maintaining a safe environment.

Identification

They allow colleagues, clients, and visitors to easily identify who you are, which can enhance communication and collaboration within workplace.

Professionalism

Wearing an ID Card can foster a sense of professionalism and unity among employees, contributing to a cohesive workplace culture.

Emergency Situations

In case of an emergency, ID Cards can help identify employees quickly, ensuring that everyone is accounted for and can receive appropriate assistance.



DO's and DON'T FOR END USERS

DO's

- Changing the password on a monthly basis to avoid any misuse by anybody else
- After handing over the cash to the concerned authority log out from the application properly to avoid any misuse by others
- Inform the customer about the product details being offered to him
- Check the officially valid documents while performing OTP based transactions
- While collecting cash, keep an eye for counterfeit currency notes and count the cash two-three times
- Communicate the charges for any transaction before- hand , update the customers about interest rates and other charges
- At the end of the day , tally the cash that you have collected against the transaction history shown in the Micro-ATM and in case of mismatch escalate it to the DOP-IPPB authority the same day.



DONT's

- Don't share sensitive information like Login ID/ OTP/MPIN with anyone and keep it confidential.
- Never share your Agent ID and Password with others
- Do not hand over the mobile device /Biometric to anyone to avoid misuse.
- No mis-selling and over charging for any product and service
- Avoid Log-in and carry out transaction during non-business hours.
- Do not ignore customer complaints and address them promptly
- Do not carry out transactions without proper identification of the customer.
- Do not carry extra cash and adhere to the authorized daily cash limit.



DEVICE DISTRIBUTION

Under the ***One User – One Mobile policy***, each End User ID is tied to a single bank-registered device, with no credential sharing or multiple IDs on one device. Device mapping occurs at onboarding or reactivation, and any device change requires approval. Violations may lead to access suspension or disciplinary action, ensuring secure, transparent, and accountable field banking.

BYOD – BRING YOUR OWN DEVICE

Under the ***BYOD policy***, end users may use their personal devices with a dedicated, bank-managed work profile keeping personal data private while monitoring official apps. In return, the bank grants a system-driven incentive, driving cost savings, productivity, and secure, seamless field operations.

COMMISSION – INCENTIVE TO END USERS

End Users earn performance-based incentives and commissions tied to the quality and volume of services they deliver, with payouts calculated from system-recorded data and verified through internal MIS. The transparent framework is regularly reviewed to stay aligned with business objectives, regulatory requirements, and financial inclusion goals.

THREE TIME INVALID PASSWORD

End Users access Micro ATM on bank-issued or BYOD devices using a unique, confidential password. After three failed login attempts, the account locks and can only be reactivated via the app's "Forgot Password" workflow with identity verification. Password sharing is forbidden and violations incur disciplinary action, ensuring secure transactions and self-service access recovery.

MANDATORY REQUIREMENTS AT HO / SO / BOs

Post Office staff function as End Users (Business Correspondents), providing banking services through a wide network of Head Post Offices (HOs), Sub Post Offices (SOs), and Branch Post Offices (BOs). These Post Offices serve as vital banking access points under the financial inclusion model, delivering essential banking services at the last mile.

To ensure consistency, visibility, and compliance across all locations, certain basic elements are mandatory at every such Post Office acting as a Bank's Access Point. Each location must display proper bank branding, including signage or boards that clearly represent it as an authorized banking access point. This branding is essential for public recognition, trust-building, and aligning with the standards expected from official banking infrastructure.

In addition, every Post Office functioning as a Bank's Access Point must maintain specific record-keeping registers as prescribed by the bank. These registers are used for tracking daily transactions, customer footfall, service logs, grievance redressals, and other operational metrics. Proper maintenance of these records is necessary for audit, monitoring, and ensuring service accountability.

Another key requirement is the availability of an authorization letter, issued by the bank, which designates the respective Post Office location as an official access point for delivering banking services. This letter must be duly signed, readily available at the premises, and presented when requested by bank officials, auditors, or regulatory authorities.

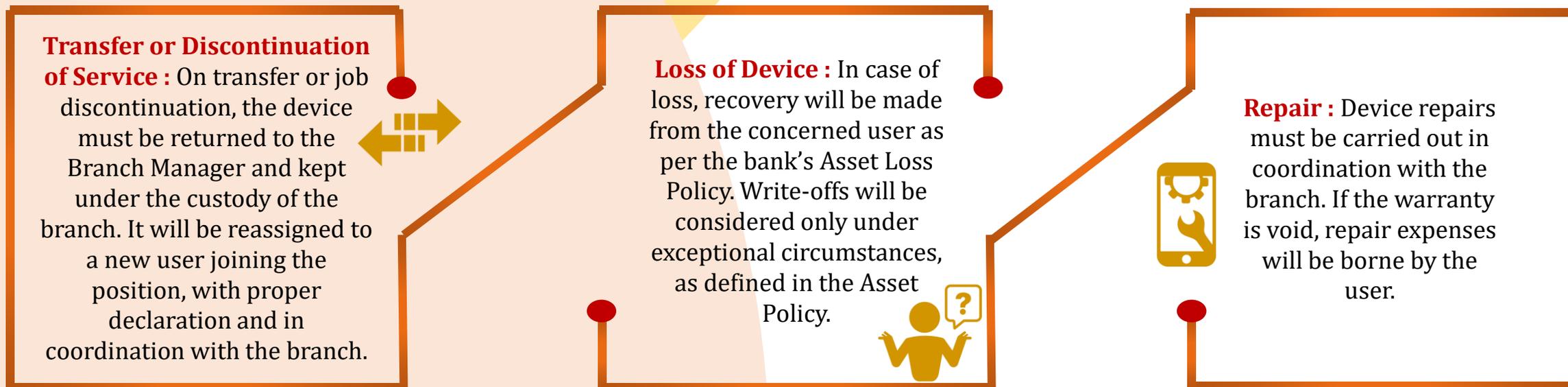
These standard measures reinforce the bank's commitment to service quality, regulatory compliance, and uniform operations across all banking access points operated through the postal network. They also help strengthen public confidence in the services being delivered through these access points, ensuring that every customer experience remains consistent, reliable, and secure.

DEVICE HANDLING AND CUSTODY GUIDELINES

Custody and Responsibility

The Branch Manager shall act as the custodian of smartphones and related devices. Once a device is allocated to an end-user, it becomes the user's responsibility to handle it with due care. In cases where the device is damaged and the warranty is voided, the end-user will be liable for repair costs, Applicable devices: Mobile Phones, Fingerprint Scanners, Thermal Printers etc. For BYOD (Bring Your Own Device) the responsibility lies solely with the individual using their personal device for official work.

Device Usage – Transfer, Repair & Loss



UNIT - IX

KNOW YOUR CUSTOMER & ANTI - MONEY LAUNDERING

- ❖ Key Terminologies related to AML – KYC
- ❖ KYC Norms
- ❖ Four Pillars of KYC
- ❖ Types of Customer Due Diligence
- ❖ Customer Profiling
- ❖ Who are Politically Exposed Persons (PEP) ?
- ❖ What is Money Laundering
- ❖ Money Mule
- ❖ Case Study



TERMINOLOGIES RELATED TO KYC & AML

Know-Your-Customer (KYC)

KYC is an RBI directive that we need to follow before starting any new relationship with a customer with the Bank, for instance opening a new bank account. As part of KYC, the bank staff must meet the customer in person, capture their Biometric Credentials in the system, check their mandatory details, undertake background checks, and record their details in the bank record for future reference.

Money Laundering

Money Laundering is the process by which black money are converted into legal/white money.

Anti-Money Laundering (AML)

AML aims to prevent money laundering by fraudulent entities or individuals for financing activities. The KYC/ALM process enables banks to authenticate and know their customers. This helps them mitigate the risks prudently.

EUs role in preventing money laundering

Follow the rules and regulations of Know Your Customer (KYC).

RBI's guidelines to fight money laundering

1. The deployment of the KYC framework
2. Reporting requirements (under Prevention of Money Laundering Act, 2002)



FOUR PILLARS OF KYC



Customer Acceptance

01



Customer Identification - Simplified KYC, CDD, EDD

02



Risk Categorization

03



Transaction Monitoring

04

1/6 Official Valid Document stipulated by RBI

- 

01
Passport- Signature (Address/identity)
- 

02
Voter ID card/Population register in North East
- 

03
Driving License – Signature (Address/Identity)
- 

04
Job Card issued by NREGA
- 

05
Aadhaar (Address/identity)
- 

06
PAN card



Customer Acceptance Policy (CAP)

'Optional'/additional information, is obtained with the explicit consent of the customer after the account is opened.

The mandatory information to be sought for KYC purpose while opening an account and during the periodic updating is specified.

No account is opened in anonymous or fictitious/ benami name.

Customer Due Diligence (CDD) Procedure is followed for all the joint account holders.

Customer Acceptance Policy shall not result in denial of banking/ financial facility to members of the general public, especially those, who are financially or socially disadvantaged.



ELEMENTS OF CUSTOMER IDENTIFICATION PROCEDURE

Identifying and verifying the customer and the beneficial owner & obtaining OVD



Obtaining sufficient information to establish the identity of customers to own satisfaction



Ascertain the purpose of the intended nature of the banking relationship and understand the activity of the customer.



Customer Due Diligence (CDD)

CDD includes any measure undertaken by the RE

1. To collect and verify information and positively establish the identity of a customer.
2. To understand the nature of the activities of the customer and satisfy that these are legitimate.



Various modes to do this independently

1. Actual field visit.
2. Inquiries with neighbors.
3. Inquiries with customers/suppliers.
4. Interaction with other acquaintances.
5. Scanning media reports etc.

TYPES OF CUSTOMER DUE DILIGENCE (CDD)

Let's learn about the different types of CDD :

- a) Basic / Normal / Standard Due Diligence
- b) Simplified Due Diligence
- c) Ongoing Due Diligence
- d) Enhanced Due Diligence



a.) Basic / Normal / Standard Due Diligence

This would include:

1. Obtaining the prescribed KYC documents.
2. Collecting basic information about the customer as required for the type of customer.
3. Specific activity/occupation, expected turnover in the account, expected average balance, average income, and types of services expected to be used.

b.) Simplified Due Diligence (SDD)

This would include:

1. For low-risk customers.
2. Greater flexibility in OVD.
3. It includes calling of minimum information such as identifying details and activity of the customer, expected turnover in the account, expected average balance, and income.

c.) Ongoing Due Diligence

This would include :

1. Customer's profile is not static.
2. Transactions are consistent with their knowledge about the customers.
3. Keep track of customer profile, business, sources of funds, etc.
4. Then go for a change in risk profile and threshold limits warranted by change.

d.) Enhanced Due Diligence (EDD)

Accounts of non face-to-face customers (other than Aadhaar OTP-based onboarding):

1. Ensure that the first payment is to be effected through the customer's KYC-complied account with another account, for enhanced due diligence.
2. In high-risk customers there is a need for enhanced due diligence.

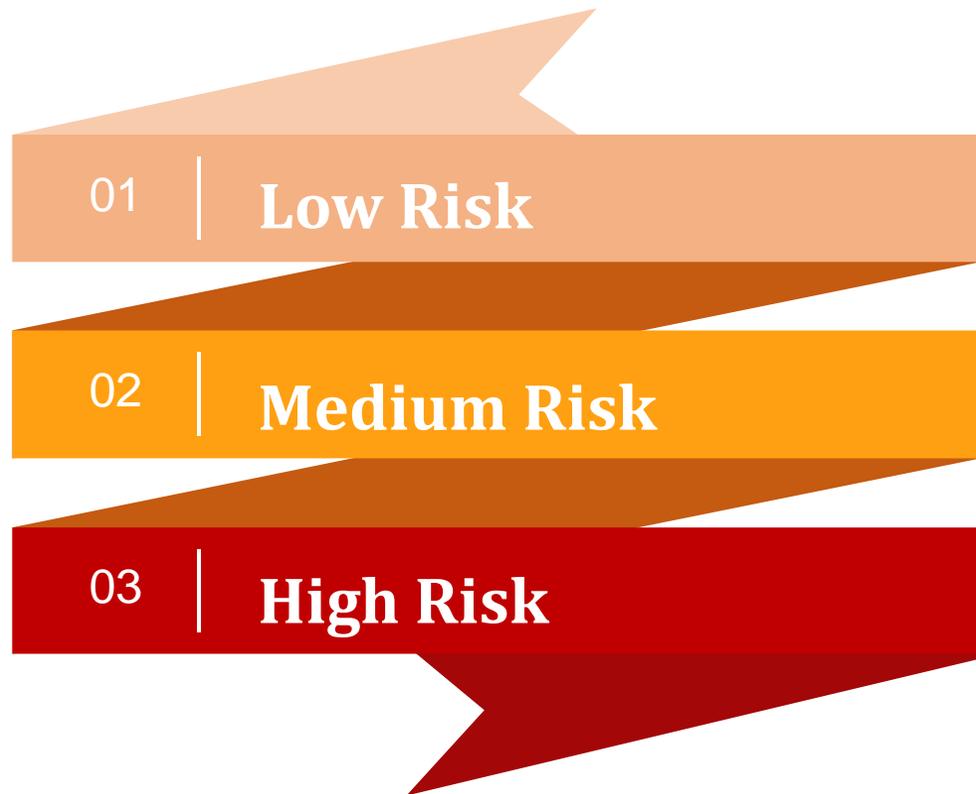
Additional measures may include: -

1. Collecting verified copies of financial statements, business licenses/registration, etc.
2. Obtaining information on organizational setup.
3. Obtaining details of manufacturing/trading activities.
4. Making inquiries with customers/suppliers.
5. Media research for the entity, beneficial owners, associates etc.



Risk Categorization

Customer risk categorization is used by banks to assess the money laundering risk associated with different customers. The categorization is based on factors like customer profile, the products and channels they use, and their sources of funds. The risk levels include:



Low Risk

Individuals and entities with clearly identifiable sources of wealth and predictable transactions. Examples include salaried employees, government departments, and regulators.

Updating KYC of Low Risk Customers : Every 10 years

Medium Risk

Customers with a higher-than-average risk based on their background, location, or business activity. This may include traders or business owners in areas with unlawful activity.

Updating KYC of Medium Risk Customers : Every 8 years

High Risk

Customers requiring enhanced due diligence, such as non-resident customers, high-net-worth individuals, trusts, charities, and politically exposed persons (PEPs). These customers are likely to have unclear sources of funds and require closer monitoring.

Updating KYC of High Risk Customers : Every 2 years

This risk assessment helps banks implement KYC, AML, and counter-terrorism financing measures to prevent financial crimes.



Transaction Monitoring

Transaction monitoring is a critical process used by financial institutions to detect suspicious activity and comply with Anti-Money Laundering (AML) and Counter-Terrorist Financing (CTF) regulations. It analyzes both real-time and historical transaction data to flag abnormal behavior.



Manual vs. Automated Systems : Automated monitoring is more efficient and accurate but still requires human oversight to verify suspicious flags and minimize mistakes.

Emerging Risks : Transaction laundering—disguising illegal transactions through legitimate businesses—is a growing threat that monitoring helps uncover.

In essence, robust transaction monitoring safeguards institutions from financial crime, regulatory penalties, and reputational harm.



**Here, is a list of
documents you need to
collect for KYC of Savings
Account**

Savings account



Aadhaar Number/Card



Pan Card or Form 60



Biometric Details



Mobile Number



Savings account

Individual

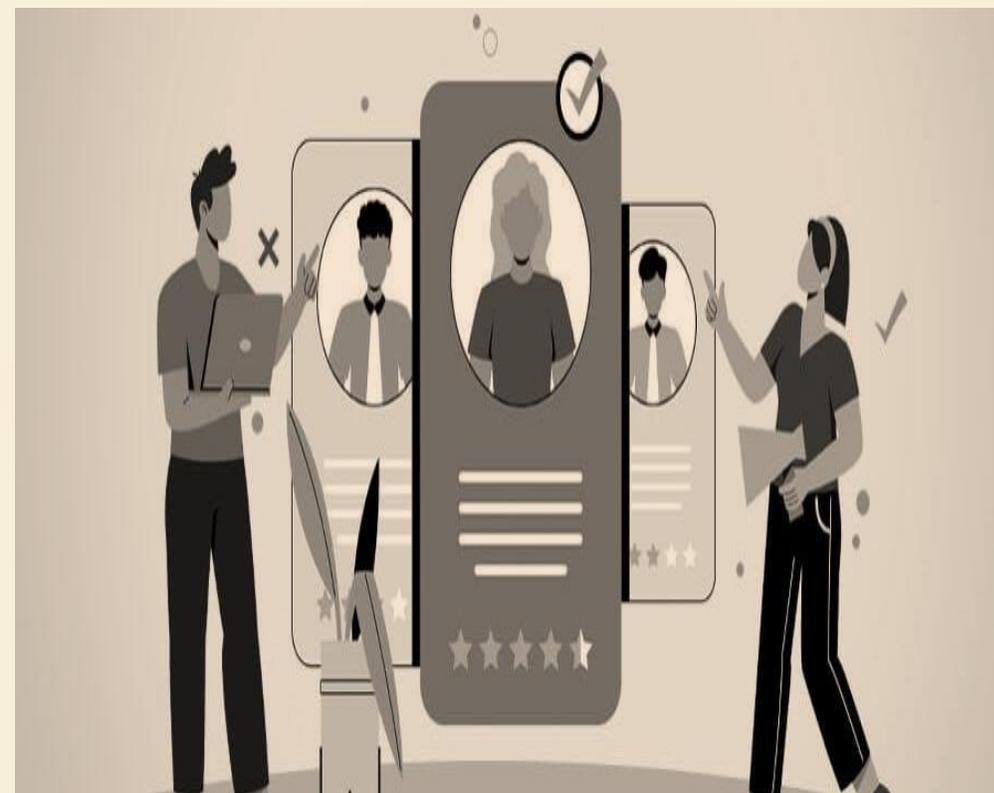
1. Aadhaar number/card
2. PAN Card or Form 60
3. Mobile Number

CUSTOMER PROFILING

Customer profiling in banks is the process of collecting, analysing , and organizing information about customers to better understand their behaviour, preferences, risk level, and financial needs. It helps banks offer the right products, manage risks, and ensure regulatory compliance. It is very important that while opening of Account, details of the customer is correctly taken and entered in the system.

The following points must be kept into consideration while onboarding the Customer :

- 1) While account opening, data to be entered correctly after asking from customer (qualification, occupation, annual income)
- 2) Agricultural income to be entered only for customers having agricultural income .
- 3) An account without nomination leads to lot of challenges for the beneficiary in case of unseen events of the account holder. Guide the end users to enter nomination without fail.
- 4) Aadhaar seeding/DBT mapping is very important for making the account transactional. So guide the users to do aadhaar seeding/DBT mapping while account opening itself.



POLITICALLY EXPOSED PERSON (PEP)

“Politically Exposed Persons” (PEPs) are individuals who are or have been entrusted with prominent public functions by a foreign country, including the Heads of States/Governments, senior politicians, senior government or judicial or military officers, senior executives of state-owned corporations and important political party officials. Also, domestic PEPs should also be included in the category of Politically Exposed Persons, which is in line with the industry practices.

- as per the revised definition of PEP in Jan' 24 by RBI

Why to be cautious while opening account of Politically Exposed Person (PEPs) ?

- ❖ Due diligence for politically exposed persons (PEPs) helps organizations assess and mitigate the risks associated with doing business with them. This can help prevent money laundering, corruption, and other financial crimes, and help organizations comply with regulatory requirements.
- ❖ Account opening of Politically Exposed Persons (PEP) requires additional scrutiny as mandated by Reserve Bank of India (RBI) vide Master Direction- Know Your Customer (KYC) Directions, 2016 . As per the stated guidelines, approval to open an account for a PEP shall be obtained from the senior management. To comply with the RBI guidelines, PEP account opening process has been modified.



WHO ARE POLITICALLY EXPOSED PERSONS (PEPs) ?

| Sr. No | Individual/s type | Norms for Identification |
|--------|---|--|
| 1 | Who are or have been entrusted with prominent public functions by a foreign country (Foreign PEP) | Citizen of other countries/Indian Citizen/NRIs/OICs who perform public functions on behalf of countries other than India |
| 2 | Senior Politicians | <p>All persons assigned public function through elections organized by Central/State/District Election commission which includes but not limited to :</p> <ul style="list-style-type: none"> a) Member/Ex-member of Parliament (MPs) in both Lok-Sabha and Rajya-Sabha, b) Member/Ex-member of Legislative Assembly (MLAs) c) Member/Ex-member of Legislative Council (MLCs) d) Governors/Ex-Governors e) Ambassadors/Ex-Ambassadors/High-commissioners/Ex-high commissioners f) Both past or present Mayor/Sarpanch/elected persons of urban/rural local bodies |
| 3 | Senior Government Official | <p>Government officials selected through Union Public Service commission/State Level Public Service commission and heads:</p> <ul style="list-style-type: none"> a) A Government Department / Function at state level b) A Department/Function at State Level c) A wholly owned government corporation/Business unit |

| Sr. No | Individual/s type | Norms for Identification |
|--------|---|---|
| 4 | Senior Judicial Official | <ul style="list-style-type: none"> a) Hon'ble Chief Justice of India b) Hon'ble Judges of Supreme Court of India/High courts in India c) Attorney General of India d) Solicitor General of India e) Advocate General of States f) District Judges at District level g) Chief Judicial Magistrate at District Level |
| 5 | Senior Military Official | <ul style="list-style-type: none"> a) All military officers equal and above the rank of Major General of Indian Army/ Rear-Admiral in Indian Navy/ Air-vice Marshal in Indian Airforce. b) Aide-de-camp (ADC) appointed to President of India/Governors of States. c) Military officers appointed as military attaché's in other countries |
| 6 | Senior Executives of State-Owned Corporations | Chairman of the Board, Directors of the Board including Managing Director (MD) |
| 7 | Important Political party official | All individuals being head of a political party/accorded a function within a political party : District Level and Above. |

LATEST MODIFICATIONS DONE IN ACCOUNT OPENING

Account opening of Politically Exposed Persons (PEP) requires additional scrutiny as mandated by Reserve Bank of India (RBI) vide Master Direction- Know Your Customer (KYC) Directions, 2016 . **As per the stated guidelines, approval to open an account for a PEP shall be obtained from the senior management.** To comply with the RBI guidelines, PEP account opening flow remains the same at MATM end-user/Counter PA end with the status as below :

1

But from now onwards, **PEP active flagged account will get opened in 'Total Freeze' status.**

2

Associated account will be marked as "Total Freeze" by the system with the freeze reason "**PEPOP**".

3

System will automatically mark a default risk rating of the customer as "**HIGH**".

4

Senior Management (approvers) are required to Approve/Reject the PEP Flag basis the norms for identification of PEP and the account is then 'Unfreeze' after approver's action.

5

Definition of Senior Management :

- (a) IPPB officials who are Scale IV and Above heading Regions or Circles.
- (b) Regional Head or Circle Head will Accept/ Reject the PEP flagging (and associated Accounts).

As per the definition of PEP accounts, all end users should be guided and trained to select the correct option as "no" whenever any non-PEP is on-boarded as a customer during account opening process in CBS/MATM.

WHAT IS MONEY LAUNDERING ?

Money Laundering is a process or activity of moving illegally acquired money through financial systems so that it appears to be legally acquired.

There are three common stages of money laundering as detailed below which are resorted to by the launderers :

PLACEMENT

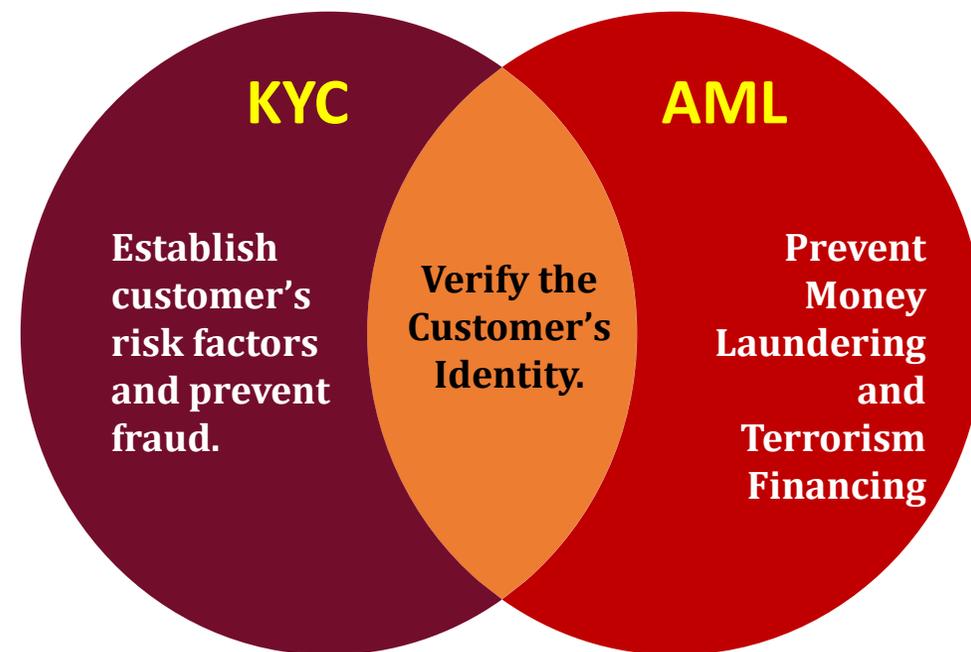
The physical disposal of cash proceeds derived from illegal activity.

LAYERING

Separating illicit proceeds from their source by creating complex layers of financial transactions designed to disguise the source of money, subvert the audit trail and provide anonymity

INTEGRATION

Creating the impression of apparent legitimacy to criminally derived wealth.



WHAT IS MONEY MULE ?

A money mule is someone who act or used as a mediator to transfers or moves illegally acquired money on behalf of someone else. Money mules can be used to launder the proceeds of fraud schemes (e.g., phishing and identity theft) by fraudster who gain illegal access to deposit accounts by recruiting third parties to act as money mules.

In some cases, these third parties may be innocent while in others they may be having complicity with the fraudster. It has come to our notice that fraudsters are influencing innocent / gullible customer to open money mule accounts with IPPB in lure of money.

Who are Targeted by Criminals to become Money Mules ?

Criminals often target groups who are financially vulnerable and may be more susceptible to offers of making easy money or who are trusting. These include :

- ❖ New immigrants to a country, who are often targeted soon after arrival.
- ❖ Unemployed individuals or those in economic hardship.
- ❖ Young persons under the age of 35 years old, and as young as 12 years old.
- ❖ Students, particularly at university level who may be experiencing difficulties due to education and living expenses



How are Money Mules connected to Money Laundering ?

Although they are not involved directly in the offences, money mules are accomplices as they launder the proceeds of the crimes.

Even in cases where a person unwittingly becomes a money mule, there can still be serious legal and financial consequences. These may include a fine, incarceration and being denied access to financial services and products

Considerable amounts of money mule transactions are linked to cybercrimes against individuals and institutions, such as phishing, malware attacks, credit card fraud, business e-mail compromise and other types of other scams

The mule is usually the physical part of a money laundering chain; the mechanism that turns the proceeds of cybercrime into 'real money' and obfuscates the illicit origins of the funds.

Role of Money Mules in Money Laundering

- ❖ Cyber criminals use phishing and malware to capture victims' login credentials and then pose as bank employees to get access to victims' accounts with 'one-time passwords'.
- ❖ To obscure the trail of stolen funds, money is transferred to the money mule's bank account.
- ❖ Multiple mule accounts may be used to further conceal the cash trail.
- ❖ The money is then quickly taken out in cash and given to another party or transferred to the criminals' accounts.
- ❖ In some cases, cyber criminals attack financial institutions by installing malware on the systems or by hacking databases with customer credentials.
- ❖ Stolen funds are then transferred to bank accounts or e-wallets of money mules before being sent to accounts controlled by the criminals.

Scenario 1

Fraudster contact innocent customers at their jurisdiction and convince them via local communication to receive money into their bank accounts (money mule) in exchange for attractive commissions. Alternatively, fraudsters are asking such customer (money mule) to withdraw cash and hand over it to third party (unknown person).

Scenario 3

Fraudster create fake job opportunities website on search engine of well reputed company and offer employment by conducting fake interviews. In the way of selection process, Fraudster used to tell Jobseeker to fill account opening form for process of salary account. In which fraudster mobile number is used for opening of salary account. Job seeker share the secure credential of their bank account. The job seeker is then induced to transfer funds for registration, mandatory training program, laptop, etc. Fraudster to receive money into their accounts (Money Mule). The money mule is then directed to transfer the money to another money mule's account.

Scenario 2

Fraudster contact customer through via emails, social media and convince them to receive money into their accounts (Money Mule). The money mule is then directed to transfer the money to another money mule's account, starting a chain that ultimately results in the money getting transferred to the fraudster's account.

Scenario 4

Fraudster are publishing fake advertisement for offering Individual Business Correspondence (IBC) of IPPB on Social Media platform. Interested / unemployed person are approaching fraudster for IBC of IPPB. Fraudster offer them fake IBC appointment letter and ask them to open as many accounts of their known people by visiting Post Offices. Fraudster is providing active SIM cards to these people and ask them to use these mobile numbers while opening accounts of tribal people / villagers. A fraudster who is calling from some other state has agreed to pay Rs. 500/- for each successful account opened but only with the mobile number which fraudster had provided.

Person who got fake IBC are taking villagers to Post Office to open account with IPPB with the Mobile Number provided by Miscreant/fraudster. Even he is not knowing who the person who is instructing him over the phone and asking him to open as many accounts of villagers with IPPB.

These fraudsters are sitting in other State but they are taking help of local people in the name of offering commission to BC to influence other villagers to open account with IPPB with mobile number provided by the fraudsters.

Measures to Mitigate Money Muling

As financial institutions are primarily used to transfer funds locally and internationally, they can be susceptible to money muling, as they provide criminals an avenue to launder money.

The following are some measures that can be used to identify money muling activity :

Financial Institutions

- Ongoing account monitoring: accounts must be reviewed for unusual and suspicious activity. Automated monitoring systems should capture details of transactions, such as the frequency, amount, identity and/or geographic location of the persons involved.
- Monitoring the origin of transactions: FIs can investigate the nature of the relationship between their customer who is transferring or investing funds for a third party from a high-risk country. If the funds are from criminal activity, a suspicious transaction report (STR) should be filed with the FIU
- Robust CDD and KYC measures: strong CDD processes includes identifying account owners and legal beneficiaries before the establishment of a business relationship, which can reduce exposure to money mules. High-quality, updated information on customers should also be maintained

Individuals can also take steps to protect themselves from being used unwitting as money mules, such as :

- Do not give bank account or any other personal details to anyone unless you know and trust them.
- Secure your bank cards. Never not disclose your online banking login details, PIN, CVV number.
- Be extremely cautious of unsolicited emails or offers made over social media or in person, promising easy money.
- Do not engage in any job offer involving money transfers through one's bank account, regardless of how authentic they may seem



CASE STUDY : Trade Based Money Laundering at XYZ Bank

On 27th March 2018, the Financial Intelligence Unit (FIU), Ministry of Finance, Government of India imposed a total fine of Rs 9 crore on XYZ Bank under the Prevention of Money Laundering Act, (PMLA) 2002.

The Case

- i. It was noted that 59 current accounts were opened at two New Delhi branches of XYZ Bank.
- ii. KYC (Know Your Customer) in some of these accounts was subsequently found to be deficient.
- iii. Out of these 59 accounts, 33 accounts had frequent high-value cash deposits.
- iv. Besides cash transactions there were a large number of high-value remittances in these accounts from other banks. For example, in one of the accounts, remittances were made from 11 banks, namely, Standard Chartered Bank, ICICI Bank, Canara Bank, Axis Bank, Punjab National Bank, State Bank of Bikaner and Jaipur (SBBJ), HDFC Bank, Citizen Cooperative Bank, Central Bank of India, City Urban Union Bank and Tamilnad Mercantile Bank Ltd.
- v. During the period May 13, 2014 to August 2015, 5853 outward foreign remittances aggregating to USD 546.10 million (Rs. 3500 crores approximately) were made from these 59 current accounts mostly for the purpose of "Advance Remittance for Imports". The remittances were made to around 400 overseas parties based in Hong Kong and 3 in the UAE. Out of the 5853 outward remittances, 414 remittances involving approximately USD 50 million were for the purpose of "non-import remittances".
- vi. Credit reports on the parties were either not obtained or obtained but found unsatisfactory.
- vii. Transaction amounts were kept below the regulatory threshold limit of USD 100,000 in the majority of cases.
- viii. While reporting the foreign exchange remittance transactions to the centralized forex Treasury desk, the branch had clubbed multiple entries of different 4 customers and made a single reporting taking a single rate. This resulted in unreconciled entries in the NOSTRO reconciliation.
- ix. Bills of entries (documentary proof of imports made) were not obtained by the branch and no follow-up for the same was found on record.

Aftermath

- ❖ It further stated that of the total only 10% was by way of cash deposits with it and the remainder was received through RTGS/NEFT from various banks.
- ❖ The matter was reported to the investigative agencies i.e., CBI and enforcement directorate on 24.09.2015 and also to Ministry of Finance on the same day.
- ❖ The investigation carried out by RBI highlighted a weak internal control system, specifically with regards to certain AML related activities including periodic reporting to FIU, monitoring of transactions, and creation and assignment of UCIC (Unique Customer Identification Code) to customers. XYZ Bank stated that they fully cooperated with the inspection process, and also implemented a comprehensive corrective action plan aimed at further strengthening internal controls to prevent recurrence of similar events.

The Prevention of Money Laundering Act, 2002 (PMLA), which came into force from 2005, is core of the legal framework to combat money laundering in India. The PMLA imposes obligation on banking companies, financial institutions and intermediaries to verify identity of clients, maintain records and furnish information to FIU.

Every customer is a dream entrusted to us. With unwavering vigilance and integrity, we shield their lives from fraud's shadow, paving a path of secure prosperity.



UNIT - X

CYBER SECURITY & FRAUD PREVENTION

- ❖ Why Cyber Security is Important ?
- ❖ What is Cyber Crime ?
- ❖ Types of Cyber Crime
- ❖ Reporting Suspicious Activity
- ❖ Frauds and Fraud Preventions Methods
- ❖ Case Study on Digital Arrest
- ❖ Case Study on Love Scam



WHAT IS CYBER FRAUD ?

Cyber Fraud in banking refers to any illegal activity that uses digital channels such as online banking portals, mobile apps, ATMs, or payment gateways to deceive customers or financial institutions for financial gain.

It encompasses unauthorized transactions, theft of credentials, data breaches, and manipulation of banking systems to misappropriate funds or sensitive information

It can be transient such as intercepting one-time passwords or systemic, involving deep intrusion into bank networks. At its core, cyber fraud in banking blends elements of cybersecurity breaches with financial crime methodologies.

TYPES OF CYBER-FRAUD

- ❖ Email and internet fraud.
- ❖ Digital Arrest (where Fraudsters impersonate Law Enforcement officials to intimidate and extort money)
- ❖ Identity fraud (where personal information is stolen and used).
- ❖ Data Breaches Stealing bulk customer information (KYC documents that can be sold or used for identity theft)
- ❖ Theft of financial or card payment data.
- ❖ Illegal gambling.
- ❖ Selling illegal items online.
- ❖ Soliciting, producing, or possessing child pornography.

Recent Types of Cyber Fraud



Digital Arrest

- Fraudsters impersonate Law Enforcement officials to intimidate and extort money from victims by falsely accusing them of crimes like money laundering or fraud.



Emergency Scams

- Scammers impersonate authority figure such as Medical Professional, Law Enforcement Officer or Attorney and then creates the urgency around a crisis (bail, medical bills, travel funds) to pressure the victim to rescue their loved ones by sending money immediately.



Ticket & Booking Scams

- Scammers trick victim into paying for fake travel tickets, hotel reservations, or event bookings.



Remote Access (Screen Sharing) App

- A Remote Access Scam tricks victims into granting control of their device to a fraudster, often under the guise of tech support, bank security, or government assistance. These apps allow fraudsters to see and control your screen.



Phishing & Vishing Scam

- Phishing involves fraudulent emails, messages, or fake websites to trick victims into revealing sensitive information.
- Vishing (voice phishing) uses phone calls where scammers impersonate legitimate entities—banks, tech support, or government officials—to extract personal data or money.



Steganography Scam

- Scammers use this technique to embed malware inside pictures sent via messaging apps like WhatsApp. When victims download or open the image, the hidden malware activates, stealing sensitive data like banking credentials or OTPs.



Employment Scam

- Fraudsters advertise about fictitious Part-time job opportunities which can be done be from anywhere and anytime on Mobile Phones.
- Victim responds to a job posting and is hired for the fictitious job and sent a fake check for job related expenses.

ROLE OF LAW ENFORCEMENT AGENCIES IN CYBERCRIME

Law Enforcement Agencies are government bodies empowered to uphold and enforce laws, maintain public order, and investigate offences. In India, this umbrella includes :



Legal Authority and Power - LEAs, especially the police, are empowered by laws such as the Information Technology Act 2000, which grants them the authority to search, arrest, and collect evidence without a warrant in specific cases related to cybercrimes

Investigation Process - Cybercrime investigations typically follow a structured process to ensure the integrity of the investigation

Support from Specialized Institutions - like CBI, Cyber Crime Cell, Cyber Forensic Labs, Network Monitoring Centre handle the detection, investigation, and prevention of cybercrimes at the national and regional levels.

- Collaboration and Coordination** - LEAs ensure :
- Close cooperation between state and central forces
 - Coordination with financial institutions
 - Presentation of Electronic Evidence in Courts



Let's check out the steps for reporting the Cyber Fraud to LEA through Citizen Financial Cyber Frauds Reporting and Management systems (CFCRMS)

- 1) Any victim of financial cyber fraud can dial helpline number 1930 or report the incident on National Cybercrime Reporting Portal (www.cybercrime.gov.in).
- 2) A Bank or financial intermediary or payment wallet can also report financial cyber fraud through above-mentioned modes.
- 3) The complainant must provide the following information in case incident is reported on helpline number :
 - a) **Mobile Number of the complainant**
 - b) **Name of Bank/Wallet/Merchant from which amount has been debited**
 - c) **Account No./Wallet Id/Merchant Id/UPI Id from which amount has been debited**
 - d) **Transaction Id**
 - e) **Transaction date**
 - f) **Debit card/Credit card number in case of fraud made by using credentials of Debit card/Credit card**
 - g) **Screen shot of transaction or any other image related to fraud, if available**
- 4) After reporting of complaint/incident, the complainant will get a system generated Log-in Id/acknowledgement number through SMS/Mail. Using the above Log-in Id/acknowledgement number, the complainant must complete registration of complaint on National Cybercrime Reporting Portal (www.cybercrime.gov.in) within 24 hours. This is mandatory.
- 5) On receipt of complaint, the designated Police Officer will quickly examine the matter and after verification report to concerned Bank/financial intermediary or payment wallet, etc., for blocking the money involved in the financial cyber fraud.
- 6) Thereafter, due action as per law will be taken in each case by Police/Bank/Payment wallet/Financial Intermediary.
- 7) Use of this facility will help a victim of financial cyber fraud in retrieving the money and help Police in identifying the cyber criminal(s) and take legal action as per law.



REPORT SUSPICIOUS ACTIVITY

- Report Cybercrime incidents through Call **1930** or online on : <https://cybercrime.gov.in>
- Report suspected fraud communication Call / SMS / WhatsApp : <https://sancharsaathi.gov.in>

For complaints related to an IPPB Unauthorized Digital Transactions :

- Visit our Nearest Bank Branch / Banking Outlet.
- Call: **1800 8899 860**
- E-mail to us : contact@ippbonline.in



CYBER CRIME
Helpline Number
1930

CYBER SAFETY TIPS

PROTECT YOURSELF AGAINST CYBER FRAUDS

How can businesses and individuals guard against cyber threats? Here are our top cyber safety tips:

- 1) Update your software and operating system :** This means you benefit from the latest security patches.
- 2) Use anti-virus software :** Security solutions will detect and removes threats and keep your software updated for the best level of protection.
- 3) Use strong passwords :** Ensure your passwords are not easily guessable.
- 4) Do not open email attachments from unknown senders :** These could be infected with malware.
- 5) Do not click on links in emails from unknown senders or unfamiliar websites :** This is a common way that malware is spread.
- 6) Avoid using unsecure WiFi networks in public places :** Unsecure networks leave you vulnerable to man-in-the-middle attacks.
- 7) Always download apps from the Google Play Store or Apple App Store.**



What is Fraud ?

Fraud is intentional deception to secure unfair or unlawful gain or deprive a victim of a legal right. Fraud can violate civil law or criminal law. It may cause no loss of money, property, or legal right but still be an element of another civil or criminal wrong. The purpose of fraud may be monetary gain or other benefits.

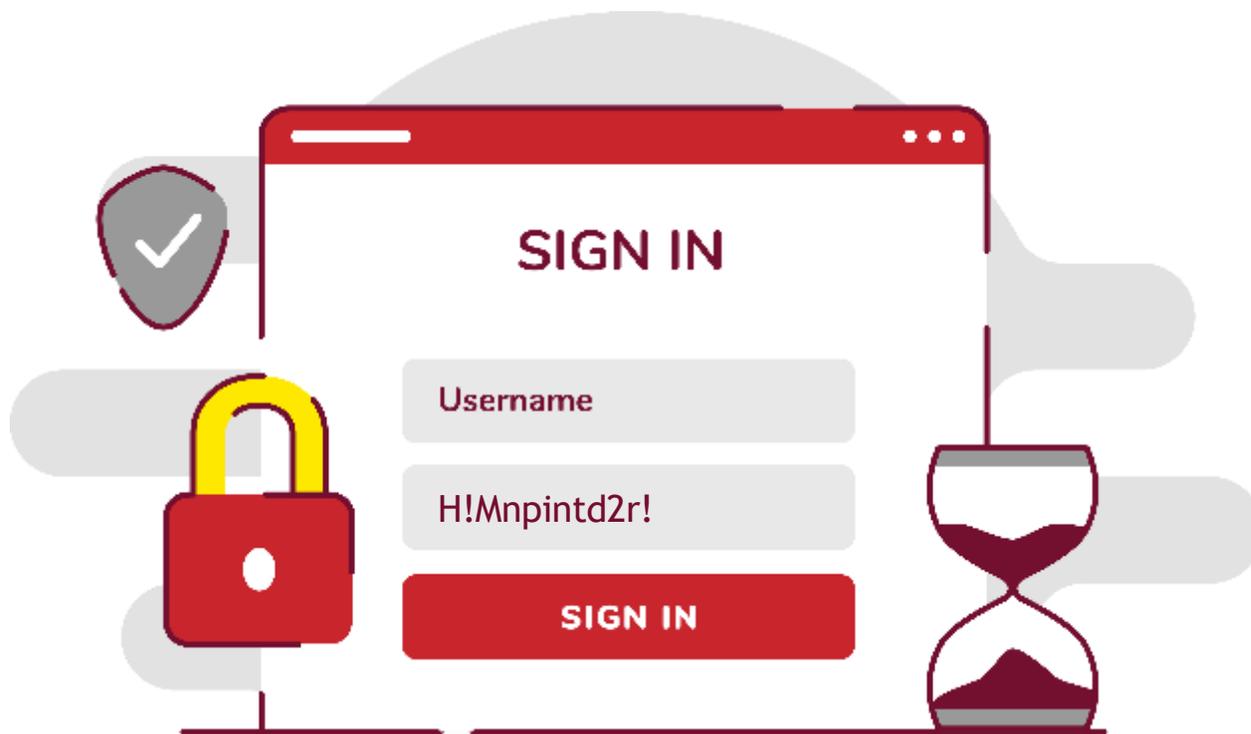
Fraud in Banking Sector

Fraud in banking refers to any intentional act of deception designed to unlawfully obtain money, assets or other benefits from a bank—or its customers—by exploiting weaknesses in processes, technology or human oversight. It's a breach of trust that undermines the integrity of financial institutions and can take countless forms, from subtle manipulations of internal procedures to large-scale, externally orchestrated schemes.





CBS and MATM – User Password Management



- 1) Change your password frequently
- 2) Password should not be easy to guess.
- 3) Password should be a mix of number and word and signs, etc. to make it strong preventing from easily cracking it.
For eg – H!Mnpintd2r!
- 4) Password should not be near and dear relative name.
- 5) It should not be generic like : IPPB@123, Password@123
- 6) More importantly it should not be saved in google account.

Exercising due care while Filling up of Customer details during Account Opening by End Users

Exercising due care during account opening – Many end users provide incorrect information while opening accounts. Some of the discrepancies observed while account opening are :

- Customer annual income listed as Zero, negative, or missing.
- Occupation is wrongly mapped.
- Mail id is wrongly mentioned (**e.g. abc@gmail.com**)
- Nominee details not available.



Preventive Measures

It is compulsory for End users to fill out customer details accurately during account opening. Doing so will not only ensure the validity of customer data, but it will also help distinguish genuine transactions from suspicious ones, help the bank detect potential fraudulent and money laundering transactions.

Do not accept any amount for opening any suspicious account.

Basic Information in the account to be checked and entered properly –



Mobile Number – ensure that customer is carrying the mobile number and authentication is done through the same.



Family Details – Mother's / Father's Name



Nominee Details – Customer shall be encouraged to provide Nominee details while account opening.



Email – for receiving communications through online mode, email shall be registered.



Income – In case of Minor their natural / legal guardian income shall be filled.

Sharing MicroATM and its ID and Password to Third Person by End User

Caution



Instances have been observed wherein End User share their m-ATM ID and password with their relatives/ friends. Thereafter, their relatives/friends use their login and do cash transactions without taking physical cash from the customers and transfer the deposit to other bank accounts.

Preventive measures



1. Do not Share m-ATM and its ID and Password with any friends/relative.
2. Any huge or high value transactions should be brought to the notice of the seniors and Branch officials.
3. Engage with BO/CO/RH are suggested to assess the alerts regularly for reconciliation of cash of such End Users.

Cash Deposit / Digital transaction through MATM during Odd hours or Holidays

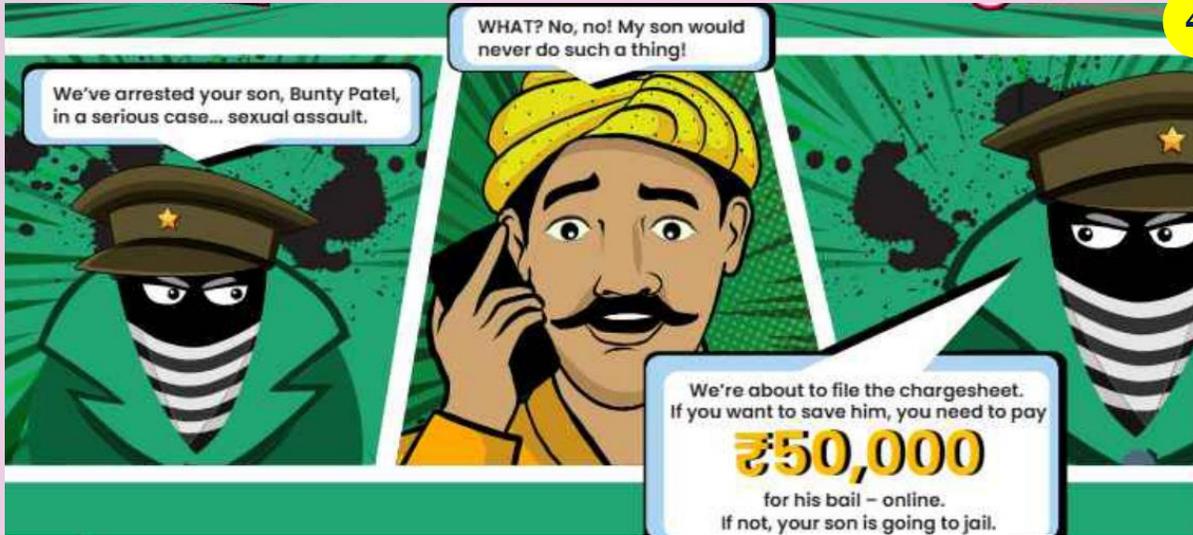
Preventive measures

1. Avoid cash deposits during odd hours (between 12 – 5 am) as it may entice fraudulent transactions.
2. Exercise diligence if any cash transactions is conducted on holidays or during odd hours, to check for genuineness of such transactions.

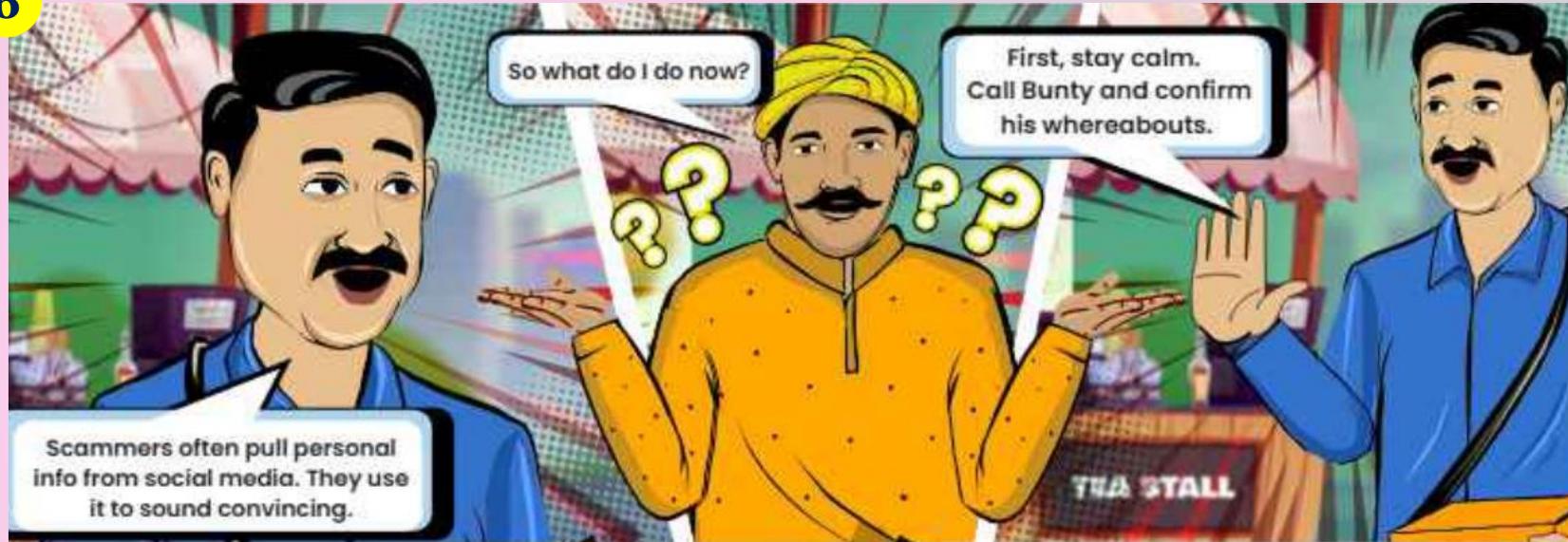


CASE STUDY : Mr. PATEL TRAPPED IN DIGITAL ARREST





6



7



Don't let Cybercriminals use your fear as a weapon to scam you.

If you ever fall victim to cybercrime, call 1930 or visit www.cybercrime.gov.in to report it.

And if you want to be as smart as Hoshiyaar Singh, follow CyberDost on social media for safety tips.

STOP. THINK. TAKE ACTION
Report your complaint at
www.cybercrime.gov.in or Call 1930

CASE STUDY : GURPREET TRAPPED IN LOVE SCAM



1



2



3





Don't let cybercriminals turn your love into a weapon to scam you.

If you ever fall victim to cybercrime, call 1930 or visit www.cybercrime.gov.in to report it.

And if you want to be as smart as Hoshiyaar Singh, Follow CyberDost on social media for safety tips.

CYBER DOST

SCAM?
REPORT 1930

STOP. THINK. TAKE ACTION
Report your complaint at
www.cybercrime.gov.in or Call 1930

There is only one **KEY** to success



thank you