

DIGIKREDIT FINANCE PRIVATE LIMITED

Framework for Change of registered Mobile No

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1. Purpose and Scope:

The purpose of this policy is to establish a robust due diligence process for the change of registered mobile numbers of customers as per the guidelines outlined by the Reserve Bank of India (RBI). This policy applies to all customers of DIGIKREDIT who wish to update their registered mobile numbers associated with their accounts and services.

2. Objective:

The primary objective of this policy is to prevent unauthorized access to customer Loan accounts and safeguard their financial and privacy information. By adhering to the RBI guidelines and implementing a stringent due diligence process, DIGIKREDIT aims to enhance customer security, mitigate fraud risks, and ensure compliance with regulatory requirements.

3. Definitions:

Registered Mobile Number: The mobile number provided by the customer during the Loan account opening process or subsequently updated as the primary contact number for communication and transaction-related alerts.

4. Process for Change of Registered Mobile Numbers:

1. Customer Request:

- Customers seeking to change their registered mobile numbers must submit a written request or use the designated electronic channels provided by DIGIKREDIT for the purpose. The request should be made in the format as approved and forming part of this policy which inter alia shall include the following information:
 - a.) Loan Account Holder's Full Name
 - b.) Loan Account Number(s) or Customer ID
 - c.) Existing Registered Mobile Number
 - d.) New Mobile Number

2. Verification of Request:

- Upon receipt of the change of mobile number request, DIGIKREDIT employee shall verify the customer's identity through an appropriate and secure process. The verification methods may include:
 - a.) In-person verification at a branch, supported by valid identification documents.
 - b.) Use of biometric authentication where available and approved by the RBI.
 - c.) Secure two-factor authentication (2FA) via a registered email address or secure messaging.

3. Document Verification:

- If the request is made through a written application, DIGIKREDIT employee shall verify the authenticity of the request through a diligent examination of the customer's signature and relevant identification documents submitted.

4. Authentication via Registered Email:

- In cases where the request for a change of registered mobile number is initiated through electronic channels, DIGIKREDIT will send a one-time password (OTP) or verification link to the customer's registered email address. The customer must provide the OTP or click the verification link to complete the authentication process.
5. Internal Review:
 - All the requests for change of registered mobile number and their corresponding verification records shall be conducted by the Operations team.
 6. Confirmation to Customer:
 - Once the due diligence process is successfully completed and the change of registered mobile number is authorized, DIGIKREDIT shall inform the customer about the successful update via a confirmation message to the newly registered mobile number and/or email address.
 7. Record Keeping:
 - DIGIKREDIT shall maintain appropriate records of change of registered mobile number requests, verification processes, and confirmations for auditing and regulatory purposes.

5. Communication and Awareness:

DIGIKREDIT will communicate this policy to all customers through various channels, including its website, mobile application, and branches. Additionally, periodic awareness campaigns shall be conducted to educate customers about the importance of securing their registered mobile numbers and the procedures for updating their contact information.

6. Training and Compliance:

All employees involved in the change of registered mobile number process shall receive appropriate training on this policy and its procedures. Non-compliance with this policy may result in disciplinary action, as per the organization's internal guidelines.

7. Review and Amendments:

This policy shall be subject to periodic review to ensure its effectiveness and alignment with the changes in RBI guidelines or other relevant regulatory requirements. Amendments to this policy will be approved by the Board and communicated to all concerned stakeholders.

8. Conclusion:

By implementing this robust due diligence process for the change of registered mobile numbers, DIGIKREDIT reaffirms its commitment to protecting customer interests, maintaining data security, and complying with RBI guidelines on customer information protection.

9. Approved Format: