

## *Ola Financial Services - KYC Process Flow*

A customer can complete his KYC of the wallet by following the 2 stage process:

### **1. Stage 1 – Digitally upload KYC documents**

- (i) The customer will need to upload the documents/ details on their mobile application in the following order:
  - (a) Enter the full name (as mentioned on PAN card) and PAN number
  - (b) Upload Proof of Identity/ Address
    - Passport
    - Driving License
    - Voter's Identity Card issued by the Election Commission of India
    - Aadhaar Card
  - (c) In the event of any change in the KYC requirements, as mandated by RBI, Ola Financial Services shall seek the same from the customer
  - (d) Upload Selfie
- (ii) Once the documents have been digitally verified on the system and the digital verification is a success, you will be prompted to complete full KYC by proceeding to physical verification of documents

### **2. Stage 2 - Physical verification process**

- (a) Ola Financial services provide two options to complete Physical Verification
  - a. Through taking an Ola ride
  - b. Selecting a timeslot, wherein an agent will visit customer's mentioned address for completing the verification
    - i. The agents will ask for any original documents that customers, will check whether the same customer is present while physical verification by matching customer selfie (uploaded earlier)
- (b) Once agent verifies the documents and if customer is satisfied with the same, customer will share an OTP/ KYC PIN (shared by Ola Financial Services) with the agent/driver.
- (c) The agent/driver will enter the same on his mobile application and once the same is accepted, the agent/driver can accept or reject the verification.
- (d) Once, agents approve the verification process, Ola Financial Services will perform additional checks before on-boarding a customer as a KYC customer

### **3. KYC completed**

Once Ola Financial Services due-diligence check is positive, the KYC process for the customer would be tagged as completed.

If any of the pre-defined parameters are negative, Ola Financial Services will reject the KYC

### **4. Complete offline flow**

If any customer is not tech savvy or does not wish to do KYC process as described above, Ola Financial Services is providing the customer the option to complete his KYC offline, where an agent visits customer's designated place at a convenient time and undertakes document collection and verification process. The agent will collect copies of PAN, valid documents, customers photograph and share the same with Ola Financial Services along with the physical verification result. Post due-diligence process is conducted by Ola Financial Services, customers will be onboarded.

## *Ola Financial Services - Wallet Activation*

Please follow the below steps to activate Ola Money wallet accounts -

1. Open Ola app
2. Now go to Ola money section
3. Click on the wallet + Add Money option
4. You will receive a pop up stating the Wallet is deactivated
  - a. You will now see an option to Activate wallet account
5. Click Activate Wallet Account
6. Enter your PAN number for verification
7. Account will now be activated
8. Post activation, please add Rs.5 or Rs.10

**Note:** These steps are only valid for those customers who have completed their full KYC.