



CIRCULAR No. 904

Subject: Know Your Customer (KYC) information in KSFC Online Package

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It is observed that the information available in the KSFC Online Package regarding Borrowers does not conform to the KYC norms, as many important details are not available. No action has been taken by all the concerned at HO and BOs inspite of several IONs and instructions in this regard.

Recently, newly created KSFC Web Portal has been launched where the borrowers can login to their account, to obtain various information about their loans like statement of account, due date for payment etc. They can also send their enquiries/complainants through this Portal to the concerned BO/HO. For the borrowers, whose email ids are registered in our database, softcopy of the Demand Notice is proposed to be sent every quarter along with hardcopy.

Within next one month, it is proposed to improve the service for existing and prospective borrowers by providing Mobile Phone Alert facility. When implemented, the borrowers will be able to receive SMS alert to mobile phone regarding payment due date, confirmation of payment received, cheques dishonored etc. The prospective borrowers will be receiving alerts about the status of loan application.

To make the new system work successfully and help the Customers, it is essential that all the information under KYC are available in our database. Therefore, all the ZMs/BMs and HODs at HO are hereby instructed to ensure that the following details regarding every Promoter are available in the KSFC Online Package. The concerned Officers/Officials may be instructed to comply with the above without fail.



Details to be incorporated in the KSFC Online Package, for each Promoter:

- a. Name
- b. Date of Birth
- c. Office and Permanent Address
- d. Land Line Phone Numbers
- e. Mobile Phone Numbers
- f. Bank Account Number
- g. PAN Number
- h. Passport Number
- i. Email ID

Note : In case of Companies/Firms, exclusive Email ID and Mobile Phone Number of the Unit, apart from that of the Promoters' have to be incorporated in the Package.

Non-compliance of the above will be viewed seriously.

Sd/-
Chairman & Managing Director

To :
All BMs
All ZMs / DGM of Super 'A' Branch/IA Cells
All Principal Officers / Section Heads in HO
All General Managers
Library

Executive Director (O) - For information
Executive Director (F) - For information