

Annexture I

Pre-requisites

The pensioner needs to be ready with following to start the process:

1. A Computer/Mobile/Tab with Camera, GPS and Microphone facility.
2. Mobile Number linked with bank account number.
3. Aadhaar number with linked Mobile No. and/or Email ID.
4. Aadhaar number availability in Bank database.

1. Identification and Validation

- **Step 1 :-** Visit Bank's Corporate website www.pnbindia.in and select "Submit Life-Certificate through Video Call"
- **Step 2:-** Accept term and conditions. Enter Account No & Mobile No. registered with the Bank. Enter OTP delivered on pensioner's registered mobile number.

1. Identification and Validation

The diagram illustrates the two-step process for account verification and OTP validation on the PNB website. The first step, 'Verification of Account Number', requires the user to input their account and mobile numbers, agree to terms, and click 'Proceed'. The second step, 'OTP Verification', requires the user to enter a 6-digit OTP and click 'Verify & Proceed'. A 'Resend OTP' button is available after a 44-second delay.

Verification of Account Number

Kindly input your PNB account number and mobile number

Account Number *

Enter your Account Number

Mobile Number *

Enter your Mobile Number

☐ I approve Punjab National Bank and it's representatives to Call or SMS regarding my Life certificate application. This consent overrides my registration for DNC/NDNC. I confirm that I am a resident of India.

Proceed

OTP Verification

Please enter the 6-digit OTP that has been sent to your registered mobile number ending with XXXXXX3343

Resend OTP button will activate in 44 seconds

Resend OTP **Verify & Proceed**

- **Step 3:-** Enter AADHAAR number, accept undertakings and enter OTP delivered on mobile number registered with Aadhaar
- **Step 4.** Select Pension Type: Regular or Family Pension. On selecting Family Pension, Pensioner will be prompted to mark response against RE_MARRIAGE and RE_EMPLOYED as “Yes or No”.

The diagram illustrates the process flow for submitting a request for a Video Life Certificate. It starts with the 'Aadhaar OTP Verification' screen, which prompts the user to enter a 6-digit OTP. An orange arrow points to the next screen, which is the 'Pension Type' selection screen. This screen includes fields for Name, DOB, and PPO Number, and radio buttons for selecting between Regular pension and Family pension. A 'Submit Request For Video Life Certificate' button is at the bottom.

Aadhaar OTP Verification

Please enter the 6-digit OTP that has been sent to the mobile number linked to Aadhaar number: 85*****71

Resend OTP button will activate in 55 seconds

Resend OTP Verify & Proceed

Pension Type *

☐ Regular pension
☐ Family pension

Submit Request For Video Life Certificate

2. Video Call Initiation

- **Step 1:-** Now submit request for Life-Certificate through Video Call. Upon submission of request a Reference No. will be generated and displayed along with instructions on the Video Call- Life Certificate page. A text message

informing the Reference Number generated along with other necessary details will be sent to the Pensioner's Registered Mobile Number.

- **Step 2 :-** The pensioner shall be given an option to Start the call. On starting a Video Call, Pensioner will be welcomed by Bank Official and bank official will confirm the readiness and availability of pre-requisites from the pensioner. Four Random Questions will be asked by bank officials from the pensioner on video call.

2. Video Call Initiation

The diagram illustrates the process of initiating a video call. On the left is a registration form for Punjab National Bank (PNB). The form includes fields for Name, DOB, and PPO Number, each with a redacted example. Below these is a 'Pension Type' section with two radio buttons: 'Regular pension' (selected) and 'Family pension'. At the bottom of the form is a red button labeled 'Submit Request For Video Life Certificate'. A large orange arrow points from this form to a permissions screen on the right. The permissions screen features a smartphone icon with a green checkmark, a red 'X' in the top right corner, and the text 'Please ensure you enable browser permissions'. It also includes a 'Start Calling' button and a list of requirements: 'Battery saver should be off', 'Lite Mode should be off in chrome settings', and 'Safari Browser should be up to date' (labeled as an iOS requirement).

Registration Form Fields:

- Name: [Redacted]
- DOB: [Redacted]
- PPO Number: [Redacted]
- Pension Type:
 - ☒ Regular pension
 - ☐ Family pension
- Submit Request For Video Life Certificate

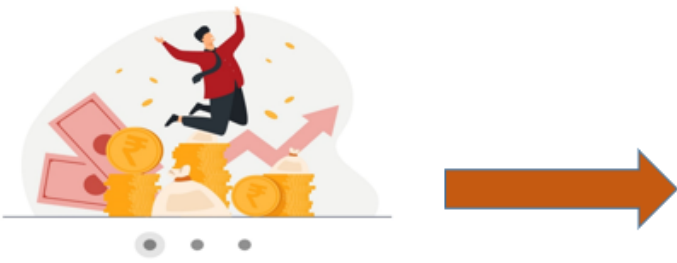
Permissions Screen:

- Please ensure you enable browser permissions
- After clicking start call please ensure to allow microphone and camera permissions prompted by browser, as it is required for us to initiate the call.
- Start Calling
- Requirements:
 - Battery saver should be off
 - Lite Mode should be off in chrome settings
 - iOS: Safari Browser should be up to date

3. Video Call conversation and Validation

- **Step 1:-** On successful validation of all the parameters a message will be conveyed to the pensioner that the LC will be processed within 2 working days and an Acknowledgement will be sent to pensioner's registered mobile number by bank official.

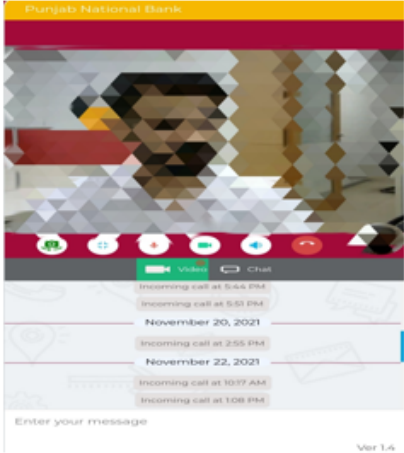
3. Video Call conversation and Validation



Reference No. generated: PNBPMC9184356

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✓ Your request for life certificate updation have been submitted successfully. Life certificate will be updated only after completion of video life certificate process and LC authorization.



Punjab National Bank

Ver 1.4

During the call, Bank Official will interact and ask questions as desired for completion of process. They will also capture your photograph.