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.

- ➢ **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".
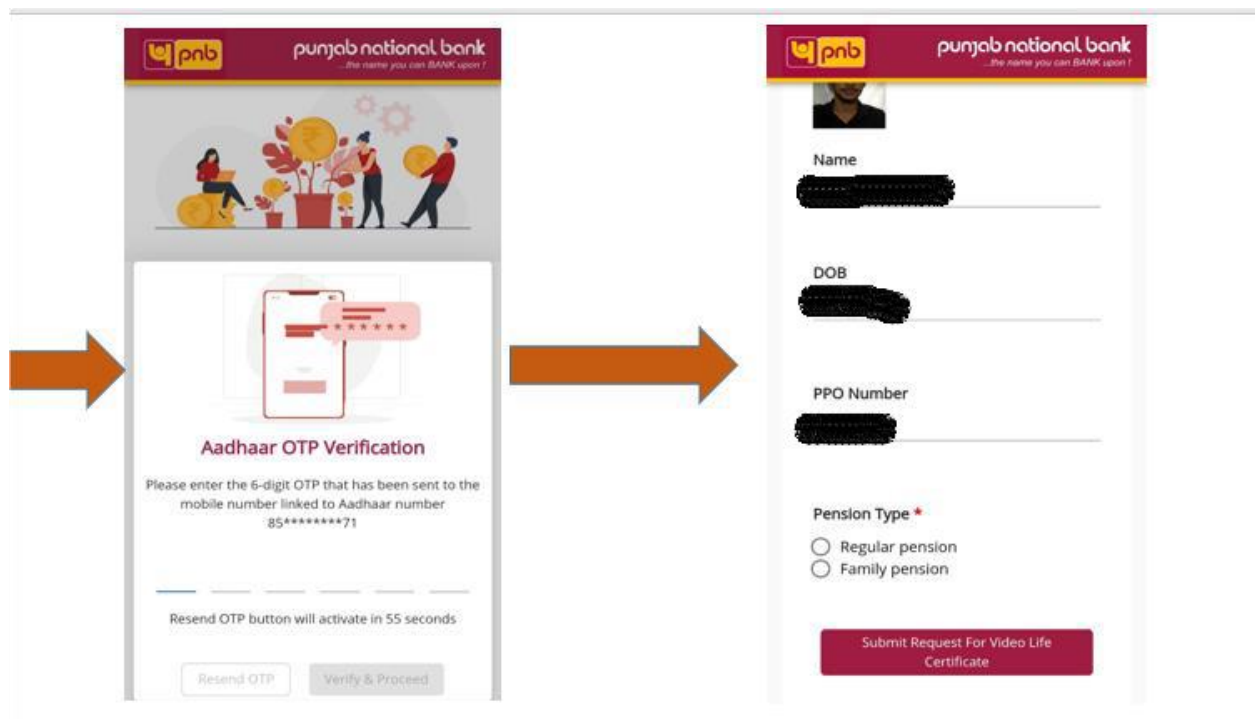
2. Video Call Initiation

- ➢ **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

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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: PNBPNC9184356

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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 authroization.

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