

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 image displays two sequential screenshots of the Punjab National Bank (PNB) mobile application interface, connected by two large orange arrows pointing from left to right.

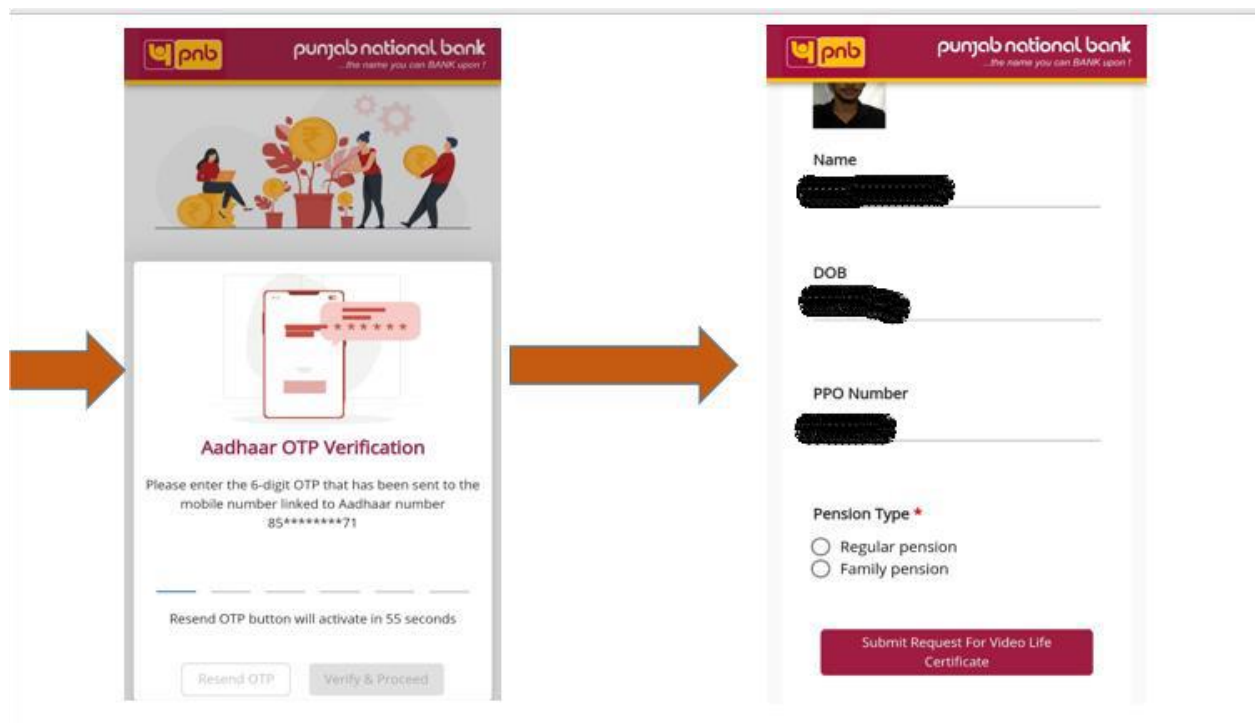
First Screenshot: Verification of Account Number

- Header: Punjab National Bank logo and tagline "the name you can BANK upon!"
- Illustration: A house, a smartphone, and two people.
- Title: **Verification of Account Number**
- Text: "Kindly input your PNB account number and mobile number"
- Form: "Account Number *
Enter your Account Number" (with a text input field)
- Form: "Mobile Number *
Enter your Mobile Number" (with a text input field)
- Text: "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."
- Button: "Proceed" (in a red box)

Second Screenshot: OTP Verification

- Header: Punjab National Bank logo and tagline "the name you can BANK upon!"
- Illustration: A house, a smartphone, and two people.
- Title: **OTP Verification**
- Text: "Please enter the 6-digit OTP that has been sent to your registered mobile number ending with XXXXXX3343"
- Text: "Resend OTP button will activate in 44 seconds"
- Buttons: "Resend OTP" and "Verify & Proceed" (in a grey box)

- **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.

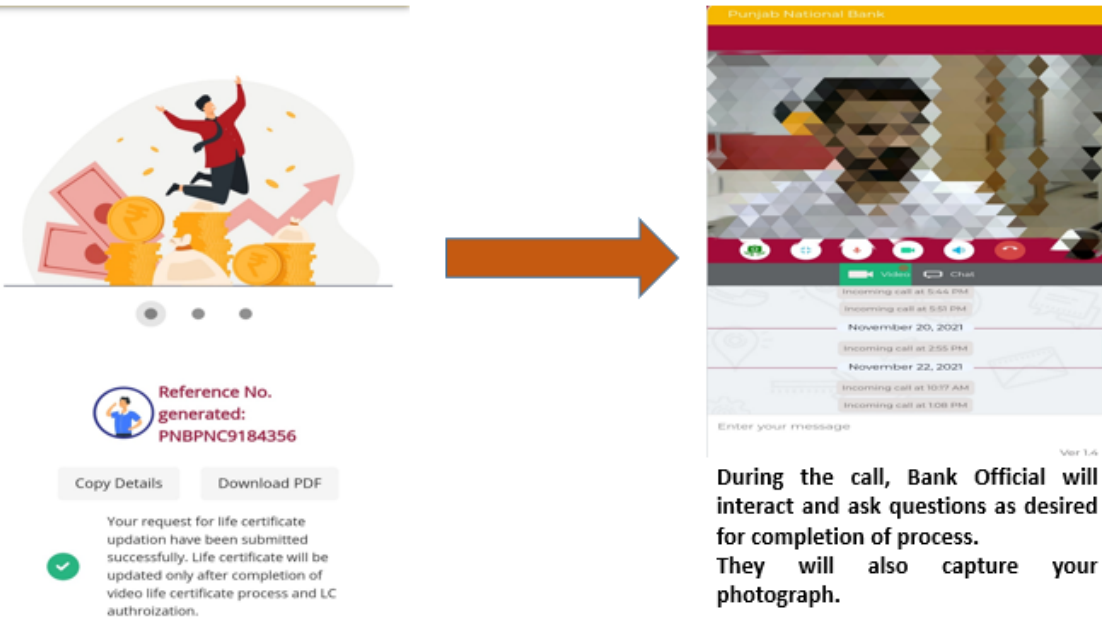


2. Video Call Initiation

The image illustrates the video call initiation process in two stages. On the left, a form titled 'punjab national bank' is shown with fields for Name, DOB, and PPO Number, all of which are redacted with black bars. Below these fields is a 'Pension Type' section with radio buttons for 'Regular pension' (selected) and 'Family pension'. A red button at the bottom of the form reads 'Submit Request For Video Life Certificate'. An orange arrow points from this form to the right-hand side. On the right, a screen displays a 'Start Calling' button and a list of browser permissions to be enabled. The permissions listed are: 'Battery saver should be off', 'Lite Mode should be off in chrome settings', and 'Safari Browser should be up to date'. The screen also features a red 'X' icon in the top right corner.

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: PNBPC9184356

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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.

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