

## Frequently Asked Questions (FAQs) on Re-KYC Updation Process

### Q. What are the available options for Re-KYC updation process?

#### A. Currently below mentioned options are available:

- Email:** Please email documents at **Re-KYC@dhfl.com** from your email ID registered with DHFL. Please mention your Name and Application ID in email subject and attach Re-KYC Updation form, KYC documents along with PAN Card copy for all applicants (self-attested). **This option is available only for Individual applicants.**
- DHFL Branch Visit:** Please visit DHFL nearest branch with Re-KYC Updation form, KYC documents along with PAN Card copy for all applicants (self-attested) along with Original KYC documents for verification. **This option is available only for both Individual and Non-Individual applicants.**

### Q. What is Re-KYC?

- A. As per RBI guidelines on KYC norms, customer identification documents are to be periodically updated in the bank/FI's records, in addition to the KYC carried out at the time of on-boarding the Customers. Customer would be required to undergo Re-KYC and submit the requisite documents mandatorily.

### Q. Why do I need to go for Re-KYC?

- A. As per RBI guidelines, it is mandatory to complete Re-KYC updation process at periodic intervals, to avoid any restrictions being placed on the account.

### Q. What documents do I need to submit for Re-KYC?

#### A. Re-KYC Updation Process requires below mentioned documents:

- i. **Re-KYC Updation Form:** for all applicants, duly filled and signed.
- ii. **KYC Documents:** for all applicants, self-attested. *Please refer DHFL website for KYC list of acceptable documents .*
- iii. **PAN Card:** for all applicants, self-attested. Form 60 is to be filled incase PAN not yet allotted.
- iv. **Declaration of Beneficial Ownership:** mandatory for all Non-Individual applicants, *notarized on Rs. 100 stamp paper.*

### Q. How do I know that the Re-KYC is due for my account or not?

- A. DHFL will send you an intimation when Re-KYC is due for your account. Also, you may please contact your nearest DHFL branch for further details and submission of Re-KYC documents.

### Q. What is the timeframe available to submit Re-KYC documents?

- A. DHFL request its customers to submit documents within 7 days' time from the date of receipt of intimation to update in DHFL record so as to avoid interruption in services.

### Q. Can I submit alternative documents for KYC Updation?

- A. The list of acceptable documents mentioned on the website are as per RBI policy. No alternative documents are acceptable.