

Capturing eKYC for sender Process

The process of capturing Aadhaar number of a sender will be as follows:

1. Enter the 12 digit Aadhaar number of the sender.

2. Click on enrol and send the scanned Aadhaar card picture/copy to ekyc@eko.co.in

You can click the copy of the Aadhaar card from your smartphone & send it in following format.

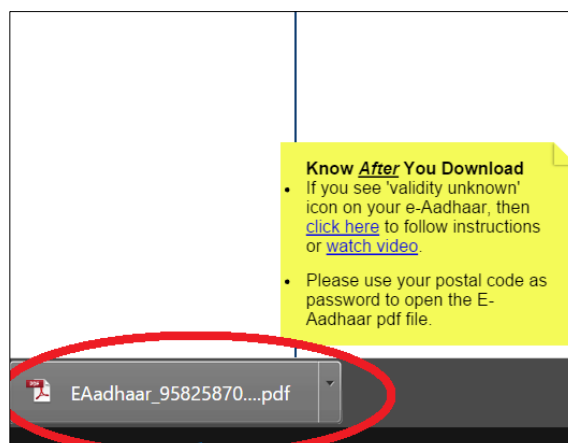
Or

3. If the customer is not carrying the Aadhaar card, they can find the Aadhaar card online by clicking on 'Aadhaar link' (<https://aadhaar.uidai.gov.in/>)

4. On clicking the link, following page opens to get the Aadhaar copy of the sender.

5. Click on Aadhaar.
- Enter the Aadhaar number (12 digits)
 - Enter the full name of the sender
 - Enter the Pin Code (The same pin code that was used while enrolling for Aadhaar)
 - Enter the text shown and click on 'Get One Time Password'
 - This OTP will be sent to the same cell number that was used while enrolling for Aadhaar
 - Ask the sender for OTP received & enter the same on the 'Enter OTP field'

- Click on confirm.
- Click on 'Validate & Download' and the Aadhaar downloads.

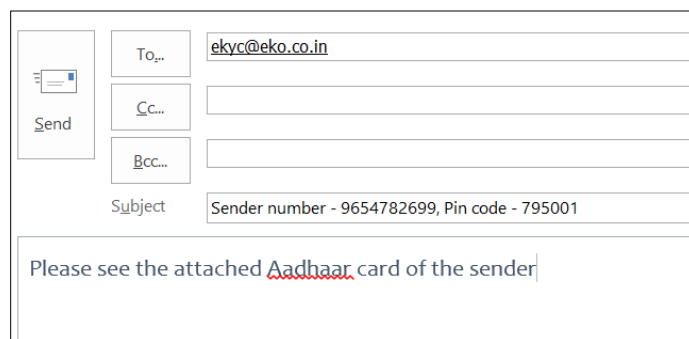


- i. Enter the PIN Code as password to open the Aadhaar document



This document is password protected.
Please enter a password.

- j. On entering the PIN Code, the Aadhaar document opens.
- k. Please attach & mail the same to ekyc@eko.co.in with the following mail body.



To:
Cc:
Bcc:
Subject:
Please see the attached Aadhaar card of the sender

Important points

1. Adobe reader is required to view the Aadhaar. (<https://get.adobe.com/reader/>)
2. In case, Eko does not receive the Aadhaar card proof with correct & matching details, the sender number will be BLOCKED & the EKO reserves the right to penalise the CSP by a sum of ₹ 500/- for non-compliance and is liable to be reported to authorities.
3. To be full KYC compliant, the customer must have an Aadhaar number. Any other ID or address proof will not be accepted as a valid KYC document.
4. Please note that failure to comply with the KYC guidelines could result with the agent being reported for fraud.
5. For any queries, please mail cs@eko.co.in