Title: Customer Onboarding Standard Operating Procedure (SOP)

Section 1: Age Requirement for Onboarding
1. All customers must undergo eKYC verification successfully.
2. If the customer age is greater than 18, the onboarding process may proceed automatically after successful eKYC.
3. If the customer age is less than 18, the onboarding process should not proceed, and it should follow the following steps
    a. A human agent must review the case manually.
    b. A parent or guardian must provide consent documentation.
    c. The onboarding cannot be completed automatically.
    d. The agent must update the customer record after approval.

Section 2: Contact
1. For questions, contact karthikeyan.venkataraman@gmail.com