

Title		SOP - Address Verification Process	
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### **Address Verification**

Address Verification is one of the components where we verify the present and permanent address of the candidate who is applying for job in our client place. (As per client matrix)

#### **Level's of Address Verifications:**

Present Address
Permanent Address

#### **Documents Required & TAT:**

Document required	TAT
Full postal address with the nearest landmark with working contact number, Period of Stay, CDF & LOA	8 days (3 Days for Digital Process)

#### **Different Modes of Verification:**

Written- Personal Verification

Digital - Online

**Process of Initiation:**

- PV Initiation– Checks pertaining to local areas are initiated through our FA's.
- Branch Initiation – Checks pertaining to branch locations are sent to respective branches for verification
- Vendor Initiation- Other locations checks or where we have challenges in getting verification's from a particular location we initiate through vendor
- Digital Verification initiation - Candidate's address is verified by a link sent to him/her that follows his/her geo location.

**Analyst Role:**

- Receiving the address
- Receiving the address logs from Team Leader.
- Updating the address in Individual Master Tracker.
- First level Insufficiency address to be checked and raised
- Mail Merging the address template in Word format and take the address template printouts for Initiations
- Receiving the address closures templates from Field Executive and verification done through branches through email.

- Scanning Address Annexure & Address Proof and upload.
- Updating the insuff details to concern CAM.
- Follow up on pending cases.
- Updating the status in the tracker

**Mentor role:**

- Receiving the address logs form CAM'S.
- First Level Insufficiency to be done.
- Update the address logs in Master Tracker and mention the address Locations and Branch details in Master Tracker.
- Mail Merging the location address template in Word format and taking the address printouts to Initiate to FA
- Equally divided the address checks to Analyst.
- Receiving the previous day closures from Analyst, and Update in Team Leader Master Tracker.
- Receiving the address closures templates from Field Executive and verification done through branches through email.
- Sending the Branch location cases to Branches through email.
- When Mentoring cases cross check the verification data received matches with the document and CDF.
- If there is any error found the check is rebuffed to the analyst for correction of Error and regarded the case.

- Maintaining updated error / rebuff tracker.
- Final Grading the Checks.

**Details to be verified:**

- Candidate given address
- Period of Stay
- Status of stay
- Address proof
- House Photograph
- Verifier details

**Colour Codes**

1. Green – Clear Check
2. Red- Discrepant Check
3. Orange - Unable to Verify Check
4. Yellow- Unable to Verify check only for insuff not cleared

**Time Line:**

<b><u>Task</u></b>	<b><u>Timeline</u></b>
Initiate the check	within 24hrs
Raising insufficiency	within 24hrs
Follow up on Insuff	Alternative days
Confirmation received to be uploaded	Same day

**Tracker Updates:**

Master Trackers – Daily

Analyst Trackers - Daily

Insufficiency Trackers - Daily and Weekly

Analyst Closures - Daily

Rebuff Trackers – Daily

Performance Trackers – Monthly

**Thanking You**