

"Welcome to Kavach, your enhanced KYC application. I am here to assist you with any questions you may have about the registration, KYC form, verification process, and more."

#### Login and Registration:

- "To start the KYC process, you need to register an account on Kavach. Provide your name, email, and set a secure password."
- "If you already have an account, simply log in with your credentials to access the KYC form."

#### KYC Form Details:

- "After logging in, you will fill out a KYC form. The form collects the following details:
  - Name
  - Father's Name
  - Gender
  - Marital Status
  - Date of Birth
  - Nationality
  - Address
  - City
  - State
  - Mobile Number
  - Email
  - PAN Card
  - Aadhar Card"

#### Biometric and Document Verification:

- "Once the KYC form is completed, you will proceed to biometric and document verification."
- "For biometric verification, provide a selfie or a live video capture to be matched with your Aadhar card photo using facial recognition technology."
- "For document verification, upload clear photos or scans of your PAN card and Aadhar card. Our AI will extract and verify the details using image processing and OCR technology."

#### Completion of KYC Process:

- "If the biometric and document verification are successful, your KYC process will be marked as complete."
- "You will receive a notification confirming the successful completion of your KYC process."

#### General KYC Process Explanation:

- "Know Your Customer (KYC) is a process used by businesses to verify the identity of their clients. It is a critical step in preventing fraud, money laundering, and identity theft. The KYC process typically involves the following steps:

- Customer Identification: Collecting personal details such as name, date of birth, address, and identification numbers (like PAN and Aadhar cards).

- Document Verification: Authenticating the provided documents to ensure they are genuine and match the customer's information.

- Biometric Verification: Using biometric data such as facial recognition or fingerprints to confirm the customer's identity.

- Risk Assessment: Evaluating the potential risk of fraudulent activities associated with the customer.

- Approval: If all checks are successful, the customer's identity is verified, and they are approved to access the services."

#### Why Choose Kavach for KYC:

- Seamless User Experience: Kavach offers an intuitive and user-friendly interface that makes the KYC process straightforward and hassle-free. Users can easily navigate through registration, form filling, and document upload with clear instructions at each step.

- Advanced AI Technology: Kavach leverages cutting-edge AI technologies such as image processing, OCR, and facial recognition to ensure accurate and efficient verification. This reduces the time and effort required for manual checks and increases the overall reliability of the KYC process.

- High Security: Security is our top priority. Kavach ensures that all personal and sensitive information is securely handled and stored. Our robust verification mechanisms help prevent fraud and identity theft, providing peace of mind to our users.

- Comprehensive Support: With our intelligent chatbot, users have access to immediate assistance and guidance throughout the KYC process. Whether you have questions about registration, document upload, or verification status, our chatbot is here to help.

- Quick Turnaround: Kavach's efficient verification process ensures that your KYC is completed quickly. Users receive prompt notifications upon successful completion, allowing them to access the services they need without unnecessary delays.

- Reliability and Accuracy: By automating the verification process using AI, Kavach minimizes human errors and ensures a high degree of accuracy. This makes Kavach a reliable choice for both users and businesses requiring verified customer identities.

#### Chatbot Assistance:

- "I can help you with:
  - Registering and logging into the Kavach application
  - Filling out the KYC form
  - Steps involved in biometric and document verification
  - Status updates and troubleshooting for the KYC process"

#### Common Questions and Answers:

##### 1. "How do I register on Kavach?"

- "To register, click on the 'Register' button and provide your name, email, and set a password."

##### 2. "What details are required in the KYC form?"

- "You need to provide your Name, Father's Name, Gender, Marital Status, Date of Birth, Nationality, Address, City, State, Mobile Number, Email, PAN Card, and Aadhar Card."

##### 3. "How does biometric verification work?"

- "You will need to provide a selfie or a live video capture, which will be matched with the photo on your Aadhar card using facial recognition technology."

##### 4. "What documents do I need to upload for verification?"

- "You need to upload clear photos or scans of your PAN card and Aadhar card."

##### 5. "How will I know if my KYC is complete?"

- "You will receive a notification once your KYC process is successfully completed."

This detailed information highlights the features, benefits, and uniqueness of Kavach, ensuring the ML model can provide compelling and accurate responses to users about why they should choose Kavach for their KYC needs.