Business Requirements Document (BRD) – Savings Account Opening

Product: Savings Account | Region: India | Created on: 3 Sept 2025

1. Introduction

This document specifies the business requirements for a fully digital, Agentic AI–enabled Savings Account opening journey. The objective is to capture, validate, and process customer information with high data quality, seamless user experience, and compliance with KYC/AML and bank policies.

2. Scope

In Scope:

- End-to-end digital onboarding flow for Savings Account applicants
- Field-level validations, real-time error handling, and exception workflow
- Agentic AI assistance for data extraction, auto-fill, and proactive checks
- Document capture, OCR, and verification
- ETB/NTB journeys
- DIY/assisted journeys

Out of Scope:

- Downstream debit card/courier logistics
- Non-savings products

3. Eligibility Criteria

- Applicant's age/DOB must satisfy bank policy; DOB must be a valid past date.
- Residents and non-residents are eligible as per KYC and product policy; residency status must be captured accurately.
- Nationality/citizenship must be declared and should not match any restricted/sanctions list.
- Applicants must pass PEP/sanctions screening in line with AML requirements.
- Valid KYC documents (identity and address proof) must be provided per regulatory norms.
- Both salaried and self-employed applicants are supported; employment/occupation details must be declared.

4. Business Rules

The savings account opening process applies to both existing bank customers (ETB) and new-to-bank (NTB) customers, supporting individual, joint, and salary account types for residents and non-residents. The system must accommodate salaried employees, self-employed individuals, professionals, and other occupation categories, with special provisions for differently abled applicants requiring assistance. For DIY or assisted journeys, the user should be able to upload multiple documents and use multi-prompts as inputs. The only difference in DIY and Assisted journeys would be identification of user persona : customer vs Branch staff. The remaining journey remains the same.

All applicants must provide their full legal name with first name mandatory for all applicants, middle name optional, and last name mandatory for all applicants - all in valid alphabetic text format. The form date is auto-captured by the system in DD/MM/YYYY format. Applicants must select a valid title (Mr., Mrs., Ms., Dr., etc.) from the predefined list.

Contact information requirements are strict: a valid 10-digit mobile number in numeric format is mandatory, while residential phone number (if provided) must be in valid numeric format. Email addresses must be in standard format. If email address is not available, then the applicant has to submit a declaration as per Annexure 1

With the mobile number, the system should check if the mobile number exists in CBS and whether the customer is an existing to bank customer. If the mobile number is found, the customer can be asked to input PAN # or Account # to do a unique match

The applicant has to choose the type of account & purpose.

For identity verification, NTB applicants must provide their PAN card and Aadhar card.

For ETB, the system first needs to check if re-KYC is due. If re-KYC is due, ask for Aadhar Card and PAN Card.

Across applicants, If Aadhar card is not available, they should share another officially valid document (OVD), namely,

Driving Licence (Yes/No)
Voter ID (Yes/No)
Passport (Yes/No)
NREGA (Yes/No)
Letter from National Population Register (Yes/No)

They should also submit other OVDs in case

- Mobile number of the applicant is not linked to Aadhar

- Any discrepancy in other details on Aadhar. Example, name as per Aadhar is John Joshua Dallas but the customer wants to use John Dallas, then he will have to use another OVD

The corresponding document number must be provided in valid alphanumeric format matching the selected OVD type.

- For Aadhaar, a valid 12-digit number is required
- for PAN, a valid 10-character alphanumeric number
- for Passport,
  - a valid passport number in correct format
  - Place of issue
  - Date of issue
  - Date of expiry
- For Driving License
  - valid issue date
  - place of issue must be provided in valid text format
  - valid driving license number
- If NREGA is selected, a valid NREGA card number must be provided; if NPR letter is selected, a valid NPR reference number is required.

Date of birth must be provided in DD/MM/YYYY format with validation ensuring the applicant is at least 18 years old (except for minors with guardians), and gender must be selected from Male, Female, or Other options. Name, Photo, Date of Birth and Gender must be extracted from Aadhar card or PAN card. Marital status (Single, Married, Divorced, Widowed) is optional. For an ETB customer, these details can be extracted from CBS.

Father's/Spouse first name with last name also mandatory, along with permanent address must be extracted from PAN and Aadhar card. For an ETB customer, these details can be extracted from CBS.

The pin code of current address should be checked for cybercrime hotspots - Individual cust ids with mentioned 3457 pin codes identified as Cyber hotspots in communication (mailing) address and the age of the customer is 18 - 25 years are classified with High Risk. Customers with occupation "Salaried" and STAFF = Y need to be excluded from this logic. If the customer address belongs to this criteria, then Enhanced due diligence as per Annexure 2 will kick in

Once the documents are uploaded, there needs to be checks and validations

1. Forgery check – whether the document is tampered
2. AML validations using external APIs
3. Fraud checks using internal APIs
4. Consistency check across documents

Occupation details vary by applicant type. Salaried individuals must provide their organization/employer name, designation/profession in valid text format. The number of years employed must be a valid non-negative numeric value. Self-employed applicants must provide a valid description of their business nature in descriptive text. All applicants must select their source of income from the predefined list (Salary, Business, Agriculture, etc.) and provide gross annual income and net monthly income in valid numeric format. Source of funds or wealth must be declared and the values can be

- Salary
- Business Income
- Parents/Spouse/Siblings
- Personal Saving
- Rent/interest
- Agriculture
- Investments
- Retirement Benefits

Bank employees must declare their status and provide their employer bank name, branch, office, employee ID or PF number, and current designation. All applicants must declare whether they're related to bank staff or directors, and if yes, must provide the full name of the related person.

The system should be able to recommend a product to the applicant basis the eligibility criteria as per attached product scheme, also captured in the table below

Product%20Schemes.
xlsx

Sl. No.	Scheme	Account Type	Eligibility	Age	Gender	AMB
1	Bespoke Savings Account	Savings	Resident Individual	Age>18	M/F	Rs. 2 lakhs
2	Celesta Resident	Savings	AMB of ₹10 Lakhs in Celesta Savings Account AMB of ₹10 Lakhs across all savings accounts Salary credit >= ₹2 Lakhs AMB of ₹5 Lakhs across all savings account + TD of ₹25 Lakhs TRV of ₹1 Crore	>18	M/F	Rs.1000000 0
3	Club Savings Account	Savings	Resident Individuals of Metro Branches	>18	M/F	Rs.5000
4	Delite Savings Account	Savings	Resident Individuals of Semi-urban/Urban Branches	>18	M/F	RS.3000
5	Fed Excel Savings Account	Savings	Professionals/Promoters of business/ Registered member of JCI, FICCI AND Chamber of Commerce	>18	M/F	Rs. 10,000

6	Fed Power Plus	Savings	Resident Individuals	>18	M/F	Rs.25000
7	Fed Smart	Savings	Resident Individuals	>18	M/F	Rs.100000
8	Fed First	Savings	Resident Individuals/Minors	Age: 1 day to < 18 years	M/F	Rs.1000
9	Imperio Savings Account	Savings	Sal >= 1L	>18	M/F	Rs.200000
10	Mahila Mitra Plus	Savings	Resident Individuals/Female	>18	F	Metro/Urban Branch – Rs.10,000 Semi Urban Branch – Rs.7,500 Rural Branch – Rs.5,000
11	Pride Savings Account	Savings	Resident Individuals/ Non-Individuals of Rural Branches		M/F	Rs.2000
12	SB Plus	Savings	Resident Individuals	>18	M/F	Rs.5000
17	Esteem Savings Account	Savings	Resident Indian Citizens	55 & above	M/F	Rs.50,000
13	Stellar Savings Account	Savings	Resident Individuals	>18	M/F	Rs. 10,000
14	Yuvamitra - Students	Savings	Resident Individuals + Students	18-25	M/F	Nil
15	Fed Salary Premium	Savings	Resident Individuals/ Salary >30000	>18	M/F	nil
	Fed Classic Eazy	Savings	Resident Individuals/ Salary <10000	>18	M/F	Nil
16	Fed Salary	Savings	Resident Individuals/ Salary 10000-30000	>18	M/F	nil
18	GovEarn Salary Account	Savings	Resident Individuals + Gov. Employees + Salary>Rs.25,000	>18	M/F	Nil
19	GovEarn Prime Salary Account	Savings	Resident Individuals + Gov. Employees + Salary>Rs.75,000	>18	M/F	Nil
~~20~~	~~Current Plus~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs. 10,000~~
~~21~~	~~Fed Prime~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.25Lakh~~
~~22~~	~~Fed Trade~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.25,000~~
~~23~~	~~Fed Trade 50~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.50,000~~
~~24~~	~~Fed Trade Plus~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.100000~~
~~25~~	~~Fed Vanijya~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.500000~~
~~26~~	~~Fed Vanijya Plus~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs. 10 lakh~~
~~27~~	~~Freedom Current~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.5000~~
~~28~~	~~Sweep Plus Current Account~~	~~Current~~	~~Resident Individuals~~	~~>18~~	~~M/F~~	~~Rs.300000~~

For joint accounts, if the primary applicant says there will be a joint-account holder, the agent should ask for the co-applicant's mobile number and PAN/Aadhar, generate a link and send a link to the co-applicant to fill in their details which would be same fields required as that of primary applicant.

Value added services

 The applicant should confirm the value added services they want to opt out of

- Passbook

- Mobile alerts

- Email Statement

- Physical Statement

- Mobile Banking (FedMobile)

- Internet banking (FedNet)

- AePS

- Aadhaar Seeding

- Cheque book required

- Debit card

    - Customized Debit Card Type of Card (list of all cards eligible for the respective scheme shall be listed.)

    - Celesta & Imperio cards are only issued one per Cust ID even if the customer opens multiple celesta/Imperio accounts.

Nomination is optional with specific requirements

i   No

If No**,** User should readout the following to customer.

I/ We have been explained by the bank official that the nomination facility is available. I/ We also understood that this facility will enable the Bank to make the settlement to the nominee, hassle free and without insisting any legal documents, in case of any unfortunate event of death. After considering Bank's request, I/we have decided not to provide the nomination and demand that the Bank should open my/our account/s without nomination.

Yes

If Yes, User need to enter the following

i   Enter Customer ID, if Nominee is existing customer of Federal bank
ii   Name of the nominee
iii   Address (If customer ID not entered, An option select the address of the depositor/s shall be provided)
iv   Relationship with the depositor

> v   Age. If Age is below 18, Collect following details
> - Date of birth
> - Name of the Guardian/lawfully
> - Address
> - Age

System to auto populate values in the field ii, iii, & v if customer ID is entered in step i above.

All applications must undergo rigorous validation: mandatory fields must be complete with proper data types, signatures must be present in digital, e-sign, or wet-ink format, declarations must be confirmed, and eligibility checks (age, income, risk profile) must be passed. The system must perform duplicate application checks, sanction list screening, and real-time eligibility checks based on credit score and risk policy. All mandatory fields must be validated before submission.

All declarations, as applicable should be accepted by the customer

System requirements are comprehensive: unique application numbers and tracking IDs must be generated for each submission; channel of application (Branch, Online, Mobile) must be recorded; session timeout must occur after 15 minutes of inactivity; all sensitive data must be encrypted during transmission and storage; and compliance with data privacy regulations (GDPR, local laws) is mandatory. The system must integrate with central KYC registry, credit bureau, Aadhaar, PAN, MCA, and GSTN for real-time validation. OCR extraction from uploaded documents must be supported with data validation against user input, and manual override must require justification.

An account opening form in standard template shall be created by auto populating the data captured during the CIF creation and account opening journey. This template shall contain all the terms and conditions. Our standard AOF template to be used.

Customer ID creation form in standard template shall be generated and displayed in the screen. User shall be given two options "*Confirm & Proceed*" and "*Modify*"(modification would not be allowed for KYC details). In case of Confirm and proceed, user shall be taken to next step for signing the AOF. If user click on Modify, they can update any information

Option 1: E Sign (Available only for Aadhaar customers).

Aadhar biometric based e signing The auto populated account opening form is displayed in the screen, and customer reviews the same and does the biometric based e-sign using fingerprint (fingerprint sensor connected to the device) or face authorization (through the camera attached with the device).

In case the customer finds some information, which needs to be amended, the changes can be made by user and trigger the e-signing process again.

Aadhar OTP based e sign

The auto populated account opening form along with the Name, DOB, mobile number and email ID (if available) shall be passed to **e sign API**. (Since there can be time gap between this step and next step, system shall have provision to save the application and resume the process after getting esign completion confirmation)

Customer will receive the notification in the given mobile number and email ID (if available).

Customer to open the link, review the document and confirm the details and proceed with Aadhaar based e signing process.

In case the customer finds some information, which needs to be amended, the changes can be made by user and resend the same to the customer again for e signing.

Option 2: Digital signature

The auto populated account opening form is sent to the customer mobile number and email ID

Customer reviews the document, sign it using the digital signature and send it back to the bank (Since there can be time gap between this step

i   resume the process after getting the digitally signed application back)

ii   User to upload the digitally signed document and click on **Verify Digital Signature** button to confirm the validity of the digital signature

iii   System to use eMudra APIs to verify the digital signature

iv   User shall be allowed to proceed if the digital signature is valid

v   If digital signature is not valid, user shall advice user to redo the digital signature or fall back onto any other option to get the document authorized

Option 3: Wet signature in account opening form (Incase the eSign/Digital signature is not possible)

System shall give an option to generate One pager summary as per the template

ANNEXURE%201-%2
0One%20pager%20-9

User can either print the document or manually prepare the document in the standard template and get it signed or thumb impression

User to upload/capture the signed document in the application If customer has provided email id in AOF 1 Pager would be wet signed by customer. User (Federal Branch Official) will capture image of the document in AO Portal. User will submit the AOF for processing, this step will also trigger email to customer a copy of entire AOF along with 1 pager signed by customer (this will 1 consolidated document in PDF)

> 1   pager original to be retained at branch
> 2   Communication content in the email to be provided by Compliance team

This customer authorization process shall be applicable for all applicant of the particular account. There may be multiple applicants for a single product, so there shall system validations and capability to capture all the customer authorization. User shall be able to proceed further only after the authorization by all customer is received.

Process for 1 pager wet signature:

If e-sign and digital signature of AOF is not possible , Obtaining customer's signature on 1 pager in AOF

- If Customer does not have email id, 1 Pager would be wet signed by customer

- User (Federal Branch Official) will capture image of the document in AO Portal

- A link would be sent to customer in SMS

- Link would contain AOF+1 pager(this will 1 consolidated document in PDF)

- Clicking the link would open the document

- Customer will read and review the document and agree to the content

- At the end of documents placeholder would be provided for OTP sent by Federal bank through SMS on verified mobile

- After entering OTP , Customer will submit and message would be received in AO Portal through backend. If OTP is matched, user will get the tab to proceed

- User will submit AOF +1 Pager for processing

- 1 pager original to be retained at branch

Exceptional scenario: If Customer does not have email id or unable to access the content on link, then User will print entire AOF , take signature at the end of document, Capture the image of printed AOF (signed by customer) and submit for processing. Please note that this should be treated as exceptional scenario.

- All the cases with wet signature will be referred to the Operations checker queue.

ACCOUNT NUMBER GENERATION AND ACTIVATION OF CHANNELS

(This step shall be allowed only after all the above steps are completed)
To accommodate the cases where customer asks for a specific number as account number, system shall provide an option to user to enter the account number preferred by the customer and check whether the given number can be accepted. If acceptable, system shall assign the given number to the newly opened account. If not, available options can be displayed, and user can select one among the available numbers. This facility would be available for only high end schemes, as decided by Bank from time to time. List of schemes for which this option is available will be provided separately. System to call relevant APIs and get the customer ID/s created and account opened.

All processes must support comprehensive audit trails, exception handling, and escalation to branch officers for unresolved issues. The system must display data source indicators (Aadhaar, User Input) next to each field, allow editing of auto-populated fields with confirmation, and validate User ID preferences for uniqueness. The system must enforce mandatory consents for credit checks, data sharing, and privacy policy, with optional marketing consent.

Initial Remittance

To ensure new accounts are funded promptly and to avoid prolonged zero-balance accounts, the system introduces the collection of **Initial Remittance** during account opening. This step integrates with a payment gateway (EaseBuzz) and supports **UPI, Debit Card, and NetBanking** as modes of payment.

Once the user agrees for **"Initial Remittance"**, the system will generate a payment link and QR for the user to make the payment. If the user opts to skip remittance, a reason must be recorded; blank or invalid skip reasons are not permitted

The status of an initial remittance transaction will always fall into one of the following categories:

•   **Success** – Remittance completed; funds pending settlement into new account.

•   **Failure** – Transaction failed; funds not received by the bank.

•   **Refunded** – Remittance succeeded but funds were refunded due to account rejection or delay.

•   **Settled** – Remittance succeeded; funds credited to the newly opened account.

The customer should be asked if they want to proceed to vKYC immediately or schedule it for a later date/time.

(This shall be displayed incase customer is "Non literate" selected in the customer educational qualification): Given that the customer is non literate, the requisite information furnished to the bank/agent is filled in this application form and read out to the person. The signature/Thumb impression of the applicants shall be deemed as a confirmation for reading out the contents of the form and its correctness*. [Descoped]*

Implement this: Before form signing, show this declaration

Briefed the customer to provide accurate and complete information in the form and confirmed that the information filled in fields like Income, Source of income/ Wealth, Occupation, business activity, purpose of account opening and expected account turnover are once again verified with the customer(s).If the customer falls into subcategory of the occupation, it has been invariably ensured by the branch official/s. In the case of Enhanced Due Diligence, we confirm collection and recording of additional document/ information as per the guidance note on Account opening & Customer Due Diligence.

Annex 2 – Enhanced Due Diligence

Enhanced Due Diligence (EDD) refers to additional measures undertaken beyond standard due diligence, specifically for customers classified as high-risk. These measures also include collecting further information from applicants identified as high-risk based on parameters such as Occupation Code, Country Code, and High Net Worth Individual (HNI) status.

The list of questions is given below. Sl. No.	Question	Options / Input Format
1	Do you have any ongoing entrepreneurial or commercial ventures?	i) No, I am salaried ii) Yes, I am the sole owner iii) Yes, I co-own the business with others
2	*If you are running a business:*	
2.1	Briefly describe the nature of your business.	(*Descriptive – one to two sentences*)
2.2	Number of employees	……………….(Enter numeric value only)

2.3 a)	Do you have inward and outward remittances related to your business activity?	i) Yes ii) No
2.3 b)	If yes: i) What is the total value and volume of remittances per month? ii) What is the average ticket size?	i) ……………….. (Value in numbers) ii) ……………….. (Value in numbers)
2.4	Do you receive payments in cash for your business?	i)More than 50% in cash ii) 100% in cash iii) Less than 50% in cash
2.5	Do you operate in multiple locations?	i) Yes, within the country ii) Yes, in multiple countries iii) No, only at a single (registered) location