

Standard Operating Procedure: Account Opening

Objective

To outline the steps required for opening a new customer account in a fintech system.

Steps

1. Collect customer basic details (Name, DOB, Email, Phone).
2. Perform KYC verification using approved KYC documents.
3. Validate mobile number and email ID via OTP.
4. Link customer bank account through secure API.
5. Perform risk-profile assessment using onboarding questionnaire.
6. Approve or reject account based on automated checks.
7. Notify customer and activate the account.

KYC Documents Accepted

- Aadhaar
- PAN
- Passport
- Driving License

Turnaround Time

- 30 minutes for automated onboarding
- 24 hours for manual verification