



Frequently Asked Questions (FAQs) on Re-KYC Updation Process

Q. What is Re-KYC?

- A. As per RBI guidelines on KYC norms, customer identification documents are to be periodically updated in the bank/FI's records, in addition to the KYC carried out at the time of on-boarding the Customers. Customer would be required to undergo Re-KYC and submit the requisite documents mandatorily.

Q. Why do I need to go for Re-KYC?

- A. As per RBI guidelines, it is mandatory to complete Re-KYC updation process at periodic intervals, to avoid any restrictions being placed on the account.

Q. What documents do I need to submit for Re-KYC?

A. Re-KYC Updation Process requires below mentioned documents:

- i. **Re-KYC Updation Form:** for all applicants, duly filled and signed.
- ii. **KYC Documents:** for all applicants, self-attested. *Please refer CBHFL website for KYC list of acceptable documents.*
- iii. **PAN Card:** for all applicants, self-attested. Form 60 is to be filled incase PAN not yet allotted.

Q. How do I know that the Re-KYC is due for my account or not?

- A. CBHFL will send you an intimation when Re-KYC is due for your account. Also, you may please contact your CBHFL service branch for further details and submission of Re-KYC documents.

Q. What is the timeframe available to submit Re-KYC documents?

- A. CBHFL request its customers to submit documents within 7 days' time from the date of receipt of intimation to update in CBHFL record so as to avoid interruption in services.

Q. Can I submit alternative documents for KYC Updation?

- A. The list of acceptable documents mentioned on the website are as per RBI policy. No alternative documents are acceptable.

Q. What are the available options for Re-KYC updation process?

A. Currently below mentioned options are available:

- Email:** Please email documents at customercare@cbhfl.com from your email ID registered with CBHFL. Please mention your Name and Loan Account number in email subject and attach Re-KYC Updation form, KYC documents along with PAN Card copy for all applicants (self-attested). **This option is available only for Individual applicants.**
- CBHFL Branch Visit:** Please visit your CBHFL service branch with Re-KYC Updation form, KYC documents along with PAN Card copy for all applicants (self-attested) along with Original KYC documents for verification. **This option is available for both Individual and Non-Individual applicants.**
- You may also contact our toll free no. 1800-8896-606.