

# KYC Onboarding Flow

End-to-End Walkthrough for the CDSL Auditor

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*Account Opening Journey · Mobile, Email, KYC Documents & Personal Details*

PREPARED FOR

CDSL Auditor

PRESENTED BY

Enrich Money — Product Team

PLATFORM

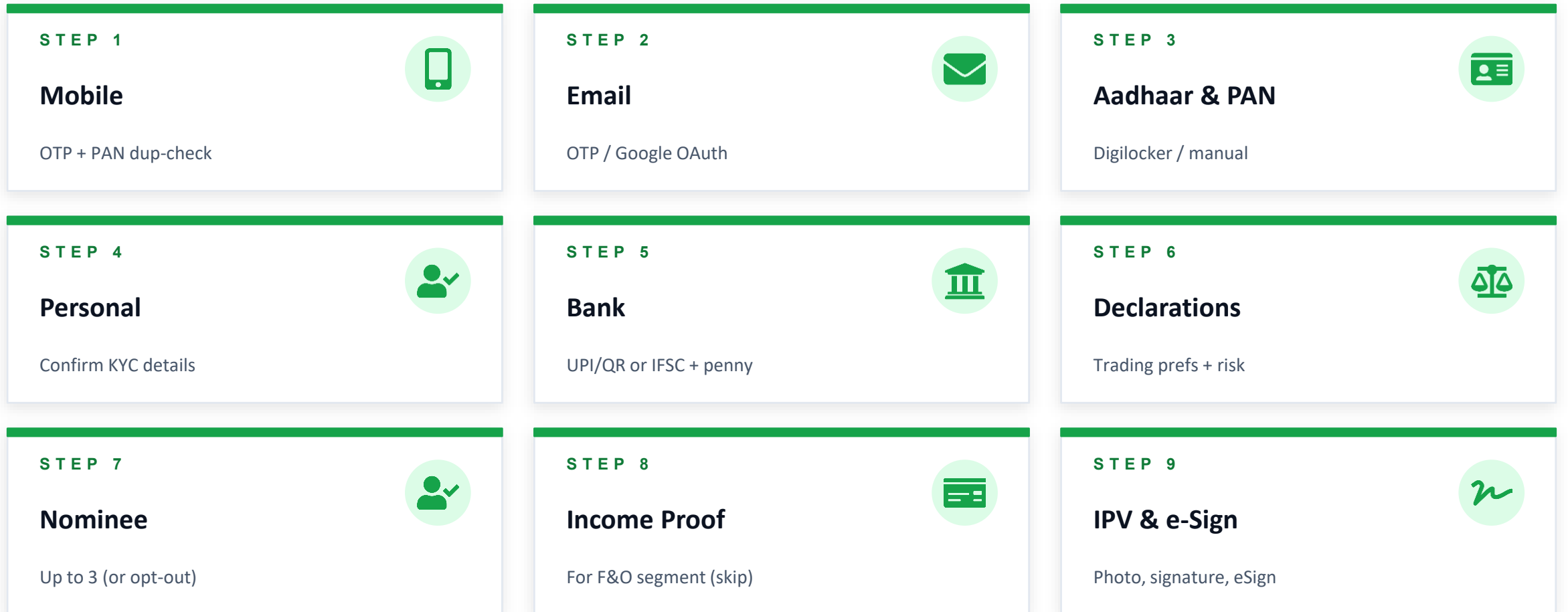
Enrich Money - KYC

DOC TYPE

Process Walkthrough

# Onboarding Flow at a Glance

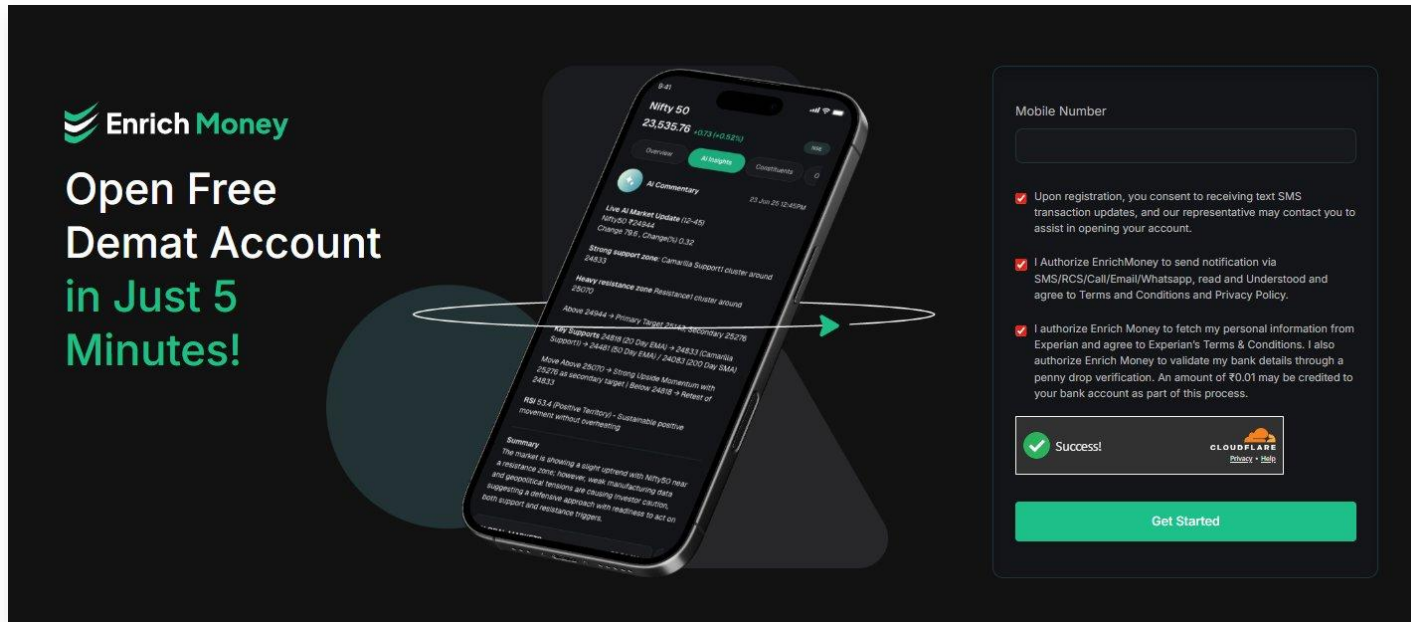
Nine user-facing steps from mobile number to e-signed KYC. Step 3 has a Digilocker / manual-upload sub-flow.



Step 3 sub-flows: Aadhaar linked → Digilocker fetch. Aadhaar not linked → manual PAN + Aadhaar upload. · Steps 7 & 8 can be opted-out / skipped.

# Entry Point — Landing Page

The client enters the funnel by submitting the mobile number and accepting the three regulatory consents.



Screen: Open Free Demat Account in Just 5 Minutes

## What the client does

### ● Enters mobile number

10-digit Indian mobile, used as primary identifier.

### ● Confirms SMS consent

Authorises transactional SMS / call-back from Enrich representative.

### ● Authorises notifications

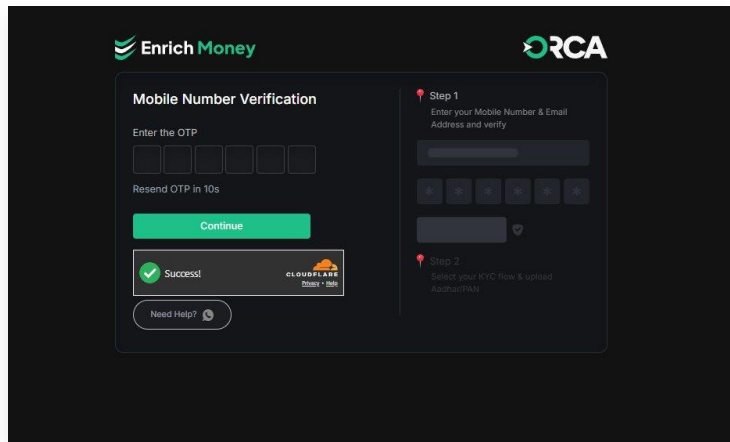
SMS / RCS / Call / Email / WhatsApp under T&C and Privacy Policy.

➔ Outcome: Get Started → Step 1 (Mobile OTP Verification)

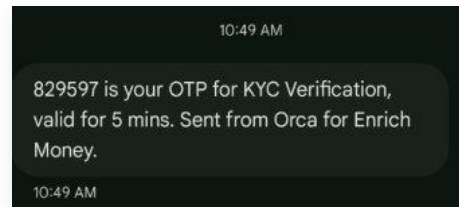
## STEP 1

# Mobile Verification

PAN-based duplicate check determines whether the user is an existing client or proceeds to Step 2.



Screen · OTP entry — 6-digit, 10-second resend lock



SMS · Sent from Orca for Enrich Money

## Process steps

### 1 Submit mobile number

Triggers OTP via Orca's SMS gateway.

### 2 Enter 6-digit OTP

Validity 5 minutes; resend after 10s.

### 3 PAN duplicate-check fork

Existing PAN → existing-client path; otherwise → Step 2.

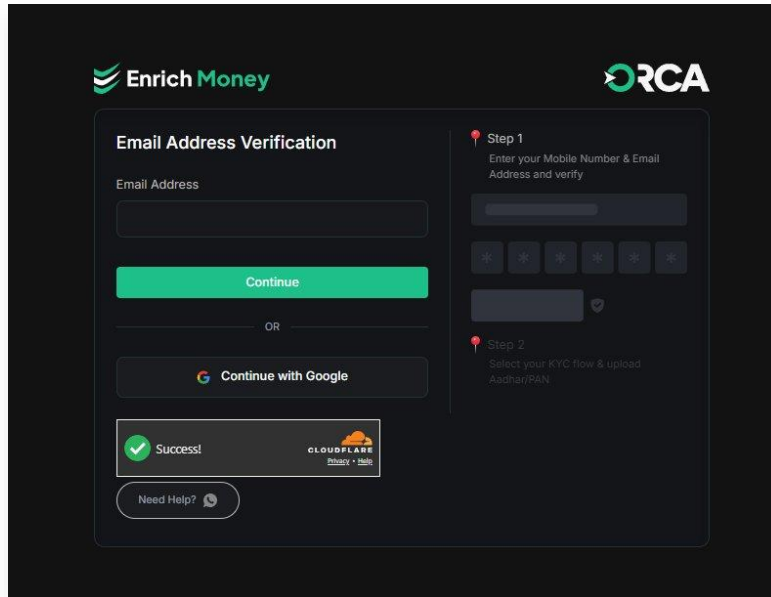


**Decision · Existing client? Routed back to login. New client? Continues to Step 2.**

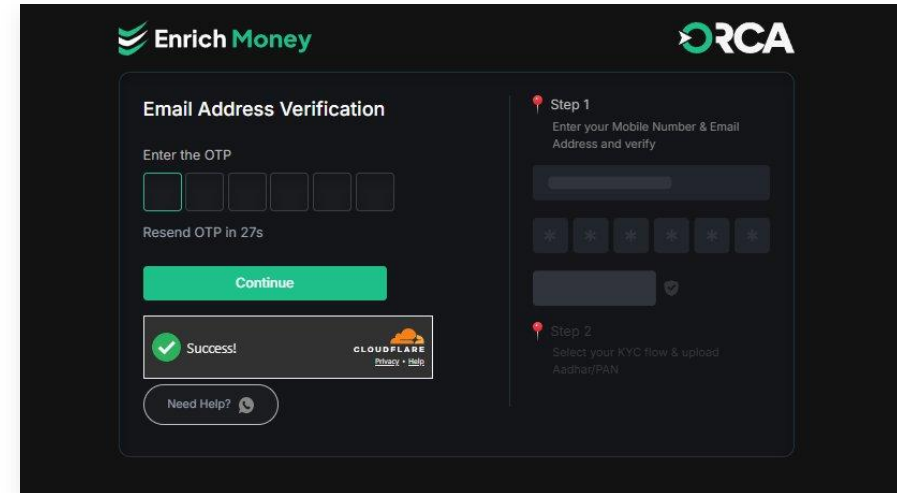
## STEP 2

# Email Verification

Captures and verifies the client's email address using OTP or Google OAuth.



2a · Enter email or use Continue with Google



2b · OTP delivered to email; 30-second resend window



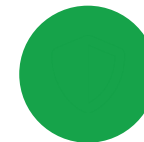
### Email + OTP

6-digit OTP sent via Orca; resend after 30s.



### Google OAuth

Verifies email through Google's identity provider.



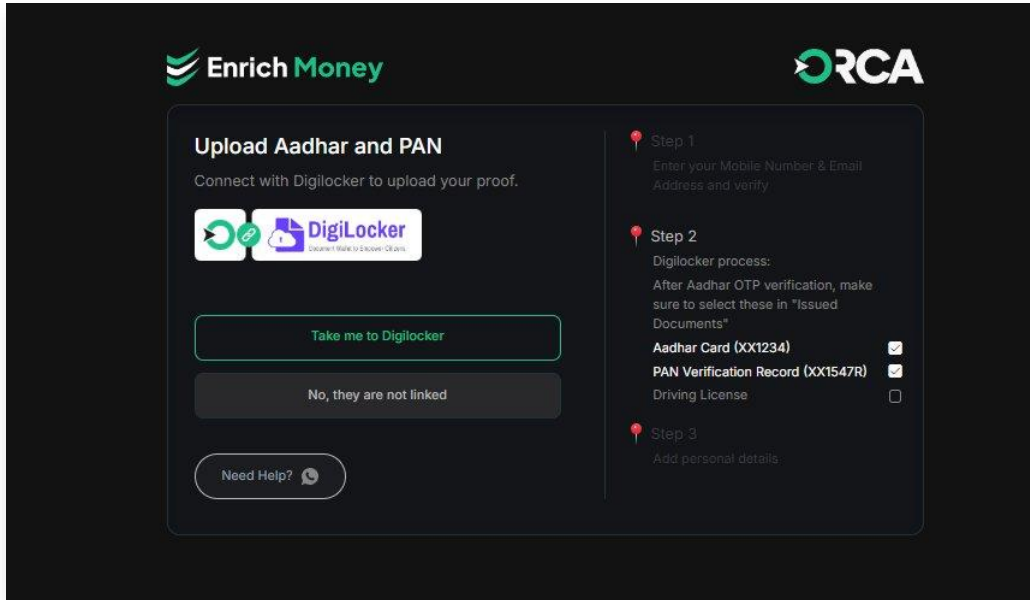
### Uniqueness Check

Email must not be tied to another active demat account.

## STEP 3

# Upload Aadhaar and PAN — Path Selection

The client chooses between Digilocker fetch (preferred, paperless) or manual document upload.



Screen: Connect with Digilocker to upload your proof

## Two possible sub-flows

### A "Take me to Digilocker" → Sub-flow 1

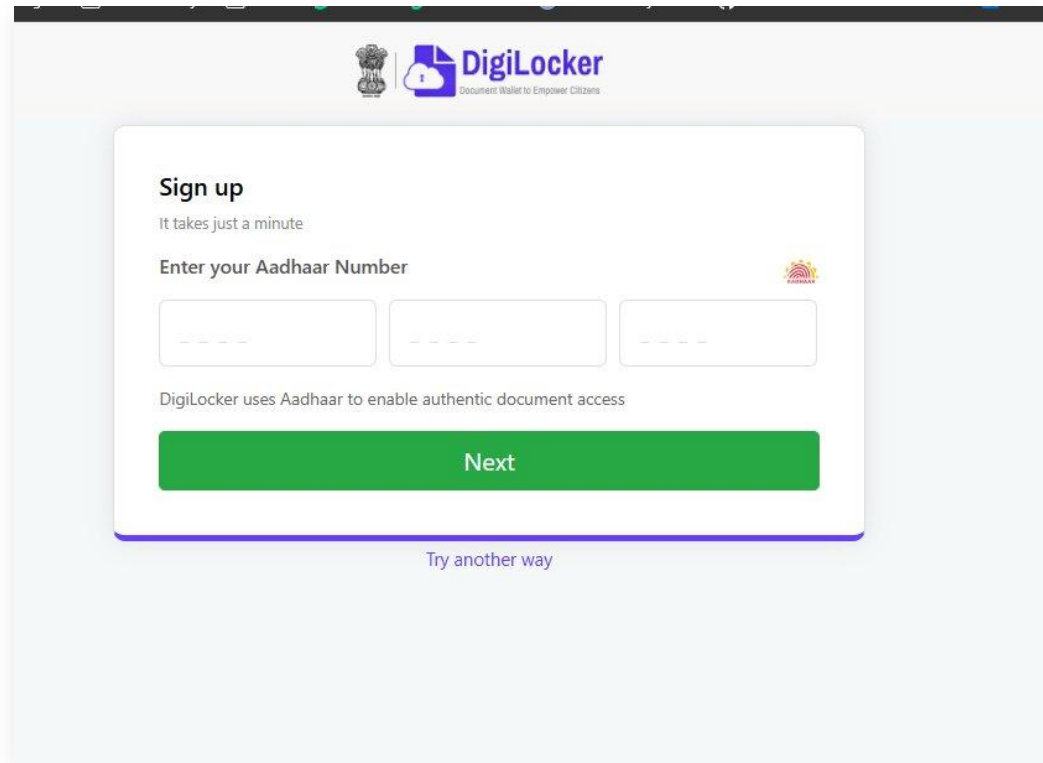
The client is redirected to the Digilocker portal, enters Aadhaar number, completes Aadhaar OTP, and grants Setu (our consent partner) access to issued Aadhaar Card and PAN Verification Record. Documents return to ORCA digitally signed.

### B "No, they are not linked" → Sub-flow 2

If Aadhaar–mobile is not linked, Digilocker cannot complete the OTP. The client manually uploads PAN (front) and Aadhaar (front + back) — captured via camera or file upload.

# Digilocker Path · Aadhaar Authentication

Client authenticates on the Digilocker portal using Aadhaar number followed by mobile OTP issued by UIDAI.



Digilocker portal · Aadhaar number entry

## How the Digilocker leg works



### Redirect to Digilocker

Browser redirects to digilocker.gov.in via Setu's authorize URL.



### Enter Aadhaar number

12-digit Aadhaar entered by the client; UIDAI issues a mobile OTP.



### Aadhaar OTP

OTP entered on Digilocker; user is signed into their Digilocker account.



### Issued Documents

Aadhaar Card and PAN Verification Record become available for consent.

# Digilocker Path · Consent to Share Documents

Client explicitly consents to share Aadhaar Card and PAN Verification Record with Setu (Enrich's API partner).

Please provide your consent to share the following with **Setu**:

- Issued Documents (6) Select all
  - Aadhaar Card ( XX8683 )
  - Driving License ( XX942016 )
  - Driving License ( XX010294 )
  - PAN Verification Record ( XXJ6366R )
  - ... View all 6 documents
- DigiLocker Drive
- Profile information  
Name, Date of Birth, Gender
- Get your Email
- Get your care of person name
- Get your address
- Get your profile picture
- Consent validity date (Today + 30 days)  
28-May-2026 Edit
- Purpose  
Know Your Customer

Consent validity is subject to applicable laws. By clicking 'Allow', you are giving consent to share with **Setu**.

## What is shared

Item	Detail
Aadhaar Card	Issued document (e-KYC XML / PDF)
PAN Verification Record	Income-tax issued PAN proof
Profile Information	Name, Date of Birth, Gender
Address & Photograph	From Aadhaar profile
Consent Validity	Today + 30 days (editable)
Purpose	Know Your Customer (KYC)

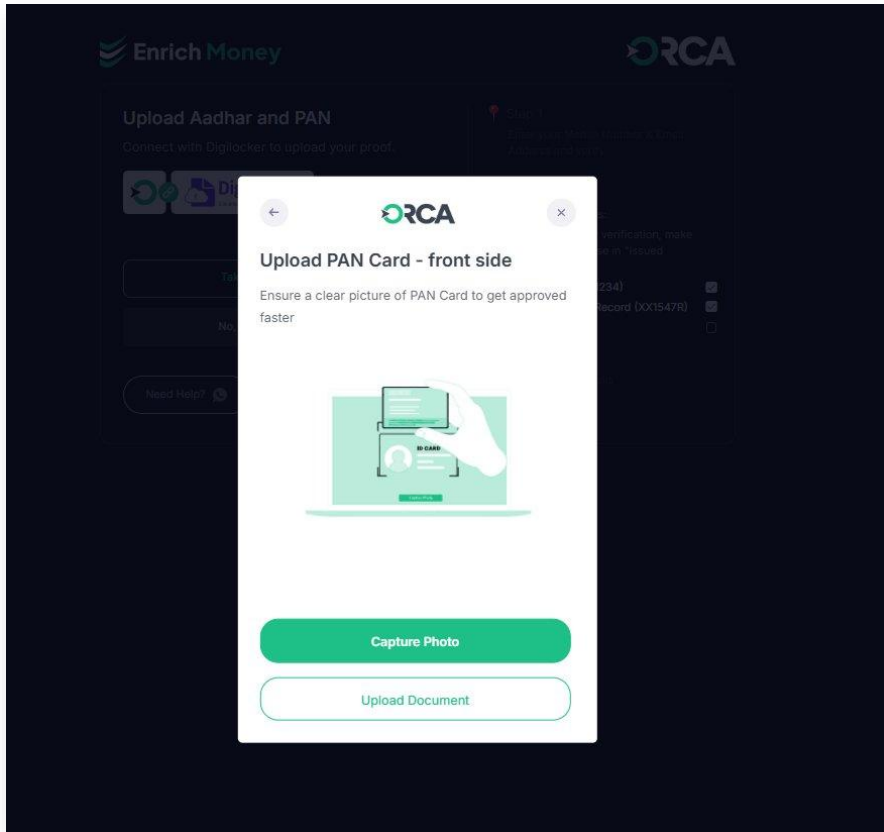


### Allow / Deny is a hard gate

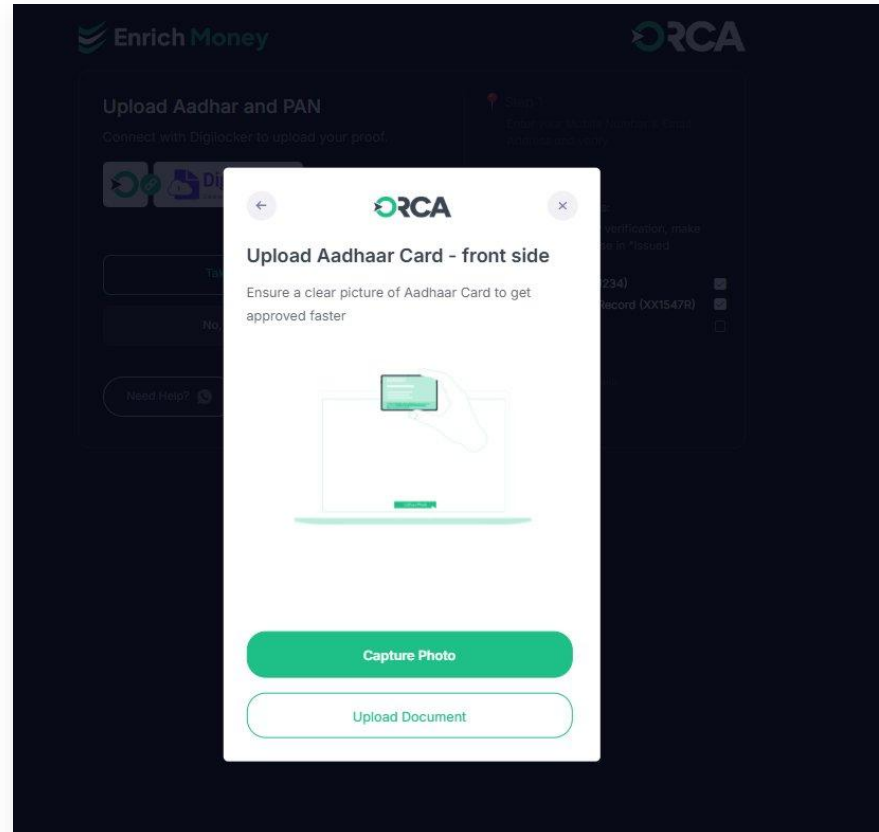
If the client clicks Deny, Digilocker returns no data and ORCA falls back to manual upload.

# Manual Upload Path · PAN + Aadhaar (Front & Back)

Triggered when the client indicates Aadhaar is not linked to a mobile number — Digilocker cannot send OTP.



Modal · Upload PAN Card — front side



Modal · Upload Aadhaar Card — front and back

## Backend checks

- ✓ OCR on PAN front
- ✓ OCR on Aadhaar front
- ✓ OCR on Aadhaar back
- ✓ PAN Name vs Aadhaar Name match
- ✓ PAN-NSDL verification
- ✓ Image quality & legibility check

## STEP 4

# Personal Details Confirmation

Client reviews KYC-derived personal data and supplies marital status, mother's name, and any address corrections.

**Enrich Money** **RCA**

**Personal Details**

Marital Status: Single (dropdown) | Mother Name: LALY JOSE

**Additional Information**

Name as per PAN: [empty] | Father Name: [empty]

Date of Birth: 07-07-1998 | Gender: Male (dropdown)

**Address Information**

Address Line 1: S/O, .

Address Line 2: Koz | Pincode: 6

City: KO (dropdown) | State: K (dropdown)

Need Help? [icon] | Continue

### Pre-filled from KYC source

- ✓ Name as per PAN
- ✓ Date of Birth
- ✓ Gender
- ✓ Father's Name
- ✓ Address Line 1, 2
- ✓ Pincode, City, State

### Captured / confirmed by client

- Marital Status**: Single / Married / Other
- Mother's Name**: Not in PAN/Aadhaar; client enters
- Address override**: Optional — only if KYC address is stale

## STEP 5

# Bank Details — RPD or IFSC Path

Client links a bank account using either UPI Reverse Penny Drop (₹1) or manual IFSC + account number entry.

Enrich Money ORCA

Bank Details

Link Using UPI Link Using IFSC

Scan & pay

1 rupee will be debited from your account to verify the details, you will receive the refund once the verification is completed

UPI lite is not supported for scanning

QR Code

Need Help?

Step 3: Add personal details

Step 4: Add your Bank details

Step 5: Declarations and Nominee

Step 6: Upload Income proof

Step 7: IPV and Signature upload

Path A · Link Using UPI — scan QR, pay ₹1 (refunded)

Enrich Money ORCA

Bank Details

Link Using UPI Link Using IFSC

Account Type

Savings Current

Account Number Confirm Account Number

IFSC Code

Enrich Money will deposit 1 Rupee to your bank account as penny drop validation

0 / 4 Bank details updation tries done

Need Help? Continue

Step 3: Add personal details

Step 4: Add your Bank details

Step 5: Declarations and Nominee

Step 6: Upload Income proof

Step 7: IPV and Signature upload

Path B · Link Using IFSC — Account No. + IFSC + ₹1 penny drop

## Bank validation

- ✓ ₹1 reverse penny drop confirms bank ownership
- ✓ PAN-name vs bank-name match
- ✓ Active account & valid IFSC check
- ✓ Max 4 retries on bank update

## STEP 6

# Declarations & Trading Preferences

Client supplies regulatory declarations, picks active segments, and confirms standard SEBI / DP authorisations.

The screenshot shows the 'Declarations' section of the Enrich Money ORCA interface. It includes dropdown menus for Nominee, Qualification Declaration (Under Graduates), Income Range Declaration (1 Lakhs to 5 Lakhs), Trading Experience (1 Year to 5 Years), Occupation Declaration (Private Sector Service), Commodity Classification (Others), and Running Account Settlement (Quarterly). Below this is the 'Trading Preferences' section with checkboxes for Cash/Mutual Fund, F&O, Currency, and Commodity. The 'Other Declarations' section contains several checked statements regarding political exposure, securities credit, margin instructions, interest/dividends, account statements, email ID sharing, annual reports, and holding statements. A 'Continue' button is visible at the bottom right.

Screen · Declarations form (Nominee, Income, Trading Experience, Occupation, etc.)

## Captured declarations

- ✓ Qualification & Income range
- ✓ Trading Experience & Occupation
- ✓ Commodity classification
- ✓ Running Account Settlement frequency
- ✓ Contract notes delivery preference
- ✓ Standard SEBI / DP authorisations (8 items)

## Trading Preferences

### All Segments

Cash / Mutual Fund + F&O + Currency + Commodity

### Only Equity

Cash / Mutual Fund only

### Custom

Pick segments — Cash is the default

# Risk Disclosure on Derivatives

Mandatory SEBI risk disclosure shown when the client opts into F&O / Currency / Commodity. Continue is gated on acknowledgement.

**Enrich Money** **ORCA**

**Declarations**

Nominee Add Nominee Later ▾

Qualification Declaration Under Graduates ▾

Income Range Declaration 1 Lakhs to 5 Lakhs ▾

Trading Experience 1 Year to 5 Years ▾

**Risk disclosures on derivatives**

- 9 out of 10 individual traders in equity Futures and Options Segment incurred net losses.
- On average, loss makers registered net trading loss close to ₹50,000.
- Over and above the net trading losses incurred, loss makers expended an additional 28% of losses as transaction costs.
- Those making net trading profits, incurred between 15% to 50% of such profits as transaction cost.

Source: SEBI study

**I understand**

I understand my order to accept all pre-emptive margin pledge instructions without further approval

I authorize credit of interest/dividends directly to my registered bank account via ECS

I wish to receive an account statement as per SEBI regulations

I consent to share my email ID with the RTA

I prefer to receive annual reports via email at my registered email ID

Please send the Electronic Transaction-cum-Holding Statement to my registered email

Need Help? Processing...

Modal · Risk disclosures on derivatives (Source: SEBI study)

## Disclosed statistics (SEBI study)

**9 / 10**

Individual F&O traders incurred net losses

**₹50,000**

Average net loss for loss-makers

**+28%**

Extra losses from transaction costs

**15 – 50%**

Profit-makers' costs as % of profits

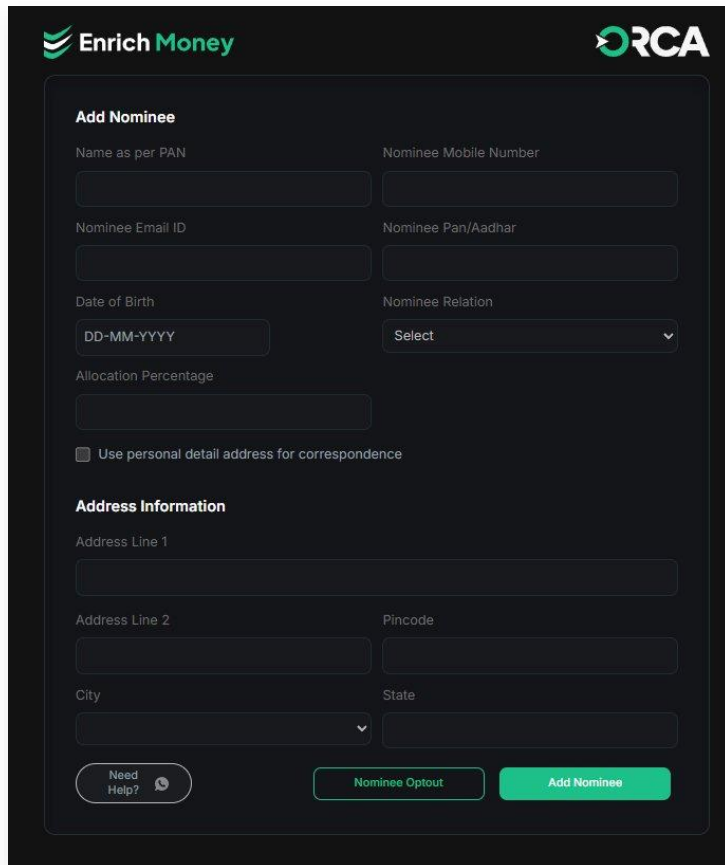


Continue is enabled only after the client clicks 'I understand'.

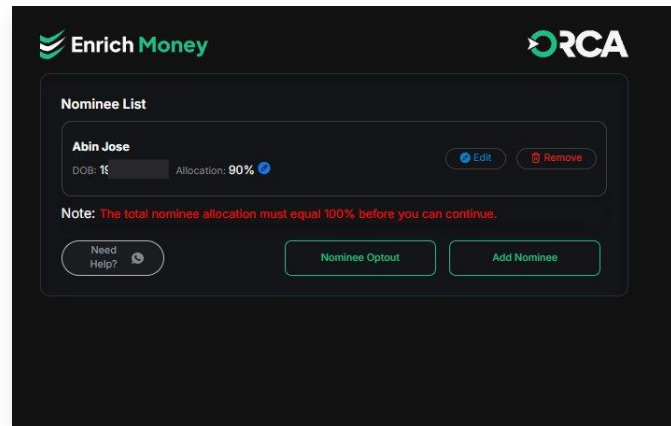
## STEP 7

# Add Nominee — Up to 3 Nominees or Opt-Out

Per SEBI mandate, the client either nominates one to three persons (totalling 100%) or explicitly opts out.



Screen · Add Nominee form



Screen · Nominee List — total allocation must equal 100%

### Captured per nominee

- ✓ Name as per PAN · Mobile · Email
- ✓ PAN / Aadhaar · Date of Birth
- ✓ Nominee Relation · Allocation %
- ✓ Address (or 'use personal address')

### Rules & guard-rails



#### 1 to 3 nominees

SEBI permits up to three nominees per demat account.



#### Allocation = 100%

Continue is blocked until total allocation across nominees sums to 100%.



#### Minor nominee

Guardian PAN / Aadhaar required if a nominee is below 18.



#### Explicit opt-out

Client can choose 'Nominee Optout' — recorded as a signed declaration.

STEP 8

# Activating Segments — Income Proof Upload

Required for derivatives activation. Cash-only clients can Skip; F&O / Currency / Commodity clients must upload an accepted proof.

## Decision logic

**Continue → derivatives active**

OCR runs on the chosen proof. Eligible clients have F&O / Currency / Commodity segments enabled at activation.

**Skip → cash + mutual fund only**

Account opens with Cash / Mutual Fund segment only. F&O can be enabled later by re-uploading proof.

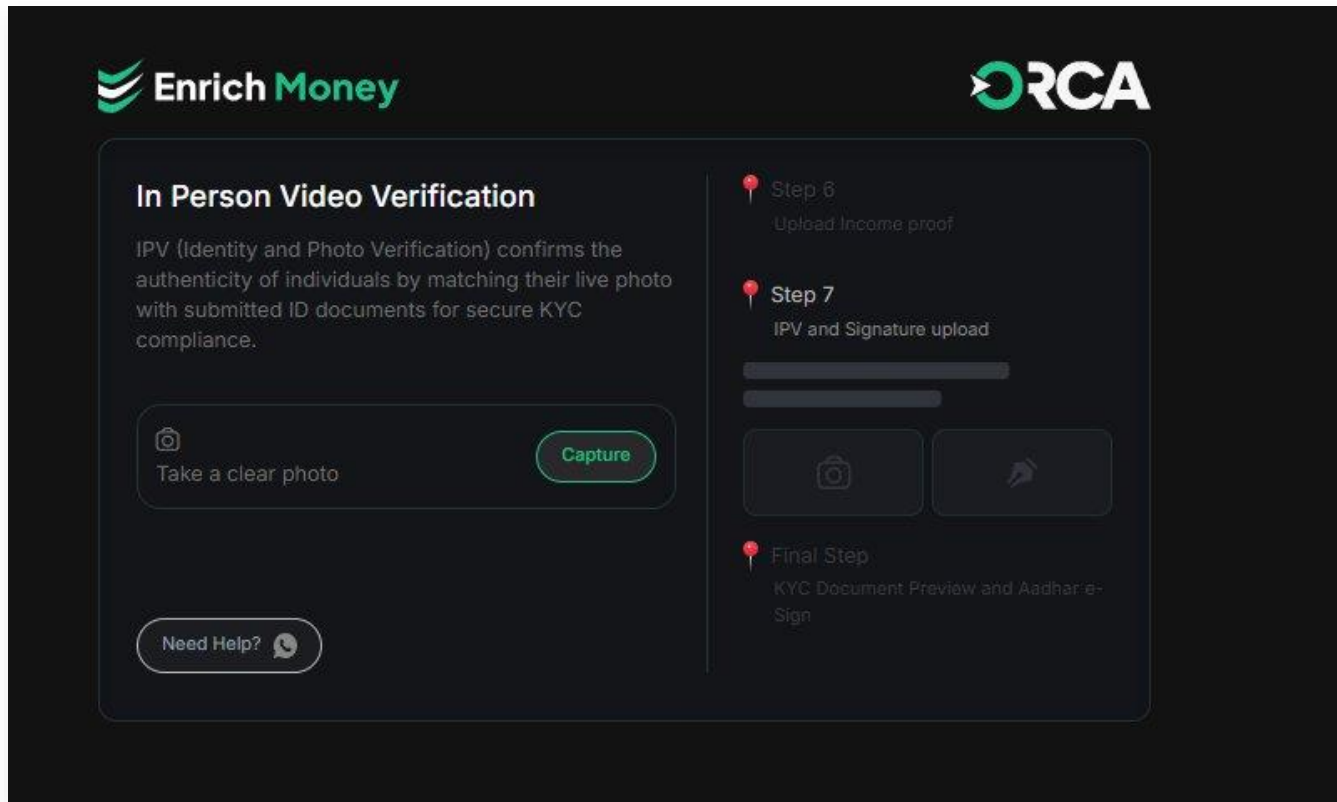
Screen · Upload a 6-month bank statement (or other accepted proof)

## Type of Proof options

Bank Statement OCR · ITR OCR · Payslip OCR · Form 16 OCR · Other

# In-Person Video Verification (IPV)

A live photograph of the client is captured and matched against the Aadhaar / PAN photo on file.



Screen · IPV — Take a clear live photo (no upload)

## Liveness & match checks



### Live capture only

Camera permission required; uploaded files not accepted.



### Liveness detection

Anti-spoof checks reject printed photos / video replays.



### Face match

IPV photo matched with Aadhaar / PAN photo on record.



### Audit trail

Photo timestamped and stored linked to Application No.

# Signature Capture

Client signs on-device (mouse / touch / stylus) or uploads a scanned signature image. Affixed to the KYC form.

The screenshot shows the 'Signature Verification' screen. At the top left is the 'Enrich Money' logo and at the top right is the 'ORCA' logo. Below the logos are two buttons: 'Sign on device' (highlighted) and 'Upload file'. In the center is a white canvas displaying a handwritten signature. Below the canvas is a 'Clear' button. At the bottom left is a 'Need Help?' button with a speech bubble icon, and at the bottom right is a green 'Continue' button. On the right side of the screen, there is a vertical progress bar with three steps: 'Step 6 Upload Income proof', 'Step 7 IPV and Signature upload' (with a progress bar), and 'Final Step KYC Document Preview and Aadhar e-Sign'. Below the progress bar are two icons: a camera and a stylus.

Screen · Sign on device (or Upload file)

## Two capture modes



### Sign on device

Free-hand signature on the canvas using mouse, finger or stylus. Clear button available.



### Upload file

Upload a scanned signature image (PNG / JPG). Image is auto-cropped and white-balanced.

# KYC Form Preview

Final 26-page consolidated KYC form rendered for client review before e-signing. All fields are pre-filled.

Note: You have signed 0 out of 1 files. 1 file is pending signature.

1 of 26 Automatic Zoom

**Know Your Client (KYC) Application Form (For Individuals Only)**

Enrich Money  
Enrich Financial Market Private Limited

Application Number: PFN  
Application Type:  New KYC  Modification KYC

**KYC Mode: (Please tick)**  
 Normal  EKYC OTP  EKYC Biometric  Online KYC  Offline KYC  Digilocker

**1. Identity Details (Please Refer Guidelines Overleaf)**

PAN Number: t  
 Client Name: A  
 Maiden Name:  
 Father/Spouse Name: J  
 Date Of Birth: 1988-07-07  
 Gender:  Male  Female  Trans  
 Marital Status:  Single  Married  
 Nationality:  Indian  Others  
 Residential Status:  Resident Individual  Non-Resident Indian  
 Foreign National  Person of Indian Origin

(Passport mandatory for NRIs and Foreign Nationals. PIO selection is only for CKYC and not for KRA KYC. Select NRI or Foreign National based on Nationality of the individual.)

**Proof of Identity (POI) submitted for PAN exempted cases (Please tick)**

A - Aadhaar Card XXXXXXXX8883  
 B - Passport No.  
 C - Voter ID  
 D - DL  
 E - NREGA Card  
 F - NPR  
 Z - Others

**2. Address Details (Please Refer Guidelines Overleaf)**

**A. Correspondence Address / Local Address**

Address Line 1: SJ  
 Address Line 2: Kc  
 Address Line 3:  
 City/Town/Village: KC District: b PIN: e  
 State: KER Country: India  
 Address Type:  Residential / Business  Residential  Business  Registered Office  Unspecified

Need Help? Continue

## Form contents (auto-assembled)

- KYC Mode tick (Online KYC / Digilocker)
- Identity details: PAN, Name, Father, DOB
- Address from Aadhaar (correspondence + permanent)
- Bank details and segments selected
- Declarations and Trading Preferences
- Embedded photograph (from IPV)
- Embedded signature image
- PoI / PoA references and document IDs



Form is generated server-side as a PDF and watermarked with Application No.

# Aadhaar e-Sign — Final Authentication

Client e-signs the consolidated KYC PDF with Aadhaar OTP via Setu / Pine Labs (UIDAI eSign).

**Know Your Client (KYC) Application Form (For Individuals Only)**

Please fill this form in BLOCK LETTER and in BLOCK letters  
 \* Fields marked \* are mandatory  
 \* Fields marked \* are pertaining to CKYC and mandatory only if processing CKYC also

Enrich Money  
 Enrich Financial Market Private Limited  
 Application Number: PFN0032077  
 Application Type:  New KYC  Modification KYC

**KYC Mode: (Please tick)**  
 Normal  EKYC OTP  EKYC Biometric  Online KYC  Offline KYC  Digilocker

**1. Identity Details (Please Refer Guidelines Carefully)**

Pin Number	8
Client Name	2
Maidan Name	2
Father/Spouse Name	2
Date Of Birth	10
Gender	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Trans
Marital Status	<input checked="" type="checkbox"/> Single <input type="checkbox"/> Married
Nationality	<input checked="" type="checkbox"/> Indian <input type="checkbox"/> Others

KYC\_Form-32077-28\_April\_2026-11:39:48\_AM.Pdf

Signer name  
Abin Jose

[View full document](#)

Provide your Aadhaar number & verify it with OTP to sign the document

**Sign document**

secured by

## e-Sign mechanics

1

### Confirm signer name

Filename, signer name and 'View full document' link displayed.

2

### Aadhaar + OTP

Client enters Aadhaar number; UIDAI sends OTP to linked mobile.

3

### Digital signature

UIDAI affixes a PKCS#7 signature to the KYC PDF via Setu.

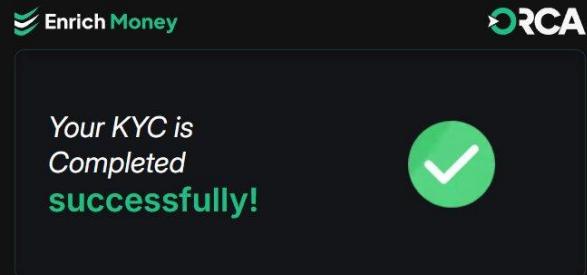
4

### Audit-grade artifact

Signed PDF with timestamp, hash and signer XML retained in storage.

# KYC Completed Successfully

Final confirmation screen. The client's account is now ready for activation by the back-office workflow.



## Back-office QC

Ops team reviews documents, photo and signed PDF.



## DP & Exchange push

Demat account opened with CDSL; UCC mapped at exchanges.



## Welcome to Orca

Login credentials emailed; client can place orders post-activation.

# ORCA KYC Onboarding — Compliance Summary

*Every step the auditor reviewed, mapped to its evidence captured.*

Step	Action	Evidence Captured	Anchor
1. Mobile	OTP verification + PAN duplicate check	OTP audit log, PAN status	SEBI KRA
2. Email	OTP or Google OAuth	Verified email + auth method	SEBI KRA
3a. Digilocker	Setu fetch with consent	Aadhaar XML, PAN VR, consent ID	UIDAI / Digilocker
3b. Manual	PAN front, Aadhaar front + back	Document images + OCR result	PMLA Rules
4. Personal	Confirm KYC data + add personal fields	Final client KYC record	SEBI KYC
5. Bank	UPI RPD or IFSC + ₹1 penny drop	Bank verification log, name match	SEBI KYC
6. Declarations	Trading prefs, segments, risk acknowledged	Declarations record, risk-ack flag	SEBI Risk Disclosure
7. Nominee	Add 1–3 (=100%) or explicit opt-out	Nominee record / opt-out declaration	SEBI Nomination Rules
8. Income Proof	Bank stmt / ITR / Payslip / Form 16 OCR	Proof image + OCR result (or Skip)	Exchange F&O eligibility
9. IPV	Live photo + liveness + face match	Timestamped photo + match score	SEBI Online KYC
10. Signature	On-device draw or upload	Signature image affixed to form	DP Operating Guidelines
11. Form Preview	Render 26-page CKYC form for review	Generated PDF (server-side)	CKYC Norms
12. e-Sign	Aadhaar OTP via Setu / UIDAI	Signed PDF + PKCS#7 signature XML	IT Act §3A — UIDAI eSign
13. Complete	Onboarding handed off to back-office QC	Application No. + activation ticket	Internal SOP

*Thank you · Questions are welcome*