

❖ CRM TRAINING

- ❑ New Demat or Trading Account Opening of Existing Unique id.

❖ When you open new Demat or trading account of existing unique id you got message of existing unique id.

CRM Module

CRM Module

Not secure | vision.com/UniqueRegistration/UniqueClientMaster

Please Confirm Financial year before doing any entries.

Unique Client Master | SIHL | 2021-2022 | ANKUR | VIRALS

Unique Client Master

NOTES:

(1) Signature must be done on a white paper with a black ink pen only. (2) Documents should be uploaded in JPG, JPEG and PNG format only.
(3) For Aadhaar Based Digital Sign, your mobile number must be registered with Aadhaar Number.

Message

Your CKYC is Pending for Unique ID :758. Please submit pre-printed CKYC form.

CONTINUE

PERSONAL DETAILS

OTHER DETAILS


ADDITIONAL DOCUMENTS

VERIFY

NEXT

Type here to search

ENG 17:39 13-10-2021

- 
- If you got this message then you must do CKYC modification entry in CRM system in existing unique id and submit preprinted digital signed CKYC form along with POA and Auto debit form.
 - If you submit only POA and Auto debit form without CKYC entry and form of existing unique id then New account is not activate.

❖ **Open New Trading Account of Old Closed Trading Account.**

- Client Demat account open as per our current digital account opening process.
- — Trading account open process is physical. You should fill up a physical form and submit it along with all hard copy documents.
- Note : — Closed to Active trading account processes take 8 to 10 days.
- Download Path : www.sihl.in => Download => KYC Forms

❖ **Minor Account Opening.**

- In New Minor account opening submit Guardian CKYC form along with Guardian documents.
- Download Path : www.sihl.in => Download => KYC Forms

❖ **Non-Individual Account Opening.**

- In New Non-Individual account opening submit Legal Entity CKYC form and Related Person CKYC form along with documents.
- Download Path : www.sihl.in => Download => KYC Forms

❖ Add additional Documents

- For additional documents upload you must click on add button after upload the document.

CRM Module

vision.com/UniqueRegistration/UniqueClientMaster

CRM MODULE

Dashboard

Master Data

Unique Registration

Unique Client Master

Unique Client Modification

Unique Client Verification

Unique Branch Transfer

Email & Mobile Update

Name Update

Client Registration

Import Export

Reports

Compliance - Audit

Utility

Unique Client Master

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PERSONAL DETAILS SECOND AND THIRD HOLDER DETAILS NOMINATION DETAILS OTHER DETAILS

Additional Documents

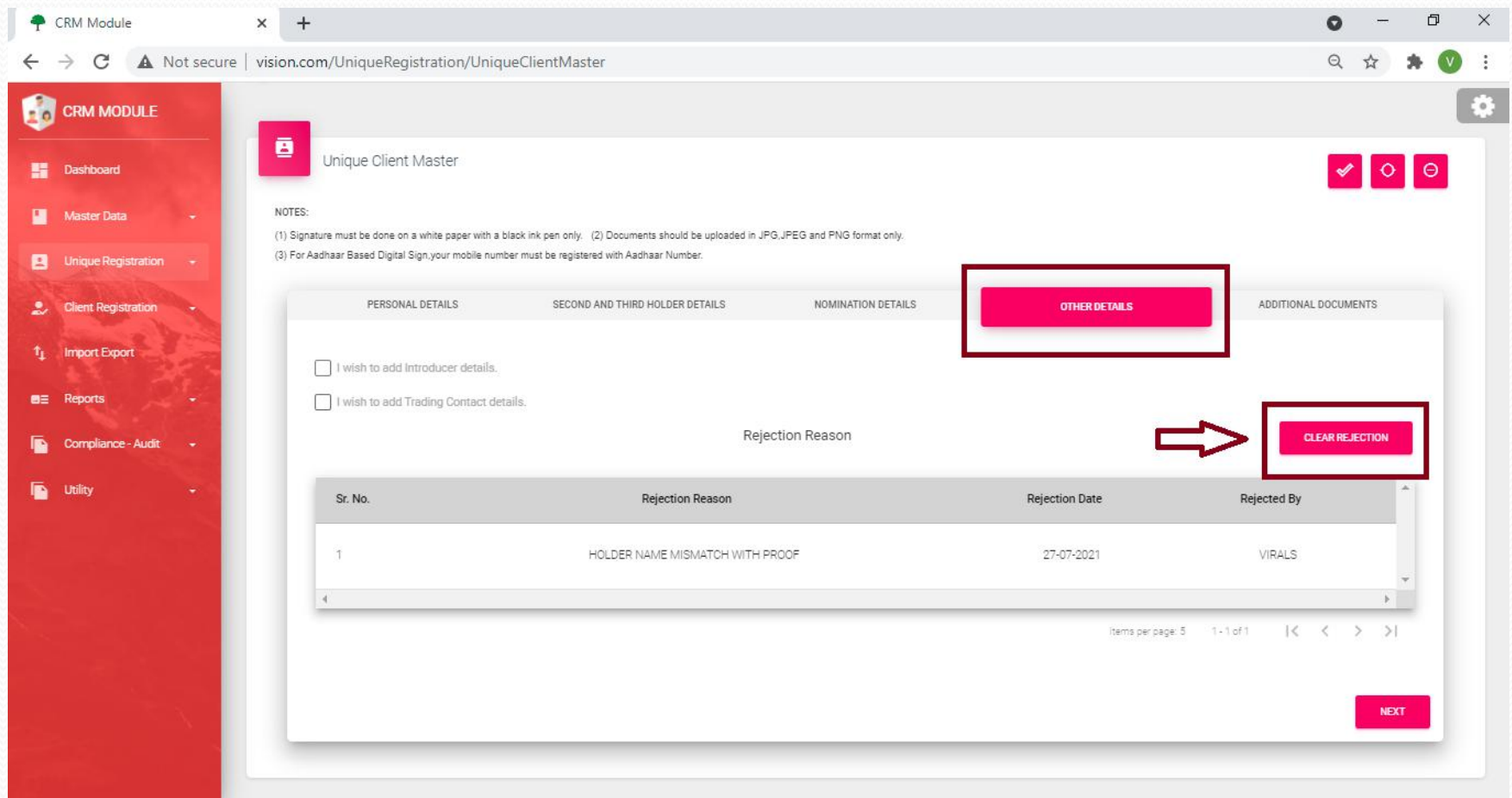
Holder Document Type

Delete	Holder	Document Type	Image Type	Image
Delete	First Holder	Address1	image/jpeg	

Items per page: 5 1 - 1 of 1

❖ Clear Rejection.

- When you solve the query and do digital signature before you should clear the rejection.



The screenshot shows the 'Unique Client Master' interface in the CRM Module. The page title is 'Unique Client Master' and it includes a 'NOTES' section with three instructions: (1) Signature must be done on a white paper with a black ink pen only. (2) Documents should be uploaded in JPG, JPEG and PNG format only. (3) For Aadhaar Based Digital Sign, your mobile number must be registered with Aadhaar Number.

The interface has a navigation menu on the left with options: Dashboard, Master Data, Unique Registration, Client Registration, Import Export, Reports, Compliance - Audit, and Utility. The main content area has tabs for 'PERSONAL DETAILS', 'SECOND AND THIRD HOLDER DETAILS', 'NOMINATION DETAILS', 'OTHER DETAILS', and 'ADDITIONAL DOCUMENTS'. The 'OTHER DETAILS' tab is active and contains two checkboxes: 'I wish to add Introducer details.' and 'I wish to add Trading Contact details.' Below these is a 'Rejection Reason' section with a table:

Sr. No.	Rejection Reason	Rejection Date	Rejected By
1	HOLDER NAME MISMATCH WITH PROOF	27-07-2021	VIRALS

At the bottom right of the table, there is a 'CLEAR REJECTION' button, which is highlighted with a red box and an arrow. Below the table, there is a 'NEXT' button. The page also includes a 'CRM MODULE' header and a 'Unique Client Master' sub-header.

❖ General Rejection Points.

- New Account opening receipt pending.
- CKYC pending of existing Unique Id.
- Holder's signature mismatch in POA form and uploaded in system.
- Witness pending in POA form.
- Holder's documents not clear uploaded.
- Penny drop use in second holder and bank proof not uploaded.
- MICR Code, IFSC code or Bank name not mention in Bank proof.

- Holder name mismatch in proof. (PAN, Aadhar Card and Bank)
- In person Image not proper upload.(Selfie upload with different person, IPV image OTP and system OTP mismatch)
- Signature black and white not upload.
- Digital signature done by wrong holder.
- **Note : From 1st October 2021, For New account opening no need to submit physical Nominee form and documents. It is included in Account Opening Form.**