

VIDEO KYC (VKYC) TERMS & CONSENT AGREEMENT
TRANSCORP INTERNATIONAL LIMITED

1. INTRODUCTION

These Video KYC (VKYC) Terms & Conditions ("Terms") constitute a legally binding agreement between the customer ("Customer", "you", "your") and Transcorp International Limited ("Transcorp", "Company", "we", "us", or "our") governing the Video-based Customer Identification Process (VCIP) for onboarding and verifying Customers for our Prepaid Payment Instrument (PPI) programs. This process is conducted in compliance with the guidelines issued by the Reserve Bank of India (RBI).

By proceeding with the VKYC process, you explicitly agree to these Terms and provide your consent for digital verification through video interaction. You further acknowledge that non-compliance with these Terms may result in rejection of your KYC verification and impact your ability to access our services.

2. CONSENT & AUTHORIZATION

By initiating the VKYC process, you voluntarily and unconditionally consent to the following:

- a) Participation in a video-based identity verification process.
- b) Submission of personal information and official KYC documents for verification.
- c) Recording of the VKYC session for regulatory compliance, security, and audit purposes.
- d) Verification of your location and identity via live interaction, image capture, and AI-based facial recognition technology.
- e) Use, processing, and storage of your data in accordance with applicable laws and regulatory requirements.
- f) Disclosure of your KYC details to Transcorp's authorized agents, regulatory authorities, and third-party service providers for compliance, fraud prevention, and operational purposes.
- g) Retention of your VKYC data and recordings as mandated by RBI and applicable data protection laws.

You hereby affirm that all information and documents provided are authentic, accurate, and up to date. Any misrepresentation or fraudulent submission may result in immediate rejection of the VKYC process and potential legal consequences.

3. ELIGIBILITY & CUSTOMER RESPONSIBILITIES

To successfully complete the VKYC process, you must:

- a) Be a resident of India with valid identity and address proof (e.g., Aadhaar, PAN).
- b) Have access to a stable internet connection and a device with a functioning camera and microphone.

- c) Be physically present within the territory of India during the VKYC session.
- d) Ensure that the verification process is conducted in a well-lit and distraction-free environment.
- e) Follow all instructions provided by Transcorp's authorized VKYC agent.

4. VKYC PROCESS OVERVIEW

The VKYC process consists of the following steps:

- a) Consent Confirmation – Your explicit consent will be obtained before proceeding.
- b) Liveliness Check & Verification – You will be required to confirm a 6-digit security code and provide two other personal details (e.g., Name, DOB, Father's Name).
- c) Live Image Capture & Facial Recognition – Your live image will be captured and verified against your Aadhaar and PAN records.
- d) Identity Verification – You must display your PAN card on the video call, and an authorized VKYC agent will capture image and verify its details.
- e) Geolocation Verification – Your physical location will be validated to confirm presence in India.
- f) Document & Data Verification – Your identity details will be cross-checked with Aadhaar and NSDL records.
- g) Final Review & Approval – An authorized officer will review the VKYC session before approving the account activation.

5. DATA PROTECTION & PRIVACY

Transcorp is committed to protecting your personal data in compliance with applicable data protection laws. Your VKYC data will be handled as follows:

- a) Data will be processed solely for identity verification and regulatory compliance.
- b) VKYC recordings will be securely stored for the period prescribed by RBI and will not be used for any unauthorized purposes.
- c) Access to your VKYC data will be restricted to authorized personnel and regulatory authorities as required by law.
- d) Transcorp shall not be liable for any data breaches caused due to negligence, third-party interference, or circumstances beyond its reasonable control.

6. REJECTION & REATTEMPT POLICY

Your VKYC application may be rejected under the following circumstances:

- a) Discrepancies or mismatches in provided information/documents.
- b) Poor video/audio quality or unstable network connectivity.
- c) Presence of unauthorized individuals during the VKYC session.

- d) Any attempt to manipulate or falsify information.
- e) Non-compliance with RBI guidelines or these Terms.

If rejected, you may be permitted to reattempt the VKYC process, subject to Transcorp's policies. Multiple failed attempts may result in the denial of service.


7. REGULATORY COMPLIANCE & AMENDMENTS

This VKYC process is conducted in accordance with RBI's Master Directions on KYC, as amended from time to time. Transcorp reserves the right to modify these Terms to ensure continued compliance with regulatory requirements. You will be notified of any significant changes, and your continued use of the VKYC services shall constitute acceptance of the updated Terms.

8. CONTACT & SUPPORT

For any queries related to the VKYC process, you may contact us at:

 **Email:** cards@transcorpint.com

 **Helpline:** 7597182222

By proceeding with the VKYC process, you acknowledge that you have read, understood, and agreed to these Terms and provide your explicit consent for digital verification.