

To: All entities registered with Central KYC Records Registry (CKYCRR)

Dear Sir / Madam,

Sub: Update in KYC Records -Originated on account of recently introduced customer centric facilities.

This communication follows our previous notification CKYC/2024-25/5016 dated April 01, 2024 wherein all the Reporting Entities were advised to invariably obtain the customer consent before downloading their KYC records from the Central KYC Records Registry (CKYCRR).

The CKYCRR has recently started providing access to the customers to his CKYC Card through the following means:-

- i. **View-Only CKYC Card (Web Portal):** Implemented in April 2024, the customers can now access their CKYC Card through the web portal.
- ii. **View-Only CKYC Card (Missed Call Facility):** Implemented in April 2024, customers can get their CKYC Card by initiating a missed call on the toll-free number **7799022129**.

Post the start of above facilities, we have been receiving complaints from customers stating that their KYC record has been downloaded without their consent and mismatch in their KYC detail submitted to RE in their CKYC Card. The complaints received on CKYCR helpdesk are being redirected to concerned REs for resolution at their end. Moreover, the customer are being advised to approach their Bank / FI to get their KYC details corrected in case of any mismatch.

All REs are, therefore advised, to sensitize their staff to proactively resolve the grievances of customers at their end and not to redirect to CKYCRR as any modification/correction in CKYCR Registry can be done at RE end only.