

IDBI Bank Ltd.

Process Flow

NRI Insta Online Service Request

Version 1.01



NRI Insta Online Service Request

In our continuous endeavor to provide contactless services to our esteemed NRI customers, an online NRI Insta Online Service Request link is created for submitting various account related service requests to their home branch and same may be accessed by clicking on following link: <u>https://nri.idbibank.co.in/instaonline/nricustomer</u>.

Salient feature of the Insta Online NRI Service request

Initially the following service may be availed via the *NRI Insta Online Service Request* <u>link</u> -

- a. Periodical KYC updation (ReKYC).
- b. Conversion of Resident account to NRO, on change in residential status.
- c. Grouping of family accounts.
- d. Updation of E-Mail/ Mobile Number.

To apply for select service request, customer is required to upload duly Signed and Scanned Request Form along with the other supporting documents in pdf format only and the size of each file should not exceed 5MB. Format applicable for each of the facility may be downloaded from home page or at application page.



• At home page, customer is required to enter customer id and click on Generate OTP tab.



- Post verification of the OTP, Document upload page will appear on the screen.
- Name of the customer will reflect against the mentioned customer ID and option to select desired service from drop down menu will be available to the customer.



1. If opted for	KYC update	facility, below	screen will appear.
-----------------	------------	-----------------	---------------------

East Vew Facebes Tools Help Dispanse biss • (2) Web Discloshey •		- manual	C. PROVIDE	5) • I	0 + 12 ⊕ + Pape+ Safe	dy * Tada * 📦
	(DBI E	BANK			
	Please upload comp To demulsuit form	detely filled and signed do Oak form	ocustetta.	-T		
	Hante.					
	Request for:	KYC opdate (Re-KYC)		×	-	
	KYC Form:		E	irowse		
100	Supporting Document:	-Select-		v	A A	
		E.	Browse		-	
FIN	Request Form:		Browse)		
		Upland Files				
BANKING	Autor: Only Pd	Net are alcosed and each file and	a must be less than 5 mb.			
NICI SERVICES		Logout				
	the second s					1, 100%

Sufferent per . M. Ant pro paper .	11			50 · 10	•	Safety + Toola +
		DBI BAN	ĸ			
	Rat	Document Upload	5.3			
	Customer ID:			T		
	Name:					
	Request for:	KYC update (Re-KYC)	5	e l		
	KYC Form:	l'	Browse			
1	Supporting Document:	Passport		1	- 19	2
-	_	VISA/OCI/CDC Address Proof Any other/Disease startify below:			A	5
	Request Form:	Biowi	1 1			0
		Upload Files		-		
NR BANKING	Ante: Only P	of Nex are alcosed and each Nexus must be less t	tuer 5 mB.	-		
SERVICES		191122		-		

• Customer need to download the Request form and KYC form from the home page or may download from the link provided on the page.



- Completely filled and duly signed format to be uploaded at appropriate place provided.
- All the self-signed KYC related documents to be uploaded at the suitable place and press the submit.

 Importation Tools Importation Tools	htt Banong	Still Banking	2 DEListanet	🧃 IDEI Bank Ltd.	👹 : EDBE Bank Ltd :	× 00
🗿 Suggested Stee 🔹 👰 Den Thea Salley 🔹				- te	🛛 • 🗆 👼 • Page •	Selety • Tools • (
	В	iDBI ank Aisa Do	BANK st Jaisa			
INS	TA S	ERVIC	E REQ	UEST		
(
	Request Sul	bmitted successfully Ple	ase Note Your Reque	st No : 1069		h
-	Request for:	Select			X	
	Rote: (Upload File	size must be less than 5 mb.			
ALL STREET	1000		ro-ovoleterneospetitik			
NRI BANKING SERVICES DI		Logout		irt		
NRI BANKING SERVICES Di		Logout		rtin		



2. When opted for conversion of account from resident to NRO below screen will appear.

e Edit View Facantes Tools Help	the P + C [] filling	Millianking	C DEbrowi	🗃 Diti Berk Ust.	DE Bark Ltd =	•
(2) Leggerted lites • (2) then files failing •				5 - 1] - 🗟 👼 - Paper S	dwy • Teala • 😥 •
r	Ban					
	-	Document Uploa	d	-		
	Customer ID:					
	Name:		ŧ			
	Request for:	Conversion of Resid	ent account to NRI	~		
	Supporting Document:	-Select-				
	Passport :	Address Proof Any other(Please sp	acity below)		A	R.
	Account Conversion Form:		Browsa		X	-
E MA	Account variant (SOF):	1	Browse		5	-
	Request Form:	[Browse			
NRI BANKING	Table: Only Ref 1	Updowd Files Nes als allowed and and the size	must be last than 5 mile.	141		
						5,105% +

- Customer need to download the Request form, conversion form and account variant from the home page or may download all the documents from the link provided on the page.
- Completely filled and duly signed format to be uploaded at place provided.
- All the self-signed KYC related documents to be uploaded at the suitable place and press the submit.
- While applying for conversion of account facility, if, "Invalid Customer Id" error appears in such case please mark a mail to Home Branch or at <u>nri@idbi.co.in</u>.



4. To update Mobile number and email Id customer is required to upload the selfattested identity proof apart from the request form.



5. On selection of family account grouping facility, applicable annexure to be uploaded by the customer along with request form.





- 6. On successfully submission of the request, customer will receive the communication containing the Request ID on registered mobile number as well as on registered mail ID.
- 7. If the request is rejected, then customer would receive the suitable communication with the reason of rejection and need to apply again with rectified documents.
- 8. In case of any query please mark mail to <u>nri@idbi.co.in</u> or to home branch.