

# Annexture I

## Pre-requisites

The pensioner needs to be ready with following to start the process:

1. A Computer/Mobile/Tab with Camera, GPS and Microphone facility.
2. Mobile Number linked with bank account number.
3. Aadhaar number with linked Mobile No. and/or Email ID.
4. Aadhaar number availability in Bank database.

## 1. Identification and Validation

- **Step 1 :-** Visit Bank's Corporate website [www.pnbindia.in](http://www.pnbindia.in) and select "Submit Life-Certificate through Video Call"
- **Step 2:-** Accept term and conditions. Enter Account No & Mobile No. registered with the Bank. Enter OTP delivered on pensioner's registered mobile number.

## 1. Identification and Validation

The diagram illustrates the two-step process for account verification and OTP validation. The first screenshot shows the 'Verification of Account Number' screen with input fields for Account Number and Mobile Number, and a 'Proceed' button. The second screenshot shows the 'OTP Verification' screen with a prompt to enter a 6-digit OTP and a 'Verify & Proceed' button.

**Verification of Account Number**

Kindly input your PNB account number and mobile number

**Account Number \***  
Enter your Account Number

**Mobile Number \***  
Enter your Mobile Number

I approve Punjab National Bank and it's representatives to Call or SMS regarding my Life certificate application. This consent overrides my registration for DNC/NDNC. I confirm that I am a resident of India.

**Proceed**

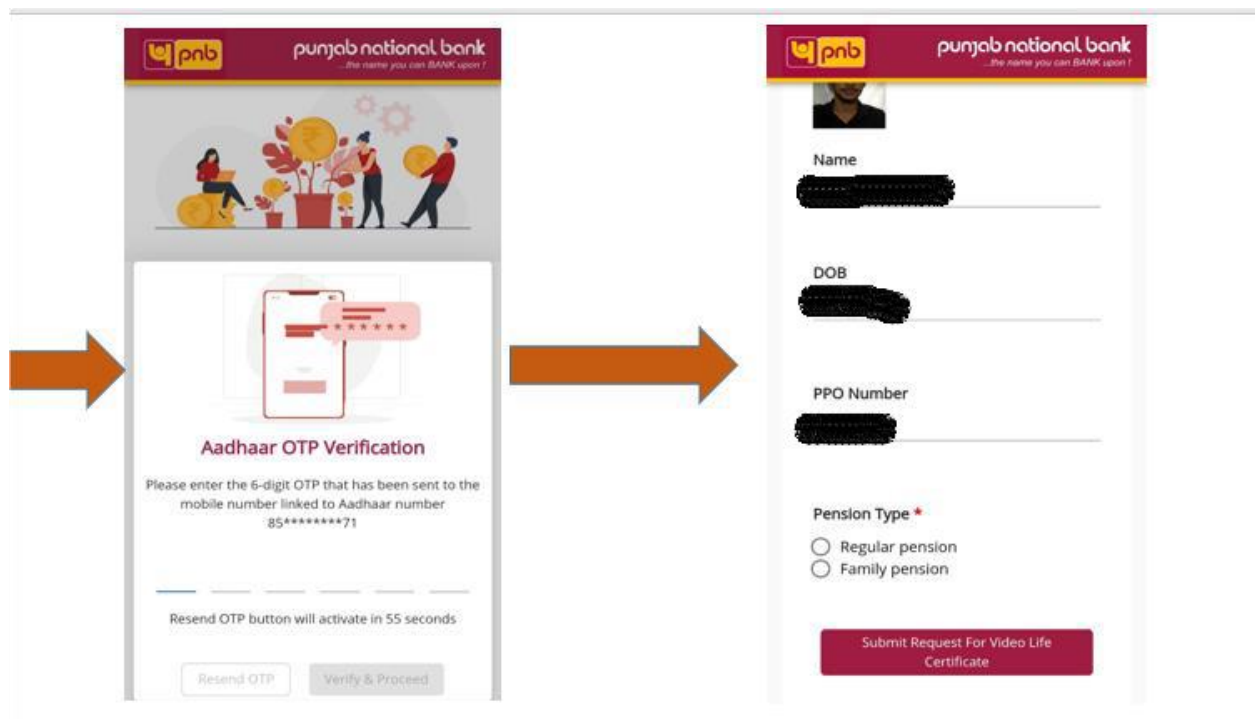
**OTP Verification**

Please enter the 6-digit OTP that has been sent to your registered mobile number ending with XXXXXX3343

Resend OTP button will activate in 44 seconds

**Resend OTP** **Verify & Proceed**

- **Step 3:-** Enter AADHAAR number, accept undertakings and enter OTP delivered on mobile number registered with Aadhaar
- **Step 4.** Select Pension Type: Regular or Family Pension. On selecting Family Pension, Pensioner will be prompted to mark response against RE\_MARRIAGE and RE\_EMPLOYED as “Yes or No”.



## 2. Video Call Initiation

- **Step 1:-** Now submit request for Life-Certificate through Video Call. Upon submission of request a Reference No. will be generated and displayed along with instructions on the Video Call- Life Certificate page. A text message

informing the Reference Number generated along with other necessary details will be sent to the Pensioner's Registered Mobile Number.

- **Step 2 :-** The pensioner shall be given an option to Start the call. On starting a Video Call, Pensioner will be welcomed by Bank Official and bank official will confirm the readiness and availability of pre-requisites from the pensioner. Four Random Questions will be asked by bank officials from the pensioner on video call.




### 2. Video Call Initiation

The image illustrates the two-step process of video call initiation. On the left, a form is displayed with the Punjab National Bank logo and tagline. The form includes fields for Name, DOB, and PPO Number, all of which are redacted with black bars. Below these fields is a 'Pension Type' section with radio buttons for 'Regular pension' (selected) and 'Family pension'. At the bottom of the form is a red button labeled 'Submit Request For Video Life Certificate'. A large orange arrow points from this form to the right, where a second screen is shown. This screen features a hand holding a smartphone with a video call icon. The text on the screen reads 'Please ensure you enable browser permissions' and 'After clicking start call please ensure to allow microphone and camera permissions prompted by browser, as it is required for us to initiate the call.' Below this text is a red 'Start Calling' button. At the bottom, there are two sections: 'Android' with requirements 'Battery saver should be off' and 'Lite Mode should be off in chrome settings', and 'iOS' with the requirement 'Safari Browser should be up to date'.

### 3. Video Call conversation and Validation

- **Step 1:-** On successful validation of all the parameters a message will be conveyed to the pensioner that the LC will be processed within 2 working days and an Acknowledgement will be sent to pensioner's registered mobile number by bank official.

### 3. Video Call conversation and Validation



**Reference No. generated: PNBPC9184356**

[Copy Details](#) [Download PDF](#)

Your request for life certificate updation have been submitted successfully. Life certificate will be updated only after completion of video life certificate process and LC authorization.

**During the call, Bank Official will interact and ask questions as desired for completion of process. They will also capture your photograph.**

**Punjab National Bank**

Ver 1.4

Enter your message

Incoming call at 5:44 PM  
November 20, 2021

Incoming call at 5:51 PM  
November 20, 2021

Incoming call at 2:55 PM  
November 22, 2021

Incoming call at 10:17 AM  
November 22, 2021

Incoming call at 1:08 PM  
November 22, 2021