

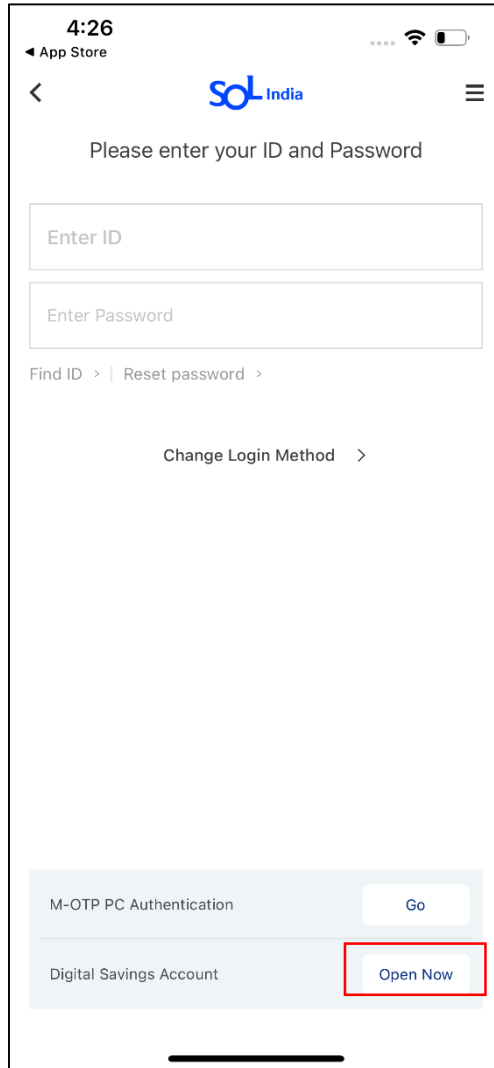
SOL App V-CIP

User Manual

Digital Savings Account Opening Journey

VCIP process from customer end

01



4:26
App Store

SOL India

Please enter your ID and Password

Enter ID

Enter Password

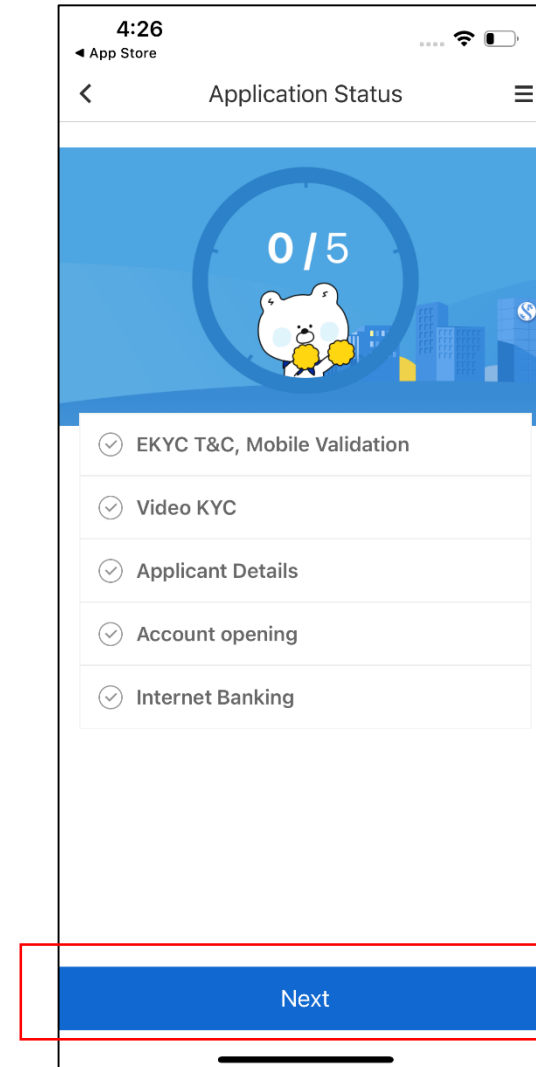
Find ID > | Reset password >

Change Login Method >

M-OTP PC Authentication Go

Digital Savings Account Open Now

After clicking on Open now it will redirect to Application Status



4:26
App Store

Application Status

0/5

- ✓ EKYC T&C, Mobile Validation
- ✓ Video KYC
- ✓ Applicant Details
- ✓ Account opening
- ✓ Internet Banking

Next

After clicking on "Next"

4:27
App Store

< Existing customer check

Pan Card No.

DNGPP8996S

Aadhaar No.

513565556464

Next

Have to enter correct
Pan Card No.

Enter Full 12 Digit
Aadhaar number



4:27
App Store

< Existing customer check

Pan Card No.

DNGPP8996S

Aadhaar No.

513565556464

Your details have been verified.
Please click "OK" to proceed with
Digital Savings Account opening.

Ok

Next

Aadhaar Number and
Pan Details will get
verified after that click
on "OK"

4:27
App Store

< FATCA / CRS Declaration

Welcome to Shinhan Bank INDIA.

FATCA / CRS Declaration
In what country are you obligated to pay taxes?

☒ I am an Indian citizen and a tax payer only in India. I am not a resident or tax payer of any other country.

☒ I am a resident for tax purposes in a country (or region) other than India and the USA.

Next

FATCA declaration

Click on "Next"



4:28

< PEP Declaration

Welcome to Shinhan Bank INDIA.

PEP Declaration
Do you have any issues for opening account?

☒ I am not a Politically exposed person

※ Politicians or other people who can't open accounts can only open accounts through Branch(offline)

Next

PEP Declaration

4:28

PEP Declaration

Welcome to Shinhan Bank INDIA.

PEP Declaration
Do you have any issues for opening account?

☒ I am not a Politically exposed person

※ Politicians or other people who can't open accounts can only open accounts through Branch(offline)

Next

Select the first option for PEP declaration

After that click on "Next"



4:28

T&C

EKYC T&C

☒ I have read and understood the applicable Terms and Conditions of the EKYC process and agree to proceed.

Next

Request to read the T&C for EKYC

4:28

< T&C

EKYC T&C

☒ I have read and understood the applicable Terms and Conditions of the EKYC process and agree to proceed. >

Next

After reading the T&C
click on it

After that click on
"Next"



4:29

< Device Verification

Please enter the below details

shinhan@bank.com

+91 mobile num

Request One time Password(OTP)

Enter the 6 digit code

Next

In this column have to
enter the email id and
mobile number

After entering the
mobile number click
this option to receive
OTP

After that click on
"Next"

4:31

< Device Verification ≡

Please enter the below details

noel8939@gmail.com

+91 8082144136

Re-Request for One Time Password(OTP)

02:36

Next

Enter correct email id
and mobile number



4:31

< Device Verification ≡

Please enter the below details

noel8939@gmail.com

+91 8082144136

Re-Request for One Time Password(OTP)

02:40

× Done


Next


After entering number
click on "Request for
One Time Password"

4:31

< Video consultation

Please keep the below documents handy for Video KYC

Pan Card (Mandatory) 

Aadhaar Card (Mandatory) 

If the information (eg: address) on your ID card is not updated, please update the same and then proceed further

You can update your correct information by using the relevant ID card website or by visiting their centres

* Video KYC can be disconnected if you answer regular phone call during Video KYC is in progress in IOS.

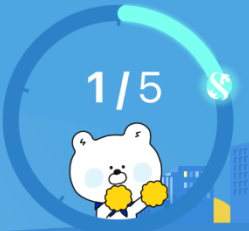
Next

Click on "Next"



4:31

< Application Status

1/5 \$ 

☒ EKYC T&C, Mobile Validation [Done](#)

☒ Video KYC

☒ Applicant Details

☒ Account opening

☒ Internet Banking

Next

Application Status page click on "Next"

4:32

< Video consultation

Please select your preferred branch.
*You will be connected to an agent from the branch you select for the Video KYC

Select the branch

MUMBAI BRANCH
NEW DELHI BRANCH
POONAMALLEE BRANCH
PUNE BRANCH
RANGA REDDY BRANCH
AHMEDABAD BRANCH

Next

You will get to see all the Branches



4:32

< Video consultation

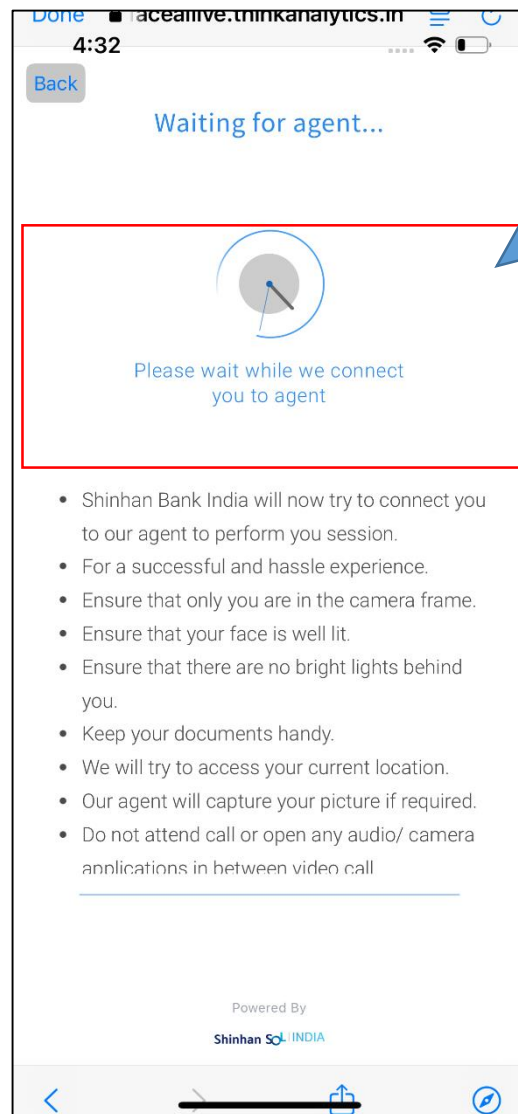
Please select your preferred branch.
*You will be connected to an agent from the branch you select for the Video KYC

Select the branch

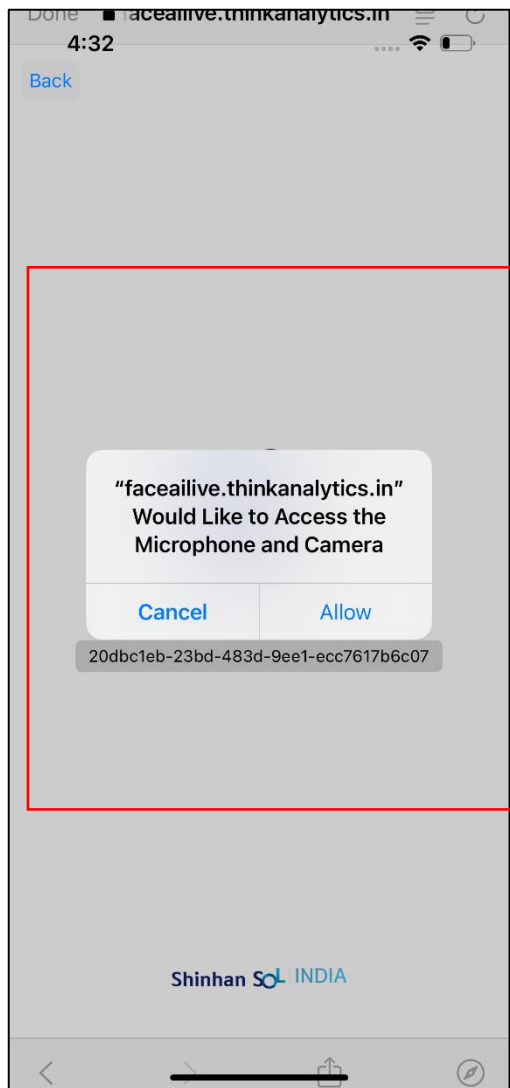
MUMBAI BRANCH
NEW DELHI BRANCH
POONAMALLEE BRANCH
PUNE BRANCH
RANGA REDDY BRANCH
AHMEDABAD BRANCH

Next

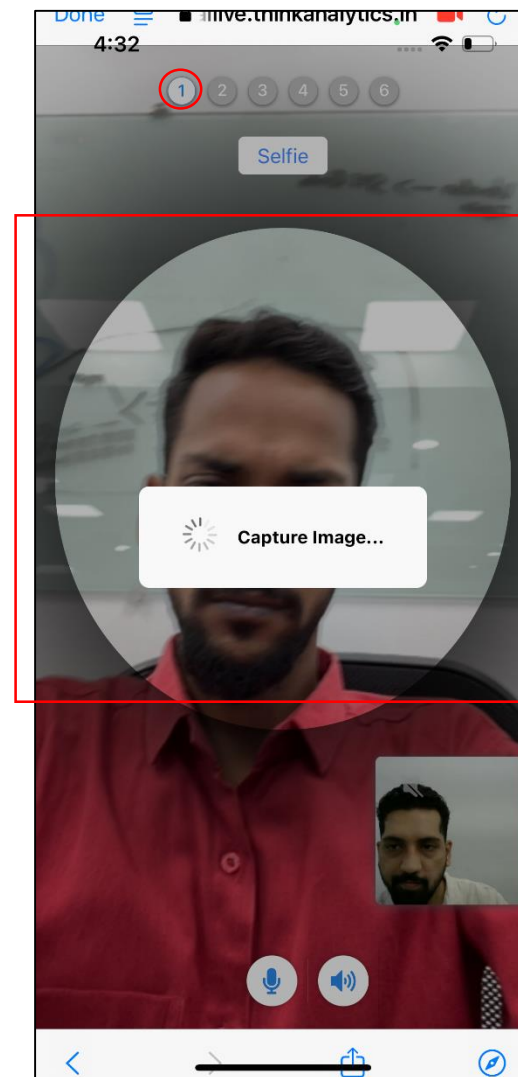
Select the Branch After Selecting the Branch click "Next"



It will redirect to this page request to wait until the calls get connected to the Agent



Allow all access to
Microphone and
camera



1st Step capturing
selfie

2nd Step Pan Card
verification



Shinhan
CKYC Process

PAN Number
AMHPY0114G

Mobile Number

NEXT

4th Step Aadhaar card
verification (Back side)



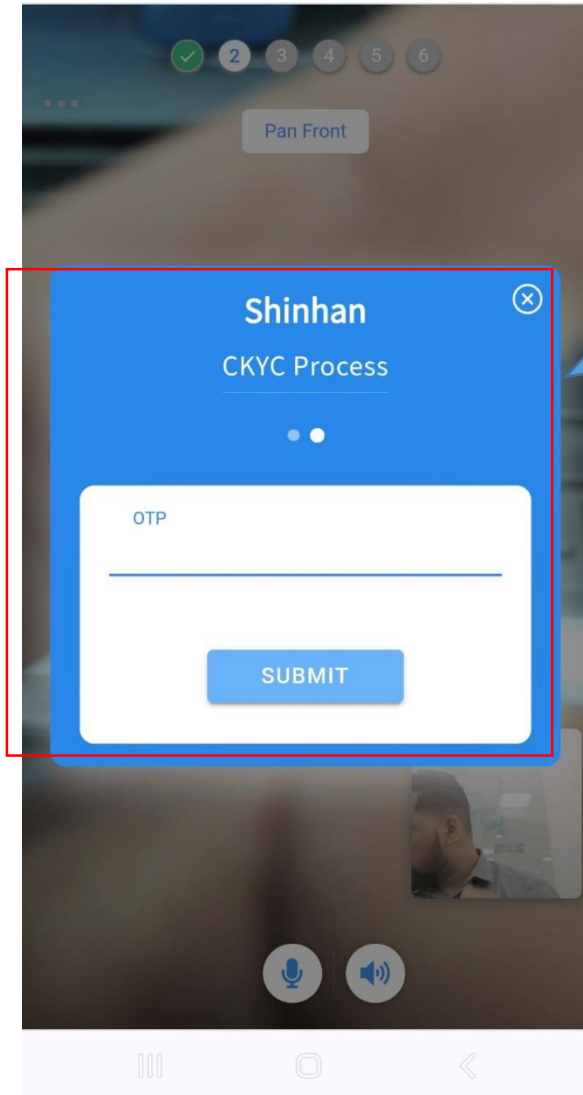
Shinhan
CKYC Process

PAN Number
AMHPY0114G

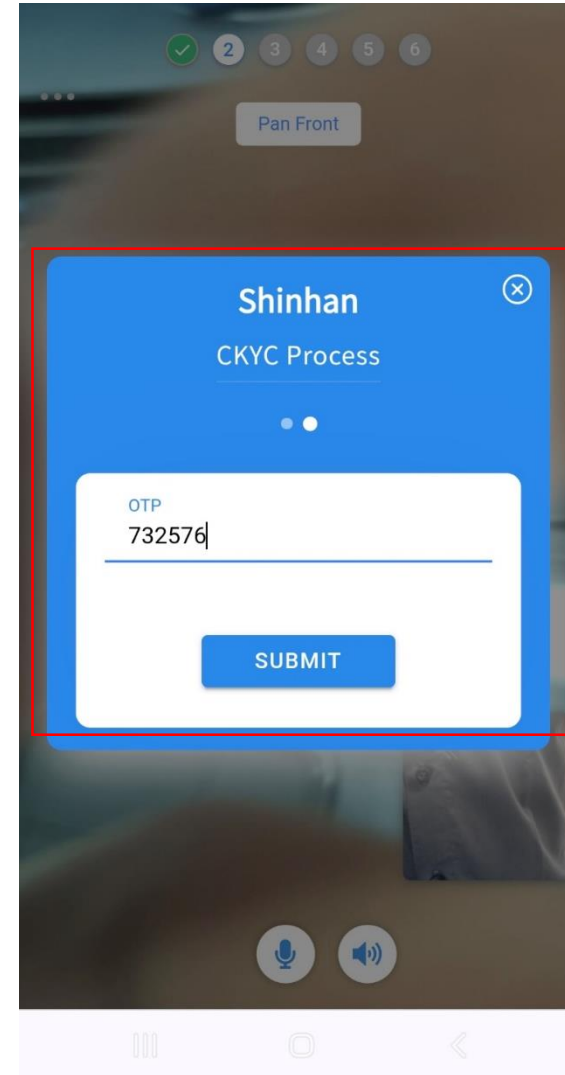
Mobile Number
9004067113

NEXT

4th Step Aadhaar card
verification (Back side)



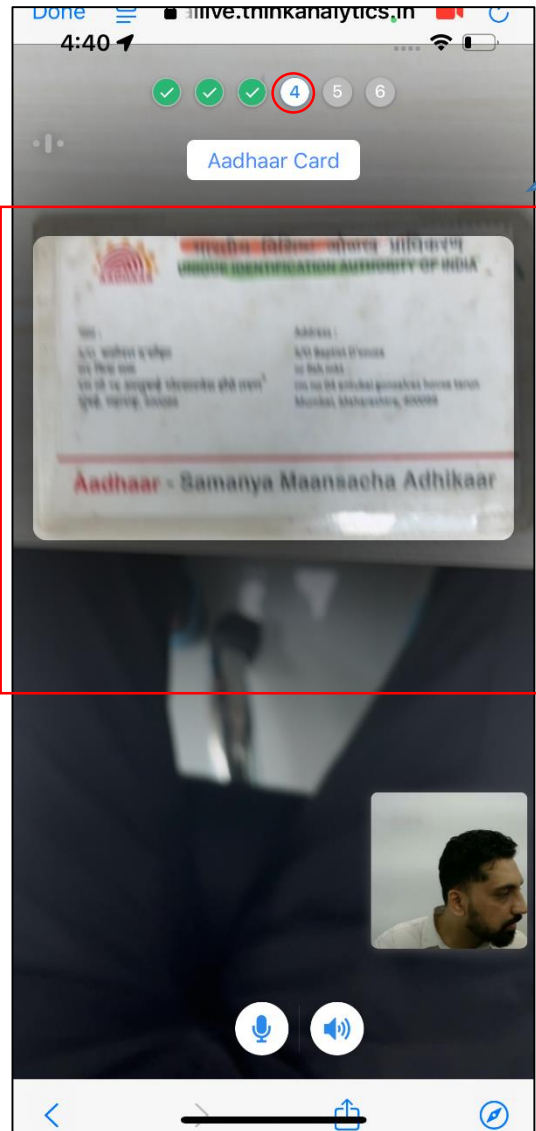
4th Step Aadhaar card verification (Back side)



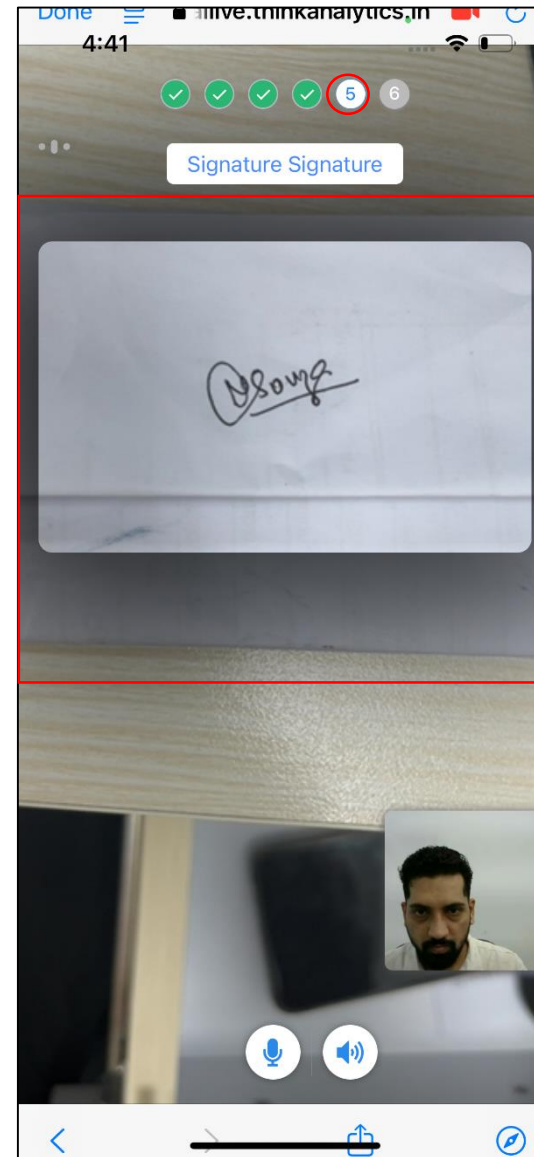
4th Step Aadhaar card verification (Back side)



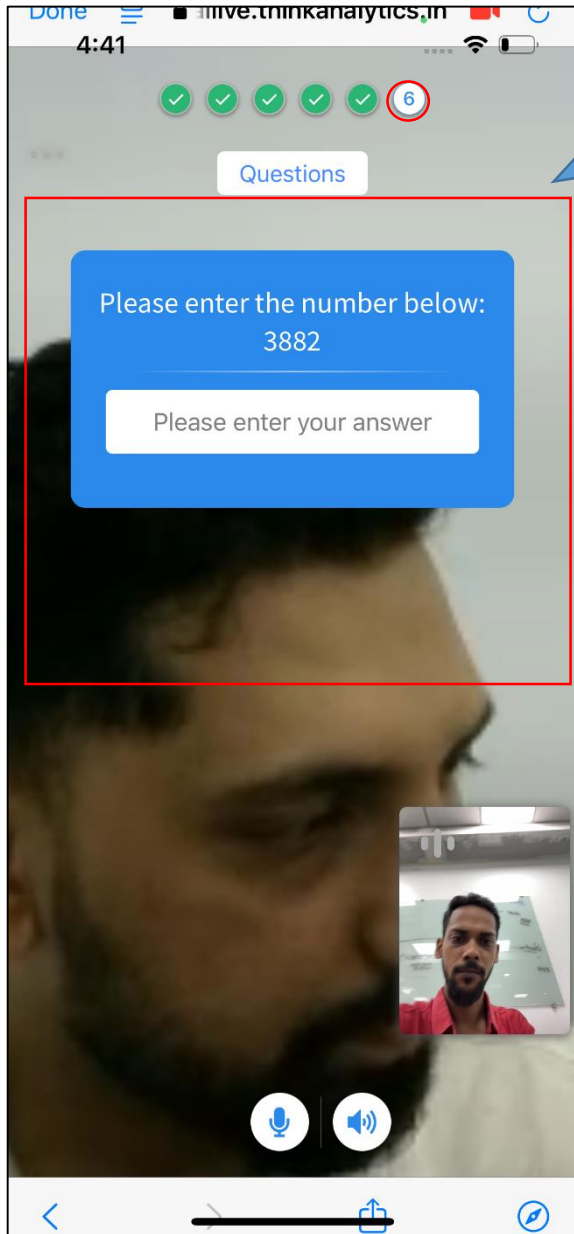
3rd Step Aadhaar Card
verification (Front
side)



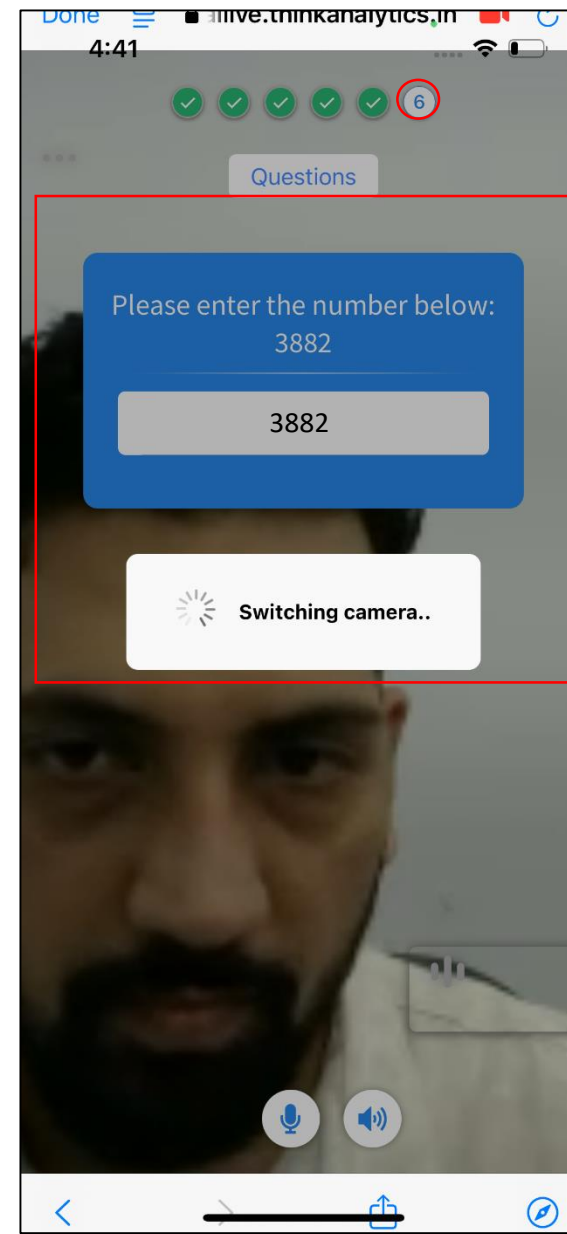
4th Step Aadhaar card verification (Back side)



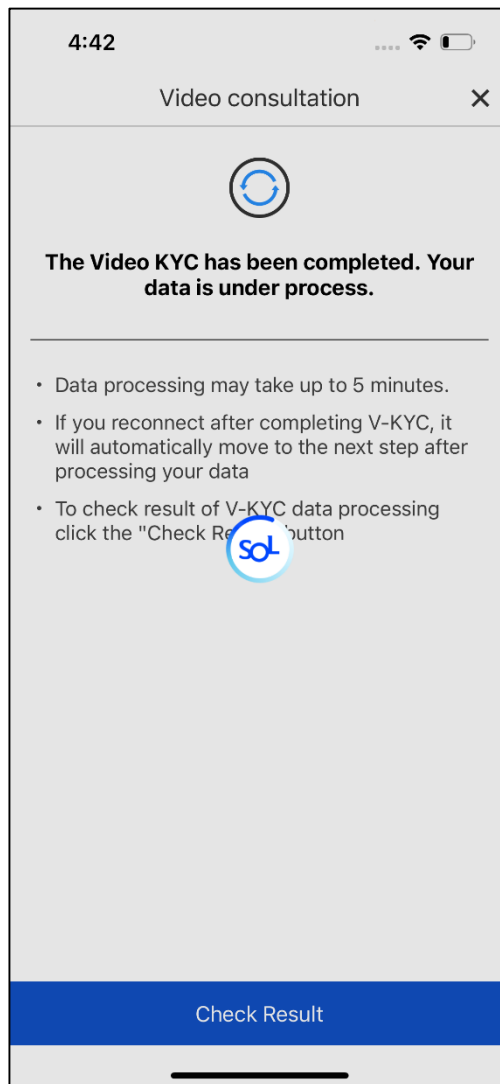
5th Step Signature verification sign should be same as PAN card



There will be 4 digit Authentication code visible on the screen



Enter the Code below



After completing the VKYC it will take you to this page

4:42

< Application Status

2/5

- ☒ EKYC T&C, Mobile Validation [Done](#)
- ☒ Video KYC [Done](#)
- ☐ Applicant Details
- ☐ Account opening
- ☐ Internet Banking

Next

Enter 'Next'

4:43

< Applicant Details

Please check & modify the information below

Residence type*

indian

Title*

MR

Full Name*

NOEL BAPTIST DSOUZA

Father's Name*

DSOUZA

Date of Birth*

19941130

Mother's Name *

Fatima D'Souza

Gender *

Next

Resident type (Indian or NRI)

Title (Mr or Mrs)

Full name as per Pan Card

Fathers Name

Date of Birth

Mothers name

4:43

< Applicant Details

19941130

Mother's Name *

Fatima D'Souza

Gender *

Male

Marital Status *

Single

Occupation *

SERVICE

PRIVATE SECTOR

Reference ID (Optional)

Next

Fill the other
applicant details
(Gender, Marital
status, Occupation)



4:44

< Applicant Details

Please check & modify the information below

Aadhaar Card No. *

*****0451

Current Residential Address

Address Line 1 *

4 CHAKALA

Address Line 2 *

TARUN BHARAT SOCIETY

State *

select

City *

MUMBAI GPO

Pin code *

400099

Next

Last 4 digit of
Aadhaar number
and Address will be
auto filled , Need
to select State

4:44

< Applicant Details

Communication address

☒ Same as current Address

Address Line 1 *

4 CHAKALA

Address Line 2 *

TARUN BHARAT SOCIETY

State *

MAHARASHTRA

City *

MUMBAI GPO

Pin code *

400099

Next

Select State, City and
enter Pin code



4:44

< Applicant Details

Please check & modify the information below

Aadhaar Card No. *

*****0451

Current Residential Address

Address Line 1 *

4 CHAKALA

Address Line 2 *

TARUN BHARAT SOCIETY

State *

MAHARASHTRA

City *

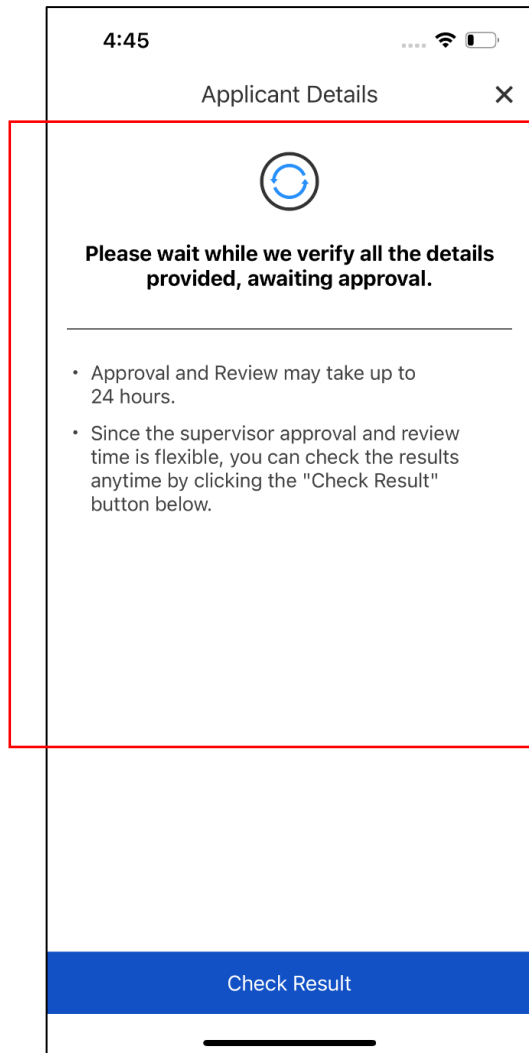
MUMBAI GPO

Pin code *

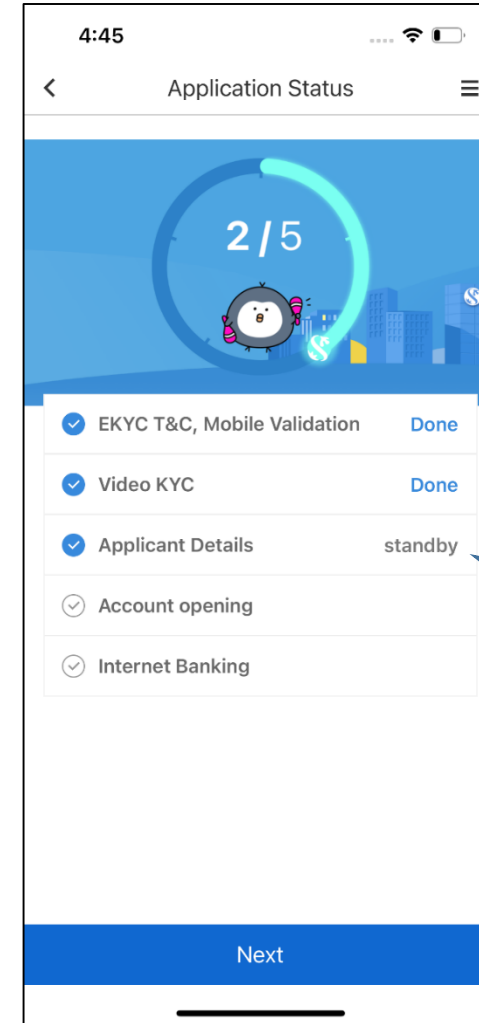
400099

Next

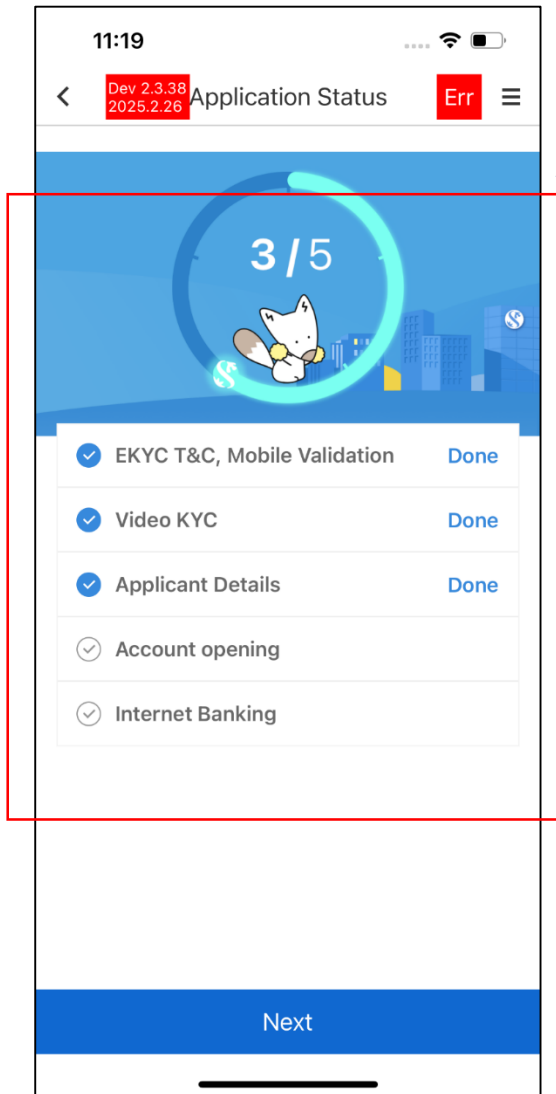
Enter Next



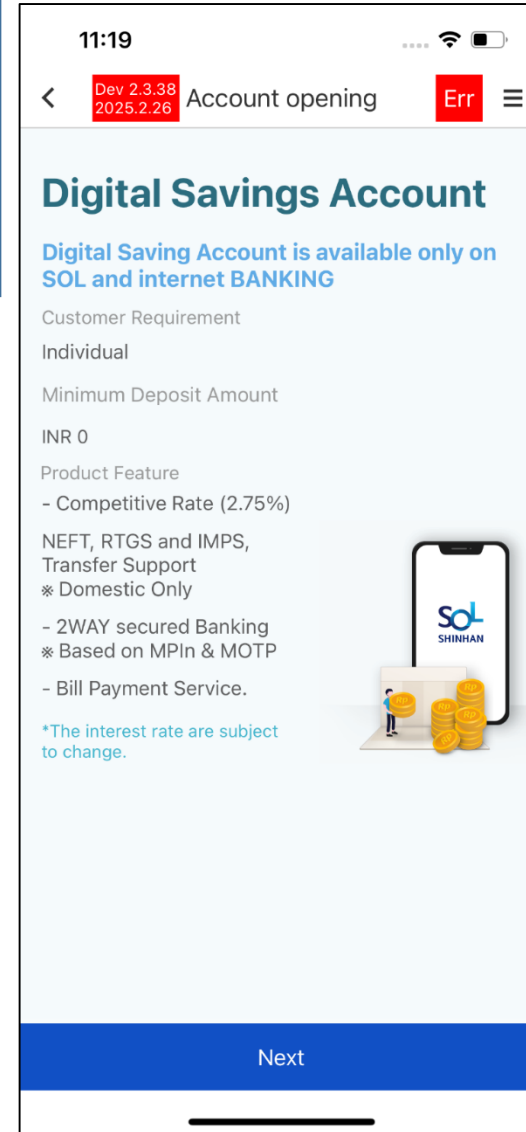
After filling up the applicant details it will take you to this page



Application details will show in standby



After the application is approved by Branch Staff you can process further



Click on next button to proceed

11:19

< Dev 2.3.38 2025.2.26 Account opening Err

Digital Savings Account

Digital Saving Account is available only on SOL and internet BANKING

Customer Requirement

Individual

Minimum Deposit Amount

INR 0

Product Features

Would you like to enter Nominee information?

No Yes

- Bill Payment Service.

*The interest rate are subject to change.

Next

Pop message will appear to register Nominee



11:24

< Dev 2.3.38 2025.2.26 Nominee registration Err

You can add a Nominee to your account by entering their information below.

Please press "Skip", to continue the Account opening process without adding a Nominee.

Nominee Name *

Nominee age *

Relationship *

select

Contact of Nominee *

Nominee Address

Address Line 1 *

State *

Skip Next

Fill up the Details of the Nominee

11:55

< Dev 2.3.38 2025.2.26 Nominee registration Err

You can add a Nominee to your account by entering their information below.

Please press "Skip", to continue the Account opening process without adding a Nominee.

Nominee Name*

Sumit

Nominee age*

33

Relationship *

FRIEND

Contact of Nominee*

79768757676

Nominee Address

Address Line 1 *

xnxxn

State *

Skip Next

Enter Nominee name,
Age, Relationship and
contact number



11:55

< Dev 2.3.38 2025.2.26 Application Status Err

4 / 5

- ✓ EKYC T&C, Mobile Validation Done
- ✓ Video KYC Done
- ✓ Applicant Details Done
- ✓ Account opening Done
- ✓ Internet Banking

Next

After filling the
Nominee Details
will take you to
this page

2:30

Dev 2.3.38
2025.2.26 Internet Banking Err

Create User ID and press the "Check Availability" button

Rahul555

This ID is available

User ID Creation Policy (Capital Letters Only)

- Length: Min 6 to Max 10 characters (Alphanumeric)
- Alphabets: Min 3 to Max 9 characters
- Digits: Min 1 to Max 3 chracters

[Check Availability](#)

Transfer limit for Online Members

- Transfer limit (Daily): INR 20,000,00
- Transfer limit (Per transaction): INR 20,000,00

Next

Internet banking User
ID creation



2:56

Dev 2.3.38
2025.2.26 Internet Banking Err

been created.

Your account opening and Internet Banking Registration is completed.

Internet banking User ID
ROSHAN667

We have sent you a temporary password to the mobile number below

Registered MOB
9768101683

Please login with your Internet Banking User ID & temporary password

Notification

☒ I'd like to apply Push notification service

SOL Main

Internet banking
User ID is created
which will be used
for next login

Thankyou