Video-based Customer Identification Process (VCIP) / Video KYC Terms & Conditions
Transcorp International Limited

1. Introduction

These Terms & Conditions govern the Video-based Customer Identification Process ("VCIP" or "VKYC") conducted by Transcorp International Limited ("Transcorp", "Company", "we", "us", or "our") for the purpose of completing customer due diligence and Know Your Customer (KYC) verification for issuance and operation of Prepaid Payment Instruments (PPI).

The VCIP process is conducted in accordance with the applicable regulatory guidelines issued by the Reserve Bank of India (RBI), as amended from time to time.

By proceeding with the VCIP process, you ("Customer", "you", or "your") acknowledge that you have read, understood, and agreed to these Terms and provide your explicit consent to undergo KYC verification through video interaction.

2. Customer Consent

By initiating the VCIP process, you hereby voluntarily and explicitly consent to:

a) Participate in a video-based KYC verification process conducted by an authorized official of Transcorp.
b) Allow the capture of your live photograph, video recording, and document images during the VCIP interaction.
c) Provide the required information and display relevant documents for the purpose of completing KYC verification.

You acknowledge that the entire VCIP interaction may be recorded and securely stored by Transcorp for regulatory, compliance, and audit purposes.

3. Customer Declarations

You hereby confirm and declare that:

a) The information and documents provided by you during the VCIP process are true, correct, and belong to you.
b) You are physically present within India at the time of conducting the VCIP session.
c) You will participate in the verification process personally and no unauthorized person will be present during the VCIP interaction.

You understand that providing false or misleading information may result in rejection of the KYC request and may attract actions as per applicable laws.

4. VCIP Process Overview

The VCIP process may involve the following steps:

1. **Consent Confirmation** – Confirmation of your consent to participate in the video-based KYC verification.
2. **Live Interaction** – Interaction with an authorized VKYC officer to confirm your identity and presence.
3. **Live Photograph / Video Capture** – Capture of your live photograph or video during the interaction for identity verification.
4. **Document Verification** – You may be required to display and verify your Permanent Account Number (PAN) or other officially valid document(s) as required for KYC purposes.
5. **Location Verification** – System-based checks, including geo-location capture, may be conducted to confirm that you are present within India during the VCIP session.
6. **Detail Verification** – The authorized officer may verify the details provided by you with the documents displayed during the interaction and through authorized verification systems.
7. **Final Review & Approval** – The VCIP recording and related information will be reviewed by an authorized official of Transcorp before completion of the KYC process and activation of services.

5. Data Protection & Record Retention

Your personal information collected during the VCIP process will be processed in accordance with applicable data protection laws and Transcorp's Privacy Policy.

The video recording, photographs, and documents captured during the VCIP process will be securely stored and retained for the period prescribed under applicable regulatory requirements and may be produced before regulators, auditors, or law enforcement authorities when required.

6. Rejection or Incomplete Verification

Transcorp reserves the right to reject or discontinue the VCIP process in circumstances including, but not limited to:

- Mismatch or inconsistency in the information or documents provided
- Poor video or audio quality preventing proper verification
- Failure to follow instructions during the VCIP process
- Presence of unauthorized persons during the verification
- Non-compliance with applicable regulatory guidelines

In such cases, you may be allowed to reattempt the VCIP process in accordance with the Company's internal policies.

7. Regulatory Compliance

The VCIP process is conducted in compliance with the applicable law, including the guidelines relating to Video-based Customer Identification Process (VCIP), as amended from time to time.

Transcorp reserves the right to update or modify these Terms to ensure compliance with applicable regulatory requirements.

8. Contact & Support

For any queries or assistance related to the VCIP 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.