



## Know Your Customer (KYC) Documentations for Merchants

### 1.0. Minimum document requirements to be followed for sourcing merchants

- a. Merchant Application Form duly signed and stamped by the authorized signatories.
- b. Merchant Establishment Agreement duly signed and stamped by the authorized signatory.
- c. Business License / Registration copy (any one of the following in the name of entity)
  - Central / State Sales Tax registration.
  - Service tax registration certificate / Excise registration certificate.
  - Small Scale Industries registration certificate / Entrepreneurs Memorandum (Part II).
  - Importer Exporter Code number certificate (IEC).
  - Registration under Software Technology Park scheme.
  - Tax Deduction and Collection Account Number certificate.
  - Certificate issued by 'State' Pollution Control Board.
  - Certificate issued by Agricultural & Processed Food Products Export Development Authority
  - Registration-cum-Membership Certificate in name of entity which is issued by competent authority set-up by Ministry (Government of India).
  - Registration certificate issued by the Securities and Exchange Board of India (SEBI).
  - Certificate / license Issued by the Municipal authorities under Shops and Establishment Act
  - Certified Income Tax (IT) Return\*/ Certified Advance Tax Challan /Certified Professional Tax return.

\*(The complete Income Tax return (not just the acknowledgement) in the name of the sole proprietor where the firm's income is reflected, duly authenticated/ acknowledged by the Income Tax Authorities.)

- Application form for a Govt. License acknowledged by the authority containing merchant name and address and a Receipt of payment to authority.
- Documents showing relationship with any other acquirer of more than 12 months.
- Confirmed by the following two documents - one statement of greater than 12 months and other not earlier than the previous two months at the time of enrollment.
- For new establishment (Formed within 3 months) where Central / State Sales Tax registration CST / ST number is not available, 'applied for' documents will be acceptable.

**For Sole Proprietorship Entities: Following documents in the name of the proprietorship entity may also be accepted.**

- License issued by the Registering authority like Certificate of Practice issued by Institute of Chartered Accountants of India, Institute of Cost Accountants of India, Institute of Company Secretaries of India,
- License issued by Indian Medical Council, Food and Drug Control Authorities,
- Registration/licensing document issued in the name of the proprietary concern by the Central Government or State Government Authority/ Department, etc. IEC (Importer Exporter Code) issued to the proprietary concern by the office of Directorate General of Foreign Trade (DGFT).



*An additional proof of address as listed below would be required in the name of the proprietorship entity if the business address as mentioned on MCAF does not match with Business /Registration document.*

- Utility bills such as electricity, water, and landline telephone bills in the name of the proprietary concern.(not more than 90 days old)
- Letter from existing banker (scheduled commercial bank) verifying entity's name, address & signature on bank's letterhead.
- Latest bank statement/ bank transaction payment advice in the name of the proprietorship entity.(not more than 90 days old)

d. **Contact Point Verification shall be mandatory.**

e. **Merchant negative database check using Credit Information Bureau (India) Limited (CIBIL) bureau** – only post CIBIL Infra goes live with merchant repository. The purpose of this is to minimize instances of concurrent and serial defaults in case of non Individual Clients.

f. Signature verification of the authorized signatory from the following any of the documents:

- Valid Driving license
- Passport copy
- Banker's Verification
- Permanent Account Number (PAN) PAN card ( to be accompanied with an approved address proof)
- Aadhar card issued by Unique Identification Authority of India (UIDAI)

#### 1.1 ESTABLISHMENTS WHICH MAY BE WAIVED OFF FROM Central / STATE SALES TAX REGISTRATION CST / ST NUMBER AND OTHER ACCEPTABLE DOCUMENTS

- a. Central or State Government undertakings for e.g. Railways, Airways, Government
- b. Emporiums, Government Hospitals, Customs
- c. Schools and Colleges: For these a letter from the authorized signatory on the letter head will be acceptable
- d. Private Hospitals, Clinics, Diagnostic Centers: A letter from the authorized signatory on the letterhead or relevant registration document copy
- e. Chemists: copy of drug license.

**Note:** In the above document, the Merchant Name and the address to be the same as per the Account Opening Documents (AOD)

- a. Petroleum Merchants: A copy of the agreement with the Petroleum Company or a delivery Challan would suffice
- b. Travel agents: IATA (International Air Transport Association) Certification

**Note:** If the business license has been expired and the expiry is less than 3 months from the date of sourcing of Merchant Establishment application, visitation from the local credit officer / Relationship Manager along with a copy of the expired business license would suffice and in any other circumstances the acknowledgement copy for renewal of license is mandatory.



## 1.2 CLIENT INFORMATION/KYC DOCUMENTS FOR REGISTERED ENTITY TYPE MERCHANTS

### 1.2.1 Companies

- a. Certificate of incorporation (COI)
- b. Memorandum & Articles of Association.
- c. Certified True Copy of the Resolutions passed by Board of Directors of the Company in its meeting authorizing the person to enter into any agreement on behalf of the Company.

**OR**

A certified True Copy of a specific resolution for signing up all documentation relating to opening of a merchant account with American Express Banking Corp.

**OR**

Certified Copy of a Power of Attorney granted to its managers, officers or employees to sign as authorized signatory for purposes of such agreement.

- d. Copy of the Address Proof of the Company.
- e. Photograph, Identification documents & Address Proof the authorised signatory. (Minimum one document as per the signature verification documents specified above in Para 1.0. For Detail Requirements please refer to **Annexure-A**, paragraph A.1 -A.2) "Know Your Customer (KYC) Documentations for Individuals".

### 1.2.2 Partnership Firms

- a. Partnership Registration certificate, if registered / Partnership deed with names of all the Partners. Limited Liability Partnership (LLP) Agreement (in case of LLP Partnership).
- b. Copy of the Power of Attorney (POA) granted to partner or an employee of the firm to transact business on its behalf.

**OR**

Partnership Authority Letter. The Power Of Attorney (POA)/Authority letter needs to be signed by all the partners. (In case the Partnership deed does not authorise /specify to execute on behalf of the firm).

**OR**

Copy of the Resolution to open an account/merchant relationship with AEBC. (In case of LLP Partnership). Certificate of Incorporation (in case of LLP Partnership).

- c. Address Proof of the Firm.
- d. Photograph, Identification documents & Address Proof of the authorized signatory. (Minimum one document as per the signature verification documents specified above in Para 1.0.) (For Detail Requirements please refer to **Annexure-A**, paragraph A.1 -A.2) "Know Your Customer (KYC) Documentations for Individuals".

### 1.2.3 Trust

- a. Trust deed / any officially valid document to identify the trustees, settlers, beneficiaries and those holding power of Attorney, founders/managers/ directors and their addresses.
- b. Certificate of registration (issued by Charity Commissioner / Sub Registrar of Assurance / Registrar of Trusts / Provident Fund Commissioner etc.), if registered.
- c. Address Proof document in the name of the Trust / Foundation.
- d. Power of Attorney granted to transact business on its behalf

**OR**

Resolution of the managing body of the foundation/association



- e. Photograph and KYC documents (i.e. proof of identity and proof of address) of all authorised signatories, delegates and any other individuals who have a power of attorney to operate the account / relationship. (For Detail Requirements please refer to **Annexure-A**, paragraph A.1 -A.2) “Know Your Customer (KYC) Documentations for Individuals”.

#### 1.2.4 Society

- a. Any officially valid document to identify the office bearers and those holding Power of Attorney, founders/managers/ directors and their addresses.
- b. Certificate of registration of society with the Registrar of Co-operative Societies or Sub- Registrar of Assurances depending on the type of society.
- c. Address Proof document in the name of the Society.
- d. Power of Attorney granted to transact business on its behalf

**OR**

Resolution of the managing body of the foundation/association

- e. Photograph and KYC documents (i.e. proof of identity and proof of address) of all authorised signatories, delegates and any other individuals who have a power of attorney to operate the account / relationship. (For Detail Requirements please refer to **Annexure-A**, paragraph A.1 -A.2) “Know Your Customer (KYC) Documentations for Individuals”.

#### 1.2.5 Sole Proprietor

- a. Address proof in the name of the sole proprietorship entity.
- b. Photograph, Identification and Address Proof of the Sole Proprietor / Authorized Signatory (appointed through Power of Attorney). For Detail Requirements please refer to **Annexure-A**, paragraph A.1 -A.2) “Know Your Customer (KYC) Documentations for Individuals”.

#### 1.2.6 HINDU UNDIVIDED FAMILY (HUF)

- a. Declaration by all member of Hindu Undivided Family (HUF) regarding the Address proof in the name of entity.
- b. Any **one** of the above documents (as mentioned under point 1.0 part c as applicable for Sole Proprietorship entities) required. These documents so collected should be in the name of the entity and should suffice Proof for the entities name, address and activity of the concern.
- c. All documents shall be signed by the “Karta” of the Business.
- d. Photograph and KYC documents (i.e. proof of identity and proof of address) of the Karta, delegates and any other individuals who have a power of attorney to operate the account. (For Detail Requirements please refer to **Annexure-A**, paragraph A.1 -A.2) “Know Your Customer (KYC) Documentations for Individuals”.



## ANNEXURE: A

### Know Your Customer (KYC) Documentations for Individuals

**A.0** In addition to **a recent passport size photograph<sup>1</sup> (Photograph)** of the individual, following documents should be accepted for KYC for individual:

**Category A.** Documents which establish both identity and address;

**OR**

**Category B.** Documents which establish only identity and not address supported with a Category A Document

Individuals may submit one single documentary proof of identity and address (either permanent or current) at the time of on boarding or while undergoing periodic updation. In case the proof of address furnished by the individuals is not the local address or address where the individual is currently residing, the bank may take a declaration of the local address on which all correspondence will be made by the bank with the individual. No proof is required to be submitted for such address for correspondence/local address. This address may be verified by the bank through 'positive confirmation' such as an acknowledgment of receipt of (i) letter, Credit Cards; (ii) telephonic conversation; (iii) visits; etc. In the event of change in this address due to relocation or any other reason, individuals may intimate the new address for correspondence to the bank within two weeks of such a change.

In cases of a name mismatch, it is clarified that it is acceptable to process the application provided the first and the last name are an exact match and a declaration to this effect is obtained from the individual<sup>2</sup>.

Additionally, if the identification document does not carry a Date of Birth (DOB) of the applicant then a supplementary proof has also to be obtained.

<sup>1</sup>Wherever applicable, fresh photographs will be required to be obtained from a minor on becoming a major.

#### **A.1 Category A: Documents which establish both identity and address**

- a. Valid Passport
- b. Election / Voter's ID card
- c. Valid Driver's license (Learner's license is not acceptable) \*
- d. Aadhaar card issued by Unique Identification Authority of India (UIDAI)
- e. Job card issued by NREGA duly signed by an officer of the state government
- f. Identity card with applicant's Photograph issued by Central/State Government Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, and Public Financial Institutions\*\*

An ID Proof **necessarily** needs to contain the complete Date of Birth of the applicant, and wherever the same is missing a supplement document with the same should be insisted upon.

#### **A.2 Category B: Documents which establish only Identity,**



Below listed document would suffice in establishing ONLY the identity of customers. As such, a CATEGORY B document must be accompanied by a CATEGORY A document to establish the address.

a. Permanent Account Number (PAN) Card

\* With effect from April 17, 2013 AEBC, India will not accept a Driver's License of a State/Union Territory which has prohibited use of this document for the purpose of address proof.

\*\*These documents are acceptable only in cases where simplified due diligence is applied, in other words such documents are acceptable only when on-boarding a customer identified as low risk in terms of the AML Risk