

KYC GUIDELINES

- ✚ KYC stands for Know your Customer, a term used for Customer Identification Process.
- ✚ It is a process by which HFCs obtain information about the identity, address, source of funds, business/income profile of the customers which helps to ensure that institutions' services are not misused. As per KYC guidelines, HFCs have to collect documents known as KYC documents before entering into any transactions with the customers.
- ✚ National Housing Bank ("NHB") vide its Circular no. NHB/ND/DRS/Pol-No.33/2010-11 dated October 11, 2010 issued latest guidelines on 'Know Your Customer ("KYC")' and 'Anti Money Laundering Measures' for Housing Finance Companies ("HFCs"), with suitable modifications, depending on the activity undertaken by HFCs and to ensure that a policy framework for KYC and Anti Money Laundering measures is formulated and put in place, with the approval of the Board.
- ✚ The objective of the KYC Guidelines is to prevent HFCs from being used, intentionally or unintentionally, by criminal elements for money laundering activities. KYC procedures also enable HFCs to know/understand their Customers and their financial dealings better which, in turn, help them manage their risks prudently. The KYC requirement is applicable to all categories of customers transacting with any financial intermediary.
- ✚ The KYC policy consists of the following four key elements:
 - Customer Acceptance Policy
 - Customer Identification Policy
 - Monitoring of Transactions
 - Risk Management
- ✚ Customer Acceptance Policy refers to the guidelines followed by TCHFL for acceptance of customers. The relationship should not be established or loan not to be granted where TCHFL is not able to verify the identity and/or obtain documents of identity and address proof as per Company's Policy.
- ✚ Customer Identification means identifying the customer and verifying his/her identity through reliable and independent documents, data and other procedures as per company policy.
- ✚ List of Acceptable KYC documents is available in TCHFL KYC Policy.