Protean eGov Technologies Limited



# Standard Operating Procedure (SOP) On Initiation and

## Authorization of Online Death Withdrawal request by Point

## of Presence (POP)

(Version 1.1)

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#### **REVISION HISTORY**

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	23/08/2024	1.1	-	SOP are updated as per new functionality released, New Screenshots are incorporated.

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	Version No. : 1.1



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### 1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
NPS	National Pension System
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence Service Provider
PRAN	Permanent Retirement Account Number





#### 3. Preface:

As per the Pension Fund Regulatory and Development Authority (PFRDA), (Exits & Withdrawals under NPS) Regulations 2015 and amendments thereto, in case of Death of NPS Subscriber under All Citizens of India & Corporate Sector, the entire accumulated pension wealth of the Subscriber (100% NPS Corpus) shall be paid to the nominee or nominees or legal heirs, as the case may be, of such Subscriber.

Though, the nominee/legal heir of the deceased Subscriber shall have the option to purchase any of the annuities being offered upon exit, if they so desire, while applying for withdrawal of benefits on account of deceased Subscribers' Permanent Retirement Account.



#### 4. Procedure for Processing Online Death Withdrawal requests by POP

#### The brief steps to be followed by POP

#### • Pre-requisite for Processing of Death Withdrawal request:

- ✓ Death Withdrawal Form duly filled up and signed by Nominee/Claimant.
- ✓ Death certificate of the subscriber
- ✓ KYC documents and Bank Proof of nominee/claimant.
- ✓ Additional documents required by POP in support of Death Claim.
- ✓ Bank details should be correct/valid During Death request initiation, Bank Account and Name of the Nominee/Claimant will be verified through online Bank Account Verification (Penny drop facility). If Online Bank Account Verification (Penny drop) fails, request initiation will not be allowed.
- ✓ Nominations should be as per Clause 32 of PFRDA (Exits & Withdrawals under NPS) Regulations 2015

#### Verification & Attestation of Death Withdrawal Request

- ✓ The POP shall verify the physical Death Withdrawal Form & supporting documents [such as Death Certificate, KYC Documents (Id Proof & Address Proof), Bank Account Proof and other required documents] submitted by the Claimant(s). The Death Withdrawal Form is available on CRA website www.npscra.nsdl.co.in.
- ✓ On successful verification, the POP shall attest the Withdrawal Form and Supporting documents. Also, note that the clear/legible scanned documents will have to upload while capturing Death Withdrawal request.
- ✓ Claimant have an option to opt for 100% Lumpsum withdrawal or 100% Annuity Withdrawal or Lumpsum & Annuity Withdrawal.

#### • Initiation and Authorization of Online Death Withdrawal request in CRA System

- ✓ On successful verification of Death Withdrawal Form and supporting documents, POP shall initiate withdrawal request in the CRA system through One User ID.
- $\checkmark$  Authorization of request by POP in the CRA system through Other User ID.

Online Exit Module has been implemented in the CRA system to facilitate POPs to process Exit requests of underlying NPS Subscribers. This document describes the detailed procedure to be followed by the POPs for initiation and authorization of Online Death Withdrawal requests in the CRA system.



POP User will access CRA System <u>www.cra-nsdl.com</u> using one DSC User ID as given below in **Figure 1.** 

	Change is growth		National Pension System (NPS)
B	Annual Transaction Statement on Email	User ID Password	Subscribers
P	Invest in NPS	Enter Captcha	3 9 + 7 =
٢	Activate Tier II Account Free !!	Reset Password	IPIN for eNPS Hejp/Instructions for Login
	FATCA Compliance	Nodal ( O I-PIN User ID	Offices / Other Intermediaries © Digital Certificate 130062323
	Annuity Quotes	Enter Captcha	52+6 = 58 Submit
	Grievance / Enquiry Status		Change DSC Help/Instructions for Login
	Subscriber Registration/Photo-Signature Modification Request		
-	Status using Receipt Number		
T	Subscriber Withdrawal Status		

Figure 1

On successful login, User needs to click on Menu "Exit Withdrawal Request" and select Sub Menu "Initiate Withdrawal Request" as given below in Figure 2.

Welcome Point of Presence-130062323 16-Apr-2021	н	ome   Logou
Transaction Authorize Request Contribution Details Subscriber Registration Views Grievance User Maintenance Document Management MIS Reports Das	shboard	
Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Ex	xit Withdrawal Request Know	ledge Centre
Corporate Registration Authorise Pop Mapping Shift to Karvy Shift to NSDL	rify Subscriber Ithdrawal Initiation	
wn Sta	ithdrawal Request atus View	
TuA	thorize Deferment	
Ver	rify Deferment	
Welcome to Central Recordkeeping Agency Initi Click here Click here to view list of nending withdrawal request	tiate Generate/Cancel aim ID	
Aut Click here to view list of Exit Claim IDs awaiting any action ID	thorize enerate/Cancel Claim	
Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here View Annuity Qi cla	aim ID Status View	
New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by t	tiate Deferment	L1
Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscriber	tiate Withdrawal	Count
CRA Helpline for Nodal Offices 1800-222-081 (toll-free)	equest	1
	Tier-2 to tier-1 switch	1
	CLAIM ID generation	2
	Subscriber detail modification	3
	Subscriber-Shifting	5
	Deferment Authorize	<u>15</u>
	Grievance pending for resolution	22
	Transaction Type	Count
Retired life ka sahara, NPS hamara	KYC Verification	22
avascriptsubmiturl('/WithdrawRequestDeath', Withdrawal Request) Home   Contact Us   System Configuration / Best Viewed   Entrust Secured   Privacy Policy   Grievance Redressal Policy	Withdrawal Request Verification	on <u>23</u>

Figure 2

User needs to select the option "Death Withdrawal" as given below in Figure 3.

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Welcome Point of Presence-130062	323			16-Apr-2021		Home   Logout
nsaction Authorize Request C	ontribution Details Subscriber Registra	ion Views Grievance User Ma	aintenance Document M	anagement MIS Reports	Dashboard	
oscriber Deactivation / Reactivation	Download CGMS BackOffice Mas	er Download Nodal Offices Upload	Error Rectification Mod	ule CSRF Submission Details	Exit Withdrawal Request	Knowledge Centre
porate Registration Authorise Po	p Mapping Shift to Karvy Shift to NS	DL				
Initiation	on of Withdrawal Request					
	in or manaranan request					
		Select Applicable Wit	hdrawal Type :			
	Withdrawal Type *	Superannuation/Premature Evit		O Death Withdrawal		
		O Superannuation remature Exit		O Deall Millionava		
		Retired life ka sahar	a. NPS hamar	a		

Figure 3

User needs to select the "**Initiate Request''** option to initiate the death withdrawal request and enter PRAN of the Subscriber and click on "**Submit''** button as given below in **Figure 4**.

Raise New W	Initiate Request     Verify/Authorize Request     View Request Status
	Permanent Retirement Account Number (PRAN)*
Note <ul> <li>This request</li> <li>User can opt</li> </ul>	needs to be authorised by Nodal Office/POP by other User ID. t for Lumpsum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto

Figure 4

At this stage, User needs to accept declarations. On acceptance of declarations, User needs to click on **"OK"** button. Please refer below **Figure 5**.



At this stage, User needs to capture Date of Death of the Subscriber and click on **"Submit"** button. Please refer below **Figure 6**.

eg No: 6503663 POP Reg No: 5503525  me: APOLLO HOSPITALS ENTERPRISE LIMITED POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED  bscriber Details    Date of Birth 06/01/1976   Father's Name CVTTVNDEV CHVXHVN   Subscriber's gender Male   Married 01/04/2021   Date of Death* 01/04/2021   Submit Back	
me: APOLLO HOSPITALS ENTERPRISE LIMITED POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED  bscriber Details    Date of Birth 06/01/1976   Father's Name CVTTVNDEV CHVXHVN   Subscriber's gender Male   Married 01/04/2021   Date of Death* 01/04/2021   Submit Back	
Date of Birth 06/01/1976   Father's Name CVTTVNDEV CHVXHVN   Subscriber's gender Male   Martial Status Married   Date Of Death* 01/04/2021 DD/MM/YYYY   Kindly enter correct Date of Death     Submit Back	
Date of Birth       06/01/1976         Father's Name       CVTTVNDEV CHVXHVN         Subscriber's gender       Male         Marital Status       Married         Date Of Death*       01/04/2021 DD/MM/YYYY         Kindly enter correct Date of Death         Submit       Back	
Date of Birth     06/01/1976       Father's Name     CVTTVNDEV CHVXHVN       Subscriber's gender     Male       Marital Status     Married       Date Of Death*     01/04/2021 DD/MM/YYYY       Submit     Back	
Father's Name       CVTTVNDEV CHVXHVN         Subscriber's gender       Male         Marital Status       Married         Date Of Death*       01/04/2021 DD/MM/YYYY         Kindly enter correct Date of Death       Submit         Back       Back	
Subscriber's gender     Male       Marital Status     Married       Date Of Death*     01/04/2021 DD/MM/YYYY       Submit     Back	
Marital Status Married Date Of Death*  Submit Back	
Date Of Death*     01/04/2021     DD/MM/YYYY       Kindly enter correct Date of Death       Submit     Back	
Submit Back	
e	
Out of Total NPS Corpus, % of corpus Claimant will receive in his/her bank account.	
Out of Total NPS Corpus, % of corpus Annuitant will utilise towards pension	
Claimant can allocate any percentage towards Lump sum and Annuity	
If spouse and parents are not alive, Claimant cannot opt for NPS-Family Income option (Default annuity).	
This request needs to be authorised by Nodal Office/POP with other User ID.	



A new page will be displayed and User needs to click on any one of the options provided i.e. 100% Lumpsum withdrawal or 100% Annuity Withdrawal or Lumpsum & Annuity Withdrawal Under Valuation section. As per the option selected by User, the Claimants Withdrawal details will be displayed in **Section C.** POP user will enter receipt number in "Receipt No" field. User needs to provide the Family Members details in **Section E.** Please refer below **Figure 7**.

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N: 110133267485					Subscriber Name: JV	GDEEP CHVXHVN		
D Reg No: 6503663					POP Reg No: 5503525			
Name: APOLLO HOS	SPITALS ENTERPRISE L	IMITED			POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED			
Subscriber Details								
	Date of Birth				06/01/1976			
	Father's Name				CVTTVNDEV CHVXH	VN		
	Subscriber's gender				Male			
	Marital Status				Married			
	Date Of Death*				01/04/2021 Kindly enter correct	DD/MM/YYYY Date of Death		
				Edit				
Valuation								
	Fotal Valuation as on Date	(in Re ) for Ti	or 1		264360.48			
1	fotal Valuation as on Date	of Death(in F	(s.) for Ti	ier 1*	264360.48			
	Faraaton do on Date				100% Lump sum V	Vithdrawal		
C	Do you want to opt for?*				0100% Annuity With	ndrawal		
					OLump sum & Annu	ity Withdrawal		
5	Select Annuity Scheme* Note : Mandatory If Annui	ty is opted)			Other Annuity Opt	e option (Default annuity) ion		
F	Receipt No./ Back Office R	ef. No.						
Section C - Claima	nt Withdrawal Deta	ils						
Towards Withdrawal (in	%) for Tier 1*	100	%	2643	360.48	% of corpus Claimant will rea account	ceive in his/her bank	
Towards Annuity (in %)	for Tier 1*	0	%	0		% of corpus Annuitant will ut	tilise towards pensio	
Section E - Subsc	riber's Family Mem	ber Detail	S	Г				
	Marital Status*				Married	~		
	Spouse Status :*				Alive	~		
	Mother Status*				Not Applicable	~		
	Father Status*				Not Applicable	~		
			Su	bmit	Back			
Note								
Out of Total NPS (     Out of Total NPS (	Jorpus, % of corpus Clain Corpus, % of corpus Annu	itant will recei	ive in his ie toward	/ner bar Is pensi	on			
Claimant can alloc	cate any percentage towar	ds Lump sun	n and An	nuity				
<ul> <li>If spouse and pare</li> </ul>	ents are not alive, Claimar	nt cannot opt	for NPS-	Family	Income option (Default	annuity).		
					ID			



On submission of details, a confirmation Window will be displayed as per below Figure 8.

and the second second second							
PROVE: 110123267485							
COO Heg No. 8503683		Date of Deat	•))	01/04/2021			
CEO Name APOLLO HOS		Total Valuation Rs.) for Tier	on as on Date() I	264360.48			
Subscriber Details		Total Valuatio Death(in Rs.)	on as on Date o for Tier 1*	264360.48			
		Do you want	to opt for?*	100% Lum	p sum Withdrawal		
		Select Annue	ty Scheme*				
		Receipt No./ No.	Back Office Re	4			
	- Section C -	Claimant W	fithdrawal [	Details	16 of corpus Claim	tant will	
	Second Second		100	204000.40	receive in his/her	bank account	
	Towards Annuity	r (in %)*	0 %	0	% of corpus Annu utilise towards pe	itant will nsion	
Valuation	Section E -	Subscriber	's Family M	ember Detail	s		
-		Marital Statu		Married			
1.		Spouse State	es (*	Alive			
		Mother Statu	s*	Not Applie	able		
•		Father Statu	e:	Not Applic	able		

Figure 8

On confirmation, an Acknowledgement Number will be generated. Please refer below Figure 9.

Death Withdrawal	Acknowledgement		
PRAN: 110000955657 Entity Reg No: 2001355	🙆 NSDL e-Gov	is now more and the second secon	urav NC), Jaipur
Subscriber Details	Dear Claimant,		
Date of	Your Withdrawal request has been Withdrawal Request details are give	n successfully initiated. The Subscriber In below:	
Father	Acknowledgement Number	231304143201	
Subsci	Claim ID	2313041432	
Marital	Name of Subscriber	Prashant Shantaram Gurav	
Orphar	Acknowledgement No. Generated Date	02-06-2023 14:27:36	
Date O			
		OK	



Once Acknowledgement Number is generated, User needs to capture/submit details under **different TABs.** User needs to provide the Subscriber's Family Details such as spouse, mother, father's details under "**Family Details**" TAB. Refer below **Figure 10.** 

If POP desires to cancel the Death Withdrawal request after generation of Acknowledgement Number, POP can cancel the Death Withdrawal request from Initiator login ID by clicking on **`Cancel request'** tab. Refer below **Figure 10**.

10100201403				Subscriber Name	JVGDEEP CHVXHVN	
Reg No: 6503663			F	POP Reg No: 55	503525	
Name: APOLLO HOS	PITALS ENTERPRISE LI	WITED	T	POP Name: APO	OLLO HOSPITALS ENTERPRISE L	IMITED
m ID: 2112308224			1	Acknowledgemen	nt Number: 211230822401	
amily Details Annuitant	Details Nominee/Legal H	leir Details Docu	iment Che	ecklist - Tier I	Declaration Documents Upload	
						Cancel Request
Subscriber Detail	le					
oubscriber betan	13					
	Date of Birth			06/01/1976		
	Father's Name			CVTTVNDEV C	HVXHVN	
	Subscriber's gender			Male		
	Marital Status			Married		
	Date Of Death*			01/04/2021		
Total Valuatio	n ———					
	Total Valuation as o	n Date(in Rs.)		264360.48		
	Total Valuation as o	n Date of Death*		264360.48		
				100% Lump s	um Withdrawal	
	Do you want to opt	for?*		100% Annuity	Withdrawal	
	Do you want to opt	for?*		0100% Annuity Lump sum & A NPS-Family In	Withdrawal Annuity Withdrawal ncome option (Default	
	Do you want to opt	for?* eme*		Other Annuity	Withdrawal Annuity Withdrawal acome option (Default	
	Do you want to opt	for?* eme*		Olow Annuity Lump sum & A NPS-Family In annuity) Other Annuity	Withdrawal Annuity Withdrawal acome option (Default r Option	
Section C - Cl	Do you want to opt Select Annuity Schr laimant Withdrawal D	etails		0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity	Withdrawal Annuity Withdrawal acome option (Default r Option	
Section C - Cl Towards Withdraw	Do you want to opt Select Annuity Schu laimant Withdrawal D	for?* etails%	2643	0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity 60.48	Withdrawal Annuity Withdrawal acome option (Default r Option % of corpus Claimant will reco bank account.	eive in his/her
Section C - Cl Towards Withdraw Towards Annuity (i	Do you want to opt Select Annuity Schu laimant Withdrawal D al (in %)*	for?* etails 100 % 0 %	2643	0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity 60.48	Withdrawal Annuity Withdrawal acome option (Default <sup>7</sup> Option % of corpus Claimant will rece bank account. % of corpus Annuitant will uti pension	eive in his/her lise towards
Section C - Cl Towards Withdraw Towards Annuity (i Section E - Su	Do you want to opt Select Annuity Scho laimant Withdrawal D at (in %)* ubscriber's Family Me	for?* etails to 7%	2643	0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity 60.48	Withdrawal Annuity Withdrawal come option (Default r Option % of corpus Claimant will rece bank account. % of corpus Annuitant will uti pension	eive in his/her lise towards
Section C - Cl Towards Withdraw Towards Annuity (i Section E - Su	Do you want to opt Select Annuity Scho laimant Withdrawal D al (in %)* ubscriber's Family Mo Marital Status*	for?* etails 100 % 0 % ember Details -	2643	0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity 60.48	Withdrawal Annuity Withdrawal acome option (Default of Option % of corpus Claimant will reco bank account. % of corpus Annuitant will uti pension	eive in his/her lise towards
Section C - Cl Towards Withdraw Towards Annuity (i Section E - St	Do you want to opt Select Annuity Schu laimant Withdrawal D al (in %)* ubscriber's Family Me Marital Status* Spouse Gender*	for?* etails 100 % 0 % ember Details -	2643	0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity 60.48	Withdrawal Annuity Withdrawal acome option (Default of Option % of corpus Claimant will rece bank account. % of corpus Annuitant will uti pension	sive in his/her lise towards
Section C - Cl Towards Withdraw Towards Annuity (i Section E - Su	Do you want to opt Select Annuity Scho laimant Withdrawal D al (in %)* ubscriber's Family Me Marital Status* Spouse Gender* Spouse Status :*	for?* eme* etails 100 % 0 % ember Details	2643	0100% Annuity Lump sum & A NPS-Family In annuity) Other Annuity 60.48 Married Female Alive	Withdrawal Annuity Withdrawal acome option (Default • Option % of corpus Claimant will rece bank account. % of corpus Annuitant will uti pension	eive in his/her lise towards

	Spouse Middle Name		
	Spouse Last Name	CHAUHAN	
	Spouse Aadhar/VID		
	Spouse PAN\$		
	Spouse DOB*	01/10/1965 DD/MM/YYYY	
	Mother Status*	Not Applicable	~
	Father Status*	Not Applicable	~
	Child 1 Status*	Not Applicable	~
	Child 2 Status*	Not Applicable	~
	Child 3 Status*	Not Applicable	~
Note S PAN of the Claim	Save &	Proceed	

Figure 10

User will click **Save & Proceed**. User needs to provide Nomination/Legal Heir details in next TAB. The nominee details registered in CRA will be displayed to the User. If the nominee details are same, User will select the continute with existing nomination as **Yes**. If there is a change in nomination or User wants to add legal heir details, then User needs to select the continute with existing nomination as **No**. In such case, User will be required to capture new nominee/legal heir details. Please refer below **Figure 11**.

		Subscriber Name	. JVGDEEP CHVXHVN	(
BO Reg No: 6503663		POP Reg No: 5	503525	
BO Name: APOLLO HOSPITALS ENTERP	RISE LIMITED	POP Name: AP	OLLO HOSPITALS ENTI	ERPRISE LIMITED
laim ID: 2112308224		Acknowledgeme	nt Number: 2112308224	101
Family Datails	Document Checklist Tier I	Declaration Docum	wents Unicad	
Manual Instantial Company of the 14 hours	the second s	the film of the last		
	ALINE AND DESCRIPTION OF A	Statut Radiation		
Nominations Last Updated : 15/02/2019				
- Tier 1 Nominee / Legal Heir D	etails			
Existing Tier 1 Nominees :				
Existing Tier 1 Nominees : Nominee Name	Relationship	with Subscriber	Pe	rcentage Share
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN	Relationship	with Subscriber	Pe 10	rcentage Share
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN	Relationship	with Subscriber	Per 100	rcentage Share
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN	Relationship SPOUSE Select	with Subscriber	Pet 10	rcentage Share
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominations	Relationship SPOUSE	with Subscriber	Pe 10	rcentage Share
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominations : Nominee / Legal Heir Name	Relationship SPOUSE Select V Select Ves No	with Subscriber	Percentage Share	rcentage Share
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominations Nominee / Legal Heir Name	Relationship SPOUSE Select v Select Yes No	with Subscriber Relationship with Subscriber	Percentage Share	rcentage Share
Existing Tier 1 Nominees :     Nominee Name     ANURADHA CHAUHAN     Continue with existing nominations :     Nominee / Legal Heir Name     ANURADHA     ANURADHA	Relationship SPOUSE Select v Select Yes No CHAUHAN	Relationship with Subscriber	Percentage Share	Additional Details
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominations : Nominee / Legal Heir Name ANURADHA	Relationship SPOUSE Select Ves No CHAUHAN	with Subscriber Relationship with Subscriber SPOUSE	Percentage Share	Additional Details
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominations Nominee / Legal Heir Name ANURADHA	Relationship SPOUSE Select Ves No CHAUHAN	with Subscriber Relationship with Subscriber SPOUSE	Percentage Share	Additional Details
Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominations Nominee / Logal Heir Name ANURADHA	Relationship SPOUSE Select Yes No CHAUHAN	with Subscriber Relationship with Subscriber SPOUSE	Percentage Share	Additional Details



PRAN: 110133267485	Subscriber N	Iame: JVGDEEP CHVXHVN
BO Reg No: 6503663	POP Reg No:	: 5503525
BO Name: APOLLO HOSPITALS EN	TERPRISE LIMITED POP Name:	APOLLO HOSPITALS ENTERPRISE LIMITED
Claim ID: 2112308224	Acknowledge	ement Number: 2112308 X
*Corpus towards Lumpsum sho *Corpus towards Lumpsum sho Nominations Last Updated : 15 Tier 1 Nominee / Legal Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nomin Nominee / Legal Heir Name ANURADHA	If all the registered nominees displayed at 'Nom are Valid//Alive then only select option as 'Yes' existing nominations. If any of the nominee/s displayed is/are Invalid// option as 'No' and enter the claimant(s) details a For Example: There are three registered nomine If nominee C is Invalid/Not alive, then select opt claimant(s) details at 'Nominee/Legal Heir Detai claimant(s) may be nominee A or nominee B or any other person(s) as per the Legal Heir Certifi Certificate. Kindly click on "OK" to proceed with the selecti "Cancel" to change your selection. OK CANCEL	hinee Details' Section for continuing with Not alive then, select as Legal Heir(s). ees namely A, B and C. tion as 'No' and enter ils' section. The both nominee A & B or icate/Family Members ion. Kindly click on

Figure 12

At this stage, User needs to capture Additional details related to nominees/legal heir by clicking on "Additional Details" option. Please refer below Figure 13.

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Death Withdrawal - Requ	est Initiation					
RAN: 110133267485		Subscriber Name	: JVGDEEP CHVX	HVN		
CBO Reg No: 6503663		POP Reg No: 5	503525			
CBO Name: APOLLO HOSPITALS EN	TERPRISE LIMITED	POP Name: AF	OLLO HOSPITALS E	INTERPRISE LIMITED	)	
Claim ID: 2112308224		Acknowledgeme	nt Number: 2112308	322401		
Family Details Nominee/Legal Heir De	tails Document Checklist-T	ier I Declaration Docum	ents Upload			
Family Details Nominee/Legal Heir De	tails Document Checklist-T	ier I Declaration Docum	ents Upload			
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul	d be given to respective no	ier I Declaration Docum	ents Upload			
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02	tails Document Checklist-T d be given to respective no (2019	ier I Declaration Docum minees / legal heirs	ents Upload			
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02 Tier 1 Nominee / Legal He	tails Document Checklist-T d be given to respective no /2019 eir Details	ier I Declaration Docum	ents Upload			
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02 Tier 1 Nominee / Legal He Existing Tier 1 Nominees :	tails Document Checklist-T d be given to respective no 12019 eir Details	ier I Declaration Docum	ients Upload			
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02 Tier 1 Nominee / Legal He Existing Tier 1 Nominees : Nominee Name	tails Document Checklist-T d be given to respective no (2019 eir Details Relation	ier I Declaration Docum minees / legal heirs ship with Subscriber	ients Upload	Percentage Share		
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02 Tier 1 Nominee / Legal He Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN	tails Document Checklist-T d be given to respective no (2019 eir Details Relation SPOUSE	ier I Declaration Docum minees / legal heirs ship with Subscriber	ents Upload	Percentage Share		
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02 Tier 1 Nominee / Legal He Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN	tails Document Checklist-T d be given to respective no (2019 eir Details Relation SPOUSE	ier I Declaration Docum minees / legal heirs ship with Subscriber	ents Upload	Percentage Share		
Family Details       Nominee/Legal Heir De         *Corpus towards Lumpsum shoul         Nominations Last Updated : 15/02         Tier 1 Nominee / Legal Heir         Existing Tier 1 Nominees :         Nominee Name         ANURADHA CHAUHAN         * Continue with existing nomination	tails Document Checklist-T d be given to respective no (2019 eir Details Relation SPOUSE ons : Yes	ier I Declaration Docum minees / legal heirs ship with Subscriber	ients Upload	Percentage Share 100		
Family Details       Nominee/Legal Heir De         *Corpus towards Lumpsum shoul         Nominations Last Updated : 15/02         Tier 1 Nominee / Legal Heir         Existing Tier 1 Nominees :         Nominee Name         ANURADHA CHAUHAN         * Continue with existing nomination         Nominee / Legal Heir Name	tails Document Checklist-T d be given to respective no r2019 eir Details Relation SPOUSE ons : Yes V	ier I Declaration Docum minees / legal heirs ship with Subscriber Relationship with Subscriber	Percentage Shar	Percentage Share 100		
Family Details Nominee/Legal Heir De *Corpus towards Lumpsum shoul Nominations Last Updated : 15/02 Tier 1 Nominee / Legal He Existing Tier 1 Nominees : Nominee Name ANURADHA CHAUHAN * Continue with existing nominat	alls Document Checklist-T d be given to respective no (2019) eir Details Relation SPOUSE ons : Yes V	ier I Declaration Docum minees / legal heirs ship with Subscriber E Relationship with Subscriber	Percentage Shar	Percentage Share 100		

Once User Clicks on "Additional Details" option, a new Window will be displayed wherein, User needs to provide Address & Bank details of nominee/legal heir and Click on "Save" button. Please refer below Figure 14.

Personal Details		Address & Bank Details		
First Name *	ANURADHA	Address 1 *	3RD FLOOR FLAT NO.18 SHIVPL	
Middle Name		Address 2	BABURAO PARULEKAR MARG,E	
Last Name / Surname	CHAUHAN	Address 3		
Relationship *	SPOUSE	City	MUMBAI	
Date of Birth\$	DD/MM/YYYY	Pincode*	400028 Q	
Percentage Share *	100	State *	Maharashtra 🗸	
Major/Minor*	MINOR	Country *	India 🗸	
Guardian Date of Birth *	DD/MM/YYYY	Mobile No*	9757222422	
Guardian Name *		Alternate Contact No.		
Guardian Middle Name		Email ID*	SAGAR.KONDVILKAR14@GMAIL	
Guardian Last Name / Surname		Bank Account Type*	SAVINGS 🗸	
AADHAAR / VID		Bank Account Number*		
PAN*	ВQQPK8787Н	Confirm Bank Account Number*	5678	
скус		Bank IFS Code*	HDFC0000424 Q	
Are you a Politically Exposed Person (PEP)*	No	Bank Name*	HDFC BANK	
e you related to a Politically	No	Bank Branch*	MUMBAI - MATUNGA (EAST)	
posed Person (PEP)*			PAL RESIDENCY,SHOP NO	
nviction under any criminal oceedings in India or abroad? *	No	Bank Address*	2,PLOT NO 358BHANDARKAR ROAD, MATUNGA (CR)MUMBAI MAHARASHTRA 400019	
		Bank Address Pin*		
		MICR Code	400240063	

Figure 14

At this stage, below page will be displayed wherein User needs to click on "Next" button to proceed further. Please refer below **Figure 15.** 

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Nominee Name	Relationship	with Subscriber	Percent	tage Share	
ANURADHA CHAUHAN	SPOUSE		100		
* Continue with existing nominations	Yes 🗸				
Nominee / Legal Heir Name		Relationship with Subscriber	Percentage Share		
ANURADHA	CHAUHAN	SPOUSE	100	Additional Details	
N		Close		//	
Note	. far hath tinn				
The percentage calculation should	be 100% in total for each tie	er.			
You cannot revert Continue with example.	xisting option once opted.				

Figure 15

In next "**Documents Checklist" TAB**, User needs to confirm the Withdrawal Form, supporting documents related to exit request, Bank Proof, Identity & Address Proof and proceed further. Please refer below **Figure 16**.

: 130062323			Back 1	to Main Menu	
Death W	ithdra	awal -	Request Initiation		
PRAN: 11013	3326748	85	Subscriber Name: JVGDEEP CHVXHVN		
CBO Reg No:	65036	63	POP Reg No: 5503525		
CBO Name:	APOLL	O HOSPI	TALS ENTERPRISE LIMITED POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED		
	1230822	24	Acknowledgement Number: 211230822401		
Family Detail	s No	ominee/Leg	al Heir Details Document Checklist-Tier I Declaration Documents Upload		
Supp	porting	g Docur	nents		
Sr No.	ſ	Document	Name		
1	- 1	Withdraw	al form duly filled and signed stamped by manned Nodal Office *		
2			artonn dury med and signed-stamped by mapped rodar once.		
2		Original E	DAN Card/Copy of oPDAN Card/Notariood Affidavit (if PDAN card not submitted)		
3		Comilu M	rkan Cardicopy of erkan Cardinolarised Amdavil (if rkan card not submitted)		
4					
J		Legarnen	i certificate issued by rifst class magistrate		
	Tier	rl			
Sr No.	Tier Non	r I minees	Document Name		
Sr No. 1	Tier Non 1	r I minees	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*		
sr No. 1	Tier Nom 1 2 of of Id	dentity	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*		
sr No. 1 Proc	Tier Nom 1 Øf of Id	r I minees dentity	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*		
sr No. 1 Proc	Tier Non 1 of of Id Tier Non	r I minees dentity r I minees	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*		
sr No. 1 Sr No.	Tier Nom 1 Sof of Id Tier Nom 1	r I minees dentity r I minees	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook* Document Name		
sr No. 1 Proc Sr No. 1	Tier Non 1 2 of of Id 7 ier Non 1	r I minees dentity r I minees	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*  Document Name Valid Passport issued by Government of India.		
sr No. 1 Proc Sr No. 1 2	Tier Non 1 of of Id Tier Non 1 1	dentity	Document Name Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook* Document Name Valid Passport issued by Government of India. Ration Card with Photograph.		
Sr No. 1 Proc Sr No. 1 2 3	Tier Non 1 Df of Id 1 1 1 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph		
Sr No. 1 Proc Sr No. 1 2 3 4	Tier       Non       1       I	dentity	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph and residential address.		
sr No. 1 Proc sr No. 1 2 3 4 5	Tiers Non 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph and residential address.         Valid Driving license with photograph.		
Sr No. 1 Proc Sr No. 1 2 3 4 5 6	Tiers       1	r I dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph.         Valid Driving license with photograph.         PAN Card issued by income tax department.		
Sr No. 1 Proc Sr No. 1 2 3 4 5 6 7	Tier           1           1           2           5           5           1           1           2           1           1           2           1           2           1           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           3	r I dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph.         Valid Driving license with photograph.         PAN Card issued by income tax department.         Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.		
Sr No. 1 Proc Sr No. 1 2 3 4 5 6 7 8	Tiers           1 <td>dentity r I minees</td> <td>Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph.         Valid Driving license with photograph.         PAN Card issued by income tax department.         Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.         Aadhar Card/Letter issued by Unique Identification Authority of India.</td> <td></td> <td></td>	dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph.         Valid Driving license with photograph.         PAN Card issued by income tax department.         Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.         Aadhar Card/Letter issued by Unique Identification Authority of India.		
Sr No. 1 Proc Sr No. 1 2 3 4 5 6 7 8 9	Tier           1           1           2           5           6           1           2           1           2           1           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           3	dentity r i minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph and residential address.         Valid Driving license with photograph.         PAN Card issued by income tax department.         Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.         Aadhar Card/Letter issued by Unique Identification Authority of India.         Job Cards issued by NREGA duly signed by an officer of the State Government.		
Sr No. 1 Proc Sr No. 1 2 3 4 5 6 7 8 9 10	Tier           1           1           1           2           5           5           1	dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph and residential address.         Valid Driving license with photograph.         PAN Card issued by income tax department.         Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.         Aadhar Card/Letter issued by Unique Identification Authority of India.         Job Cards issued by NREGA duly signed by an officer of the State Government.         Photo Identity card issued by Government Defence, Paramilitary and Police Departments.		
Sr No. 1 Proc Sr No. 1 2 3 4 5 6 7 8 9 10 11	Tierwork           1           1           1           2           5           1           1           2           1           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           2           3<	dentity r I minees	Document Name         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*         Document Name         Document Name         Valid Passport issued by Government of India.         Ration Card with Photograph.         Bank pass book or Certificate with Photograph         Voters Identity Card with Photograph and residential address.         Valid Driving license with photograph.         PAN Card issued by income tax department.         Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.         Aadhar Card/Letter issued by Unique Identification Authority of India.         Job Cards issued by NREGA duly signed by an officer of the State Government.         Photo Identity card issued by Government Defence, Paramilitary and Police Departments.         Ex-Service Man Card issued by Ministry of Defence to their employees		



Sr No.	Tier I Nominees	Document Name
	1	
1	<b></b>	Valid Passport issued by Government of India.
2		Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.
3		Job Cards issued by NREGA duly signed by an officer of the State Government.
4		Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc
5		Ration card with photograph and residential address.
6		Bank Pass book or certificate with photograph and residential address.
7		Voters Identity Card with Photograph and residential address.
8		Valid Driving license with photograph and residential address.
9		Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judical Magistrate etc
10		Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
11		Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
12		Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
13		Latest property/house Tax Receipt (not more than one year old).
14		Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation).
<b>«</b>		Save & Proceed

Figure 16

User will click **Save & Proceed**. The next TAB is for **Delcaration**. The User needs to accept the declaration to process the withdrawal request and click on **"Save and Proceed"** button. Please refer below **Figure 17**.

N: 110133267485	Subscriber Name: JVGDEEP CHVXHVN
D Reg No: 6503663	POP Reg No: 5503525
Name: APOLLO HOSPITALS ENTERPRISE LIMITED	POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED
m ID: 2112308224	Acknowledgement Number: 211230822401
mily Details Nominee/Legal Heir Details Document Checklist-Ti	er I Declaration Documents Upload
C Declaration by Claimant	
Declaration by Claimant	
I hereby declare and state that all the personal details provided agree that NPS Trust / CRA shall not be held responsible/liable details pertaining to bank account by me. Further, I authorize t withdrawal application with the Annuity Service Providers for fac	d by me in the form as above are true and correct to the best of my knowledge. I also of any losses or delays that may arise due to provision of incorrect details including the National Pension System Trust(NPST)/ CRA to share informations pertaining to my ilitating the purchase of annuity in applicable cases as is required under NPS.
Declaration by Nodal Office/POP	
✓ Declaration by Nodal Office/POP	
<ol> <li>It is certified that above declaration has been signed/thumb minor heir(s) of deceased subscriber late Sh/Smt/Kum JVGDE have been read over to him / her/them by me and got confirmed</li> </ol>	impressed before me by the nominee(s)/legal heir(s)/guardian of minor nominee(s) or EP CHVXHVN with PRAN 110133267485 as above and has read the entries / entries by him / her/them.
2. That all the contributions including the subscriber contribution no further contributions are pending. (applicable for government	and employer contribution have been transferred in to the PRAN of the subscriber and sector subscribers only)
3. That Identification and address of the nominee/claimant is centre withdrawal form has been verified and can be accepted as fi	tified as provided in the withdrawal form above. The name of claimant as mentioned on nal.
4 It is also certified that this office has not paid/received any f have any objection for release of accumulated pension wealth to	amily pension to the legal heir(s)/nominee(s) of the deceased subscriber and we dont his/her claimant. (applicable for government Sector subscribers only)
<ol> <li>The bank account details of nominee/claimant as provided in payment</li> </ol>	bank details section have been checked and verified and the same can be accepted for
II Save	& Proceed Close
Note	
This request needs to be authorised by Nodal Office/POP with	other User ID.
User can opt for Lump sum & Annuity Withdrawal as per PFRI	DA Exit Regulation 2015 and amendments thereto.

Figure 17

A New Information window will be opened regarding scanned documents Upload. User needs to click on **"OK"** button. Please refer below **Figure 18.** 

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	Change Is
C Declaration by Nodal Office/POP	
Declaration by Nodal Office/POP	
<ol> <li>It is certified that above declaration has been signed/thumb impressed before me by the nominee(s)/legal heir(s)/guardian of minor nominee(s)/minor heir(s) of deceased subscriber late. Sh/Smt/Kum JVGDEEP CHVXHVN with PRAN 110133267485 as above and has read the entries / en have been read over to him / her/them by me and got confirmed by him / her/them.</li> </ol>	s) or tries
2. That all the contributions including the subscriber contribution and employer contribution have been transferred in to the PRAN of the subscriber no further contributions are pending. (applicable for government sector subscribers only)	and
3. That Identification and address of the nominee/claimant is certified as provided in the withdrawal form above. The name of claimant as mentioned the withdrawal form has been verified and can be accepted as final.	d on
4 It is also certified that this office has not paid/received any family pension to the legal heir(s)/nominee(s) of the deceased s the related of a second s	dont
5. The bank accorpayment Kindly Upload supporting documents at next screen for faster processing of withdrawal request.	d for
Save & Proceed Close	»>
Note	
This request needs to be authorised by Nodal Office/POP with other User ID.	
User can opt for Lump sum & Annulty Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.	
Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768.	Privacy Policy

Figure 18

At **"Documents Upload" TAB,** User needs to upload the complete documents such as Withdrawal Form & Supporting documents, KYC Documents & Bank Proof. Please refer below Figure **19A & 19B.** 

Death Withdrawal - Request I	nitiation		
PRAN: 110133267485	Su	bscriber Name: JVGDEEP CHVXHVN	
CBO Reg No: 6503663	PC	P Reg No: 5503525	
BO Name: APOLLO HOSPITALS ENTERPRI	SE LIMITED PC	P Name: APOLLO HOSPITALS ENTERPRISE LIMITED	
Claim ID: 2112308224	Ac	knowledgement Number: 211230822401	
Family Details Nominee/Legal Heir Details	Document Checklist-Tier I Declara	Documents Upload	
C Download Exit Withdrawal For	m		
Please complete all the details under all ta	bs to download form.		
	Download Exit Wit	thdrawal Forms	
Oocument Upload			
Document Name	Attach File	File Download	
Withdrawal Form	Choose File No file chose	n	
KYC/Other Documents - Tier I	Choose File No file chose	n	
Bank Proof	Choose File No file chose	n	
<b>«</b>	Upload Close Confin	m & Proceed 19A	
<b>«</b>	Upload Close Confin	m & Proceed 19A	
<b>K</b> Death Withdrawal - Request I	Upload Close Confin Figure	m & Proceed 19A	
Withdrawal - Request I       PRAN: 110133267485	Upload Close Confir Figure nitiation	m & Proceed 19A Ibscriber Name: JVGDEEP CHVXHVN	
CBO Reg No: 6503663	Upload Close Confin Figure nitiation	m & Proceed 19A Ibscriber Name: JVGDEEP CHVXHVN DP Reg No: 5503525	
Withdrawal - Request I         PRAN: 110133267485         CBO Reg No: 6503663         CBO Name: APOLLO HOSPITALS ENTERPRING	Upload Close Confir Figure nitiation ISE LIMITED PO	M & Proceed 19A Ubscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED	
CBO Reg No: 6503663 CBO Name: APOLLO HOSPITALS ENTERPR Claim ID: 2112308224	Upload Close Confir Figure nitiation ISE LIMITED PG Ad	m & Proceed 19A Abscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED Exnowledgement Number: 211230822401	
Claim ID: 2112308224         Family Details	Upload Close Confir Figure nitiation ISE LIMITED PG Ad	m & Proceed 19A ubscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED cknowledgement Number: 211230822401 tion Documents Upload	
Claim ID: 2112308224 Family Details Nominee/Legal Heir Details Download Exit Withdrawal For	Upload Close Confir Figure nitiation ISE LIMITED PO Action Document Checklist-Tier 1 Declara	M & Proceed 19A Abscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED Exhowledgement Number: 211230822401 Ition Documents Upload	
Classical Structure         Peath Withdrawal - Request I         PRAN:       110133267485         CBO Reg No:       6503663         CBO Name:       APOLLO HOSPITALS ENTERPR         Claim ID:       2112308224         Family Details       Nominee/Legal Heir Details         Download Exit Withdrawal For         Please complete all the details under all the	Upload Close Confir Figure nitiation ISE LIMITED PO Add Document Checklist-Tier I Declara m abs to download form.	m & Proceed 19A ubscriber Name: JVGDEEP CHVXHVN DP Reg No: 5503525 DP Name: APOLLO HOSPITALS ENTERPRISE LIMITED cknowledgement Number: 211230822401 tion Documents Upload	
Complete all the details under all tag	Upload Close Confir Figure nitiation ISE LIMITED PC Ac Document Checklist-Tier 1 Declara m abs to download form.	m & Proceed 19A Abscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED Exhowledgement Number: 211230822401 Toouments Upload	
Claim ID: 2112308224  Family Details  Nomineer/Legal Heir Details  Download Exit Withdrawal For  Please complete all the details under all ta	Upload Close Confir Figure nitiation ISE LIMITED PC AC Document Checklist-Tier 1 Declara m abs to download form. Download Exit Wi	m & Proceed 19A ubscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED cknowledgement Number: 211230822401 tton Documents Upload thdrawal Forms	
CBO Reg No: 6503663 CBO Name: APOLLO HOSPITALS ENTERPR Claim ID: 2112308224 Family Details Nominee/Legal Heir Details Download Exit Withdrawal For Please complete all the details under all ta	Upload Close Confir Figure nitiation ISE LIMITED PC Ac Document Checklist-Tier 1 Declara m abs to download form. Download Exit Wi File Successful	m & Proceed 19A bscriber Name: JVGDEEP CHVXHVN OP Reg No: 5503525 OP Name: APOLLO HOSPITALS ENTERPRISE LIMITED cknowledgement Number: 211230822401 tton Documents Upload thdrawal Forms ly Uploaded	
Claim ID: 2112308224  Family Details  Nomineer/Legal Heir Details  Download Exit Withdrawal For  Please complete all the details under all ta  Document Upload	Upload Close Confir Figure nitiation  ISE LIMITED  Document Checklist-Tier 1  Document Checklist-Tier 1  Document Checklist-Tier 1  The C	m & Proceed  19A  ubscriber Name: JVGDEEP CHVXHVN  PP Reg No: 5503525  PP Name: APOLLO HOSPITALS ENTERPRISE LIMITED  cknowledgement Number: 211230822401  thom Documents Upload  thdrawal Forms ly Uploaded	
CBO Reg No: 6503663 CBO Name: APOLLO HOSPITALS ENTERPR Claim ID: 2112308224 Family Details Nominee/Legal Heir Details Download Exit Withdrawal For Please complete all the details under all ta Document Upload	Upload Close Confir Figure nitiation ISE LIMITED PC AC Document Checklist-Tier 1 Declara m abs to download form. Download Exit Wi File Successful	m & Proceed  19A  bscriber Name: JVGDEEP CHVXHVN  PReg No: 5503525  PName: APOLLO HOSPITALS ENTERPRISE LIMITED  cknowledgement Number: 211230822401  thdrawal Forms  hy Uploaded	
Claim ID: 2112308224  Family Details  Nominee/Legal Heir Details  Download Exit Withdrawal For  Please complete all the details under all the  Document Upload  Document Name  With denue L 5 are	Upload Close Confir Figure nitiation ISE LIMITED PO Action Document Checklist-Tier I Declara m abs to download form. Download Exit Wi File Successful	m & Proceed  19A  ubscriber Name: JVGDEEP CHVXHVN  PP Reg No: 5503525  PP Name: APOLLO HOSPITALS ENTERPRISE LIMITED  cknowledgement Number: 211230822401  thon Documents Upload  thdrawal Forms  ly Uploaded  File Download	
Claim ID: 2112308224  Family Details  Download Exit Withdrawal For  Please complete all the details under all the  Document Upload  Document Name  Withdrawal Form  KYC/Other Document Tigs 1	Upload Close Confir Figure nitiation ISE LIMITED 90 Add Document Checklist-Tier I Declara m abs to download form. Download Exit Wi File Successful Choose File No file choose	Image: Second secon	
Claim ID: 2112308224  Family Details  Download Exit Withdrawal For Please complete all the details under all the Document Upload  Document Name Withdrawal Form KYC/Other Documents - Tier 1 Bank Proof	Upload Close Confir Figure nitiation ISE LIMITED PC Add Document Checklist-Tier 1 Declara m abs to download form. Download Exit Wi File Successful Choose File No file choose Choose File No file choose Choose File No file choose	thdrawal Forms  I Uploaded  File Download  File Download  August 202144381.pdf  august 202144337.pdf	
Classical Structure       Classical Structure         PRAN:       110133267485         CBO Reg No:       6503663         CBO Name:       APOLLO HOSPITALS ENTERPRE         Claim ID:       2112308224         Family Details       Nominee/Legal Heir Details         Download Exit Withdrawal Form         Please complete all the details under all the det	Upload Close Confir Figure nitiation Ise LIMITED 90 Add Document Checklist-Tier 1 Declara m abs to download form. Download Exit Wi File Successful Choose File No file chose Choose File No file chose Choose File No file chose	I 9A     ubscriber Name:   JVGDEEP CHVXHVN   DP Reg No:   5503525   DP Name:   APOLLO HOSPITALS ENTERPRISE LIMITED   cknowledgement Number:   211230822401   Documents Upload     thdrawal Forms     It Uploaded     File Download   an <td< td=""><td></td></td<>	



After providing complete details under different TABs & uploading scanned documents, User needs to re-confirm all the details entered /selected. Each TAB will be displayed to the User for confirmation. User needs to click on "**Next'' button** to proceed further.

Once details under all TABs are confirmed, the User needs to confirm the withdrawal request under **Documents Upload TAB**, as shown below in **Figure 20**.

	Subscriber Name: JVGDEEP CHVXHVN
BO Reg No: 6503663	POP Reg No: 5503525
BO Name: APOLLO HOSPITALS ENTERPRISE	E LIMITED POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED
laim ID: 2112308224	Acknowledgement Number: 211230822401
Family Details Nominee/Legal Heir Details Do	ocument Checklist - Tier I Declaration Documents Upload
Decument Unlead	Download Exit Withdrawal Forms
Document Upload	Download Exit Withdrawal Forms
Document Upload	Download Exit Withdrawal Forms
Document Upload Document Name Withdrawal Form	File Download       202144381.pdf
Document Upload Document Name Withdrawal Form KYC/Other Documents - Tier I	Download Exit Withdrawal Forms         File Download         202144381.pdf         110040338613_TIER1_NOM_1.pdf

Figure 20

A final confirmation message will be displayed to User. Once User clicks on **"Proceed"** button, a message for successful initiation of request will be displayed to User. Please refer **Figure 21 & 22.** 

Death Withdrawar - Request in		
PRAN: 110133267485	Subscriber Name: JVGDEEP CHVXI X	
BO Reg No: 6503663	Do you want to Confirm ?	
Laim ID: 2112308224	PRISE LIMITED	
	Proceed	
Family Details Nominee/Legal Heir		
the second second second second		
– Download Exit Withdrawal Form	n	
Download Exit Withdrawal Form	m	
Download Exit Withdrawal Form	Download Exit Withdrawal Forms	
Download Exit Withdrawal Form	m Download Exit Withdrawal Forms	
	m Download Exit Withdrawal Forms	
Download Exit Withdrawal Form	m Download Exit Withdrawal Forms	
Download Exit Withdrawal Form	m Download Exit Withdrawal Forms	
Download Exit Withdrawal Form	m Download Exit Withdrawal Forms File Download	
Download Exit Withdrawal Form	m Download Exit Withdrawal Forms File Download 202144381.pdf	
Download Exit Withdrawal Form	Tile Download Exit Withdrawal Forms	



Death Withdrawal       Withdrawal request has been successfully initiated.         Request is pending for Authorisation from Nodal Office.       PRAN         PBO Reg No:       6503663         IBD Name:       APOLLO HOS         Iaim ID:       2112308224         Family Details       Nomineer         Oownload Exit       Close         Document Upload       File Download         Withdrawal Form       File Download         Withdrawal Form       File Download         Withdrawal Form       File Download		Withdrawal Request —			
RAN: 110133267485 BO Reg No: 6503663 BO Name: APOLLO HOS laim ID: 2112308224 Family Details Nomineet Download Exit 1 Close Document Upload Document Name KYC/Other Documents - Tier I	Death Withdrawal				
BBO Name: APOLLO HOS Claim ID: 2112308224 Family Details Nomineer Download Exit Download Exit Close	PRAN: 110133267485	Withdrawa Request is pe	l request has bee ending for Author	en successfully initiated. risation from Nodal Office.	
Acknowledgement Number 2112308224   Famity Details Nomineer   Claim ID 2112308224   Acknowledgement No. Generated Date 16-04-2021 17:28:49	CBO Name: APOLLO HOS	PRAN	1	110133267485	IMITED
Family Details       Nomineer         Acknowledgement No. Generated Date       16-04-2021 17:28:49         Download Exit       Close         Document Upload       File Download         Withdrawal Form       KYC/Other Documents - Tier I	laim ID: 2112308224	Acknowledgen	nent Number 2	211230822401	
Acknowledgement No. Generated Date 16-04-2021 17:28:49 Close Document Upload Document Name File Download Withdrawal Form KYC/Other Documents - Tier I	Constitue Destanting	Claim ID	2	2112308224	
Download Exit Close	Family Details Nominee/L	Acknowledgen Generated Date	nent No. 9	16-04-2021 17:28:49	s <u></u>
Document Name     File Download       Withdrawal Form     KYC/Other Documents - Tier I		load		_	
Document Name         File Download           Withdrawal Form            KYC/Other Documents - Tier I	- Locument U	Tonu			
Withdrawal Form           KYC/Other Documents - Tier I	- Document U				
KYC/Other Documents - Tier I	Document U Document Name		F	File Download	
	Document U Document Name Withdrawal Form		F	File Download	
Bank Proof	Document U Document Name Withdrawal Form KYC/Other Docu	nents - Tier I	F	File Download	

Figure 22

The second User of the POP will authorize the request in the CRA System.



#### 6. Steps to Authorize Online Death Withdrawal request in CRA System by POP

To authorize Online Death Withdrawal request, POP User will access CRA System <u>www.cra-nsdl.com</u> using another DSC User ID as given below in **Figure 23.** 

	NSDL e-Gov is now protean Change is growth		National Pension System (NPS)
œ	Annual Transaction Statement on Email	User ID Password	Subscribers
	Invest in NPS	Enter Captcha	3 9 + 7 =
<b>(</b>	Activate Tier II Account Free !!	Reset Password	IPIN for eNPS Help/Instructions for Login
	FATCA Compliance		Digital Certificate     130062323
	Annuity Quotes	Enter Captcha	5 2 + 6 = 58 Submit
	Grievance / Enquiry Status		Change DSC Help/Instructions for Login
	Subscriber Registration/Photo-Signature Modification Request		
	Status using Receipt Number		
T	Subscriber Withdrawal Status		

Figure 23

User needs to click on Menu "Exit Withdrawal Request" and select Sub-Menu "Initiate Withdrawal Request". Please refer below Figure 24.

Welcome Point of Presence-130062319 17-Apr-2021		Home   Logout
Transaction Authorize Request Contribution Details Subscriber Registration Views Grievance User Maintenance Document Management MIS Reports	Dashboard	
Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details	Exit Withdrawal Request	Knowledge Centre
Corporate Registration Authorise Pop Mapping Shift to Karvy Shift to NSDL	Verify Subscriber Withdrawal Initiation	
	Withdrawal Request Status View	
	Authorize Deferment	
	Verify Deferment	
Welcome to Central Recordkeeping Agency Click here Click here to view list of nending withdrawal request	Initiate Generate/Cancel Claim ID	
Click here to view list of Exit Claim IDs awaiting any action	Authorize Generate/Cancel Claim ID	
Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here View Annuity of	Claim ID Status View	
New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by I	Initiate Deferment Request Status View	on ↓î
Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscriber	Initiate Withdrawal	Count
CRA Helpline for Nodal Offices 1800-222-081 (toll-free)	Request	1
Letter and the second se	Tier-2 to tier-1 switch	1
	CLAIM ID generation	2
	Subscriber detail mo	dification 3
	Subscriber-Shifting	5
	Deferment Authorize	15
	Grievance pending for resolution	ж <u>22</u>
	Transaction Type	Count
Retired life ka sahara, NPS hamara	KYC Verification	22
Home   Contact Us   System Configuration / Best Viewed   Entrust Secured   Privacy Policy   Grievance Redressal Policy	Withdrawal Request	Verification 23

Figure 24



At this stage, User needs to select the **Death Withdrawal** option as given below in Figure 25.

Figure 25

User needs to select the '**Verify/Authorize Request''** option to authorize death withdrawal request and enter the PRAN of the Subscriber and click on '**Submit''** button as given in below **Figure 26**.

Request Verific	Initiate Request ation/Authorization	Verify/Authorize Request     View Request Status	
	PRAN	110133267485	
	Acknowledgement Number		
	Claim ID		
	From Date*		
	To Date*	DD/MM/YYYY	
		Submit	
Note			

Figure 26

At this stage, a table is displayed to the User containing Acknowledgment Number, Claim ID, PRAN, Request Date, Initiated By, Last action taken, Pending With and Action. User needs to click

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on Hyperlink provided on **"Accept/Reject"** under **Action** Tab to view and verify details entered/selected at the time of initiation of withdrawal request. Please refer below **Figure 27**.

Cequest Verification	nitiate Request	n ———	Venty/Authon	ze Request	View Request Status		
	PRAN			11013326	7485		
	Acknowledgeme	ent Number					
	Claim ID						
	From Date*						
	To Date*			DD/MM/Y	YYY		
			Submit	Reset			
cknowledgement Num	ber Claim ID	Request Date	PRAN	Initiated By	Last Action Taken	Pending With	Action
<u>211230822401</u>	2112308224	16-04-2021	110133267485	130062323	INITIATED BY NODAL OFFICE	Authorizer	Accept/Reject
Note							

Figure 27

At this stage, User needs to verify all the details entered / selected at the time of initiation of request under different TABs like Family Details, Nominee/Legal heir details etc. Each TAB will be displayed to the User for Verification. User needs to click on "**Next**" button to proceed further as shown in below **Figure 28**.

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ick to Main Menu	1

eath withdrawa	al - Request Authorization Co	nfirmation					
RAN: 110133267485		Subscriber Name: JVGD	Subscriber Name: JVGDEEP CHVXHVN				
BO Reg No: 6503663		POP Reg No: 5503525	POP Reg No: 5503525				
BO Name: APOLLO HO	SPITALS ENTERPRISE LIMITED	POP Name: APOLLO HC	SPITALS ENTER	PRISE LIMITED			
aim ID: 2112308224		Acknowledgement Number	: 211230822401				
Family Details Nominee	e/Legal Heir Details Document Checklist - Tier I	Declaration Documents Uplo	ad				
<ul> <li>Subscriber De</li> </ul>	tails						
	Date of Birth	06/01/1976					
	Father's Name						
	Subscriber's gender						
	Marital Status	Married					
	Date Of Death*	01/04/2021					
Total Valuation	n ———				1		
Total Valuation	Total Valuation as on Date(in Rs.)	264360.48					
Total Valuation	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death*	264360.48 264360.48					
Total Valuation	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?*	264360.48 264360.48 0100% Lump sum Withdra 0100% Annuity Withdra Lump sum & Annuity	drawal wal Withdrawal				
Total Valuation	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme*	264360.48         264360.48         ©100% Lump sum Withdra         \100% Annuity Withdra         \Lump sum & Annuity         \NPS-Family Income o         annuity)         Other Annuity Option	drawal Iwal Withdrawal ption (Default				
Section C - Cla	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details	264360.48         264360.48         0100% Lump sum With         100% Annuity Withdra         Lump sum & Annuity         NPS-Family Income o         annuity)         Other Annuity Option	drawal wal Withdrawal ption (Default				
Section C - Cla	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme*	264360.48         264360.48         ©100% Lump sum Withdra         \100% Annuity Withdra         \Lump sum & Annuity         \Lump sum & Annuity         \NPS-Family Income o         annuity)         Other Annuity Option	drawal Iwal Withdrawal ption (Default				
Section C - Cla	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details	264360.48         264360.48         ©100% Lump sum Withdra         Lump sum & Annuity         NPS-Family Income o         annuity)         Other Annuity Option	drawal Iwal Withdrawal ption (Default 264360.48	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account			
Section C - Cla	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details	264360.48         264360.48         ©100% Lump sum Withdra         100% Annuity Withdra         Lump sum & Annuity         NP5-Family Income or annuity)         Other Annuity Option	drawal Iwal Withdrawal ption (Default 264360.48	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account Out of Total NPS Corpus % of server			
Section C - Cla       Towards Withdrawa       Towards Annuity (in	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details If (in %)*	264360.48           264360.48           2100% Lump sum Withdra           100% Annuity Withdra           Lump sum & Annuity           NPS-Family Income or annuity)           Other Annuity Option           100           0           0	drawal wal Withdrawal ption (Default 264360.48	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension			
Section C - Cla Towards Withdrawa Towards Annuity (in	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details If (in %)* 1%)*	264360.48         264360.48         264360.48         ©100% Lump sum Withdra         Lump sum & Annuity         NPS-Family Income or annuity)         Other Annuity Option	drawal Iwal Withdrawal ption (Default 264360.48 0.00	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension			
Total Valuation         Section C - Cla         Towards Withdrawa         Towards Annuity (in         Section E - Suite	Total Valuation as on Date(in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details If (in %)* bscriber's Family Member Details -	264360.48           264360.48           2100% Lump sum With 0100% Annuity Withdra Lump sum & Annuity           NPS-Family Income o annuity)           Other Annuity Option           100           0           %	drawal Iwal Withdrawal ption (Default 284360.48	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension			
Section C - Cla         Towards Withdrawa         Towards Annuity (in         Section E - Su	Total Valuation as on Date (in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details It (in %)* bscriber's Family Member Details - Marital Status*	264360.48         264360.48         264360.48         00% Lump sum With (100% Annuity Withdra Lump sum & Annuity         NPS-Family Income of annuity)         Other Annuity Option         100         0         %         Married	drawal Iwal Withdrawal ption (Default 264360.48	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension			
Total Valuation         Section C - Cla         Towards Withdrawa         Towards Annuity (in         Section E - Sul	Total Valuation as on Date (in Rs.) Total Valuation as on Date of Death* Do you want to opt for?* Select Annuity Scheme* aimant Withdrawal Details If (in %)* bscriber's Family Member Details Marital Status* Spouse Gender*	264360.48         264360.48         264360.48         264360.48         200% Lump sum With 100% Annuity Withdra Lump sum & Annuity         NPS-Family Income of annuity)         Other Annuity Option         100         100         0         %         0         %         Gemeleit         Married         Female	drawal wal Withdrawal ption (Default 264360.48 0.00	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension			

	opouoo zuor numo	CHAUHAN	
	Spouse Aadhar/VID		
	Spouse PAN\$		
	Spouse DOB*	01/10/1965	
	Mother Status	-	
	Father Status	9	
	Child 1*	-	
	Child 2*	-	
	Child 3*	-	
	Next	OSE	<b>&gt;&gt;</b>
Note <ul> <li>This request will g</li> <li>You can withdrawa</li> </ul>	o for further approvals. al as Lumpsum and ASP as per conditions.		

Figure 28

Once details under all TABs are verified, under last TAB – **Documents Upload**, the User needs to click on **"Approve/Reject"** button as shown below in **Figure 29**.

I: 110133267485	Subscriber Name: JVGDEEP CHVXHVN
Reg No: 6503663	POP Reg No: 5503525
Name: APOLLO HOSPITALS ENTERPRISE	E LIMITED POP Name: APOLLO HOSPITALS ENTERPRISE LIMITED
ID: 2112308224	Acknowledgement Number: 211230822401
nily Details Nominee/Legal Heir Details Do	cument Checklist - Tier I Declaration Documents Upload
Download Exit Withdrawal Form	
	Download Exit Withdrawal Forms
─ Document Upload ─────	
Document Name	File Download
Document Name Withdrawal Form	File Download
Document Name Withdrawal Form KYC/Other Documents - Tier I	File Download <ul> <li>202144381.pdf</li> <li>1.pdf</li> </ul>
Document Name Withdrawal Form KYC/Other Documents - Tier I Bank Proof	File Download <ul> <li>                  202144381.pdf</li></ul>
Document Name Withdrawal Form KYC/Other Documents - Tier I Bank Proof	File Download <ul> <li>202144381.pdf</li> <li>1.pdf</li> <li>202124237.pdf</li> </ul> Close



At this stage, if details provided/entered while initiating withdrawal request are correct, then User needs to click on **"Accept"** radio button and then click on **"Approve"** button.

If details entered/provided are not correct, User needs to click on **"Reject"** radio button and then click on **"Approve**" button. In case of rejection of request, Reason for Rejection is mandatory. Please refer below **Figure 30**.

AN: 11013320	7485		Sub	scriber Name: JV	/GDEEP CHVXHVN
ity Reg No: 6	503663		Enti	ty Name: APOLL	O HOSPITALS ENTERPRISE LIMITED
im ID: 21123(	8224		Ack	nowledgement Nur	nber: 211230822401
Flow Vi	ew				
	•		•		
	Start	Nod	al Initiator	Nodal Authorizer	Completed
Entity ID	User ID	Date	User Type	Action Taken	Remarks
1300623	130062323	16-04-2021	Nodal Generated Ack	Accepted	IN PROGRESS
1300623	130062323	17-04-2021	Nodal Initiator	Accepted	REQUEST RAISED
< Accept/	Reject Request				
		(	Accept OF	Reject	
		Ren	narks		

Figure 30

A final confirmation message will be displayed to User. Once User clicks on **"Approve"** button, a message for successful authorization of request will be displayed to User. Please refer **Figure 31 & 32**.

AN: 110133267	485		s	ubscriber Name: JV				
itity Reg No: 65	03663		Do you want to	o Proceed ?		RPRISE LIMITED		
Flow Vie	w		Proceed	]				
0			0			•		
	Start	No	dal Initiator	Nodal Authorizer		Completed		
Entity ID	User ID	Date	User Type	Action Taken	Remarks			
1300623	130062323	16-04-2021	Nodal Generated Ack	Accepted	IN PROGRESS			
1300623	130062323	17-04-2021	Nodal Initiator	Accepted	REQUEST RAISED	C		
130062319		Re	<sup>marks</sup> Figur	e 31			Back to	Main Monu
130062319 Death With	drawal	Re Withdrawal R	marks Figur equest	e 31		X	Back to	Main Menu
190062319 Death With RAN: 11013326 nuty Reg No: 62	drawal 57485 503663	Re Withdrawal R	marks Figur equest Withdrawal request has becump sum amount will be tra account on 4t	e 31 en successfully Autho ansferred to Claimant/ th working day	rised. s Bank	X	Back to	Main Menu
130062319 Death With RAN: 11013326 ntify Reg No: 61 Iaim ID: 211230	drawal 7485 503663 8224	Re Withdrawal R	marks Figur equest Withdrawal request has bee ump sum amount will be tr account on 4t RAN	e 31 en successfully Autho ansferred to Claimant/ th working day 110133267485	rised. s Bank	LIMITED	Back to	Main Menu
130062319 Death With RAN: 11013326 ntity Reg No: 62 laim ID: 211230	drawal 77485 503663 8224 39W	Re Withdrawal R Pr Ac	marks Figur equest Withdrawal request has bee ump sum amount will be tr account on 4t RAN Cknowledgement Number laim ID	e 31 en successfully Autho ansferred to Claimant/ h working day 110133267485 211230822401	rised. s Bank	LIMITED	Back to	Main Menu)
130062319 Death With RAN: 11013326 ntity Reg No: 63 Iaim ID: 211230 Flow Vie	drawal 7485 503663 8224 399	Re Withdrawal R PF Ac Cl Ac	marks Figur equest Withdrawal request has bee ump sum amount will be tr account on 4t RAN Cknowledgement Number laim ID cknowledgement No.	e 31 en successfully Autho ansferred to Claimant/ h working day 110133267485 211230822401 2112308224 16-04-2021 17:28:49	rised. s Bank	LIMITED	Back to	Mam Menu
130062319 Death With RAN: 11013326 ntity Reg No: 63 Jaim ID: 211230 Flow Vie	drawal 7485 503663 8224 Start	Re Withdrawal R PF Ac G	marks Figur equest Withdrawal request has bee, ump sum amount will be tra account on 4t RAN cknowledgement Number laim ID cknowledgement No. enerated Date	e 31 successfully Authon ansferred to Claimant/ th working day 110133267485 211230822401 211230822401 2112308224 16-04-2021 17:28:49	rised. s Bank	LIMITED	Back to	Main Menu
130062319 Death With RAN: 11013326 ntity Reg No: 6! laim ID: 211230 Flow Vie Entity ID	drawal 77485 503663 8224 sw Start	Re Withdrawal R PF Ac Cl Ac	marks Figur equest Withdrawal request has becump sum amount will be tra account on 4t RAN Cknowledgement Number aim ID Cknowledgement No. enerated Date Close	e 31 en successfully Authon ansferred to Claimant th working day 110133267485 211230822401 2112308224 16-04-2021 17:28:49	rised. s Bank	LIMITED	Back to	Main Menu)
130062319 Death With RAN: 11013326 ntily Reg No: 63 laim ID: 211230 Flow Vice Entity ID 1300623	drawal 7485 503663 8224 SW Start Use 130	Re Withdrawal R L PF A C C C C C	marks Figur equest Withdrawal request has bee ump sum amount will be tra account on 4t RAN cknowledgement Number laim ID cknowledgement No. enerated Date Close	e 31 en successfully Authon ansferred to Claimant/ h working day 110133267485 211230822401 2112308224 16-04-2021 17:28:49	rised. s Bank		Back to	Main Menu
130062319 Death With RAN: 11013326 Intity Reg No: 69 Iaim ID: 211230 Flow Vie Entity ID 1300623 1300623	drawal 7485 503663 8224 SW Stort Use 1300 130062323	Re Withdrawal R PF A C C C C C C C C C C C C C C C C C C	marks Figur equest Withdrawal request has becump sum amount will be tra account on 4t RAN Cknowledgement Number laim ID Cknowledgement No. enerated Date Close Nodal Initiator	e 31 ansierred to Claimant th working day 110133267485 211230822401 2112308224 16-04-2021 17:28:49 Accepted	rised. s Bank	LIMITED	Back to	Main Menu
Death With RAN: 11013326 Inity Reg No: 63 Inity Reg No: 63 Inity Reg No: 64 Inity Reg No: 6	drawal 7485 503663 8224 399 Start Use 130 130062323 Reject Reques	Re Withdrawal R L PF Ad CL Ac Cl AC Cl Ac Cl AC C AC C C AC A	marks Figur equest Withdrawal request has bee ump sum amount will be tra account on 4t RAN cknowledgement Number laim ID cknowledgement No. enerated Date Close Nodal Initiator	e 31 en successfully Autho ansferred to Claimant h working day 110133267485 211230822401 2112308224 16-04-2021 17:28:49 Accepted	rised. s Bank	LIMITED	Back to	Main Menu)
130062319 Death With RAN: 11013326 ntity Reg No: 63 laim ID: 211230 Flow Vie Entity ID 1300623 1300623 Accept/	drawal 7485 503663 8224 Stort Use 130 130062323 Reject Reques	Re Withdrawal R L Pr Ac G G 17-04-2021	marks Figur equest Withdrawal request has bee ump sum amount will be tra account on 4t RAN cknowledgement Number laim ID cknowledgement No. enerated Date Close Nodal Initiator	e 31 en successfully Author ansferred to Claimant h working day 110133267485 211230822401 2112308224 16-04-2021 17:28:49 Accepted	rised. s Bank REQUEST RAIS	LIMITED ED	Back to	Main Menu
130062319 Death With RAN: 11013326 Itaim ID: 211230 Flow Vie Entity ID 1300623 1300623 Accept/	drawal 7485 503663 8224 SW Start Use 130 130062323 Reject Reques	Re Withdrawal R PF A Cl A G G 17-04-2021	marks Figur equest withdrawal request has becump sum amount will be tra account on 4t account on 4t cknowledgement Number laim ID cknowledgement No. enerated Date Close Nodal Initiator	e 31 en successfully Author ansferred to Claimant working day 110133267485 211230822401 211230822401 2112308224 16-04-2021 17:28:49 Accepted	rised. s Bank REQUEST RAIS		Back to	Main Menu

Figure 32

On authorization of Death Withdrawal request by POP, the request will get executed in the CRA system. The Funds will be transferred to Claimant's Bank Account by Trustee Bank (Axis Bank) within  $T + 3^{rd}$  Working days, T being date of authorization of Exit request in CRA system by POP.



*Physical Death Withdrawal Form and supporting documents are not required to be submitted by POP to Protean-CRA for storage purpose if complete and clear/legible documents are uploaded while capturing online Death withdrawal request in CRA System.* 

#### **Online Bank Account Verification -**

While processing Online Death Withdrawal request, Online Bank Account Verification will be carried out. Bank details and Name of the Nominee/Claimant will be verified through online Bank Account Verification (Penny drop facility). Hence, Bank account number should be active and operative. Also Name of Nominee/Claimant as per CRA and bank record should match. If Online Bank Account Verification (Penny drop) fails, Death Withdrawal request will be rejected. In case penny drop fails, Status can be viewed in menu "Exit Withdrawal request"  $\rightarrow$  "Initiate Withdrawal request"  $\rightarrow$  "Death Withdrawal"  $\rightarrow$  "View Request Status". Please refer below **Figure 33A** and **Figure 33B**.

Death Withdra	wal		
	O Initiate Request	Authorize Request	
View Request S	Status		
fill request e	Surdo		
	PRAN	110093736536	
	Acknowledgement Number		
	Claim ID		
	Status	SELECT.	
	From Date*	DD/MM/YYYY	
	To Date*	DD/MM/YYYY 📑	
	Sub	Reset	
	Ei	iqure 33A	

241547416908	Juit	CRA Initi	ator CRA	Authorizer	Completed	OFFICE	
241547416906	Entity ID	User ID	Date	Action Taken	Remarks	- office	
241547416904	CRA000	CRA00DRA	29-04-2024	Accepted	IN PROGRESS	LED	
241547416901	CRA000	CRA00DRA	29-04-2024	Accepted	REQUEST RAISED		
Note • From Date and To D	CRA	CRA	29-04-2024	Rejected	Rejected Due To Penny Drop Failure		
Enter any one searc     The difference between			Close				

Figure 33B Page 33 of 35



#### 7. <u>Annuity Issuance Process (Optional – If opted by Claimant):</u>

In case the claimant has opted for 100% Annuity Withdrawal or Lumpsum & Annuity Withdrawal, the User will select the relevant option in **Figure 7 above.** Then only Annuitant Details TAB will be displayed to the User in addition to other TABs. The User needs to capture annuitant details such as contact details, bank details etc. Similarly, Annuitant Details TAB will be displayed to authorizer User. Please refer below **Figure 34**.

De	eath Withdrawal - Requ	est Initiation								
RA	N: 110000611617		Su	ubscriber Name: TXCV	DH DXCGETH					
nti	ty Reg No: 2000014	Entity Name: Pay Section-I, CDA (R&D), Hyderabad								
lai	m ID: 2112408204		A	cknowledgement Number	2112408204	01				
Fa	mily Details Annuitant Details N	ominee/Legal Heir Details Docur	nent Chec	klist - Tier I Declaratio	n Documents	Upload				
	*Corpus towards ASP should be g	iven to respective member.								
	Section A - Annuitant Det	tails		Annuitant Cont	act Details -					
	First Name*	SURADI		Flat/Room/Door/Bloc	k no.*	101 SHIVRAJ				
	Middle Name			Premises/Building/Vi	lage					
	Last Name	LATHA		Area/Locality/Taluka						
	Aadhar/VID			City		MUMBAI CITY				
	PAN*	BQQPK8787F		Pin Code*		400025	Q			
	Date of Birth (DD/MM/YYYY)*	01/10/1965		State*		Maharashtra	~			
	Major/Minor*	MAJOR	-	Country*		India	~			
	Guardian First Name			Mobile No.*	S	9757222422				
	Guardian Middle Name			Alternate Phone No.						
	Guardian Last Name			Email ID*	5	SAGAR.KONDVILKA	R14@GM.			
	Guardian DOB	DD/MM/YYYY								
	Total Valuation towards Withdrawal(in Rs.)	1479184.79								
	Total Valuation towards Annuity(in Rs.)	5916739.18								
	Relationship With Subscriber*	SPOUSE								
	Percentage Share	80%								
	CKYC Number									
	Are you a Politically Exposed Person (PEP)*	NO								
	Are you related to a Politically Exposed Person (PEP)*	NO								
	Do you have any history of									

Bank Account No*		
Confirm Bank Account No*	1234	
Bank Account Type*	SAVINGS	
IFSC Code*	HDEC0000424	
Bank Name*		
Bank Branch*	MUMBAI - MATUNGA (EAST)	
Bank Address*	PAL RESIDENCY,SHOP NO 2,PLOT NO 358BHANDARKAR ROAD, MATUNGA (CR)MUMBAI MAHARASHTRA 400019	
Bank Address Pin Code*	400001	
MICR Code	400240063	

Figure 34

On execution of death withdrawal request in CRA, the annuitant's details and scanned documents will be shared with Annuity Service Provider (ASP) opted by Claimant. If the annuitant's details and scanned documents are correct, annuity policy will be issued by ASP.

If documents uploaded are not sufficient/incorrect or any additional documents required, then ASP may contact Claimant for completion of annuity formalities. Alternatively, if required, Claimant may contact ASP. The complete contact details of ASPs are available on CRA Website (<u>www.npscra.nsdl.co.in</u>).

On completion of annuity formalities, ASP will confirm Annuity request of the Claimant online in the CRA system. The Funds (Annuity Corpus) will be transferred to ASP by Trustee Bank (Axis Bank) within T +  $3^{rd}$  Working days, T being date of authorization of annuity request by ASP in CRA.

The annuity policy shall be issued by ASP within T+2 working days of receiving the funds at their end.

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