

FAQs related to KYC Validation/Verification on CVL KRA:

- 1. My KYC is on HOLD for reason Email/Mobile validation failed. I want to validate my email/mobile.**

To validate your email and mobile, visit https://validate.cvlindia.com/CVLKRAVerification_V1/ and enter you PAN number.

- 2. I am not receiving email/mobile OTP from validation portal.**

In case you are not receiving OTP after multiple attempts, kindly raise KYC modification with your Intermediary/AMC/Broker to update your email address/mobile number in CVL KRA.

- 3. I have validated my email/mobile/Aadhaar on validation portal, but KYC status is not yet updated.**

Please note that the KYC status does not get updated immediately. Kindly check for updated KYC status in T+1 (next) day.

- 4. I am not allowed to invest.**

Please check your original 'KYC status' in KYC Inquiry on www.cvlkra.com. If it is Validated/Verified, kindly contact your Intermediary/AMC/Broker to share the PAN with exchanges to allow investments.

- 5. My email ID/ mobile number/ Address is incorrect in KYC but updated with my Intermediary/AMC/Broker.**

Kindly raise KYC modification with your Intermediary/AMC/Broker to update your email id/mobile number/address in CVL KRA.

- 6. My KYC is 'New KYC Registered' / 'KYC Verified', I want it to be 'KYC Validated'.**

Kindly contact your Intermediary Intermediary/AMC/Broker for guidance and required updating of KYC status.

- 7. I have linked my PAN and Aadhaar, but my KYC is on HOLD/not validated.**

Kindly write to seeding@cdslindia.com with subject 'PAN-Aadhaar seeding - <PAN-Number>'. Mention PAN number in email subject and provide the screenshot for pan-aadhaar linked status from <https://eportal.incometax.gov.in/iec/fooservices/#/pre-login/link-aadhaar-status>

Regards,
CVL KRA