FAQs on CKYC (Pehchaan) process for Advisors

Q.1. How to generate Pehchaan ID (CKYC ID)?

Ans. Please follow the link https://pehchaan.hdfcergo.com to generate CKYC ID

Q.2. What are the options available to generate CKYC ID?

Ans. There are 4waysto generate the CKYC ID:
   a. Through PAN card number & Date of Birth
   b. Through Aadhaar no linked with registered mobile number
   c. Through FORM60 if PAN no is not available
   d. Through document upload method using Aadhaar card, driving licence, Passport or Voter's ID
      (in case PAN no is available)

Q.3. Which documents can the customer upload to generate CKYC ID?

Ans. Below are the 5 options out of which one document can be uploaded to generate the CKYC ID.
   a. PAN card   b. Aadhaar Card   e. Valid Driving License
   c. Valid Passport   d. Voter ID

Q.4. What is the Turnaround Time (TAT) for CKYC verification in case of documents upload method?

Ans. It will take 24 hrs to verify the documents; customer will receive the status SMS of the mobile number provided.

Q.5. What is the size and format of the documents/images to upload in the process of CKYC ID generation.

Ans. Supported file formats are jpg, png and file size within 10 MB

Q.6. Please confirm if single Pehchaan ID can be used for all the transactions in HDFC ERGO?

Ans. Yes. A single CKYC ID can be used for all policies , endorsements, claim related transactions unless there is change in the CKYC details or the Proposer/beenficiary is different. (update C KYC on Pehchaan with updated information)

Q.7. Please confirm if Pehchaan ID can be created post policy issuance?

Ans. No. Pehchaan ID has to be generated before policy issuance.

Q.8. On which address (correspondence /permanent) customer will get all the communications from HDFC ERGO?

Ans. Customer will receive all the communications on correspondence address only.

Q.9. What is the fastest process to generate Pehchaan ID?

Ans. Pehchaan ID generation through PAN no. and Aadhaar number using Digilocker on Pehchaan is the fastest digital process to generate Pehchaan to proceed with policy issuance.

Q.10. How can a advisor get the link for CKYC ID generation?

Ans. Advisor can get the Link from AQuA or PIE
   AQuA (Advisor Query Assistant) is a WhatsApp bot dedicated for advisor servicing on the go.
   Save AQuA Number – **9987044044**

Q.11. How can a customer/Advisor check the status of the Pehchaan ID application incase of document upload (offline method)

Ans. Visit https://pehchaan.hdfcergo.com and enter Customer Name and mobile no to view application status.

Q.12. If a customer already has a CKYC ID generated how can he update the CKYC with HDFC ERGO policies?

Ans. Visit https://pehchaan.hdfcergo.com and enter PAN no & DOB to apply for Pehchaan ID

Q.13. Can HDFC ERGO's Pehchaan ID be used for other insurers as well?

Ans. No. HDFC ERGO's Pehchaan ID is valid for all the transactions concerning HDFC ERGO policies only.

Q.14. Is there any expiration for the Pehchaan ID?

Ans. Yes, Pehchaan ID will be valid for 2 years once generated. A new Pehchaan ID needs to be created after 2 years or in case there is a change in customer personal details.

Q.15. Whom to contact in case of any technical assistance?

Ans. **Advisors /Partners** – Email id - Partner.support@hdfcergo.com, Service no: 022 - 6242 6210 (Monday to Saturday- 9 AM to 10 PM)
   Customers – Email id - care@hdfcergo.com, Service Nos - 022 6234 6234/0120 6234 6234 (24*7)