

Pehchaan ID Process (CKYC)

Introduction

- HDFC ERGO has developed a digital platform for customers to generate/retrieve a Pehchaan ID (CKYC ID).
- The Pehchaan platform can help customers generate CKYC ID (digitally / manually), which can be used for all transactions with HDFC ERGO.
- All customer communication will be sent to the **correspondence address**.

Steps to digitally generate Pehchaan ID

1) Go to <https://pehchaan.hdfcergo.com> Enter proposer name and mobile number to login with OTP authentication

KYC has been made easier!

Choose your digital-friendly options.

By verifying ID cards and faces, confirming addresses by utility bills, KYC secures customers' accounts.

Login

Name

Mobile number

Note : Please share the name and mobile number of the proposer for the policy.

Get OTP

2) After successful OTP authentication, customer will have two options i.e.
a) Request to 'Add New KYC'

KYC has been made easier!

Choose your digital-friendly options.

By verifying ID cards and faces, confirming addresses by utility bills, KYC secures customers' accounts.

Search **Add new KYC**

b) To get existing Pehchaan generated ID

KYC has been made easier!

Choose your digital-friendly options.

By verifying ID cards and faces, confirming addresses by utility bills, KYC secures customers' accounts.

Search **Add new KYC**

Existing Records

NAME	DOB
RODRIQUES TH...	09/11/1988

Address
Flat No101 Sai Raj Plot No3, Road No18 Sector12 New Panvel, Raigarh(Mh), Navi Mumbai, Pincode - 410206

XXXX XXXXX XXXXXxxx **Edit**

XXXX XXXXX XXXXXXXXX
XXXX XXXXX XXXXXXXXX

3) a) Generate instant Pehchaan ID with PAN no & DOB

KYC has been made easier!

Choose your digital-friendly options.

By verifying ID cards and faces, confirming addresses by utility bills, KYC secures customers' accounts.

Step 1: CKYC details

1 — 2 — 3

KYC Document

Let's fetch your kyc details using

PAN (CKYC) Aadhaar

PAN No.

Date of birth.

Proceed →

[Use other documents to submit your KYC.](#)

b) Generate instant Pehchaan ID with PAN & Aadhaar no

KYC has been made easier!

Choose your digital-friendly options.

By verifying ID cards and faces, confirming addresses by utility bills, KYC secures customers' accounts.

Step 1: CKYC details

1 — 2 — 3

KYC Document

Let's fetch your kyc details using

PAN (CKYC) **Aadhaar**

Do you have a valid PAN Number?

PAN No.

Fetch details from Digilocker →

[Use other documents to submit your KYC.](#)

4) Options to upload document for generation of Pehchaan ID in case change in personal details which are fetched digitally from Repositories.

- a) Aadhaar Card
- b) Passport
- c) Voter ID card
- d) Driving License

*An internal verification team will verify the documents and customer will be notified with status update (approved/ rejected) along with Pehchaan ID, IN case of rejection, the customer is required to upload correct document to get the Pehchaan ID.

KYC has been made easier!

Choose your digital-friendly options.

By verifying ID cards and faces, confirming addresses by utility bills, KYC secures customers' accounts.

Step 2: Confirm Name & Address

✓ — 2 — 3

KYC Document

Let's fetch your kyc details using

PAN (CKYC) **Aadhaar**

Select a file to upload

Supported file formats are pdf, png, jpeg, webp

Passport **Upload**

Passport

Aadhaar

DrivingLicense

VoterID

- Post successfully completion of journey (digitally / manually) communication will be sent to customer about status of 'Pehchaan ID' through SMS

Thank you!
your kyc is completed successfully

KYC ID Number:

We urge you to use the digital KYC generation options for fast and smooth policy issuance.

Regards,

Team HDFC Ergo

Technical Support: (AMS, PIE, AQuA) Phone: 022 - 6242 6210 partner.support@hdfcergo.com **Monday - Saturday 9:00 AM - 10:00 PM**

General Support: Sales Manager (Details available on AMS under My Profile Tab)

Transactional Queries: (Policy, Claim, Others) Phone: 022 - 6234 4950 healthchannel@hdfcergo.com **9:00 AM - 9:00 PM (All days)**