

# **Protean eGov Technologies Limited**



## **STANDARD OPERATING PROCEDURE (SOP)**

### **Initiation of Online Exit request by Subscriber and Verification & Authorization of Exit request by Point of Presence (POP)**

**Version 1.4**

### **REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Version No.</b>	<b>Section Number</b>	<b>Description of Change</b>
1	-	1.0	-	Initial Version
2	22.01.2024	1.1	-	Mandatory Name verification during Penny Drop
3	19.07.2024	1.2	-	Multiple annuity scheme at the time of processing of final exit request
4	20.12.2024	1.3	-	Contents (w.r.t. PAN, Online bank details verification, Claim ID, etc.) reviewed and updated.
5	30.01.2025	1.4	-	Subscriber expired after lump sum payment, but before purchasing annuity.

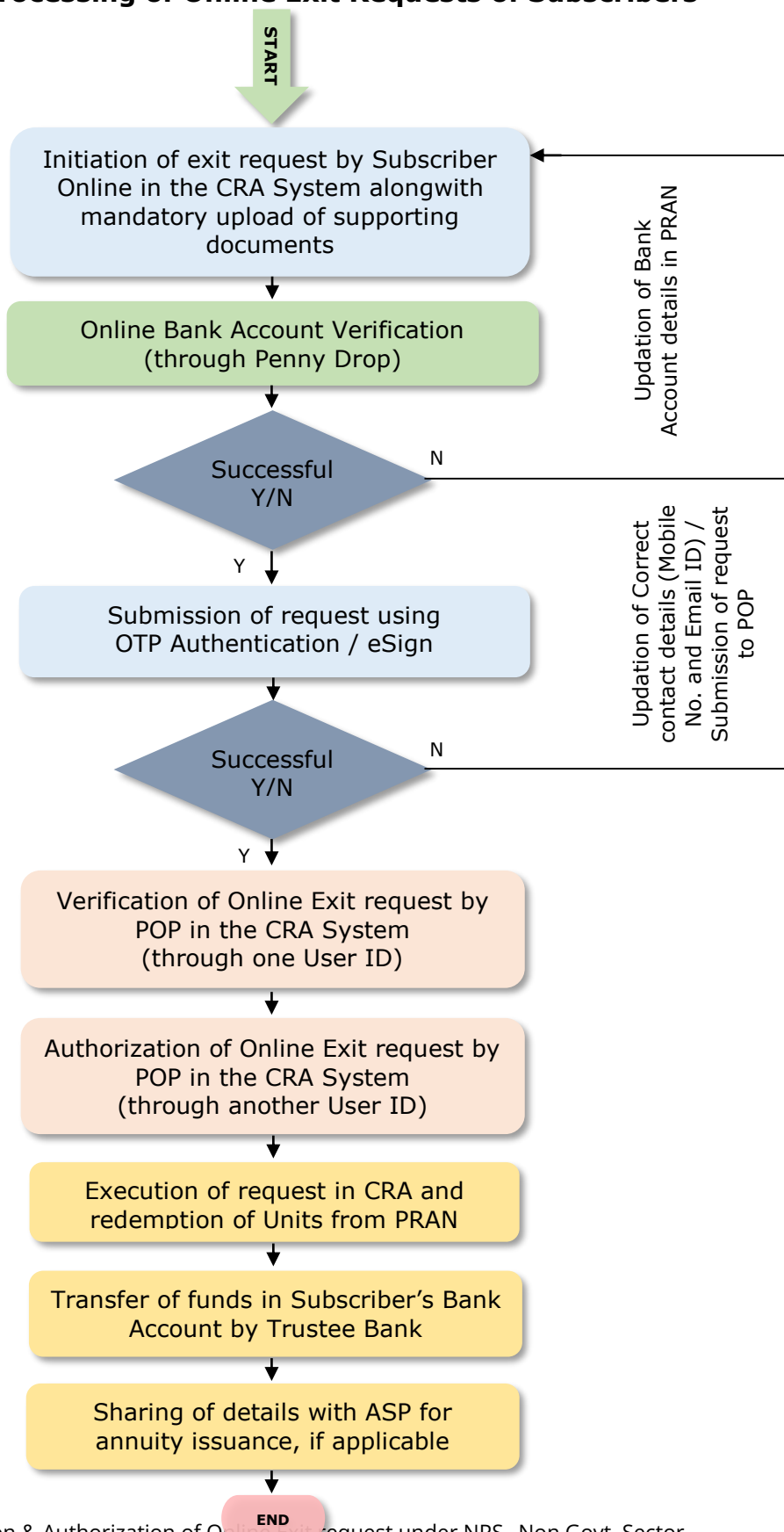
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## 1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
NPS	National Pension System
OTP	One Time Password
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence Service Provider
PRAN	Permanent Retirement Account Number
UIDAI	Unique Identification Authority of India

## 2. Process Flow – Processing of Online Exit Requests of Subscribers



### 3. Preface

#### **A. Subscribers who have joined NPS before sixty years of age under All Citizens of India sector and Subscribers who have joined NPS under Corporate sector:**

As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers:

- **Superannuation Exit:** When a Subscriber reaches the age of Superannuation/attains 60 years of age, at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber.

*In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, Subscriber can avail the option of complete (100%) Withdrawal.*

By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 75 years as per the choice of the subscriber at the time of superannuation exit. For more information on SLW, please visit <https://npscra.nsdl.co.in>.

- **Incapacitation Exit:** If a Subscriber is physically incapacitated or has suffered a bodily disability leading to his incapability to continue with his individual pension account under National Pension System then subscriber can exit under Exit Category **Incapacitation**. The subscriber is required to submit a disability certificate from a Government surgeon or Doctor (treating such disability or invalidation of subscriber) stating the nature and extent of disability and also certifying that:

- a) the affected subscriber shall not be in a position to perform his regular duties and there is a real possibility of the affected subscriber, being not able to work for the remaining period of his life.; and
- b) Percentage of disability is more than seventy-five percent.

Under **Incapacitation Exit** category, at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber. *In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, Subscriber can avail the option of complete (100%) Withdrawal as lump sum.*

- **Pre-mature Exit:** In case of pre-mature exit from NPS (exit before attaining the age of superannuation/attaining 60 years of age), at least 80% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as a lump sum to the Subscriber. However, Subscribers under 'All Citizens of India' Sector can exit only after completion of 5 years in NPS.

*In case, total corpus in NPS account is less than or equal to Rs. 2.5 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.*

## **B. Subscribers who have joined NPS on or after sixty years of age under All Citizens of India Sector:**

As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers:

- **Superannuation Exit (After completion of three years in NPS):** When a Subscriber exits after completion of three years in NPS, at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber.

*In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, Subscriber can avail the option of complete (100%) Withdrawal.*

By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 75 years as per the choice of the subscriber at the time of superannuation exit. For more information on SLW, please visit <https://npscra.nsdl.co.in>.

- **Incapacitation Exit:** If a Subscriber is physically incapacitated or has suffered a bodily disability leading to his incapability to continue with his individual pension account under National Pension System then subscriber can exit under Exit Category **Incapacitation**. The subscriber is required to submit a disability certificate from a Government surgeon or Doctor (treating such disability or invalidation of subscriber) stating the nature and extent of disability and also certifying that:

- a) the affected subscriber shall not be in a position to perform his regular duties and there is a real possibility of the affected subscriber, being not able to work for the remaining period of his life.; and
- b) Percentage of disability is more than seventy-five percent.

Under **Incapacitation Exit** category, at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber. *In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, Subscriber can avail the option of complete (100%) Withdrawal as lump sum.*

- **Pre-mature Exit (Before completion of three years in NPS):** In case of pre-mature exit (exit before completion of three years in NPS), at least 80% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as a lump sum to the Subscriber.

*In case, total corpus in NPS account is less than or equal to Rs. 2.5 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.*

You may refer the regulations/guidelines/circulars/FAQs available on PFRDA website ([www.pfrda.org.in](http://www.pfrda.org.in)) / CRA website ([www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)) for more information on exit under NPS.

## 4. Procedure for Processing Online Exit requests of Subscribers

### A. Pre-requisite for Exit:

10 digit Claim ID is required to initiate Exit request. Claim ID is generated by CRA six months before attaining the age of 60 years/superannuation of Subscriber. Claim ID is communicated to Subscribers through alerts by CRA. At the time of initiating superannuation exit request in CRA, Claim ID gets auto-populated in online exit request. In case of superannuation, the Subscriber can initiate Exit request in the CRA system six months before reaching 60 years/superannuation. Though, request will get executed in CRA system on completion of 60 years/superannuation.

*In case of pre-mature exit under Corporate Sector, the Subscriber is required to approach associated Point of Presence (POP) for generation of Claim ID in CRA. On receipt of Claim ID from POP, the Subscriber can initiate pre-mature exit request online in CRA.*

*In case of Incapacitation under All Citizens of India and Corporate Sector, the Subscriber is required to approach associated Point of Presence (POP) for generation of Claim ID in CRA.*

*In case of Superannuation/Premature Exit under All Citizens of India, Claim ID is not required for the Subscriber who has joined NPS on or after attaining the age of sixty years. Subscriber can directly initiate withdrawal request in the CRA system whenever he/she wishes to exit.*

### **The Subscriber should ensure following before initiating Exit request:**

- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if PRAN is not FATCA-compliant.
- ✓ PAN is registered in NPS account wherever applicable.
- ✓ Subscriber details (like address, contact details, etc.) are updated in NPS account.
- ✓ Bank details should be correct/valid - *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber 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.** Hence, Bank account number and IFS Code should be active and operative. Also Name of Subscriber as per CRA and bank record should match.*
- ✓ Subscriber is required to submit the withdrawal request using OTP Authentication / eSign using Aadhaar. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Or, for eSign using Aadhaar, Subscriber's Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign. *eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI*

*If required, the Subscriber can update above details online in CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) by logging with PRAN as User ID & Password. Alternatively, the Subscriber can submit physical request to POP for modification of details and then initiate exit request.*



## **B. Brief steps to be followed by Subscriber and POP:**

### **• Initiation of online request by Subscriber:**

- ✓ Initiation of Exit request by Subscriber online in CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) by logging with PRAN as User ID & Password. *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility).*
- ✓ Mandatory Upload of valid and legible KYC Documents (Identity & Address Proof), copy of PRAN card/ePRAN and Bank Proof. Scanned documents should be appropriate i.e. scanned images should be legible and all documents to be uploaded in a single file.
- ✓ Verification of Exit request through OTP sent on registered Mobile Number.
- ✓ Submission of request using digital signature (OTP Authentication / eSign).

### **• Verification & Authorization of online request by POP:**

- ✓ Verification of Exit request by POP in the CRA System ([www.cra-nsdl.com](http://www.cra-nsdl.com)) with One User ID. ***POP, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber. It is the responsibility of the POP to check the veracity of the supporting documents submitted by the Subscriber along with claim and may obtain additional supporting documents if required to ensure that claim amount is given to the Subscriber.***
- ✓ Authorization of Exit request by POP in the CRA System with Other User ID.
- ✓ On authorization of Exit request by POP, the request will get executed in the CRA system.
- ✓ For Superannuation Exit, if Subscriber has not completed 60 years/Superannuation, request will get executed in CRA system after completion of 60 years/Superannuation.

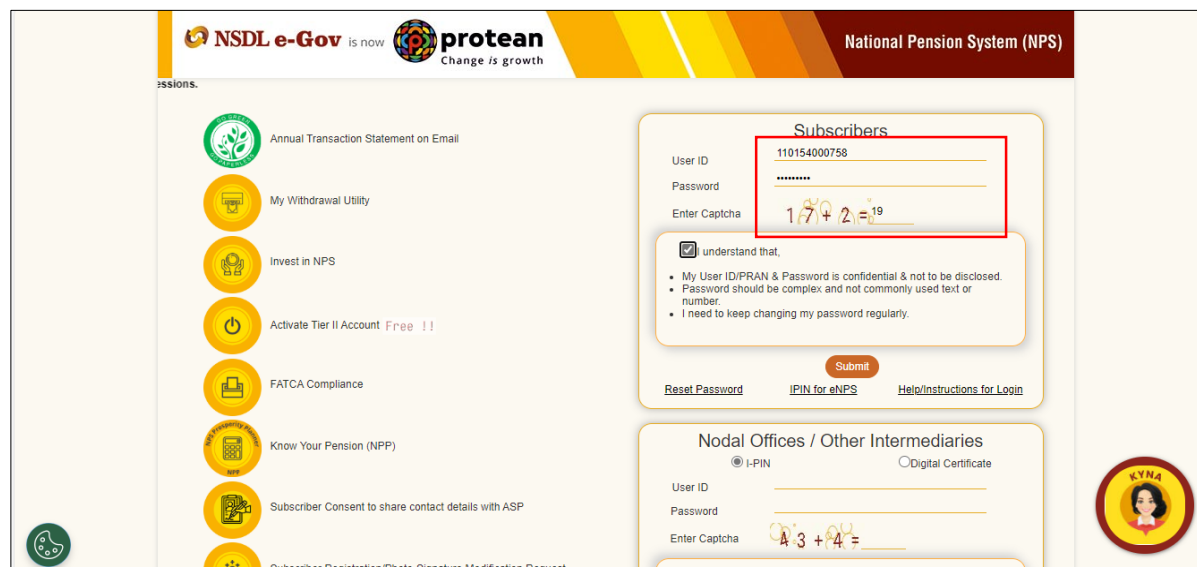
### **• Paperless Process - Physical Withdrawal Form is not required to be submitted to POP:**

- ✓ Exit process is a paperless process wherein Subscriber is not required to submit any physical documents or not required to visit POP to process his/her Exit request.
- ✓ Subscriber is mandatorily required to upload valid & legible scanned documents [Identity & Address Proof, copy of PRAN card/ePRAN and Bank Proof] while initiating exit request online in CRA and submit through digital signature (OTP Authentication/eSign).

This document describes the detailed procedure to be followed by Subscribers and POPs for processing Exit requests. **The process mentioned below is for Superannuation exit. Similar process/steps are applicable for Pre-mature exit as well. The conditions mentioned above for Superannuation exit, Pre-mature exit, PRAN generation before 60 years & PRAN generation after 60 years, as relevant would be applicable while initiating exit request.**

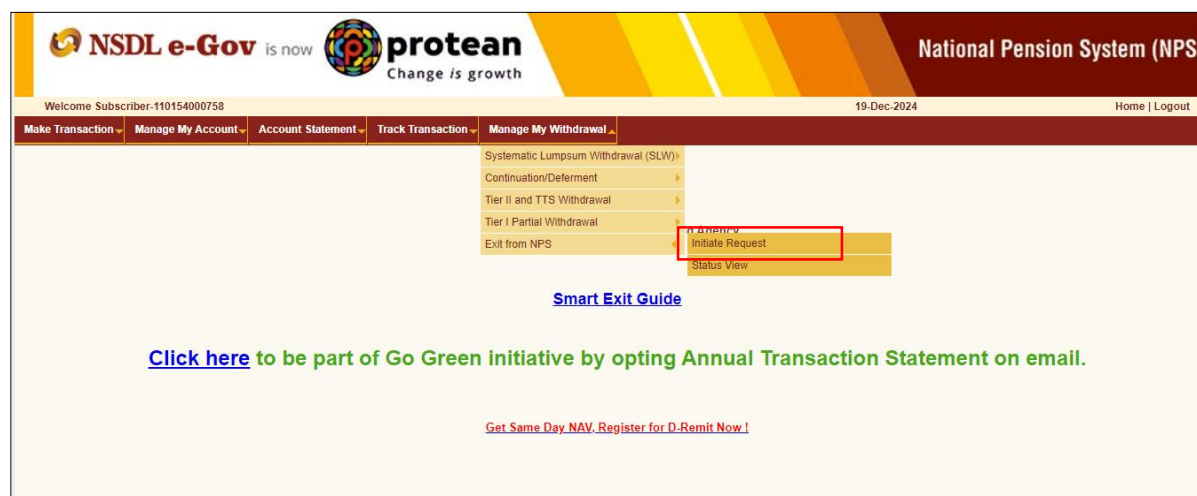
## 5. Steps to initiate Online Exit request in CRA System by Subscriber

In order to initiate Online Exit request, Subscriber needs to login to CRA system [www.cra-nsdl.com](http://www.cra-nsdl.com) with PRAN as User ID & Password as given below in **Figure 1**.



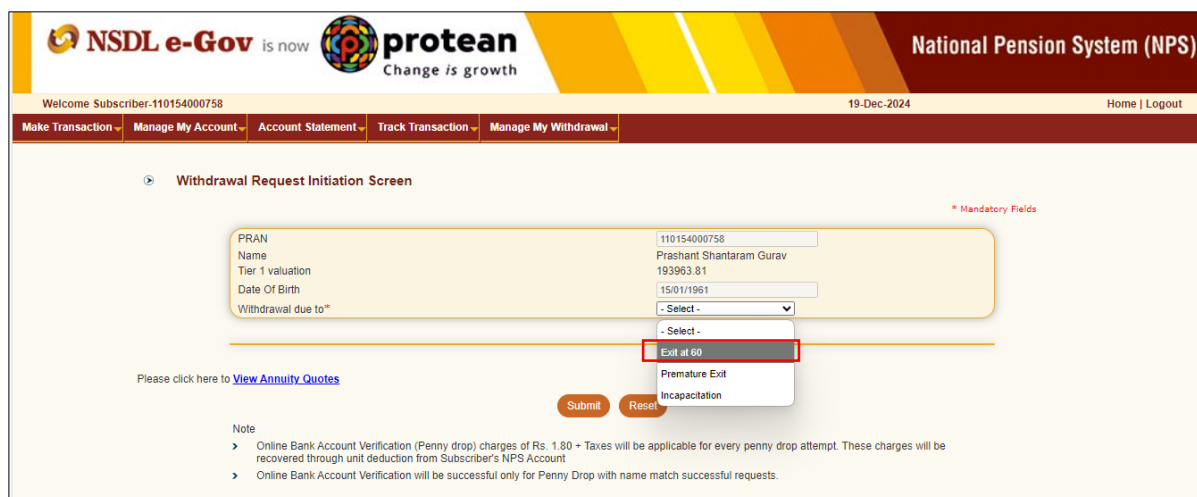
**Figure 1**

Subscriber needs to click on Menu **"Exit from NPS"** and select sub menu **"Initiate Request"** under **"Manage My Withdrawal"** Tab as given below in **Figure 2**.



**Figure 2**

At this stage, Subscriber needs to select Withdrawal type as "Exit at 60" from the Drop down menu as shown below in **Figure 3**. In case Premature Exit, the Subscriber will select withdrawal type as "Premature Exit".



Welcome Subscriber-110154000758 19-Dec-2024 Home | Logout

Make Transaction Manage My Account Account Statement Track Transaction Manage My Withdrawal

Withdrawal Request Initiation Screen

\* Mandatory Fields

PRAN: 110154000758  
 Name: Prashant Shantaram Gurav  
 Tier 1 valuation: 193963.81  
 Date Of Birth: 15/01/1961  
 Withdrawal due to\*: Exit at 60

Please click here to [View Annuity Quotes](#)

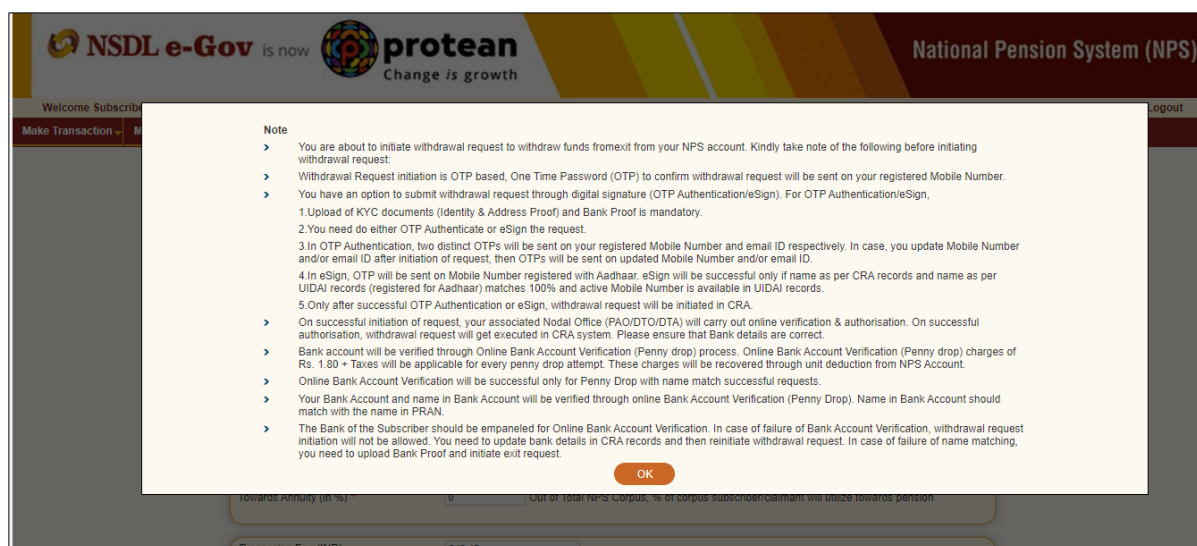
Submit Reset

Note

- Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

Figure 3

At this stage, System will display a Pop-up message after selecting Withdrawal Type. Pop-up message will contain information related to Verification of request through OTP, Mandatory upload of documents, OTP authentication/eSign of withdrawal request etc. Subscriber is required to click on 'OK' button. Please refer below **Figure 4**.



Welcome Subscriber-110154000758 19-Dec-2024 Home | Logout

Make Transaction Manage My Account Account Statement Track Transaction Manage My Withdrawal

Withdrawal Request Initiation Screen

\* Mandatory Fields

PRAN: 110154000758  
 Name: Prashant Shantaram Gurav  
 Tier 1 valuation: 193963.81  
 Date Of Birth: 15/01/1961  
 Withdrawal due to\*: Exit at 60

Please click here to [View Annuity Quotes](#)

Submit Reset

Note

- You are about to initiate withdrawal request to withdraw funds from your NPS account. Kindly take note of the following before initiating withdrawal request:
- Withdrawal Request initiation is OTP based, One Time Password (OTP) to confirm withdrawal request will be sent on your registered Mobile Number.
- You have an option to submit withdrawal request through digital signature (OTP Authentication/eSign). For OTP Authentication/eSign, 1.Upload of KYC documents (Identity & Address Proof) and Bank Proof is mandatory. 2.You need to either OTP Authenticate or eSign the request.
- 3.In OTP Authentication, two distinct OTPs will be sent on your registered Mobile Number and email ID respectively. In case, you update Mobile Number and/or email ID after initiation of request, then OTPs will be sent on updated Mobile Number and/or email ID.
- 4.In eSign, OTP will be sent on Mobile Number registered with Aadhaar. eSign will be successful only if name as per CRA records and name as per UIDAI records (registered for Aadhaar) matches 100% and active Mobile Number is available in UIDAI records.
- 5.Only after successful OTP Authentication or eSign, withdrawal request will be initiated in CRA.
- On successful initiation of request, your associated Nodal Office (PAO/DTO/DTA) will carry out online verification & authorisation. On successful authorisation, withdrawal request will get executed in CRA system. Please ensure that Bank details are correct.
- Bank account will be verified through Online Bank Account Verification (Penny drop) process. Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from NPS Account.
- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- Your Bank Account and name in Bank Account will be verified through online Bank Account Verification (Penny Drop). Name in Bank Account should match with the name in PRAN.
- The Bank of the Subscriber should be empaneled for Online Bank Account Verification. In case of failure of Bank Account Verification, withdrawal request initiation will not be allowed. You need to update bank details in CRA records and then reinitiate withdrawal request. In case of failure of name matching, you need to upload Bank Proof and initiate exit request.

OK

Figure 4

At this stage, corpus of the Subscriber as on date is also displayed at the field "Total Valuation as on Date" which helps Subscriber to identify whether he is eligible for complete withdrawal or not.

Subscriber needs to provide withdrawal fund allocation percentage. In case corpus is greater than Rs. 5 Lakhs, then percentage towards Lump sum is displayed as 60% and percentage towards annuity as 40%. Subscriber can also utilize more than 40% pension wealth for annuity, as per his/her choice. In case corpus is less than or equal to Rs. 5 Lakhs, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%.

The charges that Subscriber is required to pay to POP for processing of exit request are also displayed alongwith relevant instructions. Please refer below **Figure 5**.

**Withdrawal Request Initiation Screen**

\* Mandatory Fields

PRAN	110154000758
Name	Prashant Shantaram Gurav
Tier 1 valuation	193963.81
Claim ID	2012602280
Date Of Birth	15/01/1961
Withdrawal due to*	Exit at 60
Withdrawal Type*	Full Withdrawal
Complete Withdrawal sub type*	<input checked="" type="radio"/> Lump-Sum and ASP Withdrawal

Date of Resignation/Dismissal/Removal 19/12/2024

Opt for SLW to get a tax free regular income from lumpsum and remain invested to earn returns. To know more, [click here](#)

Towards Withdrawal (in %)*	60	Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account
Towards Annuity (in %)*	40	Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension

Processing Fee (INR) 242.45

The charges that Subscriber is required to pay to POP for processing withdrawal request. Processing fee payable to POP is @ 0.125% of total NPS corpus (minimum Rs. 125 and maximum Rs. 500).

Please click here to [View Annuity Quotes](#)

Note

- Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

**Figure 5**

At this stage, System will display a Pop-up message after clicking on "Submit" button. Subscriber is required to click on 'OK' button. The Pop-up contains information on Subscriber's Bank, Mobile Number, email ID and other instructions. Please refer below **Figure 6**.

**NSDL e-Gov** is now **protean**  
 Change is growth

Welcome Subscriber

**Subscriber Name** Prashant Shantaram Gurav  
**Registered Bank & Branch** STATE BANK OF INDIA LOWER PAREL  
**Registered Mobile Number and Email ID** 9819639307 pgurav8682@yahoo.in  
**PAN** AQDPN6411T

Note

- For Self Auth.
  - If subscriber is eligible for processing of withdrawal request through Self-Authentication mode then subscriber has to mandatorily authorize withdrawal request through eSign. After successful eSign, the withdrawal request will get executed in CRA system.
- For POP / Nodal Office Auth.
  - Subscriber's Registered Bank / Mapped POP or Nodal Office will carry out KYC verification and on successful verification, withdrawal request will get executed in CRA system.
  - Subscriber will receive OTP to confirm the withdrawal request and, all future communications related to NPS will be sent on Mobile Number and email ID.
  - If Subscriber wish to change its Tier-1 Bank for KYC verification and/or update Mobile Number, email ID, PAN then subscriber has to update these details before initiating withdrawal request.

Towards Withdrawal (in %)	his/her bank account	40	Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards
Towards Annuity (in %)	pension	60	

Valuation as on Date of Retirement	193963.81
Valuation Towards ASP	77585.52
Valuation Towards Withdrawal	116378.28
Percentage Towards ASP	40
Percentage Towards Withdrawal	60

**Figure 6**

At this stage, Subscriber needs to select his/her Marital Status. If Subscriber is Married & Spouse is alive, then Subscriber needs to enter Spouse Name, Spouse Gender, Spouse DOB etc. Similarly, the Subscriber may also capture other family member's (Mother, father and children) details.

Then Subscriber needs to select Annuity Service Provider from the drop down list. List of the Annuity Service Providers is displayed on the basis of Age and Corpus of the Subscriber. Further, Subscriber needs to select Annuity Scheme. Under 'Select Annuity Scheme', The option of multiple Annuities from the same ASP is available for those Subscribers who earmark the annuity corpus more than Rs 10 lakhs wherein Rs 5 lakhs utilized to buy each annuity scheme. List of Annuity

Schemes is displayed on the basis of Marital Status of the Subscriber. Subscriber needs to select Annuity Frequency from the drop down menu. Please refer below **Figure 7**.

**Withdrawal Request Initiation Screen**

\* Mandatory Fields

PRAN	110154000758	
Claim ID	2012602280	
Date Of Birth	15/01/1961	
Withdrawal due to	Exit at 60	
Withdrawal Type	Full Withdrawal	
Withdrawal Sub Type	Lump-Sum and ASP Withdrawal	
Date of Exit	19/12/2024	
Towards Withdrawal (in %)	60	Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account
Towards Annuity (in %)	40	Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension.
Valuation as on Date of Retirement	193963.81	
Valuation Towards ASP	77585.52	
Valuation Towards Withdrawal	116378.28	
Percentage Towards ASP	40	
Percentage Towards Withdrawal	60	
Date of NAV	14/10/2024	

Marital status *	Married	
Spouse Alive *	Alive	
Spouse Gender *	Female	
Spouse First Name *	Mama	
Spouse Middle Name		
Spouse Last Name	Talla	
Spouse DOB *	08/11/1980	(dd/mm/yyyy)
Spouse PAN		
Orphan Status		
Mother Alive	Select	
Father Alive	Select	
Child 1 Alive	Select	
Child 2 Alive	Select	
Child 3 Alive	Select	
Pension Frequency *	Monthly	

Select ASP Scheme Cancel

ASP Names *	SBI Life Insurance Co. Ltd
Scheme 1 Names *	Annuity for life with return of purchase price on death
Scheme1 Amount *	77585.52

Beneficiary Name \* Prashant Shantaram Gurav

Relation with Subscriber \* Self

submit Cancel

[Click here for ASP Quotes](#)

**Figure 7**

At this stage, various options selected along with existing address are displayed to the Subscriber. Also option is available to the Subscriber to provide Maiden Name (only in case of female Subscriber) and CKYC Number. However, these two fields Maiden Name & CKYC Number are non-mandatory. Please refer below **Figure 8**.

Withdrawal Request Initiation Screen

Subscriber Details

PRAN	110154000758
Subscriber Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date Of Birth	15/01/1961
Subscriber Gender	Female
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	Mamta Talla
Spouse DOB	06/11/1980
Spouse PAN	
Entity Reg. No.	6038583
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

ASP Withdrawal Details

Amount to be invested in Annuity	77585.52
Name of ASP	SBI Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	77585.52
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self

Subscriber Correspondence Address

Father's Name	CVZETHWVC PCVTHVD
Address 1	120 BHRIGU NAGAR
Address 2	AJMER ROAD
Address 3	
City	JAIPUR
Pin	302021
State	Tamil Nadu
Country	India

Proceed

Cancel

Note

- For subscriber- to change the non-editable fields, subscribers have to go to the PAO to change these fields.
- For Nodal Office- to change the non-editable fields, entities have to do subscriber modification.

**Figure 8**

At this stage, existing bank details of the Subscriber along with Mobile number, email ID and PAN of the Subscriber are displayed. If existing bank details, contact details and PAN are correct, Subscriber needs to click on **"Online bank a/c verification"** Tab to proceed further. Please refer below **Figure 9**.

**Withdrawal Request Initiation Screen**

**Subscriber Details**

PRAN	110154000758
Subscriber Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date Of Birth	15/01/1961
Subscriber Gender	Female
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	Mamta Talla
Spouse DOB	06/11/1980
Spouse PAN	
Entity Reg. No.	6038583
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	302002179
Mobile No	9819639307

Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request.

Alternate Phone No	
Email ID	pgurav8682@yahoo.in
PAN	AQDPN6411T
Aadhaar No	

**Online bank a/c verification**

Confirm & Proceed Edit Cancel

Note

- > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.
- > Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account.
- > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

**Figure 9**

At this stage, after clicking on **"Online bank a/c Verification"** tab, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e. **"Online bank a/c verification is successful"**. Subscriber needs to click on "OK" button and then click on "Confirm & Proceed" button to proceed further. Please refer below **Figure 10A and 10B**.

**Withdrawal Type** Full Withdrawal

**Date of Resignation/Dismissal/Removal** 19/12/2024

**Towards Withdrawal(in %)** 60

**Towards Annuity(in %)** 40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	302002179
Mobile No	9819639307

Note :

Online bank a/c verification is successful.

OK

**Online bank a/c verification**

Confirm & Proceed Edit Cancel

Note

- > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.
- > Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account.
- > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

**Figure 10A**

Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

Subscriber Bank Details	
Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	302002179
Mobile No	9819639307

Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request.

Alternate Phone No	
Email ID	pgurav8682@yahoo.in
PAN	AQDPN6411T
Aadhaar No	

Online bank a/c verification

Note

- Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.
- Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account.
- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

**Figure 10B**

At this stage, existing nomination details of the Subscriber are displayed. **Subscriber needs to click on "Edit" button to enter Nominee address.** If required, Subscriber can add/update nominee details. Please refer below **Figure 11**.

**Withdrawal Request Initiation Screen**

Subscriber Details	
PRAN	110154000758
Subscriber Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date Of Birth	15/01/1961
Subscriber Gender	Female
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	Mamta Talia
Spouse DOB	06/11/1980
Spouse PAN	
Entity Reg. No.	6038583
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

Nominee Details	
TIER 1 Details	
Nominee Serial Number	1
Nominee Name	JAI KISHAN SHARMA
Nominee Date of Birth	
Nominee Relation	HUSBAND
Nominee Major/Minor	MAJOR
Nominee Guardian Name	
Nominee Guardian DOB	
Nominee Share	100 %
Mobile No	
Email ID	

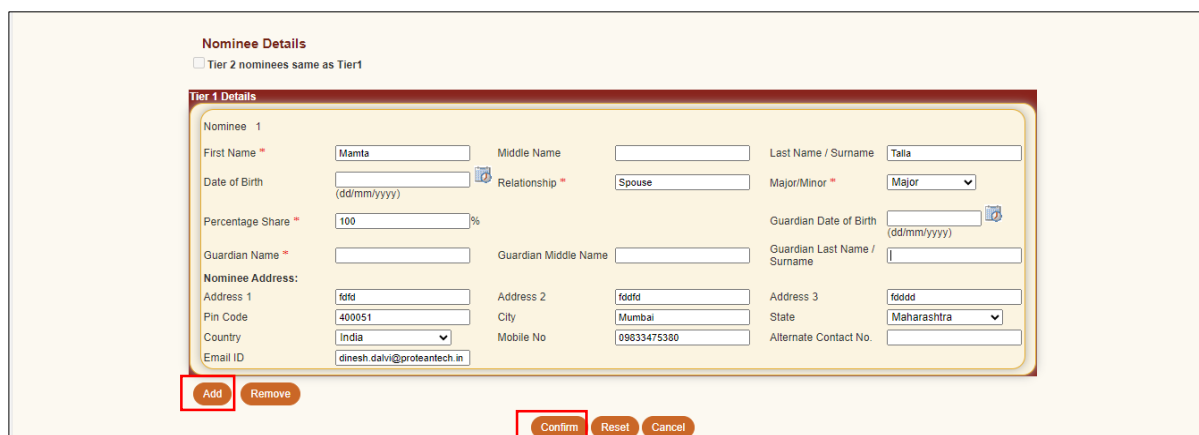
Note

- Nomination details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the nomination details. It would not be changed at later date.
- Fields marked with \* are mandatory.

**Figure 11**

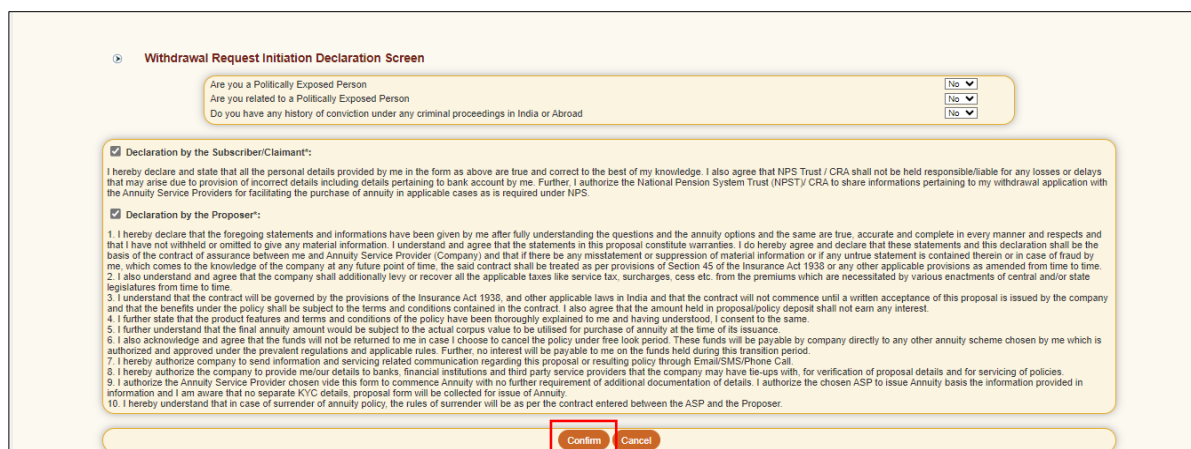
Subscriber can enter maximum of three nominees. Subscriber needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, Subscriber needs to click on "Confirm" button to proceed further. Please refer below **Figure 12**.




**Figure 12**

At this stage, Declaration Page is displayed to the Subscriber. Subscriber needs to select from the drop down menu whether he is politically exposed person, related to politically exposed person and history of conviction under criminal proceedings.

Further, Subscriber needs to select Declaration. After selection of declarations, Subscriber needs to click on "Confirm" button. Please refer below **Figure 13**.


**Figure 13**

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on "Submit" button. Please refer below **Figure 14**.

➤ **Withdrawal Request Initiation Document Checklist**

**Withdrawal - Superannuation / Exit at the age of 60** \* Mandatory Fields

Sl. No.		Document Name
1	<input checked="" type="checkbox"/>	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber *
2	<input type="checkbox"/>	NPS - ASP Form (for purchase of Annuity)
3	<input checked="" type="checkbox"/>	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (If PRAN Card or copy of PRAN Card/ePRAN not submitted). *
4	<input checked="" type="checkbox"/>	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook *

**Proof of Identity - All KYC Documents Need to be attested by Mapped Nodal Office** \* Atleast one field should be checked

Sl. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration Card with Photograph.
3	<input type="checkbox"/>	Bank pass book or Certificate with Photograph
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph.
6	<input checked="" type="checkbox"/>	PAN Card issued by income tax department.
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input type="checkbox"/>	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	<input type="checkbox"/>	Ex-Service Man Card issued by Ministry of Defence to their employees
12	<input type="checkbox"/>	Photo credit Card.
13	<input type="checkbox"/>	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

**Proof of Address - All KYC Documents Need to be attested by Mapped Nodal Office** \* Atleast one field should be checked

Sl. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration card with photograph and residential address.
3	<input type="checkbox"/>	Bank Pass book or certificate with photograph and residential address.
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph and residential address.
6	<input type="checkbox"/>	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
11	<input type="checkbox"/>	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
12	<input type="checkbox"/>	Latest property/house Tax Receipt (not more than one year old).
13	<input type="checkbox"/>	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).
14	<input type="checkbox"/>	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

**Figure 14**

At this stage, details entered by the Subscriber are displayed for confirmation.

It is mandatory for Subscriber to upload valid and legible scanned copies of KYC documents (Identity & Address Proof), Copy of PRAN Card/ePRAN and Bank Proof as selected in document checklist for seamless processing of Exit and annuity request. Subscriber is required to upload all documents in a single scanned file. Please refer below **Figure 15**.

After uploading documents, Subscriber needs to click on "Send OTP" button to receive OTP. OTP will be sent by CRA on registered mobile number. Subscriber needs to enter OTP and click on "Submit OTP" button to complete initiation process.

## Withdrawal Request Initiation Confirmation Screen

Subscriber Details		Hide
PRAN	110154000758	
Name	Prashant Shantaram Gurav	
Claim ID	2012602280	
Date of Birth	15/01/1961	
Subscriber Gender	Female	
Maiden Name		
CKYC Number		
Marital status	Married	
Spouse Alive	ALIVE	
Spouse Gender	Female	
Spouse Name	Mamta Talia	
Spouse DOB	06/11/1980	
Spouse Pan		
Orphan Status		
Corpus at Initiation	193963.81	
Processing Fee (INR)	242.45	
Withdrawal due to	Exit at 60	
Date of Resignation/Dismissal/Removal	19/12/2024	
Withdrawal Type	Full Withdrawal	

ASP Withdrawal Details		Hide
Amount to be invested in Annuity	77585.52	
Name of ASP	SBI Life Insurance Co. Ltd	
Scheme 1	Annuity for life with return of purchase price on death	
Withdrawal Amount from Scheme 1	77585.52	
Beneficiary Name	Prashant Shantaram Gurav	
Relation with Subscriber	Self	
Frequency	Monthly	

Subscriber Correspondence Address		Hide
Address 1	120 BHRIGU NAGAR	
Address 2	AJMER ROAD	
Address 3		
City	JAIPUR	
Pin	302021	
State	Tamil Nadu	
Country	India	

Withdrawal Details		Hide
Towards Withdrawal (in %)	60	
Towards Annuity (in %)	40	

Subscriber Bank Details		Hide
Transaction Type	Electronic	
Bank Account Number	04141140005616	
Bank Name	STATE BANK OF INDIA	
Bank Branch	LOWER PAREL	
Bank Address	KAMALA MILLS	
Bank Address Pin	400092	
Bank IFS Code	HDFC0000414	
Bank MICR Code	302002179	
Mobile No	9819639307	
Alternate Phone Number		

Email Id	pgurav8682@yahoo.in
PAN	AQDPN6411T
Aadhaar No	

Nominee Details		Hide																																									
<table border="1"> <thead> <tr> <th colspan="2">TIER 1 Details</th> <th>Hide</th> </tr> </thead> <tbody> <tr> <td>Nominee Serial Number</td> <td>1</td> <td></td> </tr> <tr> <td>Nominee Name</td> <td>Mamta Talia</td> <td></td> </tr> <tr> <td>Nominee Date of Birth</td> <td></td> <td></td> </tr> <tr> <td>Nominee Relation</td> <td>Spouse</td> <td></td> </tr> <tr> <td>Nominee Major/Minor</td> <td>MAJOR</td> <td></td> </tr> <tr> <td>Nominee Guardian Name</td> <td></td> <td>Nominee Guardian DOB</td> </tr> <tr> <td>Nominee Share</td> <td>100 %</td> <td></td> </tr> <tr> <td>Nominee Mobile No.</td> <td>09633475380</td> <td></td> </tr> <tr> <td>Nominee Email Id</td> <td>dinesh.dalvi@proteantech.in</td> <td>Nominee Address 1</td> </tr> <tr> <td>Nominee Address 2</td> <td>fdidd</td> <td>Nominee Address 3</td> </tr> <tr> <td>Nominee City</td> <td>Mumbai</td> <td>Nominee City Pin</td> </tr> <tr> <td>Nominee State</td> <td>Maharashtra</td> <td>Nominee Country</td> </tr> <tr> <td>Nominee Alternate Contact No.</td> <td></td> <td></td> </tr> </tbody> </table>		TIER 1 Details		Hide	Nominee Serial Number	1		Nominee Name	Mamta Talia		Nominee Date of Birth			Nominee Relation	Spouse		Nominee Major/Minor	MAJOR		Nominee Guardian Name		Nominee Guardian DOB	Nominee Share	100 %		Nominee Mobile No.	09633475380		Nominee Email Id	dinesh.dalvi@proteantech.in	Nominee Address 1	Nominee Address 2	fdidd	Nominee Address 3	Nominee City	Mumbai	Nominee City Pin	Nominee State	Maharashtra	Nominee Country	Nominee Alternate Contact No.		
TIER 1 Details		Hide																																									
Nominee Serial Number	1																																										
Nominee Name	Mamta Talia																																										
Nominee Date of Birth																																											
Nominee Relation	Spouse																																										
Nominee Major/Minor	MAJOR																																										
Nominee Guardian Name		Nominee Guardian DOB																																									
Nominee Share	100 %																																										
Nominee Mobile No.	09633475380																																										
Nominee Email Id	dinesh.dalvi@proteantech.in	Nominee Address 1																																									
Nominee Address 2	fdidd	Nominee Address 3																																									
Nominee City	Mumbai	Nominee City Pin																																									
Nominee State	Maharashtra	Nominee Country																																									
Nominee Alternate Contact No.																																											

Withdrawal Request Declarations		Hide
Sr. No.		
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

Withdrawal Request Document Checklist

Hide

Withdrawal - Normal/Exit at the age of 60

Sr. No.	Document Name
1	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber
2	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (if PRAN Card or copy of PRAN Card/ePRAN not submitted).
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook

Proof of Identity

Sr. No.	Document Name
1	PAN Card issued by income tax department.

Proof of Address

Sr. No.	Document Name
1	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

☒ Declaration by the Subscriber/Claimant\*:
 

I Prashant Shantaram Gurav hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

☒ Declaration by the Proposer\*:
 

1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.

2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.

3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.

4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.

5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.

6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.

7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.

8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.

10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Select File to Upload \*:
 

Choose File Forms pdf

Upload Remove

Note :
 

Uploaded Attachment (Allowed File Types: pdf, jpg, jpeg, doc, docx, xls, xlsx, zip, png, Maximum File Size: 5 MB, Number of File can be uploaded: 1)

Kindly upload KYC document. Document Upload is mandatory before processing for withdrawal.

Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

Send OTP Cancel

☒ Declaration by the Subscriber/Claimant\*:
 

I Prashant Shantaram Gurav hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

☒ Declaration by the Proposer\*:
 

1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.

2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.

3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.

4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.

5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.

6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.

7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.

8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.

10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Select File to Upload \*:
 

Choose File Forms pdf

Upload Remove

Note :
 

Uploaded Attachment (Allowed File Types: pdf, jpg, jpeg, doc, docx, xls, xlsx, zip, png, Maximum File Size: 5 MB, Number of File can be uploaded: 1)

Kindly upload KYC document. Document Upload is mandatory before processing for withdrawal.

Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

OTP sent successfully to mobile number 981\*\*\*\*\*7
 

Please Enter OTP Pin
 

Submit OTP

Regenerate OTP

**Figure 15**

At this stage, after clicking on “Submit OTP” button, Subscriber needs to proceed with OTP Authentication/eSign. Withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign. Subscriber has a choice to select any of the option.

Please refer below **Figure 16**.

Withdrawal Request Initiation - Complete

PRAN	110154000758
Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date of Birth	15/01/1961
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	201260228001

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document : [View](#)

Captured Timestamp 19/12/2024 15:44

**Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.**

☐ OTP ☐ eSign

**Figure 16**

Process of submission of exit request through OTP Authentication/eSign is explained below in two sections viz. Section-I (for OTP Authentication) and Section-II (For eSign).

### **Section-I**

- Process for completion of exit request using OTP Authentication.
- Two distinct One Time Password (OTPs) will be sent on Mobile Number and email ID registered in CRA.

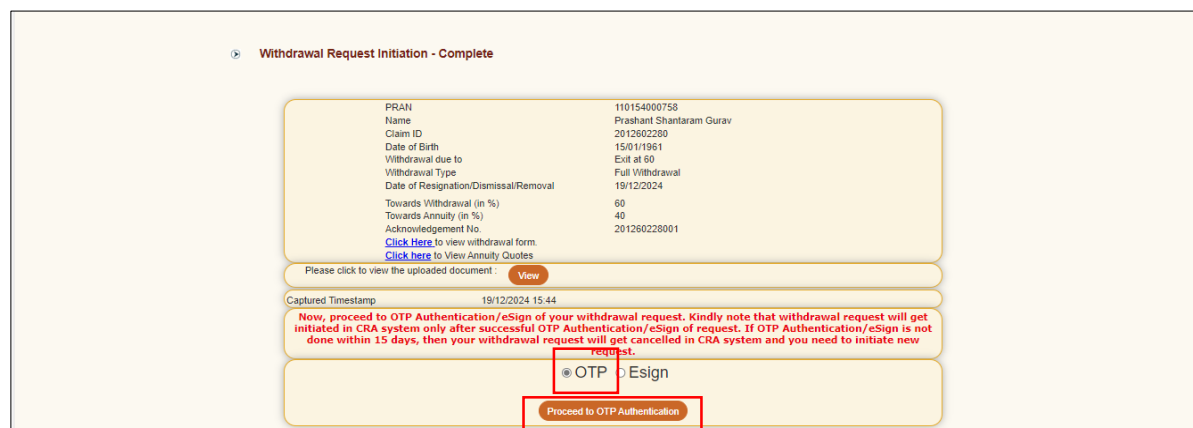
### **Section-II**

- Process for completion of exit request using eSign.
- One Time Password (OTP) will be sent on Mobile Number registered with Aadhaar.
- eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.

***If OTP Authentication/eSign is not done within 15 days, then withdrawal request will get auto-cancelled in the CRA system and Subscriber needs to initiate new request.***

## **Section I- Process for completion of exit request using OTP Authentication:**

At this stage, Subscriber needs to select “**OTP**” radio button and then click on “**Proceed to OTP Authentication**” tab. Please refer below **Figure 17**.



Withdrawal Request Initiation - Complete

PRAN	110154000758
Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date of Birth	15/01/1961
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No	201260228001

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document: [View](#)

Captured Timestamp: 19/12/2024 15:44

**Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.**

☒ OTP ☐ Esign

[Proceed to OTP Authentication](#)

**Figure 17**

After clicking on “Proceed to OTP Authentication” Tab, Dual OTP Authentication screen will be displayed to the User. User needs to enter One Time Password (OTP) sent on Mobile Number and email ID registered in CRA at the designated place and click on “Submit OTP” button to complete the process.

Please refer below **Figure 18**.



OTP Authentication

OTP has been sent to mobile No 981\*\*\*\*\*7 and email p\*\*\*@\*\*\*\*.in

Please Enter OTP Sent to Mobile No:

Please Enter OTP Sent to Email Id:

[Submit OTP](#) [Regenerate OTP](#) [Cancel](#)

**Figure 18**

Once Subscriber clicks on “Submit OTP” button, exit request will get captured in the CRA system and an Acknowledgement Number will get generated.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding completion of OTP Verification is also displayed. Refer below **Figure 19**.

Withdrawal Request Initiation - Complete

PRAN	110154000758
Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date of Birth	15/01/1961
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	201260228001

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document : [View](#)

Opt for SLW to get a tax free regular income from lumpsum and remain invested to earn returns.

[Initiate SLW](#)

Captured Timestamp: 19/12/2024 15:44

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

OTP Verification was Successful

[Download Withdrawal Form](#)

**Figure 19**

## Section II- Process for completion of exit request using eSign:

At this stage, Subscriber needs to select “**Esign**” radio button and then click on “**Proceed to e-Sign the Form**” tab. Please refer below **Figure 20**.

PRAN	110007248551
Name	Prashant Shantaram Gurav
Claim ID	1911348674
Date of Birth	30/01/1960
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	191134867401

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document : [View](#)

Captured Timestamp: 19/12/2024 19:43

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

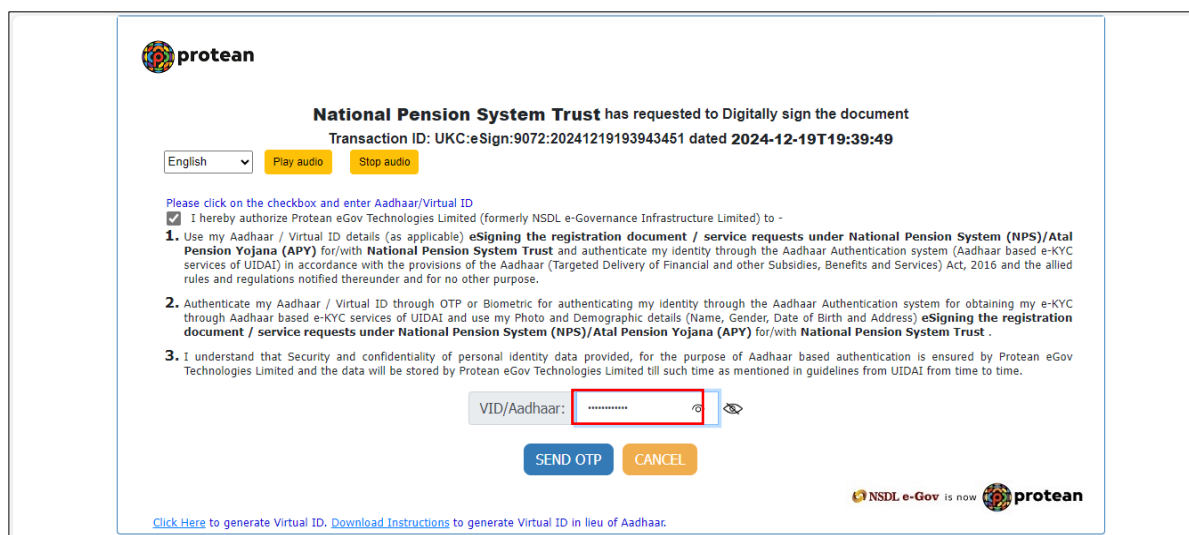
☐ OTP
 ☒ **Esign**

[Proceed to e-Sign the Form](#)

NOTE - eSign service charges plus taxes applicable is Rs. 5.90

**Figure 20**

At this stage, once Subscriber clicks on “**Proceed to e-Sign the Form**” Tab, system will redirect Subscriber to eSign Service Provider’s Web Page. Subscriber needs to enter his/her Aadhaar/Virtual ID and click on “Send OTP” button to receive OTP. Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer below **Figure 21**.



**protean**

**National Pension System Trust** has requested to Digitally sign the document  
Transaction ID: UKC:eSign:9072:20241219193943451 dated 2024-12-19T19:39:49

English

Please click on the checkbox and enter Aadhaar/Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to -

1. Use my Aadhaar / Virtual ID details (as applicable) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust**.
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

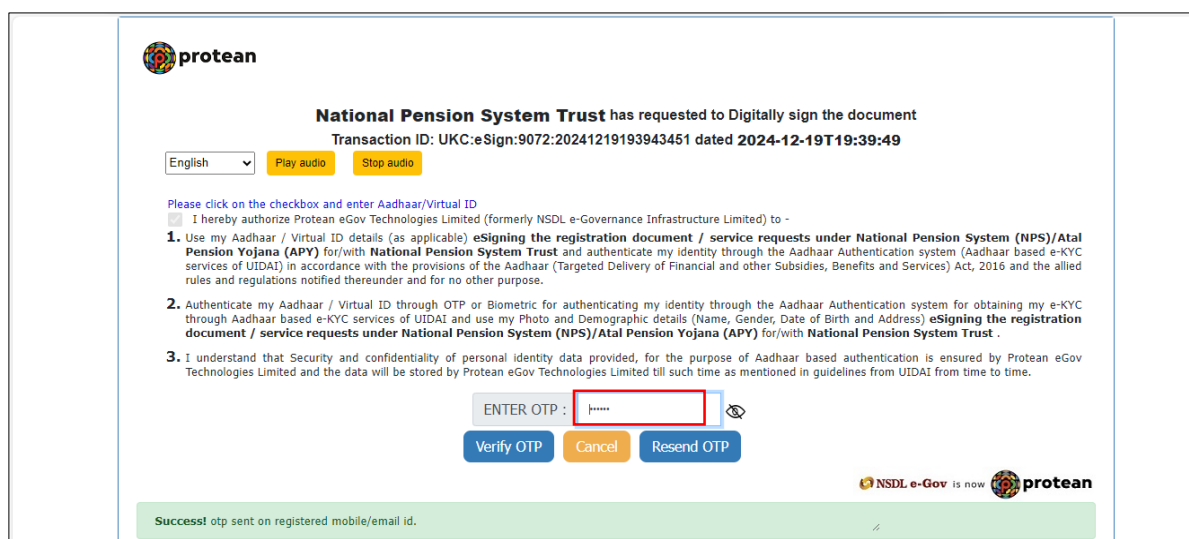
VID/Aadhaar:

[Click Here to generate Virtual ID.](#) [Download Instructions to generate Virtual ID in lieu of Aadhaar.](#)

NSDL e-Gov is now **protean**

**Figure 21**

Once OTP is received, User needs to enter OTP and click on “Verify OTP” button to complete eSigning of the request. Please refer below **Figure 22**.



**protean**

**National Pension System Trust** has requested to Digitally sign the document  
Transaction ID: UKC:eSign:9072:20241219193943451 dated 2024-12-19T19:39:49

English

Please click on the checkbox and enter Aadhaar/Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to -

1. Use my Aadhaar / Virtual ID details (as applicable) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust**.
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

ENTER OTP :

Success! otp sent on registered mobile/email id.

NSDL e-Gov is now **protean**

**Figure 22**

Once Subscriber clicks on “Verify OTP” button, Exit request will get captured in the CRA system and an Acknowledgement Number will get generated.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding successful completion of eSigning is also displayed.

Please refer below **Figure 23**.



## Withdrawal Request Initiation - Complete

PRAN	110007248551
Name	Prashant Shantaram Gurav
Claim ID	1911348674
Date of Birth	30/01/1960
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	191134867401

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document :

View

Opt for SLW to get a tax free regular income from lumpsum and remain invested to earn returns.

Initiate SLW

Captured Timestamp 19/12/2024 19:43

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

E-Signing was Successful

Download e-Signed Form

**Figure 23**

## 6. Steps to verify Online Exit request in CRA System by POP

In order to verify Online Exit request of Subscriber, POP User needs to click on the link [www.cra-nsdl.com](http://www.cra-nsdl.com) select the Digital Certificate option and enter User ID to login to CRA system as given below in **Figure 24**.

**Figure 24**

User needs to click on Menu “**Exit Withdrawal Request**” and select Sub-Menu “**Verify Subscriber Withdrawal Initiation**”. Please refer below **Figure 25**.

Transaction Type	Count
Deferment Authorize	2
KYC Verification	10
Withdrawal Request Authorize	13
Reset Pin	19
Withdrawal Request Verification	21
Grievance pending for resolution	84

**Figure 25**

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as “ALL Withdrawal”. User needs to click on “Search” Button to search request. Please refer below **Figure 26**.

Verify Subscriber Withdrawal Initiation - Search

PRAN  \*

Acknowledgement No

Claim ID

From Date  (dd/mm/yyyy)

To Date  (dd/mm/yyyy)

Complete Withdrawal sub type

\* Mandatory Fields

"Kindly search Exit request by entering either PRAN or Ack Id or Claim ID or Date Range"

**Figure 26**

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By and Exit type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request by Subscriber. Please refer below **Figure 27**.

Verify Subscriber Withdrawal Initiation - Result

ACKNOWLEDGEMENT NO.	PRAN	REQUEST INITIATION DATE	REQUEST INITIATED BY	EXIT TYPE
<a href="#">201260228001</a>	110154000758	19-12-2024	110154000758	WITHDRAWAL

**Figure 27**

At this stage, User can also check documents uploaded by the Subscriber by clicking on "View" button. It is the responsibility of POP to ensure that the uploaded documents are valid, complete and legible.

If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. If details entered are correct, User needs to click on "Verify" button to complete the verification process. Please refer below **Figure 28**.

▶ **Verify Subscriber Withdrawal Initiation - Confirm**

[Back to Results Page](#)  
[View Signature](#)  
[Click Here to View subscriber Details](#)

Subscriber Details			Hide
Subscriber Name	Prashant Shantaram Gurav		
PRAN	110154000758		
Date Of Birth	15/01/1961		
Subscriber Gender	Female		
Maiden Name			
CKYC Number			
Marital status	Married		
Spouse Alive	Alive		
Spouse Name	Mamta Tallia		
Spouse DOB	06/11/1980		
Spouse Gender	Female		
Spouse PAN			

Orphan Status		
Claim ID	2012602280	
Acknowledgement No.	201260228001	
Corpus at Initiation	193963.81	
Processing Fee (INR)	242.45	
Withdrawal due to	Exit at 60	
Date of Resignation/Dismissal/Removal	19/12/2024	
Towards Withdrawal (in %)	60	
Towards Annuity (in %)	40	
Withdrawal Type	Full Withdrawal	
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal	

ASP Withdrawal Details		
Name of ASP	SBI Life Insurance Co. Ltd	
Scheme 1	Annuity for life with return of purchase price on death	
Withdrawal Amount from Scheme 1	77585.52	
Beneficiary Name	Prashant Shantaram Gurav	
Relation with Subscriber	Self	
Frequency	Monthly	

Subscriber Corresponding Address			Hide
Address 1	120 BHRIGU NAGAR		
Address 2	AJMER ROAD		
Address 3			
City	JAIPUR		
Pin	302021		
State	Tamil Nadu		
Country	India		

Bank Details			Hide
Subscriber Bank Details			
Bank Account Number	04141140005616		
Bank Name	STATE BANK OF INDIA		
Bank Branch	LOWER PAREL		
Bank Address	KAMALA MILLS		
Bank Address Pin	400092		
Bank IFS Code	HDFC0000414		
Bank MICR Code	302002179		
PAN	AQDPN6411T		
Aadhaar No			
Mobile No	9819639307		
Alternate Phone No			
Email Id	pgurav8682@yahoo.in		

Nominee Details				Hide
TIER 1 Details				
Nominee Serial Number	1			
Nominee Name	Mamta Tallia			
Nominee Date of Birth				
Nominee Relation	Spouse			
Nominee Major/Minor	MAJOR			
Nominee Guardian Name				
Nominee Guardian DOB				
Nominee Mobile No.	09833475380			
Nominee Email Id	dinesh.dalvi@proteantech.in			
Nominee Address 2	fddfd			
Nominee City	Mumbai			
Nominee State	Maharashtra			
Nominee Share	100 %			
Nominee Alternate Contact No.				
Nominee Address 1	fddfd			
Nominee Address 3	fddddd			
Nominee City Pin	400051			
Nominee Country	India			

Withdrawal Request Declaration Checklist		Hide
1) Are you a Politically Exposed Person	NO	
2) Are you related to a Politically Exposed Person	NO	
3) Do you have any history of conviction under any criminal proceedings in India or Abroad	NO	

Withdrawal Request Document Checklist		Hide
Withdrawal - Normal/Exit at the age of 60		
Sr. No.	Document Name	
1	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber	
2	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (if PRAN Card or copy of PRAN Card/ePRAN not submitted).	
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook	

Proof of Identity	
Sr. No.	Document Name
1	PAN Card issued by income tax department.

Proof of Address	
Sr. No.	Document Name
1	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

**Declaration by the Subscriber/Claimant\*:**

☒ 1. I Prashant Shantaram Gurav with PRAN 110154000758 hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

☒ **Declaration by the Proposer\*:**

1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.

2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.

3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.

4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.

5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.

6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.

7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.

8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYO details, proposal form will be collected for issue of Annuity.

10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

☒ **Declaration by Nodal Office/POP/Aggregator\*:**

1. I/we have verified the documents as submitted by the Subscriber/Claimant with the originals / scanned documents uploaded in CRA (in case of digitally signed request) and authorized this application for processing of the subject claim of the subscriber/claimant. It is certified that the details as provided in this application form are matching with the information available in the official record maintained by us. The complete information provided in this form including declaration and nomination details have been provided by the Subscriber/Claimant Sh/Smt/Ms. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.

2. That all the contributions with respect to the Subscriber's NPS contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Officer level. (only for government nodal office).

3. That identity of the Subscriber / Claimant is certified as provided in the withdrawal form above. The name of Subscriber / Claimant as mentioned on the withdrawal form has been verified and can be accepted as final.

4. It is certified that the bank account (Salary Account) details provided in the form is as per the salary records maintained in our office. The bank account details (salary account) of subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).

Please click to view the uploaded document : [View](#)

☒ Verify ☐ Reject

Reason for Rejection

[Submit](#)

Figure 28

Once User clicks on "Submit" button, Exit request will get verified in the CRA system and confirmation window is displayed to the User as given below in **Figure 29**.

At this stage, option is provided to the User to view uploaded documents.

➤ **Withdrawal Request - Complete**

[Back to Results Page](#)

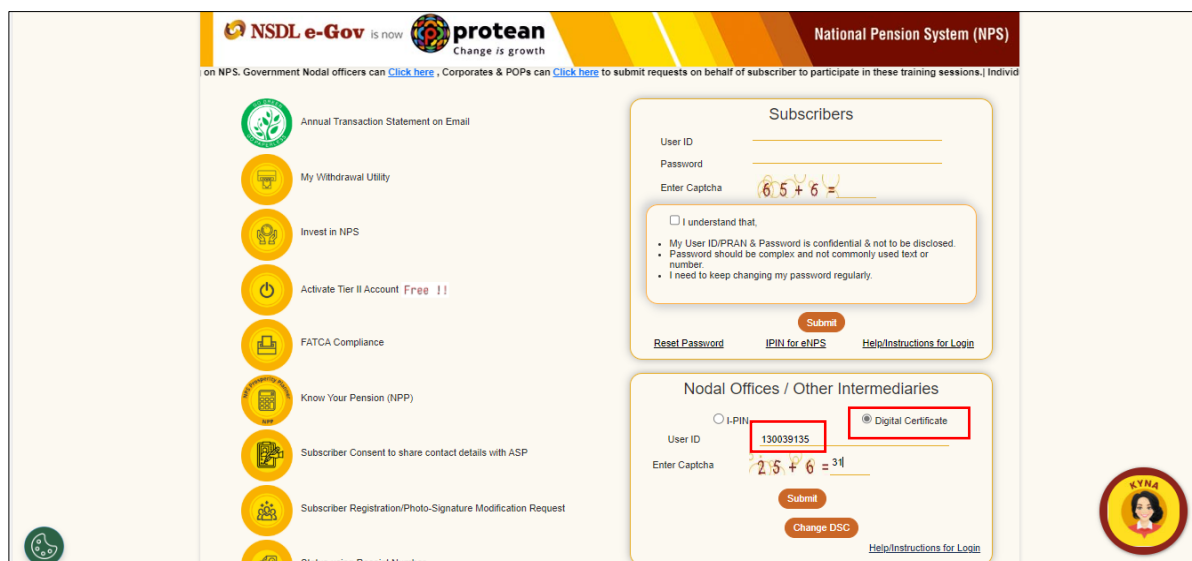
PRAN	110154000758
Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date of Birth	15/01/1961
Please click here to <a href="#">View Annuity Quotes</a>	

Withdrawal Request has been Verified	
Acknowledgement No	201260228001
Verification Timestamp	19/12/2024 16:31
Please click to view the uploaded document : <a href="#">View</a>	

Figure 29

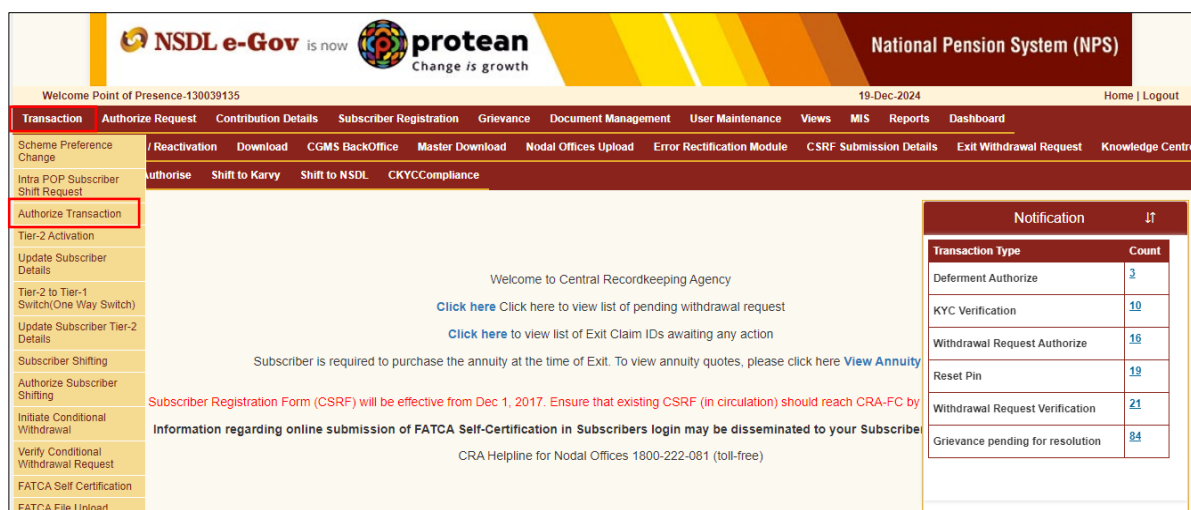
## 7. Steps to authorize Online Exit request in CRA System by POP

In order to authorize Online Exit request of Subscriber, POP User needs to click on the link [www.cra-nsdl.com](http://www.cra-nsdl.com) and select the Digital Certificate option, enter another User ID to login to CRA system as given below in **Figure 30**.



**Figure 30**

User needs to click on Menu "**Transaction**" and select Sub-Menu "**Authorize Transaction**". Please refer below **Figure 31**.



Transaction Type	Count
Deferment Authorize	3
KYC Verification	10
Withdrawal Request Authorize	18
Reset Pin	19
Withdrawal Request Verification	21
Grievance pending for resolution	84

**Figure 31**

At Transaction type User needs to select "Withdrawal Request" from the drop down, enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "All Withdrawal" or "Lump-Sum and ASP Withdrawal". User needs to click on "Search" Button to search request. Please refer below **Figure 32**.

Authorize Transaction

Transaction Type \*  
 PRAN  
 Ack No/PRN \*\*  
 Receipt No  
 Claim ID  
 From Date  
 To Date  
 Complete Withdrawal sub type

Withdrawal Request  
 110154000758  
  
  
  
 (dd/mm/yyyy)  
 (dd/mm/yyyy)  
 All Withdrawal

\* Mandatory Fields  
 Search  
 Reset

\*\*\* Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

**Figure 32**

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request initiated by and Request type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request. Please refer below **Figure 33**.

Authorize Withdrawal Initiation - Result

ACKNOWLEDGEMENT NO	RECEIPT NO.	PRAN	REGISTRATION DATE	REGISTERED BY	REQUEST TYPE
<a href="#">201260228001</a>		110154000758	19-12-2024	110154000758	WITHDRAWAL

**Figure 33**

At this stage, User can check details entered by Subscriber at the time of initiation of request. User can also check documents uploaded by the Subscriber by clicking on "View" button. Please refer below **Figure 34**.

*If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. If details entered are correct, User needs to click on "Authorize" radio button and click on "Submit" button to complete the process.*

▶ **Authorize Withdrawal Initiation - Confirm**

[Back to Results Page](#)
[View Signature](#)
[Click Here to View subscriber Details](#)

**Subscriber Details**

Subscriber Name	Prashant Shantaram Gurav
PRAN	110154000758
Subscriber Gender	Female
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	Alive
Spouse Name	Mamta Tallia
Spouse DOB	06/11/1980
Spouse Gender	Female
Spouse's Aadhaar	
Spouse's PAN	
Orphan Status	

Orphan Status	
Corpus at Initiation	193963.81
Processing Fee (INR)	242.45
ACK No.	201260228001
Withdrawal Type	Full Withdrawal
Withdrawal due to	Exit at 60
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

**ASP Withdrawal Details**

Name of ASP	SBI Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	77585.52
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Pension Frequency	Monthly

**Subscriber Correspondence Address**

Address 1	120 BHRIGU NAGAR
Address 2	AJMER ROAD
Address 3	
City	JAIPUR
Pin	302021
State	Tamil Nadu
Country	India

**Exit at the age of 60**

PFM Name	Scheme Name	Total Units	Units to be Withdrawn
HDFC PENSION MANAGEMENT COMPANY LIMITED	HDFC PENSION MANAGEMENT COMPANY LIMITED SCHEME E - TIER I	3134.4106	1880.6438
HDFC PENSION MANAGEMENT COMPANY LIMITED	HDFC PENSION MANAGEMENT COMPANY LIMITED SCHEME C - TIER I	3698.4162	2219.0531
		<b>6832.8268</b>	<b>4099.6969</b>

**Subscriber Bank Details**

Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	302002179
Mobile No	9819639307
Alternate Phone No	
Email Id	pgurav8682@yahoo.in

**Subscriber Details**

PAN	AQDPN6411T
Aadhaar No	

**Nominee Details**

**TIER 1 Details**

Nominee Serial Number	1
Nominee Name	Mamta Tallia
Nominee Date of Birth	
Nominee Relation	Spouse
Nominee Major/Minor	MAJOR
Nominee Guardian Name	
Nominee Guardian DOB	



Nominee Share 100 % Nominee Mobile No. 09833475380 Nominee Email Id dinesh.dalvi@proteantech.in Nominee Address 2 fddfd Nominee City Mumbai Nominee State Maharashtra Nominee Alternate Contact No.	Nominee Address 1 fddfd Nominee Address 3 fddddd Nominee City Pin 400051 Nominee Country India	
---	---	--

**Withdrawal Request Declaration Checklist**

Sr. No.	Question	Answer
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

**Withdrawal Request Document Checklist**

**Withdrawal - Normal/Exit at the age of 60**

Sr. No.	Document Name	Status
1	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber	
2	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (if PRAN Card or copy of PRAN Card/ePRAN not submitted).	
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook	

**Proof of Identity**

Sr. No.	Document Name	Status
1	PAN Card issued by income tax department.	

**Proof of Address**

Sr. No.	Document Name	Status
1	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.	

**Maker Action**

Request has been accepted by Stock Holding Corporation Of India Limited

☒ **Declaration by the Subscriber/Claimant:**

1. I Prashant Shantaram Gurav hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge.

2. I also agree that NPS Trust / CRA shall not be held responsible for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me.

3. Further, I authorize the National Pension System Trust (NPST) / CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

☒ **Declaration by the Proposer:**

1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.

2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.

3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.

4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.

5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.

6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.

7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.

8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.

10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

☒ **Declaration by Nodal Office/POP/Aggregator:**

1. I/we have verified the documents as submitted by the Subscriber/Claimant with the originals / scanned documents uploaded in CRA (in case of digitally signed request) and authorized this application for processing of the subject claim of the Subscriber / Claimant. It is certified that the details as provided in this application form are matching with the information available in the official record maintained by us. The complete information provided in this form including declaration and nomination details have been provided by the Subscriber / Claimant Sh/Smt/Ms. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.

2. That all the contributions with respect to the Subscriber's NPS contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Office level. (only for government nodal office).

3. That Identity of the Subscriber / Claimant is certified as provided in the withdrawal form above. The name of Subscriber / Claimant as mentioned on the withdrawal form has been verified and can be accepted as final.

4. It is certified that the bank account (Salary Account) details provided in the form is as per the salary records maintained in our office. The bank account details (salary account) of subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).

Please click to view the uploaded document : View

☒ Authorize
☐ Reject

Reason for Rejection

Submit

Note  
 > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

**Figure 34**

Once User clicks on "Submit" button, Exit request will get authorized in the CRA system and confirmation window is displayed to the User as given below in **Figure 35**.

At this stage, option is provided to the User to view & download system generated Withdrawal Form.

SOP on Initiation & Authorization of Online Exit request under NPS\_ Non Govt. Sector

➤ **Withdrawal Request - Complete**

[Back to Results Page](#)

PRAN	110154000758
Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date of Birth	15/01/1961
Please click here to <a href="#">View Annuity Quotes</a>	

Withdrawal Request has been Verified	
Acknowledgement No	201260228001
Verification Timestamp	19/12/2024 16:36
<a href="#">Click Here</a> to view withdrawal form.	

Please click to view the uploaded document : [View](#)

**Figure 35**

On successful authorization of Exit request by POP, same will get executed in the CRA system and Funds will be transferred to Subscriber's Bank Account within stipulated withdrawal timeline as mentioned below.

However, for Superannuation Exit, if Subscriber has not completed 60 years/Superannuation, request will get executed in the CRA system after completion of 60 years/Superannuation.

**Withdrawal Timelines:**

- The process of withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of funds in Subscriber's Bank Account.
- In CRA system, redemption of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day.
- If request is submitted (authorised) before cut-off time of settlement (before 10.30 AM\*) on settlement day in CRA, then request is considered for processing on same working day. The redemption of units happens on same working day (Day T) with NAV of same working day (Day T) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*
- If request is submitted (authorised) after cut-off time of settlement (after 10.30 AM\*) on settlement day in CRA, then request is considered for processing on next working day. The redemption of units happens on next working day (Day T+1) with NAV of next working day (Day T+1) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*

*\* Cut-off time for considering request for settlement may extend due to various factors.*

*Physical Withdrawal Form and supporting documents are not required to be submitted by POP to Protean-CRA for storage purpose for exit request initiated by Subscriber online in CRA through digital signature (OTP Authentication/eSign).*

## **8. Annuity Issuance Process:**

On processing of exit request in CRA, Subscriber details and scanned documents will be shared with Annuity Service Provider (ASP) opted by Subscriber during initiation of exit request, if annuity is applicable. ASP will issue Annuity policy on the basis of details entered by the Subscriber and documents uploaded at the time of initiation of exit request.

If documents uploaded are not sufficient/incorrect or any additional documents required, then ASP may contact Subscriber for completion of annuity formalities. Alternatively, if required, Subscriber may contact ASP. Complete contact details of ASP are available on CRA Website ([www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)).

On completion of annuity formalities, ASP will confirm Annuity request of the Subscriber online in the CRA system. On successful authorization of Annuity request by ASP, same will get executed in the CRA system and Funds (Annuity Corpus) will be transferred to ASP's Bank Account by Trustee Bank (Axis Bank) within stipulated withdrawal timeline as mentioned above.

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

### **Subscriber expires before purchasing annuity: -**

The nominee/legal heir of the deceased Subscriber shall have the option to opt for 100 % lumpsum withdrawal or purchase any of the annuities being offered from balance amount or opt for 20 % lumpsum withdrawal and to purchase any of the annuities being offered from remaining 80 % while applying for withdrawal request from deceased Subscribers' Permanent Retirement Account.

In such case, Withdrawal request will be processed under Death withdrawal category. Kindly refer "SOP on Initiation and Authorization of Online Death Withdrawal request by POP "available on CRA website ([www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)).

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