

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 1.5

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
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.
6	22.07.2025	1.5	-	Withdrawal Timeline updated and quality monitoring process added.

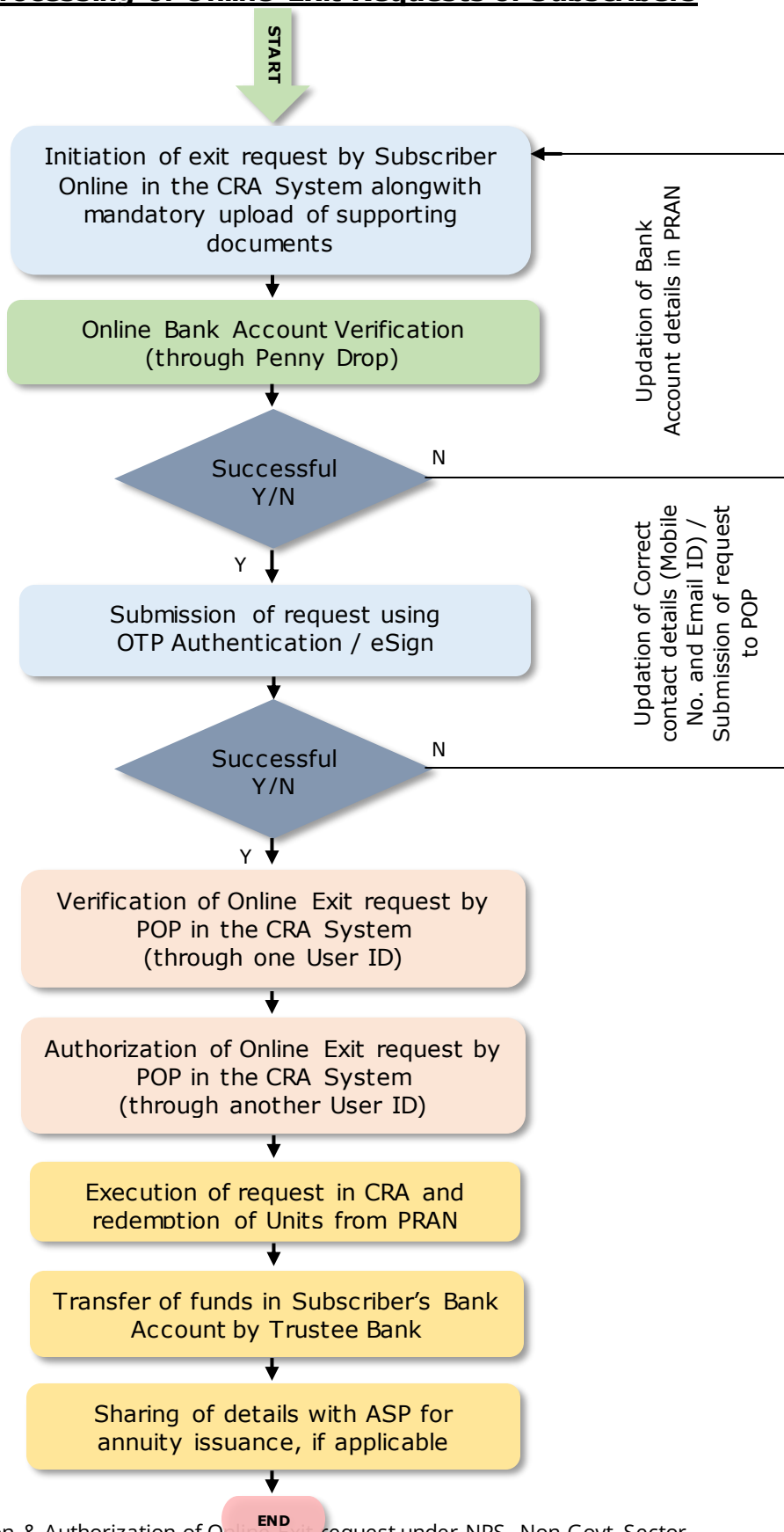
Index

Sr. No	Topic	Page No.
1	Abbreviations	4
2	Process Flow – Processing of Online Exit Requests of Subscribers	5
3	Preface	6
4	Procedure for Processing Online Exit requests of Subscribers	8
5	Initiation of Online Exit request in CRA System by Subscriber	10
6	Section I- Process for completion of Online Exit request using OTP Authentication	24
7	Section II- Process for completion of Online Exit request using eSign	26
8	Verification of Online Exit request in CRA System by POP	29
9	Authorization of Online Exit request in CRA System by POP	33
10	Annuity Issuance Process	38
11	Withdrawal Timeline (Lump sum and Annuity)	39
12	Subscriber expires before purchasing annuity	41

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) / CRA website (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) 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) 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) 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

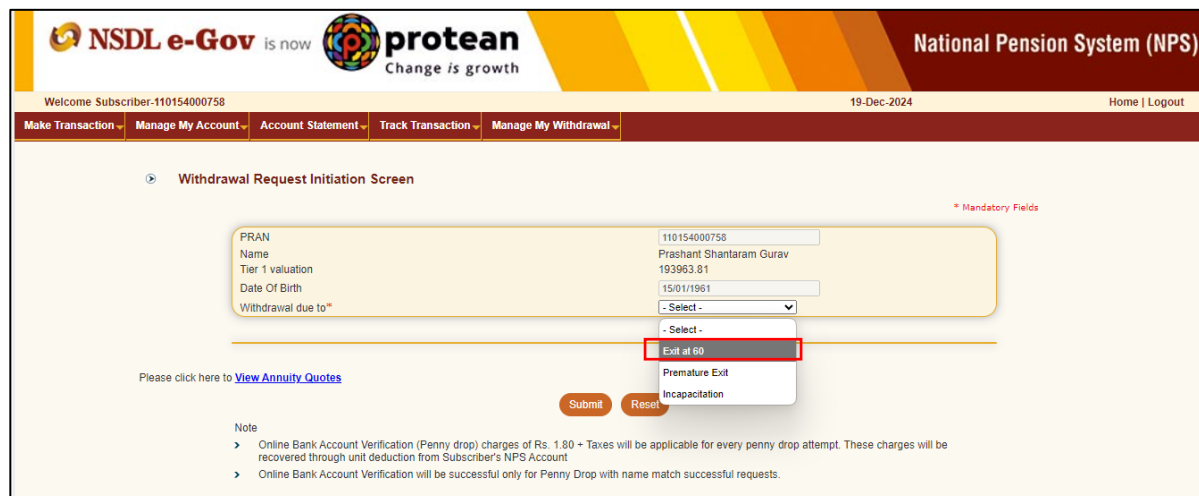
In order to initiate Online Exit request, Subscriber needs to login to CRA system www.cra-nsdl.com with PRAN as User ID & Password as given below in **Figure 1**.

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*: - Select -

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

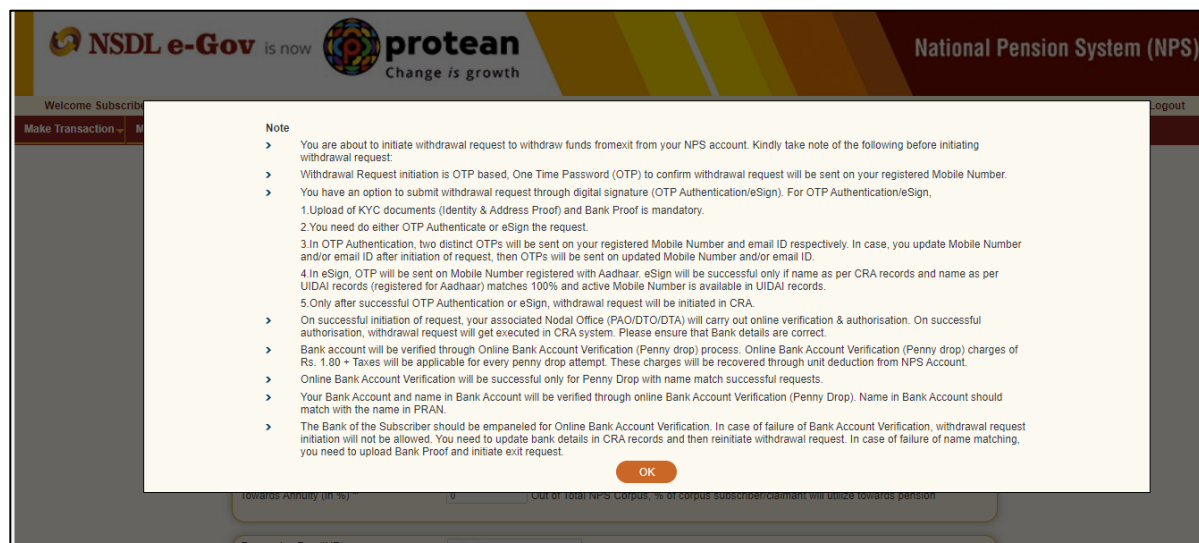
Submit Reset

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*: - Select -

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

Submit Reset

Note

- You are about to initiate withdrawal request to withdraw funds from exit 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,
 - Upload of KYC documents (Identity & Address Proof) and Bank Proof is mandatory.
 - You need to either OTP Authenticate or eSign the request.
 - 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.
 - 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.
 - 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.

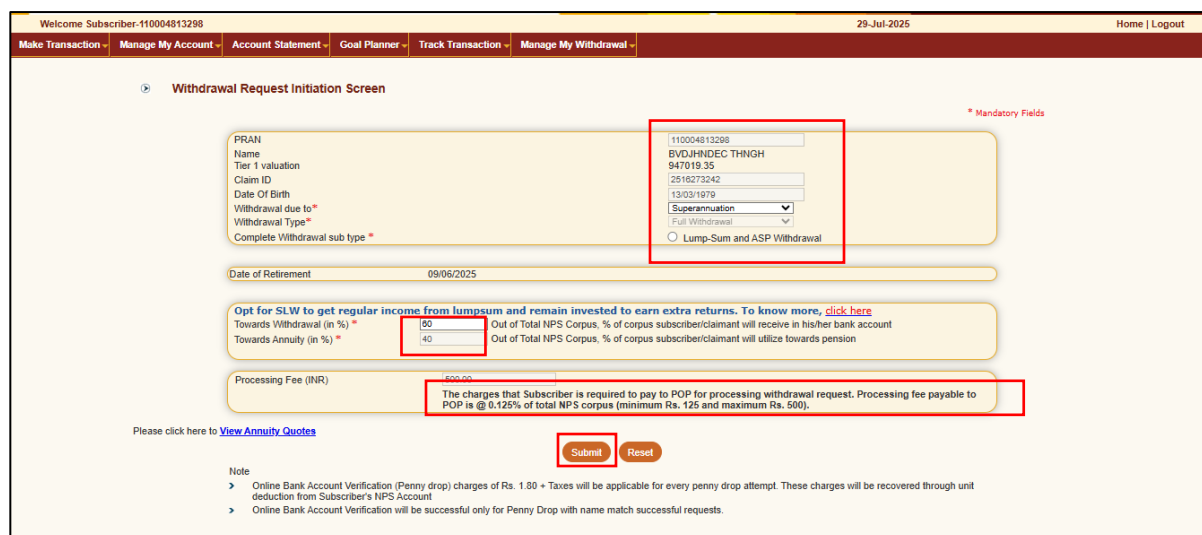
OK

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**.



Welcome Subscriber-110004813298

29-Jul-2025 Home | Logout

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

Withdrawal Request Initiation Screen

* Mandatory Fields

PRAN: 110004813298
 Name: BVDJHNDG THNGH
 Tier 1 valuation: 947019.35
 Claim ID: 2516273242
 Date of Birth: 13/03/1979
 Withdrawal due to: Superannuation
 Withdrawal Type: Full Withdrawal
 Complete Withdrawal sub type: Lump-Sum and ASP Withdrawal

Date of Retirement: 09/06/2025

Opt for SLW to get regular income from lumpsum and remain invested to earn extra 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): 1600.00

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

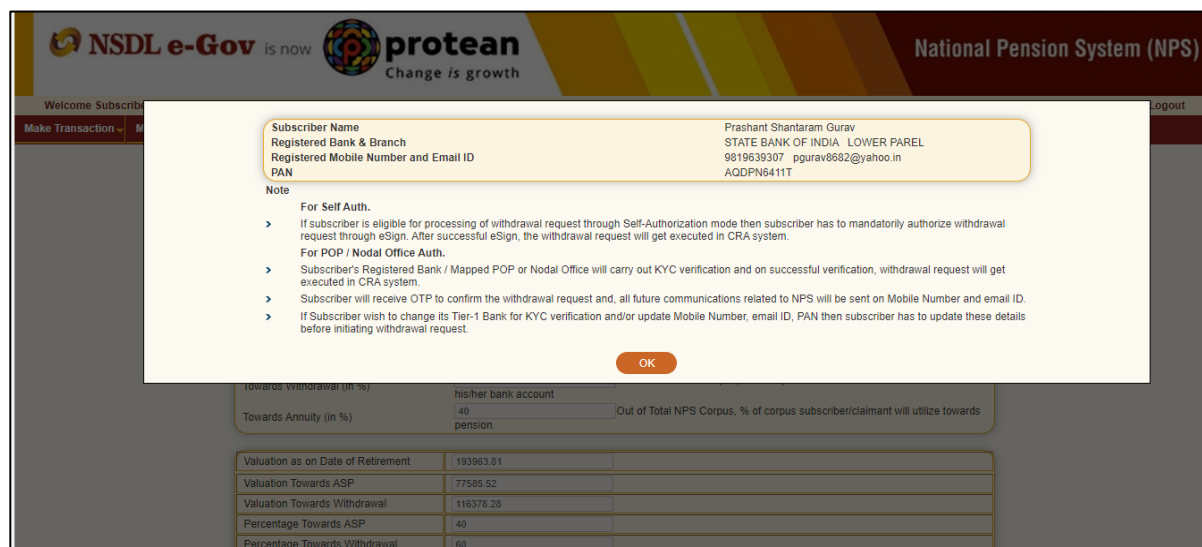
Submit Reset

Note

- Online Bank Account Verification (Penny drop) charges of Rs. 1.00 + 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

National Pension System (NPS)

Welcome Subscriber

Make Transaction Manage My Account Account Statement Goal Planner Track Transaction Manage My Withdrawal Logout

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.

OK

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

Valuation as on Date of Retirement	193963.61
Valuation Towards ASP	77585.52
Valuation Towards Withdrawal	116378.29
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

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 *
Mamta

Spouse Middle Name

Spouse Last Name
Talia

Spouse DOB *
05/11/1980

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	<input type="text"/>
CKYC Number	<input type="text"/>
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

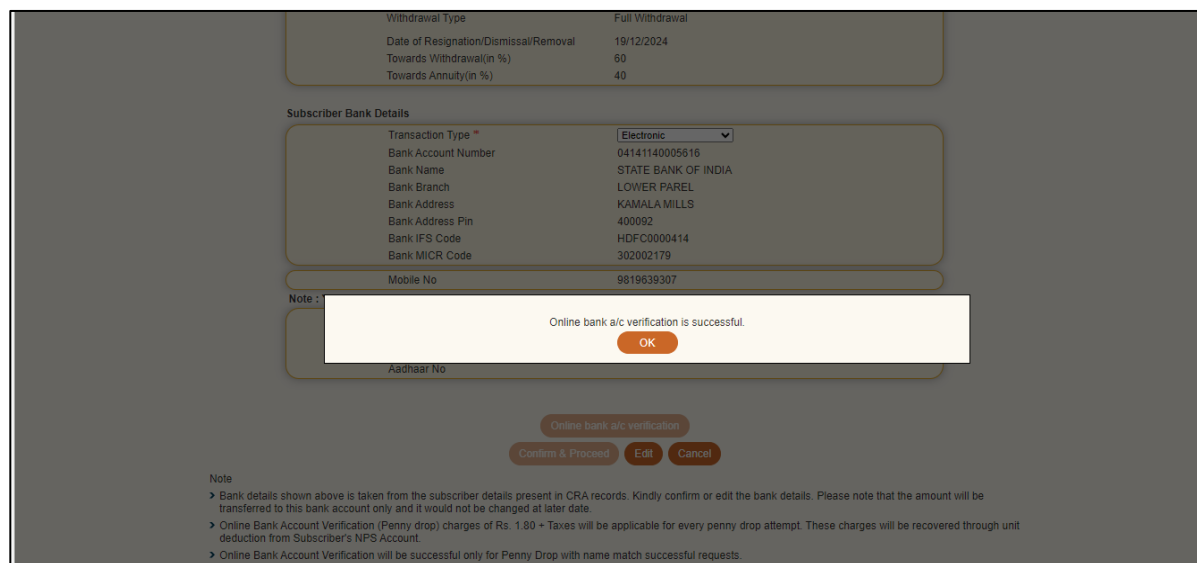
Confirm & Proceed
Edit
Cancel

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.

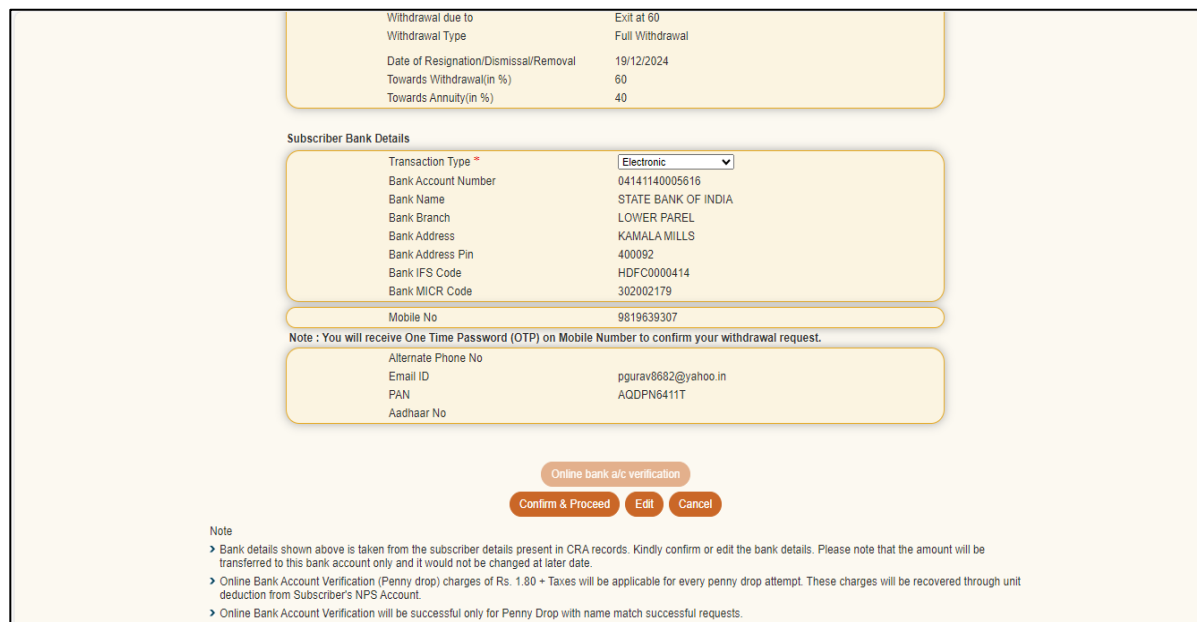
Figure 9

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**.



The screenshot shows a web interface for online bank account verification. At the top, there are fields for Withdrawal Type (Full Withdrawal), Date of Resignation/Dismissal/Removal (19/12/2024), Towards Withdrawal(in %) (60), and Towards Annuity(in %) (40). Below this is a section for Subscriber Bank Details, which includes a Transaction Type dropdown (set to 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), and Mobile No (9819639307). A pop-up message in the center states "Online bank a/c verification is successful." with an "OK" button. Below the pop-up, there are buttons for "Online bank a/c verification", "Confirm & Proceed", "Edit", and "Cancel". At the bottom, a "Note" section contains three bullet points: "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.", and "Online Bank Account Verification will be successful only for Penny Drop with name match successful requests."

Figure 10A



The screenshot shows the same web interface as Figure 10A, but with a different pop-up message. The pop-up message states "Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request." Below this, there are fields for Alternate Phone No, Email ID (pgurav8682@yahoo.in), PAN (AQDPN6411T), and Aadhaar No. The "OK" button is replaced by a "Note" button. The "Confirm & Proceed", "Edit", and "Cancel" buttons remain at the bottom. The "Note" section at the bottom of the screen is identical to the one in Figure 10A.

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 Address 1
Nominee Name	JAI KISHAN SHARMA	Nominee Address 2
Nominee Date of Birth		Nominee Address 3
Nominee Relation	HUSBAND	Nominee City
Nominee Major/Minor	MAJOR	Nominee Pin
Nominee Guardian Name		Nominee State
Nominee Guardian DOB		Nominee Country
Nominee Share	100 %	Nominee Alternate Contact No.
Nominee Mobile No		
Nominee Email ID		

Edit **Confirm** **Cancel**

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**.

Nominee Details

☐ Tier 2 nominees same as Tier1

Tier 1 Details

Nominee 1

First Name *	Mamta	Middle Name		Last Name / Surname	Talia
Date of Birth	(dd/mm/yyyy)	Relationship *	Spouse	Major/Minor *	Major
Percentage Share *	100 %	Guardian Date of Birth	(dd/mm/yyyy)	Guardian Last Name / Surname	I
Guardian Name *		Guardian Middle Name		Guardian Last Name / Surname	
Nominee Address:					
Address 1	tdtd	Address 2	tdtd	Address 3	tdtd
Pin Code	400051	City	Mumbai	State	Maharashtra
Country	India	Mobile No	09833475380	Alternate Contact No.	
Email ID	dinesh.dalvi@proteantech.in				

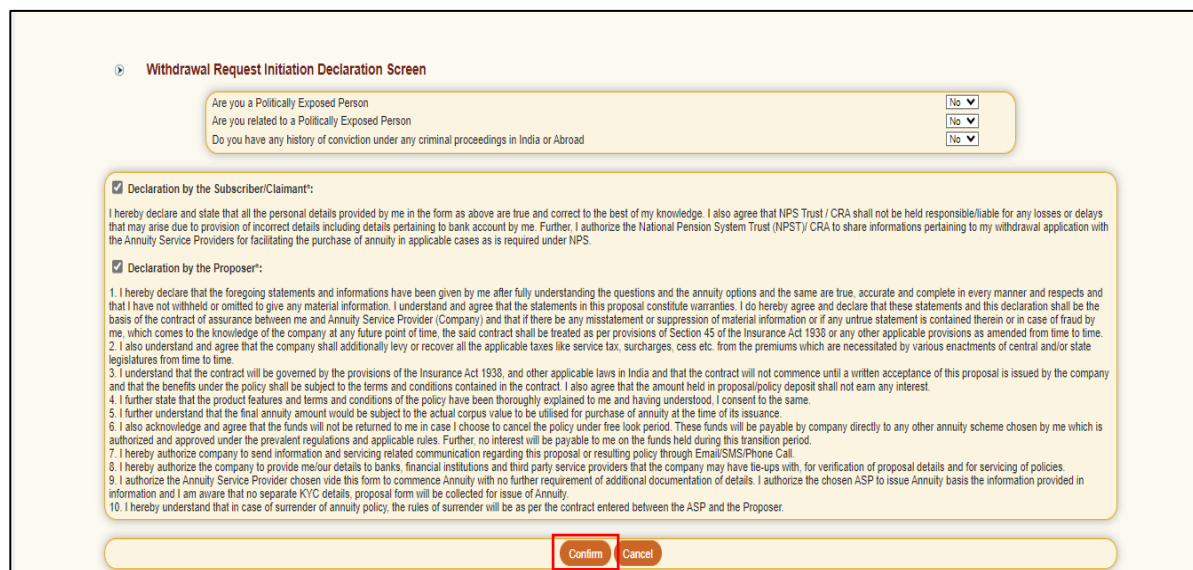
Add **Remove**

Confirm **Reset** **Cancel**

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**.



Withdrawal Request Initiation Declaration Screen

Are you a Politically Exposed Person No ▼

Are you related to a Politically Exposed Person No ▼

Do you have any history of conviction under any criminal proceedings in India or Abroad No ▼

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

I 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 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.

Confirm **Cancel**

Figure 13

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 PAN Aadhaar No	pgurav8682@yahoo.in AQDPN6411T
-------------------------------	-----------------------------------

Nominee Details Hide

TIER 1 Details Hide

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

Withdrawal Request Declarations Hide

Sr. No.	Declaration	Response
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

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 Hide

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

Proof of Address Hide

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 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 * : Forms.pdf

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.

☒ 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 * : Forms.pdf

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

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.

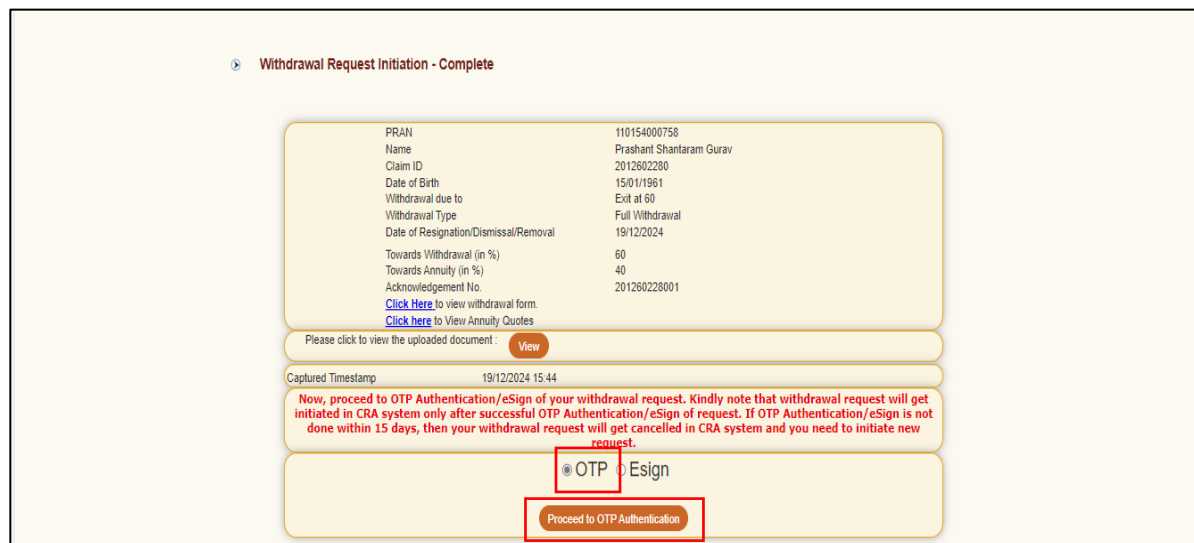
Section-II

- 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.

6. 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	110067641946
Name	ASHWINI VISHWASRAO WAGH
Claim ID	2313172037
Date of Birth	30/05/1964
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	30/05/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	231317203703

[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 regular income from lumpsum and remain invested to earn extra returns.

Initiate SLW

Captured Timestamp 26/06/2025 15:18

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

7. 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 [Play audio](#) [Stop audio](#)

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:

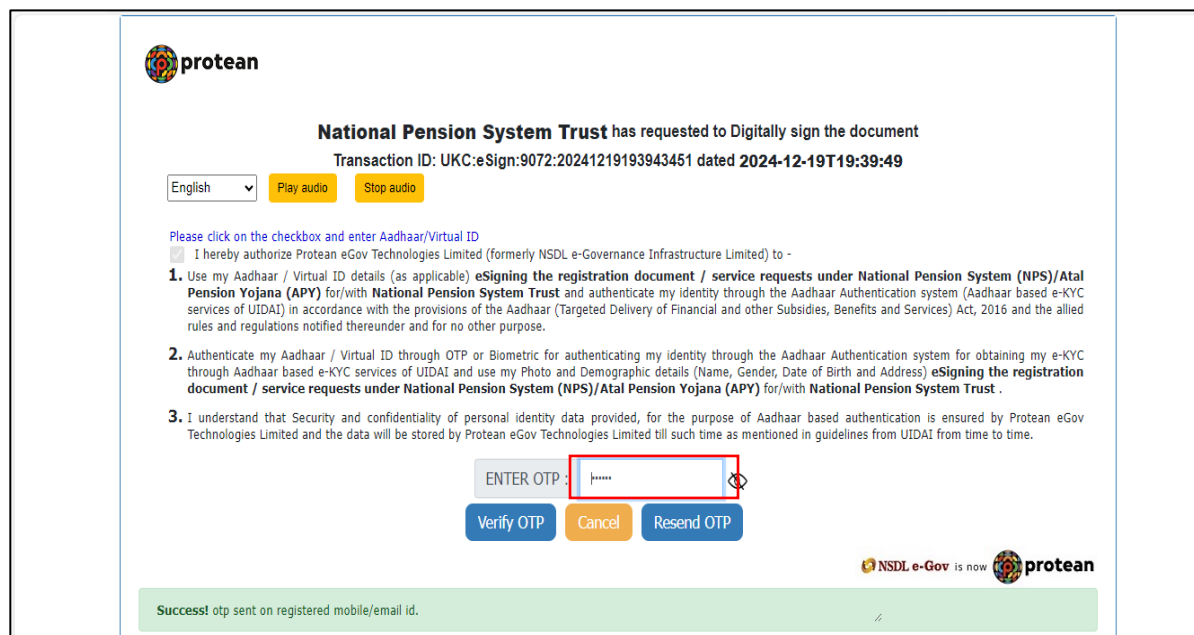
[SEND OTP](#) [CANCEL](#)

[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 :

 NSDL e-Gov is now 

Success! otp sent on registered mobile/email id.

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	110067641946
Name	ASHWINI VISHWASRAO WAGH
Claim ID	2313172037
Date of Birth	30/05/1964
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	30/05/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	231317203703

[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 regular income from lumpsum and remain invested to earn extra returns.
Initiate SLW

Captured Timestamp 26/06/2025 15:18

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

Once Exit request is successfully initiated by Subscriber, associated POP is required to verify and authorize the Exit request in CRA System.

8. 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 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	3
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

* Mandatory Fields

PRAN

Acknowledgement No

Claim ID

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Complete Withdrawal sub type

"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
201260228001	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 Talla	
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		Hide
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		Hide
Nominee Serial Number	1	
Nominee Name	Mamta Talla	
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	fdffd	
Nominee City	Mumbai	
Nominee State	Maharashtra	
Nominee Share	100 %	
Nominee Alternate Contact No.		
Nominee Address 1	fdffd	
Nominee Address 3	fdddd	
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/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/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 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 View Annuity Quotes

Withdrawal Request has been Verified

Acknowledgement No

201260228001

Verification Timestamp

19/12/2024 16:31

Please click to view the uploaded document :

View

Figure 29

SOP on Initiation & Authorization of Online Exit request under NPS_ Non Govt. Sector

9. 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 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	2
KYC Verification	10
Withdrawal Request Authorize	16
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 * Withdrawal Request * Mandatory Fields

PRAN 110154000758

Ack No/PRN **

Receipt No

Claim ID

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Complete Withdrawal sub type All Withdrawal

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
201260228001		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 Talla
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
		6832.8268	4099.6969

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 Talia
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 fdfd
Nominee Address 3 fddddd
Nominee City Pin 400051
Nominee Country India

Withdrawal Request Declaration Checklist

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

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	Aadhar 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 utilized 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/Sri/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](#)

☒ 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.

➤ **Withdrawal Request - Complete**

[Back to Results Page](#)

PRAN	110154000759
Name	Prashant Shantaram Gurav
Claim ID	2012602280
Date of Birth	15/01/1961

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

Withdrawal Request has been Verified

<small>Acknowledgement No</small>	201260228001
<small>Verification Timestamp</small>	19/12/2024 16:36

[Click Here](#) 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. Accordingly, Lump sum and Annuity share (if applicable) will be transferred to Beneficiary's Bank Account within stipulated withdrawal timeline as mentioned below point 11.

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.

10. 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).

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 below point 11(f).

11. Withdrawal Timeline (Lump sum and Annuity):

Lump sum and Annuity Withdrawal: -

- a. The process of Lump sum and Annuity withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of lump sum funds in Subscriber's Bank Account & Annuity funds (if applicable) in selected Annuity Service Provider's (ASPs) Bank Account. **Lump sum and annuity withdrawals are processed in two different settlement cycle.**
- b. In CRA system, redemption of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day. The settlement cycle runs between 10.30 AM* to 12.30 PM*.
- c. If withdrawal request is authorized by Nodal Office before cut-off time of settlement (before 10.30 AM), then withdrawal request is considered in same day settlement cycle (T). The redemption of lump sum share 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 withdrawal request is authorized by Nodal Office on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of lump sum share units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*
- d. If withdrawal request is authorized by Nodal Office after cut-off time of settlement (after 10.30 AM*), then withdrawal request is considered for processing on next day settlement cycle (T). The redemption of lump sum share 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 authorized by Nodal Office on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of lump sum share units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*
- e. After completion of settlement cycle of lump sum withdrawal (stated in point C/D) by 12.30 PM, subscriber details are made available in the CRA system to selected ASP on the day of settlement of lumpsum after 12.30 PM (i.e in case of Point C on January 2, 2024 after 12,30 PM, and in case of point D on January 3, 2024 after 12.30 PM). Selected ASP can view the subscriber details in their ASP login for further processing.
- f. On completion of annuity formalities, ASP confirms annuity request in CRA system, and it gets considered in next settlement cycle (Day T). Accordingly, annuity share units get redeem in Day T & funds transfer to ASP's bank account on T +2 days (T being date of settlement) for issuance of annuity. For example, i) if annuity request is submitted/authorised by ASP on January 9, 2024 (at 02.30 pm), the request will get considered for processing on next working day settlement cycle, redemption of annuity units will happen on January 10, 2024 with NAV of January 10, 2024 and fund transfer will happen on January 12, 2024. ii) If annuity request is submitted/authorised by ASP on January 9, 2024 (at 09.30 am), the request will get considered for processing on same working day settlement cycle, redemption of annuity units will happen on January 9, 2024 with NAV of January 9, 2024 and fund transfer will happen on January 11, 2024

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

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

Point to Note – Quality Check:

As part of the remittance monitoring process, documents / validations (as per the PFRDA regulations) are checked and if found successful, funds are transferred to the respective beneficiary's bank account as per the settlement process and timelines as stipulated above. If not, funds are kept on hold.

Cases for which funds are kept on hold are shared with respective Nodal Offices/POPs for necessary clarification/documents. On receipt of response from the Nodal Office/POP along with valid supporting documents, reverification is carried out and if documents/clarifications are found to be in order, funds will be transferred within 3 working days of receipt of response from the Nodal offices/POP.

Submission of Physical Documents:

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 System through digital signature (OTP Authentication/eSign).

12.Subscriber expires before purchasing annuity:

The nominee/legal heir of the deceased Subscriber shall have the option to opt for complete withdrawal or purchase any of the annuities being offered from balance amount or opt for both lump sum & annuity from balance amount from deceased Subscribers' Permanent Retirement Account.

In such case, Withdrawal request will be processed under Death withdrawal category. Nominee/Legal heirs need to submit Death Withdrawal Form along with supporting documents to POP to process online death withdrawal request. POP may refer "SOP on Initiation and Authorization of Online Death Withdrawal request by POP "available on CRA website (www.npscra.nsdl.co.in).
