

# **Protean eGov Technologies Limited**



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

### **Online Exit request by eNPS Subscriber with Self-Authorization and Bank-POP Authorization**

**Version 1.4**

## **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. Claim ID, Online bank details verification) reviewed and updated
5	25.07.2025	1.4	-	Withdrawal Timeline updated and quality monitoring process added.

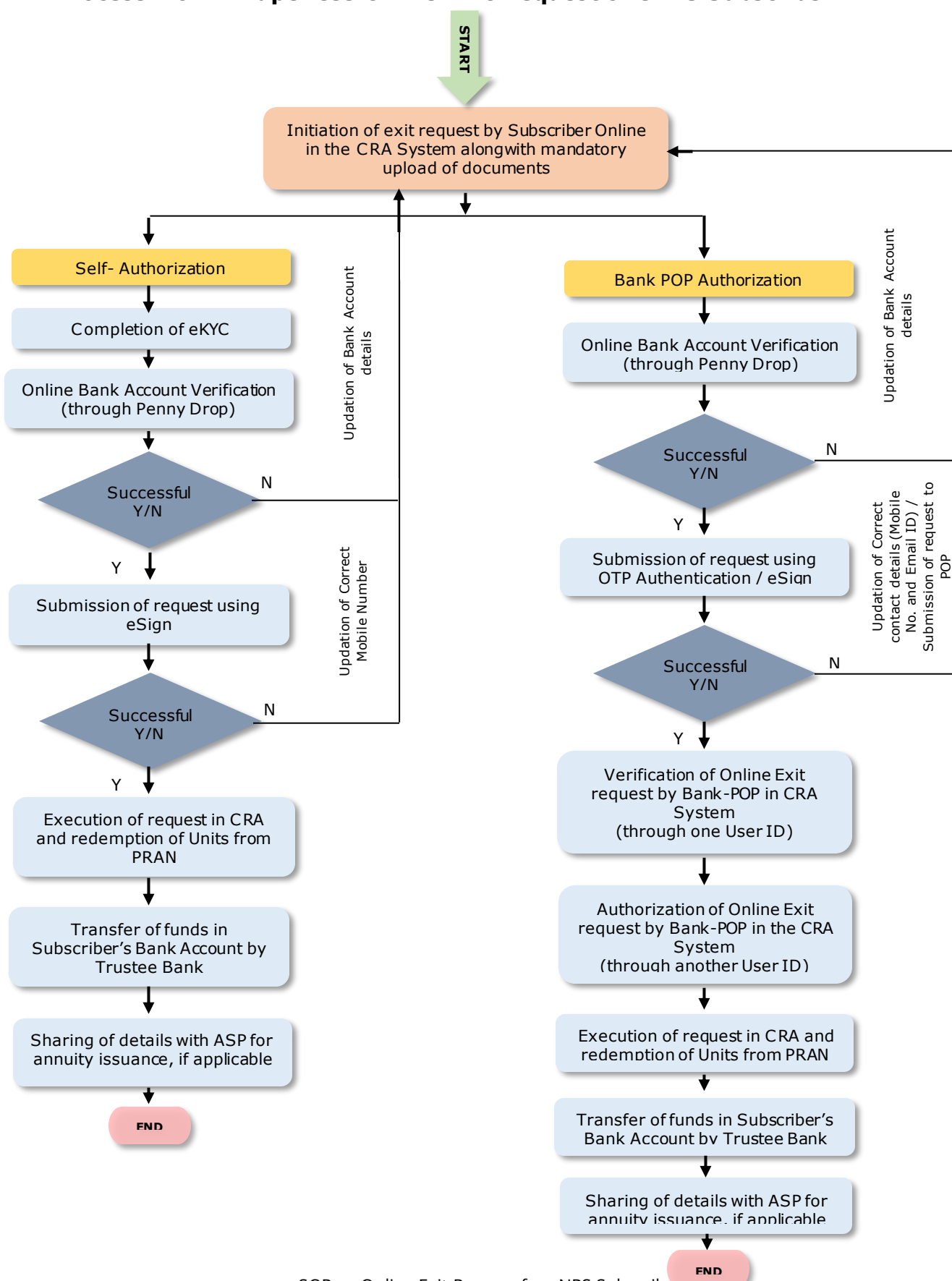
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## 1. Abbreviations

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

## 2. Process Flow – Paperless Online Exit Request of eNPS Subscriber



### 3. Preface

**A.** As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers **who have joined NPS before attaining the age of sixty years:**

- **Upon Normal Superannuation:** When a Subscriber reaches the age of attaining 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, the total corpus in the 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 [www.npscra.nsdl.co.in](http://www.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 (exit before attaining 60 years of age) from 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. *However, Subscriber can exit from NPS only after completion of 5 years in NPS.*

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

**B. As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers who have joined NPS on or after attaining the age of sixty years:**

- **Upon Normal 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, the total corpus in the 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 [www.npscra.nsdl.co.in](http://www.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 (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 the total corpus in the NPS account is less than or equal to Rs. 2.5 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.*

The exit process for eNPS Subscribers is a paperless process wherein eNPS Subscriber is not required to submit any physical documents or not required to visit any Point of Presence (POP) to process his/her Exit request. The Subscriber has **two options** for initiating online Exit request in CRA system as given below:

- **Exit through Self-Authorization** –This option will be applicable only if the NPS Corpus of the Subscriber is less than Rs. 10 lakh. As part of the withdrawal process, the KYC details of the Subscriber will be verified through Aadhaar based KYC. The request will get processed in the CRA system directly on successful KYC verification & eSign. Verification and authorization of request is not required.
- **Exit through Bank-POP Authorization** – This option will be available if the NPS Corpus of the Subscriber is greater than Rs. 10 lakh or if Subscriber wishes to initiate Exit request with Bank-POP authorization option. As part of the withdrawal process, the KYC details of the Subscriber will be verified by the registered Bank of the Subscriber (registered as Bank-POP in the CRA system).

As per PFRDA guidelines, Exit request processing fee payable to the Bank by eNPS Subscribers is 0.125% of total NPS corpus (minimum Rs. 125 and maximum Rs. 500). For example, if corpus of eNPS Subscriber initiating Exit request is Rs. 90,000 then processing fees payable will be Rs. 125 (minimum amount). In case, Corpus is Rs. 3, 00,000, the processing fee will be Rs. 375 (0.125% of corpus). However, in case corpus is Rs. 7, 00,000 then applicable processing fee is Rs. 500 (maximum).

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



## 4. Procedure for Processing Online Exit request of eNPS Subscriber

### A. Pre-requisite for Exit:

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

In case of Premature Exit, Claim ID gets generated at the time of initiating exit request. *However, Subscriber can exit from NPS only after completion of 5 years in NPS.*

*In case of Incapacitation under All Citizens of India Sector (Enps), the Subscriber is required to raise online grievance in CRA for generation of Claim ID by accessing CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) with PRAN as User ID and password or Subscriber may contact/approach CRA along with required documents for generation of Claim ID. CRA will verify required documents and generate Claim ID online in the CRA system and communicate the same to Subscriber. On receipt of Claim ID from CRA, the Subscriber can initiate exit request online 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 the following before initiating Exit request:

- ✓ Claim ID is available for PRAN.
- ✓ 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 Exit request using OTP Authentication / eSign using Aadhaar. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Or, for eSign using Aadhaar, Subscriber's Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign. *eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.*

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

## **B. Brief steps to be followed by Subscriber with Self-Authorization:**

This option will be applicable only if the NPS Corpus of the Subscriber is less than Rs. 10 lakh. The Subscriber will follow below steps:

- ✓ Subscriber will initiate online Exit request in CRA system (www.cra-nsdl.com) by logging with PRAN as User ID & Password.
- ✓ Subscriber will select the **"Exit from NPS"** Menu and select sub menu **"Initiate Request"** under **"Manage My Withdrawal"** Tab and then select **"Self-Authorization"** option/choice.
- ✓ The Subscriber will be required to complete eKYC with any one option viz. Online Aadhaar / Virtual ID / Offline KYC / CKYC / PAN.
- ✓ The Subscribers details such as complete name and date of birth registered with Aadhaar need to match with details registered in CRA. On successful updation of KYC details (Address details), the Subscriber will be allowed to initiate exit request.
- ✓ Subscriber again needs to select the **"Exit from NPS"** Menu and select sub menu **"Initiate Request"** under **"Manage My Withdrawal"** Tab and then select **"Self-Authorization"** option/choice.
- ✓ The registered details of Subscriber such as PRAN, contact details, Bank detail, nomination details etc. will be auto-populated. All these details (except nominee details) will be non-editable.
- ✓ Subscriber needs to capture details such as lump sum withdrawal percentage, annuity percentage, Annuity Service Provider, Annuity scheme, etc.
- ✓ 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.***
- ✓ Subscriber will upload valid and legible scanned copies of all the relevant documents such as KYC Documents (Identity & Address Proof), copy of bank proof and copy of PRAN card/ePRAN etc. Scanned documents should be appropriate i.e. scanned images should be legible and all documents to be uploaded in a single file.
- ✓ Subscriber is required to submit the request using Aadhaar eSign. In case of eSign, the OTP will be sent on Mobile Number registered with Aadhaar.
- ✓ On successful eSign of the exit request by eNPS Subscriber, the request will get executed in the CRA System.
- ✓ For Superannuation Exit, if Subscriber has not completed 60 years, request will get executed in CRA system after completion of 60 years.

## **C. Brief steps to be followed by Subscriber with Bank-POP Authorization:**

If the NPS Corpus of the Subscriber is greater than Rs. 10 lakh or if Subscriber wishes to initiate Exit request with Bank-POP authorization option, the Subscriber will follow below steps:

- ✓ Subscriber will initiate online Exit request in CRA system (www.cra-nsdl.com) by logging with PRAN as User ID & Password.
- ✓ Subscriber will select the **"Exit from NPS"** Menu and select sub menu **"Initiate Request"** under **"Manage My Withdrawal"** Tab and then select **"Bank-POP authorization"** option/choice.
- ✓ The registered details of Subscriber such as PRAN, contact details, Bank detail, nomination details etc. will be auto-populated. All these details (except nominee details) will be non-editable.
- ✓ Subscriber needs to capture details such as lump sum withdrawal percentage, annuity percentage, Annuity Service Provider, Annuity scheme, etc.
- ✓ 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.**

- ✓ Subscriber will upload valid and legible scanned copies of all the relevant documents such as KYC Documents (Identity & Address Proof), copy of bank proof and copy of PRAN card/ePRAN etc. Scanned documents should be appropriate i.e. scanned images should be legible and all documents to be uploaded in a single file.
- ✓ Subscriber is required to submit the Exit request using OTP Authentication / eSign.
  - In case of OTP Authentication, two distinct One Time Passwords (OTP) will be sent on Mobile Number and email ID registered in CRA.
  - In case of eSign, the OTP will be sent on Mobile Number registered with Aadhaar.
- ✓ On successful OTP Authentication / eSign of the exit request by eNPS Subscriber, the request will be submitted to the registered Bank of Subscriber (registered as Bank-POP in CRA system) for KYC verification online in the CRA system. **Bank POP, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber. It is the responsibility of the Bank 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.**
- ✓ On successful authorization of request by Bank-POP, the request will get executed in the CRA system.
- ✓ For Superannuation Exit, if Subscriber has not completed 60 years, request will get executed in CRA system after completion of 60 years.

This document describes the detailed procedure to be followed by the Subscribers and Bank-POPs for processing eNPS Exit request in the CRA system. **The process mentioned below is for Superannuation exit. The similar process/steps are applicable for initiation and authorization of Pre-mature exit/Incapacitation request. The conditions mentioned above for superannuation, pre-mature, Incapacitation, PRAN generation before 60 years & PRAN generation after 60 years as relevant would be applicable while initiating exit request.**

## I) Exit through Self-Authorization: -

### 5. Steps to initiate online Exit request in CRA System by Subscriber with Self-Authorization

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

**Figure 1**

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

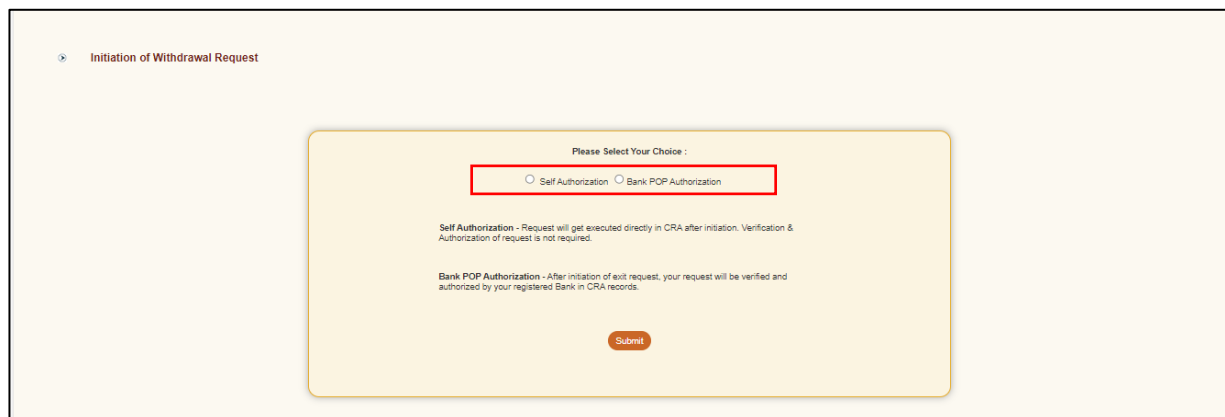
**Figure 2**

At this stage, the Subscriber has **two options** for initiating online Exit request in CRA system.

**I) Exit through Self-Authorization**

**II) Exit through Bank-POP Authorization.**

Please refer below **Figure 3**.



Initiation of Withdrawal Request

Please Select Your Choice :

☐ Self Authorization ☐ Bank POP Authorization

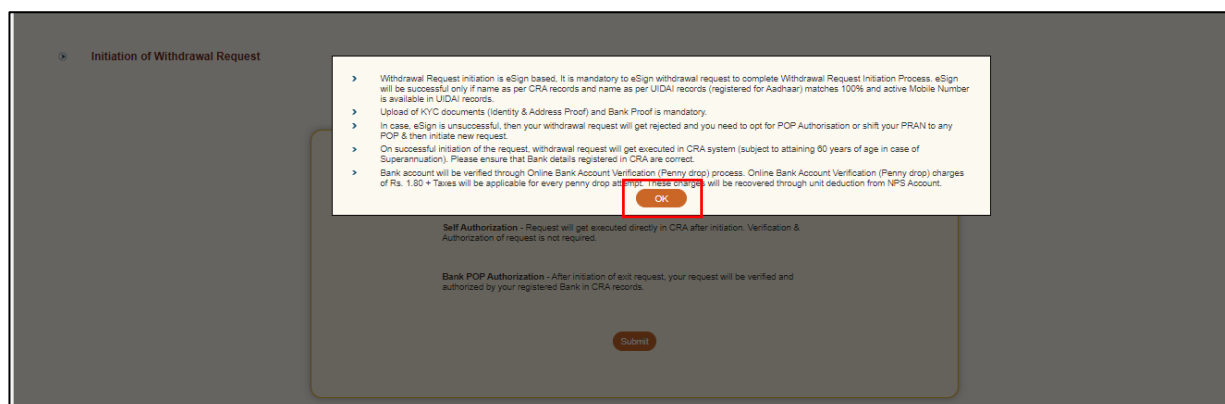
Self Authorization - Request will get executed directly in CRA after initiation. Verification & Authorization of request is not required.

Bank POP Authorization - After initiation of exit request, your request will be verified and authorized by your registered Bank in CRA records.

Submit

**Figure 3**

In this case, Subscriber selects “**Self- Authorization**” option/choice as NPS Corpus of the Subscriber is less than Rs. 10 Lakh. After selecting “**Self- Authorization**” option/choice, System will display below pop-up message. Please refer below **Figure 4A and Figure 4B**.



Initiation of Withdrawal Request

- > Withdrawal Request Initiation is eSign based. It is mandatory to eSign withdrawal request to complete Withdrawal Request Initiation Process. 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.
- > Upload of KYC documents (Identity & Address Proof) and Bank Proof is mandatory.
- > In case, eSign is unsuccessful, then your withdrawal request will get rejected and you need to opt for POP Authorisation or shift your PRAN to any POP & then initiate new request.
- > On successful initiation of the request, withdrawal request will get executed in CRA system (subject to attaining 60 years of age in case of Superannuation). Please ensure that Bank details registered in CRA 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.

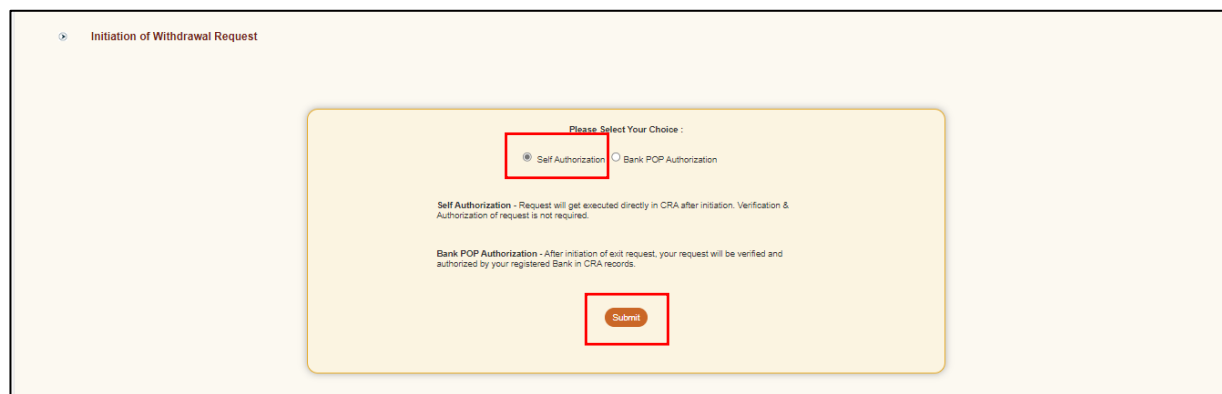
OK

Self Authorization - Request will get executed directly in CRA after initiation. Verification & Authorization of request is not required.

Bank POP Authorization - After initiation of exit request, your request will be verified and authorized by your registered Bank in CRA records.

Submit

**Figure 4A**



Initiation of Withdrawal Request

Please Select Your Choice :

☒ Self Authorization ☐ Bank POP Authorization

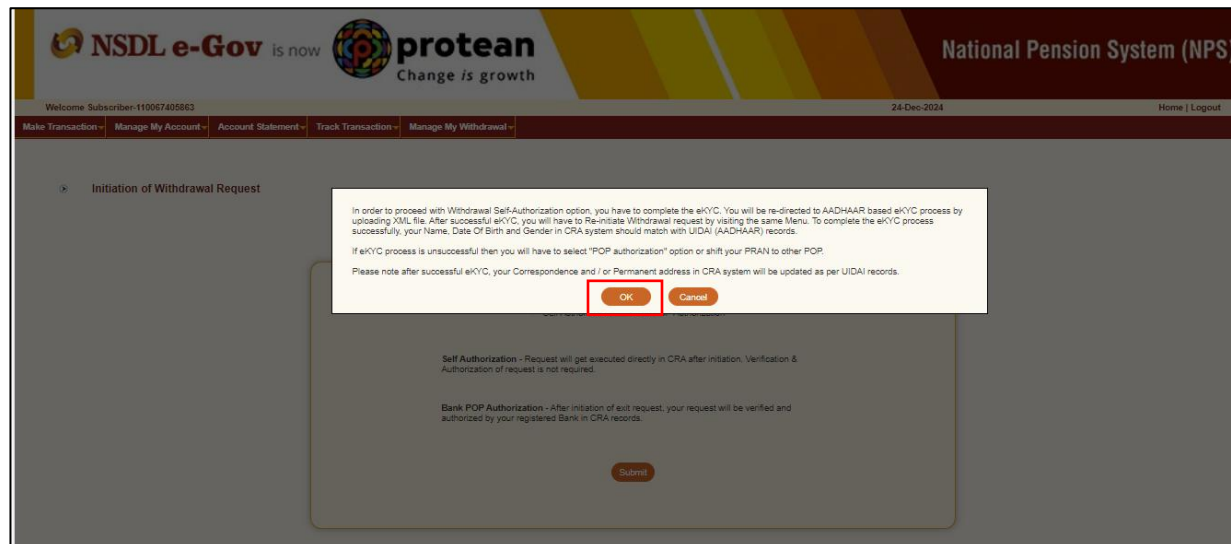
Self Authorization - Request will get executed directly in CRA after initiation. Verification & Authorization of request is not required.


Bank POP Authorization - After initiation of exit request, your request will be verified and authorized by your registered Bank in CRA records.

**Submit**

**Figure 4B**

After clicking on "**Submit**" button, System will display a pop-up message. Pop-up message contains information about completion of eKYC (Address details) through various options viz. Online Aadhaar / Virtual ID / Offline KYC / Digi locker / CKYC / PAN. Please refer below **Figure 5**.



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Change is growth

Welcome Subscriber: 110067405963 24-Dec-2024 Home | Logout

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

Initiation of Withdrawal Request

In order to proceed with Withdrawal Self-Authorization option, you have to complete the eKYC. You will be re-directed to AADHAAR based eKYC process by uploading XML file. After successful eKYC, you will have to Re-initiate Withdrawal request by visiting the same Menu. To complete the eKYC process successfully, your Name, Date Of Birth and Gender in CRA system should match with UIDAI (AADHAAR) records.

If eKYC process is unsuccessful then you will have to select "POP authorization" option or shift your PRAN to other POP.

Please note after successful eKYC, your Correspondence and / or Permanent address in CRA system will be updated as per UIDAI records.

**OK** **Cancel**

Self Authorization - Request will get executed directly in CRA after initiation. Verification & Authorization of request is not required.

Bank POP Authorization - After initiation of exit request, your request will be verified and authorized by your registered Bank in CRA records.

**Submit**

**Figure 5**

At this stage, Subscriber needs to select any one of the options and complete eKYC (Address details) process. Please refer below **Figure 6** with Option "Online Aadhaar".

As Subscriber is selected "Online Aadhaar", he/she needs to enter his/her Aadhaar Number and click on "**Continue**" tab.

*On successful completion of eKYC (Address details), the Subscriber will be allowed to initiate exit request.*

**Figure 6**

On clicking “**Continue**” tab, System will display Pop-up message. Subscriber needs to click on “**Proceed**” button as shown below in **Figure 7**.

**Figure 7**

At this stage, Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Subscriber needs to enter OTP and click on “**Submit OTP**” button. Please refer below **Figure 8**.

User Id: 110152637113 Back to Main Menu

### Subscriber Modification - Update Address Details

\* Mandatory Fields

Update Address Details

OTP successfully sent to the registered mobile number.

Please Select option:\*

Through Aadhaar

☒ Online Aadhaar

☐ Virtual ID

☐ Offline KYC

☐ Through Digilocker

Through CKYC

☐ CKYC Number

☐ PAN

Aadhaar Number:\*

525661023667

Enter OTP:\*

\*\*\*\*\*

**Submit OTP** Re-Generate OTP

**Figure 8**

On clicking "**Submit OTP**" button, System will display 'Subscriber Modification' (Address details) screen. Subscriber needs to click on "**Generate OTP**" button to receive OTP. OTP will be sent by CRA on registered mobile number in NPS record. Subscriber needs to enter OTP and click on "**Submit OTP**" button to complete eKYC.

Please refer below **Figure 9A** and **Figure 9B**.

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User Id: 110152637113 Back to Main Menu

### Subscriber Modification

Address Details

Permanent Address

Existing Address

Flat/Room/Door/Block NO	FLAT NO 801, TOWER NO A-3, OLIVE COUNTY
Premises/Building	
Road/Street/Lane	
Landmark	
Area/Locality/Taluka	SECTOR - 5
City/Town/District	VASUNDHRA, GHAZIABAD
Pin Code	201012
State/UT	UTTAR PRADESH
Country	INDIA

New Address

Flat/Room/Door/Block NO	2/3, TRIMURTI RAHIVASI SANGH
Premises/Building	
Road/Street/Lane	OM SHIV BABA NAGAR, GANESH CHOWK
Landmark	BEHIND TRIMURTI VASTRALAY
Area/Locality/Taluka	KAJUPADA, BORIVALI EAST
City/Town/District	MUMBAI, MUMBAI SUBURBAN
Pin Code	400066
State/UT	MAHARASHTRA
Country	INDIA

**Generate OTP** Back

**Note**

- Address will be updated in system after successful OTP authentication.
- As per the new Application Form, only one address is allowed for Resident Indians. Changing the Address through login will result in change of both Correspondence and Permanent Addresses. For NRI / OCI Subscribers, only Indian address can be changed through login.

**Figure 9A**





Figure 9B

After clicking on “**Submit OTP**” button, Address will be updated in System after successful OTP authentication. Please refer below **Figure 10**.

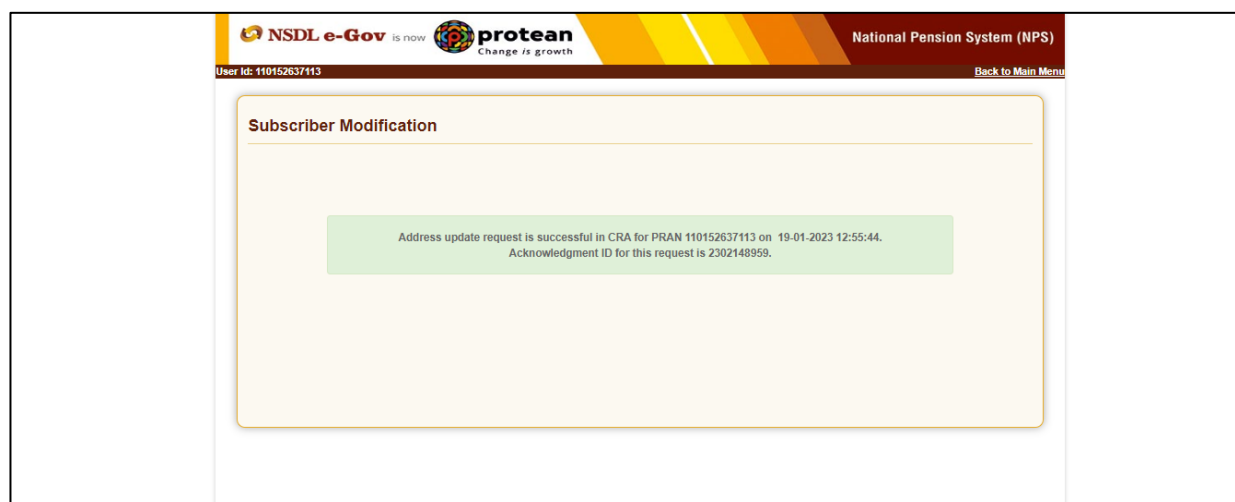


Figure 10

After successful completion of eKYC, Subscriber needs to re-login to CRA system [www.cra-nsdl.com](http://www.cra-nsdl.com) with PRAN as User ID & Password and select sub menu “**Initiate Request**” from menu “**Exit from NPS**” under “**Manage My Withdrawal**” tab. Please refer above **Figure 1** to **Figure 4**.

Once Subscriber selects “**Self- Authorization**” option/choice, System will display below screen. At this stage, Subscriber needs to select Withdrawal type as “Exit at 60” from the Drop down menu. The System will display a Pop-up message after selecting Withdrawal Type as “Exit at 60” as shown below in **Figure 11A** and **Figure 11B**.

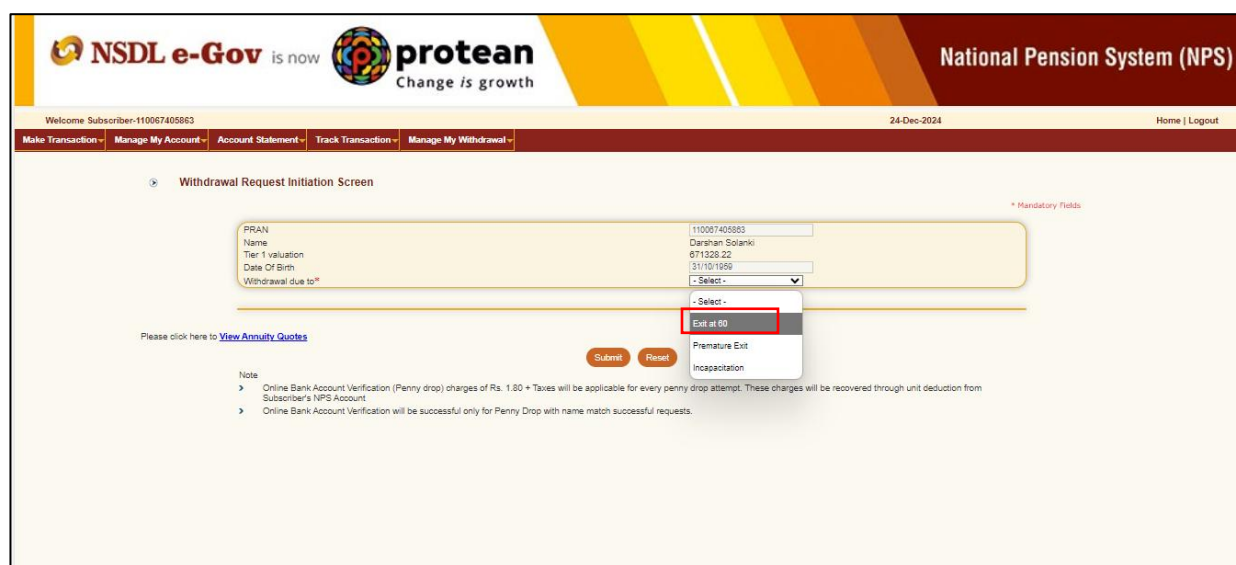


Figure 11A

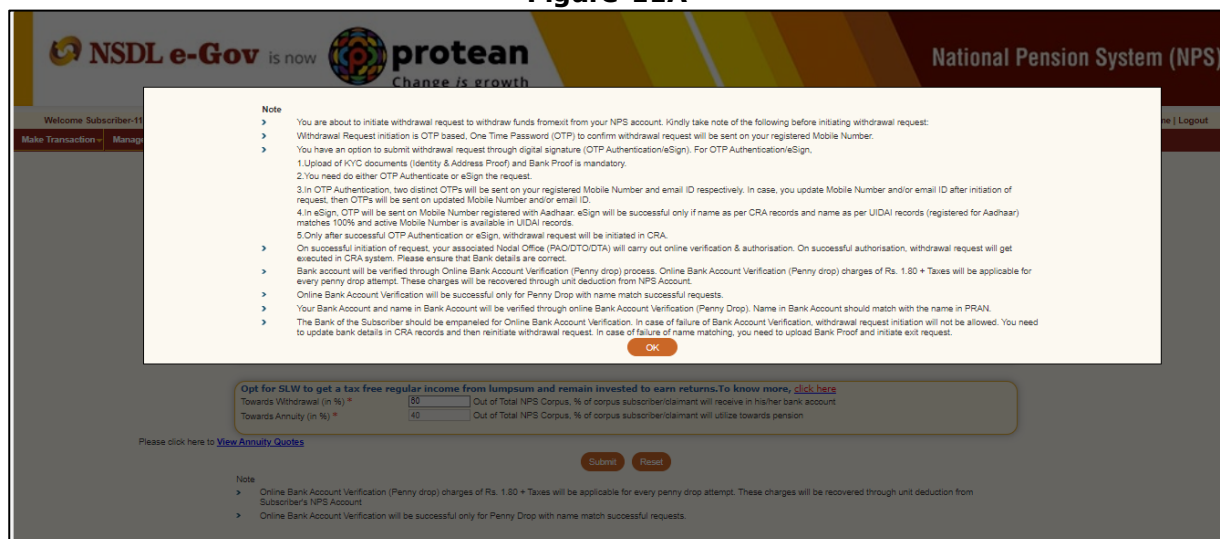


Figure 11B

The Pop-up message will contain information related to exit request such as Verification of request through OTP, upload of documents, eSign of exit request, Online bank account verification etc. The Subscriber is required to click on **"OK"** button.

At this stage, corpus of the Subscriber as on date is also displayed at the field "Total Valuation as on Date". 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%. The 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 Subscriber is required to Click on **"Submit"** button as shown in below **Figure 12**.

**Figure 12**

On clicking 'Submit' button, Pop-up message will be displayed to the Subscriber. The Pop-up contains information on Existing bank details, Mobile Number, email ID, PAN of the Subscriber and other instructions. If details are correct, Subscriber needs to click on 'OK' button to proceed further. Kindly refer below **Figure 13**.

**Figure 13**

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 14**.

**Withdrawal Request Initiation Screen**

\* Mandatory Fields

PRAN	110007405883
Claim ID	1911334450
Date Of Birth	31/10/1959
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Exit	24/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account	
Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension.	

Valuation as on Date of Retirement	871332.22
Valuation Towards ASP	288531.28
Valuation Towards Withdrawal	402795.53
Percentage Towards ASP	40
Percentage Towards Withdrawal	50
Date of NAV	15/05/2024
Marital status *	Unmarried/Other
Orphan Status	
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Pension Frequency *	Monthly

Select ASP Scheme Cancel

ASP Names*	Life Insurance Corporation of India
Scheme 1 Names*	Annuity for life
Scheme 1 Amount*	288531.28

Beneficiary Name \* Darshan Solanki

Relation with Subscriber \* Self

submit Cancel

[Click here for ASP Quotes](#)

**Figure 14**

At this stage, various options selected along with existing address is 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 15**.

**Withdrawal Request Initiation Screen**

Subscriber Details

PRAN	110007405883
Subscriber Name	Darshan Solanki
Claim ID	1911334450
Date Of Birth	31/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	6396950
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	24/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

ASP Withdrawal Details

Amount to be invested in Annuity	288531.28
Name of ASP	Life Insurance Corporation of India
Scheme 1	Annuity for life
Withdrawal Amount from Scheme 1	288531.28
Beneficiary Name	Darshan Solanki
Relation with Subscriber	Self

Subscriber Correspondence Address

Father's Name	VVTXDEVV VENWTVWCHTHNV CVO
Address 1	1304, ORION B WING, COSMOS PARADISE
Address 2	POKHAN ROAD NO 1,
Address 3	THANE WEST
City	THANE,THANE,THANE
Pin	400058
State	Maharashtra
Country	India

Proceed Cancel

**Figure 15**

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 16**.

**Withdrawal Request Initiation Screen**

---

### Subscriber Details

PRAN	110097405883
Subscriber Name	Darshan Solanki
Claim ID	1811334400
Date Of Birth	31/10/1959
Subscriber Gender	Male
Maiden Name	
CYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	6396950
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dissimial/Removal	24/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

---

### Subscriber Bank Details

Transaction Type *	Electronic ▼
Bank Account Number	05421140116359
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFSC Code	HDFC0000542
Bank MICR Code	576025022
Mobile No	9820838350

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

Alternate Phone No	
Email ID	darshans@proteantech.in
PAN	AQDPN8411T
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 16

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 17A and 17B**.

Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entry Reg. No.	6306950
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	24/12/2024
Towards Withdrawal/(in %)	60
Towards Annuity/(in %)	40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	05421140116359
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000542
Bank MICR Code	579025022

Note : Your Online Bank Account Verification is successful.

PAN: AQDPN6411T

Aadhaar No:

Online bank a/c verification

Confirm & Proceed Edit Cancel

**Figure 17A**

<b>Marital Status</b> Mother Alive Father Alive Child 1 Alive Child 2 Alive Child 3 Alive Entity Reg. No. Withdrawal due to Withdrawal Type Date of Resignation/Dismissal/Removal Towards Withdrawal(in %) Towards Annuity(in %)	Unmarried Not Alive Not Alive Not Alive Not Alive Not Alive 6396950 Exit at 60 Full Withdrawal 24/12/2024 60 40
---	--

<b>Subscriber Bank Details</b>	
Transaction Type *	Electronic
Bank Account Number	05421140116359
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFSC Code	HDFC0000542
Bank MICR Code	578025022
Mobile No	9820638350

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

Alternate Phone No	
Email ID	darshana@proteantech.in
PAN	AQDPN0411T
Aadhaar No	

Online bank a/c verification

**Note**

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

**Figure 17B**

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 18**.

**Withdrawal Request Initiation Screen**

<b>Subscriber Details</b>	
PRAN	110097405883
Subscriber Name	Darshan Solanki
Claim ID	1911334450
Date Of Birth	31/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	6396950
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	24/12/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

<b>Nominee Details</b>			
<b>TIER 1 Details</b>			
Nominee Serial Number	1	Nominee Address 1	1304, ORION B WING
Nominee Name	NALINI DINESH RAO	Nominee Address 2	COSMOS PARADISE
Nominee Date of Birth		Nominee Address 3	OPPOSITE DEV DAYA NAGAR
Nominee Relation	WIFE	Nominee City	THANE
Nominee Major/Minor	MAJOR	Pin	400006
Nominee Guardian Name		State	Maharashtra
Nominee Guardian DOB		Country	India
Nominee Share	100 %	Alternate Contact No.	
Mobile No			
Email ID			

**Note**

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

**Figure 18**

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 19**.

**Figure 19**

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 declaration, Subscriber needs to click on "Confirm" button. Please refer below **Figure 20**.

**Figure 20**

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on "Submit" button. Please refer below **Figure 21**.



\* Mandatory Fields

Withdrawal - Superannuation / Exit at the age of 60

Document Name

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

\* Atleast one field should be checked

Proof of Identity - All KYC Documents Need to be attested by Mapped Nodal Office

Document Name

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration Card with Photograph
3	<input type="checkbox"/>	Bank pass book or Certificate with Photograph
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph.
6	<input type="checkbox"/>	PAN Card issued by income tax department.
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	<input type="checkbox"/>	Ex-Service Man Card issued by Ministry of Defence to their employees
12	<input type="checkbox"/>	Photo credit Card.
13	<input type="checkbox"/>	Identity card issued by Central /State government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc.

\* Atleast one field should be checked

Proof of Address - All KYC Documents Need to be attested by Mapped Nodal Office

Document Name

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration Card with Photograph
3	<input type="checkbox"/>	Bank pass book or Certificate with Photograph
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph.
6	<input type="checkbox"/>	PAN Card issued by income tax department.
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	<input type="checkbox"/>	Ex-Service Man Card issued by Ministry of Defence to their employees
12	<input type="checkbox"/>	Photo credit Card.
13	<input type="checkbox"/>	Identity card issued by Central /State government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc.

\* Atleast one field should be checked

Proof of Address - All KYC Documents Need to be attested by Mapped Nodal Office

Document Name

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration card with photograph and residential address.
3	<input type="checkbox"/>	Bank Pass book or certificate with photograph and residential address.
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph and residential address.
6	<input type="checkbox"/>	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc.
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
11	<input type="checkbox"/>	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
12	<input type="checkbox"/>	Latest property/house Tax Receipt (not more than one year old).
13	<input type="checkbox"/>	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation).
14	<input type="checkbox"/>	Identity card issued by Central /State government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc.

\* Atleast one field should be checked

**Figure 21**

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 22**.

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		
PRAN		110067405883
Name		Darshan Solanki
Claim ID		1011334460
Date of Birth		31/10/1959
Subscriber Gender		Male
Maiden Name		
CKYC Number		
Marital status		Unmarried
Orphan Status		
Mother Alive		Not Alive
Father Alive		Not Alive
Child 1 Alive		Not Alive
Child 2 Alive		Not Alive
Child 3 Alive		Not Alive
Withdrawal due to		Exit at 60
Date of Resignation/Dismissal/Removal		24/12/2024
Withdrawal Type		Full Withdrawal

ASP Withdrawal Details		
Amount to be invested in Annuity		285531.28
Name of ASP		Life Insurance Corporation of India
Scheme 1		Annuity for life
Withdrawal Amount from Scheme 1		285531.28
Beneficiary Name		Darshan Solanki
Relation with Subscriber		Self
Frequency		Monthly

Subscriber Correspondence Address		
Address 1		1304, ORION B WING, COSMOS PARADISE
Address 2		POKHARAN ROAD NO 1,
Address 3		THANE WEST
City		THANE,THANE,THANE
Pin		400608
State		Maharashtra
Country		India

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

Subscriber Bank Details		
Transaction Type		Electronic
Bank Account Number		09421140116359
Bank Name		STATE BANK OF INDIA
Bank Branch		LOWER PAREL
Bank Address		KAMALA MILLS
Bank Address Pin		400092
Bank IFSC Code		HOPO0000542
Bank MICR Code		576025022
Mobile No		9820638350
Alternate Phone Number		
Email Id		darshans@proteantech.in
PRAN		AQDPV6411T
Aadhaar No		

Nominee Details				
TIER 1 Details				
Nominee Serial Number	1			
Nominee Name	NALINI DINESH RAO			
Nominee Date of Birth				
Nominee Relation	WIFE			
Nominee Major/Minor	MAJOR			
Nominee Guardian Name		Nominee Guardian DOB		
Nominee Share	100 %			
Nominee Mobile No.				
Nominee Email Id		Nominee Address 1	1304, ORION B WING	
Nominee Address 2	COSMOS PARADISE	Nominee Address 3	OPPOSITE DEV DAVA NAGAR	
Nominee City	THANE	Nominee City Pin	400608	
Nominee State	Maharashtra	Nominee Country	India	
Nominee Alternate Contact No.				

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

Proof of Identity		
Sr. No.	Document Name	Document Status
1	Aadhar Card/Letter issued by Unique Identification Authority of India	

Proof of Address		
Sr. No.	Document Name	Document Status
1	Aadhar Card/Letter issued by Unique Identification Authority of India Clearly showing the address	

**Declaration by the Subscriber/Claimant:**

I Darshan Solanki 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 information pertaining to my withdrawal application with the Annuity Service Provider for facilitating the purchase of annuity in applicable cases as is required under NPS.

**Declaration by the Proposer:**

- I hereby declare that the foregoing statements and information 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me 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.
- I authorize the Annuity Service Provider chosen via 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.
- 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 \* :  Testing.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 Darshan Solanki 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 information pertaining to my withdrawal application with the Annuity Service Provider for facilitating the purchase of annuity in applicable cases as is required under NPS.

**Declaration by the Proposer:**

- I hereby declare that the foregoing statements and information 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me 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.
- I authorize the Annuity Service Provider chosen via 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.
- 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 \* :  Testing.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 982\*\*\*\*\*

Please Enter OTP Pin:

**Figure 22**

At this stage, after clicking on "Submit OTP" button, Subscriber needs to proceed with eSign. Exit request will get initiated in CRA system only after successful eSign.

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

Subscriber needs to select "Esign" radio button and then click on "Proceed to e-Sign the Form" tab. Please refer below **Figure 23**.

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

**National Pension System (NPS)**

Welcome Subscriber-110067405663 24-Dec-2024 Home | Logout

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

Withdrawal Request Initiation - Complete

PRAN	110067405663
Name	Darshan Solanki
Claim ID	1911334450
Date of Birth	31/10/1959
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	24/12/2024
Towards Withdrawal (in %)	80
Towards Annuity (in %)	40

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

Please click to view the uploaded document:

Withdrawal Request has been captured and is Pending for E-sign  
 Authorized Timestamp 24/12/2024 21:11

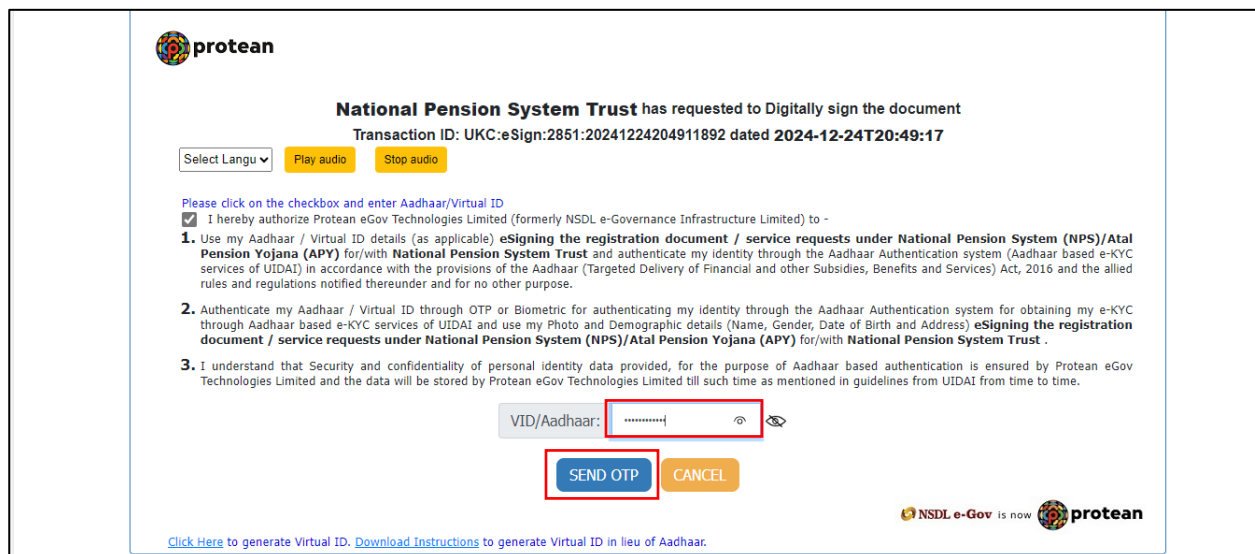
**You have successfully initiated withdrawal request. Kindly proceed to sign your withdrawal request. If request is not signed within the next 15 calendar days, then request will get auto cancelled in the CRA system and you need to initiate new request.**

☒ Esign

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

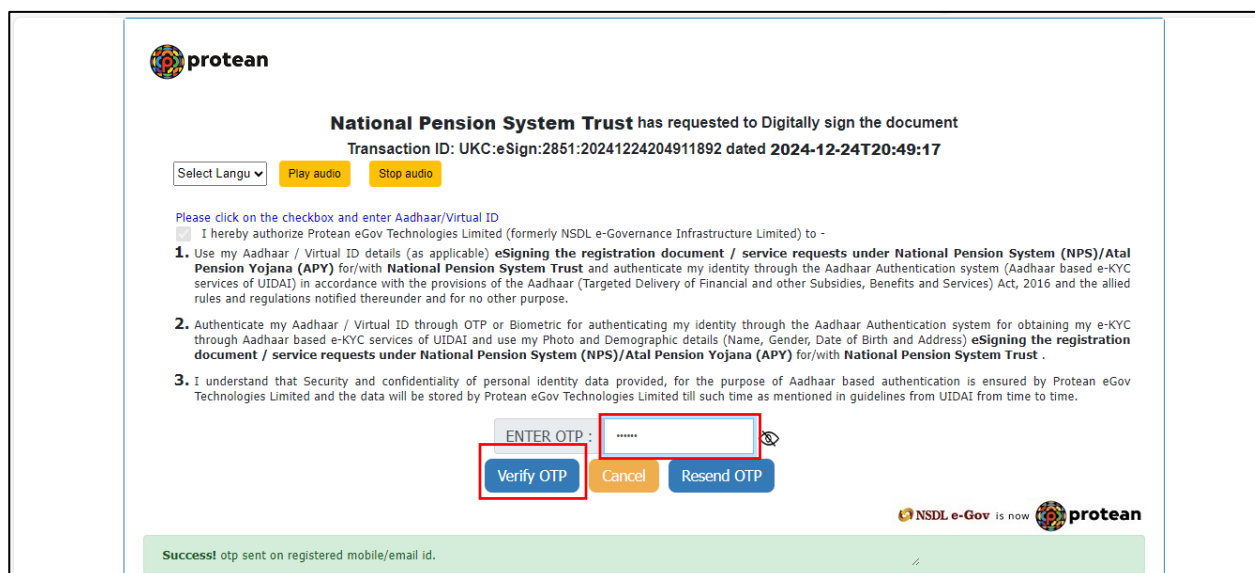
**Figure 23**

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 24**.



**Figure 24**

Once OTP is received, Subscriber needs to enter OTP and click on **"Verify OTP"** button to complete eSigning of the request. Please refer below **Figure 25**.



**Figure 25**

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 26**.


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Change is growth

National Pension System (NPS)

Welcome Subscriber-110087405863
24-Dec-2024
Home | Logout

[Make Transaction](#)
[Manage My Account](#)
[Account Statement](#)
[Track Transaction](#)
[Manage My Withdrawal](#)

Withdrawal Request Initiation - Complete

PRAN	110087405863
Name	Darshan Solanki
Claim ID	1911334450
Date of Birth	31/10/1959
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	24/12/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	191133445001

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

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

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

[Initiate SLW](#)

Withdrawal request successfully initiated and authorized by subscriber in CRA system  
Authorized Timestamp 24/12/2024 21:11

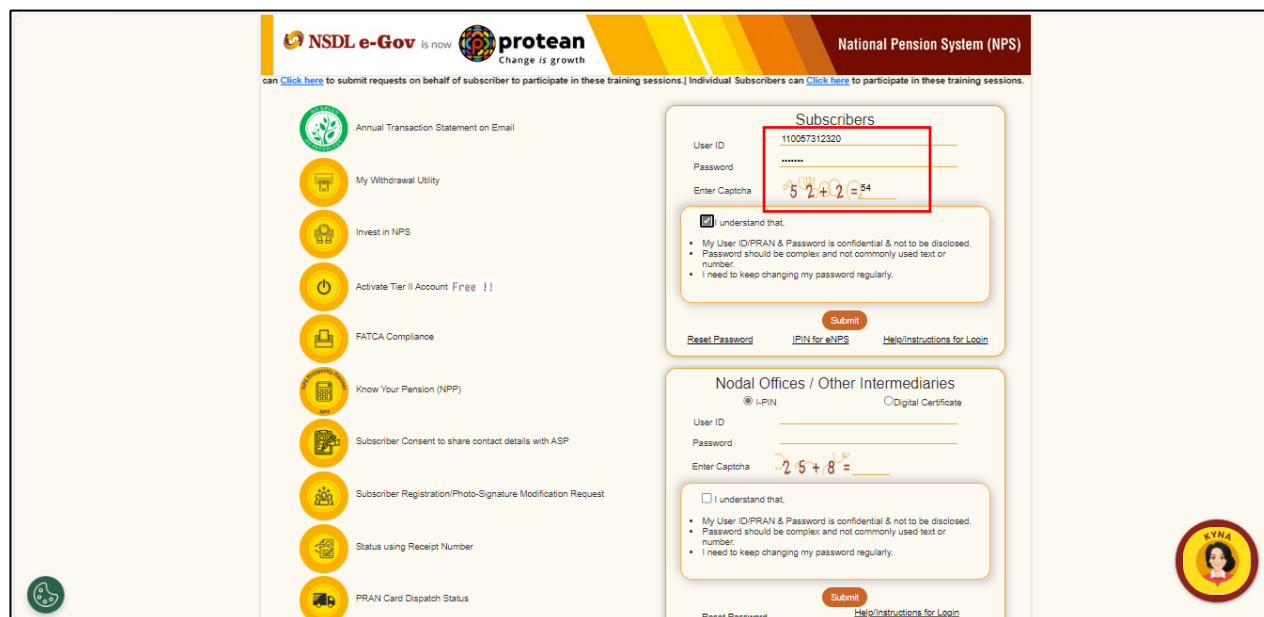
E-Signing was Successful  
[Download e-Signed Form](#)

Figure 26

## II) Exit through Bank-POP Authorization: -

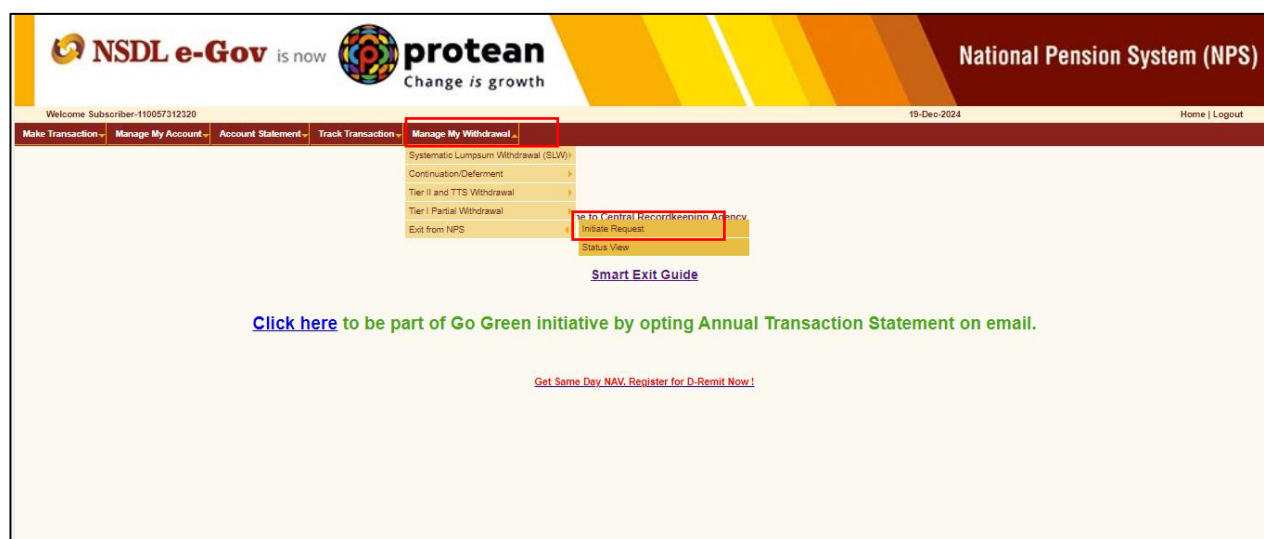
### 6. Steps to initiate online Exit request in CRA System by Subscriber with Bank-POP Authorization

In order to initiate Online Exit request, Subscriber needs to login to CRA system [www.cra-nsdl.com](http://www.cra-nsdl.com) with PRAN as User ID & Password as given below in **Figure 27**.



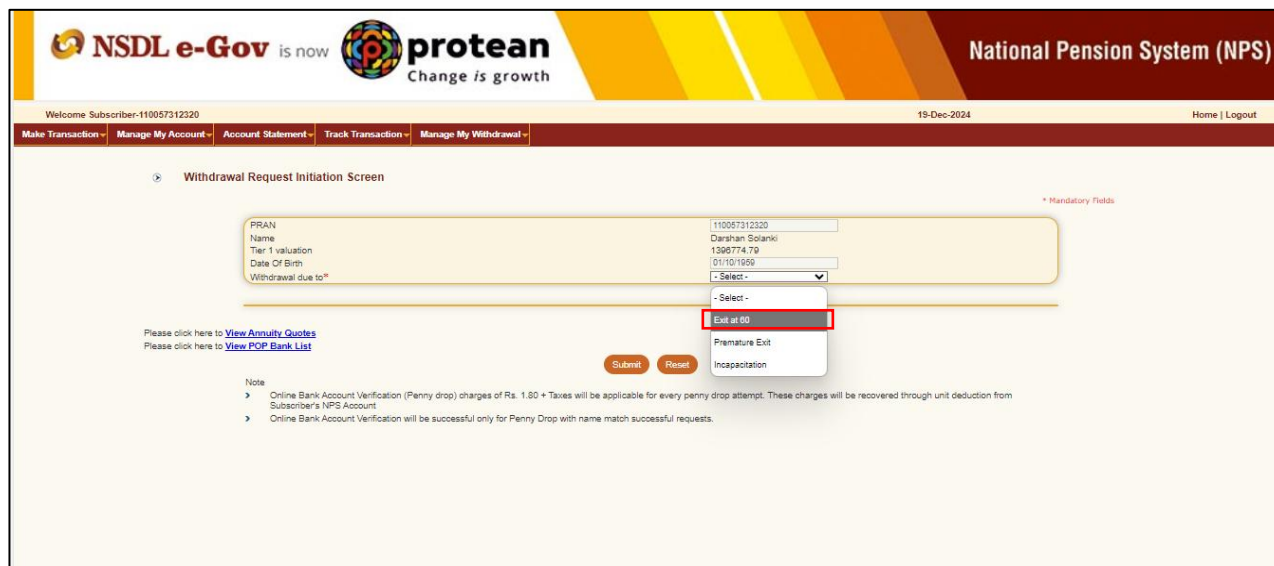
**Figure 27**

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 28**.



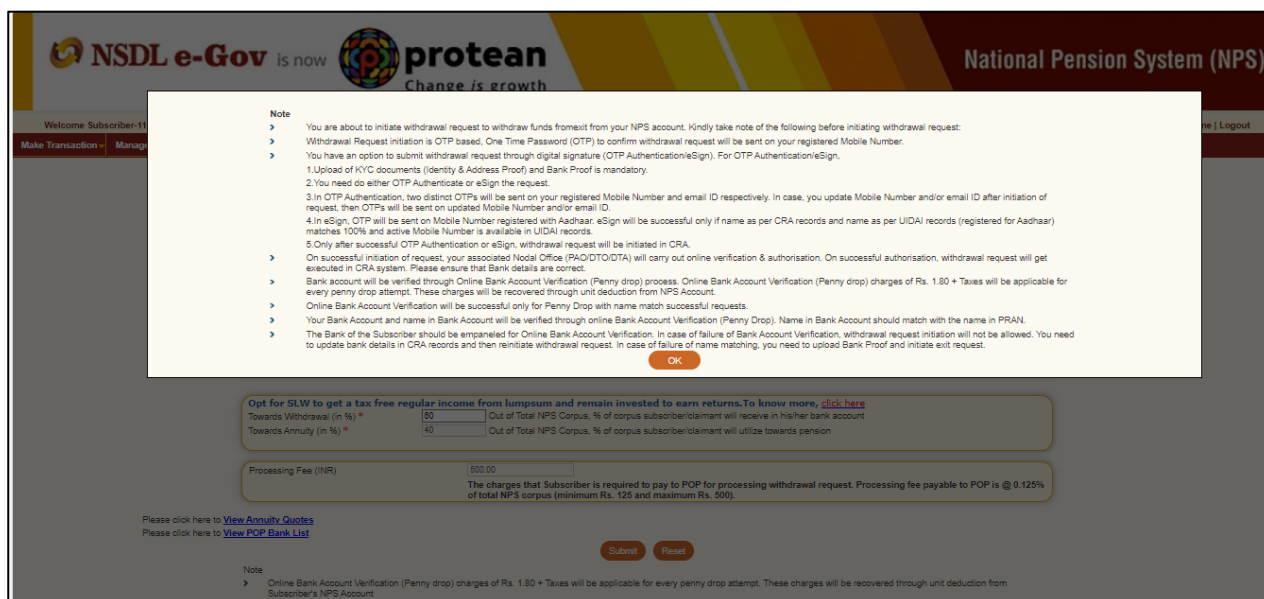
**Figure 28**

At this stage, Subscriber needs to select Withdrawal type as “Exit at 60” from the Drop down menu as shown below in **Figure 29**. In case Premature Exit, the Subscriber will select withdrawal type as “Premature Exit”.



**Figure 29**

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, Online bank account verification etc. Subscriber is required to click on 'OK' button. Please refer below **Figure 30**.



**Figure 30**

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 SOP on Online Exit Process for eNPS Subscriber



as 40%. The 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 withdrawal request are also displayed alongwith relevant instructions. Please refer below **Figure 31**.

**Withdrawal Request Initiation Screen**

\* Mandatory Fields

PRAN: 110087312320  
 Name: Darshan Solanki  
 Tier 1 valuation: 1360774.79  
 Claim ID: 1911334443  
 Date Of Birth: 01/10/1959  
 Withdrawal due to: Exit at 60  
 Withdrawal Type: Full Withdrawal  
 Complete Withdrawal sub type: Lump-Sum and ASP Withdrawal

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

Opt for SLW to get a tax free regular income from lumpsum and remain invested to earn returns. To know more, [click here](#)  
 Towards Withdrawal (in %) : 50 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): 500.00  
 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](#)  
 Please click here to [View POP Bank List](#)

**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 31**

On clicking 'Submit' button, Pop-up message will be displayed to the Subscriber. The Pop-up message contains information on Existing bank details, Mobile Number, email ID, PAN of the Subscriber and other instructions. If details are correct, Subscriber needs to click on "OK" button to proceed further. Kindly refer below **Figure 32**.

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 Change is growth

**National Pension System (NPS)**

Welcome Subscriber-11

Subscriber Name: Darshan Solanki  
 Registered Bank & Branch: STATE BANK OF INDIA, LOWER PAREL  
 Registered Mobile Number and Email ID: 9820938350 darshans@proteantech.in  
 PAN: AQOPN5411T

Note  
 For Self Auth.  
 > If subscriber is eligible for processing of withdrawal request through Self-Authorization 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**

Withdrawal sub type: Lumpsum and ASP Withdrawal  
 Date of Exit: 19/12/2024  
 Towards Withdrawal (in %) : 50 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: 1360774.79  
 Valuation Towards ASP: 558709.01  
 Valuation Towards Withdrawal: 808064.87  
 Percentage Towards ASP: 40  
 Percentage Towards Withdrawal: 60  
 Date of NAV: 13/05/2024  
 Marital status \*: Select  
 Orphan Status: Select  
 Mother Alive: Select  
 Father Alive: Select  
 Child 1 Alive: Select  
 Child 2 Alive: Select  
 Child 3 Alive: Select  
 Pension Frequency \*: Select

Select ASP Scheme Cancel

**Figure 32**

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 33**.

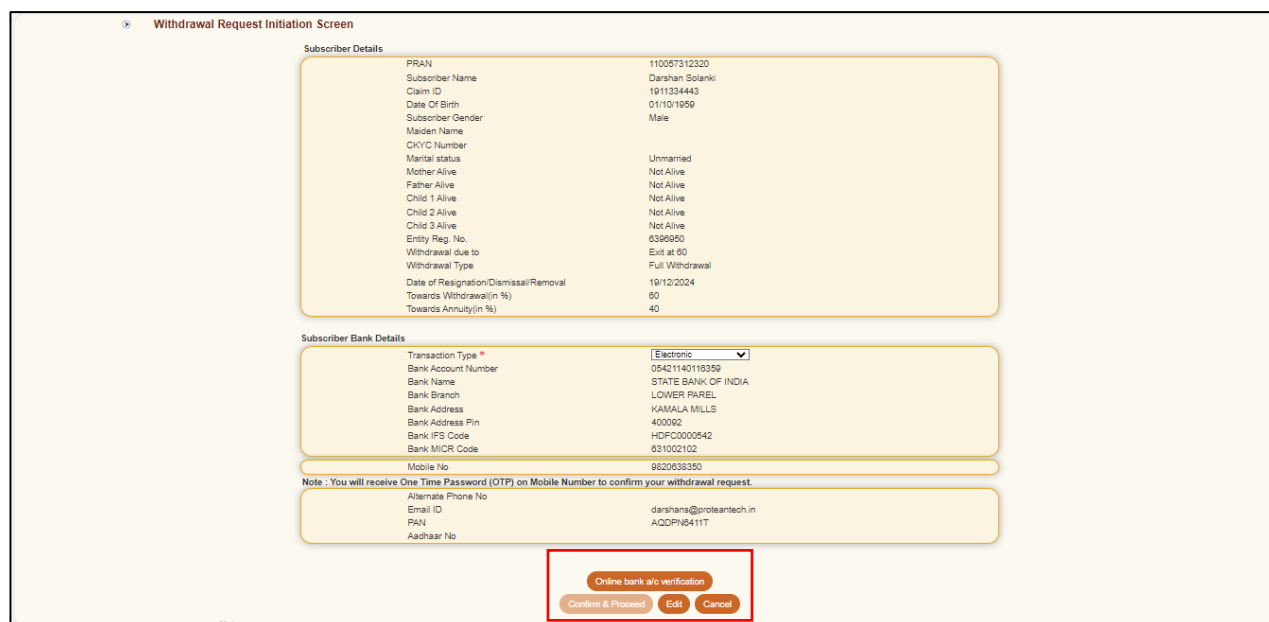
**Figure 33**

At this stage, various options selected along with existing address is 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 34**.

**Figure 34**



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 35**.



**Withdrawal Request Initiation Screen**

**Subscriber Details**

PRAN	110057312320
Subscriber Name	Darshan Solanki
Claim ID	1911334443
Date Of Birth	01/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	0395950
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	0542114018359
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400002
Bank IFS Code	HDFC0000542
Bank MICR Code	831002102
Mobile No	9820838390

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

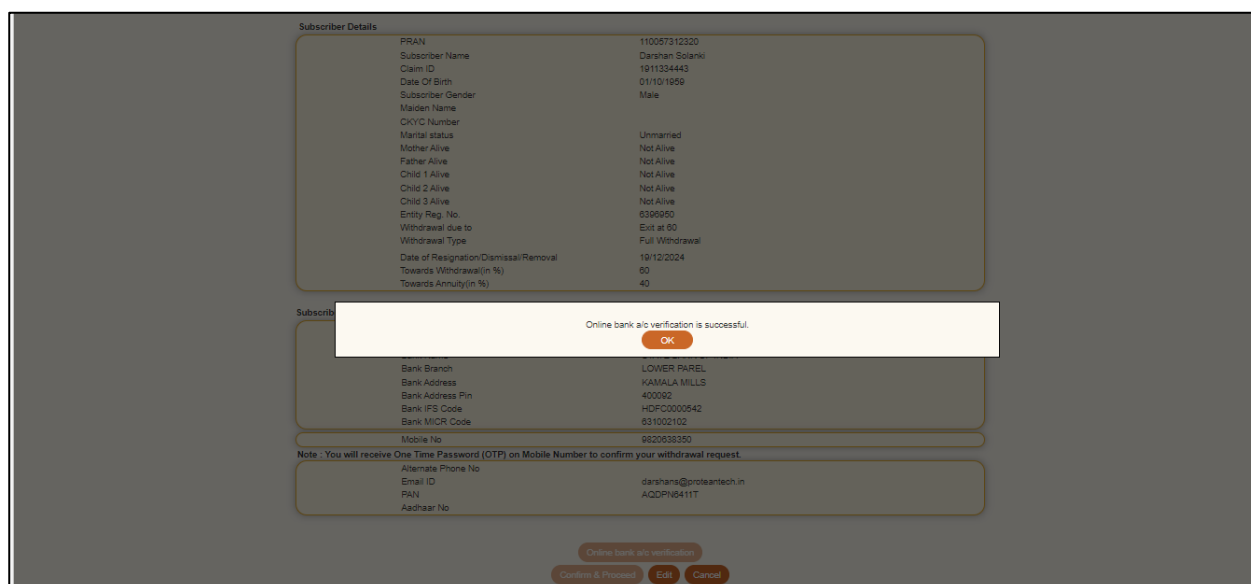
Alternate Phone No	
Email ID	darshans@proteantech.in
PAN	AQDPN6411T
Aadhaar No	

**Online bank a/c verification**

Confirm & Proceed Edit Cancel

**Figure 35**

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 36A and 36B**.



**Subscriber Details**

PRAN	110057312320
Subscriber Name	Darshan Solanki
Claim ID	1911334443
Date Of Birth	01/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	0395950
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**

Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400002
Bank IFS Code	HDFC0000542
Bank MICR Code	831002102
Mobile No	9820838390

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

Alternate Phone No	
Email ID	darshans@proteantech.in
PAN	AQDPN6411T
Aadhaar No	

**Online bank a/c verification is successful.**

OK

**Online bank a/c verification**

Confirm & Proceed Edit Cancel

**Figure 36A**

**Withdrawal Request Initiation Screen**

**Subscriber Details**

PRAN	110057312320
Subscriber Name	Darshan Solanki
Claim ID	1911334443
Date Of Birth	01/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	6396950
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal(in %)	50
Towards Annuity(in %)	40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	05421140116359
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000542
Bank MICR Code	631002102
Mobile No	9820538350

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

Alternate Phone No	
Email ID	darshans@proteantech.in
PAN	AQDPN6411T
Aadhaar No	

Online bank a/c verification

**Confirm & Proceed** **Edit** **Cancel**

**Figure 36B**

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 37**.

**Withdrawal Request Initiation Screen**

**Subscriber Details**

PRAN	110057312320
Subscriber Name	Darshan Solanki
Claim ID	1911334443
Date Of Birth	01/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Entity Reg. No.	6396950
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Dismissal/Removal	19/12/2024
Towards Withdrawal(in %)	50
Towards Annuity(in %)	40

**Nominee Details**

**TIER 1 Details**

Nominee Serial Number	1	Nominee Address 1	R-109
Nominee Name	VAIDEHI SHEKHAR	Nominee Address 2	RAMA KRISHNA APARTMENTS
Nominee Date of Birth		Nominee Address 3	SECTOR-46
Nominee Relation	WIFE	Nominee City	FARIDABAD
Nominee Major/Minor	MAJOR	Pin	121010
Nominee Guardian Name		State	Haryana
Nominee Guardian DOB		Country	India
Nominee Share	100 %	Alternate Contact No.	
Mobile No			
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 37**

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 38**.

**Figure 38**

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 39**.

**Figure 39**

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on "Submit" button. Please refer below **Figure 40**.

**Withdrawal Request Initiation Document Checklist**

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

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

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

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration Card with Photograph.
3	<input type="checkbox"/>	Bank pass book or Certificate with Photograph
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph.
6	<input type="checkbox"/>	PAN Card issued by income tax department.
7	<input type="checkbox"/>	Certificate of Identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	<input type="checkbox"/>	Ex-Service Man Card issued by Ministry of Defence to their employees
12	<input type="checkbox"/>	Photo credit Card.
13	<input type="checkbox"/>	Identity card issued by Central /State government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc.

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

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration card with photograph and residential address.
3	<input type="checkbox"/>	Bank Pass book or certificate with photograph and residential address.
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph and residential address.
6	<input type="checkbox"/>	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc
7	<input type="checkbox"/>	Certificate of Identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
11	<input type="checkbox"/>	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
12	<input type="checkbox"/>	Latest property/house Tax Receipt (not more than one year old).
13	<input type="checkbox"/>	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation).
14	<input type="checkbox"/>	Identity card issued by Central /State government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc.

Submit
Reset
Cancel

**Figure 40**

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 41**.

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	110057312320
Name	Darshan Solanki
Claim ID	1911334443
Date of Birth	01/10/1959
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
Orphan Status	
Mother Alive	Not Alive
Father Alive	Not Alive
Child 1 Alive	Not Alive
Child 2 Alive	Not Alive
Child 3 Alive	Not Alive
Corpus at Initiation	1366774.79
Processing Fee (NRI)	500.00
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	558700.91
Name of ASP	Life Insurance Corporation of India
Scheme 1	Annuity for life
Withdrawal Amount from Scheme 1	558700.91
Beneficiary Name	Darshan Solanki
Relation with Subscriber	Self
Frequency	Monthly

**Subscriber Correspondence Address** Hide

Address 1	HOUSE NO-R-108, RAMA KRISHNA APARTMENT
Address 2	
Address 3	SECTOR-46, FARIDABAD
City	NHPC COLONY FARIDABAD, FARIDABAD, FARIDABAD
Pin	121010
State	Haryana
Country	India

**Withdrawal Details** Hide

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

**Subscriber Bank Details** Hide

Transaction Type	Electronic
Bank Account Number	05421140116359
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000542
Bank MICR Code	631002102
Mobile No	9820638350
Alternate Phone Number	
Email Id	darshans@proteantech.in
PAN	AQDPN0411T
Aadhaar No	

**Nominee Details** Hide

**TIER 1 Details** Hide

Nominee Serial Number	1
Nominee Name	VAIDEHI SHEKAR
Nominee Date of Birth	
Nominee Relation	WIFE
Nominee Major/Minor	MAJOR
Nominee Guardian Name	Solanki
Nominee Share	100 %
Nominee Mobile No.	09820638350
Nominee Email Id	darshans@proteantech.in
Nominee Address 1	RAMA KRISHNA APARTMENTS
Nominee Address 2	
Nominee Address 3	
Nominee City	Mumbai
Nominee State	Maharashtra
Nominee Alternate Contact No.	
Nominee Guardian DOB	
Nominee Address 1	R-109
Nominee Address 3	SECTOR-46
Nominee City Pin	121010
Nominee Country	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

**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	NPS - ASP Form (for purchase of Annuity)
3	Original PRAN Card/Copy of ePRAN Card/Notarised Affidavit (if PRAN card not submitted)
4	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook

**Proof of Identity**

Sr. No.	Document Name
1	Aadhar Card/Letter issued by Unique Identification Authority of India.

**Proof of Address**

Sr. No.	Document Name
1	Aadhar Card/Letter issued by Unique Identification Authority of India Clearly showing the address.

**Declaration by the Subscriber/Claimant:**

I, **Darshan Solanki** 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 information 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:**

- I hereby declare that the foregoing statements and information 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me 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.
- 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.
- 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 \* :**  Testing.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, **Darshan Solanki** 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 information 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:**

- I hereby declare that the foregoing statements and information 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me 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.
- 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.
- 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 \* :**  Testing.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 982\*\*\*\*990

Please Enter OTP

**Figure 41**

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

Please refer below **Figure 42**.

Withdrawal Request Initiation - Complete

PRAN	110057312320
Name	Darshan Solanki
Claim ID	1911334443
Date of Birth	01/10/1959
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.	191133444301

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

Please click to view the uploaded document :

Captured Timestamp 19/12/2024 17:49

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 42**

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.

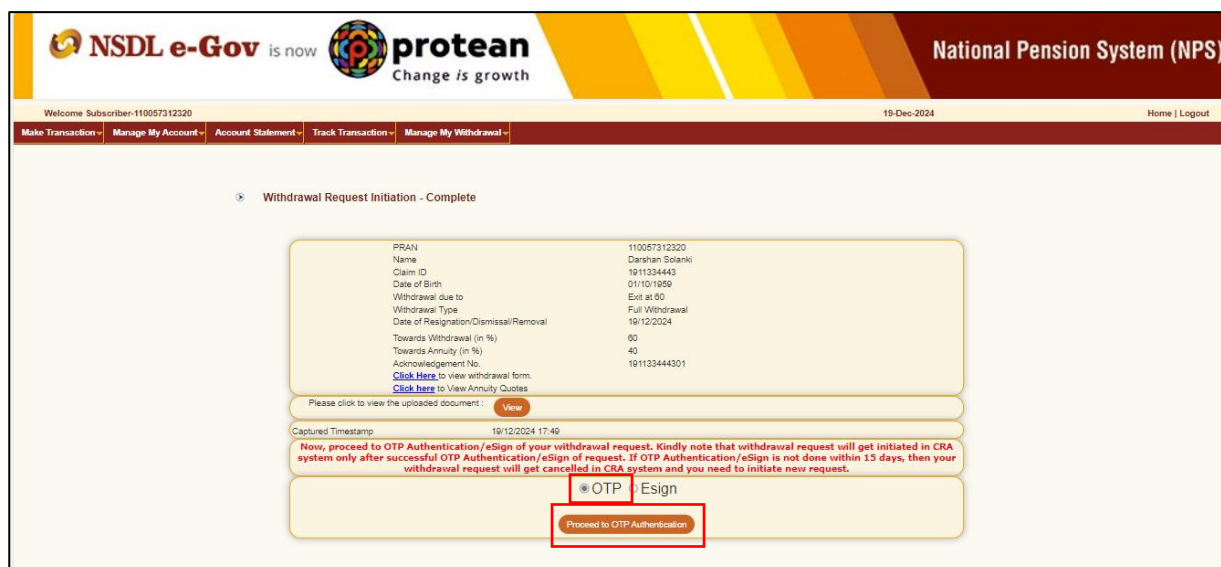
## Section-II

- 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 Exit request will get auto-cancelled in the CRA system and Subscriber needs to initiate new request.***

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

At this stage, Subscriber needs to select "OTP" radio button and then click on "Proceed to OTP Authentication" tab. Please refer below **Figure 43**.



NSDL e-Gov is now **protean** Change is growth National Pension System (NPS)

Welcome Subscriber-110057312320 15-Dec-2024 Home | Logout

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

Withdrawal Request Initiation - Complete

PRAN	110057312320
Name	Darshan Solanki
Claim ID	1011334443
Date of Birth	01/10/1959
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.	101133444301

[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 17:49

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 43**

After clicking on "Proceed to OTP Authentication" Tab, Dual OTP Authentication screen will be displayed to the Subscriber. Subscriber 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 44**.



OTP Authentication

OTP has been sent to mobile No 982\*\*\*\*\*0 and email d\*\*\*\*@\*\*\*\*.in

Please Enter OTP Sent to Mobile No

Please Enter OTP Sent to Email Id

Submit OTP Regenerate OTP Cancel

**Figure 44**

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 45**.



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

National Pension System (NPS)

Welcome Subscriber-110057312320 19-Dec-2024 Home | Logout

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

Withdrawal Request Initiation - Complete

PRAN	110057312320
Name	Darshan Solanki
Claim ID	1911334443
Date of Birth	01/10/1959
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.	191133444301

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

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

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

[Initiate SLW](#)

Captured Timestamp 19/12/2024 17:49

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 45**

F



## 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 46**.

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 46**

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 47**.

**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 47**

Once OTP is received, Subscriber needs to enter OTP and click on "Verify OTP" button to complete eSigning of the request. Please refer below **Figure 48**.

**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 :

is now

Success! otp sent on registered mobile/email id.

**Figure 48**

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 49**.

**Withdrawal Request Initiation - Complete**

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

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

Please click to view the uploaded document.

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

Captured Timestamp 19/12/2024 19:43

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

E-Signing was Successful

**Figure 49**

On successful OTP Authentication / eSign of the exit request by eNPS Subscriber, the request will be submitted to the registered Bank of Subscriber (registered as Bank-POP in CRA system) for KYC verification online in the CRA system.

If Subscriber fails to OTP Authentication / eSign Exit request during Exit request initiation process, then an option is available to OTP Authentication / eSign request subsequently. Following steps are required to be followed by the Subscriber:

- a) Login to your NPS Account by accessing CRA system (www.cra-nsdl.com) with PRAN as User ID and password
- b) Select Menu "Exit from NPS"
- c) Click on Sub-Menu "Status View"
- d) Click on Acknowledgement No Hyperlink
- e) Details entered at the time of initiation will be displayed
- f) Click on the button "Proceed to OTP Authentication /eSign" displayed at bottom of the page

Further, if Subscriber fails to OTP Authentication / eSign Exit request, his/her request will get auto cancelled after 15 days from the date of capturing of Exit request. In such case, the Subscriber is required to capture new Exit request in CRA system.

**Rejection of Exit request:**

If name of the Subscriber as per CRA records and name as per Aadhaar is not matching then eSign will not be possible and Exit request of the Subscriber will get rejected. In such case,

- The Subscriber is required to update his/her name either in CRA records or in UIDAI (Aadhaar) records.
- Subscriber can also opt for 'Bank-POP Authorization' Option and submit Exit request through OTP Authentication.
- Alternatively, the Subscriber can shift his/her PRAN to any other POP and then initiate exit request. The list of POPs is available on this website. The Form UOS-S06 - Change of POP Subscriber is available under "Forms" section, which is available under All Citizens of India sector on the website. The Subscriber needs to submit Form UOS-S06 to desired POP for shifting of PRAN.

## 7. Steps to verify Online Exit request in CRA System by Bank-POP

In order to verify Online Exit request of eNPS Subscriber, Bank-POP User needs to click on the link [www.cra-nsdl.com](http://www.cra-nsdl.com) select the Digital certificate menu and enter User ID to login to CRA system as given below in **Figure 50**.

**Figure 50**

User needs to click on Menu **"Exit Withdrawal Request"** and select Sub-Menu **"Verify Subscriber Withdrawal Initiation"**. Please refer below **Figure 51**.

Transaction Type	Count
KYC Verification	1
Subscriber-Shifting Source Authorization	17
Withdrawal Request Verification	44

**Figure 51**

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "ALL Withdrawal" and select "Exit Requests for eNPS Subscriber" radio button. User needs to click on "Search" Button to search request. Please refer below **Figure 52**.

Verify Subscriber Withdrawal Initiation - Search

PRAN  
Acknowledgement No  
Claim ID  
From Date  
To Date  
Complete Withdrawal sub type  
☐ Exit Requests for Associated Subscriber  
☒ Exit Requests for eNPS Subscriber

☒ Exit Requests for eNPS Subscriber

\* Mandatory Fields

(dd/mm/yyyy)

(dd/mm/yyyy)

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

Figure 52

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By, Exit type and Subscriber Category. 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 53**.

Verify Subscriber Withdrawal Initiation - Result

ACKNOWLEDGMENT NO.	PRAN	REQUEST INITIATION DATE	REQUEST INITIATED BY	EXIT TYPE
<a href="#">10113844301</a>	110057312320	10-12-2024	110057312320	WITHDRAWAL

Figure 53

At this stage, User can also check documents uploaded by the Subscriber by clicking on "View" button. It is the responsibility of Bank 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 54**.

## Verify Subscriber Withdrawal Initiation - Confirm

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

Subscriber Details			Hide
Subscriber Name	PRAN	Darshan Solanki	
Date Of Birth		11/05/7312520	
Subscriber Gender		01/10/1959	
Maiden Name		Male	
CKYC Number			
Marital status		Unmarried	
Orphan Status			
Mother Alive		Not Alive	
Father Alive		Not Alive	
Child 1 Alive		Alive	
Child 1 Name		-	
Child 1 DOB			
Child 1 PAN			
Child 3 Alive		Not Alive	
Claim ID		1911334443	
Acknowledgement No.		191133444301	
Corpus at Initiation		1380774.79	
Processing Fee (INR)		500.00	
Withdrawal due to		Exit at 60	
Date of Resignation/Dismissal/Removal		19/12/2024	
Towards Withdrawal (in %)		00	
Towards Annuity (in %)		40	
Withdrawal Type		Full Withdrawal	
Complete Withdrawal Sub Type		Lump-Sum and ASP Withdrawal	

ASP Withdrawal Details			Hide
Name of ASP		Life Insurance Corporation of India	
Scheme 1		Annuity for life	
Withdrawal Amount from Scheme 1		558700.91	
Beneficiary Name		Darshan Solanki	
Relation with Subscriber		Self	
Frequency		Monthly	
Subscriber Corresponding Address			Hide
Address 1		HOUSE NO-R-109, RAMA KRISHNA APARTMENT	
Address 2			
Address 3		SECTOR-48, FARIDABAD	
City		NHPC COLONY, FARIDABAD, FARIDABAD, FARIDABAD	
Pin		121010	
State		Haryana	
Country		India	

Bank Details			Hide
Subscriber Bank Details			
Bank Account Number		05421140116359	
Bank Name		STATE BANK OF INDIA	
Bank Branch		LOWER PAREL	
Bank Address		KAMALA MILLS	
Bank Address Pin		400062	
Bank IFS Code		HDFC0000542	
Bank MICR Code		631002102	
PAN		AQDPN6411T	
Aadhaar No		9820938350	
Mobile No			
Alternate Phone No			
Email Id		darshans@proteantech.in	

Nominee Details			Hide
TIER 1 Details			Hide
Nominee Serial Number	1		
Nominee Name	VAIDEHI SHEKHAR		
Nominee Date of Birth			
Nominee Relation	WIFE		

Nominee Major/Minor	MAJOR	Nominee Share	100 %
Nominee Guardian Name	Solanki	Nominee Alternate Contact No.	
Nominee Mobile No.	09620635350	Nominee Address 1	R-109
Nominee Email Id	darshan@proteantech.in	Nominee Address 2	SECTOR-46
Nominee Address 2	RAMA KRISHNA APARTMENTS	Nominee City Pin	121010
Nominee City	Mumbai	Nominee Country	India
Nominee State	Maharashtra		

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
<b>Withdrawal - Normal/Exit at the age of 60</b>		
Sr. No.	Document Name	
1	Withdrawal Form duly filled and signed by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber	
2	NPS - ASP Form (for purchase of Annuity)	
3	Original PRAN Card/Copy of ePRAN Card/Notarised Affidavit (if PRAN card not submitted)	
4	Cancelled Cheque / Bank Certificate / Self attested copy of Bank passbook	

Proof of Identity		Document Name
Sr. No.		
1	Aadhar Card/Letter issued by Unique Identification Authority of India.	

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

**Declaration by the Subscriber/Claimant:**

☒ 1. Darshan Solanki with PRAN 110057312320 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 information 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 information 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 insurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.

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

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

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

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

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

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

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

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

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

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

1. I 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/SrMs after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.

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

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

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

Please click to view the uploaded document:

☒ Verify ☐ Reject

Reason for Rejection:

**Figure 54**

Once request is verified, confirmation window is displayed to the User as given below in **Figure 55**.

Withdrawal Request - Complete

[Back to Results Page](#)

PRAN	110057312320
Name	Darshan Solanki
Claim ID	1911334443
Date of Birth	01/10/1959

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

Withdrawal Request has been Verified	
Acknowledgement No	191133444301
Verification Timestamp	19/12/2024 19:48

Please click to view the uploaded document:

**Figure 55**

## 8. Steps to authorize Online Exit request in CRA System by Bank-POP

In order to authorize Online Exit requests of eNPS Subscribers, Bank-POP User needs to click on the link [www.cra-nsdl.com](http://www.cra-nsdl.com) select the Digital certificate menu and enter another User ID to login to CRA system as given below in **Figure 56**.

**Figure 56**

User needs to click on Menu “**Transaction**” and select Sub-Menu “**Authorize Transaction**”. Please refer below **Figure 57**.

Transaction Type	Count
Deferment Authorize	3
KYC Verification	10
Withdrawal Request Authorize	16
Reset Pin	19
Withdrawal Request Verification	21
Grievance pending for resolution	84

**Figure 57**

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 58**.



Authorize Transaction

Transaction Type \*  \* Mandatory Fields

PRAN

Ask No/PRN \*\*

Receipt No

Claim ID

From Date

To Date

Complete Withdrawal type

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

Figure 58

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 59**.

Authorize Withdrawal Initiation - Result

ACKNOWLEDGEMENT NO	RECEIPT NO.	PRAN	REGISTRATION DATE	REGISTERED BY	REQUEST TYPE
<a href="#">121133444301</a>		110057312320	19-12-2024	110057312320	WITHDRAWAL

Figure 59

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

*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 **"Submit"** Tab to proceed further. Please refer below **Figure 60**.

# Authorize Withdrawal Initiation - Confirm

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

## Subscriber Details

Subscriber Name Darshan Solanki  
PRAN 110057312320  
Subscriber Gender Male  
Maiden Name  
KYC Number  
Marital status Unmarried  
Orphan Status  
Mother Alive Not Alive  
Father Alive Not Alive  
Child 1 Alive Not Alive  
Child 2 Alive Not Alive  
Child 3 Alive Not Alive  
Corpus at Initiation 1306774.70  
Processing Fee (INR) 500.00  
ACK No. 191133444301  
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 Life Insurance Corporation of India  
Scheme 1 Annuity for life  
Withdrawal Amount from Scheme 1 558708.91  
Beneficiary Name Darshan Solanki  
Relation with Subscriber Self  
Pension Frequency Monthly

## Subscriber Correspondence Address

Address 1 HOUSE NO-R-109, RAMA KRISHNA APARTMENT  
Address 2  
Address 3 SECTOR-45, FARIDABAD  
City NHPC COLONY FARIDABAD, FARIDABAD, FARIDABAD  
Pin 121010  
State Haryana  
Country India

## Exit at the age of 60

PFM Name	Scheme Name	Total Units	Units to be Withdrawn
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME E - TIER I	10474.4230	6284.6386
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME C - TIER I	3590.7106	2154.4237
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME G - TIER I	23108.7279	13895.2550
		37173.8615	22334.3207

## Subscriber Bank Details

Bank Account Number 05421140110359  
Bank Name STATE BANK OF INDIA  
Bank Branch LOWER PAREL  
Bank Address KAMALA MILLS  
Bank Address Pin 400092  
Bank IFS Code HDFC0000542  
Bank MICR Code 631002102  
Mobile No 9820638350  
Alternate Phone No  
Email Id darshans@proteantech.in

## Subscriber Details

PAN AQDPN6411T  
Aadhaar No

**Figure 60**

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

Withdrawal Request - Complete

PRAN110057312320  
NameDarshan Solanki  
Claim ID1911334443  
Date of Birth01/10/1999  
Please click here to [View Annuity Quotes](#)

[Back to Results Page](#)

Withdrawal Request has been Verified  
Acknowledgement No191133444301  
Verification Timestamp19/12/2024 19:54  
Click [Here](#) to view withdrawal form.  
Please click to view the uploaded document: [View](#)

**Figure 61**

On successful authorization of Exit request by Bank-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 10.

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

## **9. Annuity Issuance Process:**

On processing of exit request in CRA, the 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. The complete contact details of ASP are available on CRA Website ([www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)).

On completion of annuity formalities, ASP will confirm Annuity request of the Subscriber online in the CRA system. On successful authorization of Annuity request by ASP, same will get executed in the CRA system and Funds (Annuity Corpus) will be transferred to ASP's Bank Account by Trustee Bank (Axis Bank) within stipulated withdrawal timeline as mentioned below point 10(f).

## 10. 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 Bank-POP to Protean-CRA for storage purpose for exit request initiated by Subscriber online in CRA through digital signature (OTP Authentication/eSign).

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