

Standard Operating Procedure (SOPs)

AePS Cash Deposit

By: Hardik & Ramkrishna

Created On: 14.08.2024

Version: 1.0



1. About the Product:

AePS allows Aadhaar card holders to perform various basic banking transactions such as: Cash deposits, Cash withdrawals, Balance inquiry, Mini-statement, Aadhaar to Aadhaar Fund transfer

AePS Cash Deposit allows a bank customer to deposit money in their bank account by reaching out to their nearby BC points. The customer gets the flexibility to deposit the amount via a simple Aadhar authentication process through their Aadhar-enabled account.

Note: A cash deposit is possible for credit to the initiate customer's own Aadhaar-enabled account only.

Features & Benefits:

- Aadhaar-linked transactions: AePS enables Aadhaar card holders to make transactions through their Aadhaar-linked bank accounts.
- Biometric authentication: Transactions are completed by submitting the Aadhaar number and biometric details (fingerprint or face or iris scan) at Points of Sale (PoS) or micro ATMs used by Business Correspondents ensuring secure and reliable transactions.
- Interoperability: AePS system facilitates inter-operability across banks in a safe and secure manner, providing a convenient way to send and receive money, eliminating the need for physical bank branch visits.

2. Standard Operating Procedures (SOPs)

2.1 Partner's Responsibilities:

1. Train & Onboard merchants onto the Cash Deposit platform.
2. Collect necessary documentation from merchants for KYC and verify
3. Set up merchant accounts on the Cash Deposit platform and provide access credentials.
4. Ensure that all transactions are processed through secure channels (via Fingpay Cash Deposit API having TLS protocol for data encryption & security)
5. Report any suspicious transactions to the relevant regulatory authorities as per legal requirements.
6. Act as the first point of contact for resolving disputes between merchants and customers.
7. Ensure all merchants adhere to local and national financial regulations, including Anti-Money Laundering (AML) and Know Your Customer (KYC) policies.

2.2 BC Merchant Responsibilities:

1. Collect cash from customers & share E-receipt
2. Collecting Aadhar number & biometrics for authentication of transactions

3. Ensure correct and complete information is provided when initiating a cash deposit, including bank account details and identification.
4. Address customer issues or concerns regarding their deposits promptly

2.3 Customer Responsibilities:

1. Provide correct and complete information when initiating a cash deposit, including bank account details and identification.
2. Ensure that the deposit amount is correct before handing over the cash to the merchant.
3. Always request and keep a receipt for the cash deposit as proof of the transaction and verify the receipt
4. Immediately report any discrepancies or issues with the cash deposit to the merchant.
5. Follow up with the merchant or Partner if the deposit is not reflected in the bank account within the specified time.

2.4 Fingpay - Sub-Contractor Go Live Mandates:

- i. Fingpay will have trial user access to the Partner's application at their end to view the changes as per the SOP. Upon auditing the flow live on the partner's app, if the adherence is not as per the SOP, the partner shall receive a 1st-level warning. Further, if the changes mentioned couldn't be adhered to and if a discrepancy (non-compliant) occurs again, the Cash Deposit services shall be terminated for that Partner from Fingpay's end.
- ii. Fingpay will review the Cash Denomination UI (cash entry as per the denomination types) and deceleration (consent from BC that he has followed the SOP, shared E-receipt, and collected cash as per the above denomination) on cash collection (if implemented or not) via Trial User Access. Fingpay shall guide/train the Partner on the Partner's SOP & related aspects as mentioned above.

2.5 Escalation Procedures

- **Level 1:** Merchant – The customer should first report any issues to the merchant where the deposit was made.

- **Level 2:** Partner – If the issue is not resolved at the merchant level, it should be escalated to the partner/aggregator for further investigation with Fingpay

3. Settlement

Merchant Settlements/Recovery:

- All Partners are liable to recover the CD amount from the merchant via wallet or as per their feasibility. This scope is not under Fingpay Settlement Operations.

Note: Fingpay will adhere to the same process framework currently applied to AEPS Cash Withdrawal (CW) transactions, with the added responsibility of holding BC agents accountable for counterfeit currency liabilities.