

# **Guidelines for Online Account Opening**

## **Introduction**

CDC has been constantly introducing novel digital solutions like Online Transactions Processing, which include Online Transfer of Securities, Online Pledge Processing, Online Right Subscription, eIPO subscription, eDividend Repository, etc. to facilitate investors and transform the Capital Market infrastructure, making it more efficient and robust. With a similar aim, CDC has launched its **Online Account Opening Solution** for Investor Account Services which will now allow investors to fill and submit their account opening forms online, thus eliminating the need for physical visits by investors to CDC premises for investor account opening.

This solution will provide investors with real-time tooltips regarding the requisites of filling the Online Account Opening Form, limiting the potential of discrepancies and errors. Currently, Online Account Opening facility is available for Individual clients only.

## **Guidelines**

Please read the guidelines mentioned below for necessary processing pertaining to the online account opening facility of CDC's Investor Account Services.

### **Step 1: Register yourself at CDC Access Portal**

**To use Online Account Opening Solution, you need to first register yourself at CDC Access portal (if you have already registered, please skip to step 1)**

1. Visit our CDC Access Portal at <https://csp.cdcaccess.com.pk>
2. Register yourself by clicking tab **New User? Signup** (you can only register if you have valid CNIC / NICOP / POC /Passport).
3. After clicking the **Signup** tab, you are requested to fill the eServices Investor Registration form displayed on the screen. (All the mandatory fields having asterisk (\*) must be filled).
4. The password can be of 8 to 16 characters out of which 6 characters should be alphabets (at least 1 upper case and 1 lower case letter) and at least 2 numeric digits.
5. After filling the requisite details, kindly tick the checkbox of CDC Disclaimers, Terms & Conditions and Undertakings & Declarations.

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6. After successfully filling and agreeing to the CDC Disclaimer, Terms & Conditions and Undertakings & Declarations, click the tab to generate OTP (One Time Passcode). Enter the OTP received on your given cell number or email address in the specified space and click Submit button.
7. Your User ID would be your CNIC / NICOP / POC / Passport Number.
8. The password would be the same that you had setup earlier in point 4.

### **Step 2: Fill and submit the Online Account Opening Form (AOF)**

1. Log in to the CDC Access portal at <https://csp.cdcaccess.com.pk> using the registration details as setup in step 1.
2. Click the following Account Opening Form option available under **Account Opening** tab:
  - Simplified Investor Account.
3. Click **Add** to open New Account Opening Form. You can choose to open an account in any of the following IAS Locations:
  - a. Karachi
  - b. Lahore
  - c. Islamabad
4. You are required to select / input values in all mandatory fields and upload mandatory images / forms. Once you have completed the Form, you can proceed to submit it. Alternately, you may fill the Form partially and save it as draft for completing it later. Also, if you want a physical TO book, you will need to select the option for TO book after which it will be made available to you on payment of applicable charges.
5. While filling the Form, please ensure the following:
  - a. Name must be as per SNIC/CNIC/NICOP/POC/Passport.
  - b. Mailing address is required for correspondence.
  - c. For Muslim, you may select “Muslim Zakat Deductible” or “Muslim zakat not deductible”. In case you select “Muslim Zakat not deductible”, you will have to attach zakat declaration in PDF only in a standard format as prescribed by CDC.
  - d. For Non-Muslim, select zakat as “Not applicable”. In this case, a solemn affirmation letter is required to be attached in PDF only in the specified format.
  - e. Nominee can only be your father/mother/brother/sister/spouse/son or daughter.
  - f. IBAN must be in the name of the title applicant and must not be that of Roshan Digital Account.

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6. For uploading attachments, click the associated “**Attach**” button, select the file to be uploaded from file upload / select window. System checks if the attachment meets the allowed format (JPG, JPEG, PNG or PDF) and size criteria (maximum size for each upload is **600 KB**).
7. While uploading the attachments, please ensure the following:
  - a. Upload both front and back images of CNIC / NICOP / POC and upload two important pages of Passport having complete details of applicant and photograph.
  - b. Upload front and back side images of zakat declaration in PDF format only which will be required for the title applicant as well as each joint account holder.
  - c. Signature Card is required to be downloaded from CDC website, on which you must print and place signatures with blue color for title applicant as well as all joint account holders.
8. On attempting to upload file bigger than allowed size or format, system will display an error message. If the file is uploaded successfully, the file name will be displayed adjacent to corresponding label on the form.
9. In case you select a record with “Draft” status, the “Edit/Submit”, “Add” & “Delete” buttons will be enabled. You can also “Delete” an old entry with draft status or “Add” a new form. On clicking the “Edit/Submit” button, you will be redirected to the Form in editable mode which you may either “Update as Draft” or “Submit”.
10. On clicking the “Submit” button, system checks if values have been entered in all mandatory fields and files have been uploaded against all mandatory items else a relevant error message is displayed with red color in corresponding fields and items that have not been entered or uploaded. If values and uploads are available as required, system displays a confirmation message.
11. If there is no error in the form after you press “Submit” button, system displays the OTP window where you have to click the “Generate/Re-generate OTP” button. System generates the OTP and sends it to your registered email and cell number.
12. Enter the OTP in the corresponding field and click the “Save” button. System checks if the entered OTP is correct/valid. If entered OTP is validated, system submits the form after which the corresponding record will be shown on “Simplified Account Opening browser” with the “Submitted” status.
13. CDC-IAS team will review the form submitted by client and in case of any issue in the information or uploaded file, the account opening request will be sent back to client with the “Discrepant” status.



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14. On opening the “Discrepant” records, the form will show the discrepant fields to you with colored borders along with a “+” sign. On clicking the “+” sign, you can view the “Discrepancy Remarks” entered by CDC-IAS, allowing you to correct the values of area(s) of discrepancy(ies) and re-submit the form to CDC-IAS.
15. On re-submission after correction of discrepancy(ies), the form will be reviewed again by CDC-IAS, and if no discrepancy is found therein, the form will be accepted for further processing. At this stage, the status of the form at your end will be updated to “Validated” along with an email alert to you advising on the required payment.
16. Once you will make the payment, system will change the status of the corresponding record to “Payment Made”. In cases where you pay less than the required amount, the status of the record will remain unchanged, i.e., validated, till you make the complete payment.
17. After making the complete payment, you will receive an eAlert for In person Verification (IPV), and subsequently you will receive an email for a video session for the IPV.
18. On successful completion of the IPV session, the status will change to “IPV Done”.
19. After completion of all the applicable formalities, your account will be opened with the status of the request now updated to “Account Opened”.

### **Requirements**

1. Name of Account Holder/Nominee/Attorney/Authorized Signatory provided in AOF must be as per CNIC/NICOP/Passport/POC.
2. Residential status of the Title Account Holder will be mentioned in AOF and residential status of Joint Account Holders can be different from the Title Account Holder. However, in case of residential status of Title Account Holder is “Repatriable”, all Joint Account Holders must possess the same residential status.
3. Contact person can only be Title Account Holder or any Joint Account Holder or an Authorized Attorney.
4. IAS Account cannot be opened for a person desiring to affix thumb impression instead of signature on Signature Card.

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5. To get exemption from compulsory deduction of Zakat, please attach the following along with AOF:
  - a. Duly attested copy of Zakat Declaration (CZ-50) by Notary Public (to be made on a stamp paper of Rs. 50) by resident/non-resident Pakistanis as per the prescribed format which is applicable for the Title as well as all Joint Account Holders.
  - b. Request on plain paper by Non-Muslim (solemn affirmation letter) as per the prescribed format.

**NOTE:** Levy of Zakat is not applicable on foreigners.

6. For nomination in IAS Account, a copy of valid CNIC/NICOP/Passport/POC/Form-B (for minor) is required. In case of Joint Accounts, nomination is not allowed.
7. In case of Minor, following details are required for the Opening of Account:

### **For Minor**

- a. Certificate of registration from NADRA (Form "B")/NICOP/Passport.
- b. Contact details such as address, phone, cell number, email etc.
- c. Undertaking and declaration as per format.
- d. Father's name.
- e. True attested copy of guardianship certificate from issuing court, in case of legally appointed guardian.

### **For Guardian**

- a. All registration details pertaining to guardian to be entered except for the Account Title.
  - b. The Account Title should be "<Name of minor> (Minor) through <Name of Guardian> (Guardian)" (Note: All documents of non-resident Pakistanis and foreigners must be attested from the nearest Consulate of Pakistan or Notary Public of the respective country).
8. In case of repatriable accounts, all the documents required by State Bank of Pakistan shall be submitted directly by the IAS Account Holder(s) to respective Issuers / RTA.
  9. At the time of online IPV (In Person Verification) session, presence of all Title and Joint Holders desiring to open an IAS Account along with original CNIC/NICOP/Passport/POC is mandatory.

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10. Payment of annual fee / account opening tariff as prescribed in the schedule of Tariff through 1Bill payment option will be required before the online IPV session.
11. You may also avail the benefits of CDC access, a free of cost value-added service that enables you to access your account information through multiple channels with complete access and mobility. The CDC access portfolio comprises of:
  - **CDC access – IVR** is a round-the-clock Interactive Voice Response system supported by a state-of-the-art call center accessible via toll free number 0800-23275 (CDCPL) and dedicated customer support staff.
  - **CDC access – Web** enables Investor Account holders to access their account information through <https://csp.cdcaccess.com.pk>
  - **CDC access – SMS** gives an added level of convenience to investors by providing them their account information on their mobile screens (for national cellular networks only).
  - **CDC access – eStatement** provides Investor Account Holders their Account Balance Statements on their registered email address on a monthly frequency.
  - **CDC access – eAlert** provides free-of-cost alert messages on real time basis about important account related transactions in the email inbox of the Investor Account Holders.
  - The **Online Transactions** service allows Investor Account Holders to initiate Portfolio Transfers, Pledge Transactions, Right and IPO Subscriptions directly through the CDC Access web portal <https://csp.cdcaccess.com.pk> on real time without any paper work or manual effort.

For further details or queries, you may call our Customer Support Services on our toll free number 0800-CDCPL (23275) or email us at [info@cdcpak.com](mailto:info@cdcpak.com)

### **NOTE:**

1. You are requested to read the guidelines carefully before filling-up the AOF.
2. Subscription of either SMS or eAlert is mandatory.
3. Expired CNIC/NICOP/Passport/POC is not acceptable.
4. CNIC/NICOP/POC will be verified from NADRA's online verification system 'VERISYS'. In case of any discrepancy or remarks found in VERISYS, please ensure to resolve it with NADRA before the Opening of Account.