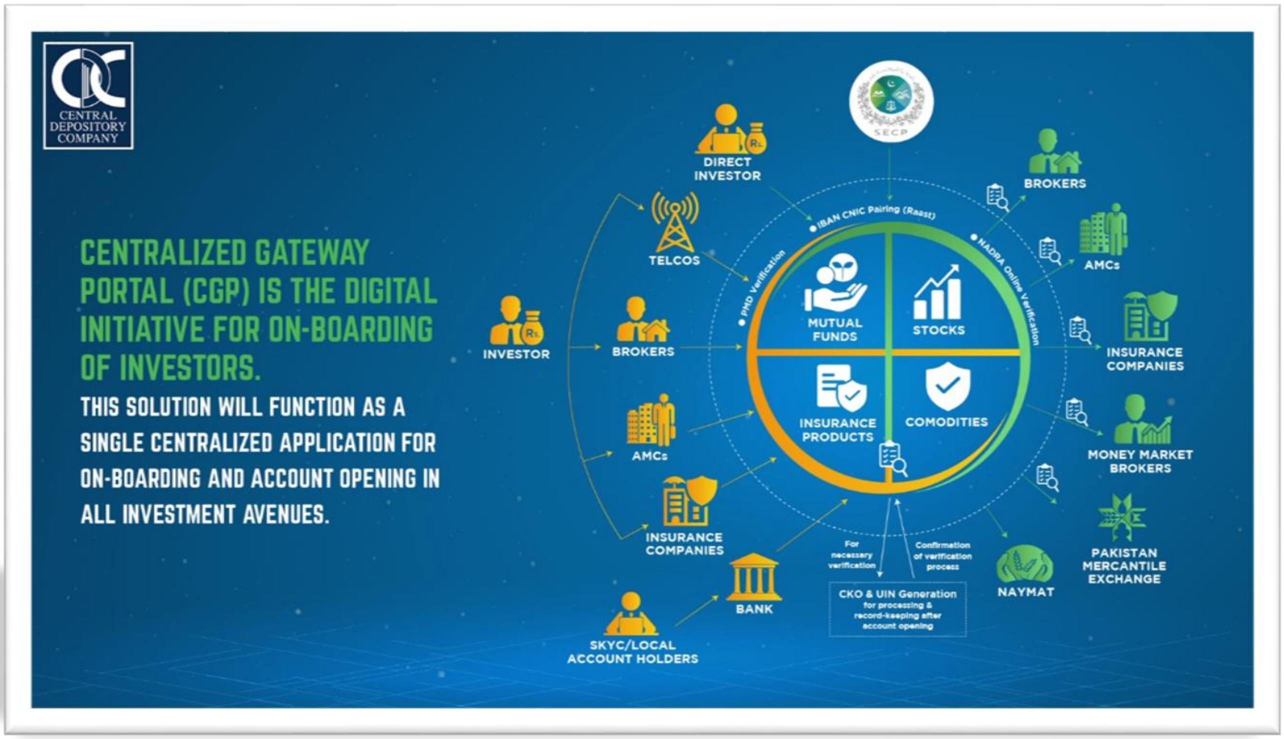

Guidelines for Digital Onboarding via CGP

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Introduction

As part of our commitment to embracing digital innovation and providing a seamless user experience, we are proud to introduce the Centralized Gateway Platform (CGP). CGP is a cutting-edge solution designed to streamline the digital on-boarding process for investors. By consolidating access to various investment categories into a single, centralized application, portal, and bridge, CGP aims to simplify and enhance your investing journey. In this document, we will guide you through the onboarding process and provide you with on how to set up your profile and onboarding with selected intermediary.

To ensure a seamless experience, please follow the step-by-step process outlined below for creating a profile on the Centralized Gateway Portal of CDC. Before beginning the journey, please note that the CGP facility is only available for Individual Resident Pakistanis.

Registration Guidelines for CGP Portal

To use Centralized Gateway Platform (CGP), you need to first register yourself at CGP portal (if you have already registered, please simply sign in to choose the *type of profile* you want to create):

1. Visit our CGP Portal at https://cgp.centralkyc.com.pk.
2. To guide first time users, the CGP portal offers a "Learn More" option in the top right corner of the screen, providing users with valuable resources and support during the profile creation process. Upon clicking the "Learn More" option, a drop-down menu appears, offering the following options:
    - Guidelines: Find clear instructions and recommendations on how to navigate and utilize the website effectively.
    - Frequently Asked Questions: Find answers to common questions regarding the CGP portal and profile creation.
    - Glossary: Access a wealth of educational materials, including articles, videos, and more.
3. Click on the "New User Sign Up" button to register on the CGP. The registration process consists of the following steps:

a. As the first step, provide your CNIC/SNIC, email address, and local mobile number [note that all fields marked with an asterisk (*) are mandatory].
b. In the second step, create a password that follows our policy: minimum 8 characters, including at least one uppercase letter, one lowercase letter, two numbers and six alphabets. Confirm the password in the next field.
c. In the third step, click the "Generate OTP" button. Different OTPs will be sent to your email and mobile number. Both OTP are valid and any one can be entered in the OTP field. The selected OTP will automatically verify your Email or Mobile Number.
d. Click "Resend" if you don't receive the OTP.
e. Tick the checkbox for "I have read, understood and agreed to the CDC Centralized Gateway Portal Terms and Conditions". You can view the terms and conditions by clicking on the '*CDC Centralized Gateway Portal Terms and Conditions'* hyperlink.
f. Click the "Register" button to complete the sign up process.

Welcome

On completing the registration, users will be greeted with a warm welcome prompt on the CGP portal. This prompt serves as an introductory message and provides essential information about the steps involved in the profile creation process.

Within the welcome prompt, users are displayed tabs or steps representing the various stages of profile creation. Hovering over them provides users with in-depth information about each step.

This feature has been thoughtfully designed to empower users by providing them with comprehensive information about the profile creation process. It proves particularly beneficial for newcomers to the CGP portal unfamiliar with the intricacies of profile creation.

After clicking the "TAKE THE FIRST STEP" button on the welcome page, users will be requested to choose their Profile Type, initiating the profile creation process.

Profile Creation

Types of Profile

User will be given the option to choose any one of the two profile types: ***Sahulat/Asaan Profile*** or ***Normal Profile***.

1. The ***Sahulat/Asaan Profile*** is a simplified profile option that requires that requires less information than a normal profile and only the user's ID and signature card as documentation, providing a hassle-free investment experience. This profile is suitable for first time investors or those desiring to invest only limited funds. It can be used for onboarding with a maximum investment limit of up to Rs. 1,000,000 and takes just 10 minutes to create.
2. The ***Normal Profile*** is a comprehensive option that requires all necessary information and documentation but provides a wider range of features and functionalities. This profile can be used for onboarding with no specific investment limit, can be created in approximately 20-25 minutes, and allows for investing in multiple categories.

Upon selecting the desired profile type, users will be directed to the "Identity Verification" tab, initiating the first step of your selected profile creation.

Tab 1: Identity Verification

Initiate Verification Process

You will begin the profile creation process from the "Identity Verification" tab. Your CNIC/SNIC number and type of profile selected will be auto-filled. You have to enter your area, and CNIC/SNIC date of issuance accurately. The "Biometric Verification" button will only be enabled when all required fields are filled.

Biometric Verification Guide

On clicking "Biometric Verification" button a page will open providing instructions to download the CDC Access mobile app to perform contactless fingerprint biometric verification with button "Proceed to Biometric Verification" to continue.

Scan the QR Code

Click "Proceed to Biometric Verification" and scan the QR Code based on your device (iOS or android) to download the CDC Access mobile app. You do not have to download the app again if you have already installed it earlier.

Biometric Verification through CDC Access Mobile App

You do not need to login into the CDC Access Mobile App when you access it from the QR Code. Follow the instructions on the mobile app to complete contactless fingerprint biometric verification. Successful completion is necessary for the next step. After successful biometric verification, return to the CGP portal.

Identity Verification Process

On your next sign in the Identity Verification tab will show Biometric Verification section in disabled form with green tick to confirm that the biometric verification has been successfully performed.

Your email, and mobile number entered at the time of sign-up will be auto-populated on the Identity Verification Tab. Re-verification of the mobile number or email is not required if either has been verified via OTP at time of sign-up. See the instructions below to complete the verification process:

Instructions for Verification Details

1. **Email Verification:**

- Email Field is auto-populated from sign-up.
- If Email is changed or not verified during sign-up, the OTP verification will be performed again.
- Click the "Generate OTP" button.
- Check email for a verification code.
- Enter the OTP code to complete email verification.

- Click "Resend" if you don't receive the OTP.

2. **Mobile Number Verification:**

- Mobile Number Field is auto-populated from sign-up.
- If Mobile Number is changed or not verified during sign up, the OTP verification will be performed again.
- Click the “Generate OTP” button to initiate verification.
- Receive an SMS with a verification code.
- Enter the code to verify your mobile number.
- Click "Resend" if you don't receive the OTP.
- Additionally, Mobile number registered in your name will be verified through the Pakistan Mobile Database (PMD).
- You can provide mobile number registered in a close family member name. You will select the close family member relation in the “Mobile Number Belongs To” field (Father, Mother, Spouse, Son or Daughter). You will also provide the close family member’s CNIC/SNIC, and the registration will be verified through PMD. Additionally, a digital authorization/declaration will be read and accepted by the user.
- You can provide mobile number registered by your employer. You will select “Company” in the “Mobile Number Belongs To” field. In such case an authorization letter on company letterhead will be required to be uploaded in the Documents section.

3. **Bank Account Verification:**

- Enter your 24 digit IBAN (as given on your cheque book or bank statement).
- Bank Name will be auto-populated.
- The IBAN will be verified through State Bank’s RAAST service.

Provide accurate information for each step to enable us to perform accurate identity verification. You can save the profile creation process at any point by clicking on the “Save as Draft” button. Click on “Proceed to Next Step” to move on to the next section.

Tab 2: Personal Information

After successful identity verification, please proceed to Personal Information section. Please note that some fields will be auto-filled by data fetched from NADRA records after your successful biometric verification. The section requires entering the following information:

1. **Salutation:** Select your salutation from the drop-down menu (Mr., Mrs., Miss, or Ms.).
2. **Full Name of Applicant:** Enter your full name as it appears on your CNIC.
3. **Father or Husband Relationship:** Select either "Father" or "Husband" from the drop-down menu.
4. **Father or Husband Name:** Enter either your Father's or Husband's name depending on the above selection.
5. **Identification Document Type:** Type of identification document (i.e. CNIC/SNIC). It will be auto-filled from NADRA.
6. **CNIC/ SNIC:** CNIC (Computerized National Identity Card) or SNIC (Smart National Identity Card) number. It will be auto-filled from NADRA.
7. **Date of Issuance:** Enter the date when your identification document was issued. It will be auto-filled as already provided before biometric verification.
8. **Date of Expiry:** Enter the expiration date of your Computerized National Identity Card. It will be auto-filled from NADRA.
9. **Place of Birth:** Enter the city of your birth. It will be auto-filled from NADRA.
10. **Country of Birth:** Select your country of birth from the drop-down menu.
11. **Date of Birth:** Enter your recorded date of birth. It will be auto-filled from NADRA.
12. **Gender:** Enter your gender.

Under the 'Contact Details,' section the address fields will be auto-filled from NADRA. Please note in cases of old CNICs, information from NADRA is fetched in Urdu which will then be translated into English by a third party software. You will have the option to edit the information in case the translation is not accurate. The following fields are required under the Contact Details section:

1. **Landline Office:** Enter your office landline number (optional).
2. **Landline Residential:** Enter your residential landline number (optional).

3. **Permanent Address:** Permanent address that is your long-term residence. It will be auto-filled from NADRA. If you wish to change the permanent address, please submit Proof of Address in the Documents tab.
4. **Permanent Address Country, Province and City:** Select appropriate values from the drop-down menus.
5. **Current Mailing Address:** Current Mailing address is your contact address and refers to the present place of your residence. It will be auto-filled from NADRA. If you wish to change the current mailing address, please submit Proof of Address in the Documents tab.
6. **Mailing Address Country, Province and City:** Select appropriate values from the drop-down menus.

Tab 3: Related Information

In this step of the profile creation process, you will be required to provide your professional details, Nominee/Next of Kin Details, Beneficial Ownership Details, and Zakat Details.

Professional Details

1. **Occupation:** Select your occupation from the provided drop-down menu. Based on the Occupation selected, you will have to upload "Proof of Income" in the Documents section.
2. **Other Source of Income:** If you fall in the category of Housewife, Household, Student or Retired, you may specify any additional source of income.
3. **Relation to the fund provider:** If you fall in the category of Housewife, Household, Student or Retired and you don't have any additional source of income, please select your funds provider from the dropdown. In such case, you will also read and accept the digital "Declaration of Source of Income".
4. **Gross Annual Income:** Select your range of gross annual income in Pakistani Rupees (PKR).
5. **Occupation Industry:** Choose your occupation industry from the drop-down menu.
6. **Occupation Industry Other:** Please specify if your occupation industry is not listed in the provided options.
7. **Job Title / Designation:** Enter your job title or designation within your occupation.
8. **Department:** Specify the department you work in or are associated with.

9. **Name of the Employer / Business:** Enter the name of your employer or the business you work for.
10. **Address of Employer / Business:** Provide the complete address of your employer or business.
11. **Employer / Business Country:** Provide the country where your employer or business is located.

Nominee/Next of Kin Details

In this section, you will provide information about your nominee or next of kin:

1. **Relationship to The Main Applicant:** Select the relationship from the drop-down menu.
2. **Name of Nominee:** Enter the full name of the nominee/next of kin.
3. **Identification Document Type:** Select the document type from the drop-down menu (CNIC, SNIC, NICOP, or Passport).
4. **Issue Date of CNIC/Passport:** Enter the issue date of the identification document.
5. **Contact No:** Enter the contact number of the nominee/next of kin.
6. **Expiry Date of Identification Document:** Enter the expiry date of the document.
7. **Nominee CNIC/SNIC/NICOP/Passport:** Enter the identification number.
8. **Place of Issue:** Enter the place of issue

Beneficial Ownership Details

The purpose of this section is to obtain declaration if Beneficial Owner of Funds is other than yourself. Beneficial Owner refers to a person who receives the benefits of ownership even though the title of account is in another name. The Beneficial Owner may provide funds or have controlling rights. The investor is required to provide the following details if Beneficial Ownership of Funds is other than "Self":

1. **Beneficial Ownership of Fund:** Select the option from the drop-down menu; "Self" or "Other". If you select "Other" then all the following fields will be enabled for entry.
2. **Beneficiary Name:** Enter the full name of the beneficial owner.

3. **Beneficiary identification document type:** Choose the type of identification document of the beneficial owner.
4. **Beneficiary CNIC / SNIC:** Provide the beneficial owner's unique identification number.
5. **Beneficiary Relationship:** Specify the beneficial owner relationship with you.
6. **Beneficiary source of Funds:** Indicate the source of funds of the beneficial owner.
7. **Beneficiary Resident Status:** State the residency status of the beneficial owner.
8. **Beneficiary Address:** Enter the complete address of the beneficial owner.
9. **Beneficiary Nationality:** Specify the nationality of the beneficial owner.
10. **Beneficiary Address Country:** Provide the country where the beneficial owner's address is located.

Zakat Details

This section is dedicated to gathering information about your Zakat status. The fields are as follows:

1. **Zakat Status:** Select the zakat status. If you select Muslim Zakat Non-Deductible, you will be required to additionally enter the Zakat Declaration Date and upload the CZ-50 Zakat Declaration Form in the Documents section. If you select Not Applicable, you will be required to upload the Solemn Affirmation in the Documents section.

After providing the zakat status, proceed to the next step of the profile creation process.

Tab 4: Risk Profiling

Risk Profiling is an essential part of the profile creation process, where you will provide information under three sub sections: FATCA, Standard Due Diligence, and Standard Risk Profiling. This risk profiling will help the institutions providing onboarding services to fulfill their due diligence and AML/CFT requirements.

FATCA

FATCA, or Foreign Account Tax Compliance Act, is a US law that requires foreign financial institutions to report information about US account holders to the US Internal Revenue Service (IRS). It is aimed at preventing U.S. taxpayers from using accounts held outside of the U.S. to evade taxes. Under U.S. federal tax law, certain taxpayer information is requested from certain persons (whether such persons are U.S. taxpayers or not). Information collected will be used solely to fulfill the requirements under U.S. federal tax law and will not be used for any other purpose.

By default "No" is selected against each question. However, if you are US citizen you will be required to disclose all the information required in the FATCA form. Additionally, you will be required to upload the IRS Form W-9 in the Documents section.

Standard Due Diligence

Standard Due Diligence helps us verify whether you are a Politically Exposed Person (PEP), and gauge other risk factors due to your past and present investment activities.

Standard Risk Profiling

Standard Risk Profiling enables financial institutions to gauge your risk appetite and determine appropriate investment options, by considering factors such as your age bracket, monthly saving to income proportion, time horizon of investment, and experience with investment matters.

Please answer these questions honestly and accurately to ensure an accurate assessment of your risk profile.

Tab 5: Upload Documents

This step contains fields for uploading all necessary documents. The document list will be automatically populated according to your profile type and the data that you entered in the previous sections. To replace a document, delete the current version and upload a new one. Thoroughly review all documents before final submission. Please adhere to any specific file format or size requirements mentioned in the instructions.

Review and Final Submission

Once all required sections are completed and user read and accepts the *'Declaration for Submitting the information'*. Tick the checkboxes for Declaration. On clicking the "Proceed to next step" button a message prompt will give option to the user to review all entered and uploaded information for accuracy before final submission. Click the "Review" button to verify the accuracy of the entered information and edit any information if required. Note that information cannot be edited after clicking "Submit". The profile creation process will be completed and user can now select an Investment Category for onboarding.

Tab 6: Investment Category

In this section, you will be able to start the onboarding process. Select your desired investment category (Stock Market, Mutual Fund, Insurance/Takaful and other categories added from time to time). The intermediary dropdown will be populated with companies connected to the CGP and belonging to your selected investment category. Select your preferred intermediary. If you want a joint account, check the Joint Account tick box and enter the CNIC numbers of all joint applicants. Please note that the joint applicants must already have a verified profile on CGP. Based on the chosen investment category, enter any additional information that may be required.

Gateway team Scrutiny, Discrepancy process and Onboarding

When you click on the "Submit" button, your profile will be sent to Gateway team for additional scrutiny. If any discrepancy is found, the CGP team will mark the field and provide reason for the discrepancy. User will correct all the discrepancies and re-submit the profile. The CGP team will also conduct screening of the user according to the AML/CFT requirements. After all discrepancies are cleared and the screening process is complete, the profile will be approved and subsequently routed to the selected intermediary for onward onboarding process.

The selected intermediary will also verify the profile information and documents and can mark any field as discrepant which will be notified to the user for correction. After making the updates, if required, the intermediary will accept the onboarding request and proceed to provide the user with the required credentials to start investing in their preferred investment category.