



FAQ (frequently Asked Question)

Video KYC of Digitally onboarded Credit Card customer

1. How to initiate Video KYC.

Visit our website www.pnbcards.in->Apply credit card online ->complete your video KYC

1. Enter Application number -> OTP will be sent on registered Mobile number
2. If Video KYC link is expired i.e after (72 hrs) 3 days ->enter Aadhaar Number and Name as per Aadhaar->OTP sent on registered Mobile number.
3. Customer can initiate call instantly by clicking on Call Now Button (During Banking Hours 10:00 AM to 05:00 PM)
4. Customer can also schedule call for later date/Time.

2. Do I Need to complete Video KYC.

Yes, If you are New to Bank Customer/ Or Non KYC Compliant.

3. My video KYC Link is expired. How do I start my Video KYC again?

Visit our website www.pnbcards.in->Apply credit card online ->complete your video KYC

Enter Application number -> OTP sent on registered Mobile number

Enter Aadhaar Number and Name as per Aadhaar->OTP sent on registered Mobile number.

Customer can initiate call instantly by clicking on Call Now Button (During Banking Hours 10:00 AM to 05:00 PM)

Customer can also schedule call for later date/Time.

4. How can I get my Video KYC link?

Visit our website www.pnbcards.in->Apply credit card online ->complete your video KYC

Enter Application number -> OTP sent on registered Mobile number

If link is Active, click here to initiate button will be displayed else you have to do Aadhaar Authentication to generate Video KYC Link.

If link is expired complete Aadhaar Authentication to generate VKYC Link

Enter Aadhaar Number and Name as per Aadhaar->OTP sent on registered Mobile number.

Click on button (Click here to initiate Video KYC).



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CREDIT CARD DEPT, BUSINESS ACQUISITION & RELATIONSHIP MANAGEMENT DIVISION, Corporate Office,
6th Floor, 7, Bhikaji Cama Place, New Delhi – 110066

5. I am calling for Video KYC but it says connecting or Agent is Busy.

Please initiate Video KYC call again after some time. the call gets connected once the Agent is available during Banking hours (10:00 AM to 05:00 PM)

6. Can I schedule my Video KYC?

Yes, you can schedule the Video KYC call for a Later date and time.

Click on Video KYC link->schedule call

7. How to start Scheduled Video KYC Call?

Open the Video KYC link during scheduled call time and accept the video KYC call to complete your Video KYC (during Banking Hours 10:00 AM to 05:00 PM)

8. I applied for PNB Credit Card online but on initiating Video KYC after entering Application Number, OTP not received.

Please Try again after some time, you can also call the PNB Credit Card Toll free Number 1800 180 2345 or send email to creditcardpnb@pnb.co.in for any issues while initiating Video KYC.