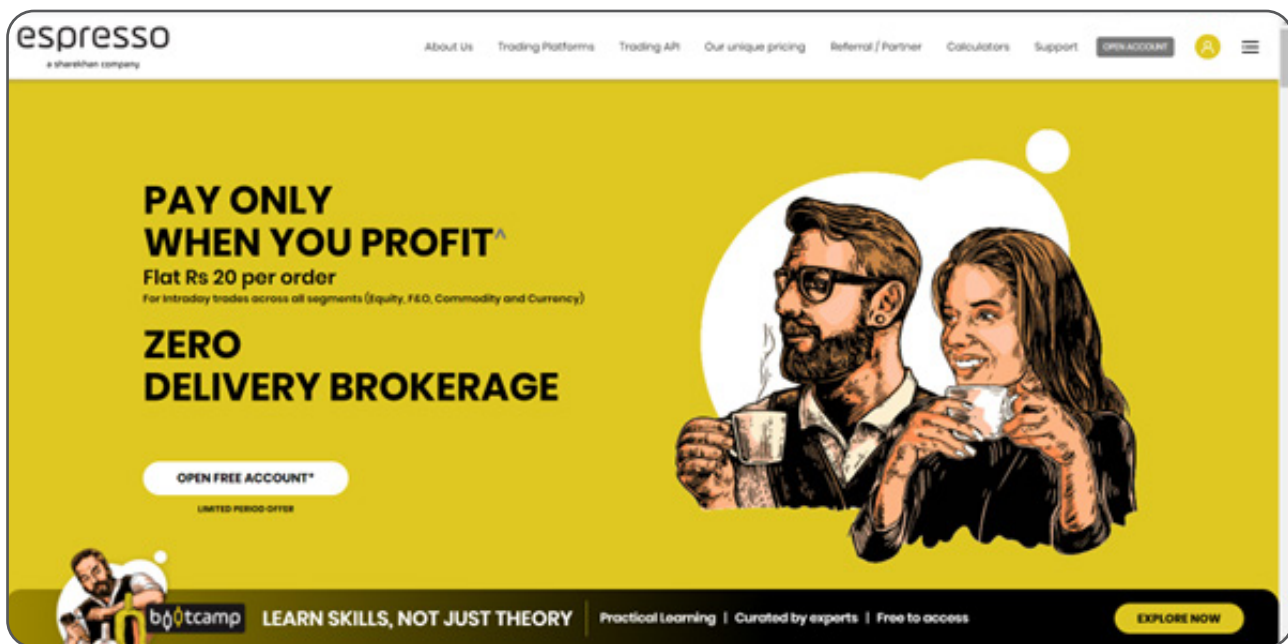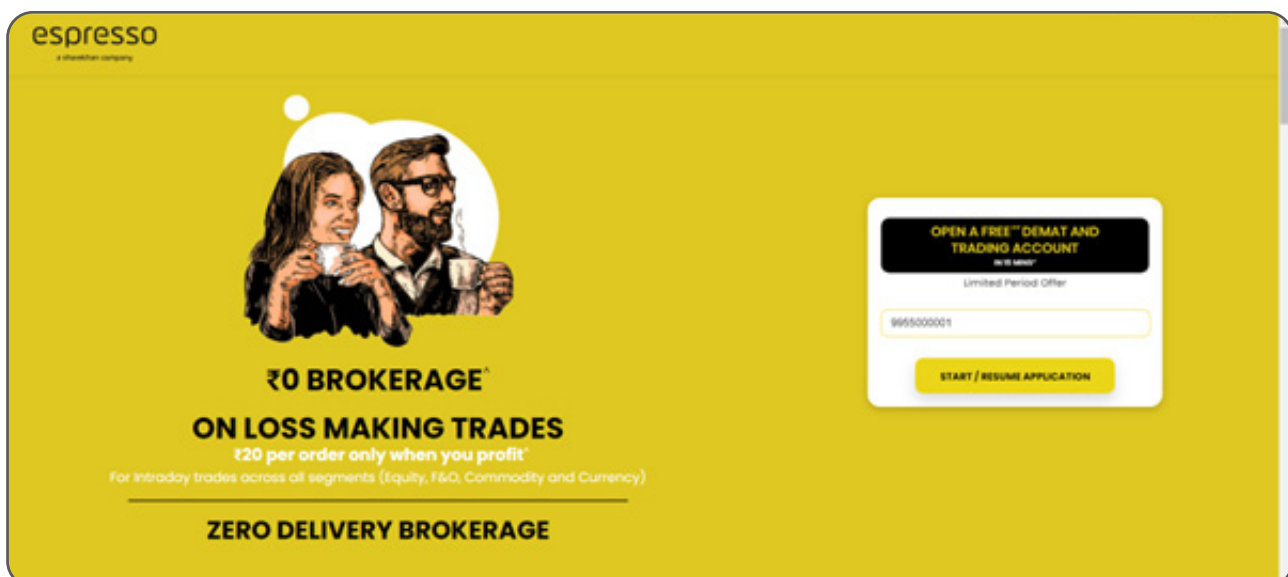# Account Opening Flow at Espresso – Do-It-Yourself (DIY) Mode

This document combines a detailed, step-by-step write-up on the procedure to open an Espresso account via the **Do-It-Yourself (DIY) mode** along with a flowchart of the steps.

1. The potential customer visits the Espresso website www.myespresso.com and clicks on the **OPEN ACCOUNT** button on the top-right of the screen.

2. This directs them to the Do-It-Yourself (DIY) account-opening journey landing page, where they have to enter the following details:

   A. Mobile Number

   B. OTP

3. Once Mobile number is entered, the potential clicks on **START**. Mobile number verification is done at this stage via a One-time Password (OTP) sent on their mobile number.

4. Post validation of OTP, the potential lands on a webpage where they need enter their Full Name, City and Email ID.

5. Once these are entered, the potential clicks on **CONTINUE**.

6. The potential lands on a webpage where they need to proceed step-by-step through 4 stages. These stages can be seen in the form of tabs by the potential on their screens as well; they are:

- PAN & Bank
- Uploads
- Other Information
- E-Sign

PAN & BANK tab

7. On the **PAN & BANK** tab, the potential enters the following details:
   - PAN
   - Date of Birth
   - IFSC Code of the Bank Branch
   - Bank Account Number
   - If they are known by any other name (Optional)

8. The potential has to then click on a tickbox to agree to the **Terms & Conditions**. Next, they have to click on **SAVE AND CONTINUE** to proceed to the next tab.

UPLOADS tab

9. On the **UPLOADS** tab, the potential is required to upload the following documents as part of the account-opening journey:
   - Address Proof: Can choose 1 of 2 options:
     - DigiLocker process, where data is auto-fetched from the UIDAI site.
     - Manual Address Proof upload, where the potential needs to enter address details and upload 1 of these documents: Driving Licence / Passport / Voter ID.
   - PAN Card: If the potential has saved PAN document in their DigiLocker, then system will auto-fetch the digital PAN. Else, PAN Card to be uploaded manually.
   - Bank Proof: Our system runs a Penny Drop Verification of the potential's bank account. If the Penny Drop fails, the potential needs to upload Bank Proof.
   - Income Proof (only to activate the F&O segment): Upload 1 of the following:
     - Last 6 months' Bank Statement
     - Last 3 months' Salary slips
     - Latest Income Tax Return statement
     - Latest Form 16
     - Latest Net Worth Certification

- Signature: Draw the signature on screen (in case of DIY journey via smartphone) or upload signature.
- Take Selfie: Liveliness check is captured via a Selfie.

Important Note

In case of non-DigiLocker DIY journey, the potential has to click the **IN-PERSON VERIFICATION** button, which requires the potential to handwrite and display on screen a system-generated unique code and click on **RECORD** (whereupon a video of 10 seconds starts recording).

If the potential is aged 70 years or above, the in-person verification process is mandatory, irrespective of DigiLocker-enabled DIY journey.

10. The potential then clicks on the **SAVE AND CONTINUE** button to proceed to the next tab.

OTHER INFORMATION tab

11. On the **OTHER INFORMATION** tab, the potential is required to enter certain mandated personal details:
    - Sex
    - Marital status
    - Father's Name as per PAN or Aadhaar
    - Income details:
        - Annual Income
        - Proposed investment with Espresso
        - Income Source
        - City

    - Experience and Occupational details:
        - Occupation
        - Number of years of trading experience
    - The potential is required to specify if they are the Ultimate Beneficiary Owner of any listed company or Senior Managing Officer of any company

- Nominee details: Up to 3 Nominees can be added

Nominee Details

You can add maximum 3 nominees and the cumulative share % of the nominee/s should be 100%

Nominee 1   🗑 **Delete**

XXXXX XXXXXX

Spouse ⌄

XXXXX XXXXXX ⌄

4321

Percentage share of the nominee

◉ Percentage   ○ Distribute equally

100

XXXX@XXXXXX   XXXXXXXXXX

Address of the Nominee

☑ Same as customer

XXXXXXXXXX   🗓

⊕ Add Nominee - (Max 3 allowed)

SAVE AND CONTINUE →

- Other details (Optional):
  - Mother's name
  - Net worth
  - Net worth as on what date
  - Occupation and name & address of employer
  - Country

Other Details (Optional) ⌄

Deepa

90000000

05/05/2022   🗓

ⓘ Should not be older than 1 year

Espresso Ltd

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India

SAVE AND CONTINUE →

12. The potential then clicks on the **SAVE AND CONTINUE** button to proceed to the next tab.

E-SIGN tab

13. The **E-SIGN** tab displays a summary of the details entered by the potential, such as:
    - Name
    - Email ID
    - Mobile number
    - Bank details

    The potential has to verify their Email ID via an OTP sent on their Email ID.

14. Post email verification, the potential clicks on the **I HEREBY CONFIRM ALL THE DETAILS** button, whereupon the Risk Disclosure Document (RDD) is sent to their verified email ID.

15. The potential has to conduct two E-Signature steps – **KYC E-Sign** and **KRA E-Sign**
    A. KYC E-Sign Process: A PDF is generated by the system that specifies the details of the potential, which can be E-Signed by the potential through the NSDL site using Aadhaar verification via OTP. Once done, the potential clicks on the **PROCEED WITH KYC E-SIGN** button.

B. KRA E-Sign Process: The potential is once again redirected to the NSDL site, where they can proceed to use Aadhaar verification via OTP. Once done, the E-Signature process is completed.

16. The DIY journey now displays the application status of the potential, along with the Form Number and completion stage of the application.
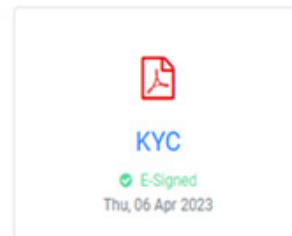

Last Steps

1. Post successful verification by Espresso's backend teams, the account is opened and the potential receives the Espresso Welcome Kit, Trading ID and Password in a secure email on their Registered Email ID.

2. The Unique Client Code (UCC) being generated is the last step. The potential is now an Espresso customer and can start trading.