



**SURYODAY**  
A BANK OF SMILES

**TRAINING FOR SAVING ACCOUNT OPENING**

**Mobisafar**  
Making India Digital

**SURYODAY**  
A BANK OF SMILES

Certificate No. : xxxxxxxxxxxx

**CERTIFICATE OF APPOINTMENT OF BUSINESS CORRESPONDENT AGENT**

Suryoday Small Finance Bank Limited has Appointed Mobisafar Services Private Limited as Corporate Business Correspondent for the Bank

Mobisafar Services Private Limited is Pleased to Appoint

Mr./Ms. : xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Address : xxxxxxxxxxxxxxxxxxxxxxxxxxxx

AS BUSINESS CORRESPONDENT AGENT OF MOBISAFAR SERVICES PRIVATE LIMITED

Code : xxxxxxxxxxxx

Date : xx/xx/xxxx

Mobisafar Services Pvt. Ltd.  
1001 Parkside Court Business Park,  
Phase - III, Sector 34B, Chandigarh  
Haryana, India - 160034  
Tel. : 91-98-8038888  
Web: www.mobisafar.com

This is a computer generated certificate and does not require signature.

**Mobisafar**  
Making India Digital

Auftragsbank Business Correspondent:

**SURYODAY**  
A BANK OF SMILES

Call: 0191-8038888 | Toll Free Number: (800)250771 |

**CUSTOMER SERVICE POINT**

CASH DEPOSIT  
पैसे जमा कराने के लिए

CASH WITHDRAWAL  
पैसे निकालने के लिए

SAVING ACCOUNT OPENING  
सavings account खोलने के लिए

FIXED DEPOSIT  
संचयित कराने के लिए

RECURRING DEPOSIT  
संचयित कराने के लिए

OTHER SERVICES: AIRTEL, BSNL, GPRS, INTERNET, MMS, SMS, TV, X, FAX, ETC.

E-mail : [call@mobisafar.com](mailto:call@mobisafar.com) | Web: [www.mobisafar.com](http://www.mobisafar.com)  
Customer Care: 0191-8038888

**MOBISAFAR BANK MITRA**

Open

**Mobisafar**  
Making India Digital

**SURYODAY**  
A BANK OF SMILES

Suryoday Escalation Matrix for Business Correspondent Agent of Suryoday Small Finance Bank Ltd.

Escalation Priority	Timing	Contact No.
Level 1 Mobisafar Services Pvt. Ltd. <a href="mailto:call@mobisafar.com">call@mobisafar.com</a>	9:00 am - 6:00 pm	0191-8038888
Level 2 Suryoday Small Finance Bank Ltd. Customer Care	24x7	0800-250771

Note: In case of further escalations please write to the Principal Head Office of Mobisafar Services Private Limited as well as 0191-8038888. Details of the service charges is available with the Business Correspondent Agent and customers are advised to refer the same before doing any banking transactions.

**Service Charges**

Service	Charge
Cash Deposit	Rs.
Cash Withdrawal	Rs.
Recurring Deposit	Rs.
Account Opening	Rs.
Maintenance	Rs.

The customer is advised to study with the following:

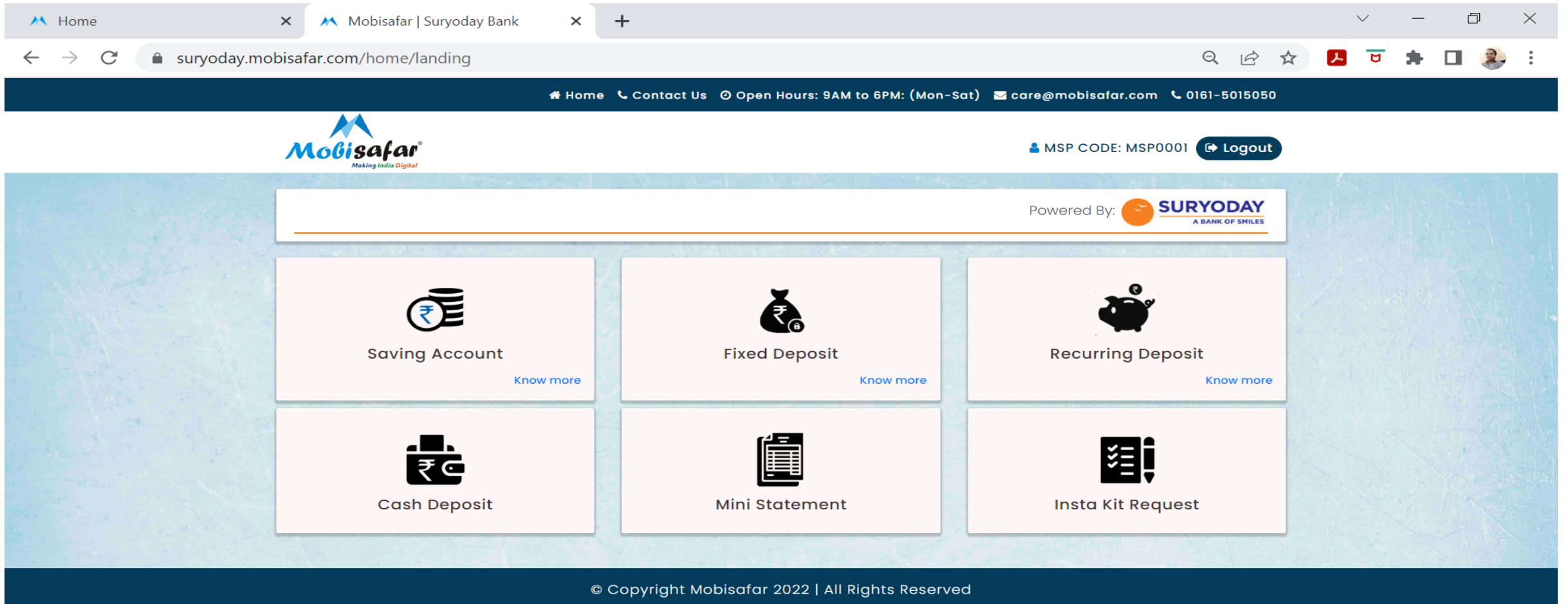
- Mobisafar Services Pvt. Ltd. is only a Business Correspondent (BC) of Suryoday Small Finance Bank Ltd. and subject to BC Agent of Suryoday Small Finance Bank Ltd. through Suryoday Small Finance Bank Ltd.
- The Service Charges mentioned above are inclusive of all taxes including GST.
- If the customer is charged in excess of the Service Charges mentioned above, he/she should contact about the same to Mobisafar Services Pvt. Ltd. / Customer Care Number 0191-8038888.
- The above mentioned service charges are approved by Suryoday Small Finance Bank Ltd. and will subject to their own further update.

Mobisafar Services Pvt. Ltd.      Suryoday Small Finance Bank Ltd.

Mobisafar Services Pvt. Ltd.  
1001 Parkside Court Business Park, Phase - III, Sector 34B, Chandigarh  
Haryana, India - 160034

Suryoday Small Finance Bank Limited,  
101, Parkside Court, Sector 34B, Chandigarh  
Haryana, India - 160034

# Select saving account at home page



The screenshot shows the Mobisafar website home page. The browser address bar displays 'suryoday.mobisafar.com/home/landing'. The page features a dark blue navigation bar with links for Home, Contact Us, Open Hours (9AM to 6PM: Mon-Sat), care@mobisafar.com, and 0161-5015050. The main content area is light blue and contains a grid of six service tiles: Saving Account, Fixed Deposit, Recurring Deposit, Cash Deposit, Mini Statement, and Insta Kit Request. Each tile includes an icon, the service name, and a 'Know more' link. The page is powered by SURYODAY, A BANK OF SMILES. The footer contains the copyright notice: © Copyright Mobisafar 2022 | All Rights Reserved.

Home Contact Us Open Hours: 9AM to 6PM: (Mon-Sat) care@mobisafar.com 0161-5015050

Mobisafar<sup>®</sup> Making India Digital

MSP CODE: MSP0001 Logout

Powered By: SURYODAY A BANK OF SMILES

**Saving Account** Know more

**Fixed Deposit** Know more

**Recurring Deposit** Know more

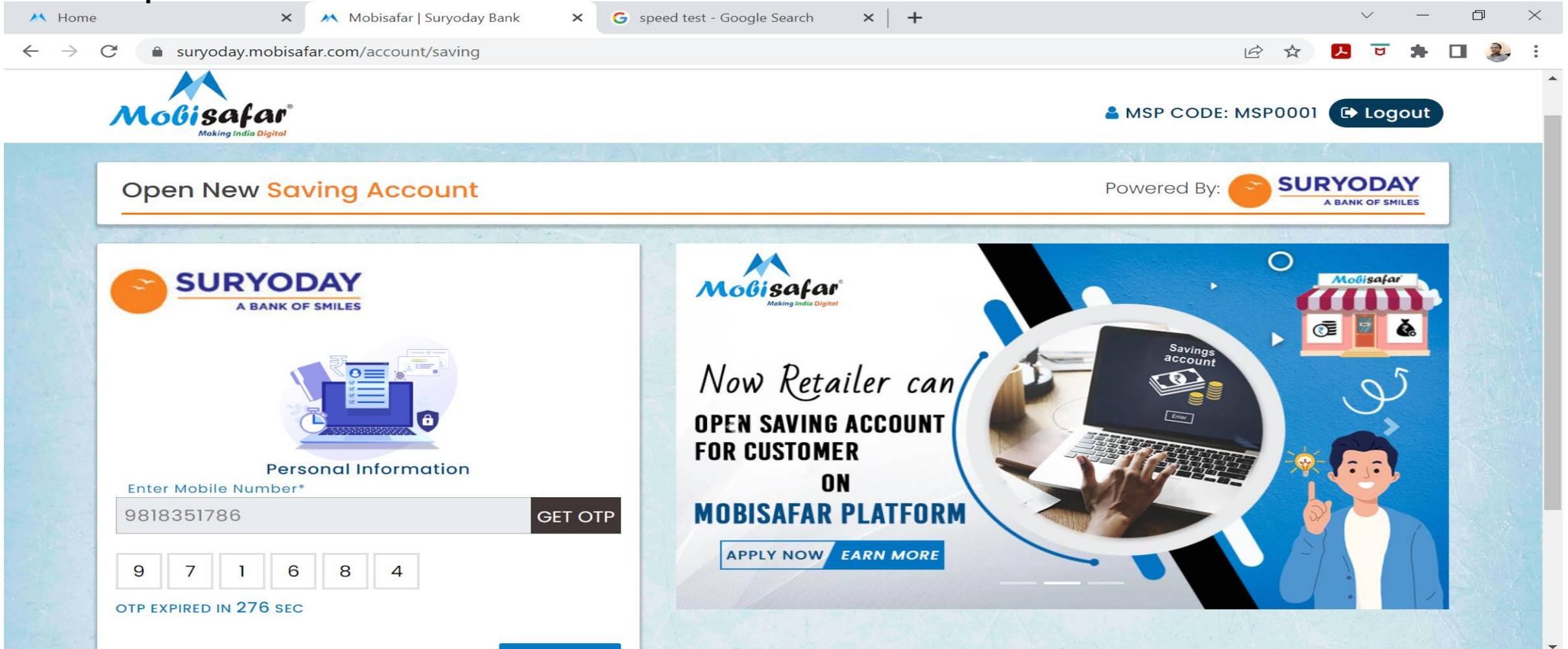
**Cash Deposit**

**Mini Statement**

**Insta Kit Request**

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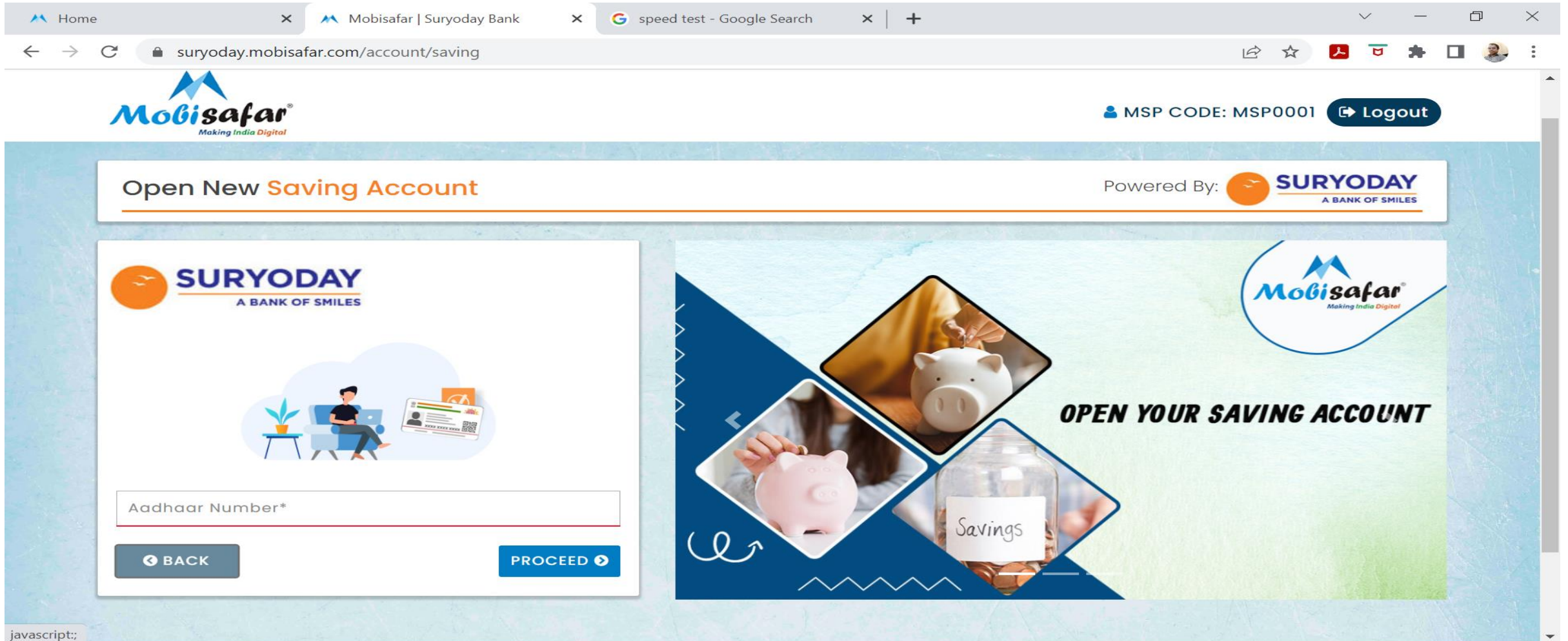
Enter mobile number. Click on GET OTP. Please enter the received OTP & proceed.



The screenshot shows a web browser window with the following elements:

- Browser Tabs:** Home, Mobisafar | Suryoday Bank, speed test - Google Search.
- Address Bar:** suryoday.mobisafar.com/account/saving
- Page Header:** Mobisafar logo, MSP CODE: MSP0001, and a Logout button.
- Main Banner:** "Open New Saving Account" with the Suryoday logo and "Powered By: SURYODAY A BANK OF SMILES".
- Form Section (Left):**
  - Suryoday logo and "A BANK OF SMILES".
  - Illustration of a laptop with financial icons.
  - Section: "Personal Information".
  - Input field: "Enter Mobile Number\*" with value "9818351786".
  - Button: "GET OTP".
  - OTP input boxes: 9, 7, 1, 6, 8, 4.
  - Text: "OTP EXPIRED IN 276 SEC".
- Advertisement Section (Right):**
  - Mobisafar logo.
  - Text: "Now Retailer can OPEN SAVING ACCOUNT FOR CUSTOMER ON MOBISAFAR PLATFORM".
  - Buttons: "APPLY NOW" and "EARN MORE".
  - Illustration of a hand typing on a laptop with "Savings account" on the screen, a lightbulb idea, and a person pointing up.

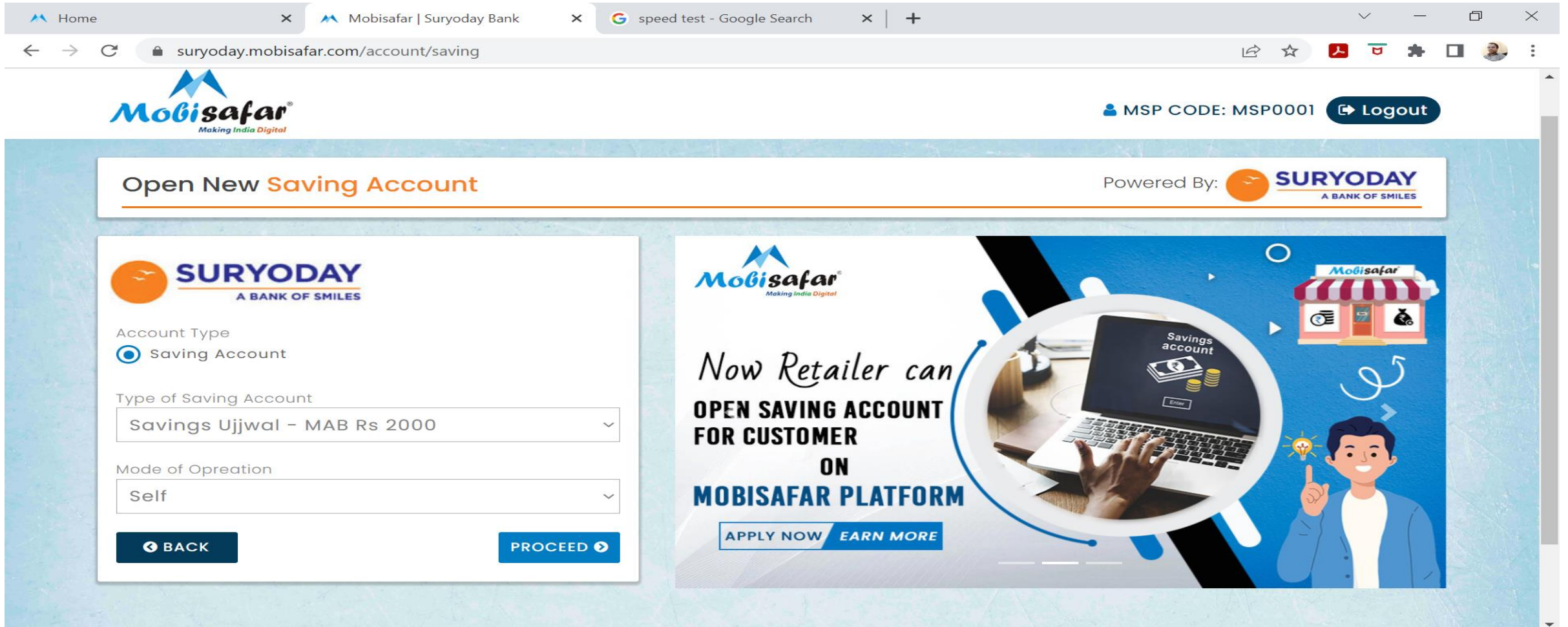
Enter customer's Aadhar number & click proceed.



The screenshot shows a web browser window with the following elements:

- Browser Tabs:** Home, Mobisafar | Suryoday Bank, speed test - Google Search.
- Address Bar:** suryoday.mobisafar.com/account/saving
- Page Header:** Mobisafar logo on the left, MSP CODE: MSP0001 and a Logout button on the right.
- Main Content Area:**
  - Section Header:** Open New Saving Account
  - Powered By:** SURYODAY A BANK OF SMILES
  - Form:** A white box containing the Suryoday logo, an illustration of a person at a laptop, and an input field for "Aadhaar Number\*". Below the input field are "BACK" and "PROCEED" buttons.
  - Image:** A large graphic on the right with the text "OPEN YOUR SAVING ACCOUNT" and images of piggy banks and a savings jar.

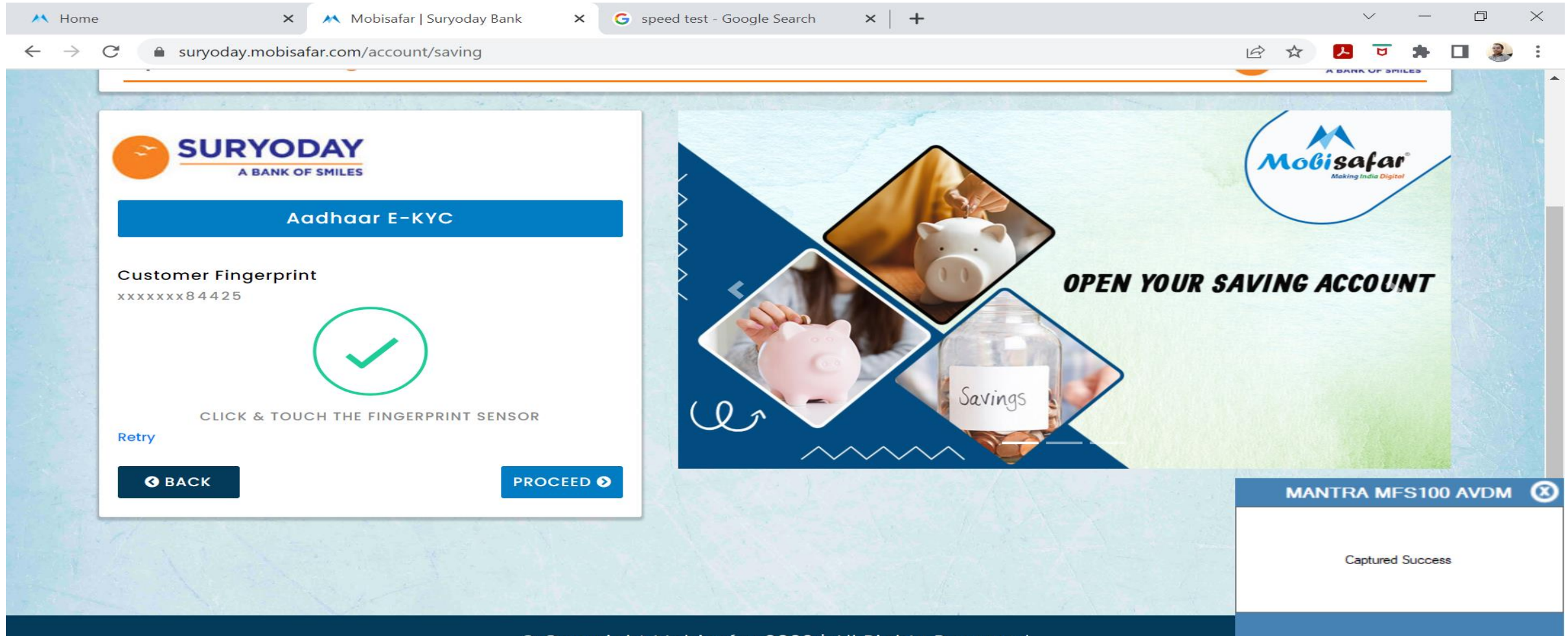
Select account type & mode of operation. Click proceed



The screenshot shows a web browser window with the following elements:

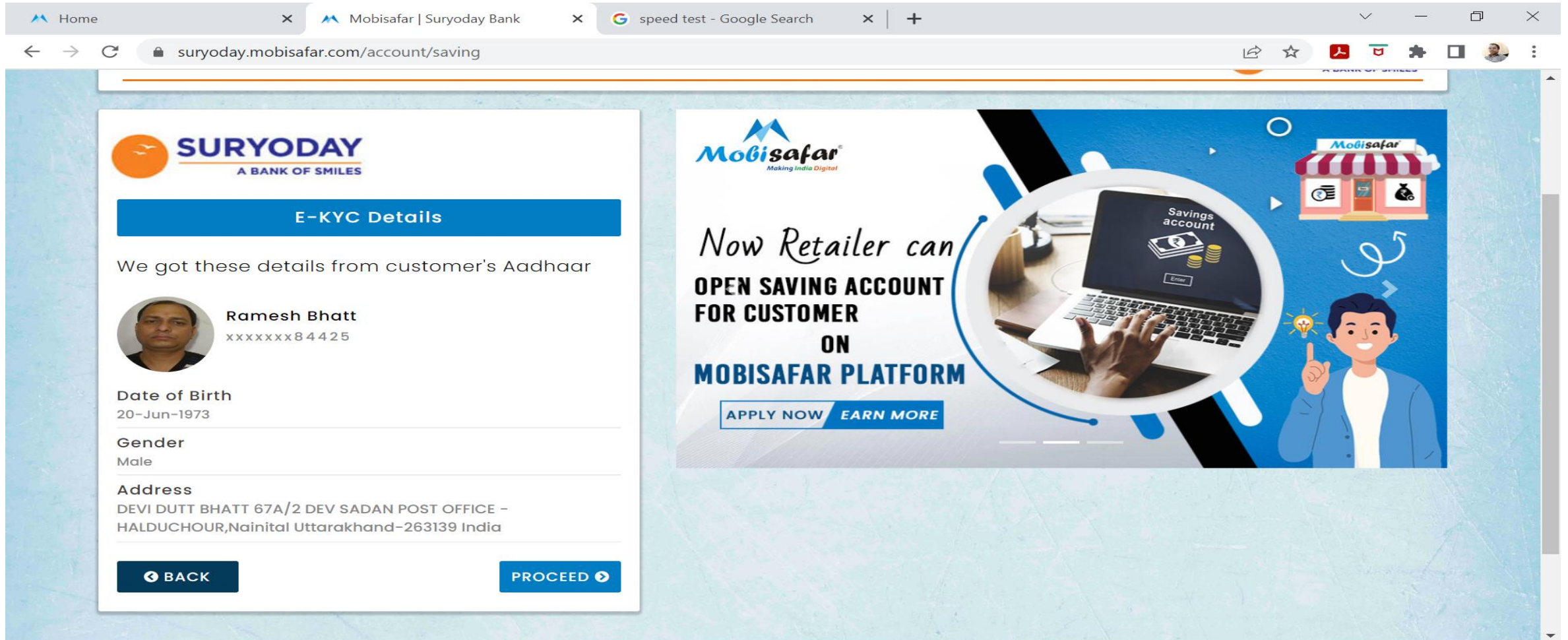
- Browser Tabs:** Home, Mobisafar | Suryoday Bank, speed test - Google Search.
- Address Bar:** suryoday.mobisafar.com/account/saving
- Page Header:** Mobisafar logo on the left, MSP CODE: MSP0001 and a Logout button on the right.
- Main Content Area:**
  - Section Header:** Open New Saving Account
  - Powered By:** SURYODAY A BANK OF SMILES
  - Form:**
    - Account Type:** Saving Account (selected with a radio button)
    - Type of Saving Account:** Savings Ujjwal - MAB Rs 2000 (dropdown menu)
    - Mode of Operation:** Self (dropdown menu)
    - Buttons:** BACK and PROCEED
  - Advertisement:** A banner for "Now Retailer can OPEN SAVING ACCOUNT FOR CUSTOMER ON MOBISAFAR PLATFORM" with an "APPLY NOW EARN MORE" button. The banner features an illustration of a hand on a laptop, a lightbulb, and a storefront.

Complete Aadhar E-KYC with biometric device. Click on proceed.



The screenshot shows a web browser window with the URL `suryoday.mobisafar.com/account/saving`. The page features the Suryoday logo (A BANK OF SMILES) and a blue header for "Aadhaar E-KYC". The main content area displays "Customer Fingerprint" with a masked ID "xxxxxxx84425" and a green checkmark icon. Below the icon, it says "CLICK & TOUCH THE FINGERPRINT SENSOR" and includes a "Retry" link. At the bottom of this section are "BACK" and "PROCEED" buttons. To the right is a promotional banner for "OPEN YOUR SAVING ACCOUNT" with the Mobisafar logo and images of piggy banks and a savings jar. A bottom right notification box shows "MANTRA MFS100 AVDM" and "Captured Success".

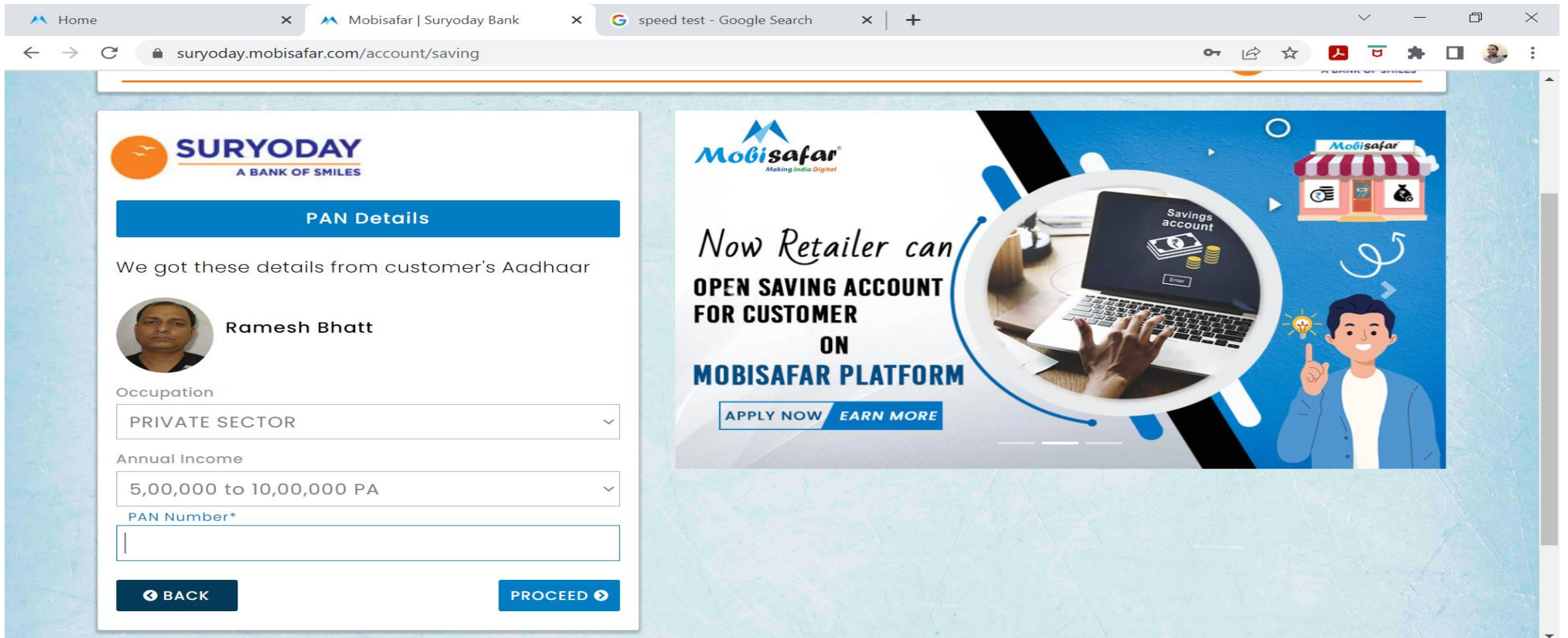
Validate E-KYC details appear on the screen. Click on proceed.



The screenshot shows a web browser with three tabs: Home, Mobisafar | Suryoday Bank, and speed test - Google Search. The address bar displays [suryoday.mobisafar.com/account/saving](http://suryoday.mobisafar.com/account/saving). The main content area is split into two panels. The left panel, titled "E-KYC Details", shows the Suryoday logo and the text "A BANK OF SMILES". Below this, it states "We got these details from customer's Aadhaar" and displays the following information: a profile picture of Ramesh Bhatt, name "Ramesh Bhatt", Aadhaar number "xxxxxxxx84425", date of birth "20-Jun-1973", gender "Male", and address "DEVI DUTT BHATT 67A/2 DEV SADAN POST OFFICE - HALDUCHOUR, Nainital Uttarakhand-263139 India". At the bottom of this panel are "BACK" and "PROCEED" buttons. The right panel is a promotional banner for Mobisafar, featuring the text "Now Retailer can OPEN SAVING ACCOUNT FOR CUSTOMER ON MOBISAFAR PLATFORM" and a call to action "APPLY NOW EARN MORE". The banner includes an illustration of a hand typing on a laptop displaying "Savings account" and "Enter", and a man pointing upwards with a lightbulb idea.

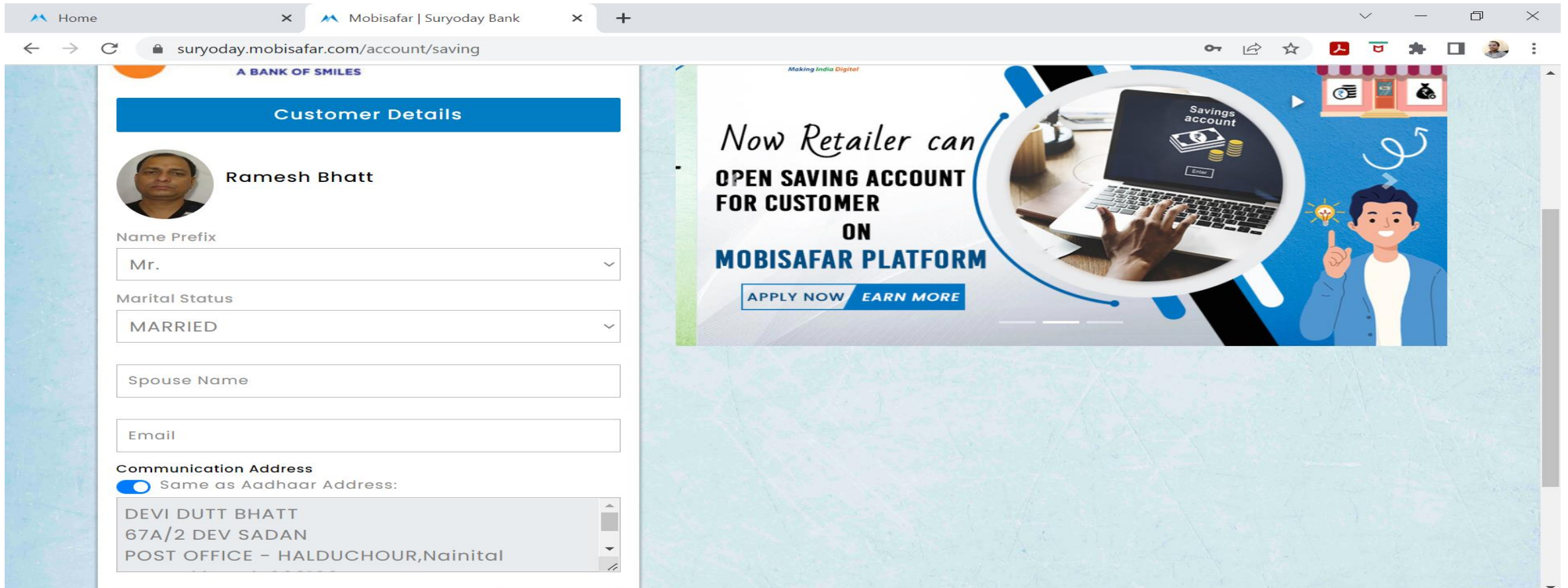


Enter PAN card details like occupation, annual income & PAN number. Click proceed.



The screenshot shows a web browser window with the URL [suryoday.mobisafar.com/account/saving](https://suryoday.mobisafar.com/account/saving). The page features the Suryoday logo and a "PAN Details" section. The section displays the name "Ramesh Bhatt" and a profile picture. Below the name, there are three dropdown menus: "Occupation" set to "PRIVATE SECTOR", "Annual Income" set to "5,00,000 to 10,00,000 PA", and "PAN Number\*" which is currently empty. At the bottom of the form are two buttons: "BACK" and "PROCEED". To the right of the form is a promotional banner for Mobisafar. The banner includes the Mobisafar logo and the text: "Now Retailer can OPEN SAVING ACCOUNT FOR CUSTOMER ON MOBISAFAR PLATFORM". Below this text is a button that says "APPLY NOW EARN MORE". The banner also features an illustration of a person pointing at a laptop screen that displays "Savings account" and "Enter".

Enter customer details like name prefix, marital status, spouse name & communication address.  
Click on proceed



The screenshot shows a web browser window with the URL [suryoday.mobisafar.com/account/saving](https://suryoday.mobisafar.com/account/saving). The page features a "Customer Details" form on the left and a promotional banner on the right.

**Customer Details Form:**

- Name Prefix:** Mr.
- Marital Status:** MARRIED
- Spouse Name:** (Empty field)
- Email:** (Empty field)
- Communication Address:**  Same as Aadhaar Address:  
DEVI DUTT BHATT  
67A/2 DEV SADAN  
POST OFFICE - HALDUCHOUR, Nainital

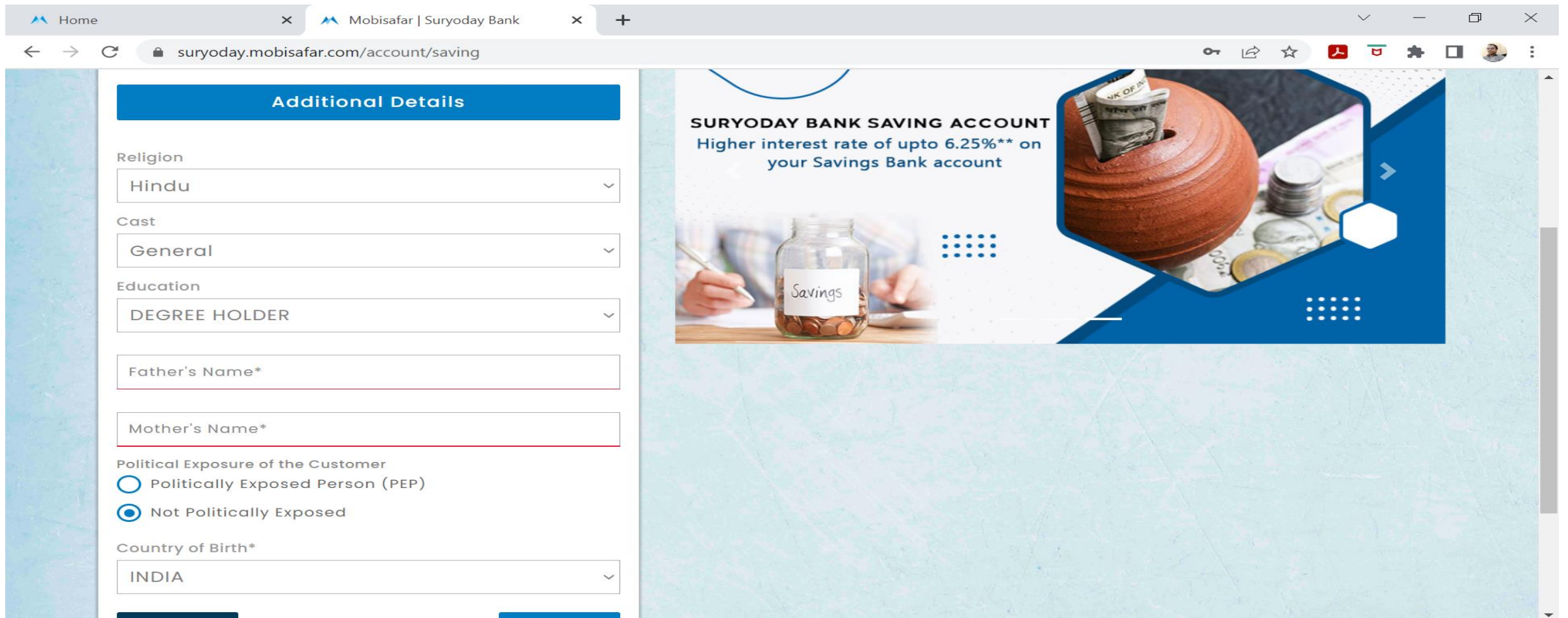
**Promotional Banner:**

Now Retailer can  
**OPEN SAVING ACCOUNT  
FOR CUSTOMER  
ON  
MOBISAFAR PLATFORM**

[APPLY NOW](#) [EARN MORE](#)

Enter some additional details like religion, cast, education, father's name, mother's name.

Select political exposure of the customer & country of birth. Click proceed.



The screenshot shows a web browser window with the URL [suryoday.mobisafar.com/account/saving](http://suryoday.mobisafar.com/account/saving). The page features a form titled "Additional Details" on the left and a promotional banner on the right.

**Additional Details Form:**

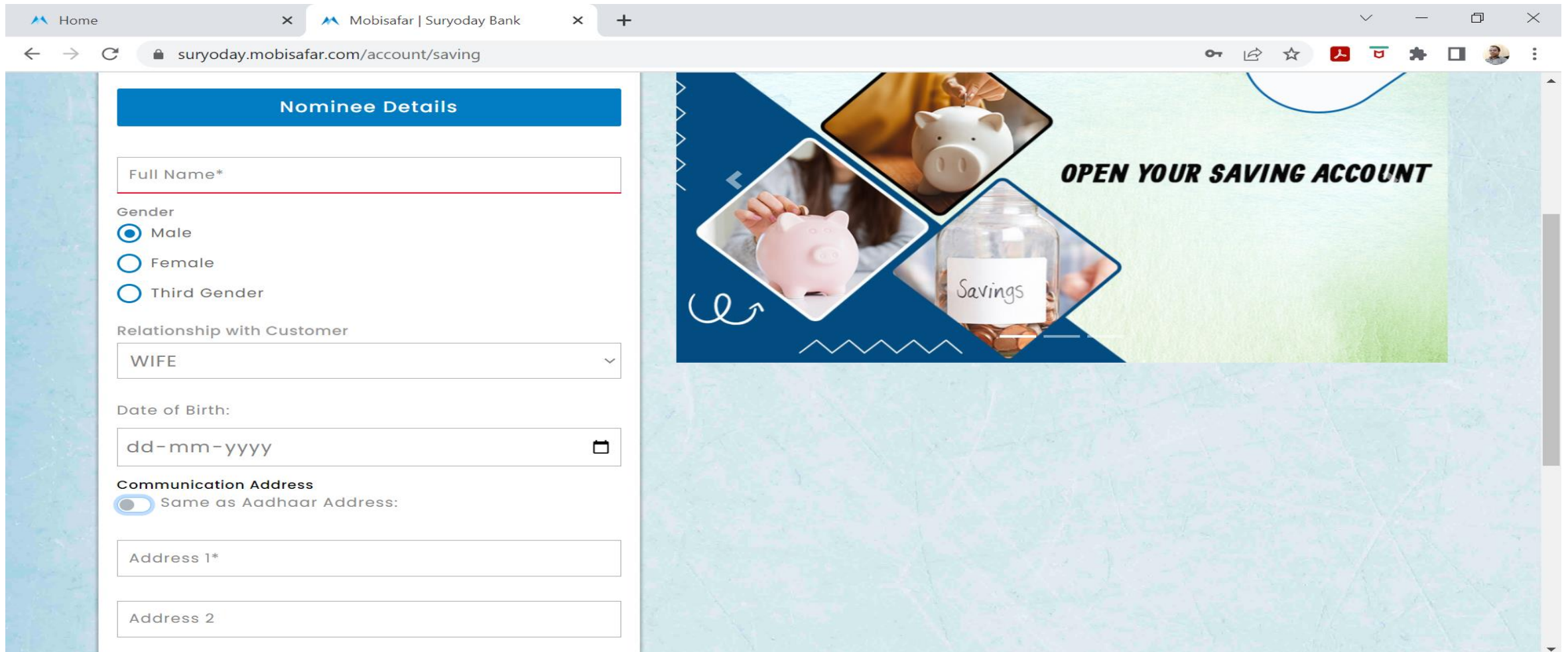
- Religion: Hindu
- Cast: General
- Education: DEGREE HOLDER
- Father's Name\*: [Empty field]
- Mother's Name\*: [Empty field]
- Political Exposure of the Customer:
  - Politically Exposed Person (PEP)
  - Not Politically Exposed
- Country of Birth\*: INDIA

**Promotional Banner:**

**SURYODAY BANK SAVING ACCOUNT**  
Higher interest rate of upto 6.25%\*\* on your Savings Bank account

The banner includes an image of a glass jar labeled "Savings" and a traditional Indian clay pot (matka) with Indian currency notes and coins inside it.

Enter nominee details like full name, relation & date of birth.  
Select communication address & proceed.



The screenshot shows a web browser window with the URL [suryoday.mobisafar.com/account/saving](https://suryoday.mobisafar.com/account/saving). The page is divided into two main sections: a form on the left and a promotional banner on the right.

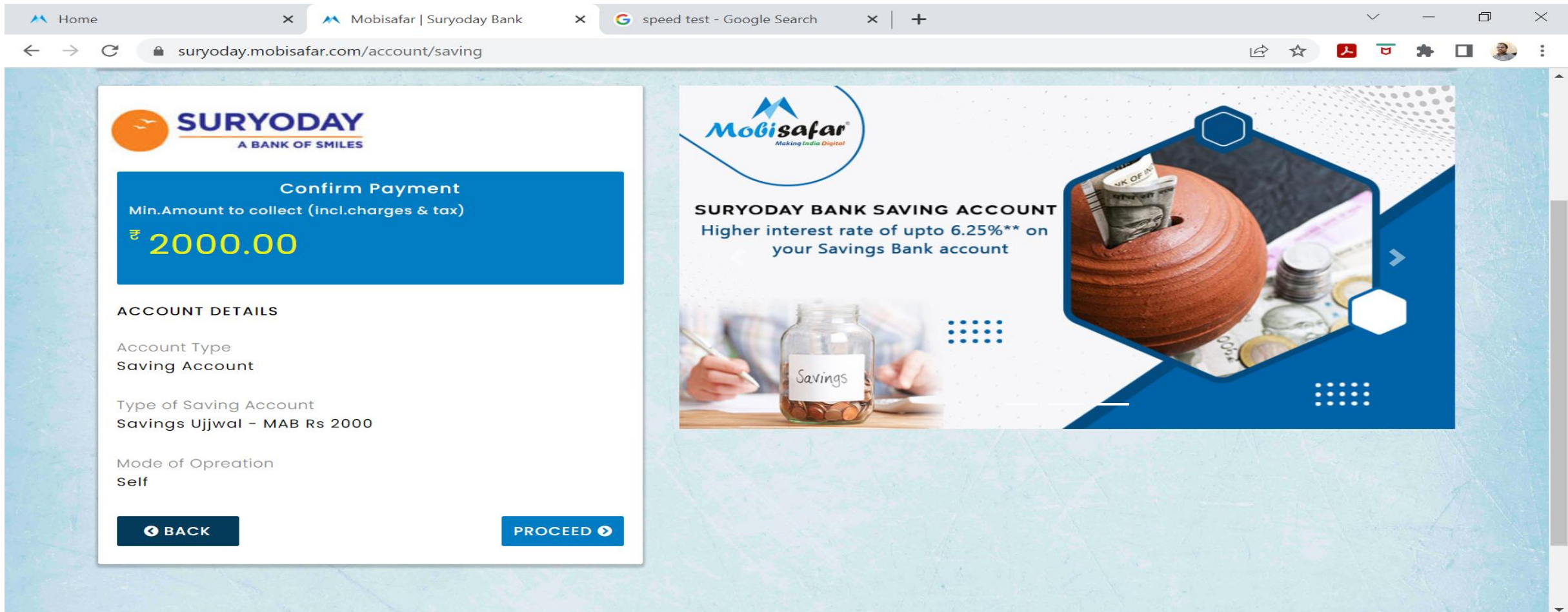
**Nominee Details Form:**

- Full Name\***: A text input field.
- Gender**: Radio buttons for Male (selected), Female, and Third Gender.
- Relationship with Customer**: A dropdown menu with "WIFE" selected.
- Date of Birth:**: A text input field with the placeholder "dd-mm-yyyy" and a calendar icon.
- Communication Address**: A toggle switch for "Same as Aadhaar Address:" which is currently turned on.
- Address 1\***: A text input field.
- Address 2**: A text input field.

**Promotional Banner:**

- The banner features a blue and green background with images of piggy banks and a glass jar labeled "Savings".
- The text "OPEN YOUR SAVING ACCOUNT" is prominently displayed in bold, black letters.

Confirm payment & validate account type. Click proceed



Home x Mobisafar | Suryoday Bank x speed test - Google Search x +

suryoday.mobisafar.com/account/saving

**SURYODAY**  
A BANK OF SMILES

**Confirm Payment**  
Min.Amount to collect (incl.charges & tax)  
**₹ 2000.00**

**ACCOUNT DETAILS**

Account Type  
Saving Account

Type of Saving Account  
Savings Ujjwal - MAB Rs 2000

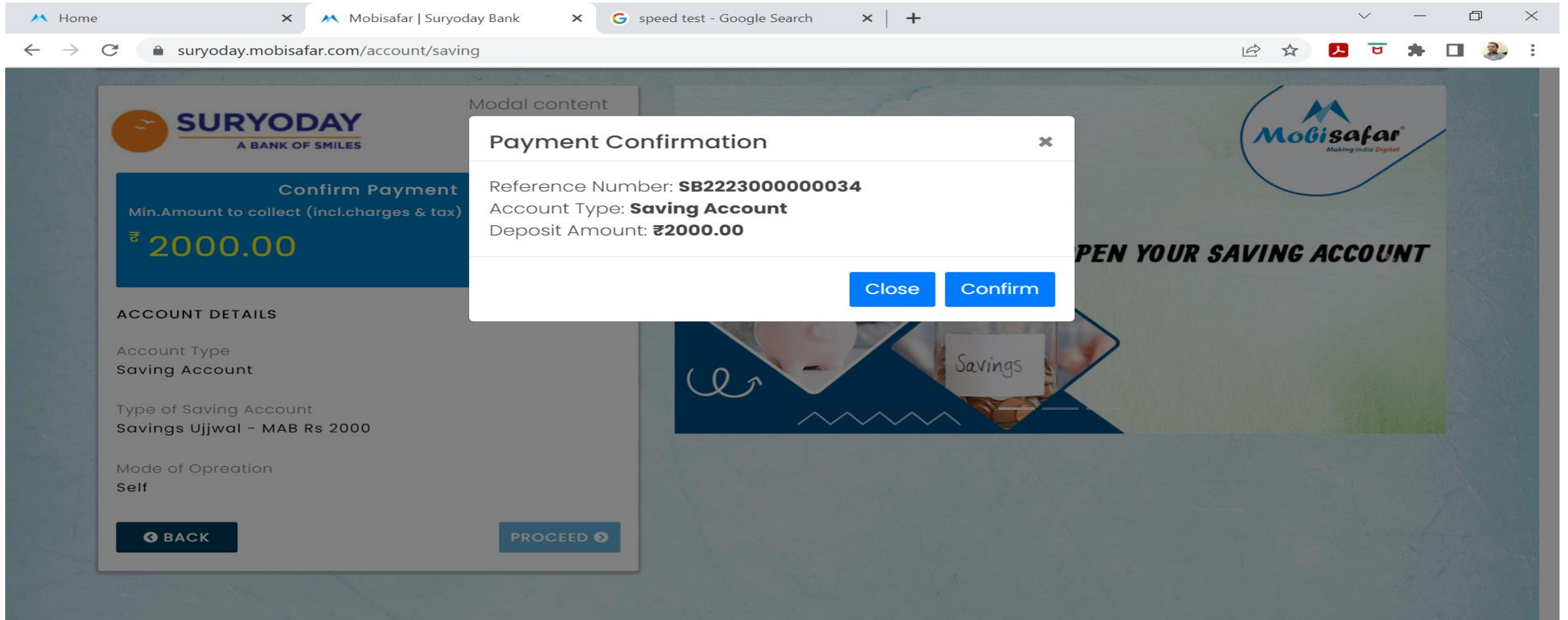
Mode of Opreation  
Self

**BACK** **PROCEED**

**Mobisafar**  
Making India Digital

**SURYODAY BANK SAVING ACCOUNT**  
Higher interest rate of upto 6.25%\*\* on  
your Savings Bank account

Payment confirmation details will appear on the screen. Click on confirm.



The screenshot shows a web browser with three tabs: Home, Mobisafar | Suryoday Bank, and speed test - Google Search. The address bar shows the URL [suryoday.mobisafar.com/account/saving](https://suryoday.mobisafar.com/account/saving). The main content area displays a "Payment Confirmation" modal dialog box. The modal contains the following information:

- Reference Number: **SB2223000000034**
- Account Type: **Saving Account**
- Deposit Amount: **₹2000.00**

At the bottom of the modal are two buttons: "Close" and "Confirm".

In the background, the website interface is visible, including the Suryoday logo (A BANK OF SMILES) and a "Confirm Payment" section showing a minimum amount to collect of ₹2000.00. Below this, the "ACCOUNT DETAILS" section lists:

- Account Type: Saving Account
- Type of Saving Account: Savings Ujjwal - MAB Rs 2000
- Mode of Operation: Self

At the bottom of the page, there are "BACK" and "PROCEED" buttons.

# Announce declaration & proceed.



## Open New Saving Account

Powered By:  **SURYODAY**  
A BANK OF SMILES



### Declaration

#### SAVINGS SUNRISE (SAVINGS ACCOUNT)

##### SERVICE OFFERINGS

Is Customer Physically/Mentally Challenged

Yes, Customer is Physically/Mentally

No, Customer is Able

Is Customer Visually Challenged

Yes, Customer is Visually Challenged

No, Customer is Sighted

Is Customer Illiterate?

Yes, Customer is Illiterate

No, Customer is Educated

##### Available Services

- Debit Card
- Internet Banking
- Mobile Banking
- SMS Alert
- Email Alert

BACK

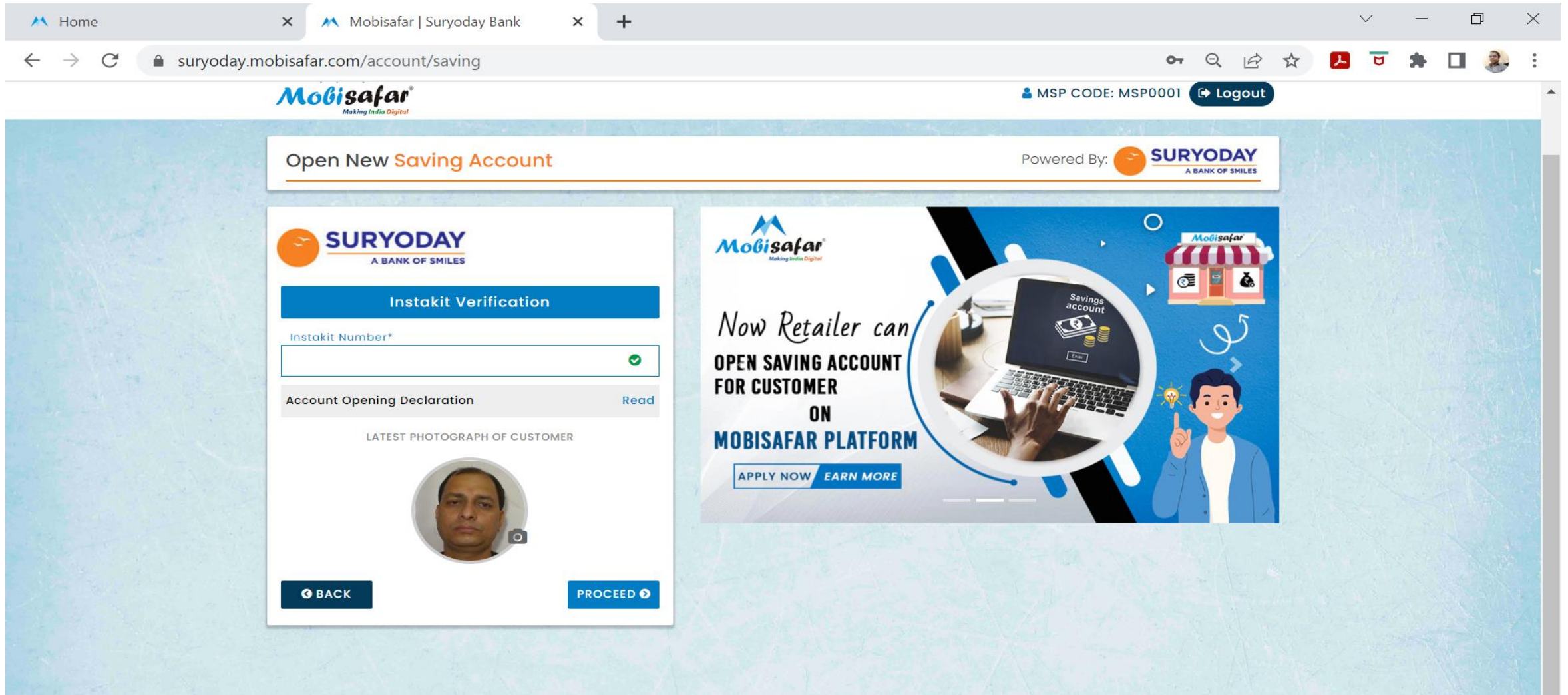
PROCEED



**SURYODAY BANK SAVING ACCOUNT**  
Higher interest rate of upto 6.25%\*\* on  
your Savings Bank account



Enter Insta kit number & proceed.




The screenshot shows a web browser window with the URL [suryoday.mobisafar.com/account/saving](https://suryoday.mobisafar.com/account/saving). The page header includes the Mobisafar logo, the tagline "Making India Digital", the MSP CODE: MSP0001, and a Logout button. The main content area is titled "Open New Saving Account" and is powered by SURYODAY, A BANK OF SMILES. The central form is titled "Instakit Verification" and contains the following elements:

- Instakit Number\***: A text input field with a green checkmark icon on the right.
- Account Opening Declaration**: A link labeled "Read".
- LATEST PHOTOGRAPH OF CUSTOMER**: A circular profile picture of a man with a camera icon in the bottom right corner.
- Navigation Buttons**: "BACK" and "PROCEED" buttons at the bottom.

To the right of the form is a promotional banner with the text: "Now Retailer can OPEN SAVING ACCOUNT FOR CUSTOMER ON MOBISAFAR PLATFORM". Below this text is a button that says "APPLY NOW EARN MORE". The banner also features an illustration of a hand typing on a laptop, a lightbulb, and a storefront icon.




Once details are validated, account will be opened  
Account number is visible on screen.



**SURYODAY**  
A BANK OF SMILES

**M PassBook**

<b>CIF NUMBER :</b>	XXXXXXXXXXXXXXXXXX
<b>ACCOUNT NUMBER :</b>	XXXXXXXXXXXXXXXXXX
<b>IFSC CODE :</b>	XXXXXXXXXXXXXXXXXX
<b>FIRST NAME :</b>	RAHUL
<b>MIDDLE NAME :</b>	
<b>LAST NAME :</b>	KUMAR
<b>ADDRESS :</b>	XX
<b>VILLAGE NAME :</b>	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
<b>PIN CODE :</b>	XXXXXX
<b>KO NAME :</b>	XXXXXXXXXX
<b>KO LOCATION :</b>	XXXXXXXXXX



*It's system generated Digital Passbook does not required Signature and Stamp*

**THANK YOU**