1. **How to initiate video-KYC through the WSFx Smart Fx App?**

       i.   Login in on your WSFx Smart Fx App.
       ii.   Click on the "Profile" tab.
       iii.   Fill your personal details mentioned and update your profile.
       iv.   Under the update button click on "Initiate Video KYC" option to begin your one-time video-KYC.

2. **How do I complete my one-time video-KYC process through the WSFx Smart Fx App?**

   i.   Click on "Initiate Video-KYC" in the profile tab on the WSFx Smart Fx App.
   ii.   Click on the link to complete your Offline Aadhaar verification.
   iii.   Enter your Aadhaar card number and enter the security code provided.
   iv.   Generate a one-time password (OTP).
   v.   Create a "Share Code" for your offline e-KYC and remember it as you will need it to unlock your zip file.
   vi.   Enter your OTP and download your Aadhaar Zip/Xml file.
   vii.   Go on to the WSFx Smart Fx App and check the text box and click on "Proceed Now" to schedule a video-KYC call.
   viii.   Click on "Start" to initiate your video-KYC process.
   ix.   Click "Offline Aadhaar" under proof of identity and click on the "Start" button to proceed
   x.   Select the file i.e. Zip/XML and upload the same. Enter the "Share Code" and click on "Extract"
   xi.   Your 'Proof of Identiy' as per your "Offline Aadhaar details" will now be displayed. Please check your details and click on "Next Step" to proceed.
   xii.   In the next step, enter your PAN number to fetch the details. Please check your details and click on "Next Step" to proceed.
   xiii.   Read and accept the declaration & proceed for your one-time video-KYC call.
   xiv.   Please ensure, your Location, Audio, Video, Internet/Wifi connection is on at all times during the video-call. Please note, you will need to allow and enable these options on your device.
   xv.   An approximate wait time and your number in que will be visible for your information.
   xvi.   Once you are connected our representative will ask you to display your PAN Card and ask you a few random questions to confirm your identity. Also, please note, the service executive will capture your image and pan card live on the call.

xvii.   Once our internal team verifies your KYC documents your Video-KYC status will change to "Completed" under the Profile tab. Post which you can start transacting on the WSFx Smart Fx App

3. What to do if my Video-KYC is rejected?

If your Video-KYC is rejected by our internal team you will receive an e-mail with the reason of rejection. You will have to follow the same steps to reinitiate your video-KYC to complete your order. Make sure you sit in a well-lit area and display the documents clearly. Please write to or speak to our team for any further assistance or clarity with respect to this.

4. Can I transact without completing my Video – KYC in the WSFx Smart Fx App?

No, you cannot transact without completing your video-KYC in the WSFx Smart Fx App.