



CVL OLAO

FREQUENTLY ASKED QUESTIONS

1. What is CVL OLAO (Online Account Opening)?
CVL Online Account Opening (OLAO) application facilitates the customers of intermediaries to open various accounts (viz. DP, Broker etc.) in an online mode. No requirement of physical documents. Documents are to be uploaded online.
2. How can I access OLAO?
Kindly visit your concerned intermediary (DP/Broker/AMC) website and click on the link provided.
3. What documents are required for OLAO?
User should keep below mentioned documents handy while online account opening. Documents may vary based on the segment selected (i.e., Equity or Futures & Options).

❖ PAN CARD
❖ SPECIMEN SIGNATURE
❖ CANCELLED CHEQUE
❖ LATEST INCOME STATEMENT
❖ PHOTO (IF REQUIRED)

4. Are there any conditions with regards to the size and specifications for the documents to be uploaded?
 - ❖ *Specimen signature image size should be 400px X 200px at max*
 - ❖ *Document image size should be 500px X 750px at max*
 - ❖ *Image size should be 200 KB*
 - ❖ *Document image should be in PNG, JPG or JPEG format only*
5. What are the pre-requisites while trying to access OLAO on PC/Mobile?
 - ❖ *Internet connection must be ON*
 - ❖ *Strong Internet connection should be available*
 - ❖ *Browser rights should be given to access device Camera & Location services*
 - ❖ *Laptop or Desktop camera and audio output should be functional*



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6. What should be done if I am unable to process OLAO transaction on PC/Mobile?
 - ❖ *Clear browsing history from web browser*
 - ❖ *Clear “CACHE & COOKIES” from web browser*
 - ❖ *In browser setting check “OPTION” setting, location service & camera must be allowed*
 - ❖ *In mobile device setting, check “PRIVACY” setting, location & camera access must be given to the browser you are using for OLAO.*

7. If for some reason I am unable to complete the OLAO application, will I have to redo the entire application?

Post KYC of the user a “Reference number” for the application is generated. If the User leaves the application midway for some reason, and resumes after some time, the generated “Reference number” may be submitted by the User for resuming the application on the page where it had been left.

Note: Reference number generated is valid for a period of 14 days.

8. Which are the details that I need to submit while processing OLAO?

Details as deemed necessary by the concerned DP, which are in compliance with the SEBI regulations.

9. Are details submitted by me in application confidential?

Details submitted by the user while accessing OLAO are strictly confidential and are shared with the concerned parties (i.e., Intermediary & CVL).

10. Will I receive a copy of the submitted application?

Post the application is submitted, a copy of the same is mailed to the User on the email id submitted.

11. In addition to the documents uploaded online, do I need to physically submit any documents?

No. The documents uploaded as mentioned in (Q. 3) should suffice the document requirement with regards to OLAO.

12. Will I be able to appoint a nominee for my account?

Yes. The applicant has the choice of providing nomination or opting out nomination.

13. How many nominees can I appoint?

The applicant has an option of appointing maximum of three nominees.



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14. Can I change my basic details with regards to DOB, address while filling the application form?
No. Details with regards to the above-mentioned fields are captured from Aadhaar. Any changes to be made in the same will have to be done from UIDAI.
15. Is there a timeout session for the User while filling the application form?
Yes, session will time out if no activity is detected for a period of 20 minutes.
16. Where can I contact in case of any query faced while trying to access OLAO application?
Kindly get in touch with your concerned intermediary (DP/Broker/AMC) for any queries.
17. What should I do if am unable to e-sign the document?
Kindly take a screenshot of the error displayed on the screen and send the same to your concerned DP for the issue to be resolved.
18. What if I am unable to get access to camera?
Refer Q.5,6.
19. What should I do if I am not receiving OTP when registering as new user?
Kindly check if the email id and mobile number details provided are correct. If yes, check the network connectivity. If still the issue persists, kindly inform your concerned DP.
20. I have exited the application halfway and want to resume the process. How do I go about it?
Refer Q.7.
21. Is OLAO accessible from mobile?
Yes.
22. Are there some settings in my laptop/mobile device to be done before I start using the OLAO application?
Refer Q.5,6.
23. What should I do if I am unable to select the KYC options in the drop-down list?
Kindly write to your concerned intermediary (DP/broker/AMC) for the issue to be resolved.



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24. *What should I do if I get the location access denied message?*
Applicant should allow the location access permission from the browser setting.
25. *What should I do if I get the camera access denied message?*
Applicant should allow the camera access permission from the browser setting.
26. *Can OLAO be accessed outside India?*
No. the geo location of the applicant while doing OLAO application has to be of India.
27. *Can two joint holders account be opened through OLAO?*
No. Only sole individual resident account is allowed through OLAO.