Document	User Manual – FINGate Mobile Application
Version	1.0
Year	2023

Version Control Chart

Version	Date	Remarks
1.0	18-April-2023	Initial Version

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1 Introduction

1.1 Purpose

Project FINnet 2.0 envisions to streamline and redefine the process of collection, processing, and dissemination of data for the purpose of effectively generating meaningful intelligence to curb money laundering activities and enforce the provision of PMLA in India. This is a project of national importance and aims to strengthen the financial security architecture of India. The mission statement of FINnet 2.0 states – To provide quality financial intelligence for safeguarding the financial system from the abuses of money laundering, terrorism financing, and other economic offenses.

FINnet 2.0 is implemented as a set of three (3) systems to ensure that the data ingested and processed by the three is isolated and immune to security threats as much as possible and all data is secure. The systems are listed below –

1. FINGate – Collection and pre-processing system

2. FINCore – Processing and analysis system

3. FINex – Dissemination system

The proposed FINGate system shall consist of multiple reporting mechanisms to ensure compliance and facilitate quick and easy reporting.

This document is the user manual for FINGate Portal – Mobile Application module of the FINnet 2.0 System. The mobile applications will be used for collaboration and viewing MIS reports only and no sensitive data will be allowed to be accessed through the application. The mobile application will allow secure access to select reports and collaboration tools like contacting UCC and accessing notifications.

1.2 Scope

The scope of this document is to provide guidance about the FINGate Mobile Application and act as a user manual. The functionalities covered in this user manual are:

1. Login and Navigation of Mobile Application
2. Add and Deactivate User
3. View Dashboard
4. Contact UCC

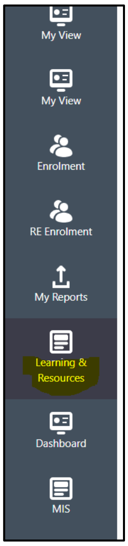
2 Mobile Application

The Mobile Application can be downloaded from the Learning and Resources Tab after logging in to the FINGate portal.

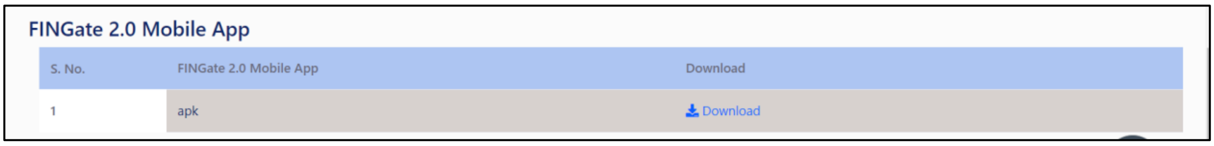
2.1 Download and Install Mobile Application

To download and install Mobile Application, the user needs to follow the below steps:

1. Login to portal.
2. Go to Learning & Resources page.



3. Scroll down to “FINGate 2.0 Mobile App” section



FINGate 2.0 Mobile App

S. No.	FINGate 2.0 Mobile App	Download
1	apk	Download

4. Click on download button it will download the .apk file. User needs to download the relevant file as per the Operating system (For Android or IoS)

2.1.1 Install APK file on Android devices

Opening an APK on Android is a Two Step Process

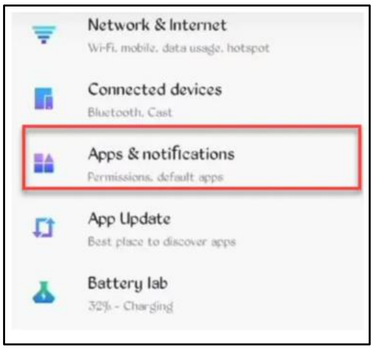
2.1.1.1 Enabling Install from Unknown Sources

Users need to enable opening APK file from external sources. Different methods for different versions of Android are given below:

2.1.1.1.1 For Android 8.0 Oreo and Later

Below are the steps the user need to follow to install the APK file for Android 8.0 Oreo and Later

1. Find ‘apps and notifications’ in settings.
2. On your Android device (Android 8.0 and later), go to ‘settings’ and tap ‘apps and notifications.



Network & Internet
Wi-Fi, mobile, data usage, hotspot

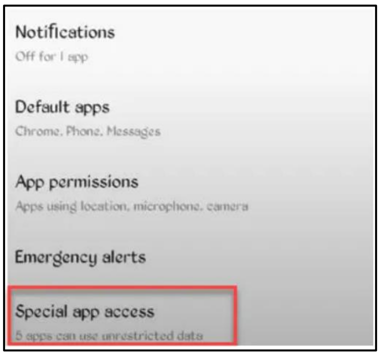
Connected devices
Bluetooth, Cast

Apps & notifications
Permissions, default apps

App Update
Best place to discover apps

Battery lab
32% - Charging

3. After clicking on apps and notifications, scroll down to tap the "special app access" option. Tap "special app access."



Notifications
Off for 1 app

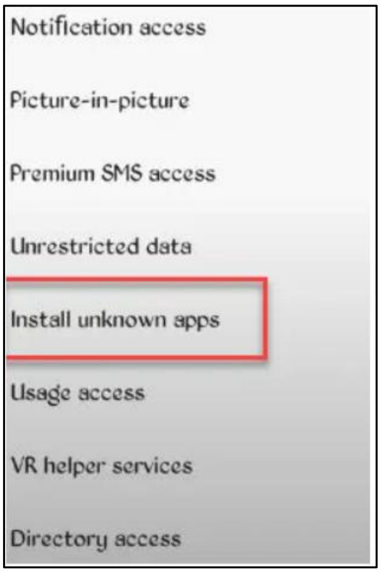
Default apps
Chrome, Phone, Messages

App permissions
Apps using location, microphone, camera

Emergency alerts

Special app access
5 apps can use unrestricted data

4. Once you've tapped special app access, Scroll down to find the 'install unknown apps' option and click. Tap 'install unknown apps.'



Notification access

Picture-in-picture

Premium SMS access

Unrestricted data

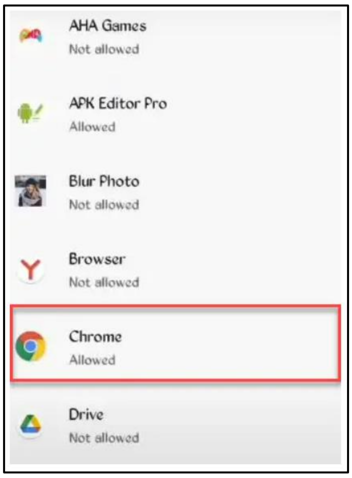
Install unknown apps

Usage access

VR helper services

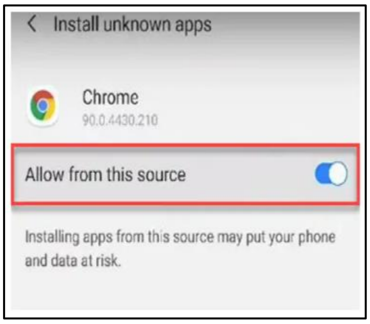
Directory access

5. You will be directed to another page where you can select a browser that you'll use to download the APK file. Select the browser of your choice.


AHA Games
Not allowed
APK Editor Pro
Allowed
Blur Photo
Not allowed
Browser
Not allowed
Chrome
Allowed
Drive
Not allowed

Note: The process may be different depending on your device. For instance, on the Xiaomi Redmi note device, to find "Install Unknown Apps," you need to search 'Special App Access'.

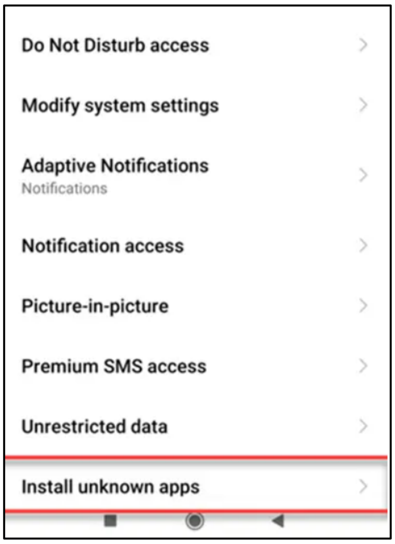
6. Tap the toggle button to allow app installs from your preferred browser. Enable the toggle button.


Install unknown apps
Chrome
90.0.4430.210
Allow from this source
Installing apps from this source may put your phone and data at risk.

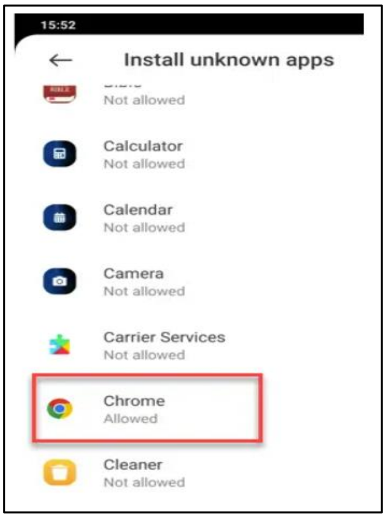
2.1.1.1.2 For Android 10 and later versions

In Android 10 and later versions, User have to utilize the search bar in settings to enable 'Install Unknown Apps.' Here is how to go about it:

1. Search for 'Install Unknown Apps'
2. Click to open the Settings app on your Android phone (Android 10 and later) and search for "Install Unknown Apps" on the settings search bar.



3. Once you've searched, you will be directed to a page titled 'Special App Access.' Scroll down and tap on 'Install Unknown Apps. Tap Install Unknown Apps in the Special app access.
4. You'll be directed to another page where you can select where the file will originate. It could be from your phone's memory, browser. Select the browser of your choice or the origin of the unknown app.


15:52

Install unknown apps

Not allowed

Calculator
Not allowed

Calendar
Not allowed

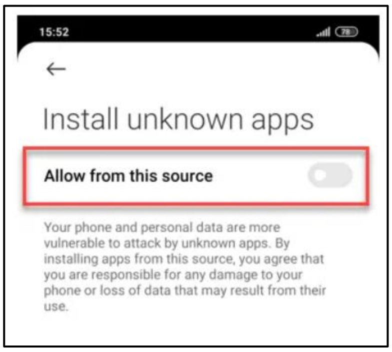
Camera
Not allowed

Carrier Services
Not allowed

Chrome
Allowed

Cleaner
Not allowed

5. Once you've selected your file's origin, you'll be directed to another page where you can enable or turn on the toggle button. Enable the toggle button.


15:52

Install unknown apps

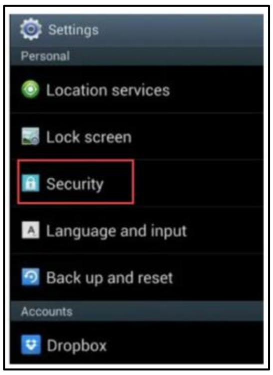
Allow from this source

Your phone and personal data are more vulnerable to attack by unknown apps. By installing apps from this source, you agree that you are responsible for any damage to your phone or loss of data that may result from their use.

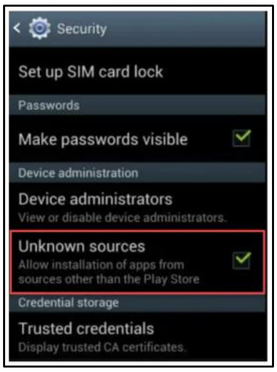
2.1.1.1.3 For Versions Earlier Than Android 8.0

The process is simpler on this version.

1. Find ‘security’ under ‘settings’.
2. On your Android device (an earlier version of the Android Operating system), tap on security settings.



3. Under Device Administration, tap the box to verify installing the app from an unknown source. Tick to verify installing from an unknown source.


Security

Set up SIM card lock

Passwords

Make passwords visible ✓

Device administration

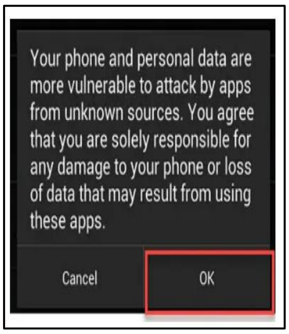
Device administrators
View or disable device administrators.

Unknown sources ✓
Allow installation of apps from sources other than the Play Store

Credential storage

Trusted credentials
Display trusted CA certificates.

4. You will see a warning that you’re about to install a harmful APK file. Click ‘OK.’ Click ‘OK’ to verify


Your phone and personal data are more vulnerable to attack by apps from unknown sources. You agree that you are solely responsible for any damage to your phone or loss of data that may result from using these apps.

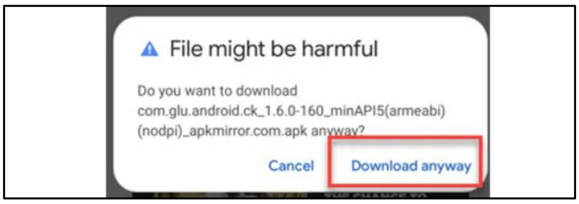
2.1.1.2 Installation the APK

Once you enable the access, the next step is to install the APK. There 2 methods to install as given below:

2.1.1.2.1 Installing From Your Browser

In this case, we will be using the Redmi Note 8, an Android 10 device.Here are the steps for installing APK files from your browser:

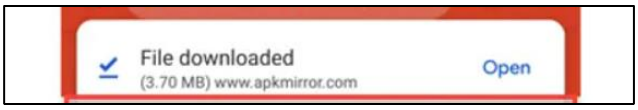
1. Open your browser and find an APK file of your choice. Tap to download it. You should see the download notification at the top bar of your Android device.



File might be harmful

Do you want to download com.glu.android.ck_1.6.0-160_minAPI5(armeabi)(nodpi)_apkmirror.com.apk anyway?

2. Tap to open the APK file and begin installing.Once downloaded, open completed downloads and tap on the APK file to install. The app should begin installing.

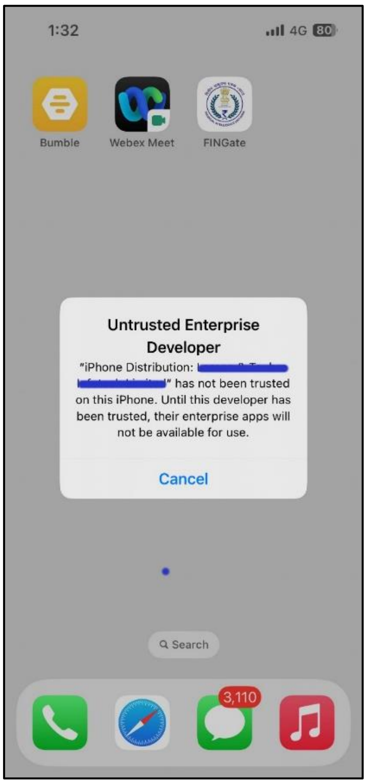


File downloaded
(3.70 MB) www.apkmirror.com

2.1.2 Install IPA file on iPhone devices

Install an IPA on iPhone by the following steps:

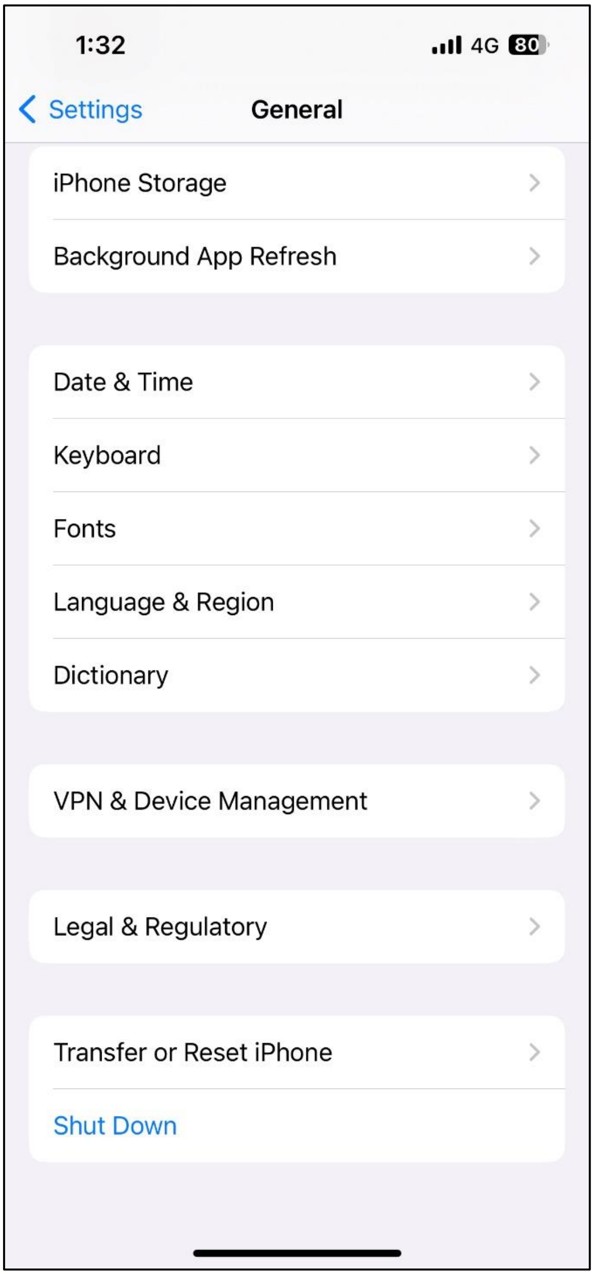
1. After successful download of the IPA file, it will show a message saying that the application is from an Untrusted Enterprise Developer and has not been trusted on this iPhone. Tap on the Cancel button to clear the message.



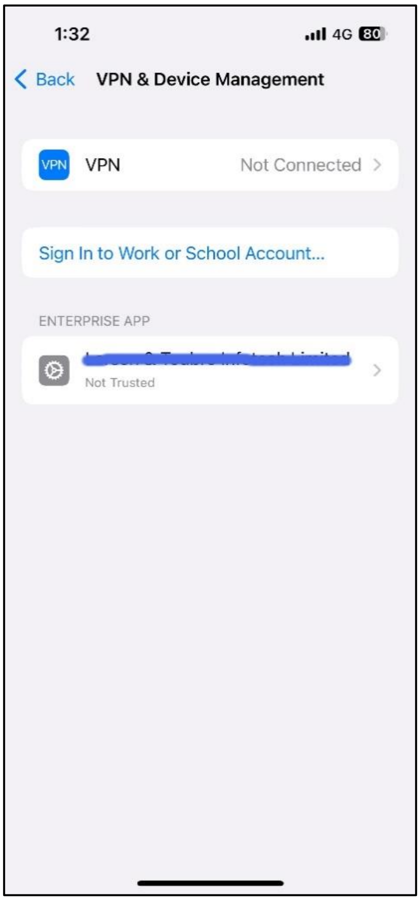
Untrusted Enterprise Developer

"iPhone Distribution: [redacted] [redacted]" has not been trusted on this iPhone. Until this developer has been trusted, their enterprise apps will not be available for use.

2. Go to Settings.
3. Tap on General.
4. Find VPN & Device Management and open it.



5. Look for the Enterprise App section. There, your will see the list of Enterprise name.
6. Tap on the name of the Enterprise and select Trust it.



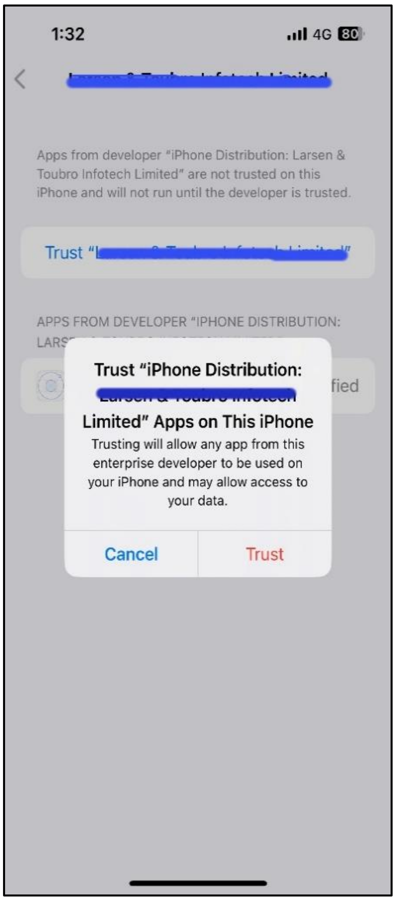
VPN & Device Management

VPN Not Connected

Sign In to Work or School Account...

ENTERPRISE APP

[redacted]
Not Trusted



[redacted]

Apps from developer “iPhone Distribution: Larsen & Toubro Infotech Limited” are not trusted on this iPhone and will not run until the developer is trusted.

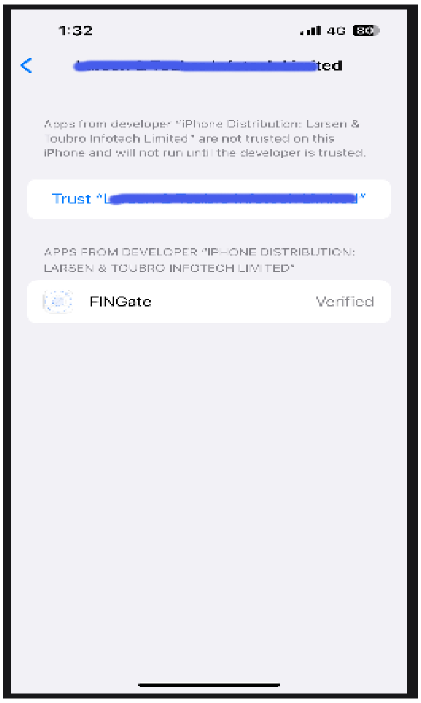
Trust “[redacted]”

APPS FROM DEVELOPER “IPHONE DISTRIBUTION: LARS

fied

Trust “iPhone Distribution: [redacted] Limited” Apps on This iPhone

Trusting will allow any app from this enterprise developer to be used on your iPhone and may allow access to your data.



[redacted]ted

Apps from developer “iPhone Distribution: Larsen & Toubro Infotech Limited” are not trusted on this iPhone and will not run until the developer is trusted.

Trust “[redacted]”

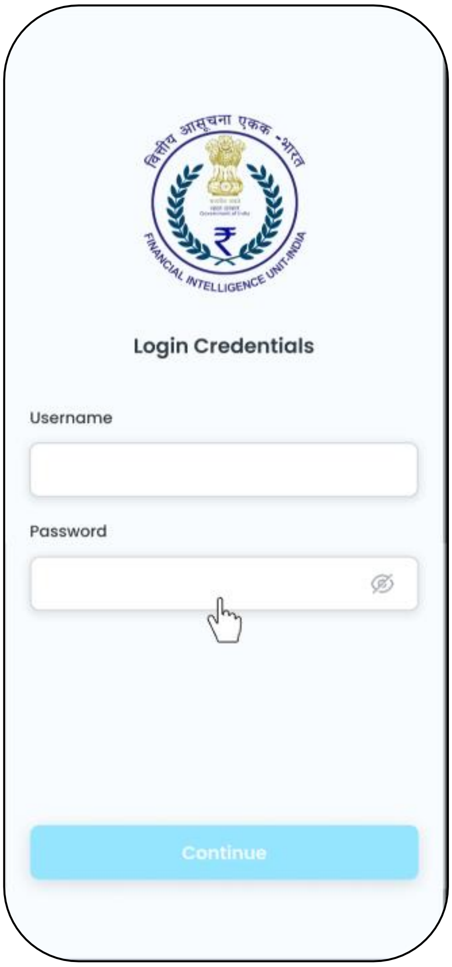
APPS FROM DEVELOPER “IPHONE DISTRIBUTION: LARSEN & TOUBRO INFOTECH LIMITED”

FINGate Verified

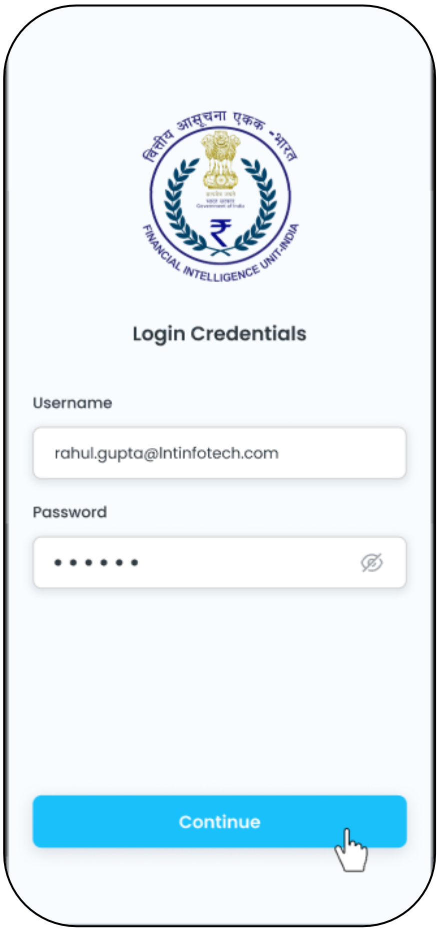
7. Now the FINGate application can be opened successfully.

2.2 Login to Mobile Application

1. After downloading and installing the application on their smartphones, the User needs to click on the FINGate App and below login screen will be visible.



2. The User needs to enter the login credentials: Username and Password. The login credentials will be same as FINGate portal.



Login Credentials

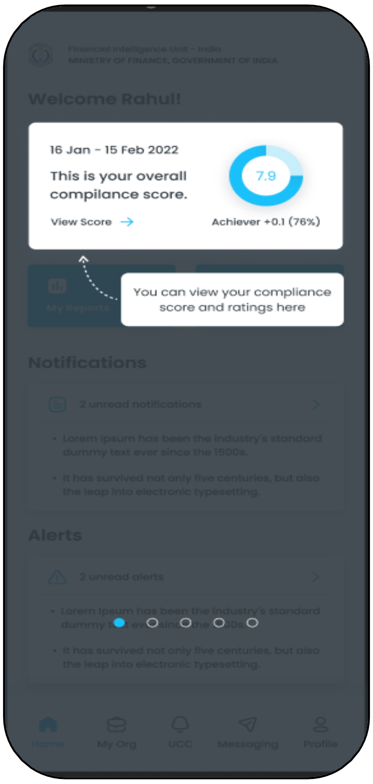
Username

rahul.gupta@Intinfotech.com

Password

••••••

3. After successful login, the user will be redirected to the below onboarding screen. The RE users will be guided the steps to how to use the app. The Users can also skip the onboarding steps by clicking on the skip button.


Financial Intelligence Unit - India
MINISTRY OF FINANCE, GOVERNMENT OF INDIA
Home
My Org
UCC
Messaging
Profile

Welcome Rahul!

16 Jan - 15 Feb 2022

This is your overall compilance score.

7.9

View Score →

Achiever +0.1 (76%)

You can view your compliance score and ratings here

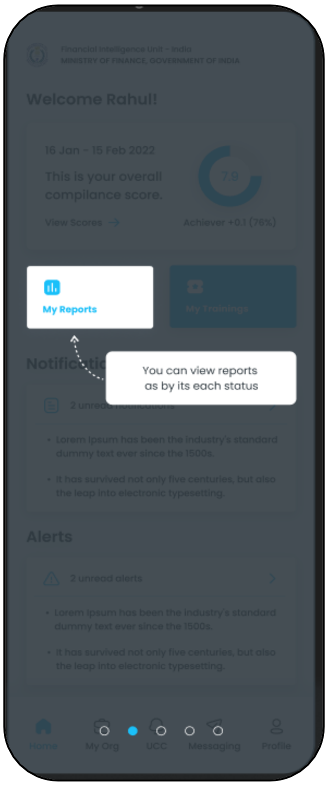
Notifications

2 unread notifications

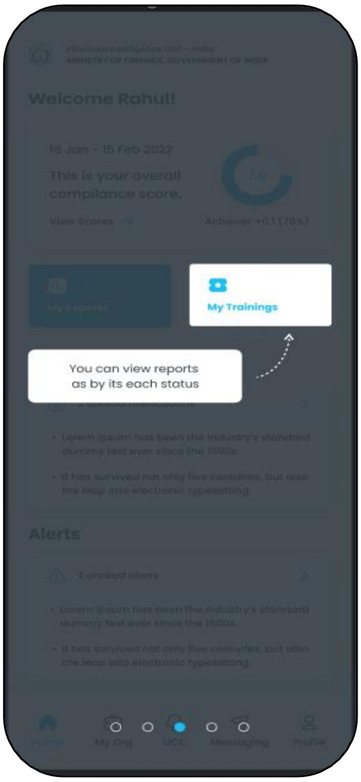
- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

Alerts

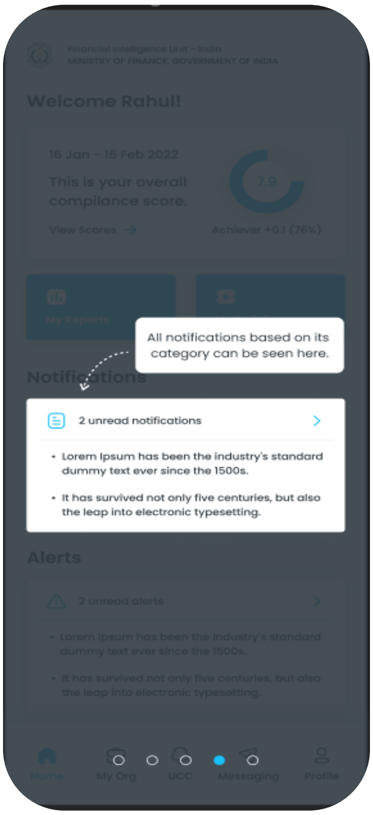
2 unread alerts



You can view reports as by its each status

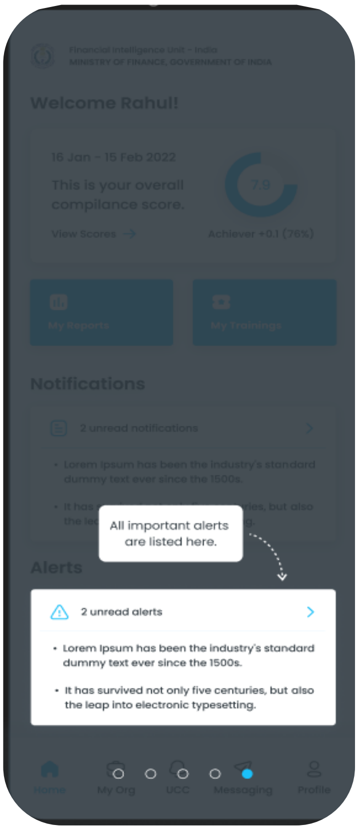


You can view reports as by its each status


All notifications based on its category can be seen here.

2 unread notifications

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.


All important alerts are listed here.

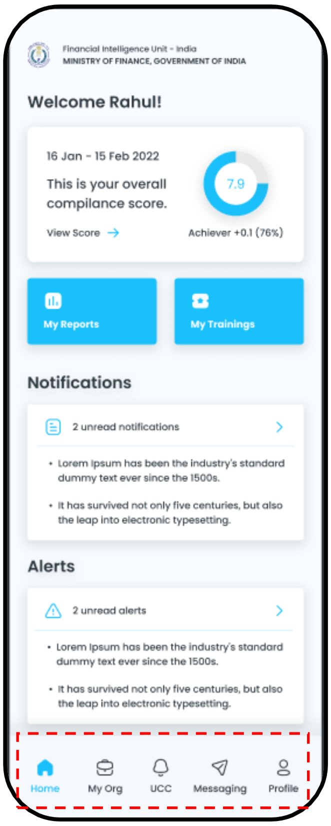
2 unread alerts

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

2.3 Navigation

The Home Page navigation will consist of the following functionalities:

1. Home Page
2. My Org
3. UCC
4. Messaging
5. Profile



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MINISTRY OF FINANCE, GOVERNMENT OF INDIA

Welcome Rahul!

16 Jan - 15 Feb 2022

This is your overall compliance score.

View Score →

7.9

Achiever +0.1 (76%)

Notifications

2 unread notifications

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

Alerts

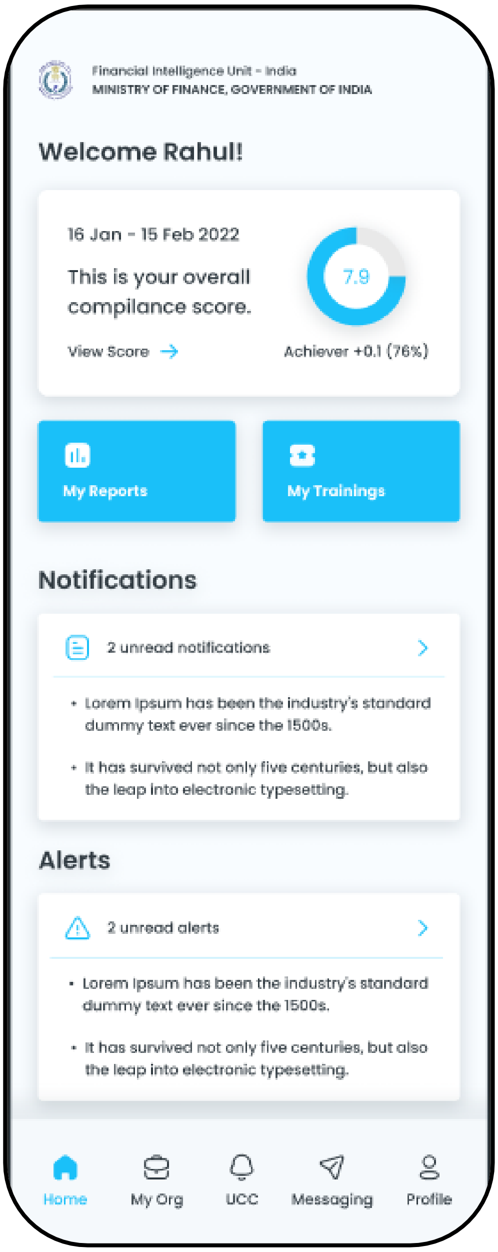
2 unread alerts

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

2.4 Home Page

The Home Page will consist of the following information.

1. Username
2. Compliance Score and redirection to Dashboard
3. Reports- Summary of the recent Reports filed.
4. My Trainings- Link to LMS (Training) Module
5. Notifications
6. Alerts



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Welcome Rahul!

16 Jan - 15 Feb 2022

This is your overall compliance score.

Notifications

2 unread notifications

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

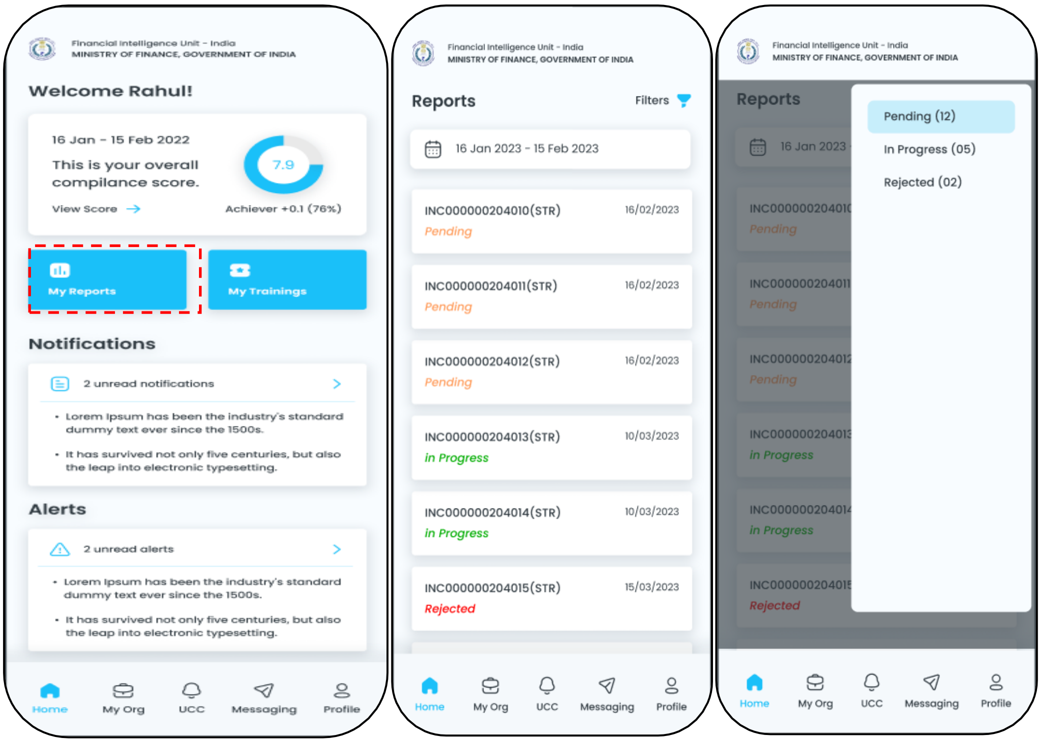
Alerts

2 unread alerts

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

2.4.1 My Reports

My Reports can be accessed from the Home Page by clicking on the “My Reports”. The RE User will be redirected to the My Reports Screen.



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Welcome Rahul!

16 Jan - 15 Feb 2022
This is your overall compilance score.
7.9
View Score →
Achiever +0.1 (76%)

My Reports
My Trainings

Notifications

2 unread notifications

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

Alerts

2 unread alerts

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

Reports
Filters

16 Jan 2023 - 15 Feb 2023

INC000000204010(STR) 16/02/2023
Pending

INC000000204011(STR) 16/02/2023
Pending

INC000000204012(STR) 16/02/2023
Pending

INC000000204013(STR) 10/03/2023
in Progress

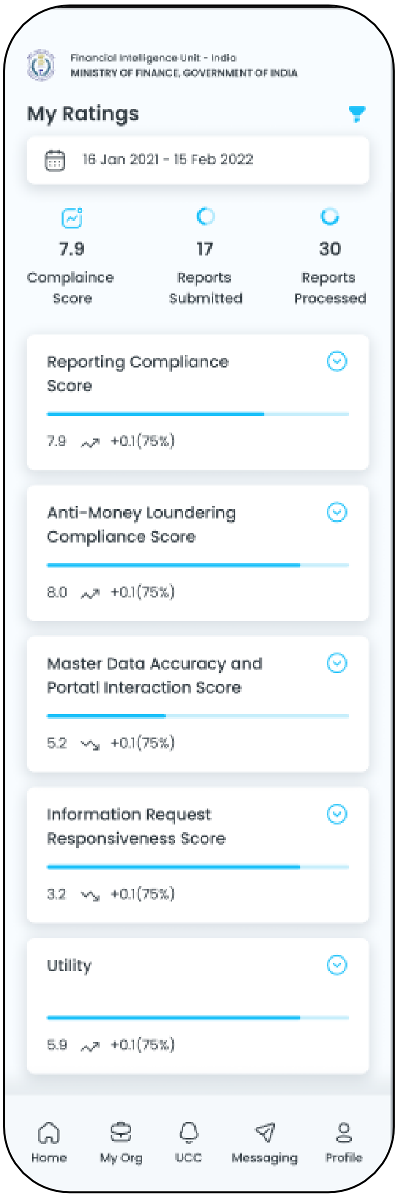
INC000000204014(STR) 10/03/2023
in Progress

INC000000204015(STR) 15/03/2023
Rejected

Pending (12)
In Progress (05)
Rejected (02)

2.4.2 My Ratings

My Ratings can be accessed from the Home Page by clicking on the “My Ratings”. The RE User will be redirected to the My Ratings Screen.



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My Ratings

16 Jan 2021 - 15 Feb 2022

7.9	17	30
Complaince Score	Reports Submitted	Reports Processed

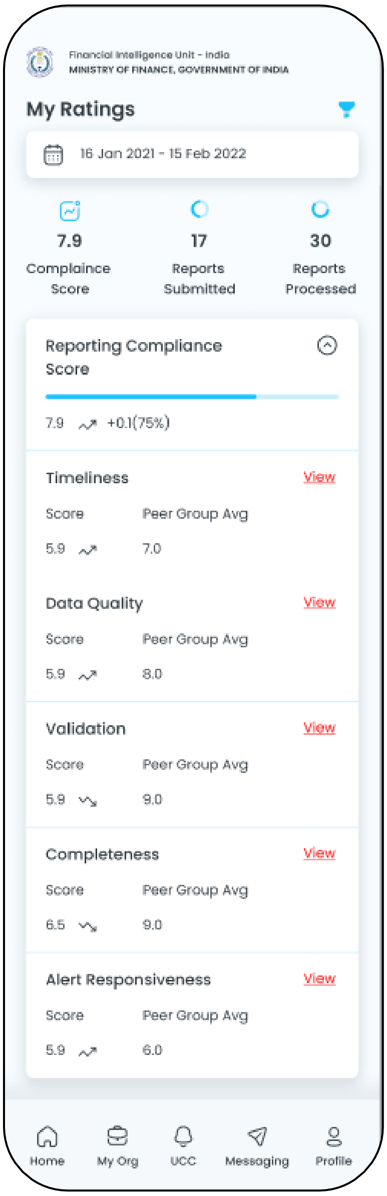
Reporting Compliance Score
7.9 +0.1(75%)

Anti-Money Loundering Compliance Score
8.0 +0.1(75%)

Master Data Accuracy and Portatl Interaction Score
5.2 +0.1(75%)

Information Request Responsiveness Score
3.2 +0.1(75%)

Utility
5.9 +0.1(75%)



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My Ratings

16 Jan 2021 - 15 Feb 2022

7.9	17	30
Complaince Score	Reports Submitted	Reports Processed

Reporting Compliance Score
7.9 +0.1(75%)

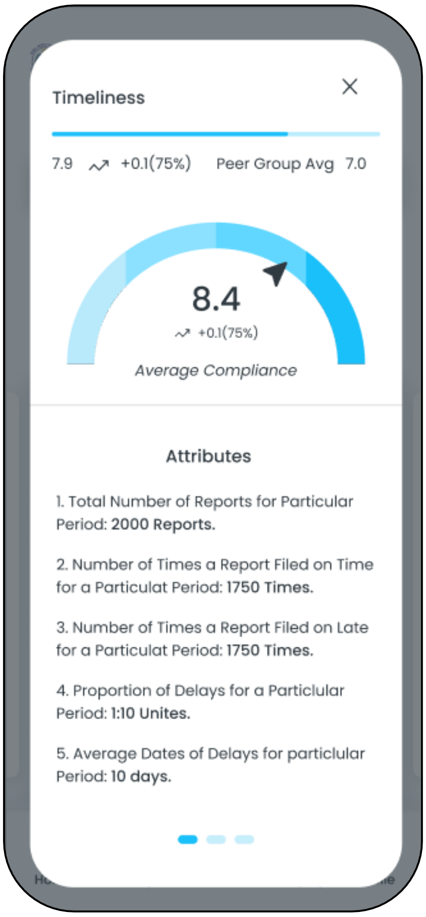
Timeliness View
Score Peer Group Avg
5.9 7.0

Data Quality View
Score Peer Group Avg
5.9 8.0

Validation View
Score Peer Group Avg
5.9 9.0

Completeness View
Score Peer Group Avg
6.5 9.0

Alert Responsiveness View
Score Peer Group Avg
5.9 6.0



Timeliness

7.9 +0.1(75%) Peer Group Avg 7.0

8.4
+0.1(75%)
Average Compliance

Attributes

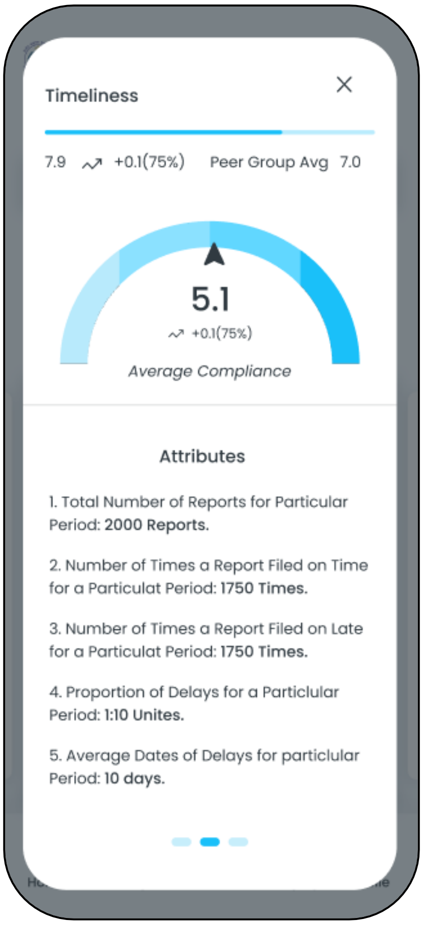
1. Total Number of Reports for Particular Period: **2000 Reports.**

2. Number of Times a Report Filed on Time for a Particulat Period: **1750 Times.**

3. Number of Times a Report Filed on Late for a Particulat Period: **1750 Times.**

4. Proportion of Delays for a Particlular Period: **1:10 Unites.**

5. Average Dates of Delays for particlular Period: **10 days.**



Timeliness

7.9 +0.1(75%) Peer Group Avg 7.0

5.1
+0.1(75%)
Average Compliance

Attributes

1. Total Number of Reports for Particular Period: **2000 Reports.**

2. Number of Times a Report Filed on Time for a Particulat Period: **1750 Times.**

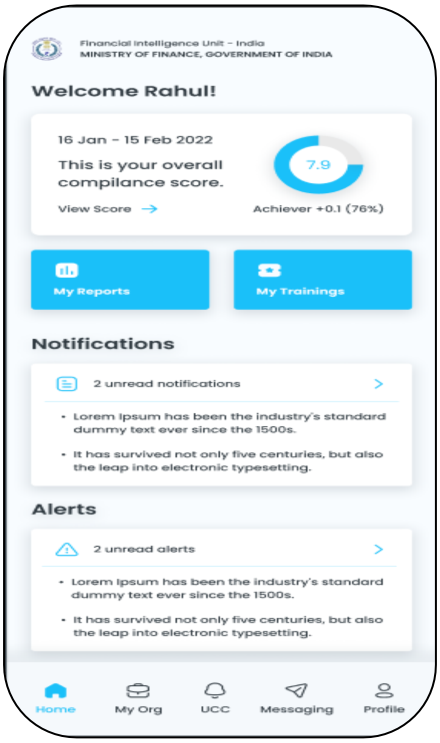
3. Number of Times a Report Filed on Late for a Particulat Period: **1750 Times.**

4. Proportion of Delays for a Particlular Period: **1:10 Unites.**

5. Average Dates of Delays for particlular Period: **10 days.**

2.4.3 Notifications

The notifications Section can be accessed form the home page.



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Welcome Rahul!

16 Jan - 15 Feb 2022
This is your overall compliance score.
7.9
View Score →
Achiever +0.1 (76%)

My Reports | My Trainings

Notifications

2 unread notifications

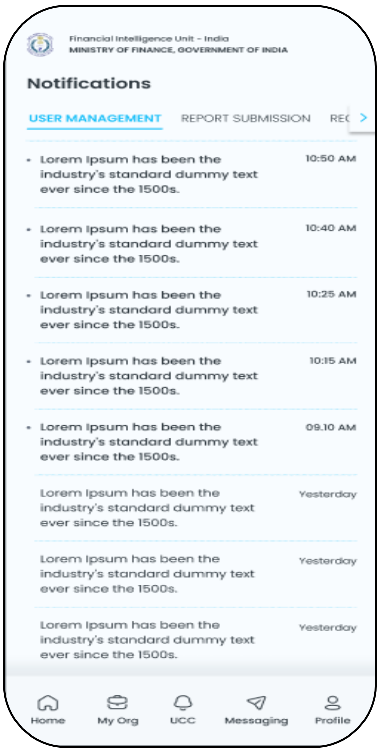
- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

Alerts

2 unread alerts

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.
- It has survived not only five centuries, but also the leap into electronic typesetting.

Home | My Org | UCC | Messaging | Profile



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Notifications

USER MANAGEMENT | REPORT SUBMISSION | REC

- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. 10:50 AM
- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. 10:40 AM
- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. 10:25 AM
- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. 10:15 AM
- Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. 09.10 AM

Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. Yesterday

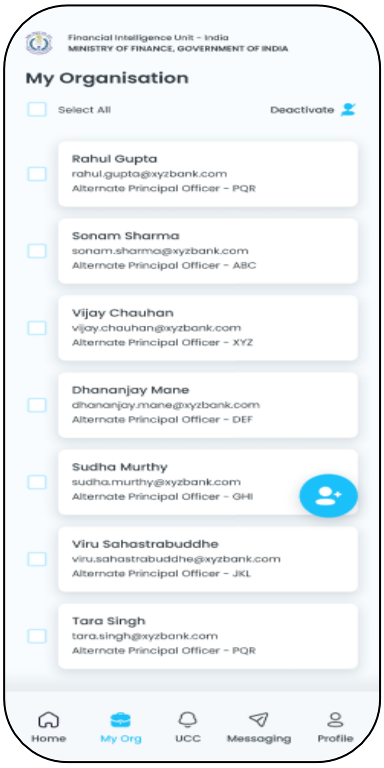
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. Yesterday

Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. Yesterday

Home | My Org | UCC | Messaging | Profile

2.5 My Org

My Org contains all the information about the RE organisation's active User. The RE PO User can deactivate an already registered user. Also, RE PO can also add users.



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My Organisation

□ Select All Deactivate

□ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

□ Sonam Sharma
sonam.sharma@xyzbank.com
Alternate Principal Officer - ABC

□ Vijay Chauhan
vijay.chauhan@xyzbank.com
Alternate Principal Officer - XYZ

□ Dhananjay Mane
dhananjay.mane@xyzbank.com
Alternate Principal Officer - DEF

□ Sudha Murthy
sudha.murthy@xyzbank.com
Alternate Principal Officer - GHI

□ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

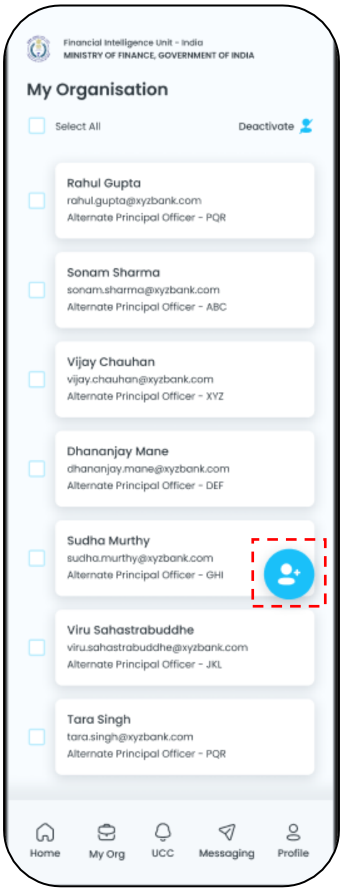
□ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR

Home | My Org | UCC | Messaging | Profile

2.5.1 Add User

RE PO can add new users in FINGate 2.0. To add new User, the RE PO needs to navigate to the “My Org” and follow the below steps:

1. The RE PO needs to navigate to the “My Org”.
2. The RE PO will be navigated to the My Organisation screen and the user list with “Active” status will be visible.
3. To add new user, User needs to click on the “Add User” icon.
4. On clicking the Add icon the, the user will be navigated to the Add User Screen.
5. The RE PO needs to enter the following details:
    a. First Name
    b. Last Name
    c. Role
    d. Designation
    e. Mobile Number
    f. Email ID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My Organisation

□ Select All Deactivate

□ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

□ Sonam Sharma
sonam.sharma@xyzbank.com
Alternate Principal Officer - ABC

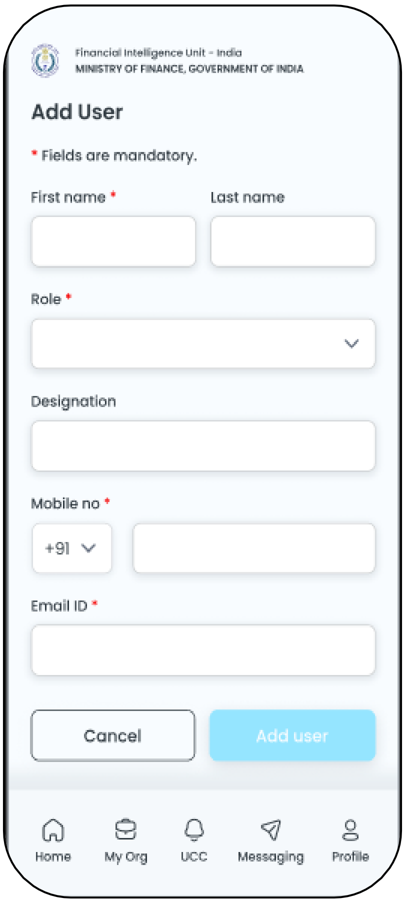
□ Vijay Chauhan
vijay.chauhan@xyzbank.com
Alternate Principal Officer - XYZ

□ Dhananjay Mane
dhananjay.mane@xyzbank.com
Alternate Principal Officer - DEF

□ Sudha Murthy
sudha.murthy@xyzbank.com
Alternate Principal Officer - GHI

□ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

□ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR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Add User

* Fields are mandatory.

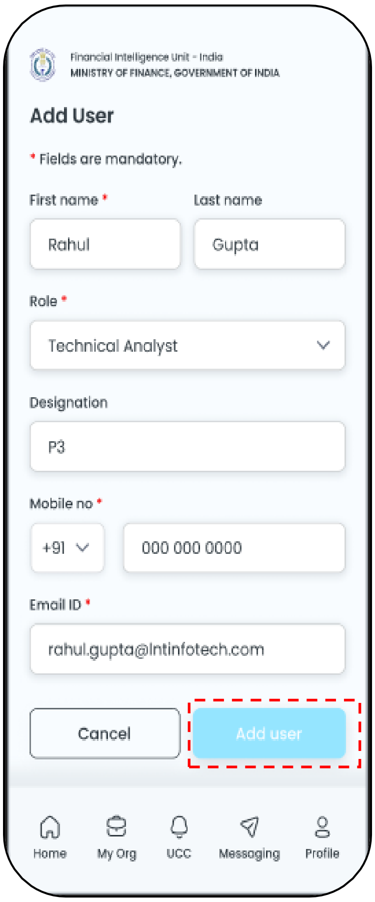
First name * Last name

Role *

Designation

Mobile no *
+91

Email ID *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Add User

* Fields are mandatory.

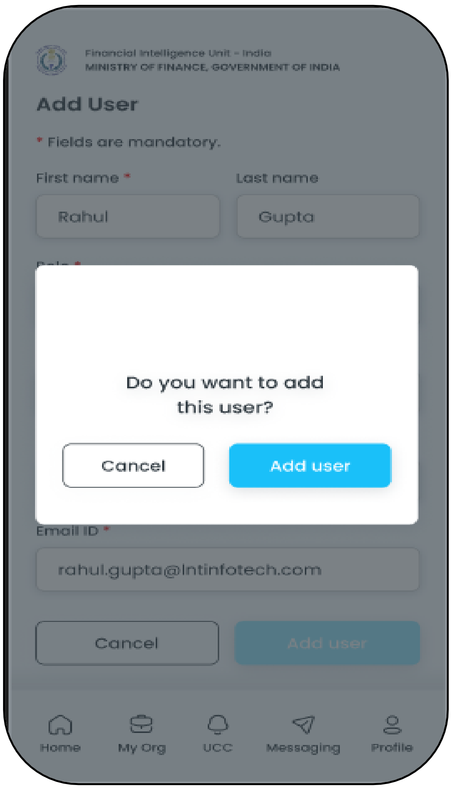
First name *: Rahul
Last name: Gupta

Role *: Technical Analyst

Designation: P3

Mobile no *: +91 000 000 0000

Email ID *: rahul.gupta@Intinfotech.com


Financial Intelligence Unit - India
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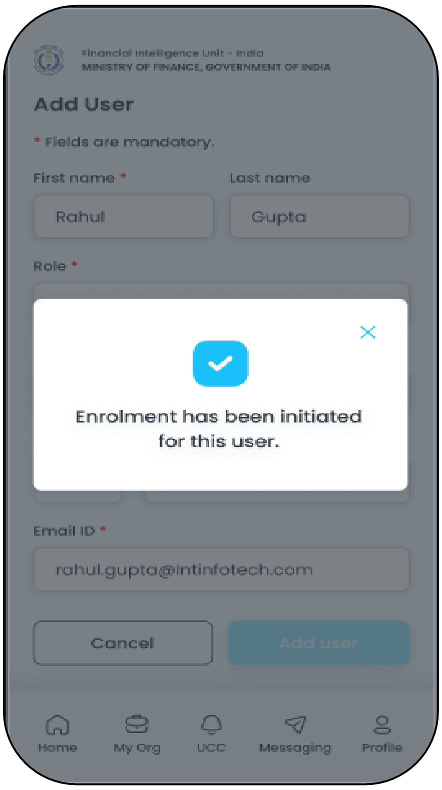
Add User

* Fields are mandatory.

First name *: Rahul
Last name: Gupta

Do you want to add this user?

Email ID *: rahul.gupta@Intinfotech.com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Add User

* Fields are mandatory.

First name *: Rahul
Last name: Gupta

Role *

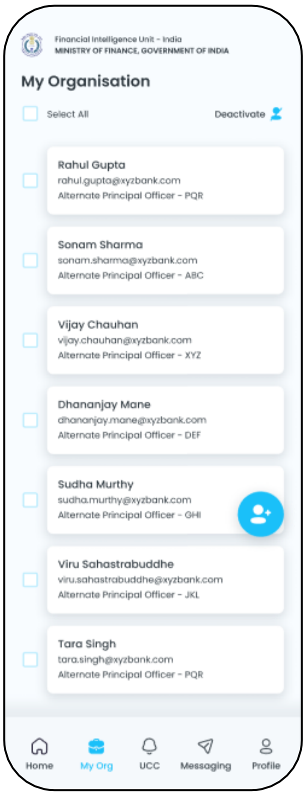
Enrolment has been initiated for this user.

Email ID *: rahul.gupta@Intinfotech.com

2.5.2 Deactivate User

RE PO can deactivate the existing users in FINGate 2.0. To deactivate existing Users, the RE PO can navigate to the “My Org” and follow the below steps:

1. The RE PO needs to navigate to the “My Org”.
2. The RE PO will be navigated to the My Organisation screen and the user list with “Active” status will be visible.
3. The RE PO needs to select the user to be deactivated.
4. To deactivate the user, User needs to click on the “Deactivate” icon.
5. On clicking the deactivate icon, pop-up will appear.
6. On confirmation, the selected User will be deactivated.



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My Organisation

□ Select All Deactivate

□ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

□ Sonam Sharma
sonam.sharma@xyzbank.com
Alternate Principal Officer - ABC

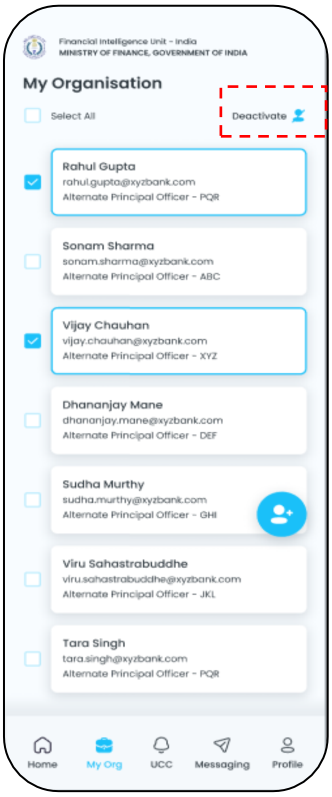
□ Vijay Chauhan
vijay.chauhan@xyzbank.com
Alternate Principal Officer - XYZ

□ Dhananjay Mane
dhananjay.mane@xyzbank.com
Alternate Principal Officer - DEF

□ Sudha Murthy
sudha.murthy@xyzbank.com
Alternate Principal Officer - GHI

□ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

□ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR



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My Organisation

□ Select All Deactivate

☑ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

□ Sonam Sharma
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Alternate Principal Officer - ABC

☑ Vijay Chauhan
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Alternate Principal Officer - XYZ

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Alternate Principal Officer - DEF

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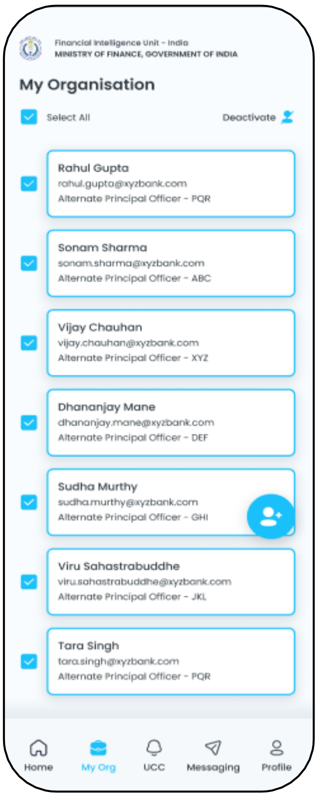
Alternate Principal Officer - GHI

□ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

□ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR



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My Organisation

☑ Select All Deactivate

☑ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

☑ Sonam Sharma
sonam.sharma@xyzbank.com
Alternate Principal Officer - ABC

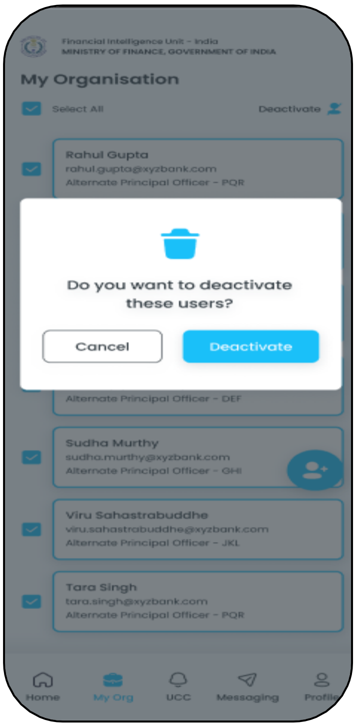
☑ Vijay Chauhan
vijay.chauhan@xyzbank.com
Alternate Principal Officer - XYZ

☑ Dhananjay Mane
dhananjay.mane@xyzbank.com
Alternate Principal Officer - DEF

☑ Sudha Murthy
sudha.murthy@xyzbank.com
Alternate Principal Officer - GHI

☑ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

☑ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR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My Organisation

☑ Select All — Deactivate

☑ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

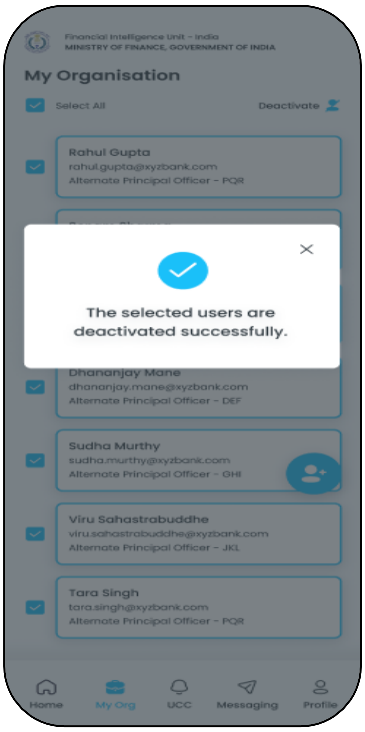
Do you want to deactivate these users?

Alternate Principal Officer - DEF

☑ Sudha Murthy
sudha.murthy@xyzbank.com
Alternate Principal Officer - GHI

☑ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

☑ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR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My Organisation

☑ Select All — Deactivate

☑ Rahul Gupta
rahul.gupta@xyzbank.com
Alternate Principal Officer - PQR

The selected users are deactivated successfully.

☑ Dhananjay Mane
dhananjay.mane@xyzbank.com
Alternate Principal Officer - DEF

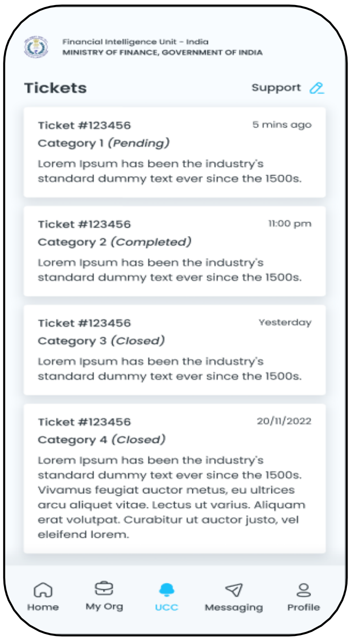
☑ Sudha Murthy
sudha.murthy@xyzbank.com
Alternate Principal Officer - GHI

☑ Viru Sahastrabuddhe
viru.sahastrabuddhe@xyzbank.com
Alternate Principal Officer - JKL

☑ Tara Singh
tara.singh@xyzbank.com
Alternate Principal Officer - PQR

2.6 UCC

The UCC section provides details about all the tickets logged in the FINGate 2.0 system. By clicking on the Incident ID user can get a detailed view of the logged ticket. Also, by clicking on the top right Menu button, RE PO has the option to contact UCC through call.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Tickets — Support

Ticket #123456 — 5 mins ago
Category 1 *(Pending)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

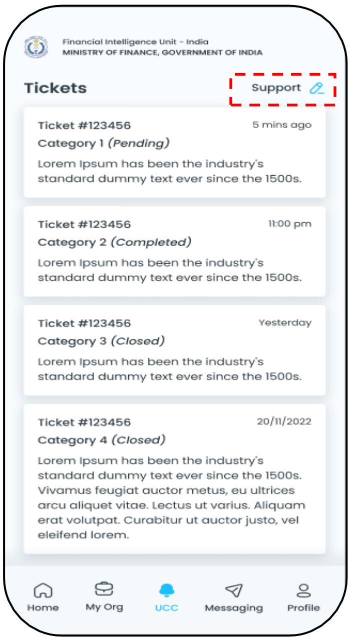
Ticket #123456 — 11:00 pm
Category 2 *(Completed)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

Ticket #123456 — Yesterday
Category 3 *(Closed)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

Ticket #123456 — 20/11/2022
Category 4 *(Closed)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. Vivamus feugiat auctor metus, eu ultrices arcu aliquet vitae. Lectus ut varius. Aliquam erat volutpat. Curabitur ut auctor justo, vel eleifend lorem.

2.6.1 Chat with UCC

1. To Chat with UCC, the user needs to click on the Support button on top right section of the Mobile App.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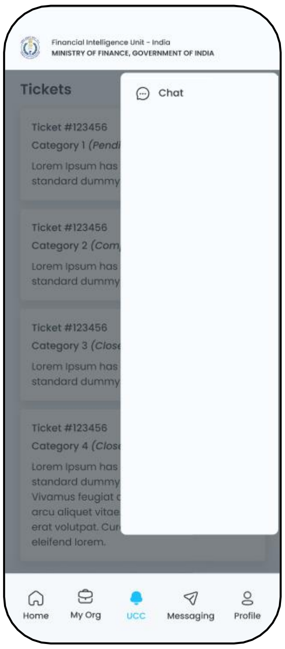
Tickets
Support
Home
My Org
UCC
Messaging
Profile

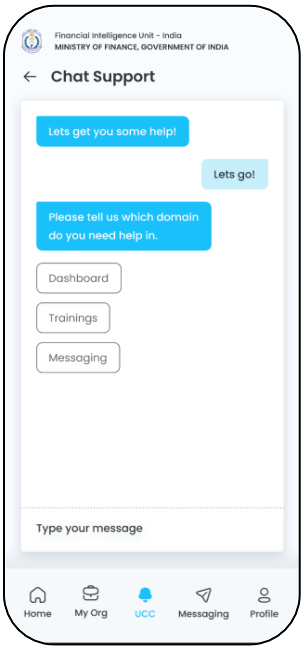
Ticket #123456 5 mins ago
Category 1 *(Pending)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

Ticket #123456 11:00 pm
Category 2 *(Completed)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

Ticket #123456 Yesterday
Category 3 *(Closed)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

Ticket #123456 20/11/2022
Category 4 *(Closed)*
Lorem Ipsum has been the industry's standard dummy text ever since the 1500s. Vivamus feugiat auctor metus, eu ultrices arcu aliquet vitae. Lectus ut varius. Aliquam erat volutpat. Curabitur ut auctor justo, vel eleifend lorem.


Financial Intelligence Unit - India
MINISTRY OF FINANCE, GOVERNMENT OF INDIA
Tickets
Chat
Home
My Org
UCC
Messaging
Profile



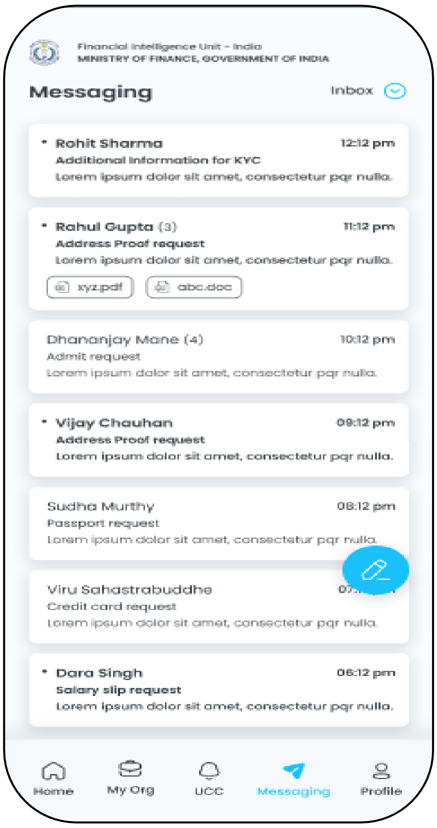
Lets get you some help!

Lets go!

Please tell us which domain do you need help in.

2.7 Messaging

The Messaging section will provide the details about the messaging module.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MINISTRY OF FINANCE, GOVERNMENT OF INDIA
Messaging
Inbox
Home
My Org
UCC
Messaging
Profile

- **Rohit Sharma** 12:12 pm
  Additional information for KYC
  Lorem ipsum dolor sit amet, consectetur pqr nulla.

- **Rahul Gupta** (3) 11:12 pm
  Address Proof request
  Lorem ipsum dolor sit amet, consectetur pqr nulla.
  xyz.pdf abc.doc

Dhananjay Mane (4) 10:12 pm
Admit request
Lorem ipsum dolor sit amet, consectetur pqr nulla.

- **Vijay Chauhan** 09:12 pm
  Address Proof request
  Lorem ipsum dolor sit amet, consectetur pqr nulla.

Sudha Murthy 08:12 pm
Passport request
Lorem ipsum dolor sit amet, consectetur pqr nulla.

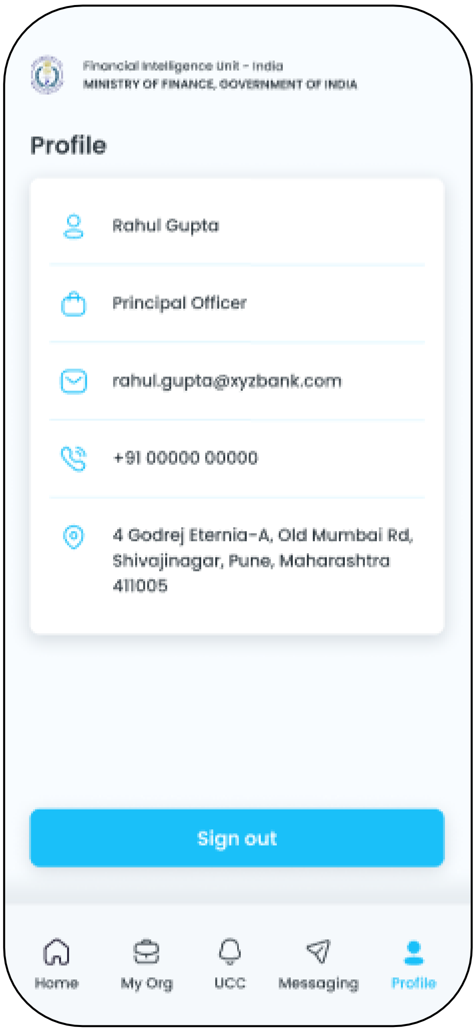
Viru Sahastrabuddhe 07:
Credit card request
Lorem ipsum dolor sit amet, consectetur pqr nulla.

- **Dara Singh** 06:12 pm
  Salary slip request
  Lorem ipsum dolor sit amet, consectetur pqr nulla.

2.8 Profile

The Profile section provides the details about the logged in User. The profile section contains the following information about the logged in User:

1. Username
2. Designation
3. Email
4. Mobile Number
5. Address
6. Sign Out button.



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Profile

Rahul Gupta

Principal Officer

rahul.gupta@xyzbank.com

+91 00000 00000

4 Godrej Eternia-A, Old Mumbai Rd, Shivajinagar, Pune, Maharashtra 411005

3 Annexures

3.1 Acronyms and Abbreviations

Sr. No.	Acronym	Definition
1.	AML	Anti-Money Laundering
2.	APO	Alternate Principal Officer
3.	ATM	Automated Teller Machine
4.	CAPTCHA	Completely Automated Public Turing test to tell Computers and Humans Apart
5.	CBDT	Central Board of Direct Taxes
6.	CBWTR	Cross Border Wire Transfer Reports
7.	CCR	Counterfeit Currency Report
8.	CIN	Company Identification Number
9.	CSV	Comma-separated values
10.	CTR	Cash Transaction Report
11.	DD	Designated Director
12.	DIN	Director Identification Number
13.	DQR	Data Quality Report
14.	DSC	Digital Signature Certificates
15.	FCRN	Foreign Company Registration Number
16.	FIU-IND	Financial Intelligence Unit, India
17.	FLLPIN	Foreign Limited Liability Partnership Identification Number
18.	GoS	Grounds of Suspicion
19.	GSTIN	Goods and Services Tax Identification Number
20.	GSTN	Goods and Services Tax Network
21.	ID	Identification Document
22.	KYC	Know Your Customer
23.	LLPIN	Limited Liability Partnership Identification Number
24.	MCA	Ministry of Corporate Affairs
25.	MSP	Managed Service Provider
26.	MTSS	Money Transfer Service Scheme
27.	Non-PO	Non Principal Officer
28.	NTR	Non-Profit Transaction Reports
29.	OTP	One Time Password
30.	PAN	Permanent Account Number
31.	PMLA	Prevention of Money Laundering Act
32.	PO	Principal Officer
33.	PTR	Property Transaction Reports
34.	RBI	Reserve Bank of India
35.	RE	Reporting Entity
36.	SMS	Short Message Service
37.	STR	Suspicious Transaction Report
38.	UCC	Unified Communication Centre