

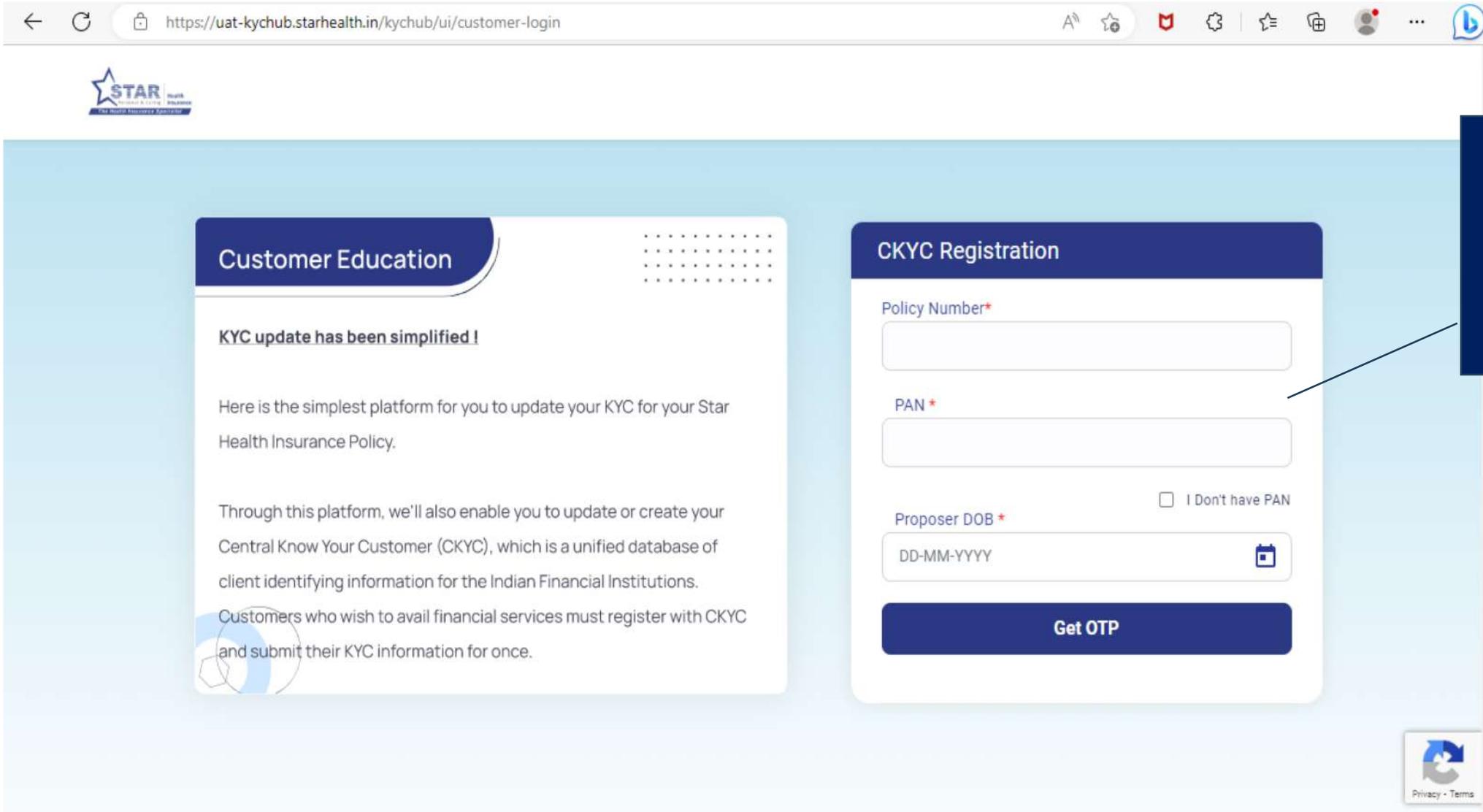


# User Guide for Existing Customer to update KYC on STAR KYC HUB Portal

## **Scenario 1:**

**If your CKYC ID is already created**

# Login Home Page



The screenshot shows a web browser window with the URL <https://uat-kychub.starhealth.in/kychub/ui/customer-login>. The page features a STAR Health Insurance logo in the top left. The main content is divided into two sections: 'Customer Education' and 'CKYC Registration'. The 'Customer Education' section contains text about KYC updates and the CKYC process. The 'CKYC Registration' section includes input fields for Policy Number, PAN, and Proposer DOB, along with a 'Get OTP' button. A dark blue callout box on the right points to the Policy Number field with the text: 'You need to furnish the Policy number, DOB and PAN details'. A 'Privacy - Terms' link is visible in the bottom right corner.

## Customer Education

**KYC update has been simplified !**

Here is the simplest platform for you to update your KYC for your Star Health Insurance Policy.

Through this platform, we'll also enable you to update or create your Central Know Your Customer (CKYC), which is a unified database of client identifying information for the Indian Financial Institutions.

Customers who wish to avail financial services must register with CKYC and submit their KYC information for once.

## CKYC Registration

Policy Number\*

PAN \*

I Don't have PAN

Proposer DOB \*

DD-MM-YYYY

**Get OTP**

Privacy - Terms

You need to furnish the Policy number, DOB and PAN details

# Portal will automatically fetch the CKYC details for you from CERSAI



## Verify CKYC Details

### Demographic Details

CKYC No: \*\*\*\*\*3278

Customer Name: TU [REDACTED] AR

Mother Name:

Date of Birth: \*\*-\*-1989

Gender: Male

PAN/Form60: EGFP\*\*\*\*\*

Name: AN [REDACTED]

Residential Status:

Marital status:

### Permanent Address

Identity Proof: Pas [REDACTED]

Identity Number: GA [REDACTED]

Address: BAN [REDACTED]

City/ Town/ Village: BAN [REDACTED]

District: BEN [REDACTED] N

State: K\*R\*A\*A\*A

Pincode: 560077

Country: INDIA



# You need to submit some more basic details after reviewing the details obtained from CERSAI to submit

Browser address bar: <https://uat-kychub.starhealth.in/kychub/ui/download-ckyc>

**Current / Correspondence Address**

Identity Proof: **NREGA Job Card**      Identity Number: **YYTTTTYFJY**      Address: VJJA [REDACTED] CROSS

City/ Town/ Village: BAN [REDACTED]      District: BE [REDACTED] AN      State: K\*R\*A\*A\*A

Pincode: 56 [REDACTED]      Country: INDIA

**AML Information**

Annual Income \*      Source of Income \*      Politically Exposed Person \*

            Yes  No

Mobile Number: \*      Email ID: \*

I have verified the above mentioned details to be accurate and hereby confirm that all details are true and accurate to the best of my knowledge.

[Privacy - Terms](#)

In case the mobile and Email not available with CERSAI, portal will seek most recent contact details from you

## **Scenario 2:**

**If your CKYC ID is not available with  
CERSAI and needs to be created by  
Star Health**

# Login Home Page



## Customer Education

### KYC update has been simplified !

Here is the simplest platform for you to update your KYC for your Star Health Insurance Policy.

Through this platform, we'll also enable you to update or create your Central Know Your Customer (CKYC), which is a unified database of client identifying information for the Indian Financial Institutions.

Customers who wish to avail financial services must register with CKYC and submit their KYC information for once.

## CKYC Registration

Policy Number\*

PAN \*

I Don't have PAN

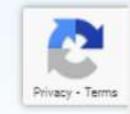
Proposer DOB \*

DD-MM-YYYY



Get OTP

You need to furnish the Policy number, DOB and PAN details



# Share all the required basic details and upload KYC

https://uat-kychub.starhealth.in/kychub/ui/existing-customer

**Policy Details**

Note:-The fields marked with asterisk(\*) are mandatory.

Policy Number: P/111111/01/2023/000001      Proposer Name: DUMMY      PAN: OLN\*\*\*\*\*

**Create New CKYC ID**

Choose one from the below to complete your CKYC details

PAN  Form 60

PAN \*

OLNPS9030N

Choose one from the below as your proof of Identity and Address

Identity Type \*      Upload Document \*

     Choose File      No file chosen

https://uat-kychub.starhealth.in/kychub/ui/existing-customer

Choose one from the below as your proof of Identity and Address

Identity Type \*      Upload Document \*

     Choose File      No file chosen

Note: Identity proofs file size should be less than 3MB (File Format : .jpg, .jpeg, .tiff, .pdf)

Address Line 1 \*      Address Line 2      Address Line 3

Pincode \*      State \*      District \*

City \*      Country \*

     INDIA

Is Proof of current address is same as Proof of Identity and address?

Yes  No

Choose one from the below as your proof of current Address

Current Address Type \*      Upload Document \*

     Choose File      No file chosen

https://uat-kychub.starhealth.in/kychub/ui/existing-customer

**AML Information**

Annual Income \*      Source of Income \*      Politically Exposed Person \*

            Yes  No

Mobile Number \*      Email \*

9080554684      v.mohammedyk@starhealth.in

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and i undertake to inform you of any changes therein, immediately. In case of any above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may held liable for it.

I hereby consent to receiving information from Central KYC Registry through SMS/Email on the above registered number/email address.

Place of Declaration \*      Date of Declaration \*

     02-05-2023

Back      Submit



# How to know your CKYC ID?



## Embrace Paperless KYC for Seamless Customer Experience

We are excited to introduce the new and improved way to complete KYC with ease and efficiency. These CKYC upgrade now allows for a seamless, paperless process!

### OPTION 1:

#### CKYC Card



Visit the CKYC portal:  
[www.ckycindia.in/kyc/getkyccard](http://www.ckycindia.in/kyc/getkyccard)

Enter the mobile number.

Retrieve the CKYC card instantly.

### OPTION 2

#### Missed Call Service



Dial 7799022129 from the registered mobile number.

Receive an SMS with the CKYC details.

<https://www.ckycindia.in/kyc/getkyccard>



***Thank you!***

**For any queries, please feel free  
to write us at [KYC@starhealth.in](mailto:KYC@starhealth.in)**