USER MANUAL FOR BC RECOVERY FOR AGENT

VERSION 1.0

Revision history:

Version	Author	Date	Remarks
V1.0	TCS	04-Sep-2021	Initial version

After Branch admin has tagged NPA account to BC's, then that Agent can login into their BC portal and check the details of NPA account.

- Access the BOI FI Portal using below mentioned URL: https://fi1.bankofindia.co.in/
- To login the application, BCs user have to enter their User Id, Password and Captcha. Then click on "**Login**" button to continue.

- After that BCs/Aadhaar holder has to give the **Consent** before clicking on the Verify button in the given consent box and that is mandatory for capturing fingerprint of Aadhaar holder as per Aadhar Act and Regulations 2016 as mentioned in UIDAI guidelines. Then tick mark the consent box and click on "**Verify**" button for capturing and authenticating the fingerprint.

Finger Print Verifying Process
Verifying finger for User ID 11000127

☑ I hereby provide my consent in accordance with Aadhaar Act 2016 and regulations made under, for being authenticated for this transaction initiated by myself using my above mentioned Aadhaar number. I declare that I am aware that this Aadhaar authentication will lead to authorization for a financial transaction from my Aadhaar-linked bank account. I understand that bank will not receive from Aadhaar any personal information other than positive/negative authentication response. Aadhaar number will be securely retained as per UIDAI guidelines.
Verify

- After successful login into the application, Go to → Other Services→ **NPA TAGGING** menu.

After click on NPA Tagged menu below screen will prompt. On this page BC agents can see the list of all NPA account customer details.

Tagged Agent Details

Account Number	Customer Name	Amount	Customer Address	Customer Phone No.
540220110000367	VARSHA MASURKAR	1212.0	PLOT NO-264, SATATIRA, BHAGANAI,SAINKUL, KEONJHAR,GHASI,OR,7 58043,IN	+917609006152

ⓘThe shown data is only indicative. For real time data, Please consult your parent branch.

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Print

BC Agent can print the all details on click of **Print** button.

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540220110000367	VARSHA MASURKAR	1212.0	PLOT NO-264, SATATIRA, BHAGANAI,SAINKUL, KEONJHAR,GHASI,OR,758043,IN	+917609006152

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Note: The purpose of NPA TAGGING menu in Agent Login is to allow agent to approach the customer for NPA Recovery.

Agent can approach only those customers for recovery for which NPA tagging is done with him by Branch in order to be eligible for commission calculation

Agent has do the Recovery ,via Branch for Customer NPA accounts.

THANK YOU