

- 1- To validate the contact details of a customer, SMS/Email containing a link will be sent to customers. On clicking the link, customers will be redirected to validate contact info landing page.



- 2- Customer has to enter the captcha code and on successful match, customer will be shown all the contact details info. The current contact status shown is fetched from the Kastle. If the status is “Verified” the details will be masked and shown in non-editable format.

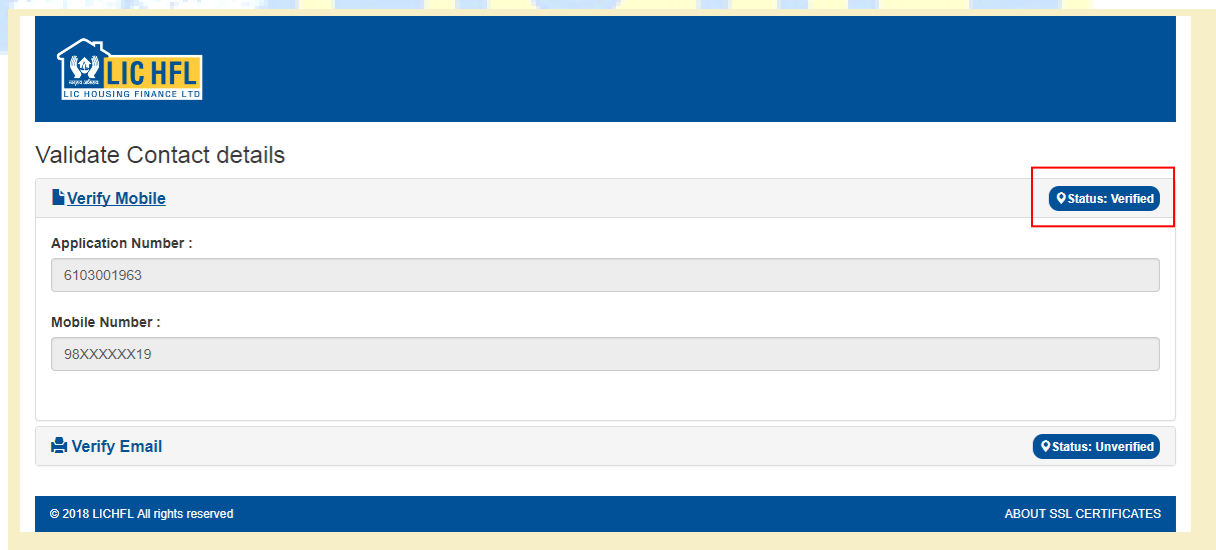
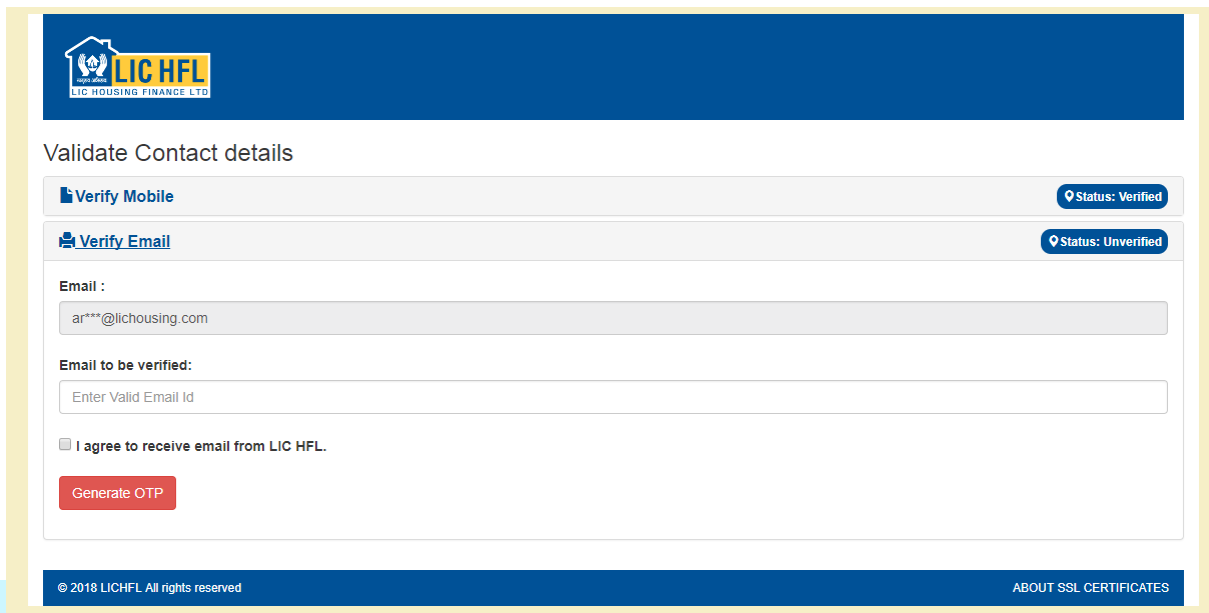


Figure 1-Mobile Status

- 3- If the detail is not verified then user has to enter his/her contact details.



LIC HFL
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Validate Contact details

Verify Mobile Status: Verified

Verify Email Status: Unverified

Email :
ar***@lichousing.com

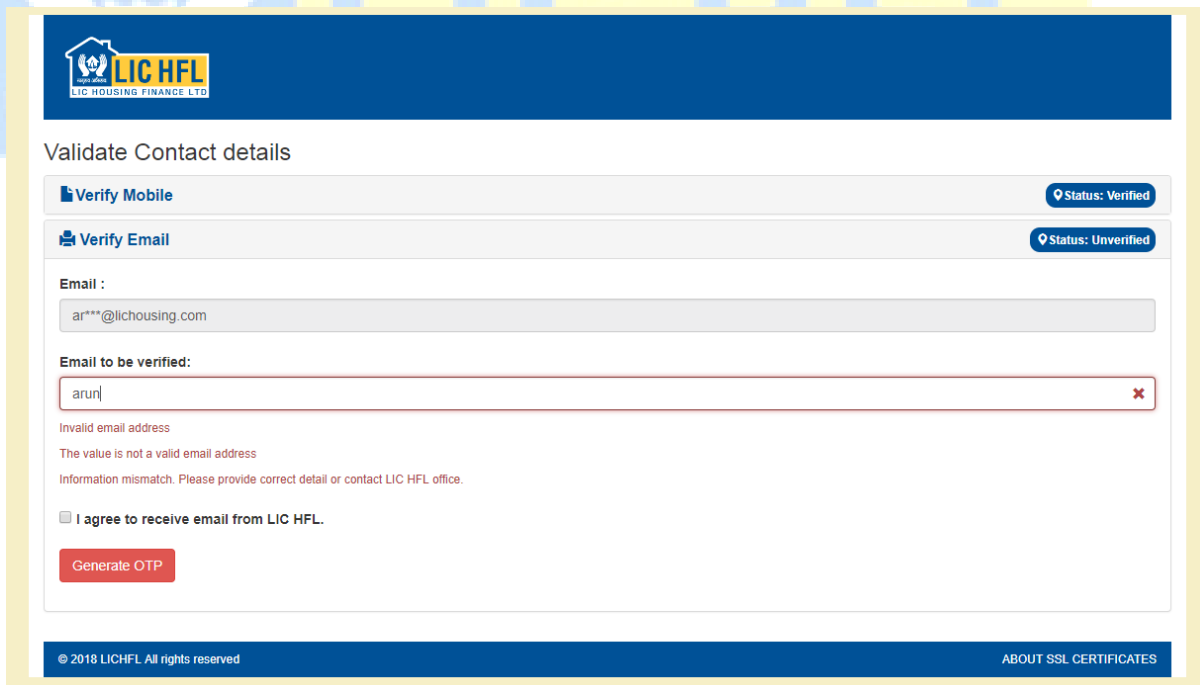
Email to be verified:
Enter Valid Email Id

☐ I agree to receive email from LIC HFL.

Generate OTP

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- 4- Customer has to enter the Email ID/Mobile No. under “Email to be verified”/“Mobile to be verified” as per the Email ID/Mobile No. fetched from Kastle and has to click on the checkbox to receive Email/SMS from LIC HFL. An OTP will be sent to the Email ID/Mobile no. once the user clicks on “Generate OTP”.



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Validate Contact details

Verify Mobile Status: Verified

Verify Email Status: Unverified

Email :
ar***@lichousing.com

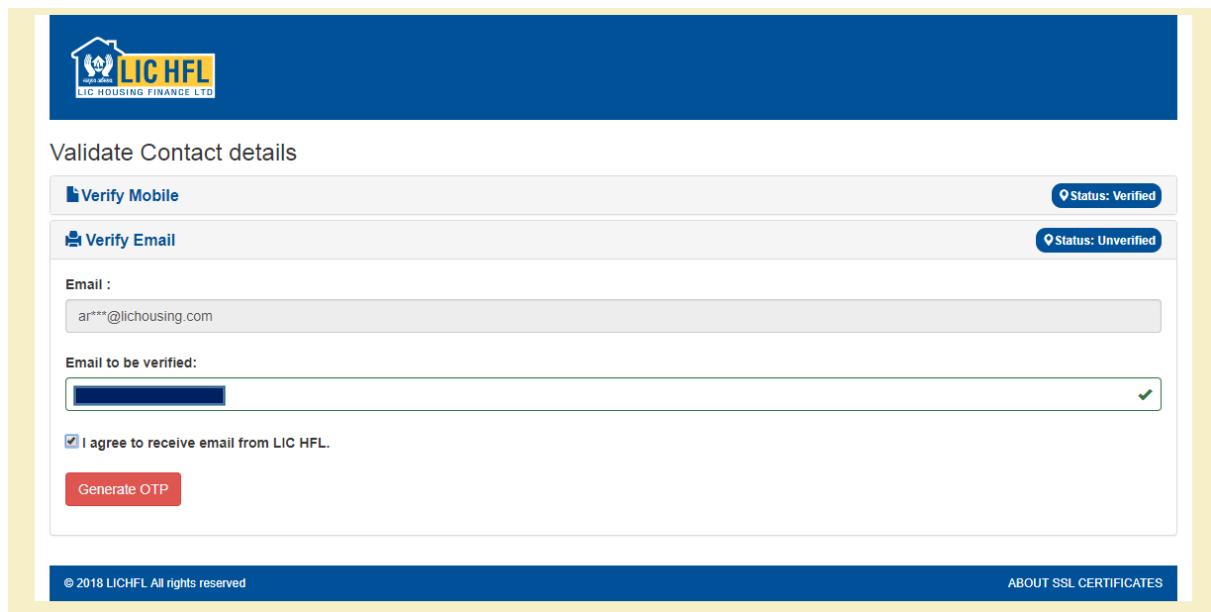
Email to be verified:
arun| ✖

Invalid email address
The value is not a valid email address
Information mismatch. Please provide correct detail or contact LIC HFL office.

☐ I agree to receive email from LIC HFL.

Generate OTP

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LIC HFL
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Validate Contact details

Verify Mobile Status: Verified

Verify Email Status: Unverified

Email :
ar***@lichousing.com

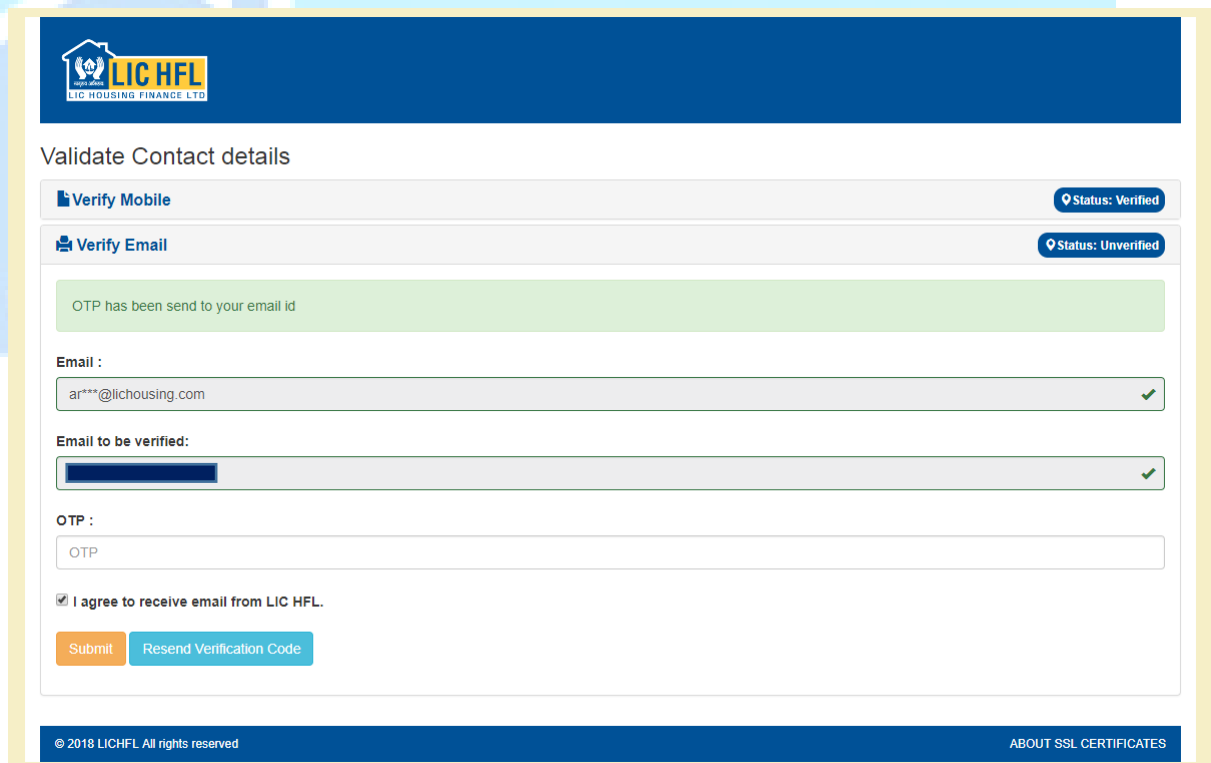
Email to be verified:
[Redacted] ✓

☒ I agree to receive email from LIC HFL.

[Generate OTP](#)

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5- Customer has to enter the OTP received through Email/SMS and submit for validation.



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Validate Contact details

Verify Mobile Status: Verified

Verify Email Status: Unverified

OTP has been send to your email id

Email :
ar***@lichousing.com ✓

Email to be verified:
[Redacted] ✓

OTP :
[Empty field]

☒ I agree to receive email from LIC HFL.

[Submit](#) [Resend Verification Code](#)

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If OTP entered is incorrect, customer will be prompted with the error message.

The screenshot shows the 'Validate Contact details' page for LIC HFL. It features two tabs: 'Verify Mobile' (Status: Verified) and 'Verify Email' (Status: Unverified). Under the 'Verify Email' tab, a red message box states 'OTP does not match.' Below this, the 'Email' field contains 'ar***@lichousing.com' with a green checkmark. The 'Email to be verified' field is empty with a green checkmark. The 'OTP' field contains '41113' with a green checkmark. A checkbox 'I agree to receive email from LIC HFL.' is checked. At the bottom are 'Submit' and 'Resend Verification Code' buttons. The footer includes '© 2018 LICHFL All rights reserved' and a link to 'ABOUT SSL CERTIFICATES'.

- 6- On successful validation, status will be updated and details will be verified.

This screenshot shows the same 'Validate Contact details' page, but the 'Verify Email' tab now shows a status of 'Status: Verified'. A green message box displays 'Email Verification completed'. The 'Email' field still contains 'ar***@lichousing.com'. The 'Submit' and 'Resend Verification Code' buttons are no longer visible. The footer remains the same with '© 2018 LICHFL All rights reserved' and the 'ABOUT SSL CERTIFICATES' link.

All the cases validated here will be back updated in kastle in stipulated time frame.