IDBI Bank Ltd.

Process Flow

NRI Insta Online Service Request

Version 1.01

NRI Insta Online Service Request

In our continuous endeavor to provide contactless services to our esteemed NRI customers, an online NRI Insta Online Service Request link is created for submitting various account related service requests to their home branch and same may be accessed by clicking on following link: https://nri.idbibank.co.in/instaonline/nricustomer.
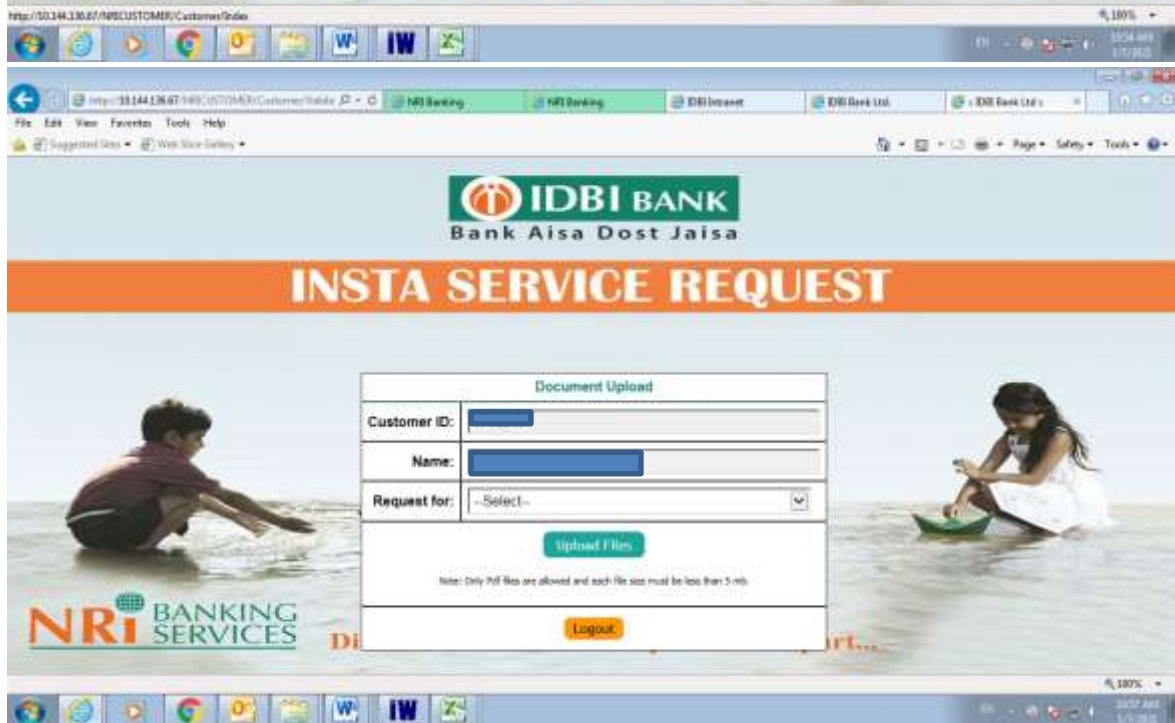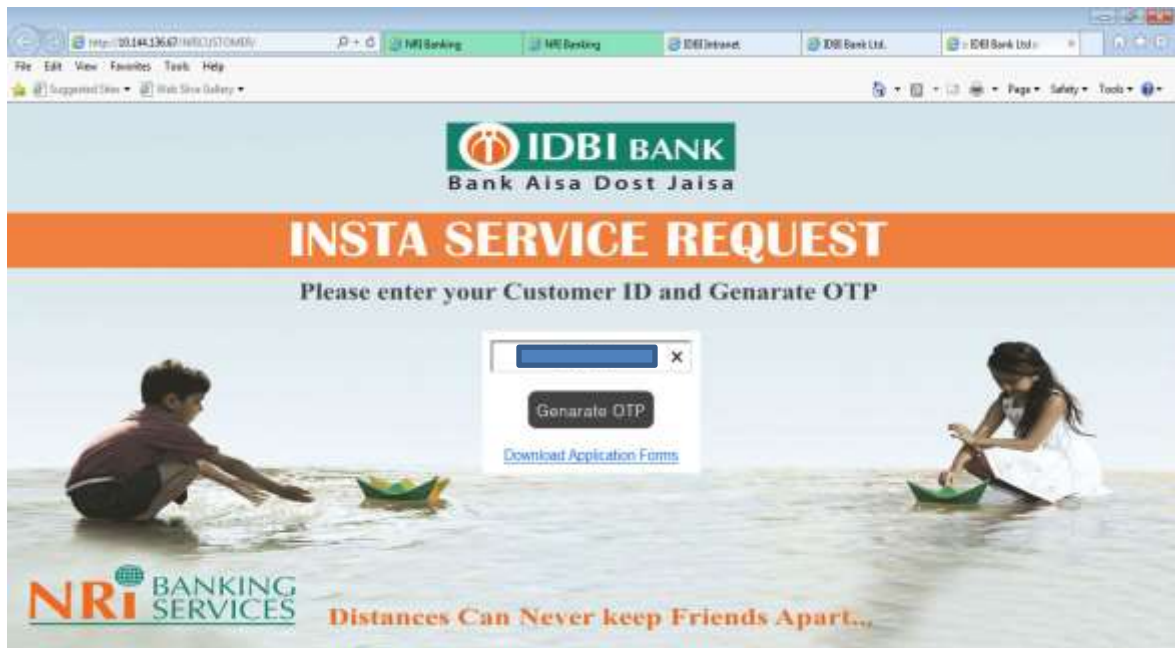
Salient feature of the Insta Online NRI Service request

Initially the following service may be availed via the *NRI Insta Online Service Request* **link** -

a. Periodical KYC updation (ReKYC).
b. Conversion of Resident account to NRO, on change in residential status.
c. Grouping of family accounts.
d. Updation of E-Mail/ Mobile Number.

To apply for select service request, customer is required to upload duly Signed and Scanned Request Form along with the other supporting documents in pdf format only and the size of each file should not exceed 5MB. Format applicable for each of the facility may be downloaded from home page or at application page.

- At home page, customer is required to enter customer id and click on Generate OTP tab.
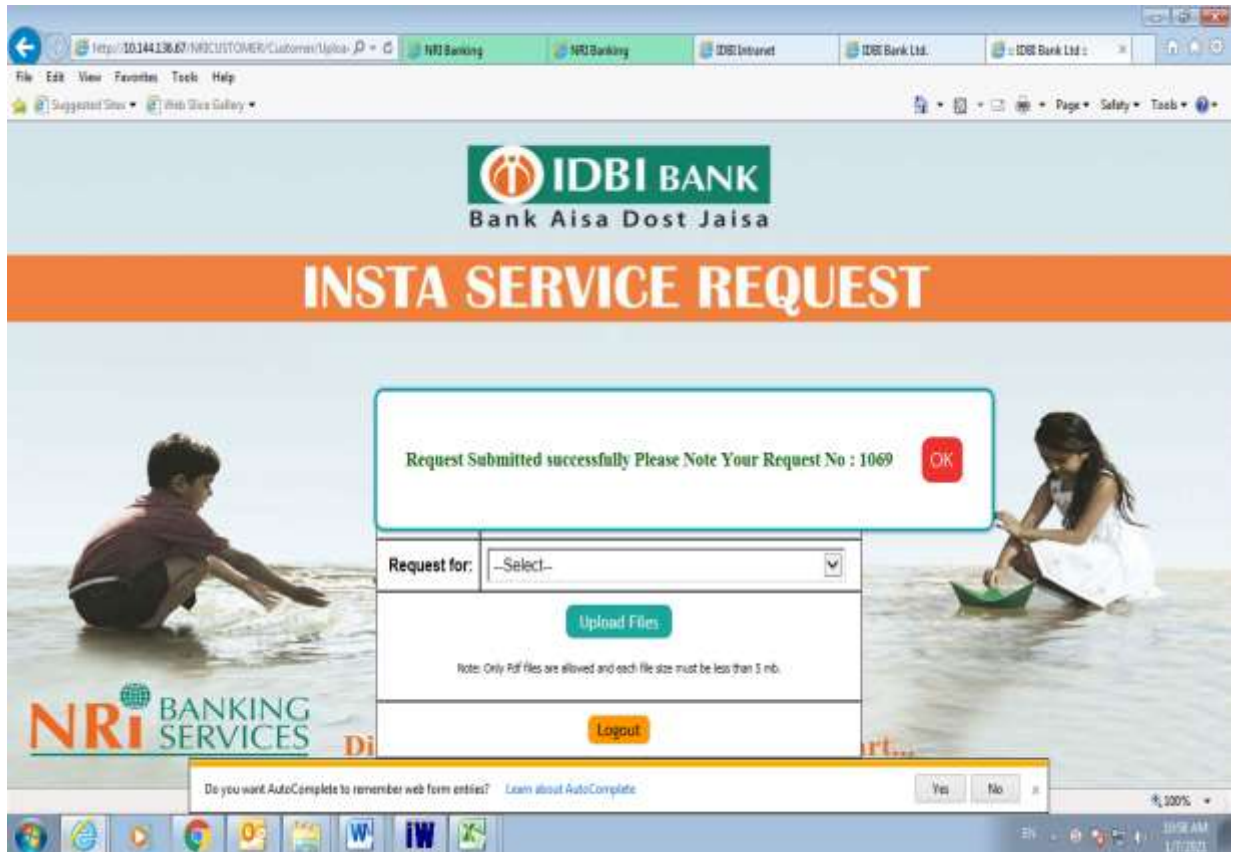

- Post verification of the OTP, Document upload page will appear on the screen.
- Name of the customer will reflect against the mentioned customer ID and option to select desired service from drop down menu will be available to the customer.

1. **If opted for KYC update facility, below screen will appear**.

- Customer need to download the Request form and KYC form from the home page or may download from the link provided on the page.

- Completely filled and duly signed format to be uploaded at appropriate place provided.

- All the self-signed KYC related documents to be uploaded at the suitable place and press the submit.

2. When opted for conversion of account from resident to NRO below screen will appear.

- Customer need to download the Request form, conversion form and account variant from the home page or may download all the documents from the link provided on the page.

- Completely filled and duly signed format to be uploaded at place provided.

- All the self-signed KYC related documents to be uploaded at the suitable place and press the submit.

- While applying for conversion of account facility, if, "Invalid Customer Id" error appears in such case please mark a mail to Home Branch or at nri@idbi.co.in.

4. To update Mobile number and email Id customer is required to upload the self-attested identity proof apart from the request form.

5. On selection of family account grouping facility, applicable annexure to be uploaded by the customer along with request form.

6. On successfully submission of the request, customer will receive the communication containing the Request ID on registered mobile number as well as on registered mail ID.
7. If the request is rejected, then customer would receive the suitable communication with the reason of rejection and need to apply again with rectified documents.
8. In case of any query please mark mail to nri@idbi.co.in or to home branch.

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