



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.

A screenshot of a login form. It contains fields for 'User', 'Password', and 'Enter Text'. The 'Enter Text' field is filled with the characters 'U a D j H y'. To the right of the characters is a 'Regenerate the image' link. Below the 'Enter Text' field is a 'Login' button.

- 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 Aadhaar 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.

A screenshot of the 'Finger Print Verifying Process' interface. It shows two hands with the index finger of the left hand highlighted by a red box. Below the hands is a consent checkbox and a 'Verify' button.

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.

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

The screenshot shows the Bank of India application interface. At the top, there is a header with the Bank of India logo and user information: User: 11000323, Name: Mr. bolcust, User Type: Agent, Last Login: 06-09-2021 14:57:15, Last Failed Login Attempt: 2020-12-21 15:32:28, Home | Print | Sign Out. Below the header is a navigation menu with options: Money Transfer, BOI Others Services, Complaints Registration, Lead Source Type, Passbook Issue, Customer Creation, Reports, CARDED SERVICE, Other Services, and Customer Login. The 'Other Services' menu is expanded, showing a list of options: UID Seeding, SHG Transaction, Pension, Insurance Registration, Bill Payments, NEFT Services, Block Debit Card, Apply for Debit Card, Passbook Printing, Mobile seeding, Cheque Collection, RD/TD Account Opening, Aadhaar Linking Status For Subsidy (DBT), BC Details Update, IMPS Services, Jeevan Pramaan Life Certification, and **NPA TAGGING** (highlighted with a red box).

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

Account Number	Customer Name	Amount	Customer Address	Customer Phone No.
540220110000367	VARSHA MASURKAR	1212.0	PLOT NO-264, SATATIRA, BHAGANAI,SANKUL, 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