

How to implement digital paperwork at your gold loan branch

PLAYBOOK



What This Playbook Will Show You

01 Introduction to Digital Paperwork

What exactly digital paperwork is in the context of gold loans

02 The Business Case for Digital Paperwork

The ROI of digital paperwork for gold loan branch operations

03 How to implement Digital Paperwork

Detailed technical screenshots and digital paperwork flow diagrams of various gold loan flows

If you are exploring eSign, digital stamping and other digital paperwork processes for your gold loan operations - this book will help you:

- Make a business case within your organization
- Help you build a technical flow document for your tech teams

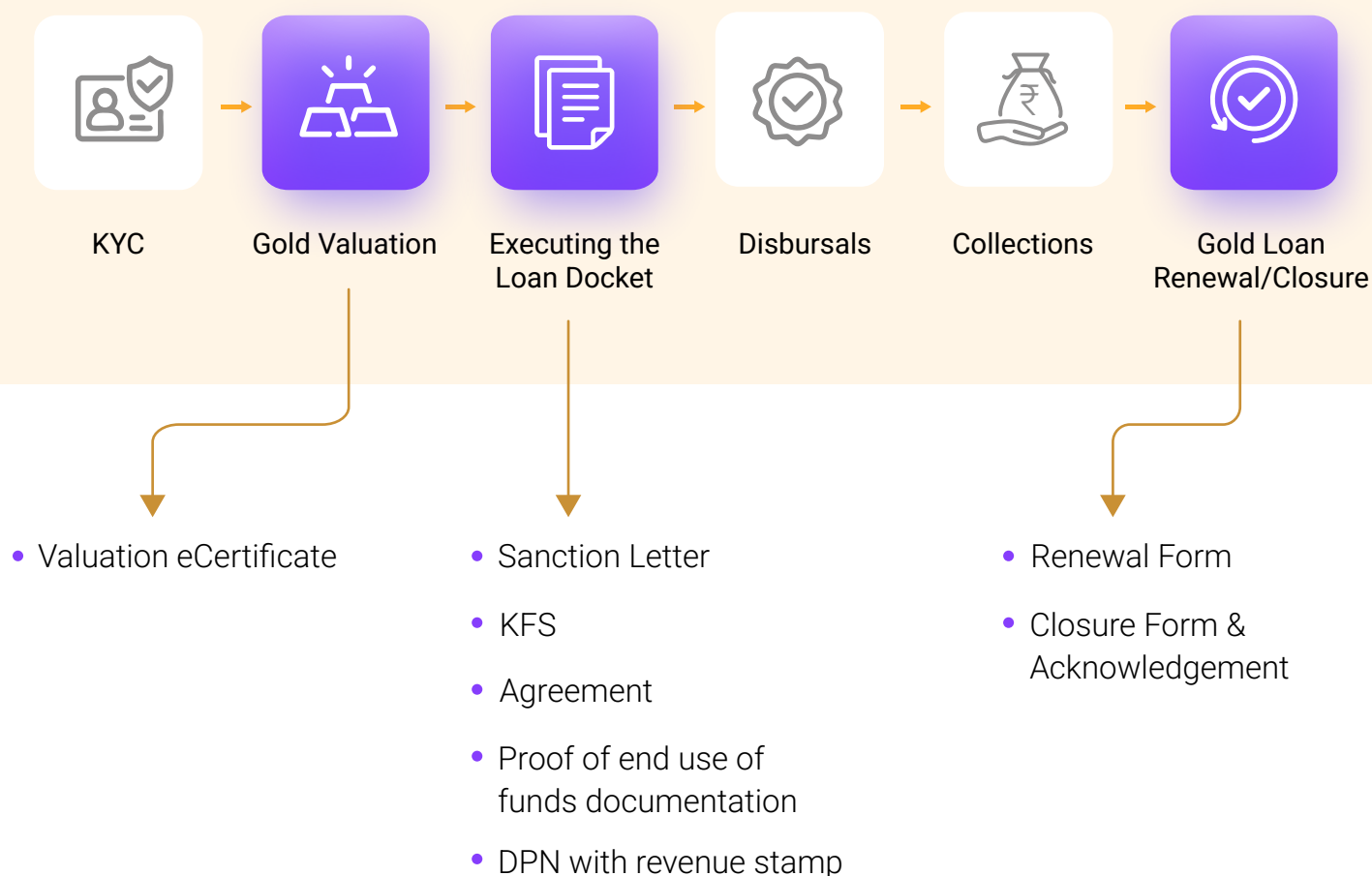
If you have rejected eSign, digital stamping and other digital paperwork processes - then this book will:

- Convince you to change your mind (hopefully)

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What is Digital Paperwork?

Digital paperwork is when the agreements, forms and other documents in the gold loan process are fully managed and executed in a paperless and digital way.



Processes involved in Digital Paperwork

Pre-filled agreement kits

Auto-generated with customer and loan info

eSign

Signed via Aadhaar OTP/Biometric or Virtual Sign

Audit Trail and Delivery Logs

Every action tracked and time-stamped

Prevent signer fraud

Verify borrower presence and block eSigns fraud

eStamping

Stamp duty paid and embedded digitally

Digital Storage

No courier, no warehouse — just instant digital retrieval

**“I don't need digital paperwork -
I have a sorted branch-led process”**



Many gold loan leaders still hold this belief. Branches are running fine. Customers aren't complaining.

Why fix what isn't broken?

But in 2025, this belief is no longer safe. Worse - it can erode your competitive edge.

Sure, gold lending in India is booming right now.

But with this boom, gold lenders are facing pressure from all sides:

- ❗ **Borrowers** are walking into branches with higher expectations—and lower patience. They have more options now - with increased competition and mushrooming fintech alternatives.
- ❗ **The RBI** is turning up the heat with increased regulatory scrutiny.
- ❗ **Operations teams** are under strain to do more with less—faster disbursements all at lower cost.

The gold loan branch of 2025 needs to ensure



Speed



Compliance



Cost-efficiency

**In this playbook, we'll show you how you can
use digital paperwork to unlock all three.**

Chapter 1: The ROI of Digital Paperwork for Branch-based Gold Loans

Gold loans are largely a branch-driven process and will continue to be.

Why do gold lenders need digital paperwork?

00 Let's see why

In case you don't have time to read this chapter – we've summarized it in this easy to understand table:

Metric	Branch with Digital Paperwork	Branch with Physical Paperwork
Average customer wait time (entry → disbursal)	✓ 15-20 minutes	30-35 minutes
Compliance risk	✓ Low (automated, audit-ready)	High (manual, error-prone)
Fraud risk	✓ Low (no discretion for branch staff)	Medium - High (lot of discretion with branch staff)
Cost per loan kit	✓ ₹45–50	₹90–100
Operational workload	✓ Low (automated flows)	High (intense manual effort)

Not convinced by the metrics on this table?

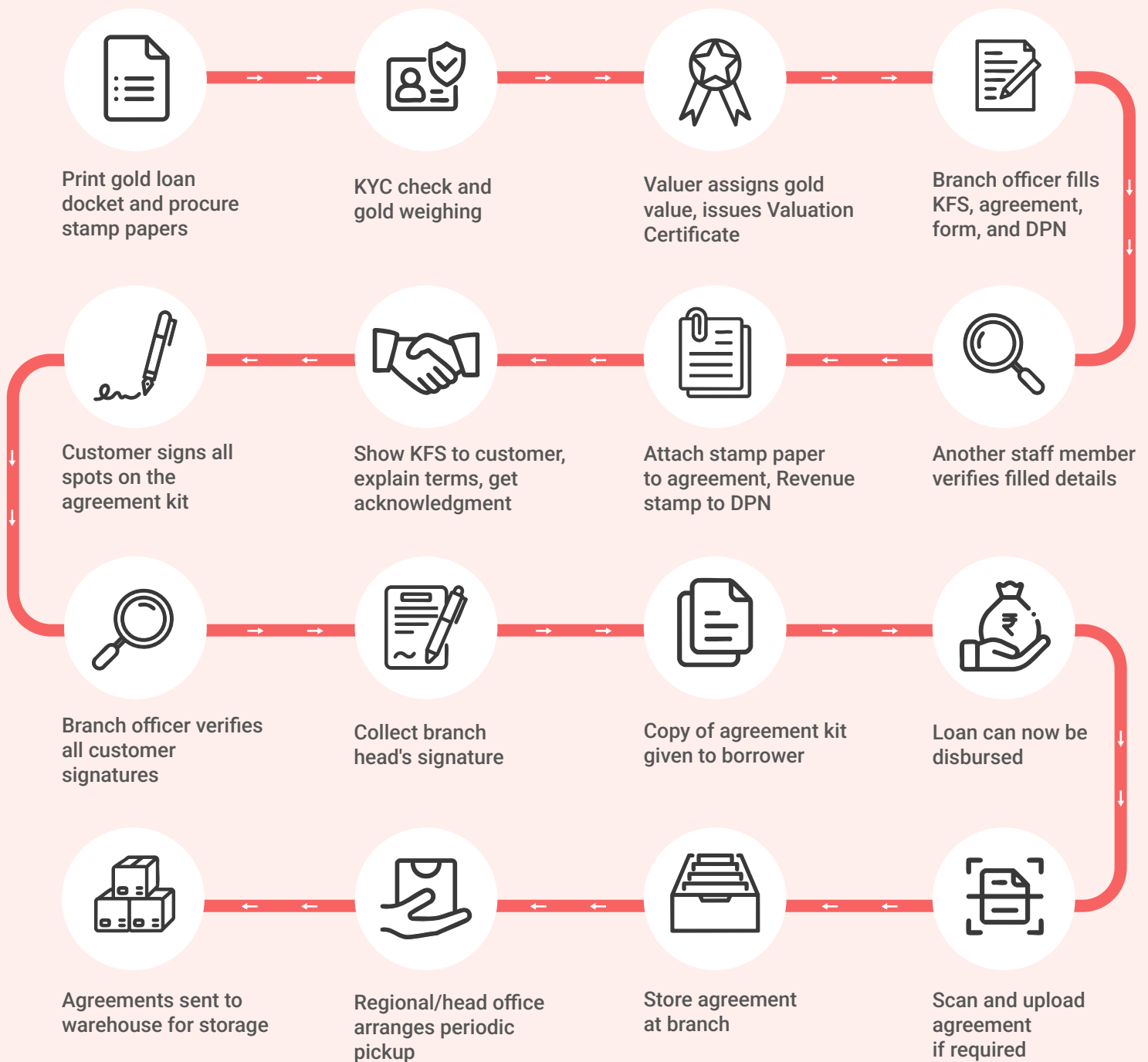
[Read on for a deeper analysis →](#)

Chapter 1A

Digital paperwork cuts wait time at branch



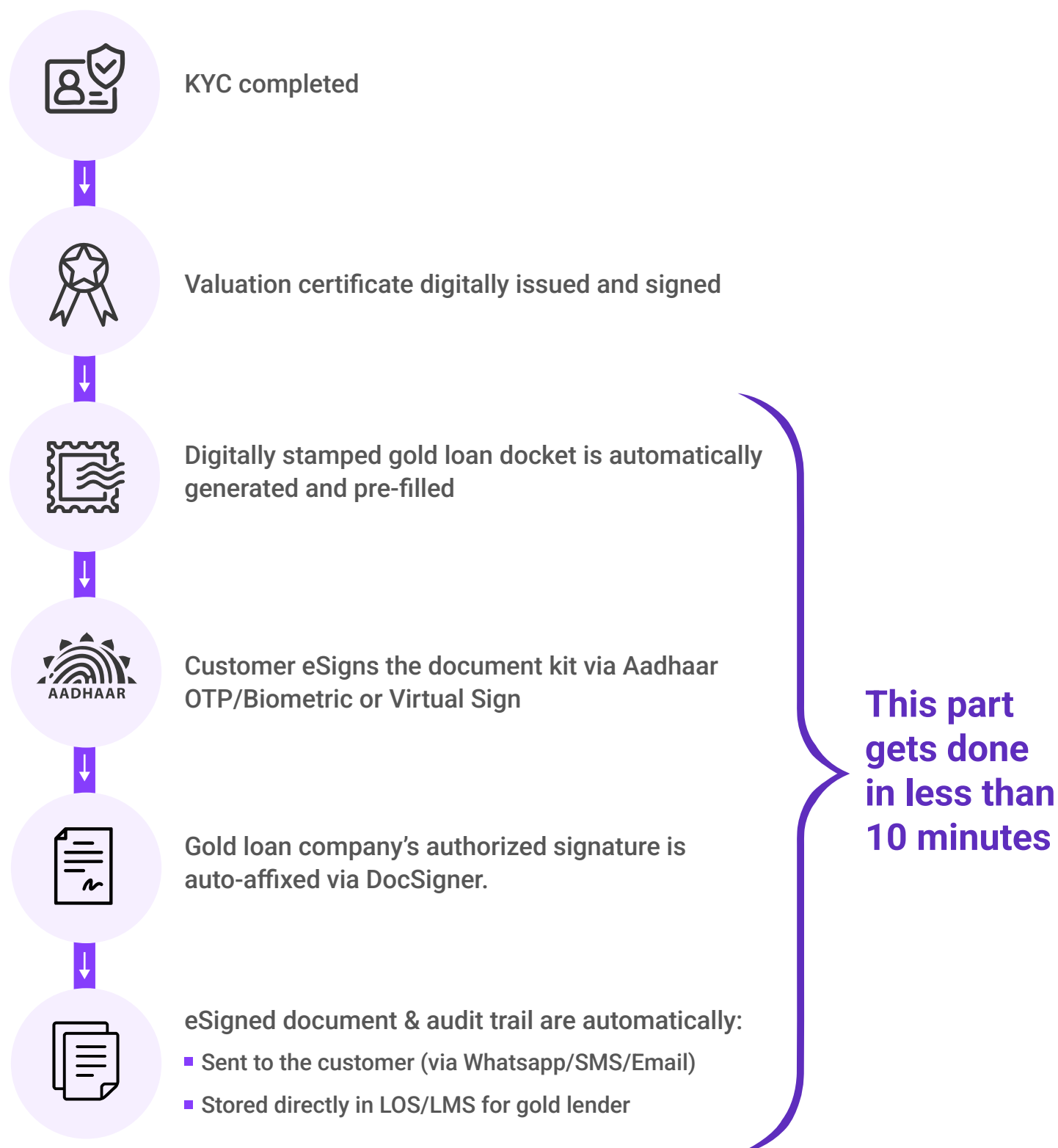
A physical paperwork process → increased wait time at branch for the customer



30–35 minutes
Wait time for each borrower

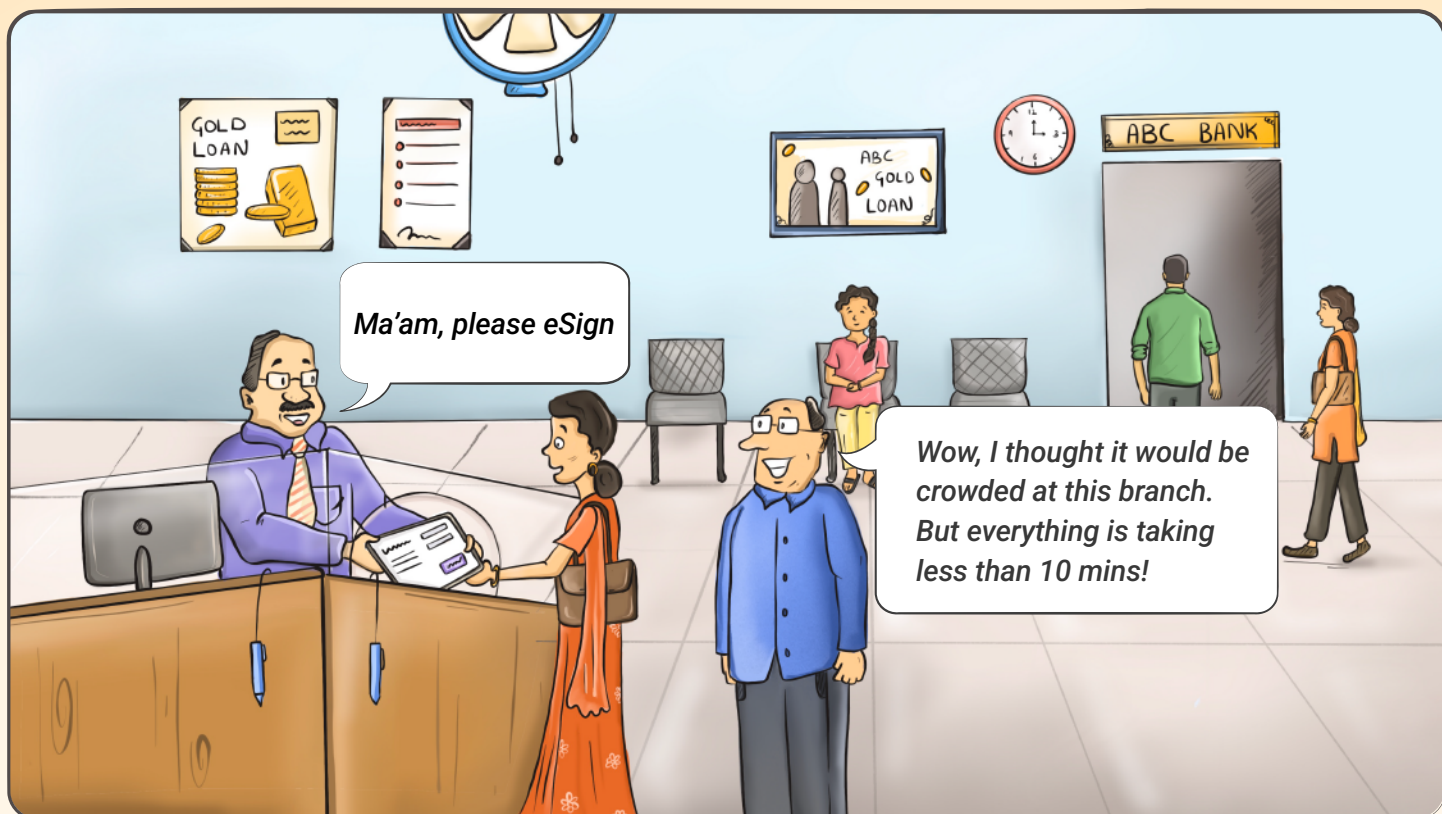


Adopting a digital gold loan agreement process slashes wait time at branch by at least 50%



Disbursal done in 15–20 minutes
50% reduction in wait time





“

After Leegality, the entire process from approval to document signing can now be completed within minutes

Stanny P
AVP, Operations

INDEL
MONEY



What's the big deal about saving 20–30 minutes on loan disbursement?



Less Crowding

Customers are less likely to go to competitors, since disbursements are faster



Disburse more loans per day

More loans disbursed per branch per day. Your loan velocity is now faster.



Increase throughput at lower cost

Higher branch throughput without adding headcount

Chapter 1B

Digital paperwork improves compliance & cuts fraud at the branch



As gold loans rise, so does fraud



Times of India

<https://timesofindia.indiatimes.com> > ... > lucknow News

1

Banker held for ₹2.5cr gold loan fraud in Maha

9 Jun 2024 — Banker arrested for Rs 2.5 crore gold loan fraud in Maharashtra. Girija Shankar Tiwari, a bank manager, was wanted in connection with a fraud case in Thane district. He confessed to



The Economic Times

<https://m.economictimes.com> > ... > Banking

2

RBI asks for info on gold loan frauds

13 Mar 2024 — The Reserve Bank of India has asked banks to share info on gold loan frauds and review lending processes after employees manipulated the system. A whistle-blower complaint reveale...



Times of India

<https://timesofindia.indiatimes.com> > city > articleshow

3

Finance Manager Arrested for Rs 1.24 Crore Fraud ...

2 Nov 2024 — A private gold finance firm's manager in Hyderabad has been arrested for siphoning off Rs 1.24 crore by stealing customers' pledged gold and creating fake loan accounts. The manager...



4

Identity theft is a growing concern, and gold loans are no exception. Fraudsters may use stolen or forged identity documents to apply for gold loans in someone else's name. In some cases, victims only discover the fraud when they receive a loan recovery notice for a loan they never took.

Adhil Shetty,

CEO of Bankbazaar.com

bankbazaar.com

In 2024–2025 – the RBI came knocking on the doors of the gold loan industry



February '24

Department of Financial Services (DFS) asks PSBs to conduct a strict audit to their Gold Loan books - finding several issues like collateral-free loans, tweaked Gold weights and misreported Gold purity⁵



August '24

DFS and RBI meets Gold Lenders in Delhi for a closed-door review

Everyone agreed gold loans in India are indeed a menace that needs immediate attention.” - Gold Lender to The Ken on August 2024 meeting⁶



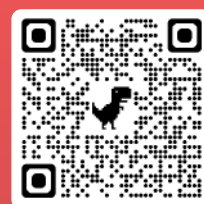
September '24

RBI flags irregularities in Gold Loan flows and asks lenders to fix them by December 2024 - as a final warning⁷



June '25

RBI releases Gold Loan Directions - which tighten and standardize gold loan operations in India



8

↑
Scan to view
RBI Directions

Here's what the Gold Loan Directions say about paperwork

Standardisation of Procedure for Assaying and Valuation of Gold and Silver Collateral

Clause 23. A lender shall ensure presence of the borrower(s) while assaying the collateral at the time of sanctioning the loan. The deductions relating to stone weight, fastenings, etc., as part of the assaying procedure shall be explained to the borrower(s) and details incorporated in the certificate to be issued.

Standardisation of Document and Communication

Clause 25. Documentation shall be standardised across all branches of the lender.

Clause 26. The loan agreement shall cover the description of the eligible collateral taken as security, value of such collateral, details of auction procedure and the circumstances leading to the auction of the eligible collateral, the notice period which shall be allowed to the borrower for repayment or settlement of loan before the auction is conducted, timelines for release of pledged eligible collateral upon full repayment or settlement of loan, refund of surplus, if any, from the auction of the pledged eligible collateral and other necessary details. All applicable charges payable by the borrower, including those related to assaying, auction, etc., shall be clearly included in the loan agreement and Key Fact Statement (KFS).

Clause 27. A lender, while accepting the eligible collateral, shall prepare a certificate or e- certificate in duplicate on its letterhead regarding the assay of the collateral and state therein the purity (in terms of carats); gross weight of the eligible collateral pledged; net weight of gold or silver content therein and deductions, if any, relating to weight of stones, lac, alloy, strings, fastenings, etc.; damage, breakage or defects, if any, noticed in the collateral; image of the collateral; and the value of collateral arrived at the time of sanction. One copy of the certificate or e-certificate shall be kept as part of the loan documents and the other copy be given to the borrower under their acknowledgement.

Clause 28. All communication with the borrower, especially, the terms and conditions of the loan, or other important communication which affects the interest of the borrower or the lender, shall be in the language of the region or in a language as chosen by the borrower. For an illiterate borrower, important terms and conditions shall be explained in the presence of a witness, who shall not be an employee of the lender.

The RBI's documentation changes are designed to curb fraud and increase customer transparency

1 CLAUSE 25 Standardized formats across all branches

- You must now use the **same format for gold loan agreements, KFS, valuation certificates, terms and conditions, and notices** — across all branches.
- Local versions, zonal tweaks, and editable templates are no longer acceptable.

2 CLAUSE 26 Include mandatory fields in every loan agreement

Your agreement must include:

- Description of gold collateral
- Collateral value
- Auction trigger and process
- Notice period before auction
- Timelines for gold release and refund of surplus
- All applicable charges
- Borrower consent for surprise verification

If any are missing, the agreement is non-compliant.

3 CLAUSE 26 Charges must be clearly listed in the KFS

- The **Key Fact Statement (KFS)** must disclose all charges payable by the borrower — including auction-related charges.
- You must follow the RBI-prescribed format in **Annexure A of the KFS Directions**.
- No vague or hidden fees are allowed.

The RBI's documentation changes are designed to curb fraud and increase customer transparency

4

CLAUSE 27

Issue a detailed gold valuation certificate for every loan

The certificate must mention:

- Purity (in carats)
- Gross and net weight
- Noted damage or defects
- Image of the gold
- Value at the time of sanction

Valuation certificate must be **attached to loan agreement** and **handed over to borrower with acknowledgement**.

5

CLAUSE 23

Borrower presence mandatory during valuation

You need a systemic way to **record** borrower presence at branch during valuation.

An easy way to do this - via digital paperwork - would be to get valuation certificate digitally acknowledged by valuer and borrower - with **geofencing enabled**.

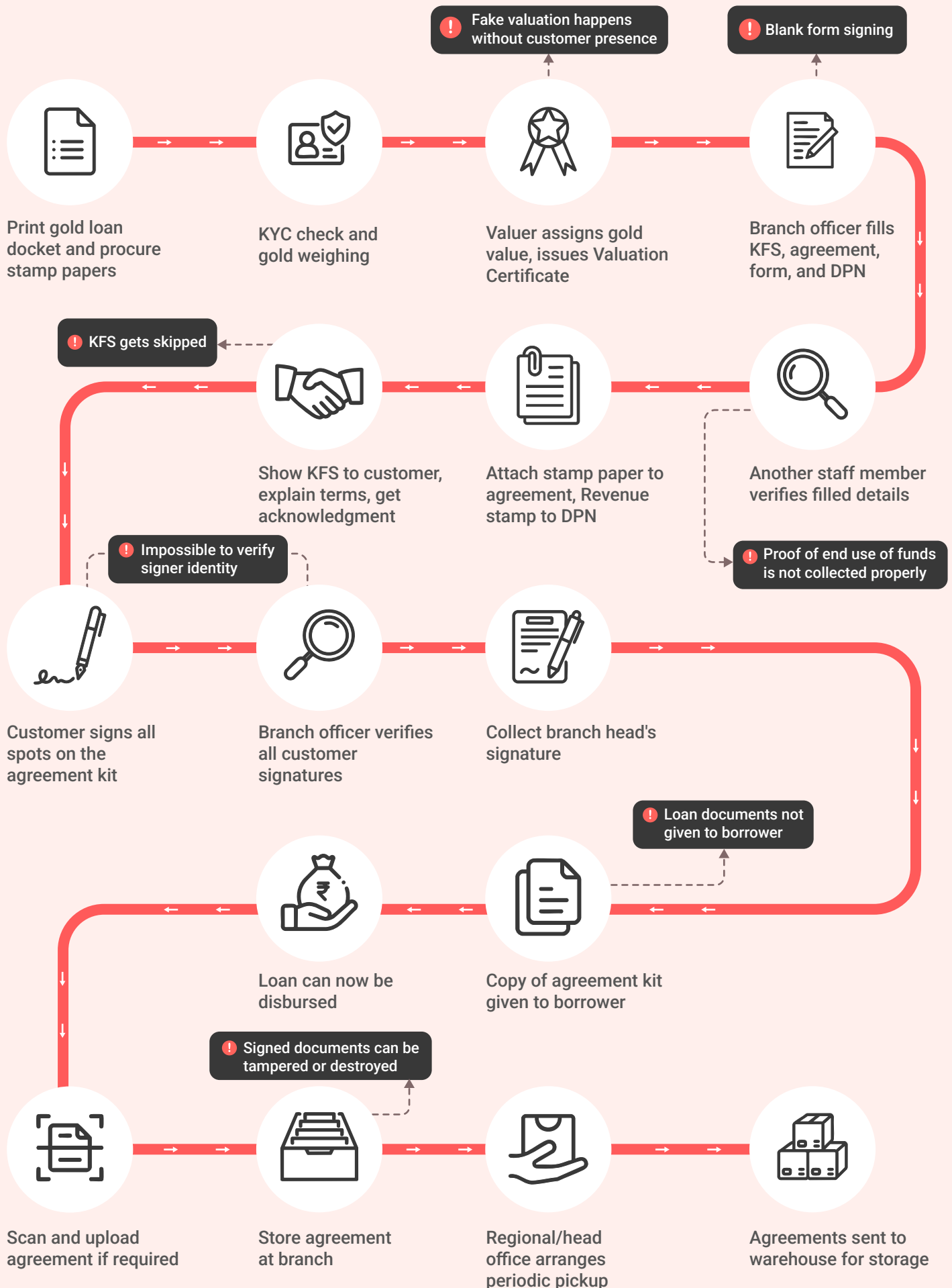
6

CLAUSE 28

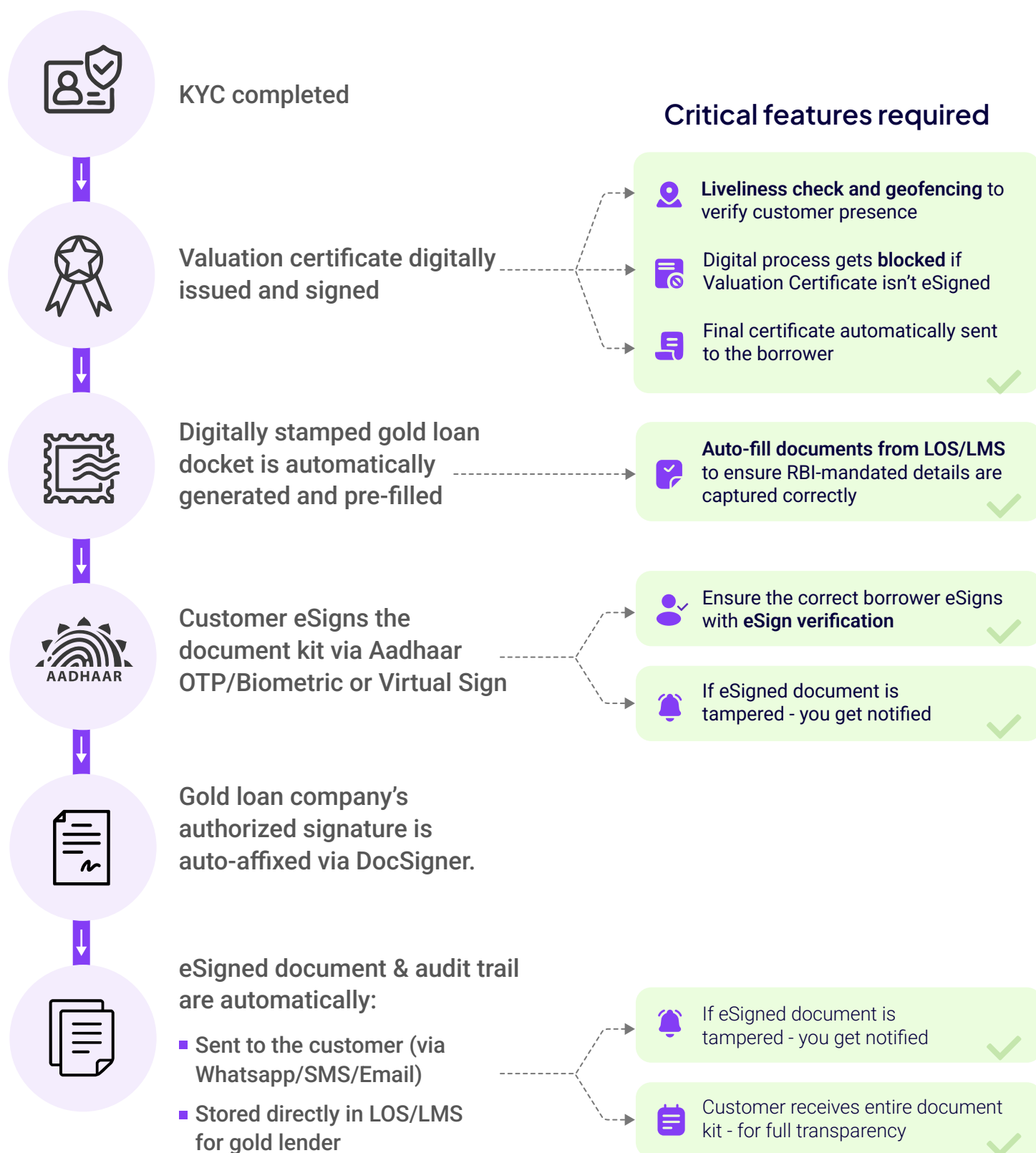
Borrower communication must be in vernacular language

- All documentation — especially terms and conditions — must be provided in **a language the borrower understands**.
- If the borrower is illiterate, key terms must be explained in front of a witness.

Physical paperwork lets fraud and compliance violations slip through



Digital gold loan paperwork makes it easy to plug in fraud and compliance gaps



Digital Paperwork is more transparent for the customer

Physical Paperwork

You sign for now, I will fill them later, don't worry.



Where have I kept my signed agreement?



I can't understand this!

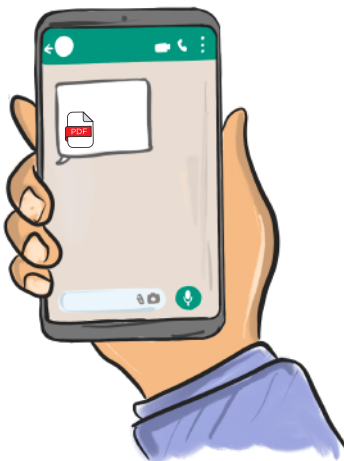


Digital Paperwork

Oh, this already has all my details filled!



Wow, I received my signed agreement on WhatsApp!



Oh great I understand this!



Digital Paperwork makes compliance easier

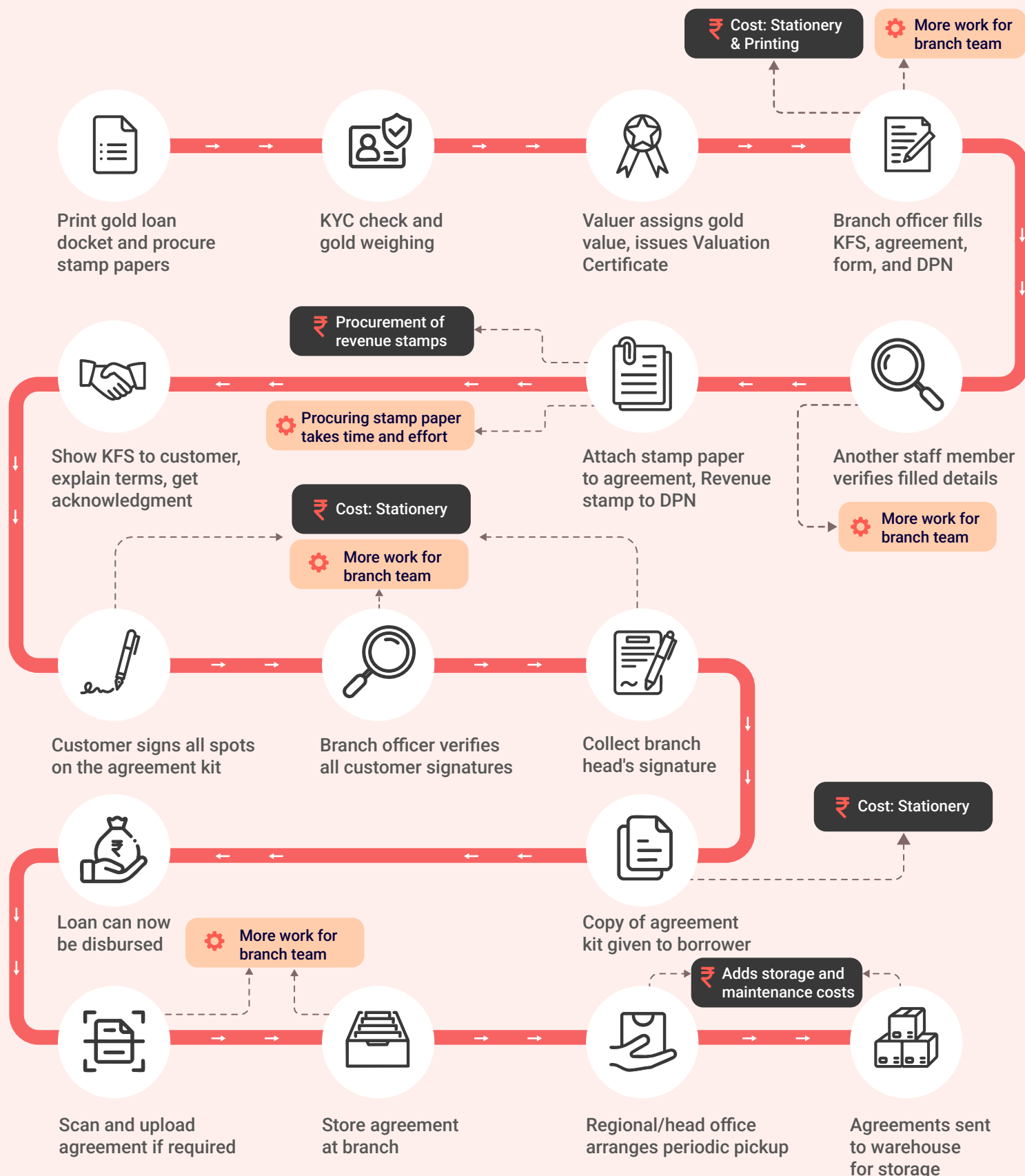
Compliance Requirement	Digital Paperwork 	Physical Paperwork 
Standardized formats across branches	Templates are centrally maintained and locked – same version across all branches	Multiple versions circulate; some branches use wrong or outdated formats.
Mandatory fields in loan agreement and KFS	Fields are auto-filled from LOS/LMS – no chance of omission	Fields are often missed or incomplete
Issue detailed gold valuation certificate	Flow does not proceed until all valuation fields are filled in	Fields are often missed or incomplete
Borrower presence mandatory during valuation	Geofencing and liveliness to ensure both are present	No way to verify borrower presence at time of issuance
Borrower communication in local language	Borrower chooses their language; documents displayed in that language	Borrower is forced into a pre-set language (often English)
Collect proof of end-use of funds for Income Generating Loans	Flow cannot proceed unless proof is uploaded	Branch staff may skip supporting document collection
Borrower must receive final agreement and KFS copy	Signed copies are auto-delivered via WhatsApp/SMS/Email with delivery confirmation	Physical copy can get lost and/or sometimes not given to borrower
Correct borrower must sign the loan agreement and KFS	eSign verification & face match ensure correct borrower is signing	Easy to fake or substitute signer; identity mismatch risk
Integrity of agreements	eSign breaks if document is altered - easy to detect tampering	Hard to detect tampering of document

Chapter 1C

Digital paperwork cuts branch costs and increases margins



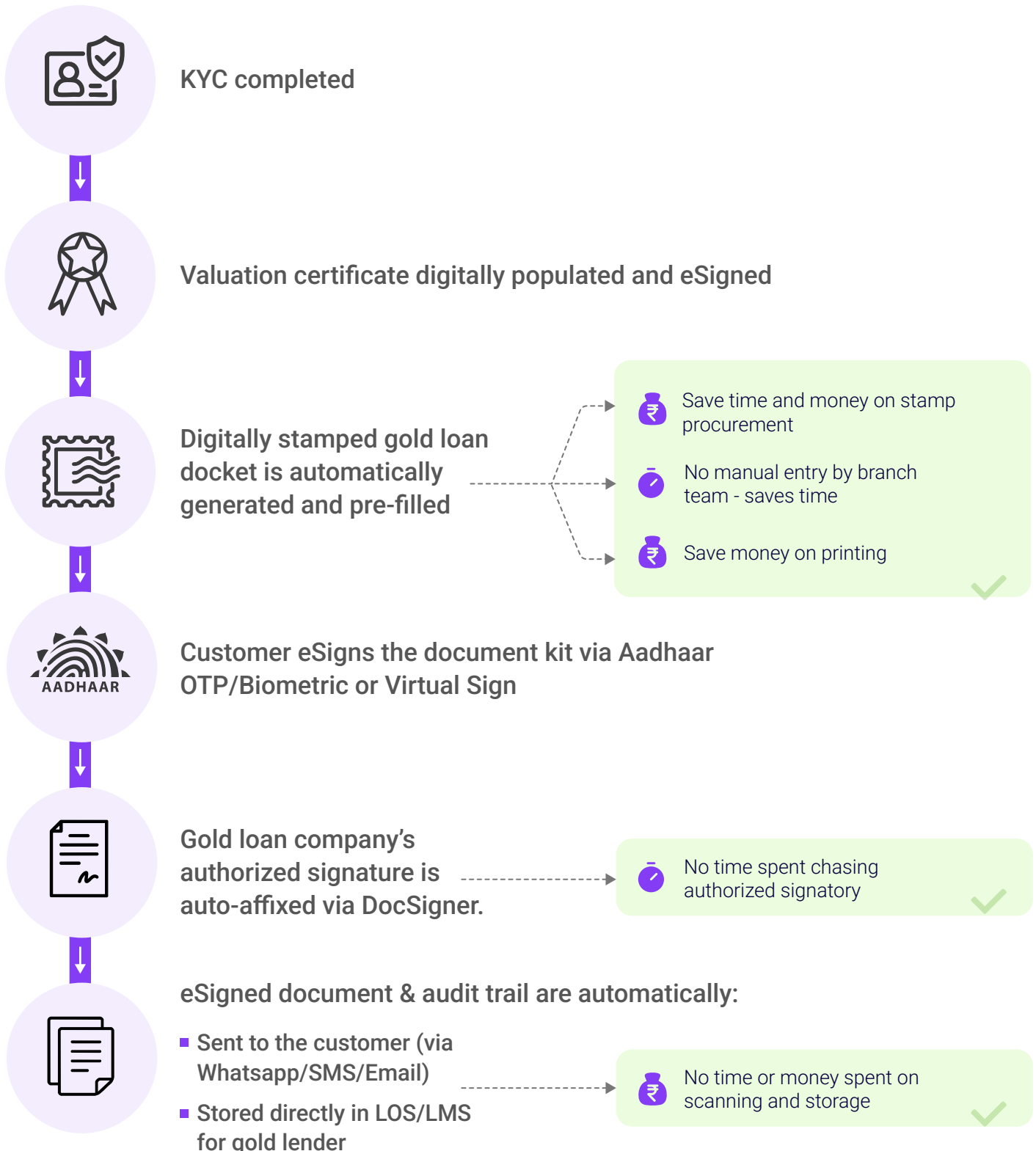
The physical gold loan agreement process is littered with costs – monetary and operational



Min. ₹90-100 per Gold Loan docket

This calculation is based on publicly available figures and independent enquiries with document storage vendors carried out by Leegality

Digital paperwork slashes costs



Max. ₹45-50 per Gold Loan docket

Digital Gold Loan paperwork can SLASH your costs by half.

This calculation is based on publicly available figures and independent enquiries with document storage vendors carried out by Leegality

Sources:

1. **Banker arrested for major gold loan fraud in Maharashtra**
| Times of India
<https://timesofindia.indiatimes.com/city/lucknow/banker-held-for-25cr-gold-loan-fraud-in-maharashtra/articleshow/110829155.cms>
2. **Analysis and insights on recent gold loan fraud cases**
| Economic Times
<https://ecoti.in/4dBpqb>
3. **Finance manager caught for Rs 124 crore gold loan scam in Hyderabad**
| Times of India
<https://timesofindia.indiatimes.com/city/hyderabad/shocking-gold-scam-finance-manager-arrested-for-rs-124-crore-fraud/articleshow/114860182.cms>
4. **Key red flags and prevention tips for gold loan frauds**
| Financial Express
<https://www.financialexpress.com/money/gold-loan-frauds-crucial-red-flags-and-how-to-avoid-them-3603996/>
5. **Finance Ministry directs PSU banks to review gold loan portfolios |**
| Business Today
<https://www.businesstoday.in/industry/banks/story/finance-ministry-asks-psu-banks-to-review-their-gold-loan-portfolio-421337-2024-03-13>
6. **Need a gold loan? Come through the back door | The Ken**
<https://the-ken.com/story/need-a-gold-loan-come-through-the-back-door/>
7. **Gold loans - Irregular practices observed in grant of loans against pledge of gold ornaments and jewellery**
| DoS.CO.PPG.SEC.10/11.01.005/2024-25 | Reserve Bank of India
<https://rbi.org.in/scripts/NotificationUser.aspx?Mode=0&Id=12735>
8. **Reserve Bank of India (Lending Against Gold and Silver Collateral) Directions, 2025 | DOR.CRE.REC.26/21.01.023/2025-26 | RBI**
<https://rbi.org.in/Scripts/NotificationUser.aspx?Id=12859&Mode=0>

Chapter 2: Step-by-Step Paperwork Flows for Gold Loans

- Gold Valuation eCertificate Flow
- Electronic Agreement Docket Flow
- Electronic Renewal Agreement Flow
- Electronic Closure Form Flow

👁️ Let's see how

Digital paperwork can be plugged into critical steps of the gold loan process

1

KYC

Borrower does KYC/eKYC, and is given a timeslot for gold valuation.



Digital
Paperwork
Involved



Gold Valuation

2

Valuation certificate prepared. Clause 23 of RBI Gold Loan Directions, 2025 requires borrower presence.

Digital
Paperwork
Involved

3

Executing the Loan Docket

Borrower eSigns the Loan Kit containing KFS, Sanction Letter, and the Loan Agreement.



Disbursals

4

Gold loan is approved, and the loan amount is disbursed to the borrower's account.

Digital
Paperwork
Involved

5

Collections

Borrower makes repayments and/or gold lender makes collections.

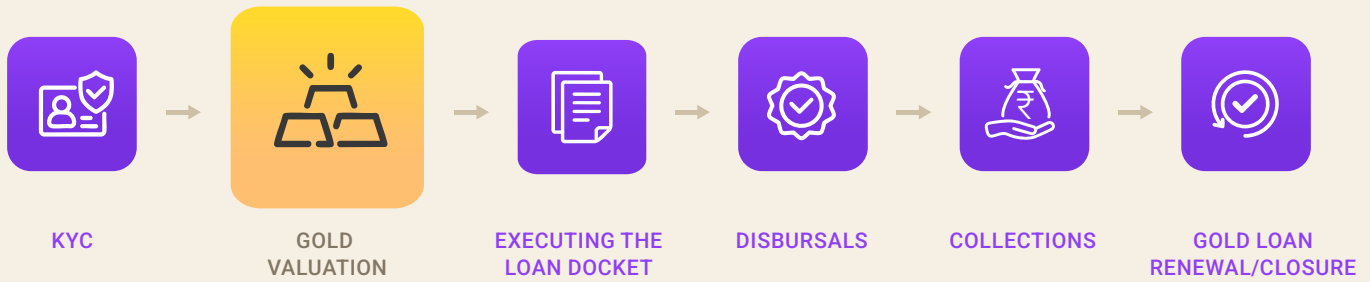


Gold Loan Renewal/Closure

6

At end of loan tenure, the borrower either renews the loan or closes it via renewal/closure forms.

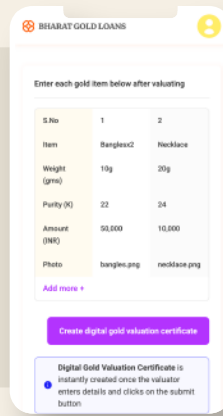
Gold Valuation eCertificate Flow



Valuator evaluates gold purity and weight



Valuator enters details on valuator app



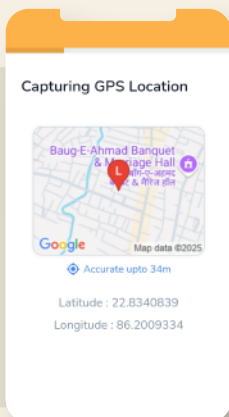
Details are auto-filled and Valuation eCert is generated

Auto-filling ensures you comply with RBI's requirements under **Clause 26 of RBI Directions**



GPS location of valuator is captured

Mobiles are better for this

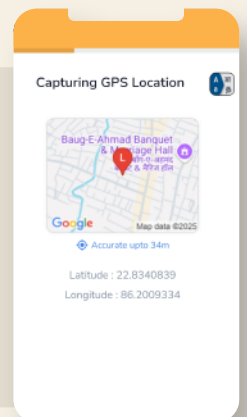


Valuator
Aadhaar
eSigns the
certificate



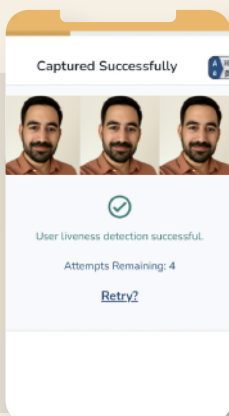
GPS location of
borrower captured

Mobiles are better for this

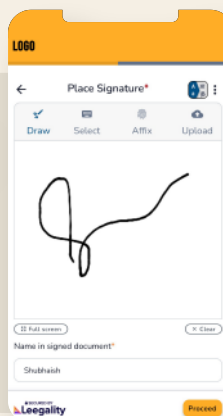


**Liveliness
check of
borrower is
performed**

(this proves presence of borrower)

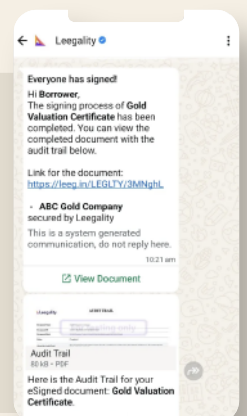


Borrower virtual signs certificate



eSigned
Certificate is:

- Stored in LOS/LMS
- Sent to the borrower
- Affixed to the Loan Agreement



* **Clause 23 of Gold Loan Directions, 2025** requires borrower presence during valuation

✳✳ Using a **virtual sign + geofencing** is an easy way to prove borrower presence during valuation

Electronic Agreement Docket Flow



✳ **Alternate Approach:** Document can be pre-filled directly in LOS/LMS and then passed to document execution platform as Base64 PDF before step 2

“I want the Branch Head to be accountable for every Gold Loan they disburse – how can I ensure that?”

Some lenders prefer having their Branch Head manually eSign each loan agreement instead of using an automated Doc Signer or bulk DSC signing.

This ensures that the Branch Head reviews and approves each loan, reinforcing accountability and reducing the risk of bad loans or non-compliant practices at the branch level.

Here's how this flow works once the loan is sanctioned:



* **Alternate Approach:** Document can be pre-filled directly in LOS/LMS and then passed to document execution platform as Base64 PDF before step 2

How will the customer sign the agreement if Aadhaar ESP is down?

Aadhaar eSign Service Providers (ESPs) like Protean (NSDL), CDSL, Verasys and others sometimes face downtime. When this happens, borrowers can't complete Aadhaar eSign - bringing loan disbursement to a halt.

To avoid this, your document execution process should connect with multiple ESPs—so if one ESP is down, the system can easily switch to another.

Here's how a multiple ESP process would work:

Borrower views document & clicks on 'eSign'

1



Your eSign system detects the success rates of the multiple ESPs you are connected with

2

ESP 1 | 73%
Success Rate

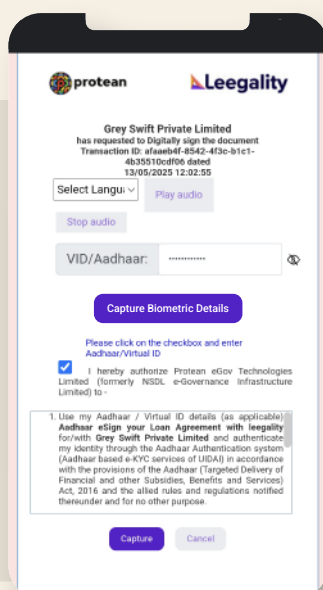
ESP 2 | 45%
Success Rate

ESP 3 | 90%
Success Rate

✓ System displays
ESP 3 to Signer

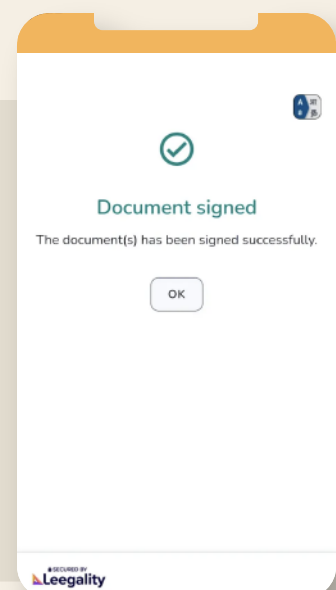
Your eSign system routes the signer to the ESP with highest success rate

3



Borrower performs eSign successfully

4



“My primary Aadhaar eSign type is Biometric – but sometimes borrowers don’t have readable fingerprints”

In this scenario, you can avail UIDAI’s new Aadhaar Face Sign facility - that allows a borrower to eSign with their face.

Borrower views document & clicks on ‘eSign’

Page 1 of 5

PROCEED

Aadhaar Biometric is attempted, fails since borrower's fingerprints are faded

Unable to esign

Error Message: Failed to match fingerprint details

Branch officer restarts the flow, but this time selects Aadhaar Face Sign

How would you like to Sign using your Aadhaar?

☐ Biometric scan
Validate using thumb scan on external device

☒ Face authentication
Face authentication using device camera

Name in signed document*

Borrower

Signed document will be sent to ashwin@leegality.com

Borrower eSigns via Aadhaar Face Sign - on the branch device itself

Aadhaar Auth v1.2.0

Capture Face

Face Captured Successfully. Please click Ok to continue.

OK

How will the borrower eSign if UIDAI is down?

When UIDAI is down, all Aadhaar eSign modes (OTP, Biometric, Face, Iris) fail.

This leaves you with two options:

- Fall back to physical paperwork – defeating the point of digitisation
- Use a compliant non-Aadhaar eSign mode – faster, cheaper, and fully digital

The challenge?

You want to offer the non-Aadhaar mode only as a backup – not as a default. If both options are visible upfront, branch officers may skip Aadhaar altogether.

To solve this you should implement a cascade system that takes away discretion from the branch officer:

While configuring eSign workflow, you set a failure limit of 2 attempts in your Cascade System

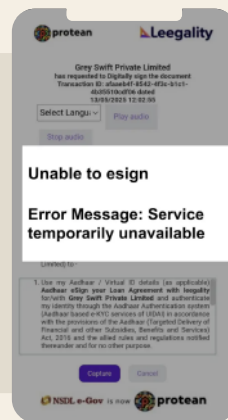
0

Borrower views document & clicks on 'eSign'



1

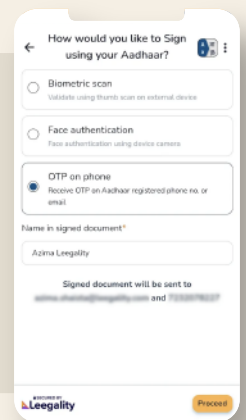
Aadhaar Biometric is attempted, fails due to UIDAI downtime



2

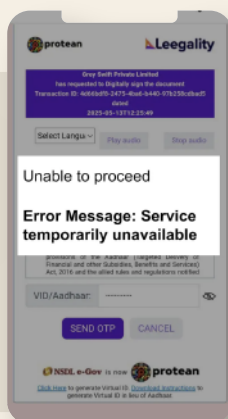
Aadhaar OTP and Face appear as first backups

Lenders often put other Aadhaar modes as first backup in case it's not a downtime issue.



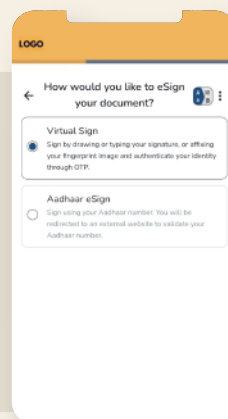
3

Aadhaar OTP and Face Sign fail - since UIDAI is down



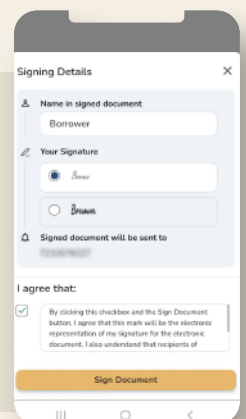
4

Since, Aadhaar eSign has failed twice - an OTP based Secure Virtual Sign now appears as an option



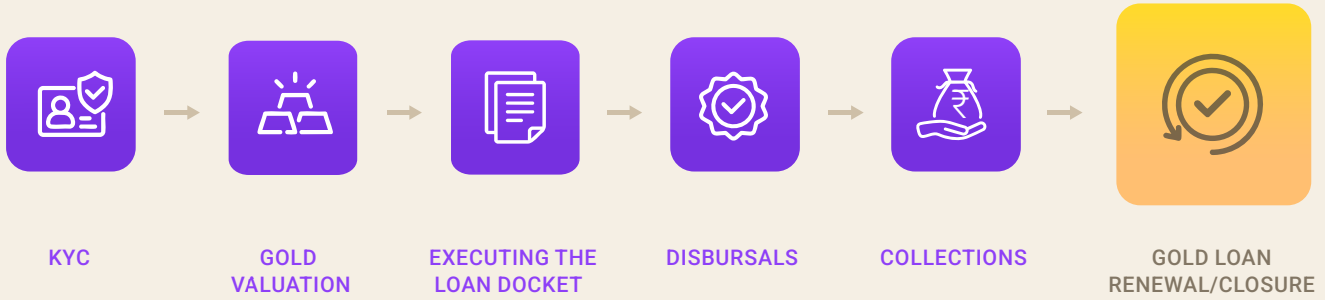
5

Borrower eSigns the agreement via Secure Virtual Sign



6

Electronic Renewal Agreement Flow



Borrower fills Gold Loan Renewal form

1



Borrower uploads required documents while filling out the form

2



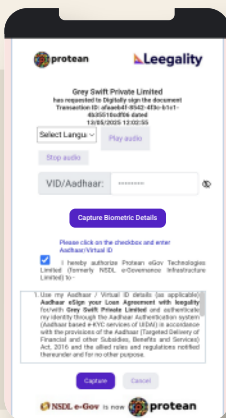
The valuator revalues the gold

3



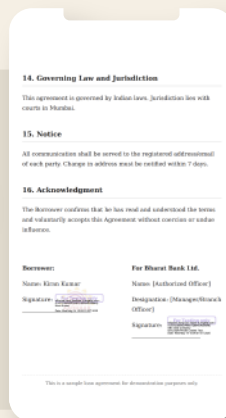
Borrower Aadhaar eSigns updated loan kit (with renewal agreement)

4



Lender signature automatically affixed via Doc Signer

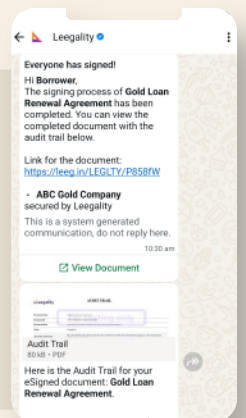
5



eSigned Renewal agreement is:

- Sent to the borrower on WhatsApp/SMS
- Stored in LOS/LMS

6



Electronic Closure Form Flow



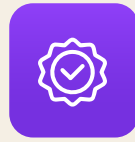
KYC



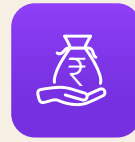
GOLD VALUATION



EXECUTING THE LOAN DOCKET



DISBURSALS



COLLECTIONS



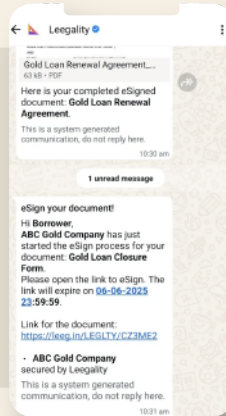
GOLD LOAN RENEWAL/CLOSURE

Borrower fills gold loan closure form and makes final payment



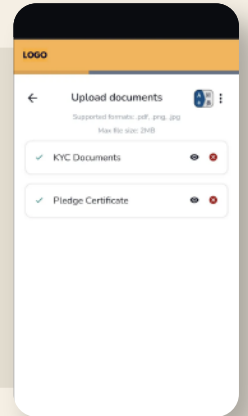
1

Borrower receives gold closure form link on Whatsapp.



2

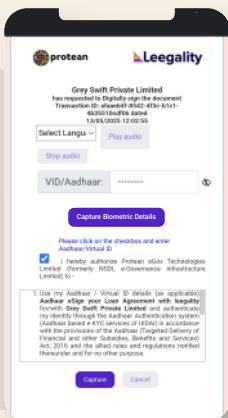
Borrower uploads required documents - like KYC documents, receipts/pledge certificates.



3

Borrower Aadhaar eSigns.

Prevents wrong Aadhaar eSign with Aadhaar eSign Verifier.



4

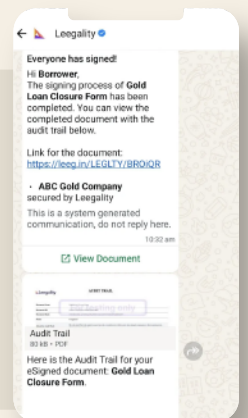
Lender signature automatically affixed via Doc Signer



5

Signed closure form is:

- Sent to the borrower on WhatsApp/SMS
- Stored in LOS/LMS



6

Borrower collects the gold



7

Chapter 3: FAQs

gold lenders ask us about digital paperwork

FAQs

gold lenders ask us about digital paperwork

1 Many borrowers may not be very tech-savvy. Can all customers easily access and use digital signing links on their phones?

Yes — even digitally limited customers can eSign, if the flow is designed for them. The following features become essential:

- Send eSign links via **familiar channels** like WhatsApp, SMS, or email.
- Use **custom branding** (logo, colors, sender name) to build trust and make the process feel familiar.
- Make sure the digital interface is in a **vernacular language**.

2 We rely on physical paperwork to meet legal and operational audit requirements. Is digital paperwork equally valid and acceptable under Indian law?

Yes. eSign is valid as per Section 5 of the IT Act. Other modes of electronic authentication are valid under Section 10A of the IT Act. Similarly, Section 4 of the IT Act enables digital stamping and digital revenue stamping.

In fact under the **Bharatiya Sakshya Adhiniyam** (new evidence act), eSigns have presumptions of validity - making them easier to enforce than physical signatures.

3 RBI KFS rules mandate that the KFS to be in the borrower's vernacular language. How can this requirement be met in a digital paperwork process?

To comply with RBI's KFS language mandate digitally, you need to:

Execute the KFS in the borrower's language

- Identify common local languages and create KFS kits for each
- Set up **separate workflows for each language** and trigger based on borrower preference
- Upload translated KFS documents into your digital system

Translate the eSign experience

Translating just the KFS isn't enough — **the eSign journey** (invites, buttons, instructions) must also be in the **borrower's language** to ensure end-to-end understanding.

FAQs

gold lenders ask us about digital paperwork

4 In physical processes, we hand over a signed copy of the loan agreement to the borrower. How can this be replicated in a digital paperwork process?

The best way would be for your eSign process to automatically **send the eSigned copy to the borrower** via a convenient channel like **Whatsapp or SMS**.

However if this is not possible, you can take a printout of the final agreement and hand it over to the borrower. That way you get all the operational benefits of a digital process (no storage at lender end, faster TAT etc.) while also maintaining borrower comfort.

5 Our branch staff are very comfortable with the current physical paperwork process. Since digital paperwork is new for them, will they need training, and how difficult is it to adapt to it?

That depends on how easy your digital paperwork system is easy to use. A few features that can help:

- **An API that is easy to integrate** in your branch app - that way there is virtually zero learning curve for your branch staff. They just need to click a button on the branch app
- **Interface in a vernacular language** that your branch teams are comfortable in.
- Ease of integration with your existing LOS/LMS software.

Chapter 4: How to select the correct digital paperwork vendor

00 Let's see how

How do you choose the right solution for digital paperwork?

There are countless vendors promising similar features and capabilities, making it difficult to differentiate.

Or you may reject vendors altogether and try to build your own solution.

Whatever the path you choose - how do you know what the end system should look like?

To help simplify this process, we've created a Digital Paperwork Evaluation Framework specifically for Gold Loan use cases.

Use it to assess any vendor and determine whether they align with your operational, legal, and business needs. Or use it when you're building your own in-house system.

How to use the framework:

- **Column 1:** Key outcomes your digital paperwork solution must enable
- **Column 2:** Features that help achieve each outcome
- **Column 3:** Space for comments, comparisons, or specific notes

You can print the framework and use individual sheets for each vendor. This way, each tool can be evaluated side-by-side, clearly and objectively, when presenting or comparing internally.

Scan QR to download printable
file of framework



Digital Paperwork Evaluation Framework for Gold Lenders

This document is designed to accompany your RFP/evaluation process when selecting or building a tech solution for paperless execution of Gold Loan agreement.

Outcome	Feature Checklist (indicative)	Evaluation Notes /Comments
Multiple compliant eSign options KFS, Loan Agreements, and Valuation Certificates all need to be signed. Multiple eSign options allow you to handle these requirements with ease	Aadhaar eSign ☐ Biometric ☐ OTP ☐ Face ☐ OTP based virtual sign as backup to Aadhaar ☐ OTP-less quick sign for KFS and Gold Valuation Certificate ☐ Doc Signer for Bank/NBFC signature	
Provides a reliable eSign service eSign downtime can lead to customer drop offs. Preventing it will reduce drop offs.	☐ Automatically switch Aadhaar ESP on page refresh ☐ Auto-routing to multiple Aadhaar ESPs ☐ Can cascade to non-Aadhaar eSign modes in case UIDAI is facing downtime	
Can do compliant eStamp Non-compliant stamping can expose you to legal and compliance risks	☐ Compliant with Indian stamping laws ☐ NeSL Stamping ☐ Procurement TAT under 5-7 days ☐ Revenue Stamping for DPNs	
Can prove agent/customer's presence during the valuation Required under Clause 23 of RBI Gold Loan Directions, 2025	☐ Liveness checks ☐ Geofenced eSigns	
Can prevent eSign fraud	☐ Ability to pre-fill documents - prevent blank form signing ☐ Prevent wrong Aadhaar eSign Face Match of signer	

Outcome	Feature Checklist (indicative)	Evaluation Notes /Comments
Simplifies document management Loss of momentum kills 80% of digital projects. If you can't go-live easily - your digital paperwork project will fail.	☐ Ability to do transactions without API ☐ APIs that can be integrated without heavy tech team involvement ☐ Business teams can control flow via front-end	
Provides actionable insights on paperwork operations Without eagle-eye's view of paperwork operations, your central teams will be stuck in data fog and will be unable to scale up the process properly	☐ Notification Logs with delivery status and read receipts ☐ Custom MIS ☐ Detailed Analytics Reports	
Complies with RBI Infosec protocols You need to ensure your data meets the security standards set by RBI	☐ API Payload Encryption ☐ Has successfully cleared Infosec audits at large Bank/NBFCs ☐ Access Controls and Restrictions ISO 27001	
Can prevent drop-offs due to supicious, non-accessible flows Without easily accessible and usable eSign flows: • your agents would avoid using it • your customers will prefer physical process	☐ Local language Templates ☐ Local language eSign interface ☐ Custom-branded interface (including Aadhaar ESP) ☐ Can function in 2G/3G for rural areas	
[OPTIONAL] Connects to NeSL and submits details to the IU In case you have a mandate to use NeSL - you'll need a fast and easy way to implement and manage it	☐ Pre-integrated NeSL APIs in the dashboard ☐ Ability to do ONLY stamping via NeSL	
[EXTERNAL VENDORS ONLY] If vendor cannot provide you critical on-time support, your implementation will fail	☐ Dedicated success managers ☐ Go-live and integration support ☐ Template services ☐ Stamp procurement services ☐ Provides timely regulatory updates	

Leegality is a platform that gold lenders can use to build RBI-compliant digital paperwork processes in a fast and easy way.



Document Assembly

Create and deploy digital forms and agreements in minutes



Document Pre-fill

Automatically pre-fill documents from LOS/LMS/CBS



eSign

Customers/Vendors can eSign documents via Whatsapp, SMS, email or directly in the net banking app



Digital Stamping

Get documents digitally stamped in 31+ States/UTs



Document Fraud Prevention

Prevent document fraud with Face Match, eSign Verifier and Secure Audit Trail



Document Operations

Digitally perform steps like supporting docs collection, internal reviews & bank-side signatures



Document Storage

Store forms and agreements automatically in your LOS/LMS/CBS after they are signed

NeSL

NeSL

Fastest and easiest way to implement NeSL in India

10+ leading Gold Lenders are using Leegality & are getting fantastic business results



~2L

Gold Loan Dockets executed per quarter on avg.

~10 mins

Avg TAT for 90% Gold Dockets execution



Leegality has been an outstanding partner for us - offering a robust platform that not only meets our technical and compliance requirements but also enhances our operational efficiency

Stanny P

AVP, Operations, Indel Money



See what a 10-min Gold Loan agreement journey should feel like

We've built a mock app where you can:

- ✓ See how Leegality plugs into your branch/field app
- ✓ Try eSign flow for Valuation eCert, KFS and Loan Agreement

Scan to try a demo of Leegality
for Gold Loan branches

