



UPDATING PASSPORT DATA ON THE ONLINE PLATFORM

IDBanking.am / [Idram&IDBank](#)



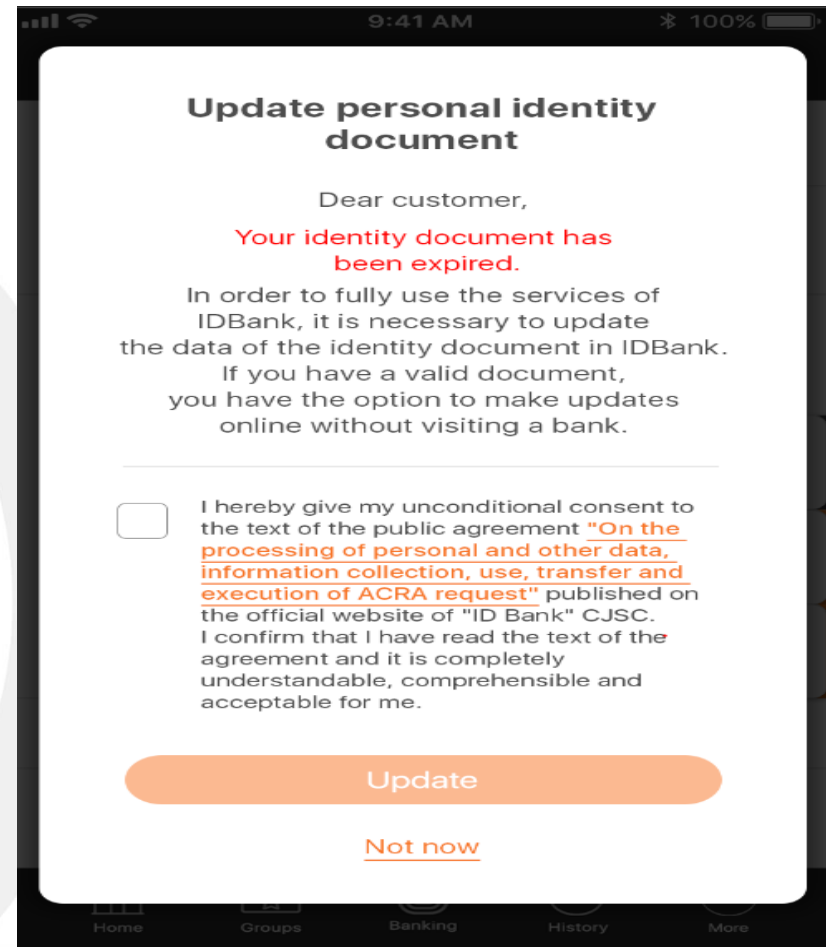
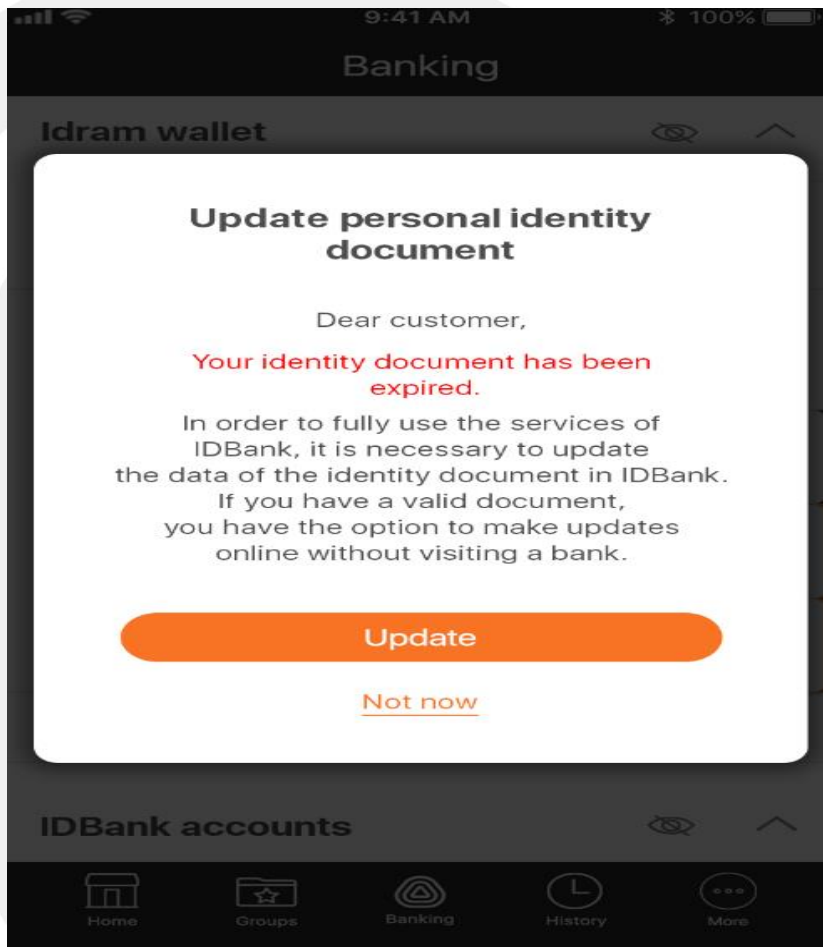
Dear customer, from now on, if you have an expired identity document in the Bank's program, you can update your passport data on the **online platform** to use banking services **without visiting a branch**.

Moreover, the system will offer to update passport data if the deadline is approaching.

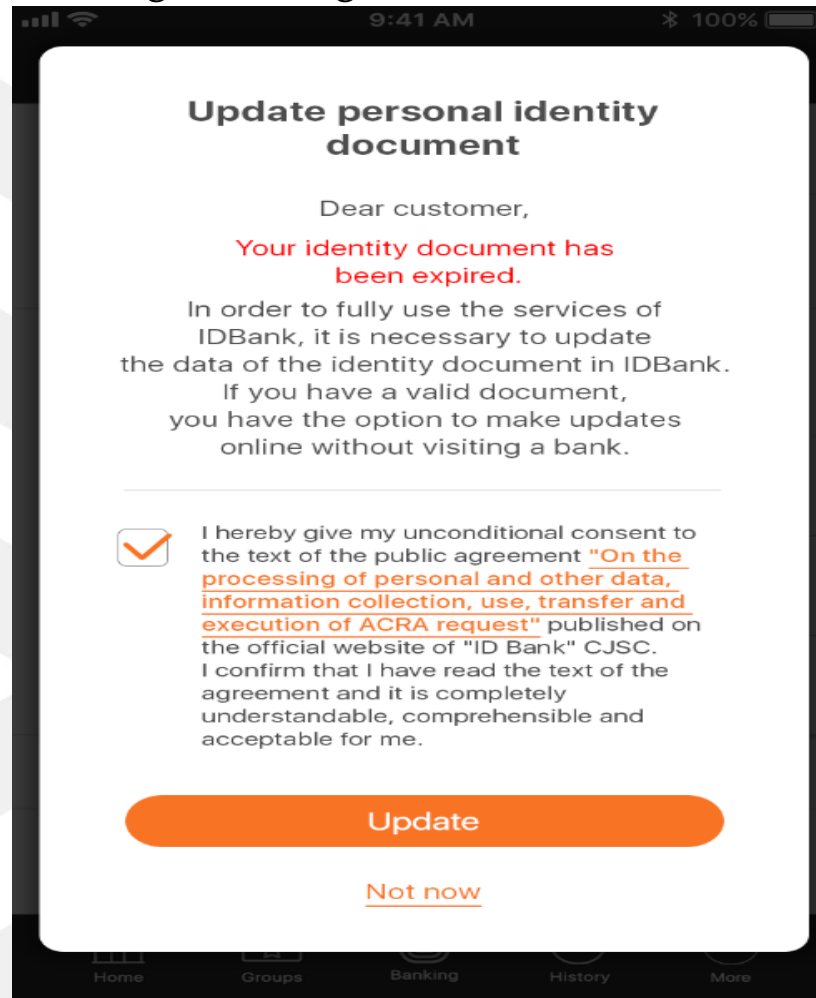
You can use the option to update the identity document data if you have synchronized your **IDBank** and **Idram** accounts and have a **social card**.



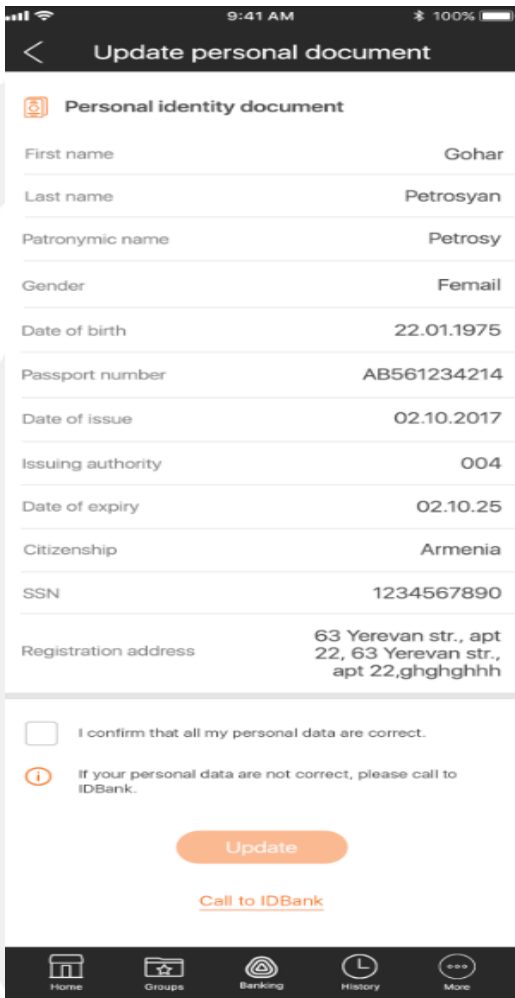
When entering the "Accounts"/"Credits"/"Cards"/"Deposits" section on the IDBanking.am platform, the following message will appear to ensure that you have read the "Public Terms", after which you need to click the "Update" button.



Dear customer, if the expiration date of your passport is close, the system will inform you about the **expiration date of the passport** through a message.



It is necessary to check the valid passport data received from the "EKENG" system, confirm that all the above data are correct, click the "Confirm" button.




Update personal document

Personal identity document

First name	Gohar
Last name	Petrosyan
Patronymic name	Petrosy
Gender	Femail
Date of birth	22.01.1975
Passport number	AB561234214
Date of issue	02.10.2017
Issuing authority	004
Date of expiry	02.10.25
Citizenship	Armenia
SSN	1234567890
Registration address	63 Yerevan str., apt 22, 63 Yerevan str., apt 22,ghghghhh

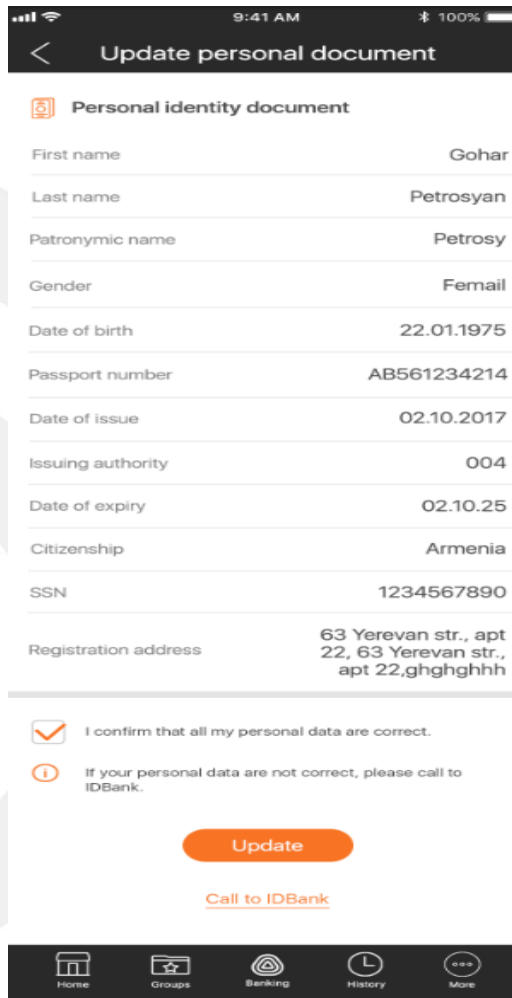
I confirm that all my personal data are correct.

 If your personal data are not correct, please call to IDBank.

[Update](#)

[Call to IDBank](#)

Home Groups Banking History More




Update personal document

Personal identity document

First name	Gohar
Last name	Petrosyan
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Registration address	63 Yerevan str., apt 22, 63 Yerevan str., apt 22,ghghghhh

I confirm that all my personal data are correct.

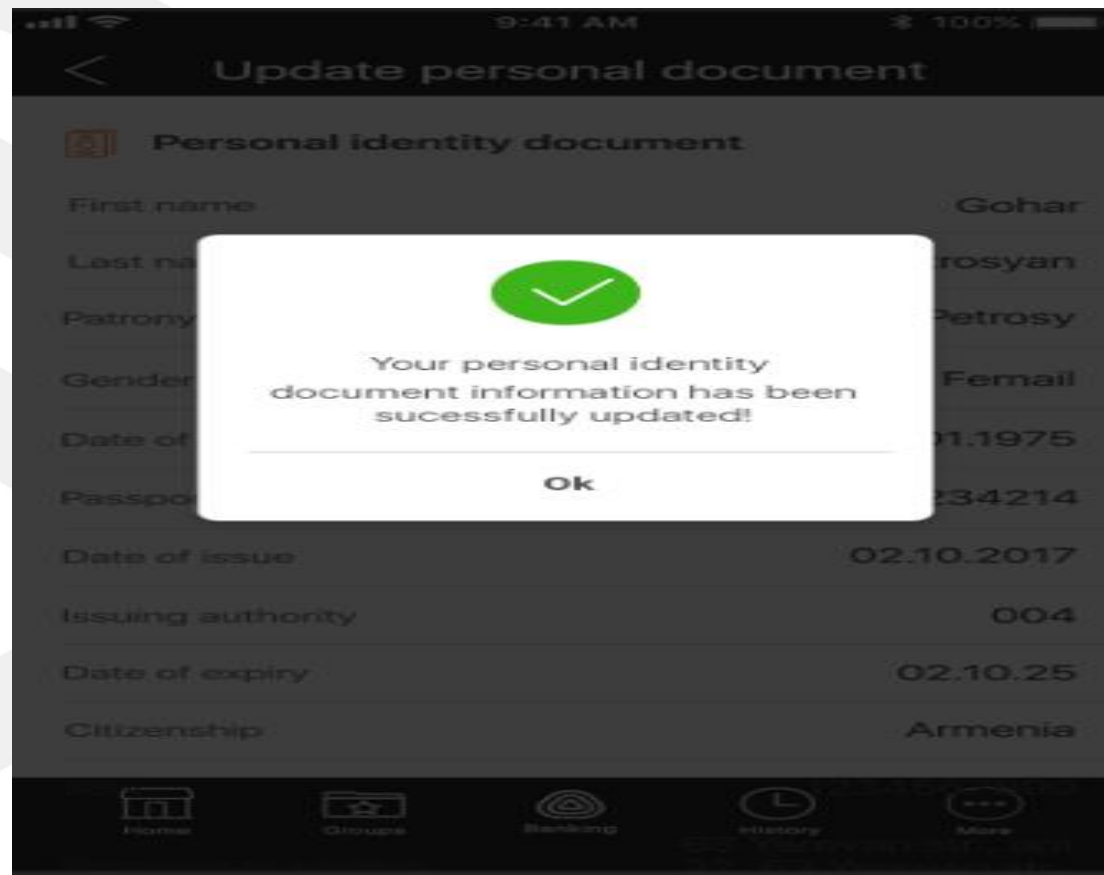
 If your personal data are not correct, please call to IDBank.

[Update](#)

[Call to IDBank](#)

Home Groups Banking History More

After completing the entire sequence of steps, you will receive a message about the **successful completion of the operation**.

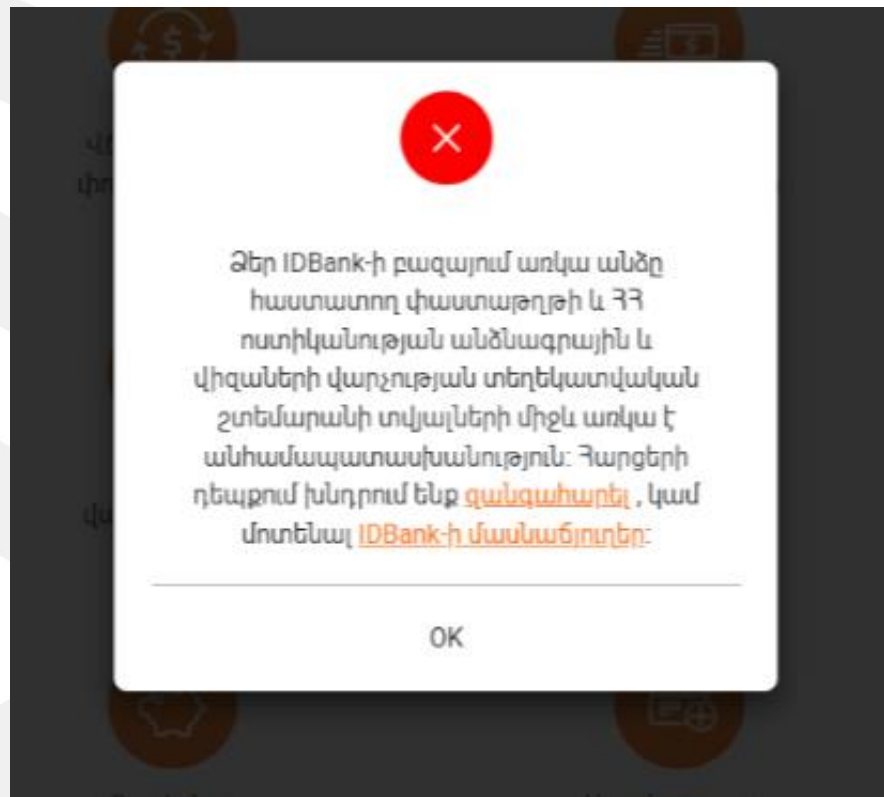


If you still do not have a **valid ID**, you will receive the following message:




Dear Customer, you do not have another valid identity document in the Ekeng database. If you have any questions, please call IDBank or contact IDBank branches.

Dear customer, if the date of birth/social card data available in the Bank is different from the information available in the RA Police database, then you will receive the following message:



The information on the identity document existing in IDBank does not match the data in the database of RA Police Passport and Visa Department. If you have any questions, please [call IDBank](#) or contact [IDBank branches](#)

Dear customer, if you do not have a **social card**, you will receive the following message:

 Ձեր անձը հաստատող տվյալների թարմացումը հնարավոր չէ իրականացնել առցանց: Թարմացման համար խնդրում ենք գանգադարել IDBank կամ մոտենալ IDBank-ի մասնաճյուղեր:

Your personal information cannot be updated online. To update, please call IDBank or contact to IDBank branches



UPDATING PERSONAL DATA ON THE ONLINE PLATFORM

Idbanking.am / [Idram&IDBank](#)

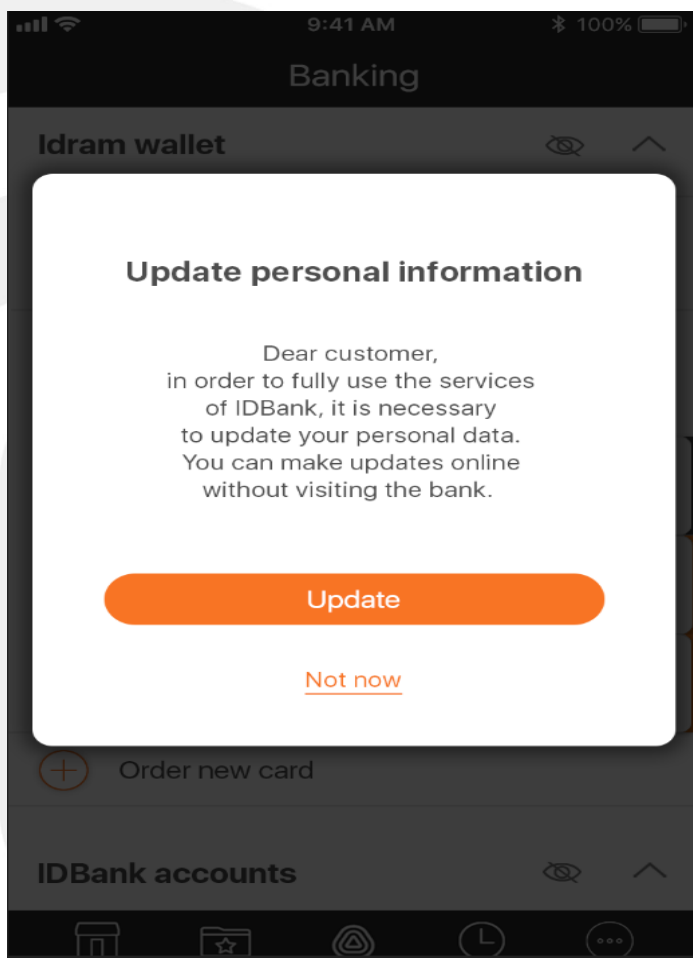
- ✓ Dear customer, you can use the option of updating personal data if you have **synchronized your IDBank and Idram accounts**.

According to the Bank's internal policy, it is necessary to periodically update personal data, in particular:

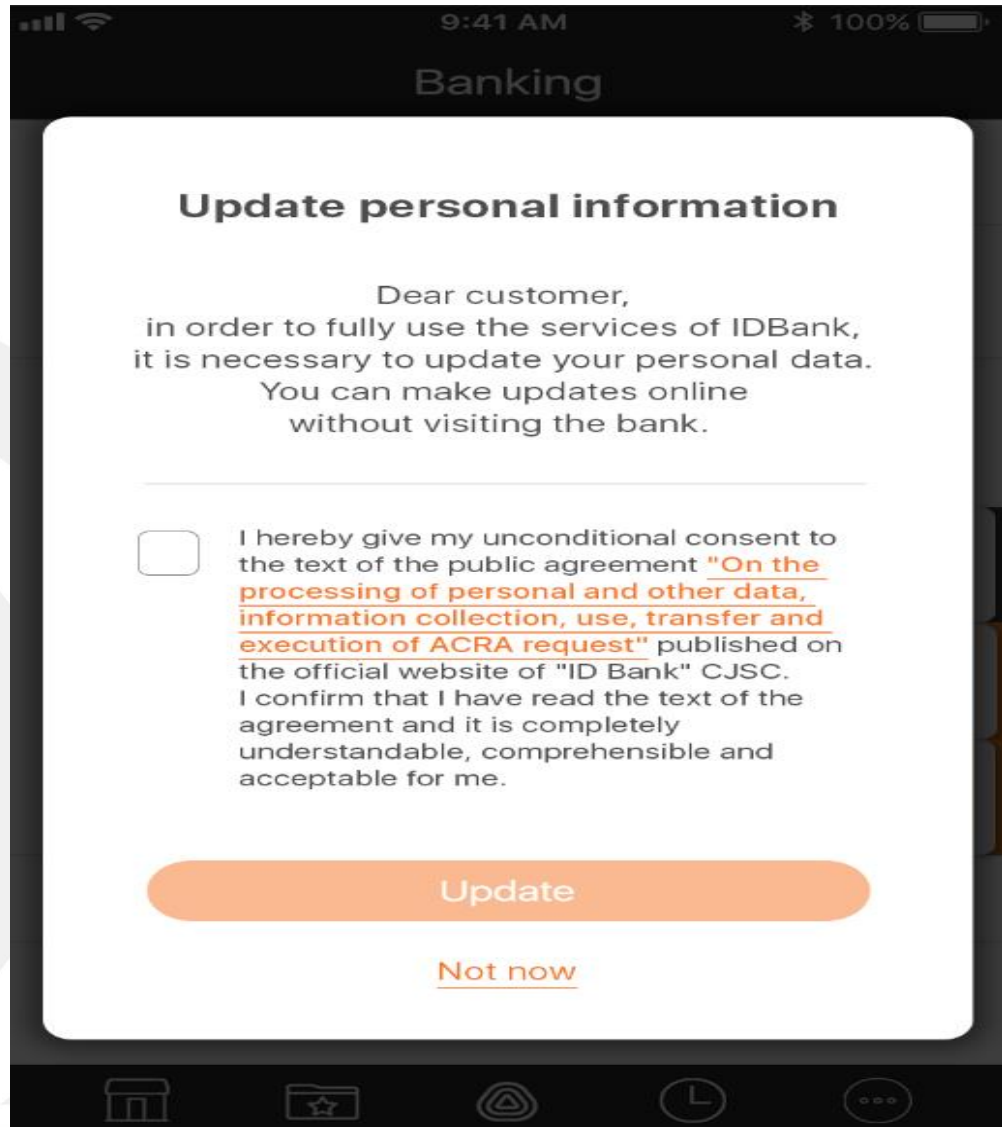
- country of residence
- residential address
- workplace
- position
- education
- number of family members
- educational institution
- bank statement language
- amount of monthly turnover of money in accounts
- origin source of funds in bank accounts
- purpose of the business relationship (banking services that the customer intends to use)



After entering the "Accounts"/"Credits"/"Cards"/"Deposits" section on the IDBanking.am platform, you will see the following message, after which it is necessary to press the "Update" button.



It is necessary to agree to the "Public Terms", then click the "Update" button.



Banking

Update personal information

Dear customer,
in order to fully use the services of IDBank,
it is necessary to update your personal data.
You can make updates online
without visiting the bank.

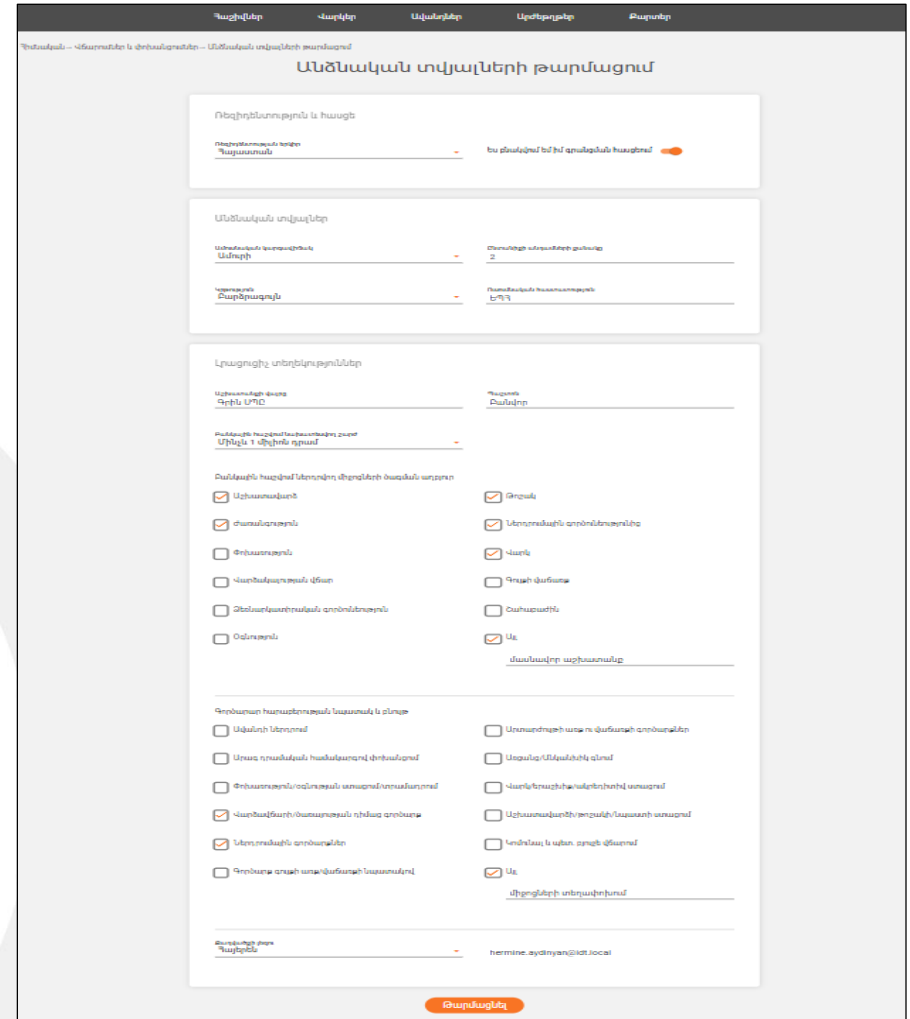
I hereby give my unconditional consent to the text of the public agreement "On the processing of personal and other data, information collection, use, transfer and execution of ACRA request" published on the official website of "ID Bank" CJSC. I confirm that I have read the text of the agreement and it is completely understandable, comprehensible and acceptable for me.

[Update](#)

[Not now](#)

Dear customer, You can change any personal data, except e-mail address. In the fields of origin source of the funds and the purpose of the business relationship you have the option **"Other"**, where you can specify and manually enter the option that was not offered to you.

After filling in the complete data, it is necessary to press the **"Update"** button, confirm it with the PIN code, after which your personal data will be automatically changed in the programs available in the Bank.



The screenshot displays the 'Անձնական տվյալների թարմացում' (Update personal data) form on the IDBank online platform. The form is organized into several sections:

- Ուղղորդման աղբյուր և հասցե** (Source and address): Includes a dropdown for 'Պաշտոնական կազմակերպություն' (Official organization) and a text field for 'Ինքնուրույն կամ իմ գրասենյակի հասցե' (Self-employed or my office address).
- Անձնական տվյալներ** (Personal data): Includes a dropdown for 'Անձնական կապերի աղբյուր' (Source of personal contacts) and a text field for 'Օրոշակի անձանց քանակ' (Number of specified persons) with the value '2'. It also includes a dropdown for 'Կապերի ընթացակարգ' (Contact process) with the value 'ԵՊՊ'.
- Լրացուցիչ տեղեկություններ** (Additional information): Includes a dropdown for 'Արհեստագործական գործի կոդ' (Craft code) and a text field for 'Պաշտոն' (Job). It also includes a dropdown for 'Ինքնուրույն կազմակերպության շտաբի կոդը 1 միջին դաս' (Code of the staff of the self-employed organization, 1st medium class). Below this are two columns of checkboxes for 'Ծանոթին հազվադեպ կերպով միջոցների մատչման աղբյուր' (Source of access to funds for acquaintances):
 - Left column: Աշխատանք, Շահանքային, Փոխառություն, Վարձակալության վճար, Չեղանկատելի օրոններ, Օմնիպոն
 - Right column: Ցրտան, Անուրույն օրոններ, Վարկ, Գրանք վաճառք, Շահաբաժին, Այլ
- Գրոհողի հաճախորդական նպատակ և շնորհ** (Customer's purpose and benefit): Includes two columns of checkboxes:
 - Left column: Անձնական կապեր, Արտադրանքի համալրում, Փոխառություն/օգնություն ստացում/տրամադրում, Վարձակալության/օգնության ուղիղտ օրոն, Անուրույն օրոններ, Գրոհողի օրոնի առաջնություն
 - Right column: Անուրույն օրոնի վաճառքի օրոններ, Արտադրանքի համալրում, Վարձակալության/օգնության ուղիղտ օրոն, Աշխատանքի/օրոնի/նպատակի ստացում, Կրթության և պետ. օրոնի օրոններ, Այլ
- Միջոցների տեղեկություն** (Funds information): Includes a dropdown for 'Պաշտոնական կազմակերպություն' (Official organization) and a text field for 'hermine.aydinyan@idb.local'.

At the bottom of the form, there is a red button labeled 'Թարմացնել' (Update).

THANK YOU FOR YOUR
ATTENTION!

