

ACCOUNT RELATED SERVICES

Mobile Number

Can I register multiple mobile numbers on my account?

only one number will be used as a primary number for you to receive all Bank related communication such as OTPs, SMS and any other alerts.

E-MAIL ID

How do I change the registered email id on the account?

You can change your registered e-mail id through any of the following banking channels

- Mobile Banking
- Internet Banking
- Banking / Customer Service Point
- IVR/ Customer Care Number

I do not have an e-mail id updated on my account. How do I update the same?

You can update your registered e-mail id through any of the following banking channels

- Mobile Banking
- Internet Banking
- Banking / Customer Service Point

I had raised email id change request on my account. The same has not been updated?

Please contact our customer care officer at 1800-209-2265 from your registered mobile number or alternatively write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

ADDRESS CHANGE – (CORRESPONDANCE ADDRESS)

How do I change the existing correspondence address on my account?

You can change the address through any of the channels mentioned below

- Mobile Banking
- Internet Banking
- Banking / Customer Service Point

What are the documents I need to submit as a proof of address change? Where do I submit these documents?

To change your communication address, you need to login to your Mobile Banking App or Internet Banking or else, visit the Banking point, provide the new address and authenticate the request. You do not need to submit any documentary proof for the new address.

Can I change my Correspondence/communication address?

Yes, you can change your local address through any of the below channels -

- By logging in to your Mobile Banking App and updating your Correspondence/communication address OR
- By logging in to your Internet Banking and updating your Correspondence/communication address OR
- By visiting any of the nearest ABPB Banking / Customer Service points to change your address.
- No address proof document is required to be submitted for change of local/communication address.

I had raised address change request on my account. The same has not been updated?

Please contact our customer care officer at 1800-209-2265 from your registered mobile number or alternatively write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

Interactive Voice Response - IVR SERVICES

Interactive Voice Response (IVR) is an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient.

What is the IVR number for ABPB?

IVR service number is **1800-209-2265**.

Is the call to this number chargeable or is this a toll free number?

Call to this number is toll free, you will not be charged for the same.

What all services are available through IVR?

Service available through IVR mentioned below;

- Card Hotlisting
- PIN Change
- Statement Request (E-Statement / Physical)
- Balance Enquiry
- Last 5 transactions
- Fraud/Unauthorized transaction Reporting
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I am unable to reach on the given IVR number. Is there any other alternative number?

Currently we have only one IVR service number. You may try calling after a while or alternatively, you can write to us at Vcare4u@adityabirla.bank.