

MOBILE BANKING

What is Mobile Banking

Mobile Banking is a system of banking in which customers can view their account details, pay bills, and transfer money, etc. by means of the mobile application provided by the bank.

How do I avail the ABPB Mobile Banking facility?

If you are using a Smart phone, you can avail the Mobile Banking Application (Mobile Banking App) facility. This application can be downloaded directly from google play store. You can look for Aditya Birla Payments Bank in the search option.

Is this Mobile Banking application available for all the operating systems i.e. Android, IOS & Windows? No, this application is not available for all the Operating System (OS) versions. Currently Mobile Banking App is available for Android versions 4.0 and above only.

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What are the key benefits of this service?

By downloading the Mobile Banking App, you can perform various types of transactions on the go. You can access the banking facilities at your fingertips. No need of visiting a Banking or Customer Service Point for your daily banking requirements. This saves your time and energy, is very convenient and user friendly.

Are there any separate charges for availing these services?

No, there are no separate or hidden charges for using the Mobile Banking services. You can avail the Mobile Banking services **FREE OF COST**.

Please refer the schedule of charges on our website for understanding our schedule of charges for Mobile banking and other channels

Are the transactions done on mobile banking secure?

Yes! Security and Customer satisfaction is the main moto of our bank. Transactions done through ABPB Mobile Banking App are safe and secure.

Few Security Tips:

Do not share your passwords/PIN with anyone.

Do not save passwords on your phone.

Do not write down the passwords at places where anyone can access easily. We would rather appreciate if you remember your passwords rather than penning them down.

Change your passwords frequently. For e.g.: Every month or Every Quarter.

What if I lose my mobile phone, will my data be misused?

Please note that all your banking details are safe and secured. If you lose/misplace your mobile phone your Bank account data will not be misused. Please make sure that you do not save or share your password/PIN related information on your phone. Accessing ABPB Mobile Banking app requires your PIN to be inserted before use.

For accessing your Bank account on your new phone you could follow the process as laid out for lost mobile phone/ new mobile phone.

You should also report loss of phone and sim to the authorities

What is MPIN? How will I receive/generate my MPIN?

MPIN is your Mobile Banking PIN, you can authenticate your Mobile Banking transactions with the help of MPIN. Your MPIN is same as your one Bank PIN used for IVR / Shopping Card etc. To know more about PIN please visit our website/ App

Can I access Savings account, and Wallet on the same application or do I have to download separate applications?

ABPB Mobile Banking App is a user friendly application. You can access both your Savings and Wallet account through one application only. You need not download different applications for different account with ABPB.

I am unable to download the Mobile Banking App on my handset?

ABPB Mobile Banking App supports Android versions 4.0 and above only. We request you to check your android version and update it if required. For any further assistance, please speak to our customer service executive at 1800-209-2265 or you can write to us at Vcare4u@adityabirla.bank.