

## **MOBILE RECHARGE**

*Mobile recharges for self and others can be done through Mobile Recharge Services.*

---

How do I recharge my mobile phone through bank account?

You can perform a mobile recharge transaction through any of the following channels

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

What are charges for doing a mobile recharge transaction through the bank account?

There are no extra charges levied if you perform a mobile recharge transaction through Mobile Banking/Net Banking channel. Do visit the schedule of charges section for any mobile recharge related transaction

How will I know the recharge plans applicable to my mobile number?

Please contact your respective mobile operator to know about the recharge plans applicable on your mobile phone number. We as a bank are not liable for any wrong recharges that may happen. We will only help you initiate the transaction.

Whom do I contact if I do not receive the recharge on my number?

If the transaction is successful i.e. the amount is successfully debited from your account and you have not received the recharge/data services, we request you to contact your telecom / mobile Operator

Can I set up a standing instruction for recharging my number?

Yes, you can set up a standing instruction for recharge of the mobile number.

Can I recharge any other number apart from the registered number?

Yes, you can recharge any other number apart from your registered mobile number. Mobile recharge to any other number can be processed through Mobile Banking, Internet Banking, Banking /Customer Service Point.

I have done a mobile recharge transaction, amount got debited from my account but I did not get the recharge on my phone. What do I do in this case?

If the transaction is successful i.e. the amount is successfully debited from your account and you have not received the recharge, we request you to contact your telecom / mobile Operator. If your query is still not resolved, please contact our customer care at 18002092265 between 8:00am to 8:00pm.