

## **NET BANKING**

What is Net Banking?

Net Banking or Internet Banking is a system of banking through which customers can view their account details, pay bills, customer communication related aspects and transfer money, etc. by means of the Internet.

How do I set up Net banking for my account?

Net banking would be a default option for all ABPB customers. Customer needs to visit the ABPB website and generate a net banking password through a defined process

Am I eligible for net banking?

Yes! Net Banking facility can be opted by all the ABPB customers. There is no eligibility required for using/opting for Net Banking services.

Where do I get the application form for Net Banking facility?

You do not have to fill any physical application form to register for Net Banking facility. All you need to do is visit our website <https://www.adityabirla.bank/> and choose the net banking option to proceed further.

Will I be charged for Net Banking facility?

Net-Banking facility is offered free of cost. There is no hidden cost involved for accessing the net banking facility.

Please visit the website for more details on service charges and fees

Which web browsers are supported for using Net banking services?

Below are the web browsers that are best supported

- IE: 9 and above
- Edge: All versions
- Chrome: 30 and above
- Mozilla: 30 and above

What all transactions can be done through Net Banking facility?

You can use Net Banking services for various account activities such as

All service request i.e. e-mail id change etc

- Fund transfers
- Addition/Deletion of beneficiaries
- Setting up standing instructions etc.
- Applying for Third Party products
- Addition / Change / Cancel Nominee
- Bill Payment
- Statement / Interest Certificate Request
- Raising Complaints / Feedback / Service requests
- Blocking / Replacement of Shopping Card

There are a further set of transactions for net banking. Request you to please visit the link <http://www.adityabirla.bank/internet-banking> to get a complete idea of Net Banking facilities.

How do I set up a user id and password?

You can create Net banking password by using internet banking services.

User Id for Internet Banking would be the Mobile Number as registered with the Bank

Can I change the password? If YES - How?

Yes! You can change your password through net banking by following the below steps:

- Click on change Password
- Enter Mobile Number
- Enter OTP sent to registered mobile Number
- Enter your Aadhaar Number or your PAN number or your Mother's maiden name
- Set your new password
- That's it - you are good to login with your new password

For any further assistance you can call our customer care officer at 18002092265 between 8:00 am to 9:30 pm.

What are the good practices for creating a password?

- You are requested to select a word that is not available in an English Dictionary.
- Do not assign your name, your family or vehicle number as your password as it can be easily guessed.
- Change your password frequently.
- Please commit your password to memory. Do not write it down or paste it somewhere.
- Do not divulge your password to anybody even if they claim to be from ABPB.
- The minimum characters required for the password to be 8, along with a special character

What happens if I forget the login password?

Forgot Password - Don't Panic! You can retrieve your password by clicking on the forgot password option available on the login page. Reset password as an option is also available

How secure it is to use the Net Banking facility?

We as a Bank have taken utmost care on customers account security.

Few security tips:

- Do not save your passwords on the site
- Do not share your passwords/PIN`s with anyone
- We are using the best security standards for our Digital Banking facilities.

Can I report a complaint / unauthorized transaction through NetBanking

You can raise a complaint or report an unauthorized transaction by writing to us at [vcare4u@adityabirla.bank](mailto:vcare4u@adityabirla.bank) from your registered email ID or directly email us through your net banking.

I am unable to access your website?

We request you to do the compatibility check first i.e. please check the browser version that you are accessing from. Below are the web browsers that are best supported to access the Bank website.

- IE: 8 and above
- Edge: All versions
- Chrome: 30 and above
- Mozilla: 30 and above
- For any further assistance you can call our customer care executive at 1800-209-2265 between 8:00 am to 9:30 pm

My account got blocked due to wrong password. How do I unblock the account and get a new password?

You can get your account unblocked through Net Banking by following the below steps:

- Click on Forgot Password
- Enter Mobile Number and the OTP sent to your registered mobile number
- Enter your Aadhaar Number or your PAN number or your Mother's maiden name
- Set your new password
- That's it - you are good to login with your new password

- For any further assistance you can call our customer care executive at 1800-209-2265 between 8:00 am to 9:30 pm.

I am unable to update my account details such as address/e-mail id through Net Banking. Please assist?

Our sincere apologies for the inconvenience this may have caused you. We request you to call our customer care centre at 1800-209-2265 from your registered mobile number between 8:00 am to 9:30 pm and update us on the issue or email us at [vcare4u@adityabirla.bank](mailto:vcare4u@adityabirla.bank)

I am having issue with my Net Banking services. Please assist?

Our sincere apologies for the inconvenience this may have caused you. To get the issue resolved, we request you to speak to our customer care executive at 1800-209-2265 between 8:00 am to 9:30 pm or email us at [vcare4u@adityabirla.bank](mailto:vcare4u@adityabirla.bank)

I do not have the Net Banking facility. How do I opt for these services?

It`s Simple! You can visit our website <http://www.adityabirla.bank/> and choose the net banking option. You can create your password on the go. You may speak to our customer service executive at 1800-209-2265 between 8:00 am to 9:30 pm if you get stuck at any point.

I am unable to login to the net banking services. It is giving me some error?

Our sincere apologies for the inconvenience this may have caused you. While this may be a temporary error, we request you to try again after a while. If the issue still persists we request you to speak to our customer care executive at 1800-209-2265 between 8:00 am to 9:30 pm.

I am unable to process any transaction through Net Banking?

Our sincere apologies for the inconvenience this may have caused you. This may be a temporary error. We request you to try again after a while. If the issue still persists we request you to speak to our customer care executive at 1800-209-2265 between 8:00 am to 9:30 pm.

I have two accounts under one Customer Id, however only one account is reflecting in my net banking?

Our sincere apologies for the inconvenience this may have caused you. We request you raise this issue by speaking to our customer care executive at 1800-209-2265 between 8:00 am to 9:30 pm or write to us at [Vcare4u@adityabirla.bank](mailto:Vcare4u@adityabirla.bank).