

SMS ALERT

What is an SMS Alert?

ABPB SMS Alert is a service that allows you to stay updated on your banking transactions on your mobile.

How do I register for SMS Alert?

You are by default registered for SMS Alert on opening a Saving / Wallet Account with ABPB.

What are the benefits of SMS Alert?

- Keep track of your accounts, transactions, service request with ABPB, even while you are on the move
- No registration required to subscribe for SMS alerts
- No more forgetting due dates. Reminder alerts will be send for bill payment due dates
- You can immediately notify the bank in case of any unauthorized transaction on your account

Do I get charged for the SMS alerts received from the bank?

In order to know about charges please visit the charges section <http://www.adityabirla.bank/charges>

Can I opt out from receiving the SMS alerts?

It is an RBI mandate that the customer should be sent an SMS as soon as he/she processes a transaction on account.

I am not receiving any SMS alerts on my ABPB account?

There can be multiple reasons for not receiving the SMS as follows;

- Have you changed your mobile number recently?
 - If yes, please make sure that your new number is registered on your ABPB account.
- If No –
 - Are you receiving messages from other financial organizations?
 - If yes, then please raise a complaint by calling our customer care helpline at 1800-209-2265 between 8:00 am to 9:30 pm.
 - If No, then please speak to your telecom /mobile operator.

For any other assistance, we request you to speak 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

How much time does it take for me to receive an alert after doing a transaction?

ABPB sends an instant alert on successful completion of the transaction. The exact time for delivery of the SMS alert to your mobile phone will depend on the telecom operator. In case of delay or non-receipt of the SMS alert, please check with your mobile operator.