

FAQs on Internet Banking Services (IBS) for NRIs

1. What types of accounts are provided with Internet Banking facility?

The facility of Internet Banking is extended to NRI Customers in the capacity of Individuals/Joint Accounts only.

2. What are the facilities available to me through Internet Banking?

i. Funds Transfer to own accounts and other accounts, with following combinations-

- a) NRE to domestic accounts
- b) NRO to domestic accounts
- c) NRE to NRO accounts
- d) NRE to NRE accounts
- e) NRO to NRO accounts

ii. Scheduling transactions

iii. Tax Payments

iv. Statement Generation

v. Invest in Fixed Deposits/ Recurring Deposits

vi. Service Requests like Stop cheque, Debit Freeze account etc.

3. What is the procedure for getting transaction facility if I an existing Internet Banking User with “View Option” facility?

- Login into Internet banking services with a valid User-id & password.
- Click on the “**Service Requests**”
- Select “**New requests**” in dropdown
- Click on “**Request for Transaction Password Generation**”
- Submit the details for transaction passwords (like Name, address etc.)
- The transaction password will be created at HO and sent directly on the address mentioned in the request.

On receipt of transaction password-

- Login into Internet Banking.
- Select “**Request for Transaction password activation**”.
- Submit the details.
- Activation would be done within 24 hours of receiving the request.

4. What is the procedure if I do not have Internet Banking facility but maintain account/accounts with a branch and want to avail Internet banking “View Option” or with “Transaction option” facility?

- Download the IBS request form (PNB 1063), fill in the details and submit it to the base branch in person or through post/FAX/email (enclosing scanned signed copy of PNB 1063)
- The password(s) would be generated at Head Office and sent to the branch.

- Once you receive the password(s), an activation request will have to be submitted to branch.
- The users would be activated within 24 hrs of receiving the activation request.

5. What is the procedure of getting user-id/passwords where I am opening new account with bank?

- Request for opening new account and opt for Internet Banking facility at the branch.
- User-id/passwords would be provided as per the procedure defined above.
- Activation of the users would be as per the above procedure.

FOR QUERRIES / HELP PLEASE FEEL FREE TO MAIL

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