

Frequently Asked Questions on SIB M-Passbook

➤ **What is SIB M-Passbook?**

SIB M-Passbook is a software application that can be downloaded to smart phones. It is basically a transaction viewing facility. SIB M-Passbook makes it easy for you to keep track of the transactions that occur in your SIB accounts.

➤ **What are the facilities available with SIB M-Passbook?**

With SIB M-Passbook you can:

- Check your savings or current account balance
- Review your transaction history
- Add notes to transactions of choice
- Drill down details of your transactions

➤ **What types of accounts are enabled for SIB M-Passbook?**

SB and CD accounts are enabled for the service.

➤ **Is SIB M-Passbook available in all smart phones?**

At present, SIB M-Passbook is available in smart phones working on Android and Windows platforms and also select models of Blackberry phones.

SIB M-Passbook application is available in the following models of Blackberry: BlackBerry Q10, BlackBerry Q5, BlackBerry Z10, BlackBerry Z30, Play Book and Porsche Design P9982.

The app will be made available in iPhones shortly.

➤ **How do I find out the OS type/version of my mobile phone?**

Select the “Settings” option in your mobile. Click on “About Phone”. The details of the operating system (OS) will be given here.

➤ **Is SIB M-Passbook available in all versions of android?**

The app is supported in Android versions 2.0 and above. However, it is most compatible with android versions 4.0 and higher.

➤ **Am I eligible for availing SIB M-Passbook?**

You can avail SIB M-Passbook service provided you satisfy the following conditions:

- You should have an SB or CD account with SIB.

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-Your valid mobile number with country code should be available in the Bank's records.

➤ **Should I register for SMS Alerts/SIB M-Pay before registering for SIB M-Passbook?**

It is not mandatory to register for any of our other mobile banking services (SMS Alerts or SIB M-Pay) to avail SIB M-Passbook. The only prerequisite is that your valid mobile number with country code should be available in the Bank's records.

➤ **Should I visit the branch to register for SIB M-Passbook? Where can I find the application form for SIB M-Passbook?**

Registration for SIB M-Passbook can be done through your mobile phone at your convenience. You do not have to make branch visits or fill application forms for registration.

➤ **How do I register for SIB M-Passbook?**

Registration for the service can be done from your smart phone and involves only 3 steps:

-Download the application from the app store (Play Store for Android, App Store for Windows and Blackberry World for Blackberry)

-Enter your registered mobile number and the last 5 digits of your SB/CD account number

-4 digit mPIN (password for logging into the app) will be generated and sent to your registered mobile via SMS. Enter the mPIN received to complete the registration.

The home screen of the app will be displayed and you will be able to view your transaction details.

➤ **Why do I receive error messages when I try to register?**

Most commonly error messages are displayed due to incorrect entry of mobile number and/or account number. Please follow the checklist given below:

-Check whether the mobile number, with country code entered is updated at your branch.

-Make sure that that the last 5 digits of your account number have been entered correctly.

-Ascertain that the mobile number entered is registered with the account number entered.

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If you are still facing trouble, please contact our toll free numbers (1800 843 1800 or 1800 425 1809) or mail us at sms@sib.co.in.

- **I downloaded SIB M-Passbook app to my android phone. But the transaction details of only one account are displayed. What about my other accounts?**

When you register for SIB M-Passbook, you will be able to view the transaction details of all SB/CD accounts in which your mobile number is registered. In the case of android handsets, only one of these accounts will be displayed in the home screen by default. To access other accounts, click on the menu tab given to the left of the app logo on top of the screen. The account number will be shown, with a drop down arrow. Click on the arrow to see all other account numbers available in your app. You can choose the account number required from the list and proceed.

- **Can I view the account details of all my accounts through SIB M-Passbook?**

All SB and CD accounts linked to your registered mobile number will be displayed in your SIB M-Passbook app.

- **Which account statement will I receive via SIB M-Passbook?**

The statement for the previous 30 days will be displayed in the application. However, you can fetch older transactions using the Sync Date option.

- **What are Sync Date and Sync Interval?**

These options are available under “Data Usage” in the “Settings” menu.

Sync Date: By default sync date will be set as 30 days prior to the current date. This means that transactions of the previous 30 days will be available in the app. You may set the sync date to an earlier date if you wish to view older transactions. Sync date can be set up to 01.01.2013 only.

Sync Interval: This denotes the frequency in which account transactions are updated in your app. By default the sync interval will be set at 1 hour. This means that a transaction conducted in your account will be reflected in your app within 1 hour. You may set the sync interval to 30 minutes for faster updating of your transactions in the app.

- **How do I search transactions in SIB M-Passbook?**

By default, transactions of only the previous 30 days will be available. If you wish to search for an older transaction, first go to Settings...> Data Usage, and set the Sync date to the earlier date, as required. Setting the sync date will ensure that transactions from the set date will be available when you Search.

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➤ **What is mPIN?**

mPIN is a 4 digit password that allows you to log in to SIB M-Passbook app. Having an mPIN will keep your app secure and prevent unauthorized access to the contents of your SIB M-Passbook.

➤ **I forgot my mPIN. What should I do?**

You require your mPIN to log in to the SIB M-Passbook app. While logging in to the app, if the mPIN is incorrectly entered for 3 consecutive times, a link, “**Forgot PIN?**” will be displayed on your screen. You can click on the link to reset your mPIN.

➤ **How do I change my mPIN?**

You can change your mPIN using the option “Change Pin”. This option is available under “Settings”.

➤ **Are there any charges for this service?**

The service is provided free of charges to customers who maintain an average balance of Rs 1 lakh in their SB/CD account. For all other customers, there is a nominal one-time registration charge of Rs 75 plus service tax. AMC (Annual Maintenance Charge) is not being charged for the product.

➤ **Is the service free for any particular category of accounts?**

The service is free to those customers who maintain an average balance of Rs 1 lakh in their SB/CD account, irrespective of the account category.

➤ **Are there any charges for downloading the application?**

There are no charges for downloading the application. Charges will be taken only when registration is completed and is a one-time fee.

➤ **I changed my handset. How can I get the app again? Will there be additional charges?**

You can register for the service again from your new handset at no additional charges, provided your mobile number remains the same.

➤ **I changed my mobile number. What should I do?**

Please make sure that you inform your branch about the change in mobile number. You can register for SIB M-Passbook afresh once your current mobile number is updated in the Bank’s records. However, one-time registration charge of Rs 75 plus service tax will be levied for registration.

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➤ **I lost my mobile phone. What should I do?**

Contact your branch to deactivate your SIB M-Passbook service. However, transactions already uploaded in your handset will continue to be available upon entry of the correct mPIN.

➤ **What should I do if I have more queries regarding SIB M-Passbook?**

Please call our toll free numbers (1800 843 1800 or 1800 425 1809) or visit your nearest branch. You can also email us at sms@sib.co.in.

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