

## 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 am 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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