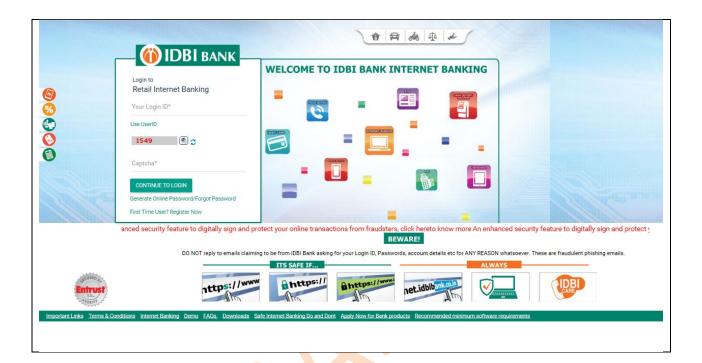


Retail User Guide





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Forget / Regenerate Password

- Click on Retail User & Enter User ID on login screen & click "Continue to Login".
- Click on "Generate On line password / Forgot Password".
- On password reset screen (next screen), Enter Customer ID & Account No. Mobile No and Click on Submit.
- Enter Debit Card Number, Linked Account Number & ATM PIN and Click on Continue.
- Enter OTP (One Time password), received on your registered Mobile Number.
- > Set Login or/and Transaction passwords.

First Time User/ Register Now

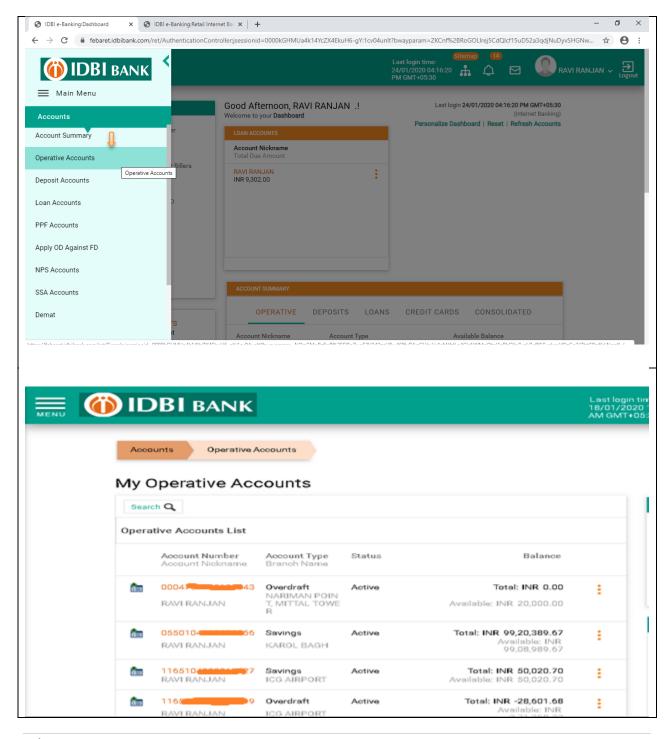
- > Click on the link -> Register Here
- Enter Account Number & Select Registration Type.
- Select Type of facility View Only or View & Transaction Both
- Enter OTP received on Registered Mobile Number in "One Time Password" field.
- > On successful validation of entered details,
- ➤ After verification of OTP, enter account details/ ATM credentials.
- Click on "Verify"
- You can set the passwords. (Password Should Include Numbers, Symbols, Capital Letters, and Lower-Case Letters: Use a mix of different types of characters and never share your password with anyone).
- Once these processes are successfully completed, you will be shown success message with regard to your registration process.
- After completing this process, user will be enabled for Net Banking immediately.



1. Accounts

1.1 Operative Account

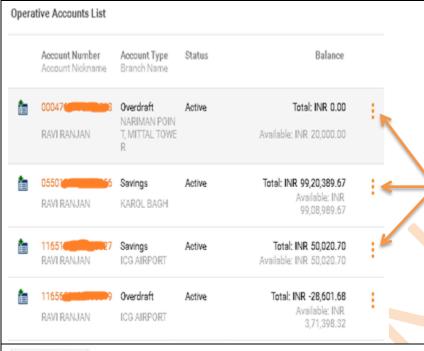
Menu > ACCOUNTS > Operative Accounts



(iii) IDBI BANK

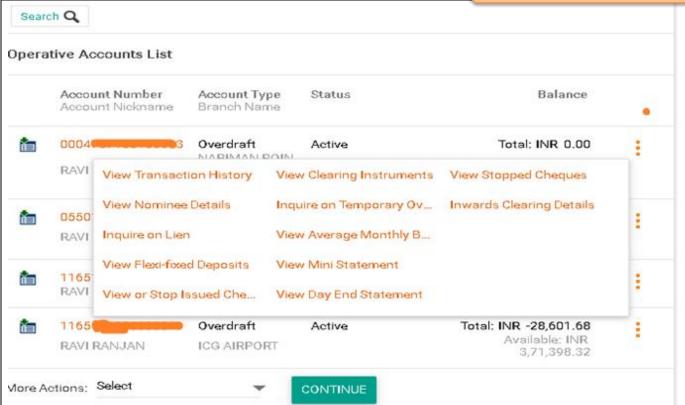
Bank Aisa Dost Jaisa

आई डी बी आई बैंक लिमिटेड



Click here to get the following options:

- View Transaction History
- View Clearing Instruments
- View Stopped Cheques
- View Nominee Details
- Inquire on Temporary Overdraft
- Inwards Clearing Details
- Inquire on Lien
- View Average Monthly Balance





1.1.1 View Transaction History

Click on Account Number (Hyperlink) for Account details - Accounts details with statement will be displayed.

Use search option for modifying the search criteria (User can generate the statement for 183 days).

Statement can be downloaded from here.

1.1.4 View Nominee Details:

Click to view Nominee Details

1.1.5 Lien Enquiry

Click on Inquire on Lien for checking the lien details

1.1.6 View or Stop Cheque:

Click on View or Stop Issued Cheque

User can search in the basis of search criteria available on this page.

1.1.7 View Average Monthly Balance

Click on view average monthly balance to get the result.

1.1.8 View Mini Statement

Click on view mini statement to get the result.

1.1.9 Day End Statement

Click on view day end statement to view balance as on that day. (statement can be downloaded for any days within last 600 Days)

1.1.10 View Stopped Cheque

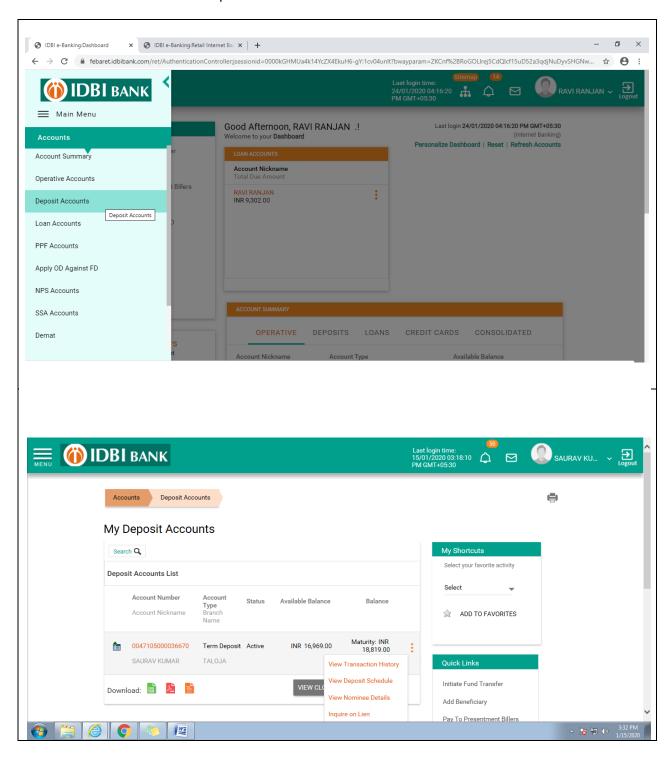
Click on stopped cheques to get the result.

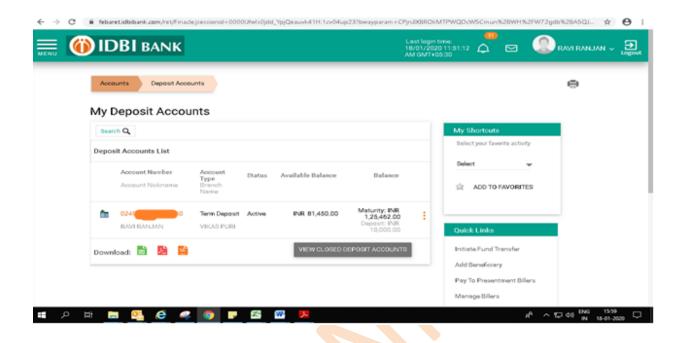
1.1.11 View Inward Clearing Details

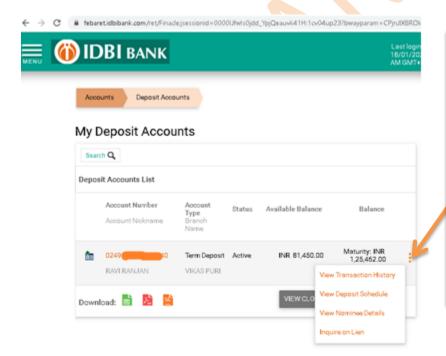
Inward clearing details can be viewed on click of this link.

• 1.2. Deposit Account:

Menu > ACCOUNTS > Deposit Accounts





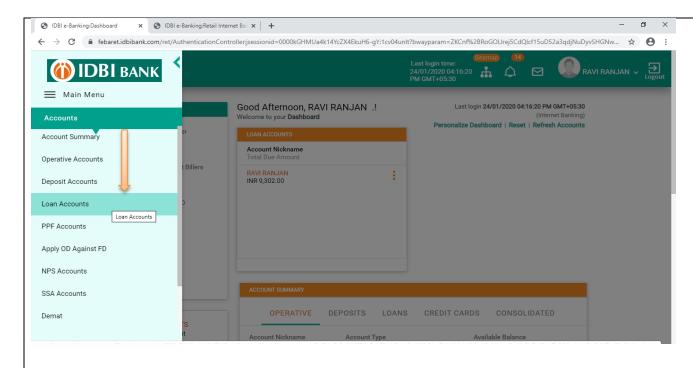


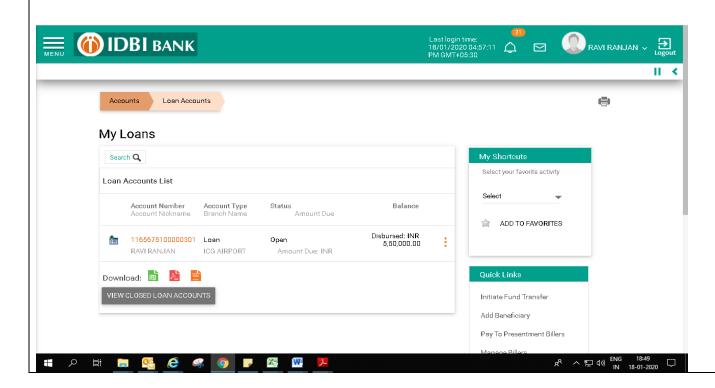
Click here to get the following options:

- View transaction history
- View deposit schedule
- View nomination details
- Inquire on Lien

• 1.3. Loan Account:

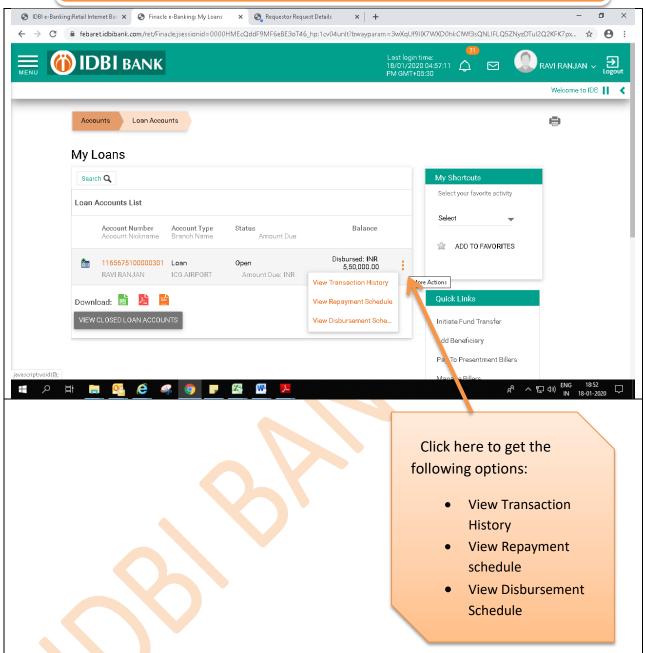
Menu > ACCOUNTS > Loan Accounts







IDBI BANK LTD.



1.3.1 View Transaction History

Click on Account Number (Hyperlink) for Account details - Accounts details with statement will be displayed.

Use search option for modifying the search criteria (User can generate the statement for 183 days). Statement can be downloaded from here in PDF, EXCEL, TXT formats.

1.3.2 View Repayment Schedule:

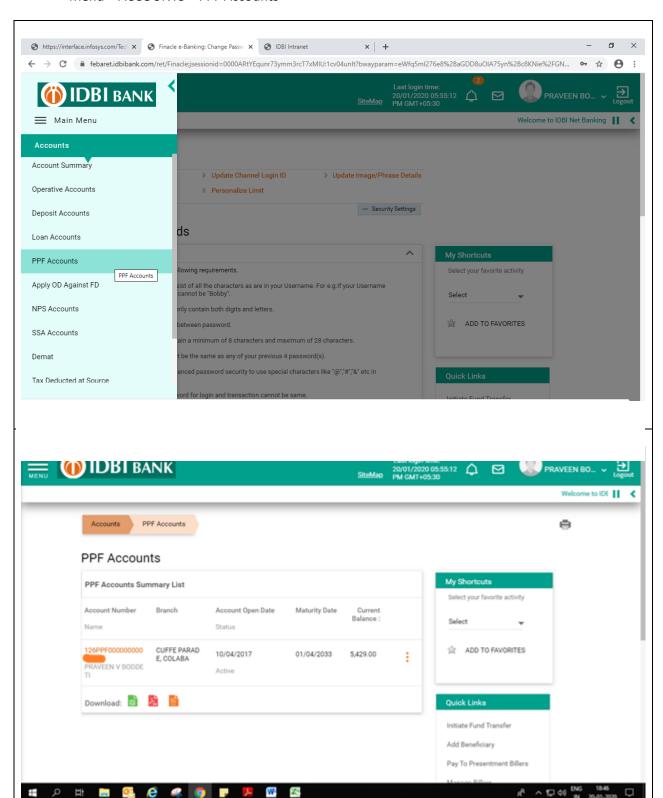
Click to view Repayment Schedule

1.3.3 View Disbursement Schedule

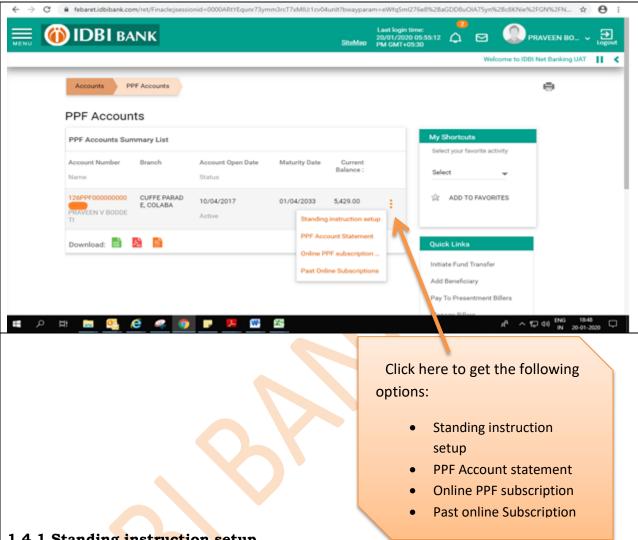
Click on Inquire on Disbursement Schedule for checking the Loan Disbursement details

1.4 PPF Accounts

Menu > ACCOUNTS > PPF Accounts







1.4.1 Standing instruction setup

Click on Standing instruction Setup (Hyperlink) for creating standing instruction or recurring transaction in PPF account.

1.4.2 PPF account Statement

Use search option for modifying the search criteria (User can generate the statement). Statement can be downloaded from here in PDF/ excel/txt formats.

1.4.3 Online PPF Subscription

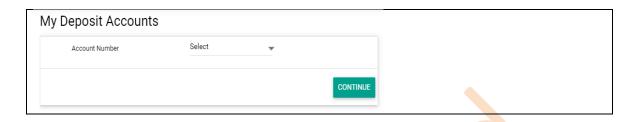
Click here to subscribe the amount in your PPF account.

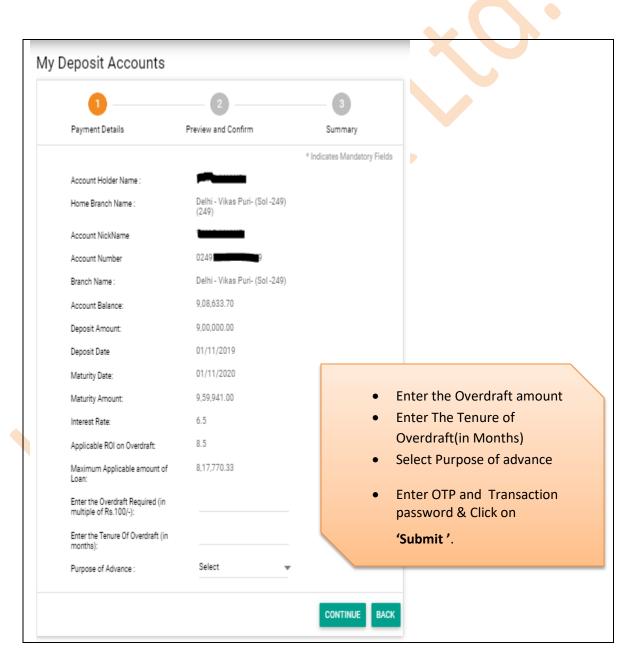
1.4.4 Past Online Subscription

Click here to check past online subscription in your PPF account.

• 1.5 Apply OD against FD

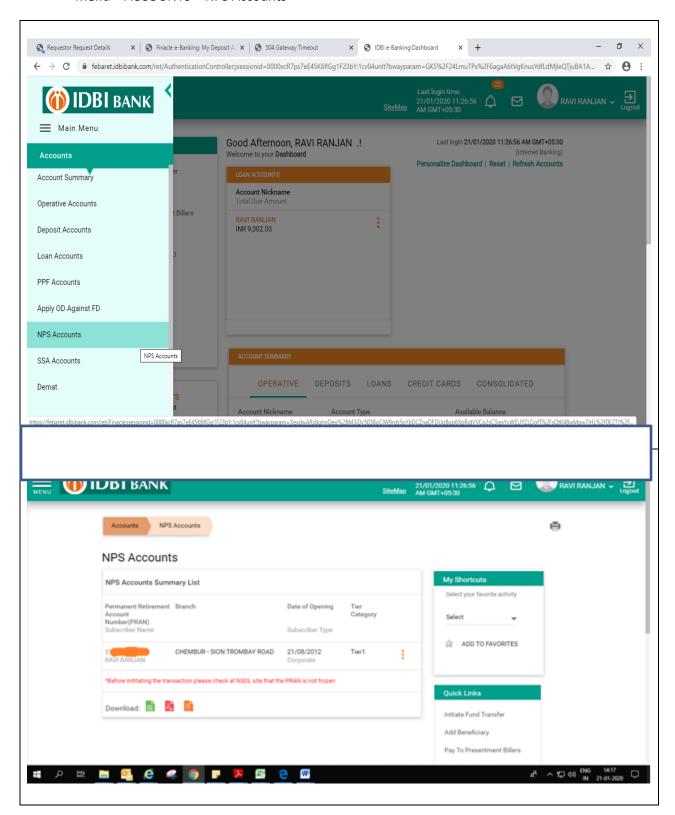
Menu > ACCOUNTS > Apply OD against FD Select the FD Account and continue

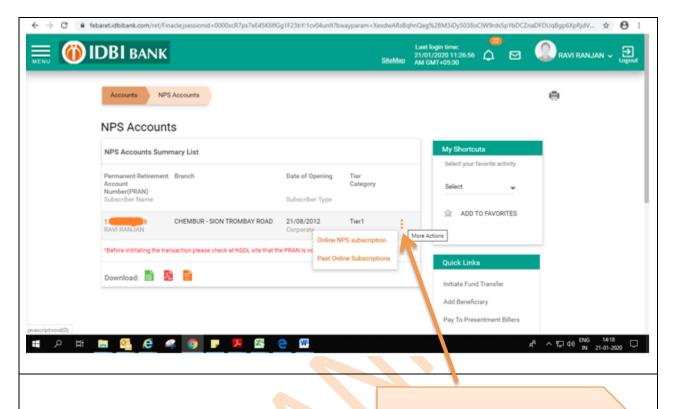




1.6 NPS Accounts

Menu > ACCOUNTS > NPS Accounts





Click here to get the following options:

- Online NPS Subscription
- Past online Subscription

1.6.1 Online NPS Subscription

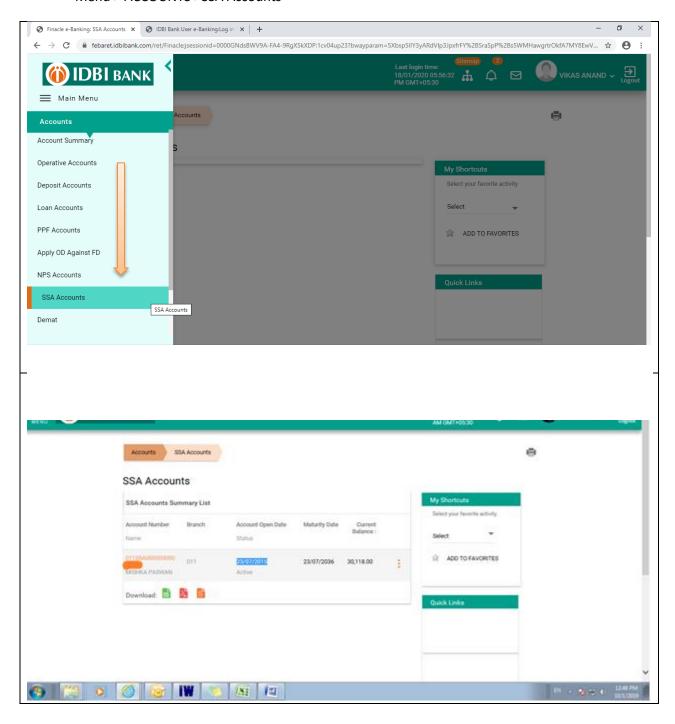
Click here to subscribe the amount in your NPS account.

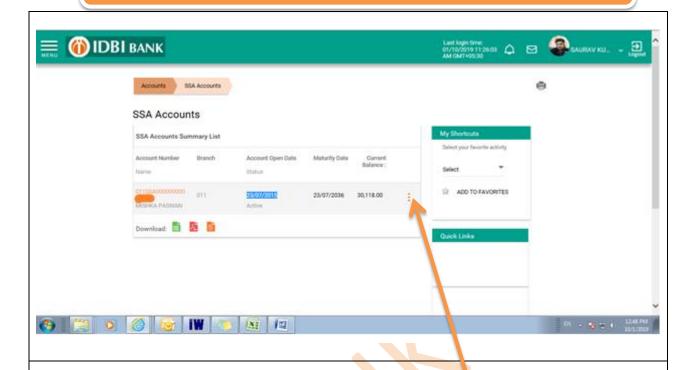
1.6.2 Past Online subscription

Click here to check past online subscription in your NPS account.



Menu > ACCOUNTS > SSA Accounts





Click here to get the following options:

- Online SSA Subscription
- Past online Subscription

1.6.1 Online SSA Subscription

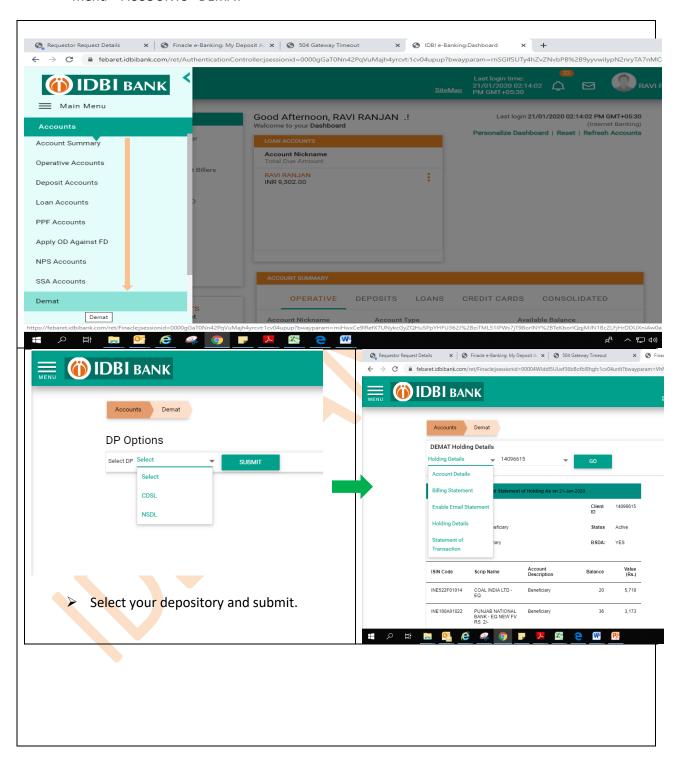
Click here to subscribe the amount in your PPF account.

1.6.2 Past Online Subscription

Click here to check past online subscription in your NPS account.

1.8 DEMAT

Menu > ACCOUNTS > DEMAT



1.8.1 Account Details

Click here to see your updated account details in DEMAT account.

1.8.2 Billing Statement

Click here to check charges related to the DEMAT Account.

1.8.3 Enable Email Statement

Click here to get Email statement for the DEMAT Account.

1.8.4 Holding Details

Click here to check Holding Details in DEMAT Account.

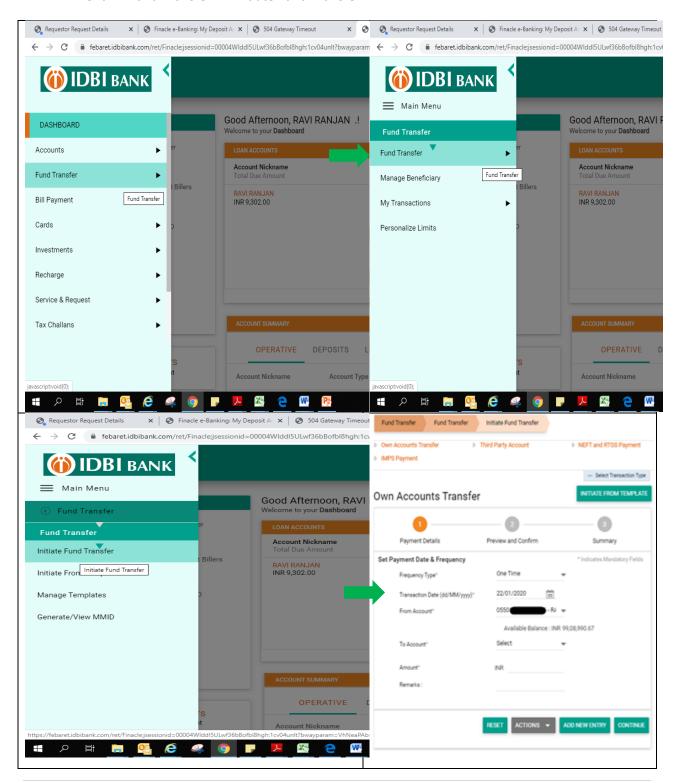
1.8.5 Statement of transaction

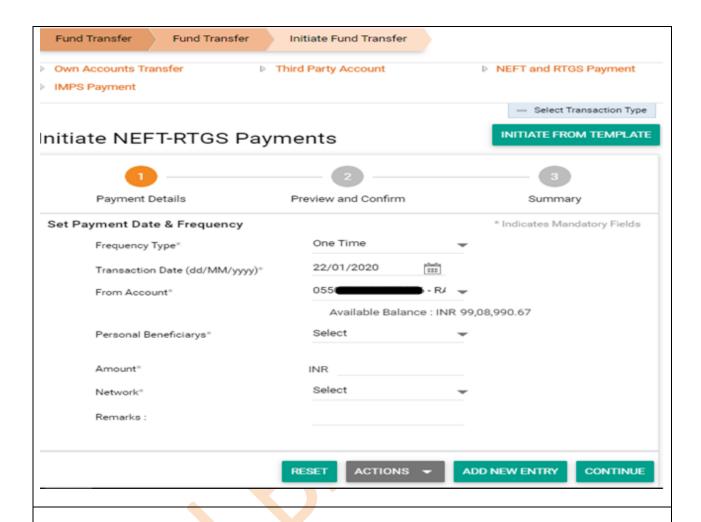
Click here for statement of particular transaction of DEMAT Account.

2. Fund Transfer

2.1 Initiate Fund Transfer

Menu > Fund Transfer > Initiate Fund Transfer





Fund Transfer to own accounts

- > Click on 'Initiate Fund Transfer '→ 'Own Accounts Transfer'.
- > Select Account Numbers to be debited & credited from Dropdown.
- Enter Amount.
- > Click on 'Continue'.
- Enter Transaction password and OTP & Click on 'Submit'.

Fund Transfer to other accounts within IDBI BANK

- ➤ Click on 'Initiate Fund Transfer '→ 'Third Party Account'
- > Select Account Numbers to be debited & credited from Dropdown. (If account to be credited is not shown in drop-down, perform Add beneficiary.)
- > Enter Amount.



- > By default, Transaction Date will be current date. For scheduling transaction for future date, date may be selected from the calendar.
- Recurring Transactions- If a transaction has to be done repeatedly with the same amount & beneficiary, Frequency may be set to Daily/Weekly/ Monthly/Quarterly/ Half-Yearly/ Yearly. Enter number of instalments.
- > Click on 'Continue'.
- Enter Transaction password and OTP & Click on 'Submit'.

NEFT and RTGS Payment

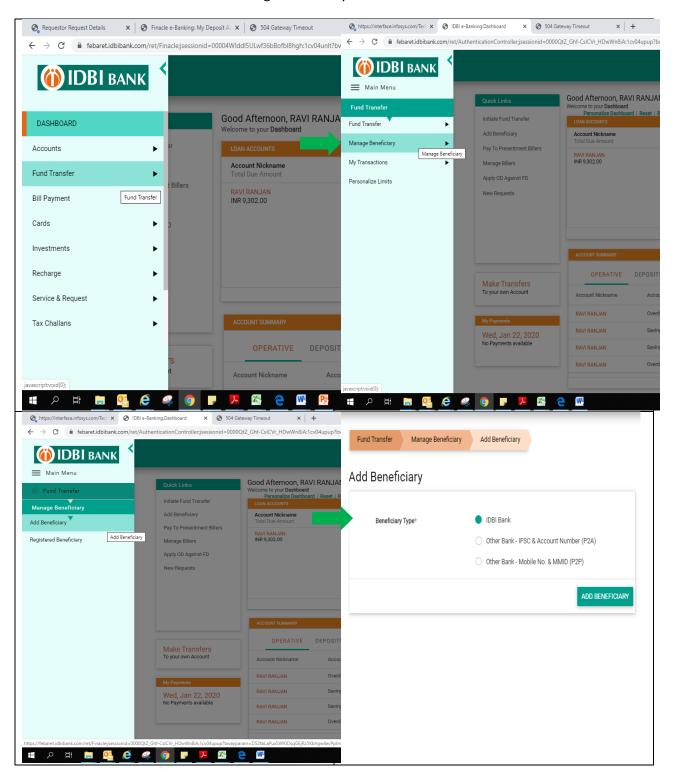
- ➢ Click on "Initiate Fund Transfer '→ 'NEFT and RTGS Payment'
- > Select Account Numbers to be debited & credited from Dropdown. (If account to be credited is not shown in drop-down, perform Add beneficiary.)
- > Enter Amount.
- > By default, Transaction Date will be current date. For scheduling transaction for future date, date may be selected from the calendar.
- If a transaction has to be done repeatedly with the same amount & beneficiary, Frequency may be set to Daily/ Weekly/ Monthly/Quarterly/ Half-Yearly/ Yearly. Enter number of instalments.
- Select Network 'NEFT or RTGS'.
- Click on 'Continue'.
- Enter Transaction password and OTP & Click on 'Submit'.

IMPS Payment

- Click on "Initiate Fund Transfer '→ 'IMPS Payment'
- > Select Account Numbers to be debited & credited from Dropdown. (If account to be credited is not shown in drop-down, perform Add beneficiary.)
- > Enter Amount.
- > By default, Transaction Date will be current date.
- > Click on 'Continue'.
- Enter Transaction password and OTP & Click on 'Submit'.

• 2.2 Manage Beneficiary

Menu > Fund Transfer > Manage Beneficiary





Manage Beneficiary

Click on 'Add beneficiary'.

- > Select **'IDBI BANK'** to add other IDBI BANK account.
- > Select 'Other Bank-IFSC & Account Number (P2A)' for NEFT/RTGS/IMPS transaction.
- > Select 'Other Bank-Mobile No. & MMID (P2P)' for IMPS transaction.

To View and Modify Beneficiary Details

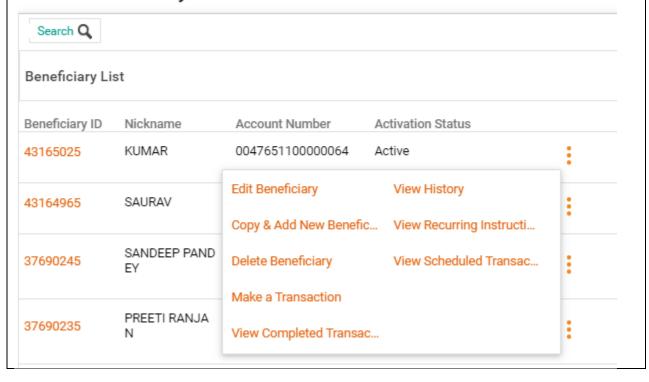
- Click on 'Registered Beneficiary'.
- > Select 'View/Modify Beneficiary Details/Limits' to modify the limit of exiting

Fund Transfer

Manage Beneficiary

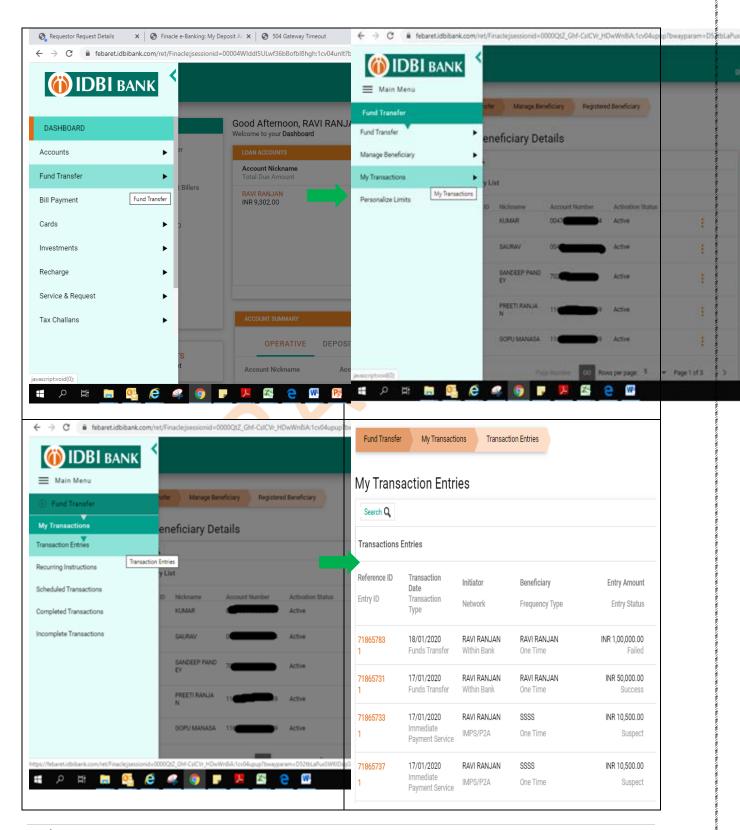
Registered Beneficiary

View Beneficiary Details



2.3 My Transaction

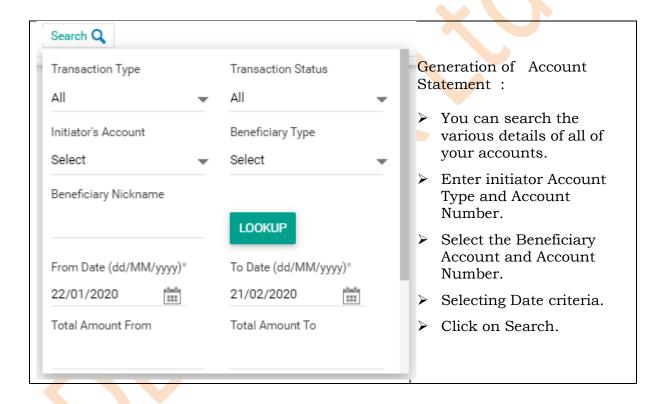
Menu > Fund Transfer > My Transaction



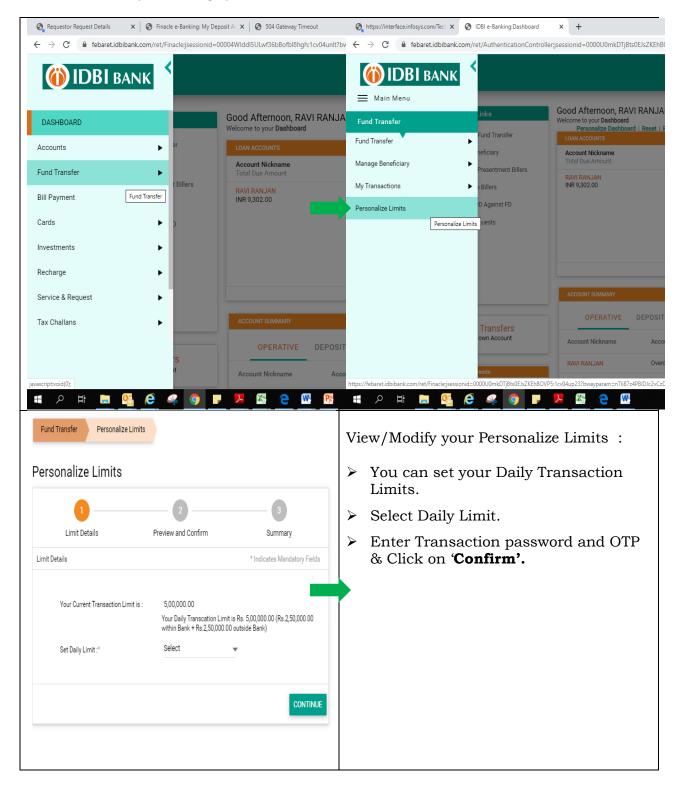


Click here to view Transaction Status

- > Transactions Entries.
- > Recurring transactions.
- > Schedule transactions.
- > Completed transactions.
- > Recurring transactions.
- > Incomplete transactions.



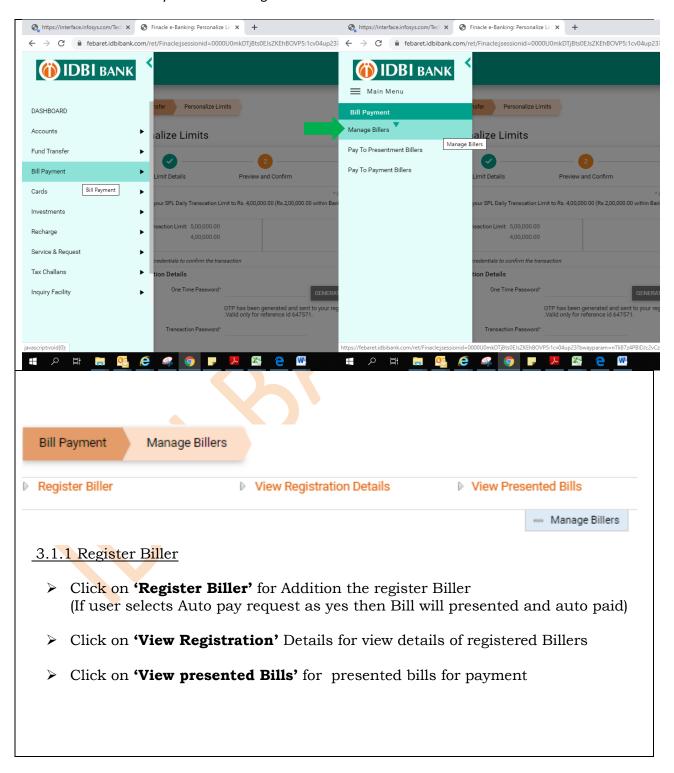
- 2.4 Personalize Limits
 - Menu > Fund Transfer > Personalize Limits
 - Enable you to change your transaction Limit.



3. Bill Payments

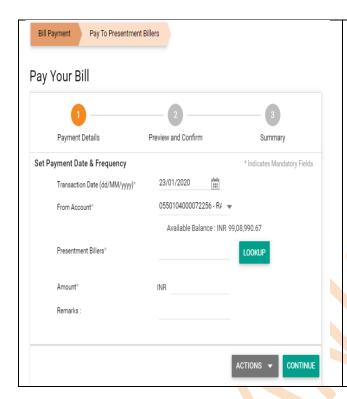
• 3.1 Manage Billers

Menu > Bill Payments > Manage Billers



• 3.2 Pay to Presentment Billers

Menu > Bill Payments > Pay to presentment Billers

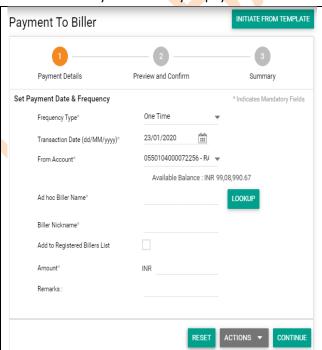


Pay Your Presented Bills:

- Select your account for make the payment.
- Select the presentment biller Through 'LOOK UP'
- Enter the Amount.
- Enter The Remarks.
- Enter Transaction password and OTP & Click on 'Confirm'.

3.3 Pay to Payment Billers

Menu > Bill Payments > Pay to payment Billers



Pay to Payment Bills:

- Select your account for make the payment.
- Select the Adhoc Biller Name Through 'LOOK UP'
- > Enter the Amount.
- > Enter The Remarks.
- Enter Transaction password and OTP & Click on 'Confirm'.

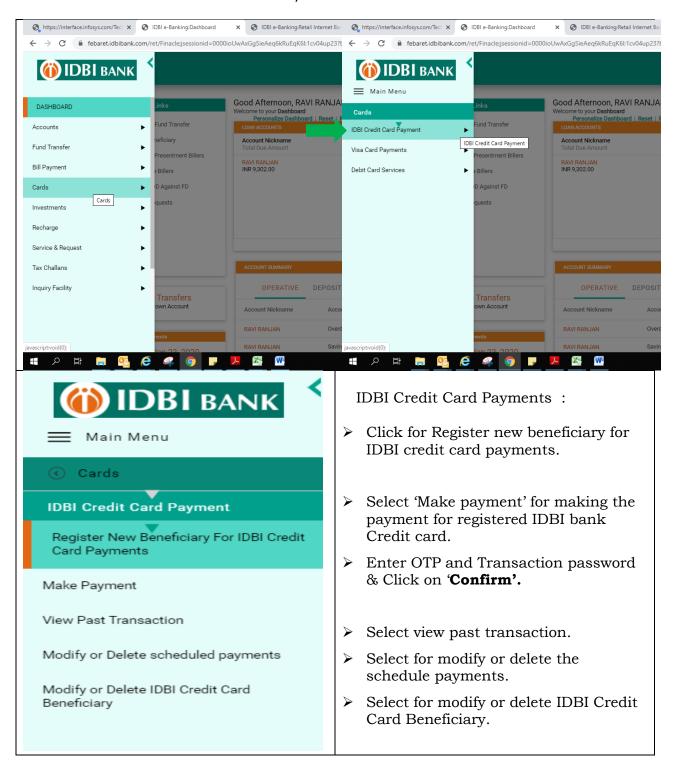


(ii) IDBI BANK

4. Cards

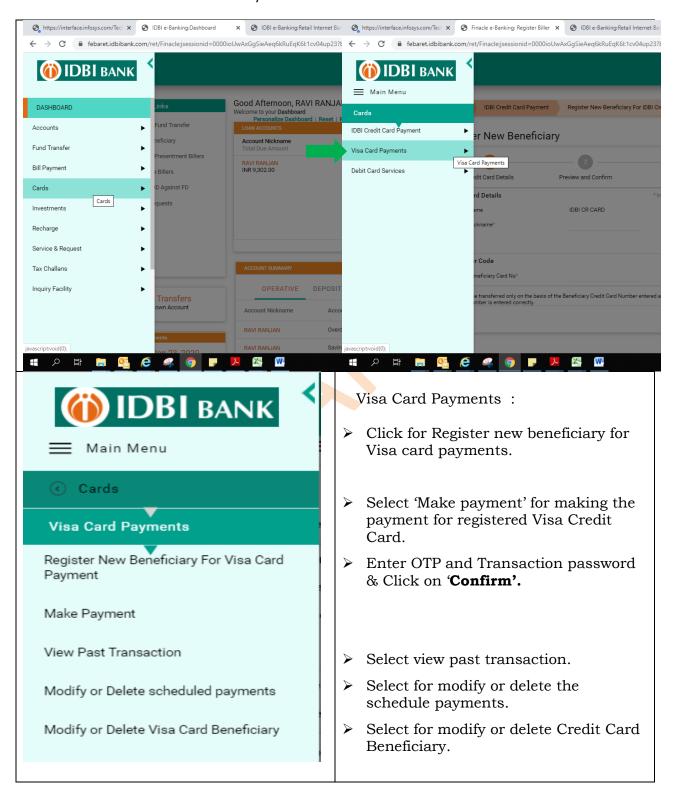
4.1 IDBI Credit card Payments

Menu > Cards > IDBI Credit Card Payments



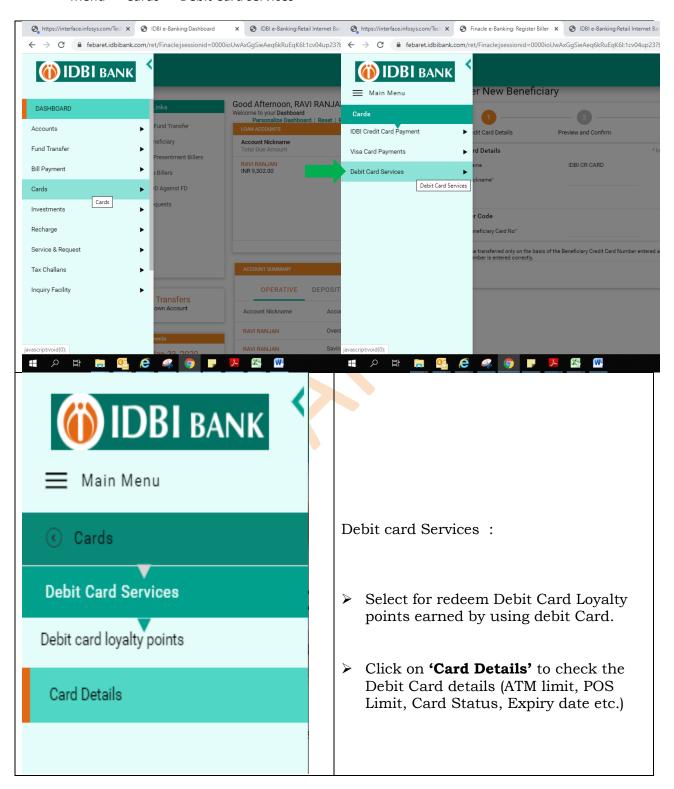
4.2 Visa Card Payments

Menu > Cards > Visa Card Payments



4.3 Debit Card Services

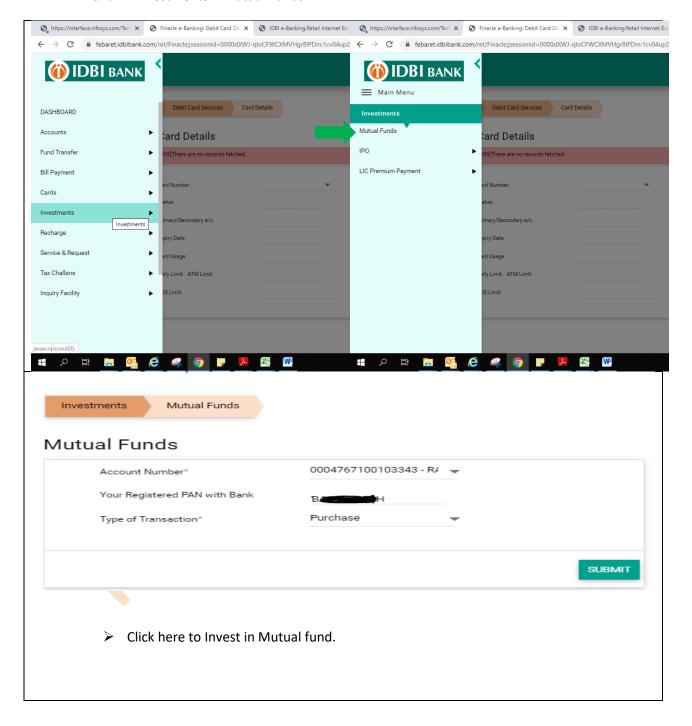
Menu > Cards > Debit Card services



5. Investments

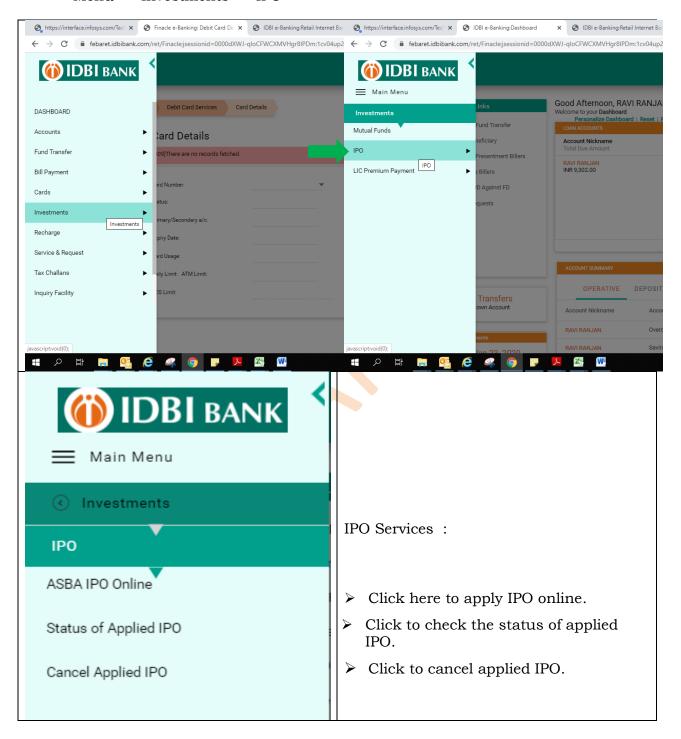
• 5.1 Mutual Fund

Menu > Investments > Mutual Funds



5.2 IPO

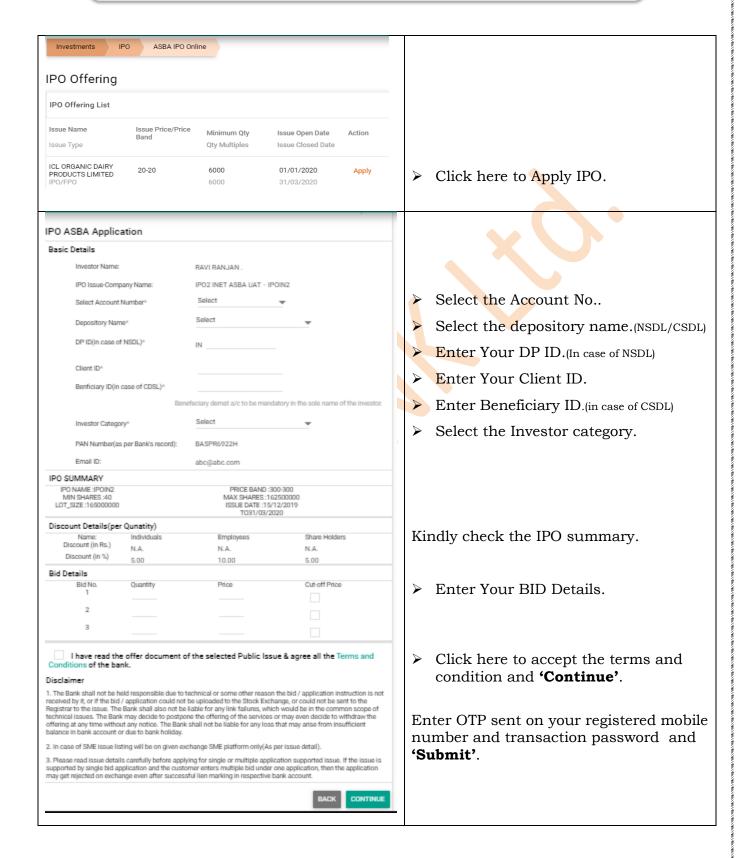
Menu > Investments > IPO



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IDBI BANK LTD.

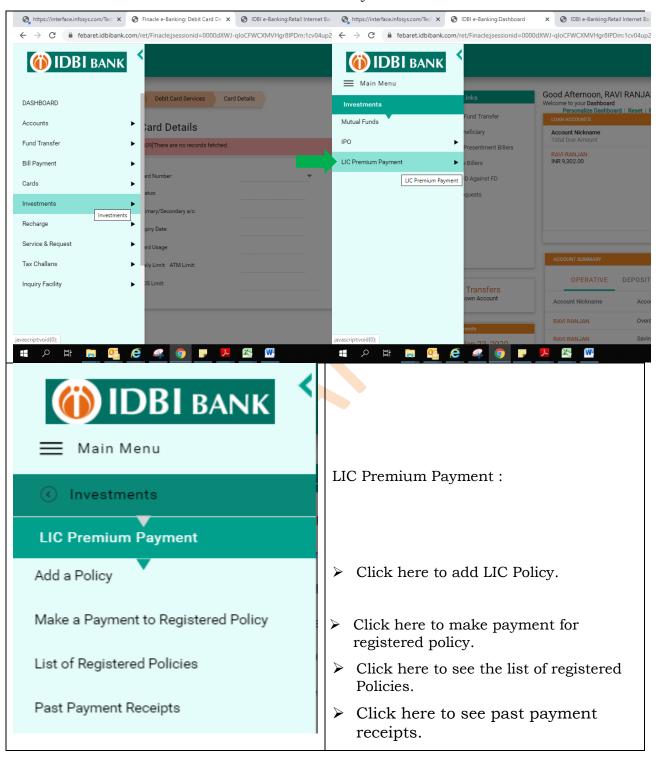




IDBI BANK LTD.

5.3 LIC Premium Payment

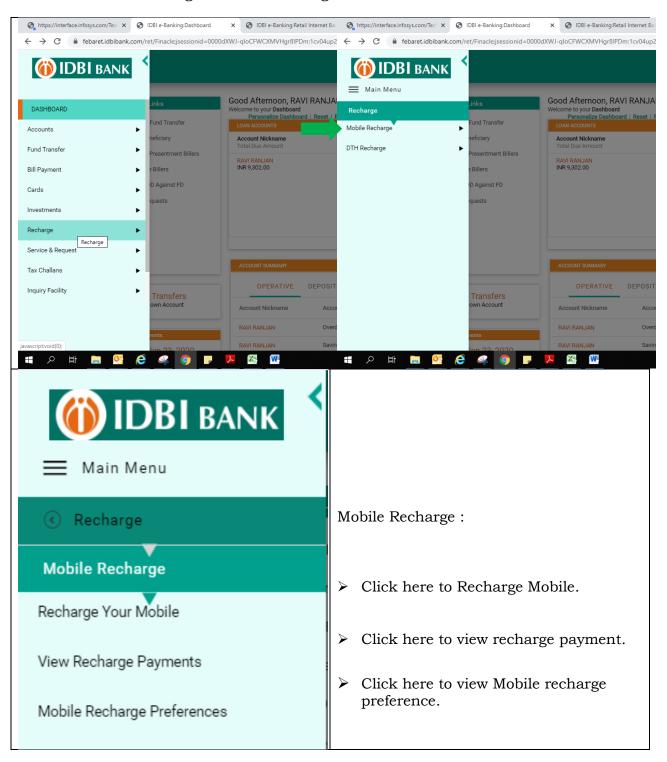
Menu > Investments > LIC Premium Payment



6. Recharge

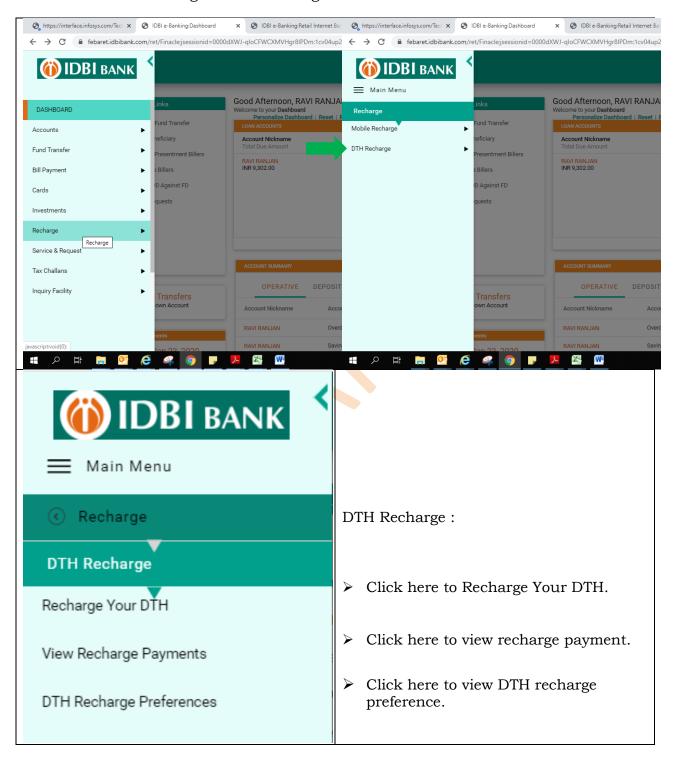
• 6.1 Mobile Recharge

Menu > Recharge > Mobile Recharge



• 6.2 DTH Recharge

Menu > Recharge > DTH Recharge

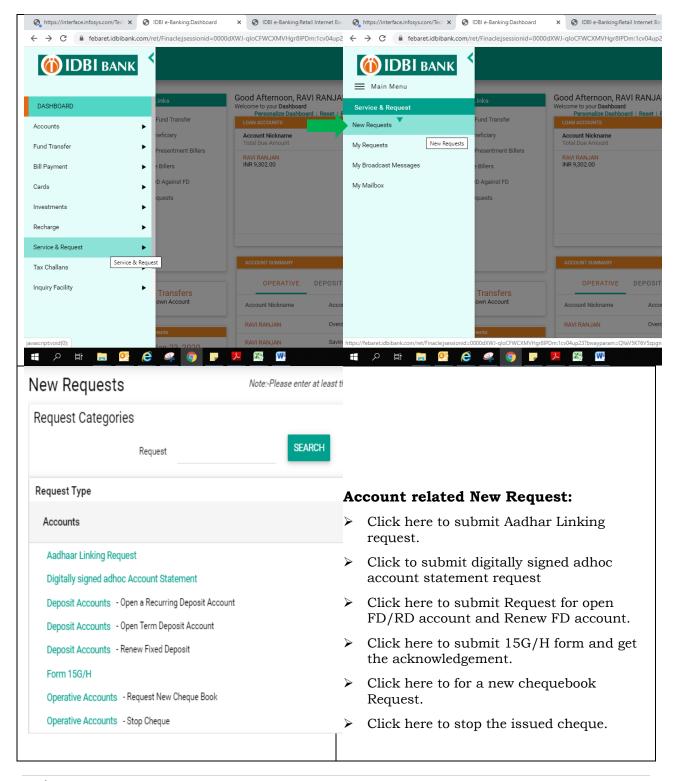




7. Service Request

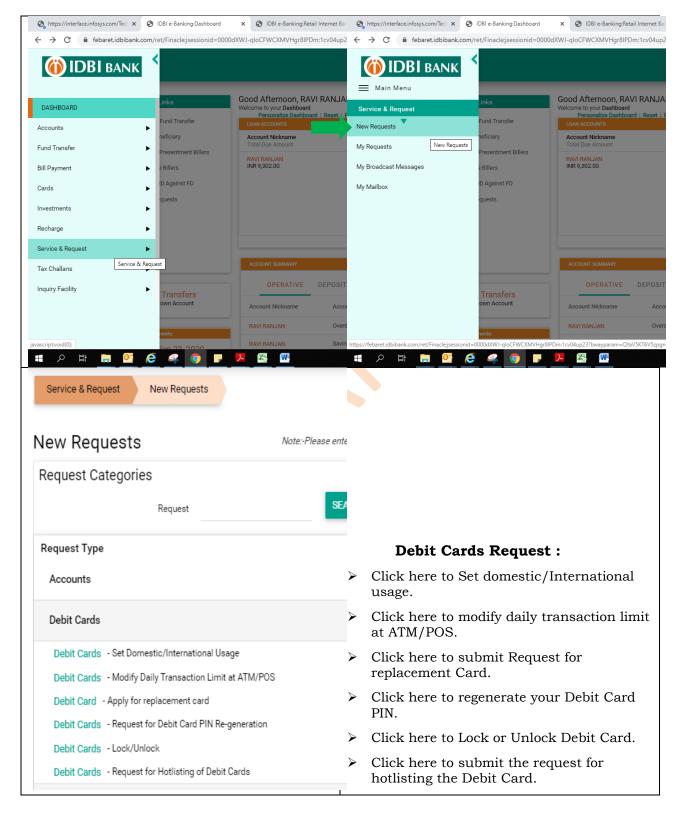
7.1 New Request

Menu > Service Request > New Request > Accounts



7.1.2 Debit Cards

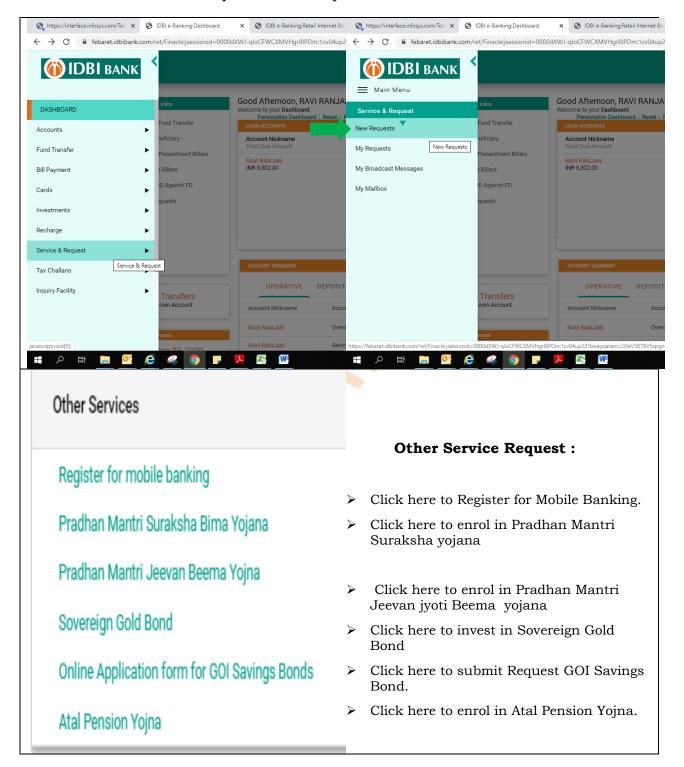
Menu > Service Request > New Request > Debit Cards





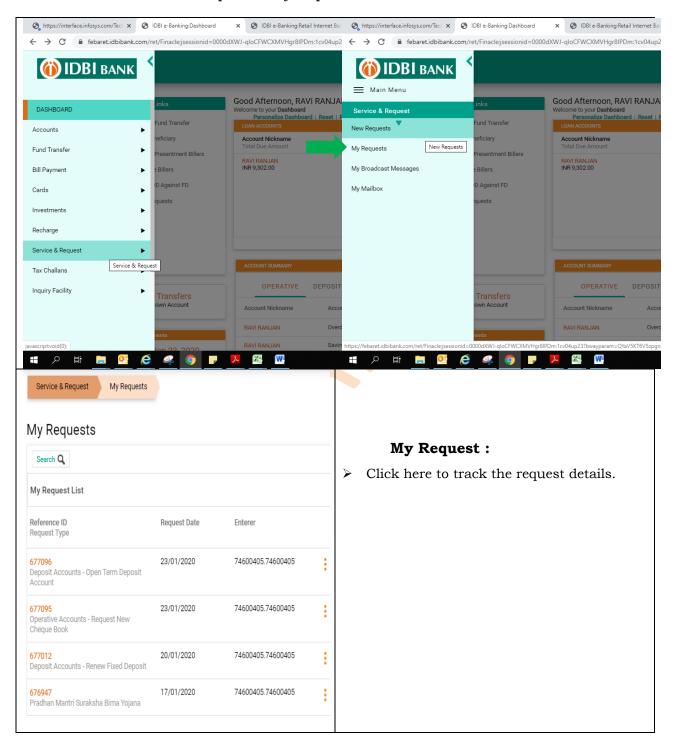
7.1.3 Other services

Menu > Service Request > New Request > Other services



• 7.2 My Request

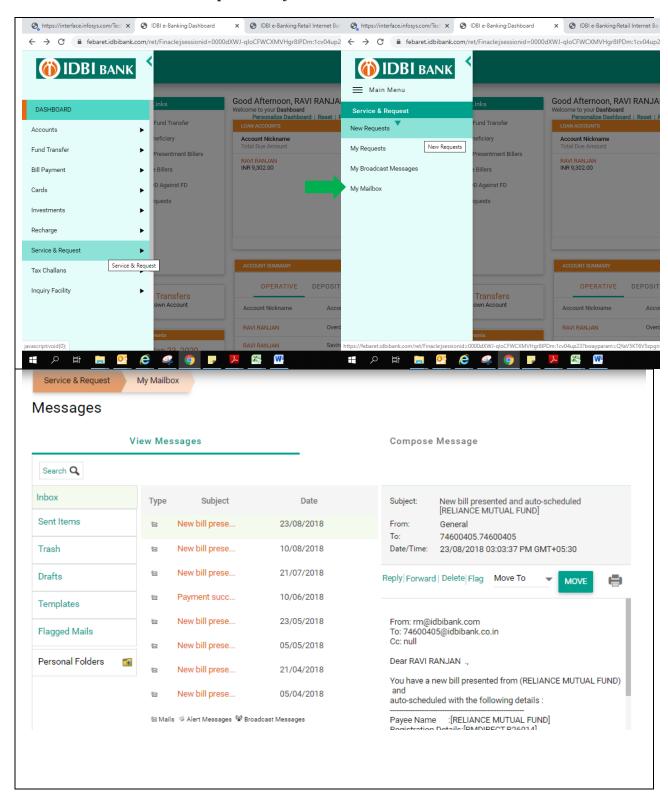
Menu > Service Request > My request



IDBI BANK LTD.

• 7.3 My Mail Box

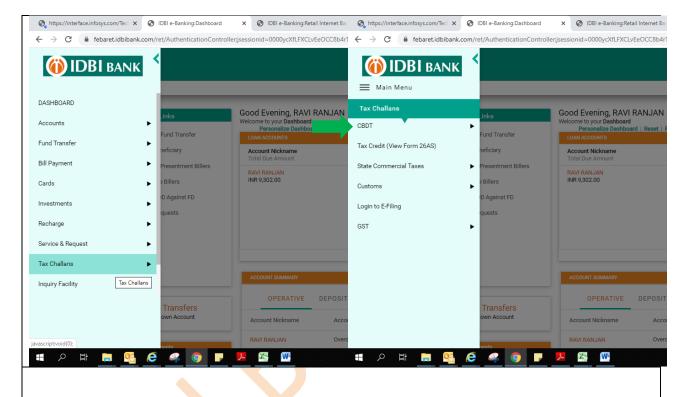
Menu > Service Request > My Mail Box



8. Tax Challans

8.1 New Request

Menu > Service Request > New Request > Accounts



- Tax Credit (View Form 26 AS) :-
- > Select the pan number from the pan number list and click on continue.
- Check the confirmation details and click on View 26 AS (it will direct you to the NSDL website)
- **Login to e-Filling:** This link will take you to income tax website.
- CBDT/State Commercial Tax/Customs/GST- Click here to view or download challan receipt.

9. Inquiry Facility

Click here to view your transaction Limit.



10. Special Icons

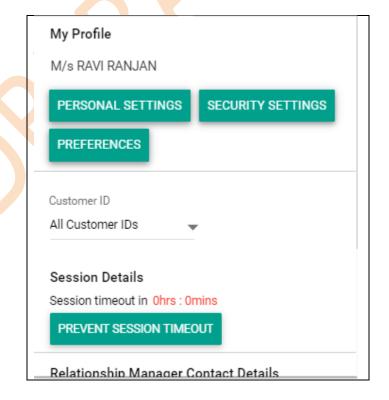
- 10. 1 Sitemap
- 10.2 Bell Icon
- 10.3 Mail box
- 10.4 Logout button



11. My Profile -

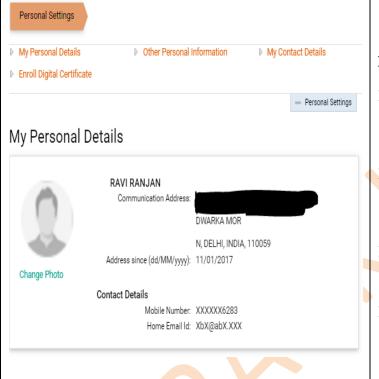
Click here to view the profile







11. 1 Personal Settings



Pay to Payment Bills:

- Click on 'My Personal Details' to view your updated details in account.
- Click on 'Other personal Information' to view your other information details.
- Click on 'My Contact Details' to view your updated contact details.
- Click on 'Enroll Digital Certificate' to follow the steps to Enrol for the digital certificate.

11. 2 Security Settings

- Change Login Password
 - Enter your Old login password.
 - Enter new password.
 - ➤ Re-type new password.
- Change Transaction Password
 - > Enter your Old transaction password.
 - > Enter new password.
 - Re-type new password.
- > Enter OTP and Old Transaction password & Click on 'Submit'.



• Update user id:

- > To update your Channel Login id, click on update Login id.
- > Click on Update button.
- Enter new Login id and transaction password and OTP for the confirmation.

• Change image/phrase

- > Select image/enter phrase.
- Enter OTP sent on your registered mobile number and transaction password and submit.

11. 3 Preferences

• Set Preference

- Calendar Type
- > Date Format: Choose the desired date format.
- Amount format:
- Language: Select your default language.
- > Account list screen view:
- > Primary Account number: Select your primary account number.
- Nick name
- Enter OTP sent on your registered mobile number and transaction password and "**Update**".

<u>User can also Update account preferences, Set favourite accounts and Manage</u> account groups.

Thank you