आन्ध्रा बैंक
Andhra Bank
देशवासियों का बैंक Where India Banks

Retail NetBanking
User Manual 1.1
adchelpdesk@andhrabank.co.in

1800 425 1515
www.andhrabank.in

User Guide

#SaralZindagiKiShuruwat

User Guide for Retail Internet Banking Users

Andhra Bank introduces the upgraded version of Internet Banking for its esteemed Retail Customers. Experience a convenient, simple and secure way of banking at your comfort with Andhra Bank Internet Banking Services.

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Our Internet Banking **(Retail / Corporate)** is best viewed in following browsers both Mobile & Desktop editions:

- o Internet Explorer - 9 and above
- o Mozilla Firefox – 36 and above
- o Google Chrome – 40 and above
- o Safari – 6 and above
- o UC Browser 10.1 and above

Device type	Operating system(OS)	OS version	Browser version				
			Google Chrome	Microsoft Internet Explorer	Mozilla Firefox	Apple Safari	UC Browser
			42,41,40	11,10,9	38,37,36	8,7,6	10.1.x
Desktops/ Laptops	Microsoft Windows	8.1	✓	✓	✓	✗	✗
		7	✓	✓	✓	✗	✗
	Mac OS X	Yosemite (10.10.x)	✗	✗	✗	✓	✗
		Mavericks (10.9.x)	✗	✗	✗	✓	✗
Tablets	Apple	Version 7.x and onwards	✗	✗	✗	✓	✗
	Google Android	Version 4.1 and onwards	✓	✗	✗	✗	✗
Smartphone	Apple	Version 7.x and onwards	✗	✗	✗	✓	✓
	Google Android	Version 4.1 and onwards	✓	✗	✗	✗	✓

You can still transact without any issue in lower version but the user interface will be distorted and as a best practice it is advised to update the browser keeping security aspects in view.

1. **How to get User ID/Password**

   1.1. **Internet Banking Online Registration for Debit card holders with SMS alerts**
   - Customers can avail Retail Internet Banking facility by getting themselves registered online using debit card credentials.
   - Follow the steps as under:
   - Visit https://www.andhrabank.in and click on 'Internet Banking Login' → 'Retail Login' and click on 'Continue Login to NetBanking'
   - On Home Page, Click on the 'Register for Personal Banking'
   - Please confirm having an active Debit Card & Mobile registered for SMS alerts.
   - Enter Customer ID, Mobile number & select Registration Type (Transaction or View

Access).

- Select Type of facility →**View** Only or **View & Transact**
- Click on "Verify"
- Enter OTP received on Registered Mobile Number in "One Time Password" field.
- On successful validation of OTP, you can set the login password.
- Once the process is successfully completed, you will be shown success message with regard to your registration process.
- After completing this process, user will be enabled immediately.

1.2. Reset Login Password online

- Visit www.andhrabank.in, Click on 'Internet Banking Login' → 'Retail Login'.
- Click on "Continue to Internet Banking".
- On Home page, Click on "Set/Reset Login Password".
- On password reset screen (next screen), Enter Customer ID, Mobile Number & Click on Submit.
- Enter OTP (One Time password), received on your registered Mobile Number.
- Set Login password.

2. How to use Internet Banking
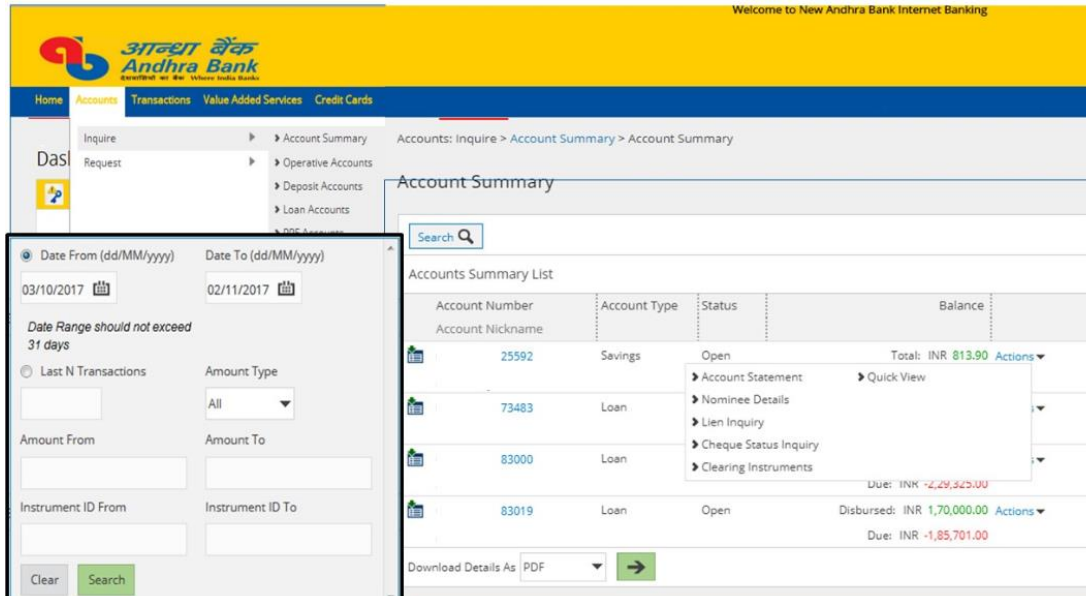
2.1. Logging in Internet Banking

- Visit www.andhrabank.in, Click on 'Internet Banking Login' → 'Retail Login'.
- Click on "Continue to Internet Banking".
- Enter the "User id". (By default, Customer ID is user ID).
- Enter your password & Click on login button.
- Read and agree to "I Accept Terms & Conditions" (Only for a new User).

3. Accounts

3.1. Inquire

➢ **Account Summary**

- Quick view: Navigate to *Accounts→Inquire→Account Summary→Actions→quick view*
- Account Statement : Navigate to *Accounts→Inquire→Account Summary→Actions->Account Statement*

- Nominee Details: Navigate to *Accounts→Inquire→Account Summary→Actions→ Nominee Details*
- Lien Enquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→Lien Enquiry*
- Cheque Status Inquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→ Cheque Status Inquiry*
- Search*: Enter your Account Type and Account Number & click on Search.*

➢ Operative Accounts
- Quick view: Navigate to *Accounts→Inquire→Account Summary→Actions→quick view*
- Account Statement: Navigate to *Accounts→Inquire→Account Summary→Actions→Account Statement*
- Nominee Details: Navigate to *Accounts→Inquire→Account Summary→Actions→ Nominee Details*
- Lien Enquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→Lien Enquiry*
- Cheque Status *Inquiry*: Navigate to *Accounts→Inquire→Account Summary→Actions→ Cheque Status Inquiry*.
- Search: Enter your *Account Type and Account Number and Click on Search.*

➢ Deposit Accounts
- Quick view: Navigate to *Accounts→Inquire→Account Summary→Actions→quick view*
- Account Statement: Navigate to *Accounts→Inquire→Account Summary→Actions->Account Statement*
- Nominee Details: Navigate to *Accounts→Inquire→Account Summary→Actions→ Nominee Details*
- Lien Enquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→Lien Enquiry*

- Cheque Status Inquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→ Cheque Status Inquiry.*
- Search: Enter your *Account Type and Account Number and Click on Search*

➢ **Loan Accounts**

- Quick view: Navigate to *Accounts→Inquire→Account Summary→Actions→quick view*
- Account Statement: Navigate to *Accounts→Inquire→Account Summary→Actions→Account Statement*
- Nominee Details: Navigate to *Accounts→Inquire→Account Summary→Actions→Nominee Details*
- Lien Enquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→Lien Enquiry*
- Cheque Status Inquiry: Navigate to *Accounts→Inquire→Account Summary→Actions→ Cheque Status Inquiry*
- Search: Enter your *Account Type and Account Number and Click on Search*

➢ **PPF Accounts**

- This menu will show the details of the Public Provident Fund (PPF) accounts linked with the customer ID of the user.

3.2. Request

➢ **Interest Certificate for Loans**

The option will display the interest deducted for loans in a financial year.
- Select the account number.
- Click on submit to generate the Interest Certificate.
- Navigation : *Accounts→Request→Interest Certificate for loan*

➢ **Provisional Interest Certificate for Loans**

The option will display the provisional interest deducted for loans in a financial year.
- Select the account number.
- Click on submit to generate the Provisional Interest Certificate.
- Navigation: *Accounts→Request→Provisional Interest Certificate*

➢ **Tax Deducted at Source**

- The option will display the total amount of tax deducted in Andhra Bank for the customer in a financial year.
- Navigation : Accounts->Request->Tax Deduction at source

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4. Transactions

4.1. Fund Transfer

Default Limits for Retail customers:

- Daily: Rs. 5,00,000
- Weekly: Rs. 15,00,000
- Monthly: Rs. 25,00,000
- Yearly: Rs. 50,00,000
- For Retail Internet Banking users, transaction password is not required for transactions upto Rs. 50,000, this can be done through OTP authentication alone.

➢ **Own Accounts**

- Click on **'Transactions' → 'Fund Transfer' → 'Own Accounts'.**
- Select Account Number to be debited (*Pay From Account*) & credited (*My Accounts in Home Bank*) from dropdown.
- Enter Amount and Remarks.
- Click on 'Continue'.
- Enter Transaction password & Click on 'Submit'.

➢ **Other Andhra Bank Accounts**

- Click on **'Transactions' → 'Fund Transfer' → 'Other Andhra Bank Accounts'.**
- By default, Transaction Date will be current date. For scheduling transaction for future date, date may be selected from the calendar.
- Select Account Number to be debited (*Pay From Account*) & credited (*Payee*) from Dropdown. (*If account to be credited is not shown in drop-down, Add the account at Transactions →Manage Payee → Add Payee*).
- Enter Amount.
- Click on 'Continue'.
- Enter Transaction password & Click on 'Submit'.

➢ **Other Bank-NEFT/RTGS**

- Click on **'Transactions' → 'Fund Transfer' → 'Other Bank-NEFT/RTGS'.**
- By default, Transaction Date will be current date. For scheduling transaction for future date, date may be selected from the calendar.
- Select Account Numbers to be debited (*Pay From Account*) & credited (*Payee*) from Dropdown (*If account to be credited is not shown in drop-down, Add the account at Transactions →Manage Payee → Add Payee*).
- Enter Amount.
- Select transfer type (*NEFT or RTGS*).
- Click on 'Continue'.
- Enter Transaction password and OTP. Click on 'Submit'.

Please Note: NEFT/RTGS transactions can be done during RBI's prescribed timings. Transactions initiated after prescribed time will be executed on next working day.

Please find the below NEFT & RTGS charges (chargeable w.e.f 20/09/2017):

NEFT		RTGS	
Upto Rs. 10,000/-	Rs. 2.50/- *plus GST*	Above 2Lakhs to 5Lakhs	Rs. 25.00/- *plus GST*
10,001 to 1 Lac	Rs. 5.00/- *plus GST*	Above 5 Lakhs	Rs. 50.00/- *plus GST*
1,00,001 to 2 Lacs	Rs. 15.00/- *plus GST*		
Above 2 Lacs	Rs. 25.00/- *plus GST*		

➢ **IMPS (Instant Transfer 24*7)**

- Click on *'Transactions'* → *'Fund Transfer'* → *'IMPS (Instant Transfer 24*7)'.*
- By default, Transaction Date will be current date. For scheduling transaction for future date, date may be selected from the calendar.
- Select Account Numbers to be debited (*Pay From Account*) & credited (Personal *Payee*) from Dropdown (*If account to be credited is not shown in drop-down, Add the account at Transactions →Manage Payee → Add Payee*).
- Enter Amount.
- Enter the Transaction Purpose.
- Click on 'Continue'.
- Enter Transaction password and OTP. Click on 'Submit'.

Please find the below IMPS charges (chargeable w.e.f 20/09/2017):

Upto Rs. 2,500/-	Nil
Above 2,500/- to 10,000/-	Rs. 2.50/- *plus GST*
Above 10,000/- to 1 Lakh	Rs. 5.00/- *plus GST*
Above 1 Lakh to 2 Lakhs	Rs. 10.00/- *plus GST*

4.2. Payments

➢ **NPS Contribution**

The feature is used to make payment to National Pension System (NPS) accounts. For using this feature
- Click on *'Transactions'* → *'Payments'* → *'NPS Contribution'.*
- Enter the PRAN No
- Select Account Category
- Enter the amount.

- Select the Debit Account.
- Click on 'Calculate'.
- Now, click on Continue.
- Enter the transaction password and click on 'Submit'

➢ **Pay to Own PPF Account**

The feature is used to make Payments to PPF Accounts. To make payment to PPF account

- Click on *'Transactions'* → *'Payments'* → *'Pay to Own PPF Accounts'.*
- Enter PPF Account Number.
- Enter Amount.
- Select the Debit Account.
- Click on 'Continue'.
- Enter Transaction password and OTP. Click on 'Submit'.

➢ **Pay to Other Andhra Bank PPF Accounts**

The feature is used to make Payments to PPF Accounts. To make payment to PPF account

- Click on *'Transactions'* → *'Payments'* → *'Pay to Other Andhra Bank PPF Accounts'.*
- Enter PPF Account Number.
- Enter Amount.
- Select the Debit Account.
- Click on 'Continue'.
- Enter Transaction password and OTP. Click on 'Submit'.

➢ **Beneficiary Management**

➢ **Add Payee**
- Click on *'Transactions'* → *'Beneficiary Management'* → *'Add/View/Authorize/Activate Payee'* → *'Add Payee'.*
- Enter Name.
- Enter Nick Name.
- Enter the Maximum Limit Amount.
- Enter the Account Number.
- Select Network & Bank Identifier.
- If Beneficiary belongs to other bank then
   - ✓ Enter the IFSC code.
   - ✓ Click on 'LookUp'.

Bank Details

Network & Bank Identifier* | Other Bank ▼ | HDFC0000139 | Lookup

▪ System will display Bank Branch Details. Click on 'Select' and Continue button.

List of Bank Details

Bank Name	Branch	Address	City	IFSC Code	
HDFC BANK LTD		1/72-GOPINATH BAZAR-	***	HDFC0000139	Select +

▪ Click on 'Confirm Details'.
▪ Click on 'Authorize Now' for authorizing the beneficiary.
▪ Click on Actions
  ✓ To add a beneficiary click on Confirm.
    • Enter the OTP.
    • Click on 'Confirm'.

Confirmation Details

One Time Password*

OTP has been generated and sent to your registered Mobile Number ReGenerate OTP

Confirm Details

  ✓ To discard the addition of the beneficiary, click on reject.
    • Enter the remarks.
    • Enter the OTP
    • Click on 'Reject'.

Reference ID	Transaction Type	Status	Requested Date	
1937418	Payee Maintenance	Add	12/11/2017	Actions ▼
1935620	Payee Maintenance	Add	> Reject	▼
			> Confirm	

➢ **View Payee Details**
  ▪ The option displays list of payees.
  ▪ Click on **'Transactions'** → **'Beneficiary Management'** →
    'Add/View/Authorize/Activate Payee' → **'View Payee Details'**
  ▪ The search option can be used to search the payee list by Entity Type, Name, Nick
    Name, Payee ID and Account Number.

➢ **Pending for Self Authorization**

The option is used for authorizing the payee/Beneficiary.
  ▪ Click on **'Transactions'** → **'Beneficiary Management'** →
    'Add/View/Authorize/Activate Payee' → **'Pending for self Authorization'**.

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- Click on Actions
  - ✓ To add a beneficiary click on Confirm.
    - Enter the OTP.
    - Click on 'Confirm'.
  - ✓ To discard the addition of the beneficiary, click on reject.
    - Enter the remarks.
    - Enter the OTP
    - Click on 'Confirm'.

➢ **Pending for Activation**

The option is used to view the list of payees who are authorized but not yet activated.
  - Navigation: *'Transactions' → 'Beneficiary Management' → 'Add/View/Authorize/Activate Payee'→ 'Pending for Activation'*.

When I am trying to add Beneficiary for fund transfer, system says [CUSCT003][200391] 'Number of payees added per day exceeded the maximum limit'. What should I Do?

- As per RBI Security and Risk Mitigation directives, velocity check is put in place on number of beneficiary in our Internet Banking, applicable for both Retail and Corporate customers.
- Retail Internet Banking customer can add maximum three **(03) beneficiaries per day.**
- Corporate Internet Banking customer can add maximum five **(05) beneficiaries per day.**

What should I do enable addition of beneficiary above the beneficiary permitted above the limit?
Beneficiary addition check is as per Bank's approved policy for all customers and cannot be modified for specific customers. Customers are allowed to add beneficiaries on next day.

Are there any fund transfer limit restriction on newly added beneficiary and can this be relaxed?
Yes. Customer can transfer maximum Rs. 50,000/- within 24hours to the newly added beneficiary. No, it cannot be relaxed as its as per Bank's approved policy.

➢ **Transaction Status**

➢ **All Transactions**

  - Click on *'Transactions' → 'Transaction Status' → 'All Transactions'*.
  - The search option can be used to search the transactions by Transaction Type, Transaction Date, Initiator's Account, Payee Type, Payee NickName, From Date, To Date, Amount From and Amount To.

➢ **Scheduled Transactions**

  - Click on *'Transactions' → 'Transaction Status'→ 'Scheduled Transactions'*.
  - The search option can be used to search the transactions by Transaction Type, Transaction Date, Initiator's Account, Payee Type, Payee NickName, From Date, To Date, Amount From and Amount To.

➢ **Completed Transactions**

- Click on **'Transactions'** → **'Transaction Status'** → **'Completed Transactions'**.
- The search option can be used to search the transactions by Transaction Type, Transaction Date, Initiator's Account, Payee Type, Payee NickName, From Date, To Date, Amount From and Amount To.

➢ **Saved Transactions**

- Click on **'Transactions'** → **'Transaction Status'** → **'Saved Transactions'**.
- The search option can be used to search the transactions by Transaction Type, Transaction Date, Initiator's Account, Payee Type, Payee Nick Name, From Date, To Date, Amount From and Amount To.

5. Value added Services

5.1. Account Services

➢ **Service Requests**

➢ **Deposit Accounts: Open Over Draft (OD) against Deposit**

An Over Draft (OD) against Deposit can be opened online using this feature. To Open Over Draft (OD) against Deposit online
- Select the Deposit Account (*Account against which the OD is to be opened*).
- Select the Period (*in months*).
- Select the Purpose.
- Select the Amount.
- Select the Auto-Renewal.
- Click on "Continue".
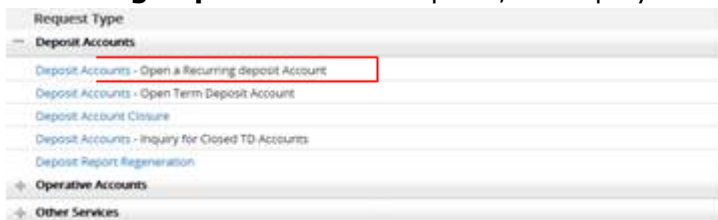- Enter the Transaction Password (TP) and click on "Submit".

➢ **Deposit Accounts: Open Recurring Deposit (RD)**

How do I open Recurring Deposit using Internet Banking (Retail)?

- Navigate to '**Service Requests**' option through '**Value Added Services**à '**Account Services**' à **Service Requests** as displayed below:

- You will be redirected to '**Service Requests**' page. From the list of '**Requests Type**', Expand and navigate to '**Deposit Accounts**' and select '**Deposit Accounts -Open a Recurring deposit Account**' option, as displayed below:

- Fill in the details such as Debit account (From Account- On account selection available A/c Balance will be displayed), Installment Amount, Deposit Period in Years and Month. System will automatically pick debit account as 'Principal and Interest Credit'.
- Click on '**Submit Online**' to preview and authorize the RD account opening request using One Time Password [OTP].
- On submission and successful authentication of OTP, RD account will be opened and summary of newly opened RD account details will be displayed such as RD Opening Reference Number, RD Account number, Debit and Principal/Interest account, Maturity details and Rate of Interest.:

- Customer can view details of newly opened RD account details such as Nominee Details/ Deposit schedule / Account Statement / Lien Inquiry etc., of newly opened RD account by navigating to 'Accounts' Tab – Inquire➔ Deposits Accounts option.
- Use **Standing Instruction** facility to pay future monthly RD installment.

Please Note:
  o Recurring Deposit (RD) will be auto closed and the amount will be credited to the repayment account mentioned on maturity.
  o Nomination Details will be captured as per the Debit Account for the newly opened Rd account, if exists else customer has to visit their branch for adding/modification of nominee details, submission of 15G/15H etc.,
  o Opening of RD/TD are excluded from Internet Banking consumption limits.

➢ **Deposit Accounts: Open Term Deposit (TD)**

The feature is used to open a term deposit online. To open a Term Deposit (TD) online
  ▪ Select the Deposit Type (*Fixed Deposit or Re-Investment Deposit*).
  ▪ Select the Interest Payment Method (*Monthly or Quarterly*).
  ▪ Select Deposit Amount.
  ▪ Select the Debit Account (*the account from which the amount is to be deducted*).

- The Repayment Account will be same as the Debit Account.
- The Interest Credit Account will be same as the Debit Account.
- Click on "Submit Online".
- Enter the Transaction Password (TP) and Click on "Submit".

Visit https://www.andhrabank.in/English/InterestRate.aspx to get the information on Interest Rates for Term Deposit (TD).

➢ **Deposit Account Closure: Close TD/RD**

The feature is used to Close Recurring Deposit (RD) or Term Deposit (TD) opened online through internet banking.

➢ **Deposit Report Regeneration**

➢ **Operative Accounts: Request New Cheque Book**

- Select the account number for which cheque book is to be issued.
- Select the number of leaves.
- Select the dispatch type and click on "Submit Online".
- Enter Transaction password & Click on **'Submit'.**

Note:
1. For Current Account number of leaves allowed are 25, 50 & 100 and Saving Bank account is 10 & 25 leaves.
2. Charges are applicable as per guidelines and will be debited at the time of placing request.

➢ **Other Services: Transaction Password Request**
- Click on "Submit to Relationship Manager".
- Click on 'Submit'.

5.2. Standing Instruction

➢ **Add**

- Click on **'Value added Services'** → **'Standing Instruction'** → **'Add'**.

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- Select Schedule Type (Self or Third Party).
- Select Debit Account.
- Enter Amount.
- Select Frequency.
- Enter No.of Payments.
- Select the Date (*Start Date)*.
- Click on 'Continue'.
- Enter the Transaction Password (TP) and click on 'Submit'.

➢ **Modify**

- Click on **'*Value Added Services'* → '*Standing Instruction'* → '*Modify'*.**
- Select the Standing Instruction number.
- Enter Amount.
- Select Frequency.
- Enter No.Of Payments.
- Click on 'Modify'.
- Enter the Transaction Password (TP) and click on 'Submit'.

➢ **Delete**

- Click on **'*Value Added Services'* → '*Standing Instruction'* → '*Delete'*.**
- Select the Standing Instruction number.
- Enter the Transaction Password (TP) and click on 'Delete'.

➢ **Inquire**

- Click on **'*Value Added Services'* → '*Standing Instruction'* → '*Inquire'*.**
- Select the Standing Instruction number.

5.3. Government Schemes

➢ **Apply Sovereign Gold Bonds(SGB)**
Navigation: **'*Value Added Services'* → '*Apply SGB'*.**

➢ **Generate Sovereign Gold Bonds(SGB) Receipt**
Navigation: **'*Value Added Services'* → '*Generate SGB Receipt'*.**

➢ **Pradhan manthri Jeevan Jyothi Bheema Yojana(PMJBY)**
Navigation: **'*Value Added Services'* → '*Govt Schemes'* → 'Pradhan manthri Jeevan Jyothi Bheema Yojana'.**

➢ **Aadhar Registration**
The feature seeds the Aadhar Number of the customer to his account in Andhra Bank.

> **Atal Pension Yojana(APY)**
> Navigation: *'Value Added Services'* → *'Govt Schemes'* → 'Atal Pension Yojana'.

> **Pradhan manthri Suraksha Bheema Yojana(PMSBY)**
> Navigation: *'Value Added Services'* → *'Govt Schemes'* → 'Pradhan manthri Suraksha Bheema Yojana'.

> **Inquire Atal Pension Yojana(APY)**
> Navigation: *'Value Added Services'* → *'Govt Schemes'* → 'APY Inquiry'.

5.4. ASBA

> **IPO/FPO/RI- Bid Price/Lots Details**

> Navigation: *'Value Added Services'* → *'ASBA'* → *'IPO Details'*.

> **Apply IPO/FPO/RI Online**

> Navigation: *'Value Added Services'* → *'ASBA'* → *'BID Online'*.

> **View IPO/FPO/RI Bid Status**

> Navigation: *'Value Added Services'* → *'ASBA'* → *'View Bidding Status'*.

> **Withdraw IPO/FPO/RI**

> Navigation: *'Value Added Services'* → *'ASBA'* → *'Withdraw Bid'*.

5.5. Donations

> Navigation: *'Value Added Services'* → *'Donations'* → *'Donations Pay'.*

5.6. Tax Related Services

> **Income Tax E-Filling (Single Signon)**
> - Navigation: 'Tax Related Services' → 'Income tax E-Filing(Single Signon'→'E-Filing'.
> - The link will take you to income tax website.
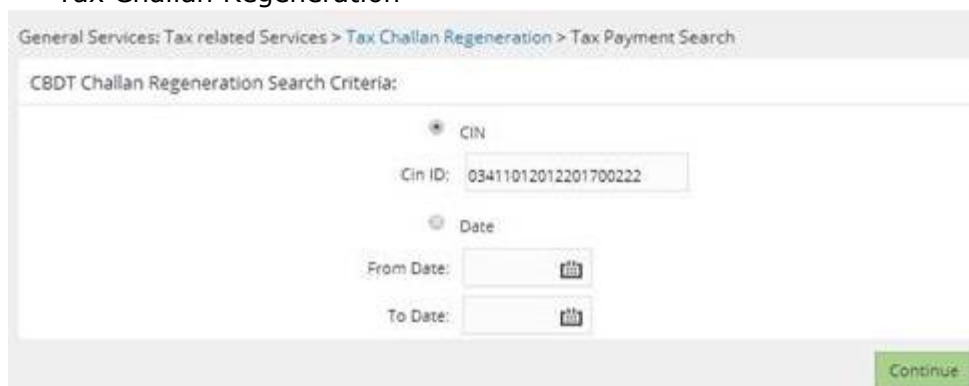> - Select the account number and click on submit.

> **Income Tax Credit Statement (View Form 26AS)**
> - Navigation: 'Tax Related Services' → 'View Tax Credit Statement (Form 26AS)'.
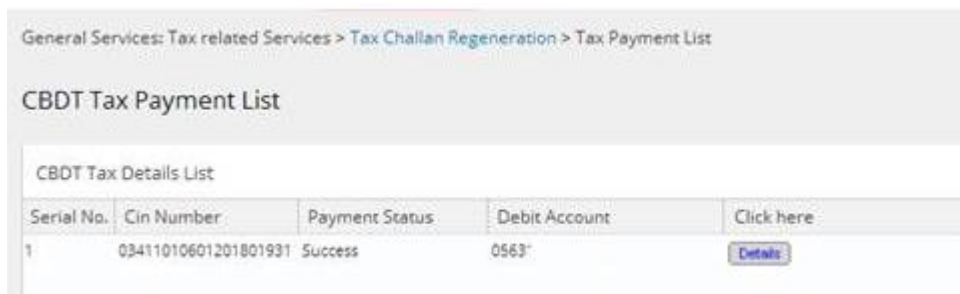> - The page will be redirect you to the NSDL website.

> **Tax Challan Regeneration**
> Navigation: **'Tax Related Services'** → **'Tax Challan Regeneration'.**

- Facility is enabled for **Direct Taxes** (CBDT) & **Indirect Taxes** – (Excise and Service Tax) only.
- Procedure for Corporate Customers (Excluding View Facility)
  - o Login to Internet Banking and navigate to General Services à Tax Related service à Tax Challan Regeneration

General Services: Tax related Services > Tax Challan Regeneration > Tax Payment Search

CBDT Challan Regeneration Search Criteria:

◉ CIN

Cin ID: 03411012012201700222

○ Date

From Date: 📅

To Date: 📅

Continue

  - o Select challan regeneration basis CIN or Date wise criteria
    - ▪ CIN criteria
      - • Enter 20 digit CIN and click on continue.
      - • System will fetch challan details
      - • Click on details and download as PDF
    - ▪ Date Criteria :
      - • Enter from and to date and click on continue
      - • System will fetch challan details for the specified period. Incase multiple challans click on specific challan.
      - • Click on details and download as PDF

General Services: Tax related Services > Tax Challan Regeneration > Tax Payment List

CBDT Tax Payment List

CBDT Tax Details List

Serial No.	Cin Number	Payment Status	Debit Account	Click here
1	03411010601201801931	Success	0563*	Details

- Procedure for Retail Customers (Tax & Transaction Facility)
  - o Value added Services - Tax Related Service -Tax Challan Regeneration

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Value Added Services: Tax related Services > Tax Challan Regeneration > Tax Payment Search

CBDT Challan Regeneration Search Criteria:

⦿ CIN
Cin ID: 03411010411201700316
◯ Date
From Date:
To Date:

Continue

- o Select the criteria CIN based or Date wise
- o Steps are similar to corporate Internet Banking.

Note: You can know CIN number from transaction particular or by searching using date criteria.

5.7. Inquiry Facility

Navigation: *'Value Added Services'* → *'Detailed Activity/Transaction Limit Inquiry'*.

6. Personal Security Settings

6.1. Safe-T

➢ **Registration Safe-T**

- ▪ Click on *'Personal Security Settings'* → *'Safe-T'* → *'Register'*.
- ▪ Select Mobile device platform
- ▪ Enter the 6 digit PIN and Click on 'Submit'.

➢ **Activate Safe-T**

- ▪ Click on *'Personal Security Settings'* → *'Safe-T'* → *'Activate'*.
- ▪ After Safe-T registration, click on Activate to send activation link to registered mobile number.
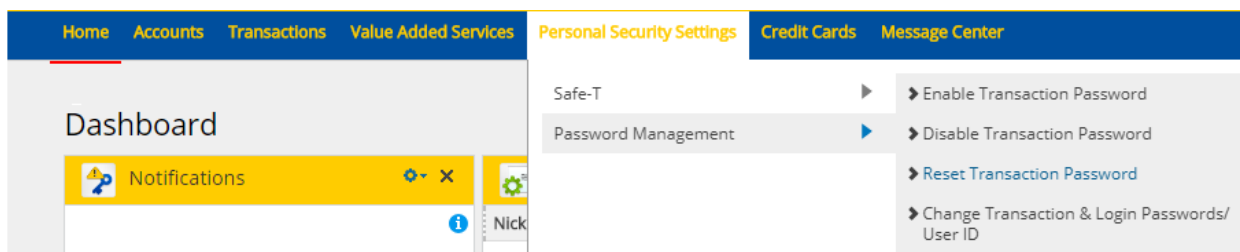
➢ **Deactivate Safe-T**

- ▪ Click on *'Personal Security Settings'* → *'Safe-T'* → *'Deactivate'*.

6.2. Password Management

What should I do when my Transaction Password is expired / disabled / on receipt of new transaction password (PIN mailer)?.

1. **Transaction Password expired / new password receipt:**
   a. If password is expired, the same will be in 'Enable' state and by changing the password, transaction can be completed without any issue. To change password customer has to visit 'Personal Security Settings' option and change his/her password. Its assumed that the customer knows previous passwords, if not customer has to attempt for 'Reset transaction password' under Personal Security Setting option.
   b. Reset of transaction password is allowed to customers having active debit card.

2. **Transaction Password is Disabled:**
   a. Transaction passwords get disabled on exceeding maximum <u>Five</u> wrong attempts.
   b. Customer can enable transaction password by navigating to 'Personal Security Settings' 'Password Management' 'Enable Transaction Password'.

Note:
1- If customer transaction password is disabled, resetting of transaction password will not enable the transaction password by default.
2- Validity of transaction password is 180 days/ 6 months.

   ➤ **Enable Transaction Password**

   • Click on '*Personal Security Settings*' ➔ '*Reset Transaction Password*' ➔ '*Enable Transaction Password*'.
   ▪ Click on 'Enable Transaction Password'.

   ➤ **Disable Transaction Password**

   • Click on '*Personal Security Settings*' ➔ '*Reset Transaction Password*' ➔ '*Disable Transaction Password*'.
   ▪ Click on 'Disable Transaction Password'.

   ➤ **Reset Transaction Password**

   • Click on '*Personal Security Settings*' ➔ '*Reset Transaction Password*' ➔

'Reset Transaction Password'.
- Click on 'Continue'.
- Enter OTP and click on 'Continue'.
- Enter the new Transaction Password (TP) and Click on Submit.

7. Credit cards

➢ **Link or Add Credit Cards**

The feature is used to add the Credit card pertaining to the customer to his Internet Banking account. To add a credit card
- Enter the customer ID allotted to the credit card. (*To know the Customer ID of your Credit Card Type GETCUSID < space > XXXX {XXXX denotes last 4 digits of your Card Number} and send an SMS to 9717500793 from your registered Mobile Number*).
- Enter the card number and click on continue.
- Enter the OTP received through SMS on registered mobile for Credit Card.

➢ **Pay to Credit card**

The feature is used to make Credit Card Payments. To pay credit card due
- Click on *'Credit Cards'* → *'Pay to Credit Card'.*
- Enter the Credit Card Number.
- Enter Amount.
- Select the Debit Account.
- Click on 'Continue'.
- Enter Transaction password and OTP. Click on 'Submit'.

How to make Andhra Bank Credit Card bill payment through Internet Banking (Retail) without Registration:

i. Prerequisite for payment without card registration – Credit Card number and outstanding due amount. Click on "Pay To Credit Cards" under 'Credit Cards' option.
ii. Enter mandatory details such as Credit Card Number, Outstanding bill amount against the card.
iii. Select preferred operative account from Debit Account list and click on continue button. On selection of debit account, system will display the available account balance.
iv. On 'Continue' button system will display Card Number, Amount and Account Details for preview and confirmation. Authorize the payment using One Time Password (OTP) / Transaction Password / Both and continue.
v. System will authorize transaction amount upto Rs. 50,000/- using One Time Password (OTP) and above Rs. 50,000/- using both OTP and Transaction password authorization.
vi. Bill payment against the credit card made without registration is not considered under Registered Cards list. For registration use 'Link or Add Credit Cards' option.

Note:

- *Please credit card registration is allowed using credit card customer-Id and OTP sent on mobile number registered with credit card system.*
- *Credit card with multiple customer ID registration under Internet Banking is restricted. User Guide is available on Internet Banking Login Page.*
- *Credit Card SMS Services Details :* https://onlinecreditcards.andhrabank.in/abcc/SMS.html

- **To know your Credit Card Customer ID** *– Send an SMS from your registered mobile number with credit card to* **9717500793** *as GETCUSID XXXX , where XXXX is last four digit of your card.*
- **Credit Card TOLL FREE Number: 1800 425 1515 (24 x 7) or** ccdhelpdesk@andhrabank.co.in

8. Message Center

- Click on **'Message Center'** → **'Message Center'.**

9. Manage Profile

9.1. Password Maintenance

➢ **Change Login Password**

- Click on **'Security Settings'** → **'Change Login Password'**.
- Enter your old login password.
- Enter new password.
- Re-enter new password.
- Enter OTP and Click on 'Submit'.
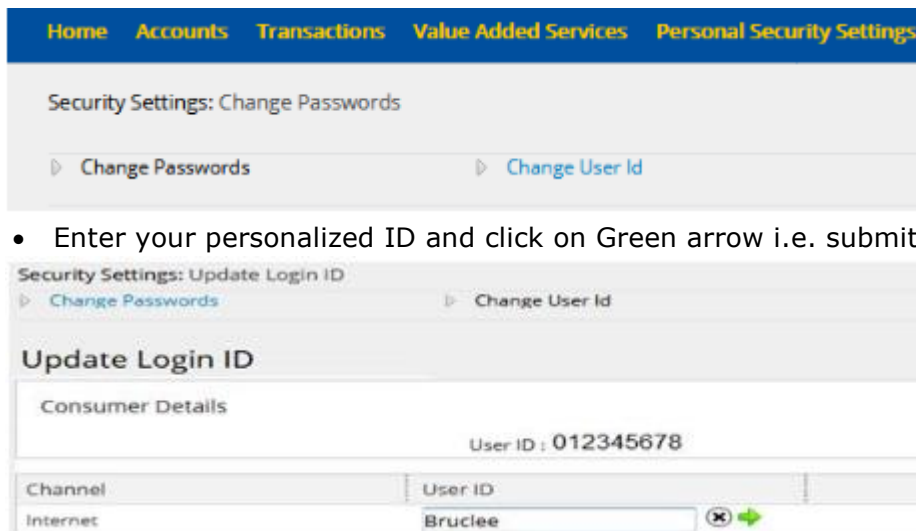
➢ **Change Transaction Password**

- Click on **'Security Settings'** → **'Change Transaction Password'.**
- Enter your old Transaction password.
- Enter new password.
- Re-enter new password.
- Enter OTP and Click on 'Submit'.

➢ **Change User ID**

- This feature is user to change the login User ID of Internet Banking.
- Click on **'Security Settings'**

- To update your master user id, click on **'Change User ID'**.

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www.andhrabank.in

Home	Accounts	Transactions	Value Added Services	Personal Security Settings

Security Settings: Change Passwords

▷ Change Passwords   ▷ Change User Id

- Enter your personalized ID and click on Green arrow i.e. submit

Security Settings: Update Login ID
▷ Change Passwords   ▷ Change User Id

Update Login ID

Consumer Details

User ID : 012345678

Channel	User ID	
Internet	Bruclee	⊗ ➡

- Enter new user id and transaction password for the confirmation.

Note: Please note that User Id can be personalized on availability basis and cannot contain special characters.

9.2. Preferences

➢ **Set Preferences**

- This feature is used to set default date format, Account number and Profile Name.
- Click on 'Set preferences' → 'Select Date format' → 'Select Account' → 'Enter Name'.
- Click on 'update'.

➢ **Update Account Preferences**

- This option is used to change the display name of Accounts.
- Click on 'Update Account preferences' → 'Click on Update' → 'Change the Nickname'.
- Click on 'update'.

10. Security Features

- Manage Beneficiaries- You can Add/Modify/Delete the beneficiaries receiving funds from your accounts.
- Various Level of Limits e.g. Overall Account Level, User Level, No. of beneficiaries, Type of Transactions etc.
- Additional Factor of Authentication in the form of One Time Password.
- Passwords are cryptic and difficult to crack. (Combination of Alpha-numeric & special character).

11. Safeguards

- Do not reveal password(s) over phone, mail, etc. to any person including Bank.
- The passwords can be changed as frequently as you wish (using the facility available in the customize option). An alert on your Home page shows the expiry periods for your

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passwords, the moment you log in. Please change your password(s) before the passwords are expired or when the system prompts you to do so.

- Do not click on website links/ attachments in un-known/suspicious emails. These links may take you to replica of bank's website and ask for keying in your user id & password(s).
- Bank will never send any e-mail requesting to provide UserId / Password and Other sensitive information.
- In case of doubt, reconfirm the Andhra Bank's website by double clicking the "padlock" symbol/icon at the bottom right of the web page to ensure the site is running in secure mode before you input any confidential/sensitive information.
- Clicking on the "padlock" symbol/icon and server certification symbol will display details of the server certification in the favour of Andhra Bank.
- To ensure a safe and genuine login, always enter bank's website through www.andhrabank.in.
- In case there is any call, please confirm that the call is from the authorized person of the bank.

12.Contact Us

☐   Contact Centre:

1800 425 1515 (All India Toll Free Number)

040-23122297 (24x7 Helpdesk for Alternate delivery Channel)

13.Site Map- Menu Options

SiteMap.html

14.Youtube Videos
Instructional Videos - *Now Available on* **YouTube**

**** End Of Document ***