

INDphoneBANKing

Operating Procedure

"Call your Bank Anytime"

1800-425-3425

Call for your Enquiries Anytime, you can have following information about your account like

- Balance Enquiry
- Account Details
- Issued Cheque Status Enquiry
- Deposited Cheque status Enquiry
- Change of TPIN

By calling Toll-free number

1800-425-3425

Anytime, Anywhere

**For ready reference, refer to call-flow of INDphoneBANKing.*

How to avail the service?

- Pick a form available at our CBS branches.
- Fill and submit it at your respective Indian Bank Branch.
- You will receive your T-PIN with in seven working days.
- Acknowledge the T-PIN, as soon as we receive the acknowledgment your account will be activated. Give us 24-48 hours to activate your PIN.

What is T-PIN?

- T-PIN (Telebanking Personal Identification Number) is sent to you in a confidential envelope in a one time use secured PIN mailer.
- T-PIN is a four digit password which has to be produced every time INDphoneBanking is called.

- In case the PIN mailer is found open, damaged please contact respective Branch immediately. Once pin-mailers are received, we advise you to change PIN of your own choice.

How do I use INDphoneBANKing (Call Flow)?

- Call Toll-free INDPhoneBANKing number, 1800-425-3425 anytime.
- You will be greeted by IVR (Interactive Voice Response)
"Welcome to Indian Bank Tele Banking Services, Press * button to continue"
- "Please enter your 9-digit CIF or customer identification number" will wait for 9 digits to be entered, if less digits are entered or incorrect number is entered it will say "Invalid CIF numbers"
- If data is entered correctly, respond to the request of Interactive Voice Response system
- The customer can enter the required numbers straightaway without waiting for completion of recorded information. (System will accept incorrect entry only twice, after that phone will get disconnected).

A word of Caution !!!

- You can enter incorrect data only twice after that phone will be disconnected.
- Avoid entering wrong T-PIN as it may cause delay and disruption of services.
- Don't keep a written record of your password/PIN.

Disclaimer: Indian Bank cannot be held liable for any harm, losses or damages caused by reasons beyond Bank's control. Customers are advised to maintain the secrecy of Password/PIN. Your acceptance of the service means the acceptance of terms and conditions of the services provided along with form.

Important: You can connect all your account Held with us with one CIF or customer number the Internet/Phone/Mobile banking facilities will be Extended automatically to all your accounts.

For details contact branch or mail to:
ebanking@indianbank.co.in