

PNB Retail Internet Banking and Mobile Banking is now Unified

Benefits

✓ Single Sign On

- No need to remember separate User IDs & Passwords for Retail Internet Banking & Mobile Banking.
- Existing Mobile Banking users can login into Mobile Banking using passwords of their Retail Internet Banking User.

✓ Common Beneficiaries

- No need to register beneficiaries separately in retail IBS and Mobile Banking.
- Your beneficiaries will be common for Retail Internet Banking & Mobile Banking.
- Beneficiaries registered in Internet Banking will be available in Mobile and Vice Versa
- Beneficiary registration will be common for IMPS, NEFT & RTGS

✓ Single Registration and Password Reset

- New Users can register for Retail Internet Banking and Mobile Banking in one go
- Retail Internet Banking Users can now register for Mobile Banking (after logging in Internet Banking → Value Added Services) at a single click and vice versa
- Passwords if changed in one channel (Retail Internet Banking or Mobile Banking) will be updated automatically in the other channel

✓ Custom User ID in Mobile Banking

- User can change User ID of Mobile Banking as per his/her choice in line with feature available in Retail Internet Banking

Important

- ✓ As a onetime activity, users enjoying only Mobile Banking facility will be required to set their passwords
 - **Mobile Application Users (Android and iOS)** - Post login in your Mobile Banking App set your passwords by providing Account Number, Debit Card Number & PIN
 - **Alternatively**, users can also set their passwords for Mobile Banking using “**Forgot Password**” option on Mobile Banking Site <https://mobile.netpnb.com>

- ✓ Facility type (View or View & Transaction) availed in Retail Internet Banking will prevail for both Retail Internet Banking & Mobile Banking.
- ✓ Flexibility to delete duplicate beneficiaries i.e. if same beneficiary is appearing multiple times
- ✓ Enhanced overall limit of Rs. One Lac per day for Mobile Banking Transactions
- ✓ No change in overall limit of Rs. Fifteen Lacs per day for Retail Internet Banking Transactions

Illustration

Both Retail Internet Banking and Mobile Banking User ID is 9 Digit Customer ID

Please Note: In case you have changed your Retail IBS User ID as per your choice, please consider the original User ID allotted by Bank, which was your Customer ID

Customer Name : Priyanka Gupta
Customer ID : ABC000011
Registration : For both Retail Internet Banking & Mobile Banking
Retail IBS User ID : ABC000011
Mobile Banking User ID : ABC000011

	Existing System		New Unified System	
	Internet Banking	Mobile Banking	Internet Banking	Mobile Banking
User ID	ABC000011	ABC000011	ABC000011	
Facility Type	View & Transaction	View Only	View & Transaction	
Login Password	abc@123	xyz*456	abc@123	
Transaction Password	abc_123	xyz&456	abc_123	
MPIN	Not Applicable	1234	Not Applicable	1234 (Will work as it is)
SMS Password	Not Applicable	1234	Not Applicable	Needs to be reset as a onetime activity. Use <ul style="list-style-type: none"> • Mobile App • Mobile Banking Website https://mobile.netpnb.com
Registered Beneficiaries	1.Raj Kumar 2.Ashok 3.Vinay K	1.Vinay K 2.Suman	1. Raj Kumar 2. Ashok 3. Vinay K 4. Suman	

For further queries, Contact Helpline 1800 180 2222 or 1800 103 2222, mobhelp@pnb.co.in