



**Thane Bharat Sahakari Bank Limited**

**Scheduled Bank**

# Internet Banking

# Frequently Asked Questions

### 1. What is Thane Bharat Sahakari Bank's Internet Banking?

Thane Bharat Sahakari Bank's Internet Banking is the easiest way of managing the operations and transactions in your accounts 24 X 7 without a visit to your branch, it's way of online banking anytime, anywhere, as per your convenience, can access from your personal computer or laptop or mobile with secured internet connectivity.

### 2. What are eligibility criteria for Thane Bharat Sahakari Bank Internet Banking?

Thane Bharat Sahakari Bank Internet Banking facility is available to all the customers /mandate holders having an operative account and with the authority to operate the accounts with all permissions.

### 3. What are the features/benefits of Thane Bharat Sahakari Bank Internet Banking?

Features of Thane Bharat Sahakari Bank Internet banking:

- a. **Bank 24 X 7 anywhere, anytime**
- b. **Self Registration:** Customer can register on his own with Mobile Number registered for SMS Banking and Customer number credentials.
- c. **Forgot Password:** Reset password instantly on the basis of OTP on registered Mobile No. for SMS Banking.
- d. **Block User ID** - If user-ID is blocked due to wrong password for after 3 unsuccessful attempts it will automatic get activated after 2 hours
- e. **Fund Transfer:**
  1. Fund Transfer (Own A/C)  
Funds Transfer- Your Own Account across other Branch – Transfer funds to your own accounts under same customer IDs.
  2. Third Party Transfer -  
Funds Transfer- To Same Bank  
Transfer funds to any other accounts of Thane Bharat Sahakari Bank
  3. IMPS/NEFT/RTGS -  
Funds Transfer- Inter Bank Account –  
Transfer funds to Other bank accounts.
- f. **Operative Accounts:**  
You can view your Savings/Current Bank account details, account balance, and also download account statement.
- g. **Loan Accounts: (LOAN/CC/OD)**  
You can view your CC / OD / Loan Account details, Outstanding Balance, ROI, Overdue amount, download account statement etc.,
- h. **Deposits Accounts:**  
You can view your Term Deposit Accounts details with Principal & Maturity amount, opening & Maturity date, Period of Deposit, Rate of Interest etc., TDS Form submission details and can download account statement.

i. **Service related to Cheques:**

1. Cheque Book request
2. Stop payment instructions on issued cheques.

j. **ATM Card Details & HOT Mark ATM card:**

You can view all your Rupay cum Debit card details with existing status i.e. Operative / Blocked / deleted of the same.

In case of Lost/Stolen ATM card, you can HOT Mark the same on your own by using this Internet Banking option.

k. For a detailed list of services please visit the Internet banking site

**4. Have any charges or cost for registration of Thane Bharat Sahakari Bank Internet Banking?**

No, Thane Bharat Sahakari Bank Internet Banking registration is free of cost. There is no prescribed fee or any recurring charges.

**5. How safe & secured is the Internet banking?**

Thane Bharat Sahakari Bank Internet banking is absolutely safe & secured with VAPT (Vulnerability Assessment and Penetration Testing) certificate from the authorities. The servers are protected with strong firewalls against malwares, also provide multiple layers of protection to secure your online banking experience.

Secured User-Id and Password is 1st layer of security to access your account.

2nd factor authentication is in the form of OTP (One Time Password) for all financial transactions. If an unknown user tries to access your account by using various passwords, your account will automatically get locked. Every time you log into Internet Banking, your last login date and time will be displayed so that you can keep a track of access to your accounts and can also monitor Activity log report regularly.

**6. How to register Thane Bharat Sahakari Bank Internet Banking?**

For registration of Internet banking, you are required to click of tab of '**New User Registration**' and system will verify your Registered Mobile Number (SMS Banking) and will proceed with GO option. Enter the customer number, set your own User-ID & password as per your wish, click on Accept the terms & conditions and entered the OTP received on your registered mobile number and click on Submit button.

Afterwards will get Message of successful registration, then you can enjoy all the services of Internet Banking.

For Mode of operation other that Self, visit the nearest branch and feel the Mandate and proceed for Internet banking facility.

## **7. How to get the User- ID?**

You can set your own User-ID as per your wish.

## **8. What to do if I forget my Login password?**

In case you forget your login password, click on 'Forgot Password' tab on the login page and reset your password with the help OTP received on registered Mobile number.

## **9. Can I change the User-ID and password later?**

The User-ID cannot be changed ever as it is the one time activity.

The login password can be changed any time.

It is advisable to change your login password periodically for your safety.

## **10. How many passwords do I have for Internet banking?**

There are only two password precisely Login Password & OTP (One Time Password), and No transaction password.

## **11. What is the policy on creating passwords?**

Login password credentials should be in the form of minimum 6 alphanumeric characters and a special character.

Your new password cannot be the same as your last one login password.

## **12. What is an OTP?**

OTP is the One Time Password which is sent to your registered mobile number while performing any transaction or adding payee.

The transaction will not be complete unless you enter the OTP in the valid option.

## **13. I am not receiving OTP on my mobile?**

If you are unable to receive the OTP on your registered mobile number, check whether your mobile handset is within the network area. If you still encounter the problem, contact your Mobile service operator or your nearest branch or enquire on Help Line.

## **14. What are the general precautions to be taken to protect my account on the internet?**

To protect your account from any fraud please take care of the following points:

1. Do not disclose your passwords to anyone.  
Do not write it down. Avoid using the same passwords for all your online transactions.
2. Change your password quite often to protect your account.
3. Avoid opening or replying to spam emails, as this will give the sender a confirmation that they have reached a live address.
4. Never respond to emails that request personal information.
5. Create a complex password which will be difficult to crack.

6. Avoid using cyber cafes to access your internet banking accounts
7. Cyber cafes PCs may be infected with viruses that can capture and transmit your personal data to fraudsters.
8. Beware of typing passwords on unknown PCs.
9. Installing antivirus software and keeping it up to date will help detect and disable malicious attacks.
10. Before submitting your bank details or other sensitive information there are a couple of checks you can do to help ensure the site uses encryption to protect your personal data:
11. If the address bar is visible, the URL should start with 'https: //' ( 's' for secured) rather than the usual 'http: //'.  
**12. Thane Bharat Sahakari Bank we would never ask for your personal details through an email or through phone, fax or in person.**

**15. What is Registered Mobile number?**

Your mobile number registered with Thane Bharat Sahakari Bank's SMS Banking is known as Registered Mobile number. All information and updates, all OTP, transaction confirmation messages will be received on the same mobile number.

**16. Is it mandatory to register my Mobile number & Email Id Bank?**

You must register with Thane Bharat Sahakari Bank, your mobile number for SMS facility & Email Id for receiving E-statement/Transaction Email or any other notification purpose.

**17. I am a Joint holder in the account; can I use the separate Username & Password?**

Being a joint holder you will not get different User-ID as accounts are registered under 1st account holder. But without your consent 1st account holder cannot use the same account for Financial purpose i.e. Fund transfer option.

**18. What is Session time Out?**

I am getting error of 'Session Time Out'?

Once you are logged in to Internet banking, your session will be automatically expired after 180 seconds of idle time. It is one of the security features.

**19. What is stop payment of cheque?**

Stop payment of a particular cheque can be done before the encashment of the cheque. Select the account number & enter the cheque number you wish to stop and click on 'Submit'.

The request will be processed instantly.

Please note: Request once submitted cannot be withdrawn

**20. What is Inward Clearing Details?**

You can view the details of the issued cheque presented in the clearing for the day with status Passed / Rejected / Return.

**21. What is Cheque Book Request?**

A request can be placed for a new cheque book by selecting the account for which a cheque book is required & Click on Submit.

Cheque book can be requested for any of your Savings (15 leaves), Current (30 leaves), Cash Credit (30 leaves), and Over Draft (30 leaves) accounts. You can either collect it from branch on next 3 working days or request your branch to send it by post or courier (Charges applied).

Daily 1 Cheque book request can be accepted.

Bank reserves the right to cancel cheque book request on the basis of Return cheque percentage.

**22. Can I close/Renew my existing Fixed Deposit Receipt?**

You will not be able to close the Fixed deposit accounts/receipts online. For any premature closure or closure on maturity of any of your fixed deposit receipts, you will have to contact the nearest branch for the further process.

As the Bank have Term Deposit Auto renewal facility your Term deposit receipt will get auto renewed for same period with ROI prevailing at the time of Maturity date.

**23. What is the Fund Transfer?**

Fund transfer is the facility that allows you to transfer funds from your accounts to any of your linked accounts or any other Thane Bharat Bank account or any other Bank account through RTGS/NEFT/IMPS.

The funds transferred to your linked accounts or any other Thane Bharat Bank accounts are credited instantly.

Funds transferred through IMPS are credited instantly.

Funds transferred to any other bank account through RTGS and/or NEFT before cut-off time will be credited on the same day and post cut-off time would be credited on the next working day.

## 24. What is the cut off time for RTGS/NEFT/IMPS?

### 1. RTGS -

From Monday to Saturday (except 2nd & 4th Saturday)  
Timings are: 8:00 am to 3:30 pm

### 2. NEFT -

24 x 7 (except 11:00 pm to 1:00 am)

### 3. IMPS - 24 X 7 (anytime) instantly

## 25. What is the daily transaction limit?

The daily transaction limit per day would be by default as:

1. For Own or Other accounts of Thane Bharat Bank - Rs.50 Lakhs
2. For RTGS - As per following chart
3. For NEFT - As per following chart
4. For IMPS - Rs. 50,000/-

Sr. No.	Period	Time slot	Limit (Rs)	Services
1	Working Days - Monday to Saturday	8:00 am to 6:00 pm	50,00,000	NEFT & RTGS
2	Working Days - Monday to Saturday	6:00 pm to 8:00 am	10,00,000	
3	2nd & 4th Saturday and All Sundays	Full Day	10,00,000	
4	Public Holidays	Full Day	10,00,000	

Please note, Bank introduced the **User/Account Limit** option in Internet Banking by this option user can set maximum daily transaction limit on his/her own as per requirement.

User can modify the said User/Account Limit four (4) times in a day.

## 26. Are there any charges for fund transfers?

Presently, there are no charges for using the funds transfer facility.

## 27. Can I make RTGS/NEFT transactions on holidays?

Requests for RTGS/NEFT transactions are accepted on Holidays & Sundays (Holidays and Sundays as defined by RBI) but the actual debit from your account will be done immediately in offline batch and corresponding credit is processed only on the next working day.

## **28. What details do I need to provide in order to utilize fund transfer facility to Other Bank Accounts (RTGS/NEFT/IMPS)?**

To carry out any fund transfer (RTGS/NEFT/IMPS) you need to first register/add the payee and have to enter information as

- 1) Beneficiary name
- 2) Beneficiary account number
- 3) IFSC code of the receiving bank & branch

To register the payees through internet banking please follow the steps:

- a. Login to Internet banking
- b. Under Funds Transfer option, go to Add Payee
- c. Enter the Beneficiary Name, Nick Name, Beneficiary Account Number and IFSC code.
- d. Enter the OTP received on your registered mobile number.
- e. Once completed, your payee is registered.

Please note:

As security feature, the fund transfer facility through Internet Banking will be available only after the cooling period of 1 hour for the new payees added.

## **29. ATM Card Details**

You can view all your Rupay Debit card details with existing status i.e. Operative / Blocked / deleted of the same.

## **30. ATM card HOT Mark;**

In case of Lost/Stolen ATM card, you can HOT Mark the same on your own by using this Internet Banking option and requested the status from ATM card details option immediately, whether properly done or not.

## **31. Branch Network;**

You can view all our Thane Bharat Sahakari Bank's Branch details e.g. Timing of Branches, address, contact numbers, Services offered e.g. ATM, CDM, Locker facility etc.,

## **32. What is Help option?**

We have provided Toll free number of Thane Bharat Sahakari Bank for any help required for all the E-channels like Internet Banking, NFS, IMPS & UPI only.

And also share the FAQ i.e. Frequently asked questions and related answers which helps as guide.

## **33. What is activity log report?**

Activity log report displays all the activities executed by you from login till logout.

You are requested to check the report on regular basis.

**34. In case shown any error while performing transaction?**

Do not press refresh or back any when you are in Fund transfer option, and if you got any error;

- a. Please close that error window
- b. Log out from Internet Banking
- c. Log in to Internet Banking
- d. Check your account balance
- e. Then only perform next transaction

**35. Can I set User/Account Limit in Internet Banking;**

**Option available in CUSTOMER SERVICES - User/Account Limit**

- a. With this feature customer can set maximum transaction limit for Fund Transfer on his own, as per his/her need/requirement.
- b. User can modify the said User/Account Limit four (4) time in a day.
- b. New or Existing, all users have to 1st set the User/Account limit to perform Fund Transfer option.

**36) Can I link Aadhar card with Bank;**

Customer can register his/her Aadhar Card with Bank.

**Please note option provided through Internet Banking for linking Aadhar card with Bank and not for availing subsidy. For Subsidy linkage customer should submit Zerox copy of Aadhar card with home branch. (Original copy also required for verification)**

**37) Can I get transaction E-mail like SMS on my registered E-mail id with Bank;**

Like SMS Customer can get Transaction alerts on his/her registered E-mail id with Bank.

W.e.f. 14th January 2020 TBSB started to send Email transaction alerts on registered E-mail Id with Bank for the transactions performed under Internet Banking, IMPS, UPI & ATM services only.

**Appeal** : To avail this facility Customers' are requested to register his/her E-mail id with Bank (Plases ignore if already registered).