

## **COMMON FAQs**

**Q.1 Will there be any change in my Account Number?**

Ans. There will not be any change in Account Number at present.

**Q.2 Will there be any change in my Customer Identification Number (CIF)?**

Ans. There will not be any change in CIF number at present.

**Q.3 Will there be any change in the IFSC?**

Ans. There will not be any change in IFSC at present.

**Q.4 What is the maximum permissible limit of transactions in Internet/Mobile Banking?**

Ans. There will not be any change in the current limits at present.

**Q.5 Can I open FD/RD using Internet/Mobile banking?**

Ans. Yes you can open FD/RD using Internet/Mobile banking.

**Q.6 I have an old debit card. Do I need to obtain new debit card?**

Ans. Existing Debit Card would function till its expiry\*

**Q.7 What should I do, if I have to change personal information, if I have an old account.**

Ans. You are requested to update the personal information in base branch.

**Q.8 Will there be any change in address and code of my branch?**

Ans. There will not be any changes at present.

**Q.9 I do not have Internet/Mobile Banking. How can I get one?**

Ans. Please submit the request at your Base Branch.

**Q.10 Will my user ID for internet Banking change in Amalgamated entity?**

Ans. There will not be any change in the User Id. Current ID will be continued at present.

**\*Note: Bank is in process of technical integration which may result in changes in some of the customer details like CIF, Account Number, IFSC, etc. Bank will inform these changes to all the customers well in advance.**