SARASWAT CO-OPERATIVE BANK LTD

Retail Internet & Mobile Banking – Frequently Asked Questions (FAQs)

What's new in the Retail Internet & Mobile Banking platform?

The new version of Saraswat Bank's Retail Internet & Mobile Banking is designed to be more user-friendly and convenient. It offers enhanced features and a seamless experience, allowing individual customers with savings or current accounts to manage their banking needs anytime, anywhere.

Why should I register for Retail Internet & Mobile Banking?

Retail Internet & Mobile Banking offers a secure and convenient way to manage your account 24x7 without visiting a branch. You can perform transactions, check balances, and access various banking services from the comfort of your home.

Who can use the Retail Internet & Mobile Banking facility?

Retail Internet & Mobile Banking is available to all individual savings and current (proprietorship) account holders. For jointly operated and minor accounts, only the "View Only" facility is available.

Who is a migrated user?

Users who have been using existing internet banking or GOMO application and logged in on or after 1st December,2024 are migrated users for new Retail internet & mobile banking application. Migrated users need to SIGN IN to access the new Retail internet & mobile banking application.

Can both primary and secondary account holders use Retail Internet & Mobile Banking?

Yes, both primary and secondary account holders can register and use Retail Internet & Mobile Banking. Each user will have their own unique login credentials.

What is the URL for accessing Retail Internet Banking?

You can access Retail Internet Banking by visiting the Saraswat Bank website and clicking on **"Login to e-Banking" & select "New Internet Banking"**.

How do new users log in to Mobile Banking?

New users need to:

- Download the **Saraswat Bank GOMO NxT** mobile app from Google Play Store or Apple App Store.

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- Complete the **registration process**, including **SIM and device binding**.
- Ensure **SMS permissions** are enabled.
- Watch the demo: Saraswat Bank Official YouTube Channel

How do I download the Mobile Banking application?
To download the Saraswat Bank GOMO NxT app:

- Open the **Google Play Store** or **Apple App Store** on your mobile device.
- Search for "**Saraswat Bank GOMO NxT".**
- Tap "**Download**" or "**Install**".
- Once installed, open the app and follow the on-screen instructions to complete setup.

How do existing customers log in to the new Retail Internet & Mobile Banking?
For customers already using Saraswat Bank's Internet Banking or GoMO:

- Visit Saraswat Bank's Website, Click on Login to E-banking, Select New Internet Banking

  OR download the new mobile banking app from Google Play Store or Apple App Store.
- Complete the re-registration process, including SIM and device binding.
- Click on "**Forgot Password**" to set a new login password.
- Your **Username** will be sent by the Bank on your registered mail id.
- You can reset your password using either your account details or debit card information.

How do I set my username/User ID for Retail Internet and Mobile Banking?

- **Existing users:** The username has been sent to your registered email ID. If not received, please contact your nearest branch.
- New users: You can create your own username during the registration process.

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How do I register for Retail Internet & Mobile Banking?

New users (who have not previously registered for Internet or Mobile Banking) can self-register using any of the following:

- Account details.
- CIF (Customer Information File) number
- Debit card details.

This can be done through the Saraswat Bank website or the mobile banking app.

What is the password validity period?

The password for Retail Internet & Mobile Banking is valid for 90 days. After this period, users are required to update their password to ensure continued security of their account.

How to Reset Login Password if it has Expired?

If your login password has expired, you can reset it by using the **"Forgot Password"** option available in for Retail Internet & Mobile Banking Application.

How do existing users log in to the new Mobile Banking app?

For existing users who have been migrated to the new platform:

- Download the **Saraswat Bank GOMO NxT** mobile app.
- Complete the **re-registration process**, including SIM and device binding.
- Tap on **"Forgot Password"** to set a new password using your account or debit card details.
- Watch the demo: Saraswat Bank Official YouTube Channel

What is SIM Binding?

SIM binding is a security feature that links your mobile banking app to your registered SIM card. It ensures that only the registered SIM on your device can access the banking app, helping to prevent unauthorized access.

To complete SIM binding successfully:

- Enable mobile data (SIM-based internet).
- Disable Wi-Fi during the registration process.

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Will the application work with an e-SIM?

Yes, the mobile banking application is compatible with devices using an e-SIM and will function seamlessly.

What is a CIF ID?

CIF ID is a unique number assigned to each customer by the bank. It is the key information related to your banking relationship. You can find your CIF ID in your **passbook** or **account statement.**

What is the password policy for Retail Internet & Mobile Banking?

Your password must meet the following criteria:

- Length: **8 to 20 characters**
- Must include:
    - At least **one uppercase letter** (A–Z)
    - At least **one lowercase letter** (a–z)

- At least **one number** (0–9)
- At least **one special character** (e.g., @, #, %, &, $, ^)

- Must not contain your username, name, email ID, or any personal information.
- **No spaces** allowed.
- Must be different from your **last five passwords**.

How do I set an MPIN for the Mobile Banking app?

After completing registration and SIM binding, you will be prompted to **create a 6-digit MPIN**. This MPIN is used for logging in and authorizing transactions in the mobile banking app.

What should I do if I forget my Username or Password?

If you forget your login credentials:

- **Forgot Username:** Use the **'Forgot Username'** option on the login screen. Your username will be sent to your registered email ID.
- **Forgot Password:**
  - In the Retail Mobile Banking app, tap the arrow next to the **'SIGN IN'** button to access the **'Forgot Password'** option.
  - In Retail Internet Banking, the **'Forgot Password'** option is available on the pre-login screen.

Follow the on-screen instructions to reset your password securely.

What if I forget my MPIN?

If you forget your MPIN, you can reset it using the **'Forgot MPIN'** option available in the mobile banking app.

Can users change their Login ID and Password later?

- **Username/Login ID:**
  - New users cannot change the **username** set during registration.
  - Existing users cannot change the username provided by the bank.
  - If forgotten, use the **'Forgot Username'** option to receive it on your registered email ID.
- **Password:**
  - Yes, users can change their login password anytime.
  - It is recommended to update your password periodically for enhanced security.

How will the user set security questions?

User has to login into the application using valid credentials and follow below mentioned path to change the security questions.

i) Internet Banking: Settings-> Change Security Questions

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ii) Mobile Banking: More-> Settings-> Change Security Questions

In case the user forgets the answer to the security questions then the user has to set answers to security question using forgot security question option from Internet Banking.

What should I do if I am unable to log in with the given Username and Password?

Please check the following:

- Ensure correct **network connectivity**.
- **Verify** your Username and Password. Passwords are **case-sensitive.**
- If the issue persists, contact your nearest branch or call 022-41572070 for assistance.

What should I do if I change my device?

If you switch to a new device:

- Download the **Saraswat Bank GOMO NxT app** from the Play Store or App Store.
- Complete the re-registration, including **SIM binding and device binding** as per security guidelines.

Where can I find the Mobile Banking App version?

You can check the **app version** by visiting the **Play Store or App Store**, then selecting "**About this app"** on the app's page.

Can user continue using the old Internet Banking/Mobile Banking application after switching to the new one?

No, once you start using the new application, access to the old Internet Banking/Mobile Banking platform will be disabled.

Can I use Retail Internet Banking/Mobile Banking outside India?

- **Internet Banking:** Yes, it can be accessed. However, it cannot be accessed from the countries where the access is restricted & OTP shall be received on email only.
- **Mobile Banking:** Yes, but ensure international roaming is activated on your registered mobile number.

Will my Retail Internet Banking/Mobile Banking access be blocked if I don't log in for a long time?

Yes, if you do not log in for **6 months,** your Internet Banking/Mobile Banking access will be marked as **blocked or dormant.**

What is the process if my Retail Internet or Mobile Banking access gets locked?

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Visit your nearest Saraswat Bank branch and submit a request to unlock your Retail Internet/Mobile Banking access.

What is Session Timeout? Why am I seeing a 'Session Expired' error?

For security reasons, your session in Saraswat Retail Internet & Mobile Banking will automatically expire after **300 seconds (5 minutes)** of inactivity. Once expired, you will need to log in again using your credentials.

What is a Registered Mobile Number?

Your Registered Mobile Number is the mobile number linked to your Saraswat Bank account.

All-important updates, OTPs (One-Time Passwords), and transaction alerts are sent to this number.

What is a Registered Email ID?

Your Registered Email ID is the email address linked to your Saraswat Bank account.

It is used to receive important communications, OTPs, and transaction confirmations.

What is the OTP validity period?

The OTP (One-Time Password) is valid for **180 seconds (3 minutes).** After this time, it will expire, and a new OTP will be required.

What should I do if I'm not receiving OTPs on my mobile?

If you're not receiving OTPs, try the following steps:

☑ **Check Network Coverage**: Ensure your phone has good signal strength.

☑ **Verify Mobile Registration**: Give a missed call to 9223040000. If you receive an SMS in response, your number is registered.

❌ **Still not receiving OTPs**?

- Contact your **mobile service provider** to check for **SMS** delivery issues.
- Visit your nearest Saraswat Bank branch for assistance.
- Or call our Help Desk at 022-41572070.

How do I access Retail Internet & Mobile Banking?

You can access Saraswat Bank's Retail Internet & Mobile Banking from any device (desktop, laptop, tablet, or mobile) by visiting:

🌐 www.saraswatbank.com and clicking on "Login to e-Banking" & select "New Internet Banking".

☑ A compatibility table for supported browsers and operating systems is available on the website for optimal performance.

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Device	OS name	OS Version	Browser name & Version
Desktops and laptops	Microsoft Windows	7, 8, 8.1 & 10	Google Chrome (62.x,63.x, 64.x) Microsoft Internet Explorer (11.x) Mozilla Firefox (56.x, 57.x, 58.x) Microsoft Edge (14.x, 15.x)
	Mac OS X	10.10 - 10.12.x	Apple Safari (11.x)
Tablet	Google Android	4.4.x, 5.x, 6.x, 7.x	Google Chrome (62.x, 63.x, 64.x)
	Apple iOS	10.x, 11.x	Apple Safari (11.x)
Smartphone	Google Android	4.4.x, 5.x, 6.x, 7.x	Google Chrome 62.x, 63.x, 64.x)

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What is Quick Fund Transfer?

Quick Fund Transfer allows users to send money instantly to another **account without adding the beneficiary**. It is designed for speed and convenience, especially for one-time or urgent transfers.

What types of fund transfers are available in Retail Internet & Mobile Banking?

Saraswat Bank offers the following fund transfer options:

- Transfer to **linked accounts.**
- Transfer to **other Saraswat Bank accounts**.
- Transfer to **other bank accounts** via **RTGS/NEFT**
- **IMPS** transfers
- **Quick Fund Transfer**
- **Scheduled Payments**
- Transfer using **MMID.**
- **Bill Payments**

What details are required for RTGS/NEFT fund transfers?

To initiate RTGS/NEFT transfers, you must first register the beneficiary with the following details:

- Beneficiary Name and Nickname
- Beneficiary Account Number
- IFSC Code of the receiving bank and branch

Steps to register a payee:

- Log in to Retail Internet & Mobile Banking
- Go to **Transfer > Manage Payee**
- Click **New Payee > Other Bank Payee**

- Enter required details and confirm.
- Enter the OTP sent to your registered mobile number.

Note: A **360-minute cooling period** applies after adding a new payee.

How many payees can a user add in Retail Internet & Mobile Banking?

A user can add a maximum of five payees per day in Retail Internet & Mobile Banking.

What is a Future Dated Payment?

A Future Dated Payment allows you to **schedule a fund transfer** for a later date, rather than processing it immediately.

Are there any charges for fund transfers?

Currently, **no charges** are applicable for fund transfers. For the latest updates, please visit the Saraswat Bank website.

Can a CUB account holder transfer funds?

Yes, a CUB account holder can transfer funds to other bank accounts. However, intra-bank transfers (within CUB) are not permitted at this time.

Can I make RTGS/NEFT transactions on holidays and non-business hours?

- ₹ 25 Lakh (NEFT) / ₹ 50 Lakh (RTGS) or set limit (whichever is lower)
- RTGS transactions above ₹ 50 Lakh initiated post 18:30 hours will be processed on the next working day.
- NEFT transactions above ₹ 25 Lakh initiated post 18:30 hours will be processed on the next working day.

Can I use Retail Internet & Mobile Banking for foreign currency transfers?

No. Fund transfers through Retail Internet & Mobile Banking are available only in Indian Rupees (INR).

Can I manage transaction limits through Retail Internet or Mobile Banking?

Yes, you can manage your **transaction limits using the "Manage Transaction Limits"** option in both Retail Internet and Mobile Banking**.**

Can I enable international usage on my debit or credit card via Retail Internet or Mobile Banking?

Yes. You can enable or disable international usage on your debit or credit card through Retail Internet or Mobile Banking.

Can I manage card limits through Retail Internet or Mobile Banking?

Yes. You can:

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- Set or modify **card limits**.
- Temporarily or permanently block your card.
- Enable/disable domestic usage.
- All through Retail Internet or Mobile Banking.

Is there any charge for registering for Retail Internet & Mobile Banking?

No. Registration for Retail Internet & Mobile Banking is **completely free.** There are **no** fees or annual maintenance charges.

Can I open or break a Fixed or Recurring Deposit through Retail Internet & Mobile Banking?

Yes. You can **open or break** both **Fixed Deposits (FDs) and Recurring Deposits (RDs)** through Retail Internet & Mobile Banking.

How do I open a new Fixed Deposit?

To open a Fixed Deposit:

- Log in to Retail Internet & Mobile Banking
- Go to **Services > Create Fixed Deposit**
- Enter the required details and confirm.

Can I change the renewal instructions for my active Fixed Deposit?

No. Currently, modifying **renewal** instructions for an active Fixed Deposit **is not supported** through Retail Internet & Mobile Banking.

How do I select the deposit tenure for Fixed Deposits?

In the new Retail Internet and Mobile Banking platforms, the tenure for both **Cumulative** and **Regular Fixed Deposits** must be selected **in months only.**

What is Stop Payment of Cheque?

Stop Payment allows you to halt the processing of a cheque before it is encashed.

- Enter the cheque number (single or multiple) and click **Submit.**
- Charges (including GST) will be debited from your account.

⚠ Note: Once submitted, the request cannot be withdrawn online. For cheques received in clearing, please visit your nearest branch for stop payment.

How do I request a new cheque book?

Steps to request a cheque book:

- Go to **Services > Cheque Services > New Cheque Book**
- Select the **account**.
- Confirm details and enter the OTP sent to your registered mobile/email.
- Submit the request.

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📦 **Cheque books** will be delivered to your **registered mailing address only.**

- Savings Account**: 20 leaves**
- Current Account: **50 leaves**
- Delivery within 7–10 working days.
- Charges apply as per bank policy.

How can I check the status of my cheques?

- Go to **Services > Cheque Services > Cheque Status**
- Select the account.
- Search by **single cheque number or range**
- Click Search to view the status.

Where can I get my Interest Certificate?

Interest certificates for **loans and deposits** are available under the **Services** section in Retail Internet and Mobile Banking.

Can I submit Form 15G/H online?

Yes, you can submit Form 15G or 15H online through new **Retail Internet Banking** or **Mobile Banking**

- **Form 15G:** For individuals below 60 years and HUFs whose total income is below the taxable limit.
- **Form 15H:** For senior citizens (60 years and above) whose total income is below the taxable limit.

Retail Internet Banking, Navigate to **Services** > Forms / Certificate > Form 15G/H.

Mobile Banking, Navigate to **More** > Forms / Certificates > Form 15G/H.

Can I make loan payments through Retail Internet or Mobile Banking?

Yes. You can make loan **part-payments** as well as **pre-payments** through Retail Internet and Mobile Banking**.**

Where is my profile located?

- **In Internet Banking:** Click the dropdown at **the top-right corner (Customer Name)**
- **In Mobile Banking:** Go to the **Profile** section**.**

This helps verify the authenticity of the application.

How do I update or re-submit my KYC?

You can update your KYC through **Retail Internet or Mobile Banking** by navigating to: **Services > KYC.**

Can I apply for Mutual Funds and Insurance?

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Yes. You can apply for **Mutual Funds and Insurance** through the **Services** section in Retail Internet and Mobile Banking. For Mutual Fund Application, while logging in via Mobile Banking, the Default option of Desktop site should be unticked.

Is Mutual Fund application available to all customers?

No. Presently, only customers who have completed **UCC (Unique Client Code)** creation with Saraswat Bank can access this facility.

How can I block Internet Banking & Mobile Banking channels using Digi Block?

You can block your Internet Banking and Mobile Banking access through Digi Block using either of the following methods:

- **Missed Call:** Give a missed call to **7666339922** from your registered mobile number linked to the Customer ID for which the blocking is to done.
- **Customer Support:** Call our Customer Support at **022-4157 2070** for assistance.

I blocked my account using Digi Block. Can I log in to the new app?

If your account was blocked via **Digi Block** (Internet Banking or Mobile Banking), to regain access, visit your **nearest branch** and complete the unblocking process.

What is the document required to be submitted post applying for travel currency?

Documents required to be submitted at Branch:

- Application in prescribed format: LRS form.
- Application form of Thomas Cook India Ltd.
- Copy of valid passport, visa, air ticket and PAN card duly self-attested.

Can I apply for an overdraft online?

Yes. You can apply for an overdraft against deposits created **online**, provided the mode of operation is **SELF**.

Can I close an overdraft account online?

No. However, you can submit a closure request online. The request will be processed by the branch within 24 to 48 working hours.

Can I request an enhancement on my overdraft online?

No. For overdraft enhancement, you must visit your nearest Saraswat Bank branch and complete the required formalities.

Can I update my address through Retail Internet or Mobile Banking?

Yes. You can request an address update through Internet or Mobile Banking. The changes will be effective within 24 to 48 working hours.

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A notification will be sent once the update is processed.

Can I update my email ID through Retail Internet or Mobile Banking?

Yes. Your email ID will be updated within 24 hours from the time of request.

Can I apply in IPO through - (Application Supported by Blocked Amount) from Retail Internet or Mobile Banking?

Yes.

- The IPO Application through ASBA is an investor-friendly way to apply for any IPO. The ASBA (Application Supported by Blocked Amount) facility is an interface which ensures that your funds leave your bank account only when you are allotted shares in public issues. Within this period, you will continue to earn interest on your savings account.
- It is a supplementary process available for all public issues made through book building route and also to all Debts & Right Issues. ASBA facility can be used for Initial Public Offer (IPO) and Follow-on Public Offer (FPO).
- The amount remains blocked in your bank account for the IPO application.
- You Earn interest on the earmarked funds.
- The amount is debited only when the shares are allotted to you.
- No need to wait for your refund cheques/ ECS credits.
- This facility is absolutely FREE.

Who can apply in IPO?

In case of public issues:

An Investor shall be eligible to apply through the ASBA process, if he/ she:

- Is from any of the approved categories eligible to apply for an IPO, as per SEBI guidelines.
- Maintains a Savings Bank or Current Account with Saraswat Bank.
- Has a Demat account with any DP along with a valid Permanent Account Number (PAN).
- Has a sufficiently clear credit balance in his/her Savings or Current account (No overdraft account or loan account allowed) .

In rights issues-

Rights Issue is applicable to the existing shareholder(s) or non-shareholders holding renounced Rights entitlement (renounced Shares) are eligible for the Rights Issue.

ASBA facility in right issue will be available to all shareholder(s) of the Issuer company as on record date provided if he/she:

- Has a Demat account with any of the Depository Participant (DP) and also has a Permanent Account Number (PAN).
- Holds shares in dematerialized form and has applied for entitlements and /or additional shares in the issue in dematerialized form.

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- Has not renounced his / her entitlement in full or in part,
- Is not renounce to the issue,
- Maintains a Savings Bank or Current Account with Saraswat Bank.
- Has a sufficiently clear credit balance in his/her Savings or Current account (No overdraft account or loan account allowed).
- Is from any of the approved categories eligible to apply as per SEBI guidelines.

General guidelines:

- **Equity**

- A Retail Individual Investor (in category of - Individual, HUF, Employee or Shareholder can apply in an IPO, such that the Bid amount does not exceed Rs 200,000/-, net of discount) can modify, revise or delete the bid within the bidding period. i.e. till the closure of the bid period before end of cut-off time.
- Investor applying in an IPO upto Rs. 200,000 will be treated as “Retail Individual Investor and above Rs 200,000 as HNI. Further where the bid amount exceeds Rs.2,00,000/- such bids can neither be withdrawn nor the size of such bids can be lowered at any stage.
- It is not necessary to have a Demat account with Saraswat Bank (SCB) for applying through ASBA. Customer having Demat account with other entities can also apply through the SCB- ASBA facility.
- An investor making application using any channel (online / offline) shall use only his/her own bank account to make an application in IPO.

Additional info

- For an equity IPO, up to 3 bids can be made by the investor within the given price band. The Amount blocked in such case, will be the highest amount of bid option (i.e. Number of equity shares applied for Multiplied by price per share/cut off price, as the case may be)
- If applying at Cut off price only one bid can be made.
- Modification/Deletion can be made only up to Cut off time within bidding process.
- Cut off time for processing/applying is upto 1.30 pm Transaction entered after 1.30 PM will be taken up for Next working day. On issue closing day no applications will be accepted after 1.30 pm
- Application money shall remain blocked up to the finalisation on the basis of allotment.
- If the DP ID, Beneficiary or PAN furnished by Investor is incorrect or incomplete or not matching with the depository records, investor bid shall be rejected and SCB shall not be liable for losses, if any.
- Allotment price will be determined by the company within timelines as prescribed by SEBI.

- Please be cautious while selecting the investor category and select correct investor category. Selection of wrong investor category may lead to rejection of the application.
- Also ensure that the name on the PAN card matches with the Demat Holder's name.
- NRIs can invest in IPOs in India through the NRO (Non-Repatriable) or NRE (Repatriable) route, provided the issuing company allows and SEBI approves.

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