RAJKOT NAGARIK SAHAKARI BANK LTD.

Mobile Banking Application User Manual

Registration Process

RNSB MOBILE application is exclusively for the customer of RNSB BANK. In order to use this you need to contact branch to be part of Rajkot Nagarik Bank, the bank will link your Mobile Number.

Verification Process

Assuming the app user is a registered member of the bank. Once app is installed, a process called device binding takes place, your mobile no. is crossed check with the bank to verify your registration, an SMS will be sent to the bank containing device IMEI
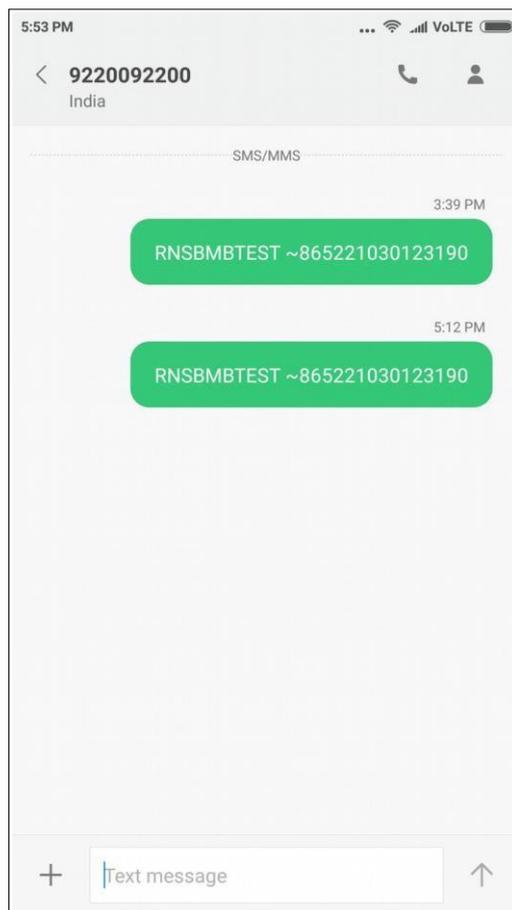
It will allow you to choose sim and starts verification to what mobile no. its linked with RNSB bank, this will incur SMS charges.
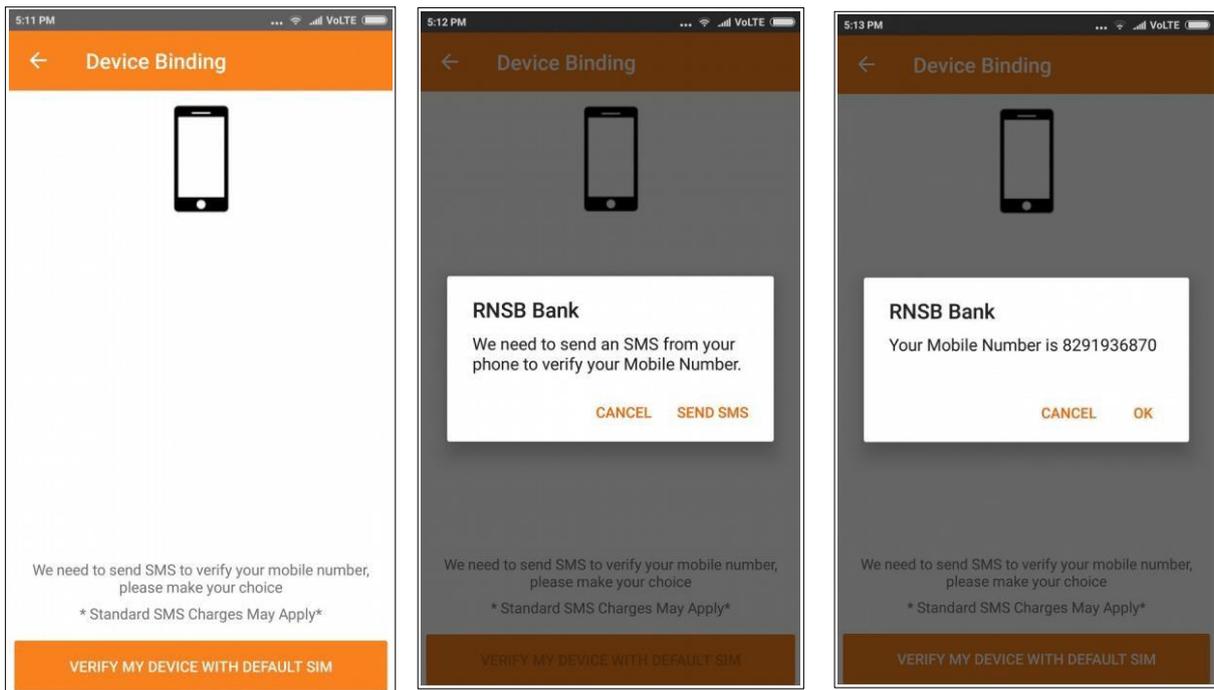
Once the user is verified, bank will SMS default **MPIN [4 digit]**, **TPIN [4 Digit]** to the user to change to what he wants
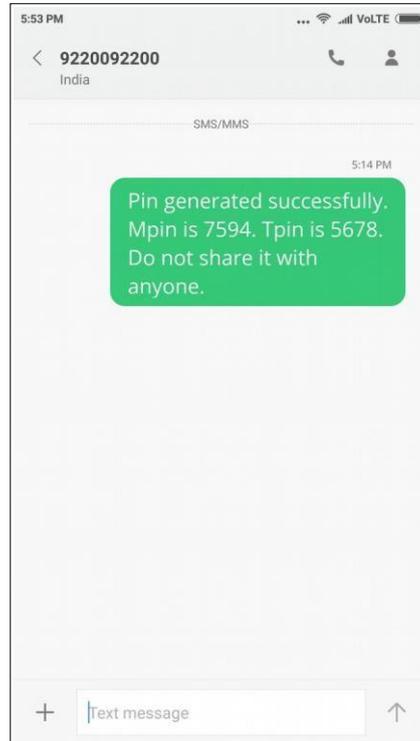
Caveats: if the user replaces the handset and sim, rebinding will happen again, which will incur SMS charges.

Default MPIN TPIN Change

User will have to change MPIN, TPIN mandatory, without which you cannot use the app, the app will redo the entire device binding process, till the user changes his default MPIN, TPIN for usage
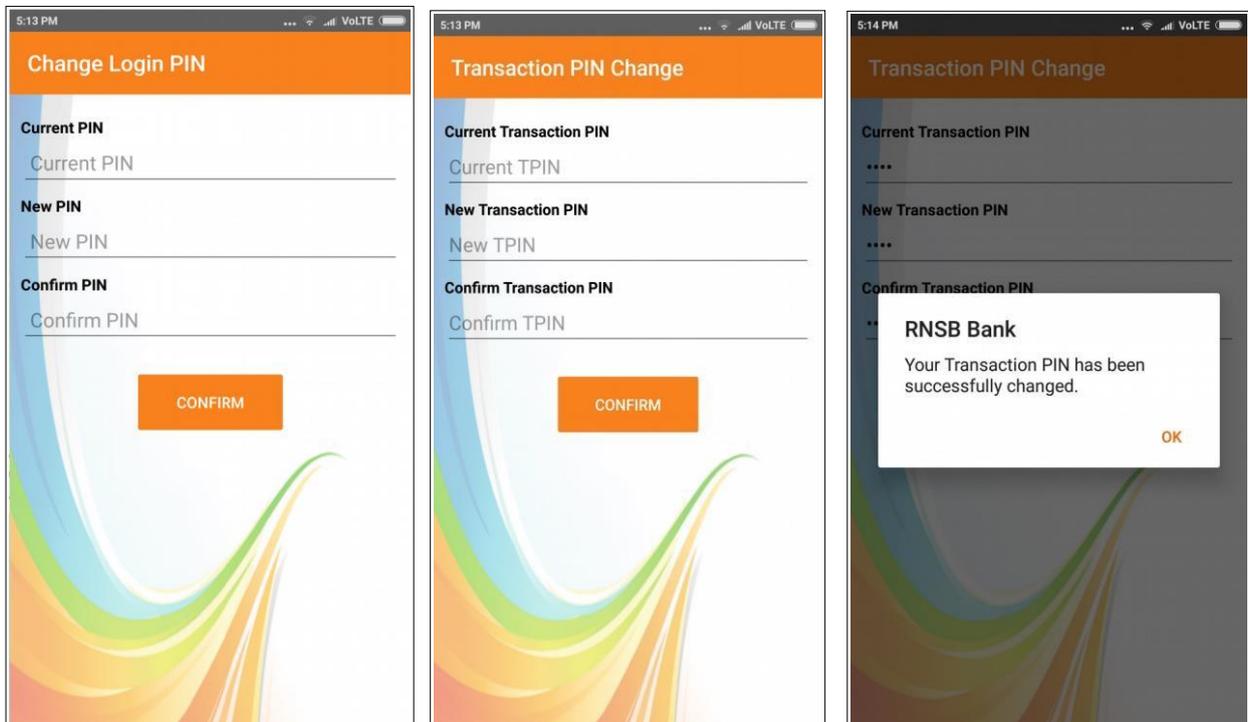

Login Process

When you are done with the MPIN TPIN change, you are asked to login with the newly set 4 Digit MPIN, Simply enter the 4 digit, it will validate and you will get to the main menu, no need of any button click here.
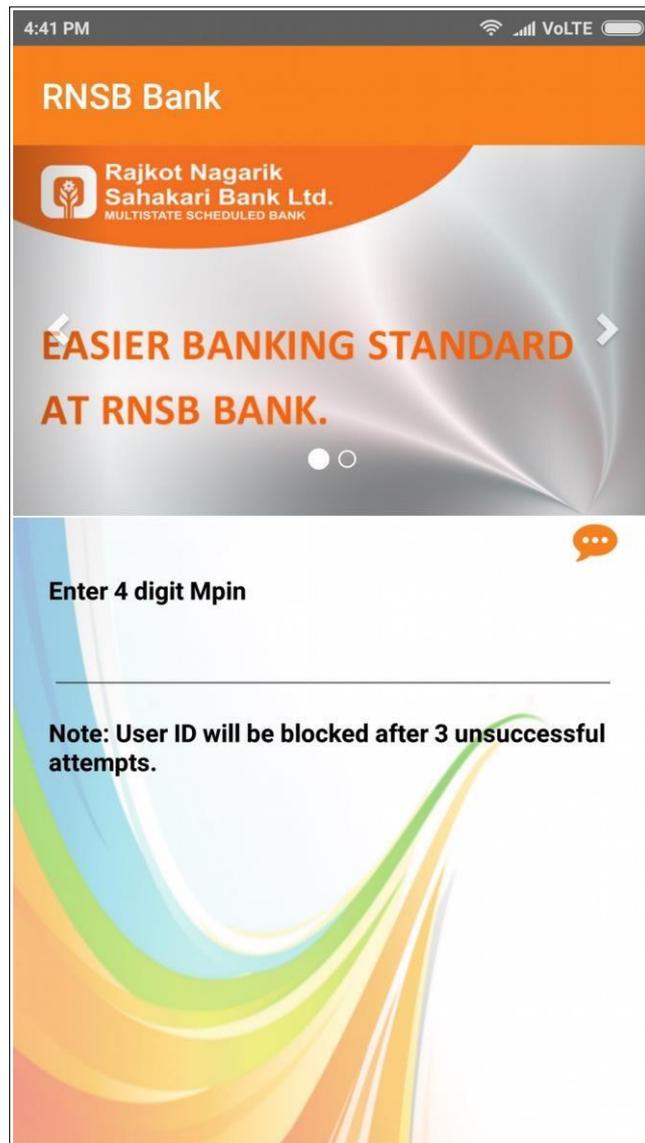
Please Note: more than **3** times of incorrect pin will bar/block your mobile no. from using the app and you need to contact bank to unblock your linked mobile no. to use it.

Main Menu

Phew! You get to take advantage of enriched facilities what RNSB offers, simple and sweet
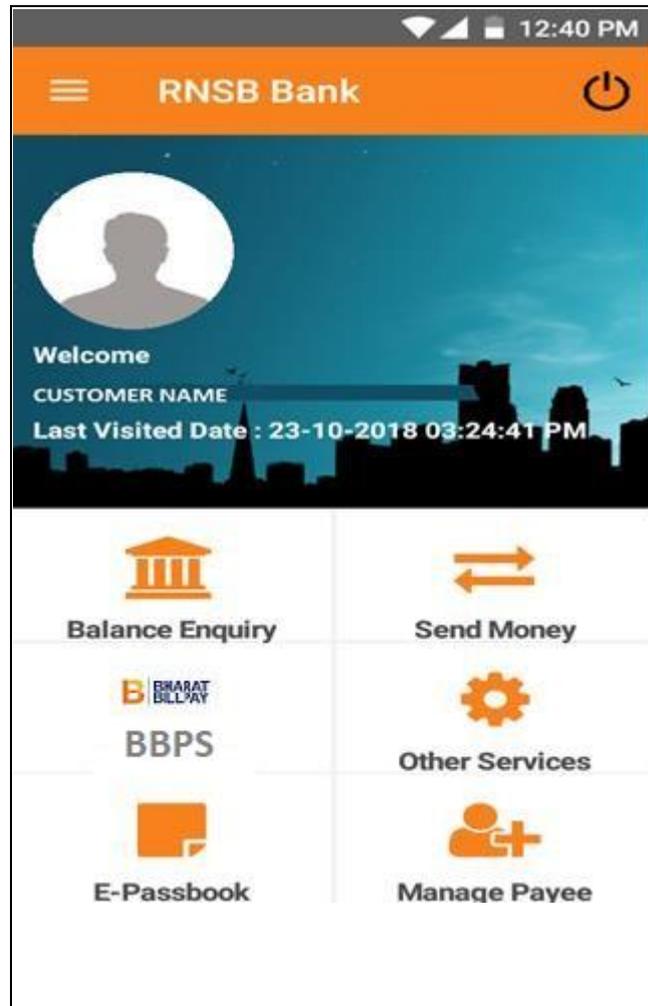
Balance Enquiry

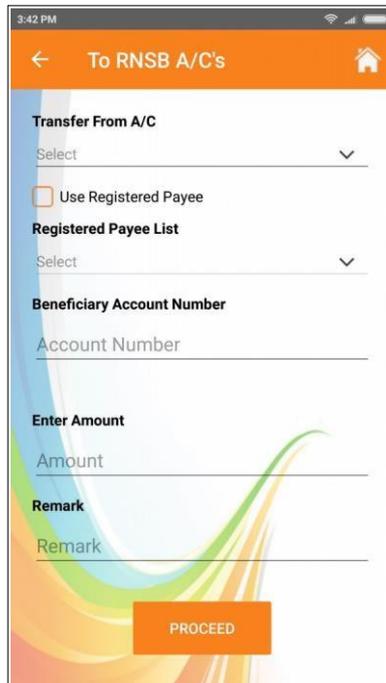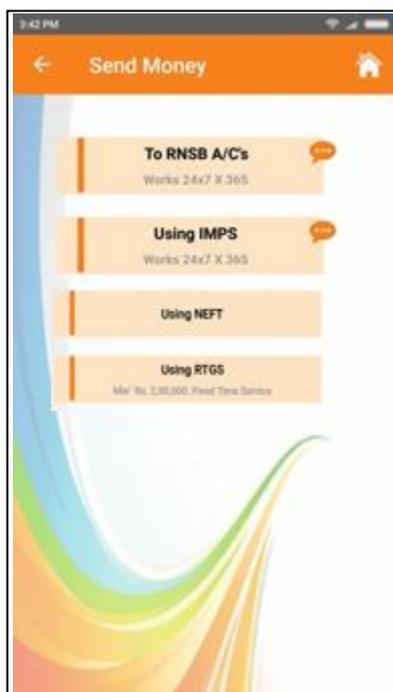You need to choose the following listed account nos. and you can see your account balance

Mini-Statement

You need to choose the following listed account nos. and select mini statement, will show you last 5 transaction in the statement

Send Money - RNSB a/c

You can send money to any of the account holder of RNSB not outsiders

if you already have favourite user or frequent beneficiary of RNSB you may choose directly from "Use Registered Payee" and it will fill up the beneficiary account no automatically.

Send Money
Using IMPS (To mobile number.)

You can send money to any account holder outside RNSB circle from your RNSB account, just by their mobile no. details
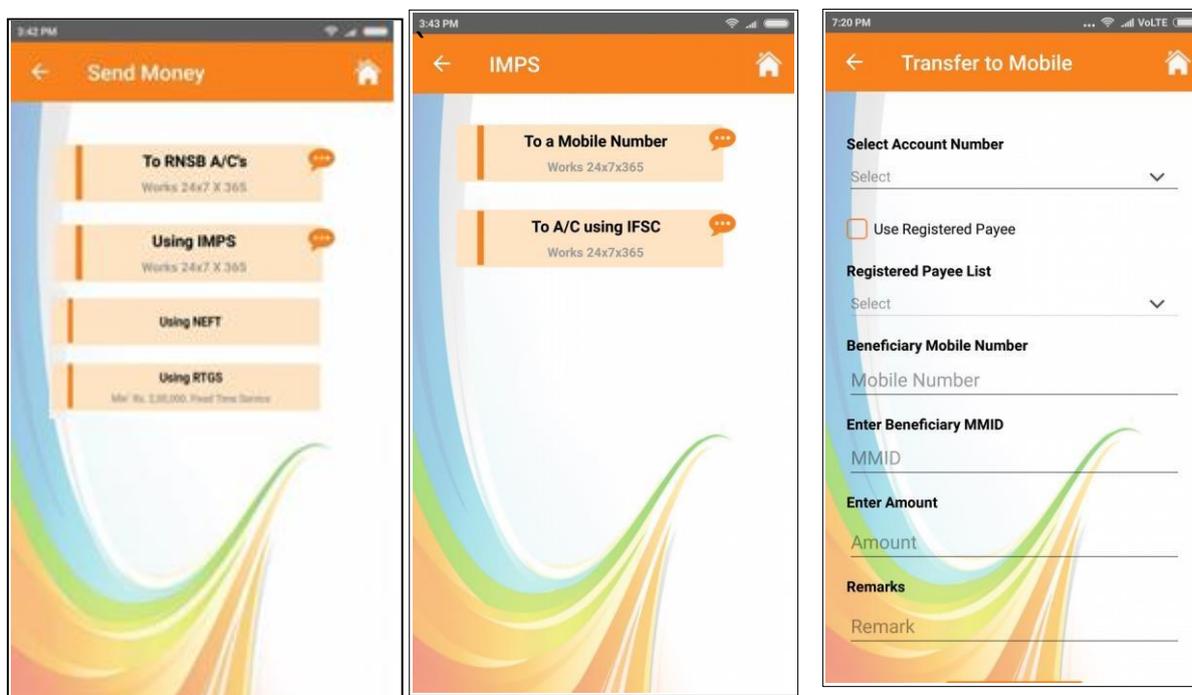
Simply select, account no. Or choose "User Registered Payee", enter beneficiaries mobile no., MMID (7 digit Mobile Money Identifier), amount and remark (description) finally supply TPIN.

Send Money
Using IMPS (To A/c using IFSC.)

You can send money to any account holder outside RNSB circle from your RNSB account, just by their Account No. And IFSC code.
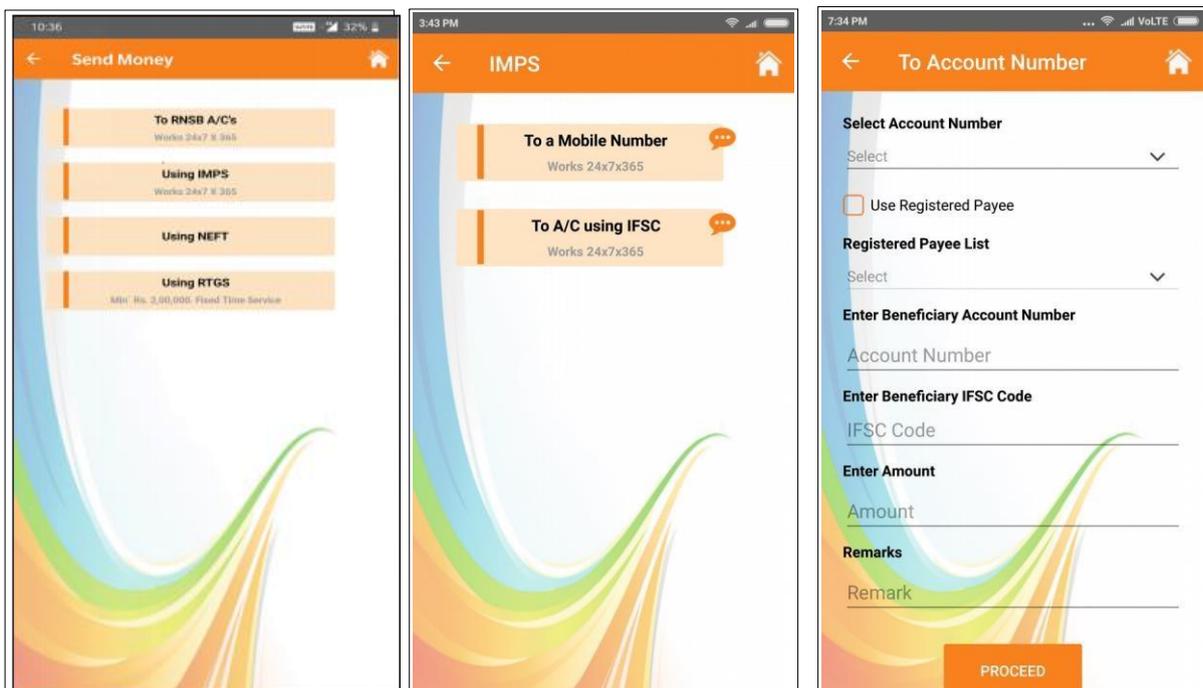

Send Money
Using NEFT

- Select your Account number, choose account number from the register payee list, enter amount and remark (description). Enter TPIN on next screen.
- Timing of NEFT Transaction: - 02:30 TO 23:00.
- First transaction limit for added payee in 24 hours is 5,000/-.
- Daily Limit for NEFT transaction after 24 Hours is 2,00,000/-.
- Monthly limit for NEFT transaction is parameterized.
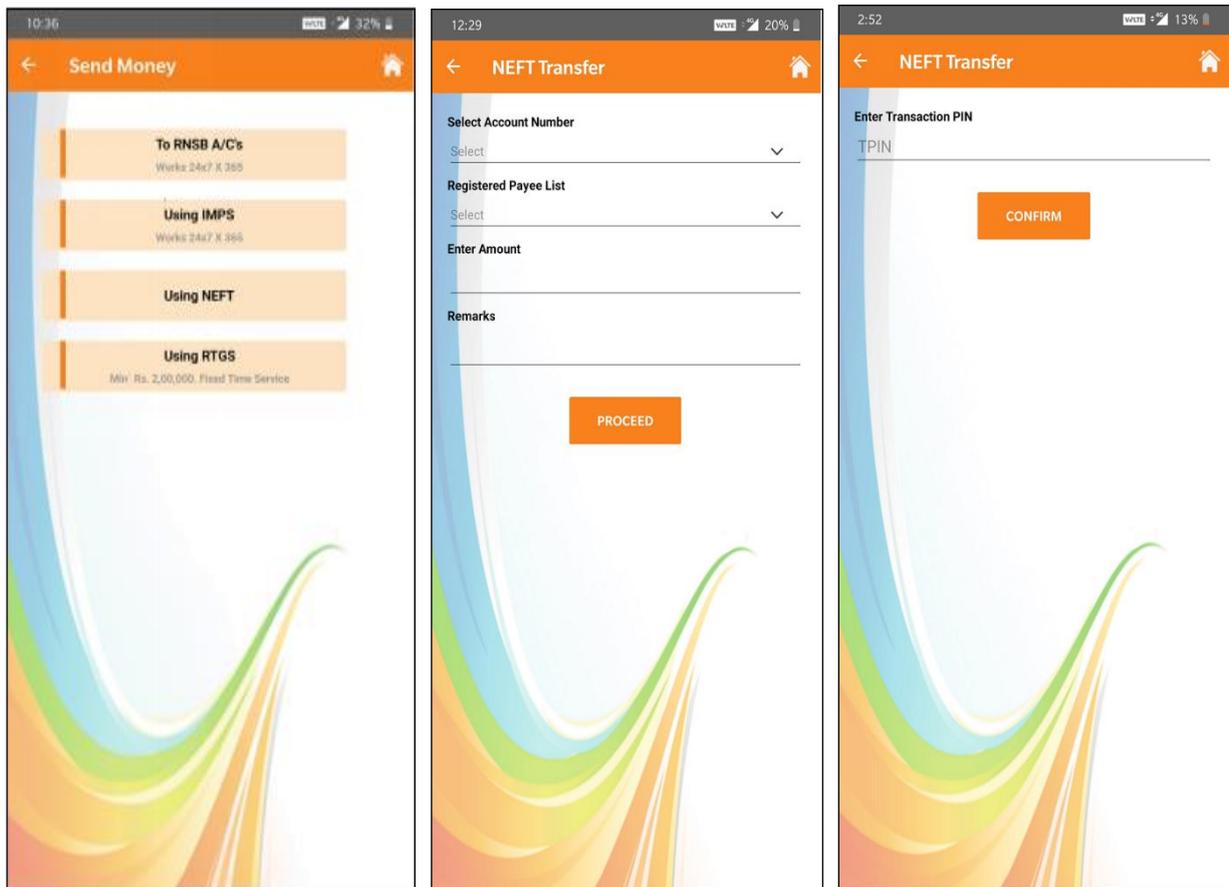
Send Money
Using RTGS

- MIN RS 2,00,000/-. FIXED TIME SERVICE
- Select your Account number, choose account number from the register payee list, enter amount and remark (description). Enter TPIN on next screen.
- Timing of RTGS transaction: - 10:15 TO 17:00.
- RTGS will available after 24 hours for payee register.
- Monthly limit for RTGS transaction is parameterized.
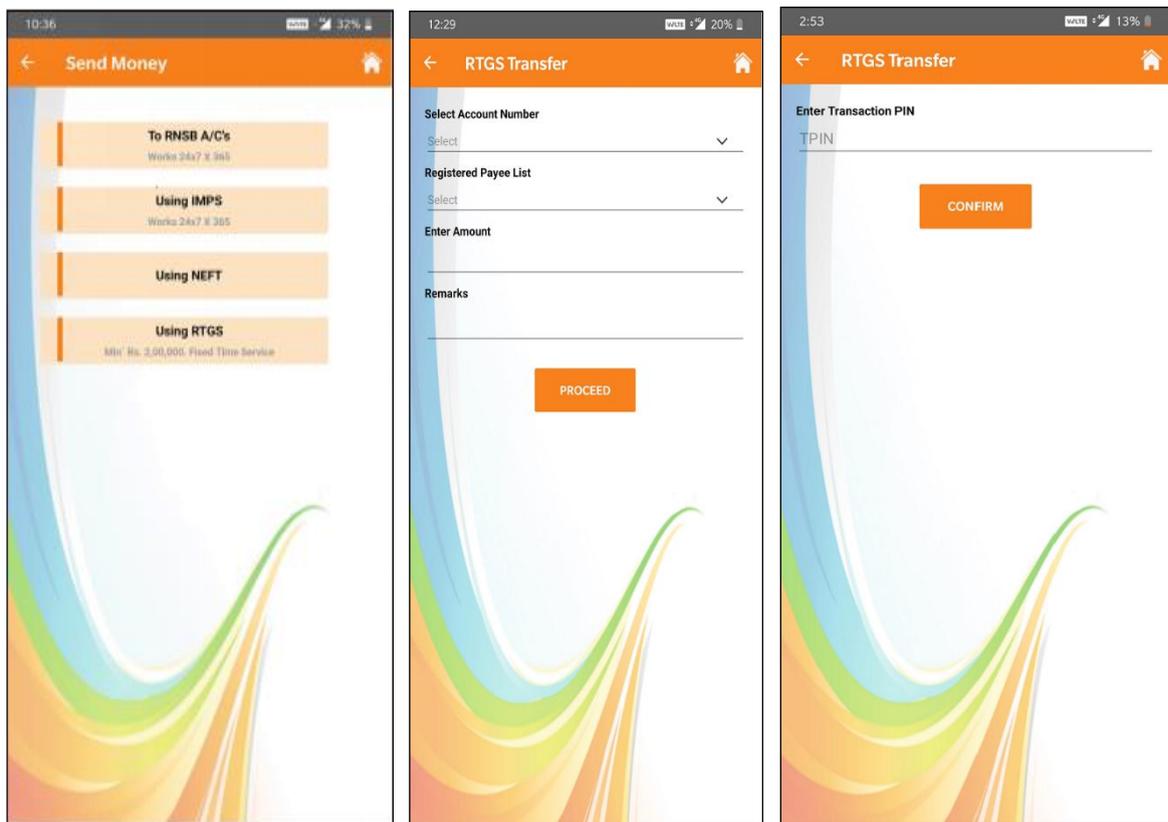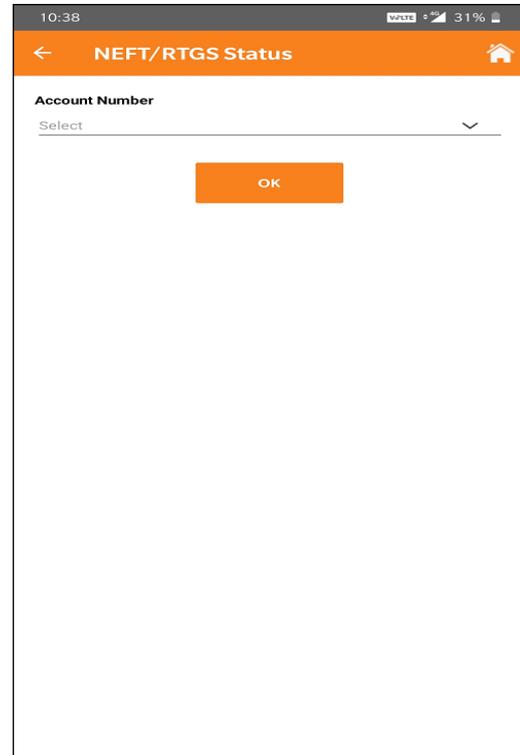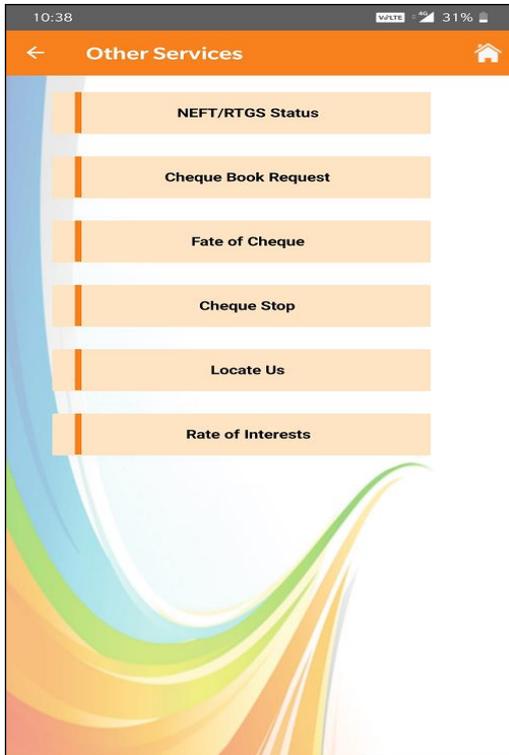
My Profile -Profile Picture

You can set a profile picture/avatar to the main menu, inorder to identify yourself
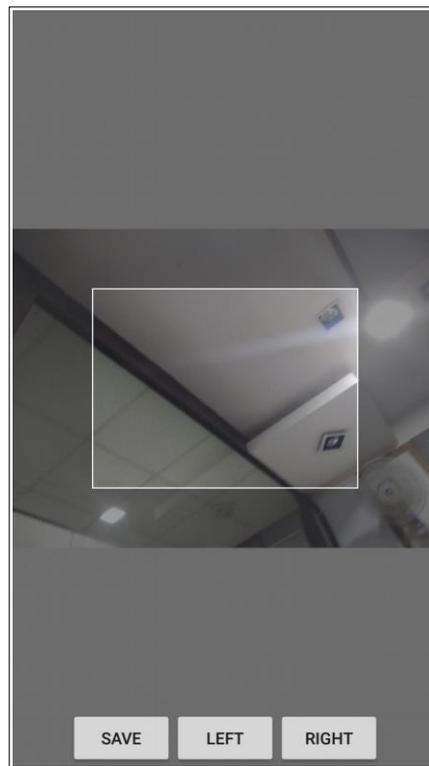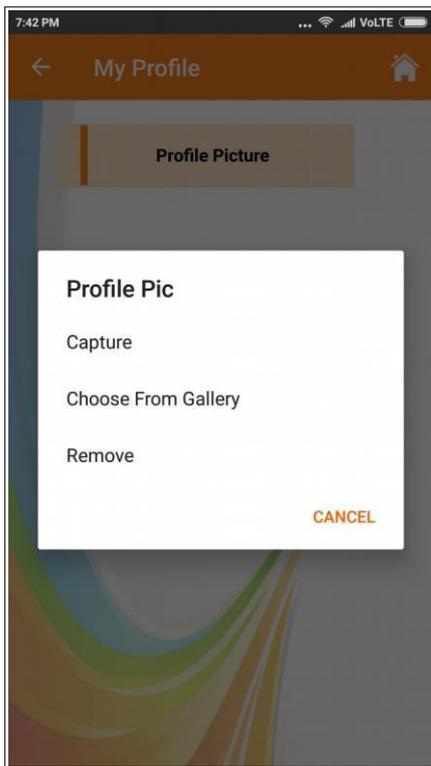
you may upload from gallery storage or capture realtime, etc. You
may choose to delete it as well.

Other Services - NEFT/RTGS Status

- You can check status for your NEFT/RTGS transaction, just provide account number and press ok.

Other Services - Cheque Book Request

- You can request for the cheque book for your account number, just provide account number and press ok
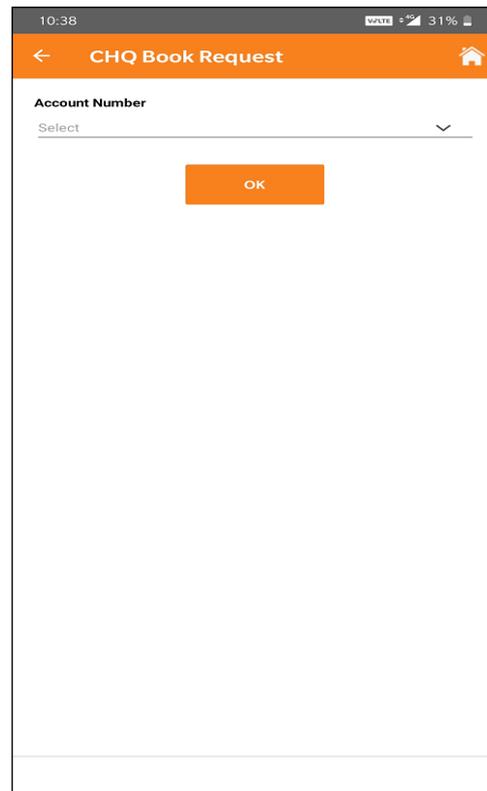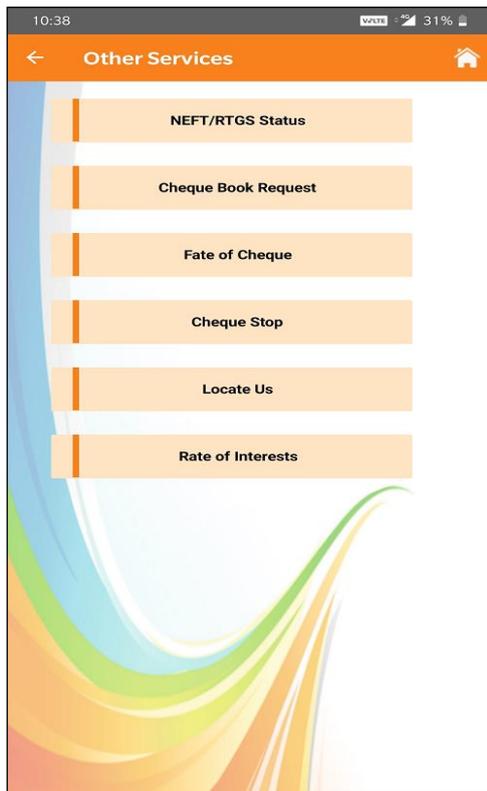
Other Services - Fate of Cheque

You can keep a tab on cheque status, if cheque issued by you stands bounced or unable to process, etc. Simply put account no. and cheque no.
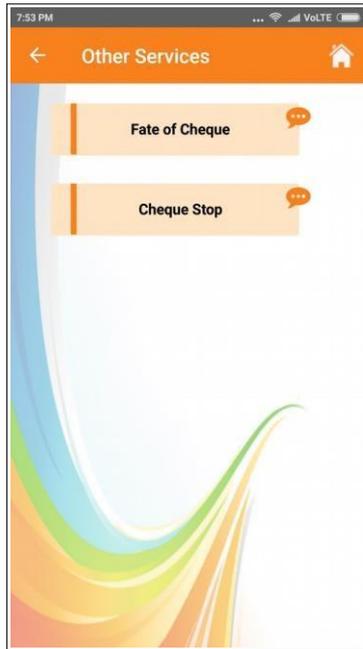
Other Services – Cheque Stop

You can instantly halt cheque processing, if its being manipulated of chance of getting bounced or invalid, Just provide account no., cheque no. and reason
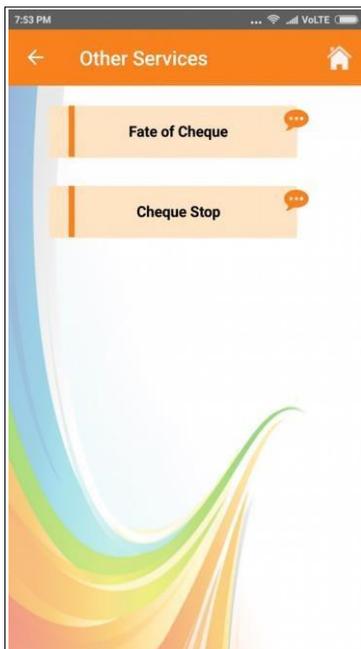
E-Passbook

Now with the best feature of RNSB E-passbook, you need not stand in the queue for updates, simply select account no. and the date range you want to monitor/see and you get the entire entries.

Manage Payee

Now you can customize your favourite beneficiaries.

- Add
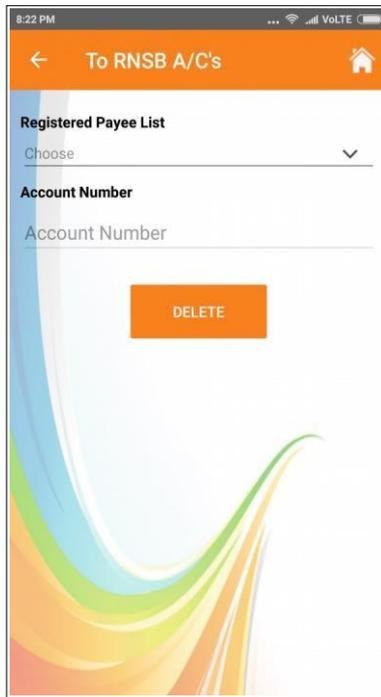- Delete
- View

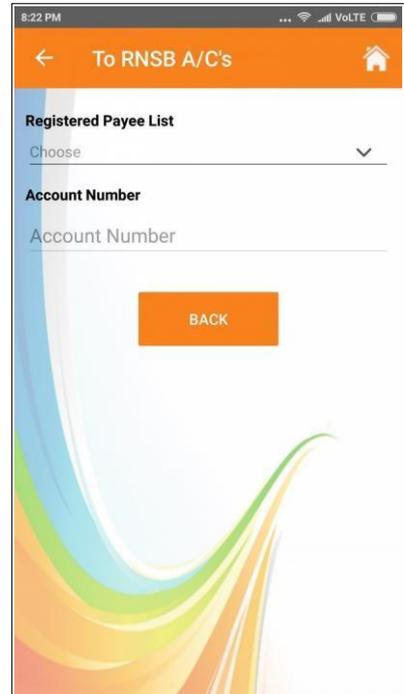you can customize 4 categories under RNSB
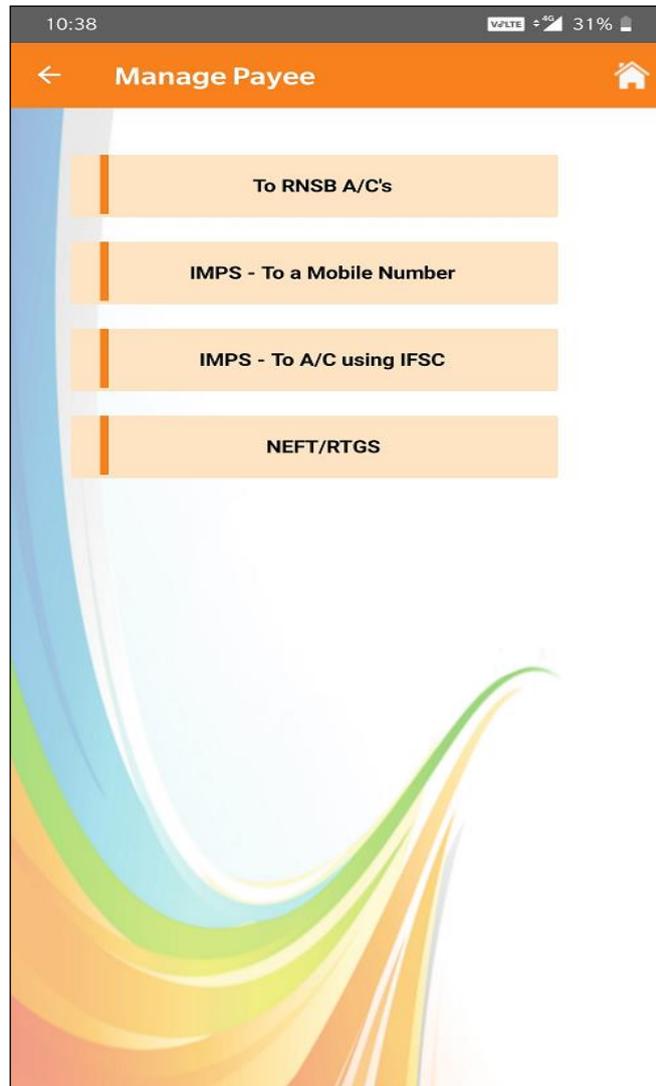
Manage Payee
To RNSB A/C

You can create , delete, view beneficiaries, etc

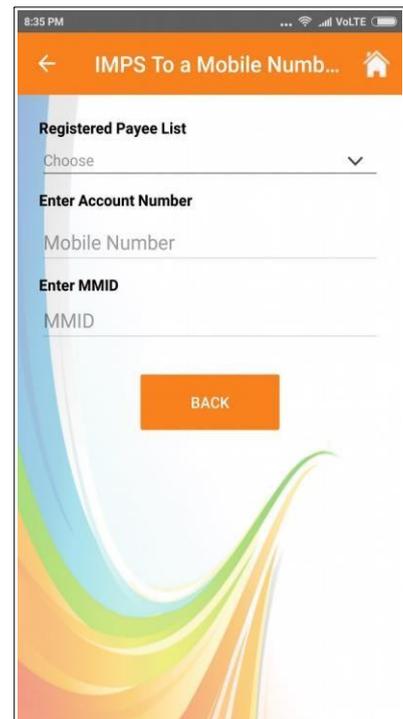| Add	Delete	View

Manage Payee

IMPS- To a Mobile Number

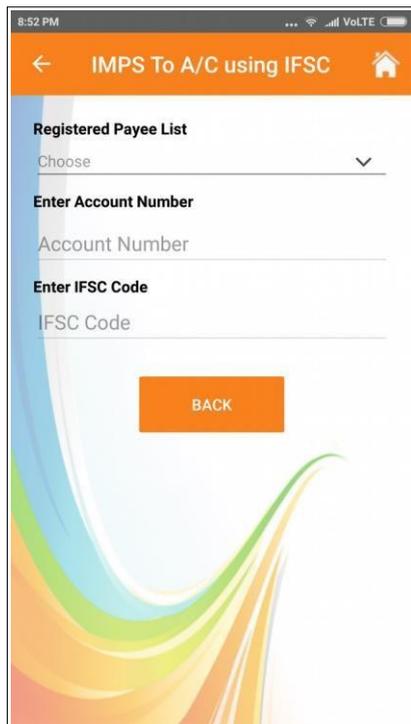You can create, delete, or simply view beneficiaries with their mobile number and MMID
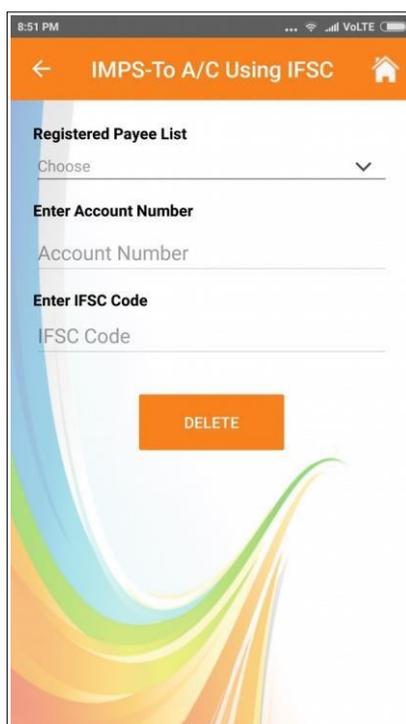
| Add | Delete | View |

Manage Payee

IMPS- To A/C using IFSC

You can create, delete, or simply view beneficiaries with their account number, IFSC code.
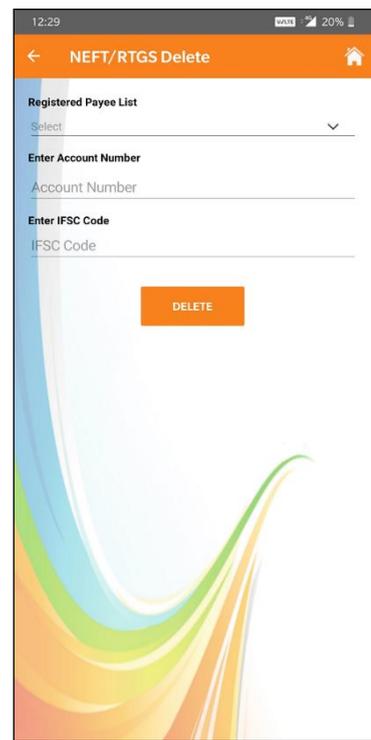
Add	Delete	View

Manage Payee
NEFT / RTGS

- Here, you can customize register payee for NEFT/RTGS. Cooling period is 4 hours.

| Add | View | Delete |

Side Menu Option
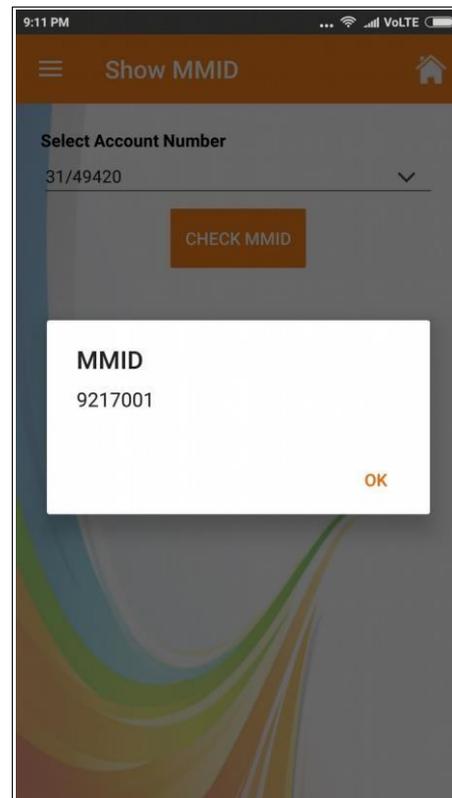
You can also get MMID, change MPIN, TPIN. Contact authority, etc

My Profile

Show MMID

Change PIN

Contact Us

Logout
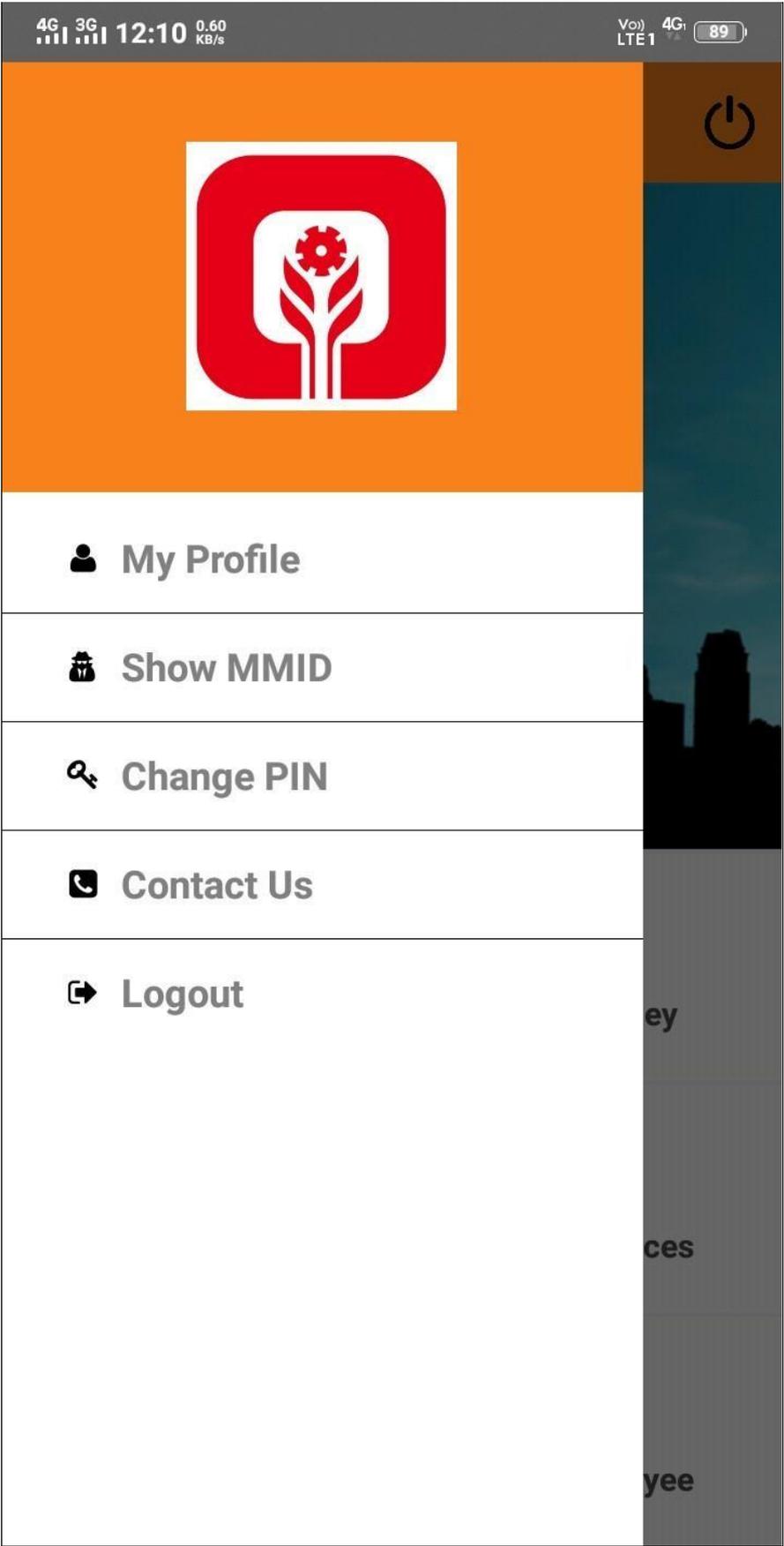
Show MMID

You simply enter account no. and you will get your mobile money identifier.
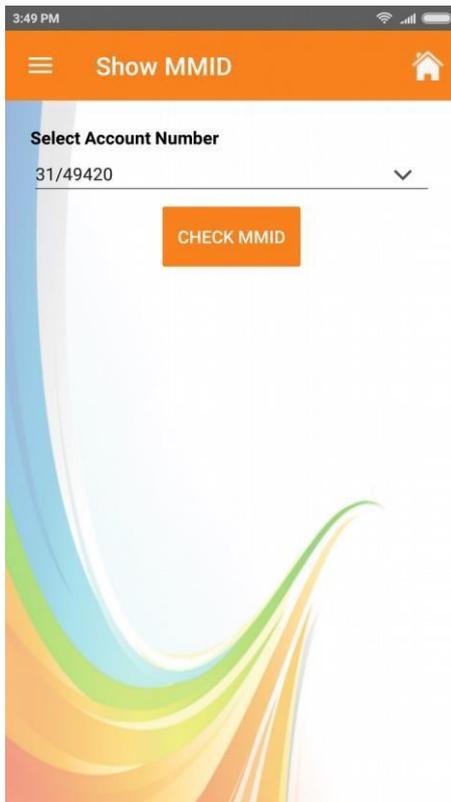
Change PIN

Anytime if you feel your pin is compromised you may change both MPIN, TPIN.

Change PIN - Mpin, Tpin

Enter old 4 digit Mpin, setup a new 4digit Mpin, You may also do the same for Tpin.

Contact Us

You may contact bank anytime over the given no. And email

≡   **Contact Us**   🏠

For Assistance Call Us On

+91 94282 94282

Email

mobilebanking@rnsbindia.com