

**FREQUENTLY ASKED QUESTIONS  
ON  
SMS FOR CUSTOMERS**

**Q.1 Where shall I approach for activating SMS facility in my account?**

Ans: please contact the branch where your account is maintained.

**Q.2 Is there any prescribed application form?**

Ans: Yes, the Form is available with all the Branches.

**Q.3 Can I give two mobile numbers for SMS messages?**

Ans: No.

**Q.4 Is there any service charges to be collected?**

Ans: No. This service is free of charge for our valuable customer.

**Q.5 What is the time taken for receiving the SMS alerts?**

Ans: Message is generated by the CBS instantly as soon as the customer does the transactions. It depends upon the customer mobile vendor's network availability/speed.

**Q.6 Is there any minimum & maximum amount.**

Ans: Minimum amount for SMS is 5000/- and there is no maximum limit.

**Q.7. What type of messages will I get on mobile?**

Ans: customer will get the messages for the following types of transactions:

1. Transaction above the specified threshold for both debits and credits made in the account.
2. Balance threshold – alert will be triggered if the balance falls below this limit
3. Setting / removal of holds by the branch.
4. Return of cheques

**Q.8 Will ATM transaction come on SMS alerts?**

Ans: Yes, all types of financial transactions done through ATM, RTGS, NEFT, GRPT and INB will receive SMS alerts.

**Q.9 Is there any limit of number of transactions?**

Ans: No

**Q.10 Can I get SMS alerts for NRE accounts.**

Ans: Yes

**\*\*\*\*\*End of the document\*\*\*\*\***