

C BHARATHI
GENERAL MANAGER (DIGITAL BANKING)

सी भारती
महाप्रबंधक (डिजिटल बैंकिंग)

04.02.2021

To,

The esteemed Customers

Sub: Amalgamation of Allahabad Bank into Indian Bank – regarding Retail Internet Banking and Mobile Banking registration process

Pursuant to instructions of Government of India (GOI) sanctioning the amalgamation of Allahabad Bank with Indian Bank, all branches of erstwhile Allahabad Bank have started functioning as branches of Indian Bank from April 1, 2020. Indian Bank is privileged to welcome all Customers, including Customers of erstwhile Allahabad Bank, with effect from April 1, 2020. The customers of erstwhile Allahabad Bank will be able to use the features provided in Internet Banking and Mobile Banking applications of Indian Bank.

We are pleased to inform that your accounts maintained with erstwhile Allahabad Bank is being migrated to Indian Bank environment. Please note that emPower mobile application and Internet banking website of erstwhile Allahabad Bank will be discontinued from 09:00 PM of 12.02.2021 and you will be able to access/operate your accounts through internet banking and mobile banking applications of Indian Bank from 06:00 AM of 14.02.2021.

The customers of Indian Bank will continue to avail the existing features of Indian Bank applications. A Log-in process flow document (for Internet Banking Retail customers and Mobile Banking) is annexed for the erstwhile Allahabad Bank customers.

If you are having an account with both Indian Bank and Allahabad Bank, then you may have multiple Customer Information Files (CIFs) after the merger. In order to use accounts of Allahabad Bank and Indian Bank in internet banking, you are requested to contact your home branch for unification of the CIFs. For any issues faced during login process on and after 14.02.2021, you may please contact toll free number 1800-425-00000 and the nearest Indian Bank branch.

We appreciate your patronage. We will continue to serve you better with enhanced features of Indian Bank's Internet Banking and Mobile Banking applications in the years to come.



General Manager (Digital Banking)

Do not Share your Passwords, PIN, OTP, CVV, etc. with anyone either through online or phone.



कॉर्पोरेट कार्यालय Corporate Office 254-260, अव्वै शणमुगम सालै, रायपेट्टा Avvai Shanmugam Salai, Royapettah

चेन्नै Chennai 600014

दूरभाष Tel: 044-28134563 फैक्स Fax: 044-28134055

ईमेल Email: bharathi.chelliah@indianbank.co.in वेब Web: www.indianbank.in



C BHARATHI
GENERAL MANAGER (DIGITAL BANKING)

सी भारती
महाप्रबंधक (डिजिटल बैंकिंग)

Annexure

Internet Banking – Retail Users:

1. Login into Indian Bank Internet banking URL (<https://www.indianbank.net.in>)
2. In your first login you will be using your User ID and login password of erstwhile Allahabad Bank. In case you are not able to login through your user id, you are requested to use your CIF (which is mentioned in your passbook/ m-Passbook of emPower, mobile banking application of erstwhile Allahabad Bank) in the place of User ID.
3. Once you have logged in, you will be prompted to change your login and transaction password. This step is being undertaken to ensure security of your Internet banking facility.
4. You will be able to do fund transfer with all your existing added beneficiaries.
5. Please note that your fund transfer limits will continue to be Rs.10,00,000/-
6. In case you are not able to register on your own, please contact toll-free number (1800-425-00000) or your home branch or your nearest Indian Bank branch.

Mobile Banking (IndOASIS):

1. Please download IndOASIS (Indian Bank mobile banking app) from Google play store (Android devices) or App store (iOS devices) and proceed to register and activate.
2. Enter your CIF number (available in your passbook / m-Passbook of emPower, mobile banking application of erstwhile Allahabad Bank). During the registration process, you need to disable Wi-Fi and use data connection only.
3. Select your SIM (the mobile number which is registered with erstwhile Allahabad Bank). A silent SMS will be sent from your registered mobile number. Continue registration using your existing internet banking, MPIN or ATM card details. Set your new MPIN and MTPIN. (In case you are registering with existing MPIN of erstwhile Allahabad bank, you need to set MTPIN only)
4. You will be able to do fund transfer with all your existing added beneficiaries.
5. In case you are not able to register on your own, please contact toll-free number (1800-425-00000) or your home branch or your nearest Indian Bank branch.

Do not Share your Passwords, PIN, OTP, CVV, etc. with anyone either through online or phone.

कॉर्पोरेट कार्यालय Corporate Office 254-260, अव्वै शण्मुगम सालै, रायपेट्टा Avvai Shanmugam Salai,
Royapettah

चेन्नै Chennai 600014

दूरभाष Tel: 044-28134563 फैक्स Fax: 044-28134055

ईमेल Email: bharathi.chelliah@indianbank.co.in वेब Web: www.indianbank.in

