

Date : 15.12.2020

**C Bharathi**

General Manager (Digital Banking Division)

सी भारती

महाप्रबंधक (डिजिटल बैंकिंग प्रभाग)

To,

The Esteemed Customers

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

In 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.

We are pleased to inform that your accounts maintained with erstwhile Allahabad Bank will be migrated to Indian Bank environment, the notification of which will be provided to you in due course.

The customers of erstwhile Allahabad Bank will be able to use the features provided in Internet Banking and Mobile Banking applications of Indian Bank. 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.

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

Customers of erstwhile Allahabad Bank will be informed about the date of technical merger through e-mail/SMS, after which they may start using Internet Banking and Mobile Banking applications of Indian Bank.

  
General Manager (Digital Banking)

**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) 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 be Rs.5,00,000/-, which you may enhance upto Rs.10,00,000/- by approaching your branch.
6. In case you are not able to register on your own, please contact your home 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) and 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)
3. You will be able to do fund transfer with all your existing added beneficiaries.
4. In case you are not able to register on your own, please contact your home branch.

