

State Bank Anywhere Associate Bank FAQ's

1. Can I continue to use the State Bank Anywhere Associate bank mobile Application after data merger with SBI?

On 1st April, your application will be renamed to "State Bank Anywhere- Erstwhile Associate banks". You can continue to use the same application with same login credentials (Username & Password).

Once, your bank's data is merged with SBI, your application would be discontinued and you would be prompted to download SB Anywhere- Personal. Customers will have to download the Anywhere- Personal Mobile Application from Google Play Store / iTunes App Store / Windows marketplace. Post one time mandatory registration, you can access your account with same credentials. No, The Associate Bank mobile banking customer will be migrated to State Bank of India hence the associate bank customer will have to download the State Bank Anywhere Personal Mobile Application from Google Play Store / iTunes App Store / Windows marketplace available for SBI customer.

Any planned changes which requires user's action to be taken will be informed to customers in advance through various modes of communication like SMS, email and notifications etc.

2. Will there be any change in charges/commission/Limits continue as per for AB's customers business rule after Merger?

Yes, there can be a will be changes in charges/commission introduced post-merger. The charges / commission / Transaction Limits will be as per per SBI business rules from the date of report merger i.e. 1st April 2017.

Charges/limits of SBI can be seen in post-login of onlinesbi or in post-login of SB Anywhere.

3. Will there be any charges on fund transfer between State bank Associate and SBI through IMPS/NEFT/RTGS?

Post 1st April, transactions between ABs and SBI will be treated as interbank transactions.

Yet, all transactions between SBI and ABs & Vice versa shall be waived of any charges applicable.

Post-merger of data, it will be intra-bank transactions and and would continue to be exempted from any charges.

4. Would I have to add my beneficiaries added under State Bank group beneficiaries again?

From 1st of April, your Group beneficiaries will be visible under inter-bank beneficiaries. And post-merger of data, these beneficiaries will be visible under intra-bank beneficiaries.

5. What will happen to my Billers added in MBS application?

All the existing billers, beneficiaries set by the customer will be automatically migrated to State Bank Anywhere Personal application.

6. When do I discontinue using the State Bank Anywhere Associate bank mobile application?

Erstwhile AB's customers will be notified in advance through SMS and / or email communication on downloading the new application, i.e., State Bank Anywhere Personal. On the date of merger, When the respective associate bank is merged with SBI, the if associate bank customer's attempt to login will not be allowed to login using the old SB Anywhere Aassociate bBank mobile application, also a message will be prompted to customers requesting them to download the State Bank Anywhere Personal application.

Meanwhile, the Mobile Banking Application 'State Bank Anywhere- Associate banks' will be renamed as 'SB Anywhere- Erstwhile Associate Banks' from 1st of April..

7. Will there be any change in IFSC number of associate bankthe MMID already generated for Associate Bank account?

No, there will be no change in the IFSC number of associate bank Yes. Old MMID will not be valid after data mergeronce the Bank is merged with SBI and the Anywhere ABs app will be updated to SB Anywhere- Personal (Data merger). IMPS transactions will be declined if initiated via existing MMID's of Associate Bank. Customers have to generate a new MMID by sending an SMS or from the Services menu of SB Anywhere- Personal.

SMS Format: MMID SBI <11 digit A/C no.> to 9223440000

- 8. I had set auto pay option for my postpaid bill will this continue or should I add the biller again?**

No, the associate bank customer will not have to re-register their existing auto pay option in State Bank Personal Mobile Application after data merger. All the existing auto pay instruction set by the customer will be automatically migrated to State Bank Anywhere Personal application.

- 9. I am using MBS for SBI account and I also maintain an account with SBBJ, can I link my SBBJ account with SBI after merger. ?**

As your CIF of SBI and SBBJ will be different the account will not be merged.

- 10. I am sending MBS registration message from my registered mobile number but I am not getting any response. Whom should I contact?**

Please contact SBI MOBILITY SUPPORT mb.support@sbi.co.in

State Bank Anywhere Personal FAQ's

- 1. Do AB's customer need to register in State Bank Personal Mobile Application?**

Yes, after downloading the State Bank Personal Mobile Application the associate bank customer need to perform one time registration. Although they can still use their existing Username and Password for login in to the app.

2. Do AB's customer need to re- register their existing beneficiaries, billers etc. when migrated to SBI Anywhere Personal mobile banking application?

No, the associate bank customer will not have to re-- register their billers, beneficiaries etc. in State Bank Personal Mobile App. All the existing billers, beneficiaries set by the customer will be automatically migrated to State Bank Anywhere Personal application post data merger.

3. All features of State Bank Anywhere associate will be available in State bank anywhere Personal?

Yes, all features of State bank anywhere associate application and addition features of State bank Personal mobile application will be available to associate bank customers after merger.

4. Will the charges/commission/Limits continue as per AB's business rule after Merger?

The charges / commission / Transaction Limits will be as applicable to SBI customers from the date of report merger i.e. 1st April 2017The charges / commission / Limits will be as per SBI business rules from date of report merger i.e. 1st April 2017.

5. Will fund transfers within State Bank Group (SBI & ABs) be treated as intra-bank transactions?

Yes, The Associate Bank fund transfer transaction after data merger will be treated as intra-bank transaction.

6. Will there be any change in IFSC number of associate bank?

Yes, the IFSC number of associate bank will change and will be communicated to customer.

7. Can I use my SBI and erstwhile Associate Bank usernames on a single handset?

Yes, Registration of multiple usernames on a single handset is permitted. However, one username can be used on only one device at any point of time.If the user has accounts in both SBI and one of the ABs (or more), user can register multiple IDs on their handset.

8. I have added ABs customer as beneficiary. Do I need to re-add him with revised IFSC?

No. post data is merged, IFSC of the beneficiary of ABs customer would be automatically updated. But if you are adding beneficiary on or post Data merger, then you will have to add the beneficiary with the new IFS code.