



**Nainital Bank**  
*amulya rishte ka atoot bandhan*

## **Internet Banking - FAQ**

### **What is Internet Banking?**

Internet Banking is one of the fastest, most convenient way to access your accounts. Using your unique Customer ID and password, you can perform banking transactions online, whenever and wherever you want, from any PC with Internet access.

What are the different banking services that customer can make online?

- Online transactions (NEFT/RTGS/WithinBank/Self Transfer),
- View account balance,
- Last 10 transactions and account statement,
- Order a new cheque book ,
- Stop a cheque,
- Open a Fixed Deposit account and Recurring Deposit account,
- Apply for DD/PO
- Block Debit card etc.

### **What is the difference between Login password and Transaction Password?**

Due to security reasons, customer has to use two passwords, one is login password which required to login to Internet Banking and other one is transaction which is required for initiating any transaction through internet banking.

### **Is there any other authentication required other than Login and Transaction password?**

Other than login password and transaction password, OTP which is sent on customer's registered mobile number is required to enter by customer after entering login password for successful login and after entering transaction password for successfully initiating any transaction.

### **What happen if the customer forgets the login and transaction password?**

Customer can reset the login and transaction password as and when required using the forget password option by answering the security question correctly.