

Subscription

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1. How do I get register to Internet Banking Services?

The Retail customers having account in single name (Self operated account) with debit card facility may register for PNB Internet Banking Services online at our website www.netpnb.com or at any PNB ATM. Other eligible customers may get registered for the Internet Banking Services with the branch by filling request form or by recording their request at bank's call centre.

2. But I do not have an account with PNB?

The Internet Banking Service is available to PNB customers only. We shall be glad to accept you as PNB customer and have your account with us. Walk in to any of our branches for opening of account with us and availing Internet Banking Services.

3. How do I get password for the Internet Banking Services?

If you opt for online registration facility, you will have to set your passwords online.

If you register for Internet Banking at PNB ATM, you have the option to get your Passwords delivered at your base branch or at your registered address. After getting the passwords, kindly get it enabled from the branch.

If you register through call centre, you have the option to get your Passwords delivered at any PNB branch or at your registered address. After getting the passwords, kindly get it enabled from the branch.

If you have submitted request for Internet Banking Services in the branch, you will get your Password from the same branch. While collecting password from the branch, please submit the acknowledgement letter duly signed in the branch.

4. I am a NRI customer, can I use Internet Banking?

Yes, NRI customers can use Internet Banking.

5. I am not in India, how do I apply for Internet Banking Services?

If you want to register for Internet Banking, when you are outside India.

1. Download the request form from Internet Banking website and fill the same.
2. Submit your request form with a copy of your passport to the branch where you have account(s).

6. Why are the Passwords so cryptic?

The passwords are generated randomly by the system, which is fully automated and have its own

process of using the alpha, numeric and special characters. These passwords are required once only on first access and need to be changed by the customer mandatory for further access. These are in encrypted form in the system and are not known to Bank.

7. What is my user-id for IBS?

If you are Retail IBS User, the Customer Id in PNB will be your user Id for Internet Banking after enabling your account for this facility.

The Customer Id is also mentioned in the 2nd page of your account pass book. You can also ask your branch for the Customer Id / IBS user id.

8. Within how many days will I get my password?

You can expect the password to reach the branch within 6 working days after giving request at the branch. An SMS is also sent to this effect on registered mobile number. In case of online registration, you will have to set the passwords yourself.

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