

FAQs on PNB-VERIFY

1) What is PNB Verify?

PNB Verify is a device binding solution which allows user to link “**ONE**” device for authenticating online transactions (all transactions through Internet Banking & Debit Cards).

2) How can I enroll for PNB Verify?

In order to enroll for PNB Verify, user needs to login into his internet banking account using user id and login password. After login, user can enroll for PNB Verify.

Personal Setting → Enroll for PNB Verify

3) How to register /activate in PNB VERIFY?

Please follow below mentioned steps to register in PNB VERIFY:

- a. Download and Install PNB Verify App.
- b. Enter Cust ID.
- c. An activation code will be delivered on mobile number, authenticate using the activation code received on registered mobile number.
- d. Set PNB Verify password (alphanumeric in nature) or enroll for pattern to login into the application or enroll for biometric for login into application.

4) How can I download PNB Verify?

PNB Verify can be downloaded from Playstore or App Store respectively.

5) What will happen after enrolling for PNB Verify?

After enrolling for PNB Verify, user will get a welcome SMS on registered mobile number. The user has to install the PNB verify and activate the same to authenticate IB and cards transactions using PNB Verify App.

6) I am not getting Authentication code. What to do?

Authentication code will be delivered on registered Mobile number only. In case, verification code is not delivered on registered number, user needs to lodge the complaint to bank either on calling Customer care 1800 180 2222/ 1800 180 2223 or mail us at care@pnb.co.in.

7) Can I register PNB Verify on more than one device?

PNB Verify can be registered on only **one device** at a time. In case user wants to change the device, he can do as under :

- a) Device lost: If device is lost, then user needs to unenroll and re-enroll for PNB Verify.
- b) First Device available but want to change to other –user can go to “Device Management” setting on the app and Delete the device. On new device, the user has to activate the user once (as explained in the activation process).

8) How can I reset or change my PNB Verify password?

- a) In order to reset PNB Verify password, call at PNB Customer Care number 1800 180 2222 or 1800 180 2223.
- b) You can change the password post login to the app, by using option “Change Password”.

9) I got blocked on PNB Verify. How can I unblock myself.

For unblocking PNB Verify, call at PNB Customer Care number 1800 180 2222 or 1800 180 2223.

10) How can I un-enroll for PNB Verify?

In order to un-enroll PNB Verify, user needs to login into his internet banking account using user id and login password. After login, user can un-enroll for PNB Verify.

Personal Setting → Un-enroll for PNB Verify

11) If I un-enroll for PNB Verify, what will happen?

After un-enrolling for PNB Verify, OTP mode will be enabled again. For authenticating the transaction, instead of notification in PNB Verify application, OTP will be delivered on registered mobile number.

12) I have lost my mobile handset, how to register for PNB Verify on the new handset?

In order to install PNB Verify on new handset, first, user needs to un-enroll PNB Verify once using Internet Banking (Login — Personal Setting – Un-enroll for PNB Verify) & re-enroll on PNB Verify again for activating PNB Verify on new handset.

13) Does PNB Verify work on all mobile handsets?

Yes, PNB Verify can be downloaded and registered on all mobile handsets.

14) Are there any charges for using PNB-Verify?

Presently, Bank does not charge from customers for using PNB Verify.

15) Can I have both the features i.e PNB-Verify & OTP enabled on my mobile?

No, both the features cannot be enabled together.

If user enrolls for PNB Verify, the OTP mode will be disabled automatically and PNB Verify will be used as secondary mode of authentication instead of OTP.

In case user un-enroll for PNB Verify, OTP mode will be enabled on its own.

16) Do I need to register with my Service Provider for using PNB-Verify?

For installing PNB Verify, there is no need to register with Service Provider.

17) What I have to do when I change my registered mobile number?

No action is required on PNB Verify, number has to be changed in account number only.

18) Will PNB-Verify work when I am on roaming in other country?

Yes, PNB Verify will work, even when you on roaming in other country. It needs only data service for transaction authorization.

19) Is there any validity or expiry for confirming my transaction through PNB-Verify?

The transaction will be valid for 3 min, user has to either “ACCEPT” or “Decline” within 3 mins, after that it will expire and user have to initiate the transaction again.

20) I have deleted PNB-Verify app by mistake, what should I do now?

If app is deleted, user can install the application again and activate the same.

21) What if my transaction is not confirmed through PNB- Verify?

If transaction is not confirmed through PNB Verify, please proceed as under:

- a) If amount is not deducted from your account, user need to re-initiate the transaction.
- b) If amount is deducted even if transaction was not confirmed through PNB Verify. User need to lodge complaint at call center at care@pnb.co.in or call PNB Customer Care at 1800 180 2222 or 1800 180 2223.
