

FAQ

1. What is mPassBook?

mPassBook is a digital version of passbook to ease customers to view their mini statement, transaction details and transaction history on mobile phones.

2. Who can use mPassBook?

Retail customer of Punjab National Bank, having mobile number registered with the bank can use mPassBook.

3. What are the charges for using mPassBook?

This app is free for use, however your telecom operator may charge you for the SMS sent at the time of registration.

4. What do I need to register for mPassBook?

- a. Android phone with OS 5.1+.
- b. Internet Connectivity.
- c. Registered mobile number for the app to send SMS for registration.
- d. You need your 9 digit customer id.

5. Where can I get my customer id?

- a. Your customer id is printed on your passbook.
- b. If you are an internet banking user, you can obtain your customer id from the portal. Login to the portal and navigate as following: Personal Settings -> View Personal Details -> Primary Customer Id.
- c. You may also visit the branch for any further help.

6. I have a dual SIM phone which phone number should I choose during registration?

You need to choose the phone number which is registered with the bank.

7. Which accounts are visible in the mPassBook?

Savings, Current, Overdraft and Recurring accounts can be viewed through mPassBook app.

8. Can I do any financial transaction like Bill Payment, Fund transfer, etc.?

No, mPassBook can only be used for viewing transactions and not for making any financial transactions.

9. Whom do I contact in case my query is not listed above?

You may email all your queries to mobhelp@pnb.co.in.