

## 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](mailto:mobhelp@pnb.co.in).