NRI CO NNECT

Bank of Baroda
India's International Bank

FROM GENERAL MANAGER'S DESK

Dear NRI Customer,

I am happy to present NRI CONNECT newsletter for the month of May 2018. At the outset I take this opportunity to express my gratitude for patronizing our business not only by adding new business but also by sharing your value added suggestions.

As we have entered into the new financial year 2018-19, indeed it is the right time to look back at our strengths and evaluate our performance in terms of customer satisfaction.

Though there had been moderate growth in NRI Business during preceding FY 2017-18 may be due to unavoidable factor at macro level but nevertheless your bank is committed to attain new heights in current FY 2018-19 too by adapting our core values viz. Integrity, customer centricity, courage, passionate ownership, innovation and excellence. It had always been the endeavor of your bank to align the products and process in line with the customer needs and user friendly.

We believe in continued customer-focused service backed by high quality delivery channels for which we welcome your valuable suggestions.

With Greetings

Yours sincerely

FOREIGN CURRENCY NON-RESIDENT DEPOSIT – FCNR(B) - W.E.F. (01.05.18) THE RATES SHALL BE EFFECTIVE UP TO 31.05.18

Maturity Period	USD	GBP	EUR	YEN	CAD	AUD
1 Yr. to less than 2 yrs.	3.29	1.28	0.00	0.25	2.63	2.56
2 Yrs. to less than 3 yrs.	3.48	1.59	0.07	0.27	2.77	2.66
3 Yrs. to less than 4 yrs.	3.83	1.72	0.25	0.29	2.91	2.79
4 Yrs. to less than 5 yrs.	3.88	1.82	0.44	0.30	3.00	3.06
5 Years	3.91	1.89	0.61	0.32	3.05	3.16

BARODA HOME LOAN

Key Benefits

- Home loan rates of Bank of Baroda is the best in the market without any differentiation in loan amount or tenure, salaried or self-employed, NRI.

- Free Credit Card (BOBCARD - complementary for first year) to all Home Loan borrowers (first borrower) with loan limit of ₹ 2/- Lacs and above.

- Concession of 0.25% in for Car Loans.

- Top-up Loan (Baroda Additional Assured Advance - AAA) can be availed 5 times during loan period. (Minimum ₹ 1/- Lac, Maximum ₹ 200/- Lacs or 75% of residual value of house property after deducting 150% of outstanding loan amount of existing Home Loan, whichever is lower).

- Close relatives of the applicant can be added as a co-applicant for higher eligibility, with or without being a joint owner of the property.

- Risk Based Pricing (Bureau Score Linked) for Home Loan.

- Free accidental insurance with every Home Loan.

- Longer tenure up to 30 years

- Higher amount of eligibility

Eligibility

- Resident Indians.

- Non-Resident Indians (NRIs) holding Indian passport or Persons of Indian origin (PIOs) holding foreign passport or Overseas Citizens of India (OCI).

Purpose

- Purchase/construction of house/ flat.

- Purchase of residential plot*.

- Purchase of residential plot of land and construction of house.

- Take over from other Banks/ HFCs/NBFCs/ FIs etc.

- Extension of the existing house/additional construction.

- Reimbursement of expenses for construction of house/flat from own sources.

Important Terms & Conditions

NRI/PIO/OCI

16.a) Applicant/co-applicant/s (whose income are considered for eligibility) should be having a regular job abroad in a reputed Indian/foreign company, organization or government department holding a valid job contract/work permit for the minimum past -2- years.

OR

Should be employed/self-employed or having a

business unit and staying abroad at least for -2- years.

16.b) Applicant/co-applicant/s (whose income is considered for eligibility) should have minimum gross annual income equivalent to ₹ 5.00 Lacs per annum.

If the applicant/co-applicant/s, whose income is considering for eligibility includes NRI, minimum Gross Annual Income of ₹ 5 Lacs (income of applicant / co-applicant together) can be considered for this criteria.

Person of Indian Origin (PIO) is specified as under

A citizen of any country other than Bangladesh / Pakistan / Sri Lanka / Afghanistan / China / Iran / Nepal and Bhutan if –

• He at any time held Indian passport, OR

• He or either of his parents or any of his grandparents was a citizen of India by virtue of the constitution of India of the Citizenship Act 1955, OR

• The person is a spouse of an Indian citizen or a person referred to in sub-clause (a) or (b) above.

Overseas Citizens of India (OCI) is specified as under

• A person registered as Overseas Citizen of India (OCI) under section 7 A of the Citizenship Act, 1955.

• As per the guidelines, an Overseas Citizens of India (OCI) has to be necessarily a Person of India Origin (PIO).

• A foreign national, who was eligible to become citizen of India on 26.01.1950 or was a citizen of India on or at any time after 26.01.1950 or belonged to a territory that became part of India after 15.08.1947 and his/her children and grandchildren, provided his/her country of citizenship allows dual citizenship in some form or other under the local laws, is eligible for registration as Overseas Citizen of India (OCI). Minor children of such person are also eligible for OCI. However, if the applicant had ever been a citizen of Pakistan or Bangladesh, he / she will not be eligible for OCI.

For more details log on to our website: **www.bankofbaroda.co.in**

FREQUENTLY ASKED QUESTIONS FOR BARODA CONNECT

Q) I am not a Baroda Connect User and want to apply for internet banking.

Retail customers can themselves register for internet banking by using Bank of Baroda Debit Card (Active*), please follow the given steps:

1. Visit www.bobibanking.com

2. Click on the link, **'Not Registered (Retail User), Click Here'.**

3. Enter the details related to Debit card and click on 'Next' button.

4. On entering correct details, an OTP would be sent on the registered mobile number.

5. Enter the OTP received in the space provided.

6. The system will prompt for choosing User profile and User ID. Click on 'Next' button.

7. The system will prompt for setting the passwords (Sign-on or/and transaction password).

8. On successful registration, a success message would be displayed and the account details would be available after 24 hours.

*Active: You should have activated your debit card first time on Bank of Baroda ATM.

Q) I have not received/forgotten USER ID.

For Retail Users, follow the given steps:

1. Visit www.bobibanking.com

2. Select Retail User profile

3. A new page opens for entering user ID. Click on the link: **'Don't Know User Id? Click Here'**.

4. Enter your account number, registered mobile number (prefixed with country code) and registered email id.

5. On entering the correct details, OTP would be sent on registered mobile number.

6. Enter the OTP received on your handset. The User ID would be sent on your registered email id.

In case error message **'DETAILS NOT MATCHED'** is received, make sure you are entering the correct credentials. Contact your branch to get the details updated.

Q) I am getting error message as 'INVALID LOGIN ID OR PASSWORD'

If you are a retail customer, you may contact your branch or the toll-free number for activation of your passwords. On password activation, this error will be resolved.

Q) I have forgotten sign on password.

If you are a new user and have not completed the enrolment process, contact your branch to apply for regeneration of password. If the enrolment process has been successfully completed, please follow the given steps for resetting the sign on password:

1. Visit www.bobibanking.com

2. Select Retail User profile.

3. Enter User ID and click 'Enter'.

4. On the next screen, click on **'Forgot Sign on Password? Click Here'.**

5. The system will prompt you to answer the security questions.

6. Answer the security questions and click on 'Submit'. In case you have forgotten your security questions, please go to the home page and reset your answers to the security questions.

7. System will now prompt you for OTP.

8. Enter the OTP received on your registered mobile number.

9. The system will then enable to set your Sign on Password.

Q) I have forgotten my transaction password.

For Retail User, you can reset your transaction password by submitting request at branch or by using your active Bank of Baroda debit card. Please follow the given steps for resetting the transaction password by using debit card:

1. Visit www.bobibanking.com

2. Select Retail User profile.

3. Enter User ID and click on the link, **'Reset your Transaction Password using Debit Card, Click Here'.**

4. On the new screen, enter the required mandatory information related to your debit card. Click on 'Next' button.

5. Enter the OTP received on your handset.

6. On entering the correct details, the system will allow you to set your transaction password.

Q) How to reset my Security Answers?

In case you have forgotten your answers to security questions and you are getting error message as 'ACCOUNT IS LOCKED', then please first unlock your account by following the steps given. After unlocking the account, please go through the following steps for resetting the Questions and Answers:

1. Visit www.bobibanking.com

2. Select 'Retail User'.

3. Enter User ID and DO NOT CLICK on 'Enter'.

4. Click on given link, **'You wish to Reset your answers, Click Here'**.

5. Enter your mobile number and enter the OTP received on your handset.

6. On entering the correct OTP, the system prompts for entering the transaction password.

7. After entering the correct details, system allows you to reset your answers to security questions.

Q) I am getting error message as 'YOUR ACCOUNT IS LOCKED'?

If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:

1. Visit www.bobibanking.com

2. Select Retail User profile.

3. Enter User ID and DO NOT CLICK on 'Enter'.

4. Click on given link, **'Your Account is Locked, Click Here'**

5. The system will ask you for either OTP or security

questions. If system is prompting you for your security question and you have forgotten answers to the same, please enter 5 wrong attempts after which system will ask you for OTP.

6. On entering the correct details, the system will prompt you to enter your transaction password.

7. Enter the transaction password and your account will be unlocked.

Q) I am getting an error message as 'You can not unlock your account online. Please contact your branch or system administrator' while unlocking the account.

If you are a retail customer, get your transaction password either enabled or using your active Bank of Baroda debit card to reset the password.

After enabling/resetting the transaction password, you may proceed for unlocking your account.

Q) I am getting an error message as 'You are disabled for transactions'.

If you are a Retail User, reset your transaction password using the help provided above.

Q) I want to increase my transaction limit.

For retail customers, there is no option for enhancement in default limit.

Q) I am not receiving OTP on my registered handset.

Please check the following points at your end:

1. Please make sure you have registered the correct mobile number in the branch.

2. Check whether you are in good network coverage area.

3. You must not have activated the DO NOT DISTURB service.

4. Try to switch off/on your handset.

In case problem persists, please email us at **barodaconnect@bankofbaroda.com**

Q) I am getting OTP after delays which lead to expiry of OTP.

The Mobile OTP application is available to resolve the issue for OTP problems. This will help you manually generate the OTP on your mobile handset instead of receiving it through SMS.

Activation of **Mobile OTP application** will involve two steps as under:

1. Downloading of Mobile OTP application on handsets

Users are required to download the application from respective app stores. However this requires subsequent activation through their Net banking portals.

2. Activation of Mobile OTP

Users can themselves activate M-OTP facility through Baroda Connect. After logging-in, users are required to click "Mobile OTP Application" link under "Services" tab at home page.

Process flow for Activation of Mobile OTP

1. Download CA MOBILE OTP application on the mobile Handset (Android users can download 'CA MOBILE OTP' from Android Market, iPhone users can download it from App Store, Blackberry users can download it from Blackberry app store and Windows phone user can download it from Windows Mobile app store).

   Note: iPhone Users should disable the Demo Mode in settings.

2. Login to Baroda Connect Portal with User ID.

3. Register and activate Mobile OTP through 'SERVICES' option in net banking.

4. Enter User ID and transaction password and submit

5. SMS on registered mobile, containing URL and details of activation will be received.

6. Click on the URL received on registered mobile. It will direct the user to CA MOBILE OTP software and click on 'Save'.

7. After saving the details. It will automatically prompt user to set pin for CA MOBILE OTP.

8. OTP can be generated by the user by opening the CA MOBILE OTP software in mobile handset and entering the PIN and clicking on 'Generate'.

Q) I am directly taken to OTP screen without entering the mobile number.

This is because you have subscribed for M-OTP service which enables you to generate OTP on your handset using application. In this case you will not receive SMS for OTP. In case you want to discontinue the service, send a mail to **barodaconnect@bankofbaroda.com**

Q) I am getting message as 'ENROLLMENT NOT ALLOWED'.

Please contact your branch to get the correct mobile number updated for your account. The system will not let you complete the enrollment process till the mobile number is fed in the database.

Q) I have entered the correct mobile number; still it is giving me invalid mobile number message.

Enter the mobile number which is registered with the Bank. Do not enter '0' or country code before the mobile number. Please provide the mobile number only without any prefix/suffix.

In case the problem persists, please contact your base branch to confirm whether the correct mobile number is updated in the system.

Q) I have only VIEW rights and now want TRANSACTION rights (and vice versa).

For change of rights, please submit an application to your branch.

Q) I am getting an error message as 'ARCOT ID EXPIRED'.

Send an email stating your account number, name and mention the given error to barodaconnect@bankofbaroda.com

Q) I am getting an error message as 'PASSWORD EXPIRED'.

If you are a retail customer and your sign on password has expired, you may reset it using the **Forgot Sign on password link.** In case your transaction password has expired, you may reset your password using your active Bank of Baroda Debit card as per the steps mentioned above.

In case you have forgotten the passwords also, please view the steps for regeneration of passwords for Retail customers given above.

Q) Every time I login, it is taking me to the Q&A page.

Try deleting the cookies and history of your browser. The system will then prompt you for entering OTP.

Q) Every time I login, it is taking me to the OTP page.

You may be logging from a different machine/you may have enabled the option for 'Delete browsing history on exit'. Please make sure to check the browser settings. Enter the OTP correctly and successfully login to the system.

CURRENT AFFAIR

Double Taxation Avoidance Agreement between India and Iran:

The Union Cabinet has approved an Agreement for the Avoidance of Double Taxation and the Prevention of Fiscal Evasion with respect to taxes on income, between India and Iran. The Agreement is on similar lines as entered into by India with other countries. The proposed Agreement also meets treaty related minimum standards under G-20 OECD Base Erosion & Profit Shifting (BEPS) Project, in which India participated on an equal footing.

India and Hong Kong signs Double Taxation Avoidance Agreement (DTAA):

Government of India and the Hong Kong Special Administrative Region (HKSAR) of People's Republic of China have signed an Agreement for the Avoidance of Double Taxation and the Prevention of Fiscal Evasion with respect to taxes on income.

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