

**FREQUENTLY ASKED QUESTIONS [FAQs]
for
Mobile Banking users of eDena Bank (eDB)**

Existing active Mobile Banking users of eDB

Q: Can I continue to use the existing Mobile Application of eDena Bank app post IT System upgrade of the branches?

A: Post migration, you will have to download and install Bank of Baroda's mobile banking app called M-Connect Plus from Google Playstore (Android Devices) or iOS Playstore (iOS Devices).

You may use eDB's Dena Mobile Banking app for viewing earlier transactions / transacting on non-migrated branch accounts only.

Q: Can I continue to use the existing user credentials (mPin) of eDB after installing Baroda M-Connect Plus?

A: No, you have to register for mobile banking by using any of the channel mentioned below and activate the application by using the m pin delivered to the register mobile number post registration.

Channel available for Registration:

1. Self-registration by using debit card (android users only)
2. Base Branch
3. Internet Banking
4. ATM (BOB / eDena ATM)

Q: how do I generate a new mPin for mconnect plus if I forget after activation?

A: You can generate new mPin through ATM (BOB / eDena ATM) or Baroda Connect (BOB net banking) or you can visit your Base Branch.

Q: Will all my registered beneficiaries be carried over / auto-fetched to Baroda M-Connect Plus mobile banking app?

A: Yes, all your registered beneficiaries will be carried over / auto-fetched to Baroda M-Connect Plus mobile banking app except for beneficiaries of eVB & eDB [beneficiaries whose accounts are maintained with eVB & eDB]. You will have to register these beneficiaries (eVB & eDB) again in Baroda M-Connect Plus mobile banking app afresh.

Q: I am maintaining multiple accounts in two or more branches of eDB, but only one branch has undergone IT System upgrade. Will I be able to access accounts of the other branches which are yet to undergo IT System upgrade?

A: You can only access accounts of a Branch in BOB M-Connect Plus app only if that branch has undergone IT System upgrade.

The accounts at other branches which are yet to undergo IT System upgrade can be accessed through existing eDB mobile banking app. Once all branches undergo IT System upgrade, then you can access all your accounts in BOB M-Connect Plus app.

Q: **I am maintaining Loan Account / Term Deposit Account in the branch undergoing IT System upgrade and my Operative Accounts viz. SB / CA / OD / CC are in other branches which are yet to undergo IT System upgrade. Will I be able to access BOB M-Connect Plus app?**

A: You will not be able to access BOB M-Connect Plus application if the branch in which you are maintaining accounts like Loan Accounts, Term Deposits gets upgraded first. You will be able access the BOB M-Connect Plus app once the branch in which the operative account is maintained also undergoes IT System upgrade.

Q: **I am maintaining accounts in eDB and BOB with the same Registered Mobile No. (RMN), then post IT System upgrade of eDB branch, will I be able to access my accounts of the branch which has undergone upgrade in BOB M-Connect Plus mobile application?**

A: No. you cannot access such accounts in BOB M-Connect Plus application since this entails two different customer IDs with same RMN. The BOB mobile banking application is based on unique RMN for validation. You will have to approach your bank to de-dup / merge the Customer IDs.

Q: **Will I be able to fetch my account statement prior to 1st April 2019 in BOB M Connect+ application?**

A: You will be able to fetch account statement for any '3' months from 01st April 2019. For obtaining account statement prior to 01st April 2019, please contact your branch.

Q: **How secure is BOB M-Connect Plus app?**

A: Application is fully secure with the following security features:

- 2-factor login and mPin authentication
- Device/SIM Binding with handset IMEI number.
- System validates customer Mobile Number, Device IMEI number and SIM serial number at the time of login.

Q: **What are the Service Charges for using BOB M-Connect Plus app?**

A: At present, Bank of Baroda is offering this facility absolutely FREE. To use Baroda M-Connect Plus, you pay either for internet usage or for the SMS sent

during the activation of the application, as per their tariff plan with your service provider.

Q: I am receiving funds through MMID (Mobile Money Identifier) of eDB Mobile Banking application. Can I continue to use the same MMID?

A: No, you cannot continue to use the same MMID. You have to generate new MMID on BOB M-Connect Plus app.

Q: I am receiving funds through IMPS, what are the details I have to share with the remitter for Fund Transfer?

A: You can either share your new MMID which is generated on BOB M-Connect Plus app or your new 14-digit account number and your new IFSC code for receiving funds.

Users not registered for eDB Mobile Banking

Q. I have not registered for eDB Mobile Banking and want to register for BOB Mobile Banking. How to do it?

A. Once your eDB branch is upgraded, you will receive a new Customer ID and new account number. Then you can register for M-Connect Plus using the following channels –

1. Through Self-Registration with debit card (for android users only)
2. Visit BOB/eDena ATM and Register for Mobile Banking
3. BOB net banking (Baroda Connect)
4. Visit your Base Branch
