

FREQUENTLY ASKED QUESTIONS [FAQ'S]

DEBIT CARD [DC]

Q: Can I continue to use my existing eDena Bank (eDB) Debit Card.

A: Yes, you can continue to use your existing Debit Card issued to you till the expiry of the Debit Card.

Q: Can I continue to use my existing eDena Bank (eDB) Debit Card PIN.

A: Yes, you can continue to use your existing Debit Card PIN. However on first usage of your erstwhile Dena Bank Debit Card at the ATMs of Bank of Baroda, the ATM will prompt for change of PIN.

Q: I want to change my PIN at the ATMs of Bank of Baroda / eDena Bank (eDB) or eVijaya Bank (eVB), however the ATM is prompting to use my 14 digit Account Number. As an erstwhile Dena Bank customer, I have a 12 digit account number.

A: The required IT System upgrade has been made & currently only "Please Enter your Account Number" message is prompted on screen whenever customer desires to change his PIN at Bank of Baroda ATM. You can enter your account number in the ATM.

Q: I have an International Debit Card issued by erstwhile Dena Bank. I would like to enable my card for International transactions / use.

A: Though you have an International Debit Card issued by erstwhile Dena Bank, these cards are by default disabled for International transaction / use. If you intend to use your Debit Card for International transactions / use, kindly contact your base branch and you will be issued a new Bank of Baroda International Debit Card for International transactions / use.

For customers of erstwhile Dena Bank who have used their Debit Cards atleast once prior to 10 February 2020, their cards have been replaced with BOB International variant Debit Cards which are already enabled for International transaction/ use.

Q: I am an erstwhile Dena Bank account holder; earlier I could generate Green PIN through IVR, However, I am unable to do so now.

A: Certain features viz. Green PIN through IVR have been disabled for the interim. However, you will be able to generate Green PIN through ATMs of Bank of Baroda.
