

FREQUENTLY ASKED QUESTIONS [FAQs] for Mobile Banking users of eVijaya Bank (eVB)

Existing active Mobile Banking users of eVB

Q: Can I continue to use the existing Mobile Application of eVijaya 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 eVB's V-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 eVB after installing Baroda M-Connect Plus?

A: If you have been an active mobile banking user of eVB – V Mobile, you can use the existing mPin to set new mPin while activating the M-Connect Plus app.

Q: I have forgotten my existing Mobile Banking mPin of eVB, how do I generate a new mPin?

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

Q: I have changed my mobile number during IT System upgrade period, what do I do to register my new mobile number?

A: You have to first deregister your old mobile number through branch or ATM (BOB / eVB / eDena ATM) or through BOB Connect (BOB net banking) and register your new mobile number afresh.

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 again freshly.

Q: I am maintaining multiple accounts in two or more branches of eVB, 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 eVB 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 eVB and BOB with the same Registered Mobile No. (RMN), then post IT System upgrade of eVB 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 eVB 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 registered for eVB Mobile Banking but not active:

Q: I have registered myself for eVB Mobile Banking, but I am not an active user. I would like to use the BOB M-Connect Plus app now, how do I use it?

A: To on-board yourself to the BOB M-Connect Plus app, you will have to follow these simple steps:

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

After successful registration, customers will receive welcome SMS with 4-digit mPin. Customers have to download BOB M-Connect Plus app and activate the mobile banking facility using this mPin.

Users not registered for eVB Mobile Banking

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

A. Once your eVB 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/eVB/eDena ATM and Register for Mobile Banking
3. BOB net banking (Baroda Connect)
4. Visit your Base Branch