

CSB Retail Net & Mobile Banking

Frequently Asked Questions

Q1 How do I install new CSB Mobile Banking App?

Ans: You can Download and Install CSB Mobile Banking App via <https://csb.co.in/mobile-banking>

Q2 Where can I access new CSB Net Banking platform?

Ans: You can navigate to new CSB Net Banking platform via <https://netbanking.csb.co.in>

Q3 Are the new CSB Mobile and Net Banking platforms separate services?

Ans: No, both CSB Mobile and Net Banking are part of a unified Omni-channel platform in the new arrangement, offering a seamless and consistent experience across both the channels. You may find certain functionalities available in Mobile Banking but not in Net Banking and vice-versa which has been facilitated considering best performance and user experience. If UserID is blocked/locked in one channel, the other channel will also be blocked/locked for your security.

Q4 What credentials are needed to login to Mobile Banking?

Ans: You can login to Mobile Banking using your Customer ID and MPIN

Q5 What credentials are needed to login to Net Banking?

Ans: You can login to Net Banking using your Customer ID and Password

Q6 I am an existing CSB Mobile/Net Banking Customer having User ID. Where do I get Customer ID?

Ans: Please note that your Client ID will be your Login ID which you can use to login to new CSB Net Banking and Mobile Banking platforms

Q7 How to get my Customer ID via Mobile Banking?

Ans: You can click on Forgot Customer ID menu in Pre-Login section of Mobile Banking and follow the process to Retrieve the Customer ID by authenticating yourself.

Q8 How to get my Customer ID via Net Banking?

Ans: You can click on Forgot Customer ID menu in Pre-Login section of Net Banking and follow the process to Retrieve the Customer ID by authenticating yourself.

Q9 I am an existing CSB Net Banking Customer with Single Customer ID, whether my existing Password can be used for login?

Ans: Yes, you can use your existing CSB Net Banking Password for first login and post verification, system will prompt you to set a new Net Banking Password

Q10 I am an existing CSB Net Banking Customer with More than One Customer ID. How do I login to new CSB Net Banking platform?

Ans: Please note that you'll need to Create a new Net Banking Password for login as your existing Password will not work. You can click on Forgot Password link in Pre-Login section of Net Banking and follow the process to Create/Reset Password

Q11 I am an existing CSB Mobile Banking Customer. How do I login to new CSB Mobile Banking App? Note: For Customers with Single or Multiple User IDs

Ans: Please note that your existing MPIN will not work in new CSB Mobile Banking App. You will need to Create a new MPIN to login. You can click on Forgot/Create MPIN link in Pre-Login section of Mobile Banking and follow the process to Create/Reset MPIN

Q12 How to create my Mobile Banking App MPIN

Ans: You can click on Forgot/Create MPIN link in Pre-Login section of Mobile Banking and follow the process to Create/Reset MPIN

Q13 How to create my Net Banking Password

Ans: You can click on Forgot Password link in Pre-Login section of Net Banking and follow the process to Create/Reset Password

Q14 Best Practices for Setting MPIN for Mobile Banking

Ans: MPIN shall be 6-digit long | Last 3 MPIN shall not be accepted for MPIN Creation | Any sequential numbers shall not be accepted (example: 1234, 4321 etc.) | Any repetitive numbers (example: 1111,2222 etc.) shall not be accepted | Do not use MPIN which is common or easily identifiable.

Q15 Best Practices for Setting Password for Net Banking

Ans: Password should have 8-15 characters | Should have Minimum One Uppercase character | Should have Minimum One Lowercase character | Should have Minimum One Special character. Allowed special characters are @#\$ | Should not contain successive characters more than 4 | Should not contain repetitive characters more than 4 | Should not be a common password

Q16 Can I login to Mobile Banking App using Net Banking Password?

Ans: No, you will not be able to login to Mobile Banking App using Net Banking Login Password

Q17 How will I access my existing and active beneficiaries in Mobile and Net Banking Channels

Ans: Your existing and unique Beneficiaries linked to your Customer ID will be made available in new CSB Mobile and Net Banking Channels under the same Customer ID

Q18 How do I change my Transaction Limit?

Ans: You can change the transaction limit by navigating to Mobile or Net Banking Channel > Account Setting > Set Your Own Limit. Transaction Limit will be defined as per your allocated Segment and will be Inclusive of both Mobile and Net Banking. On first time login, you will be allocated a default transaction limit as per your segment. You can change (increase/decrease) this limit via Set Your Own Limit module as per your allocated segment limit

Q19 Are Transaction Limit Changes on real-time basis?

Ans: Yes, any transaction limit changes done by you will be effected on real-time basis. You can change the transaction limit within your overall segment limit

Q20 What will happen to my existing Standing Instructions created in old CSB Mobile and Net Banking Channels?

Ans: Your existing and active Standing Instructions (only based on Account Number and IFSC) created in old CSB Mobile and Net Banking will be made available in New Mobile and Net Banking Channel

Q21 What will happen to my existing Debit Card Limits set via old CSB Mobile and Net Banking Channels?

Ans: Your existing Debit Card Limits saved in old Mobile and Net Banking Channels will be made available in New Mobile and Net Banking Channels

Q22 In old Mobile and Net Banking Channels, I was availing Special Transaction Limits. Will I get the same in new platform?

Ans: Special Transaction Limit allocated to your linked Customer ID will be made available in new CSB Mobile and Net Banking Channels

Q23 Whether I can view my existing online and offline Term Deposits in new platform?

Ans: Yes, your online and branch opened deposits linked to your Customer ID will be made available in new CSB Mobile and Net Banking Channels

Q24 Whether my Joint Account will be available in new platform?

Ans: Yes, your Joint Accounts will be available in the new platform. For Joint Account with Equal Rights (e.g. mode of operation is Either or Survivor) all holders can register individually and access the Joint account for transactions. For Joint Account with Unequal Rights (e.g. mode of operation is All Jointly) all holders can register individually for new CSB Net/Mobile Banking and view the account but transactions cannot be done.

Q25 Whether my Proprietorship Account will be available in new platform?

Ans: If you are the Proprietor, you may login with your Individual Customer ID and access your Proprietorship account and make transactions. If you are unable to see the account, visit CSB Branch and request to link your Individual Customer ID as proprietor in the proprietorship account

Q26 Whether my HUF Account will be available in new platform?

Ans: If you are the Karta, you may login with your Individual Customer ID and access your HUF account and make transactions. If you are unable to see the account, visit CSB Branch and request to link your Individual Customer ID as Karta in the HUF account