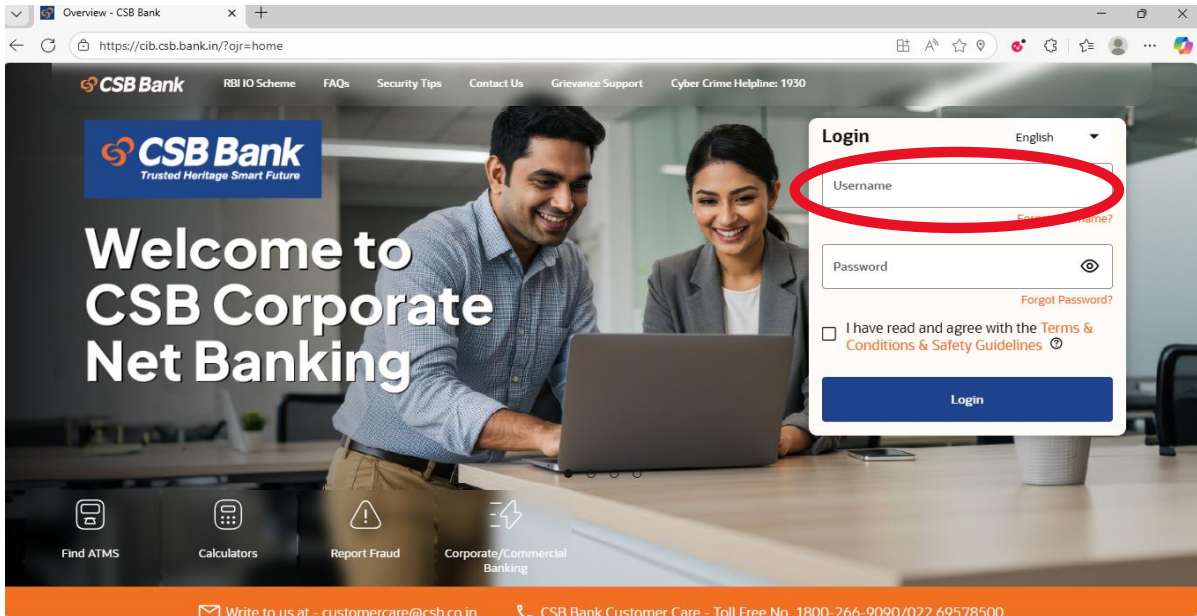


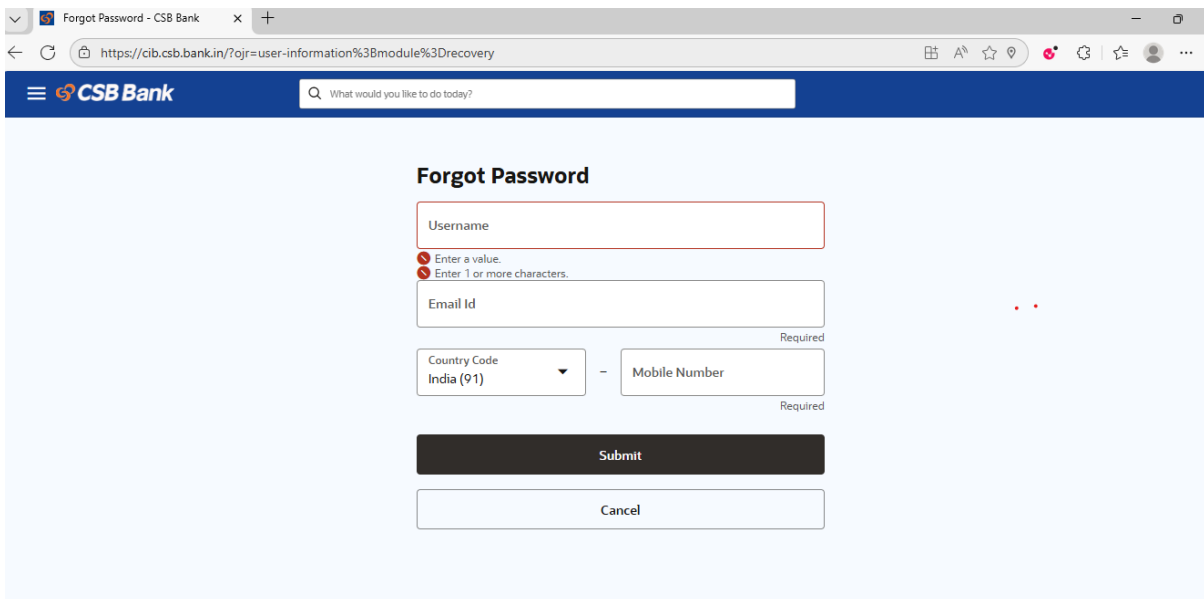
1st time Login User manual for New Corporate Internet Banking portal:

1. Access URL : <https://cib.csb.bank.in>
2. Enter your existing User id / Login Id in Username field highlighted in red



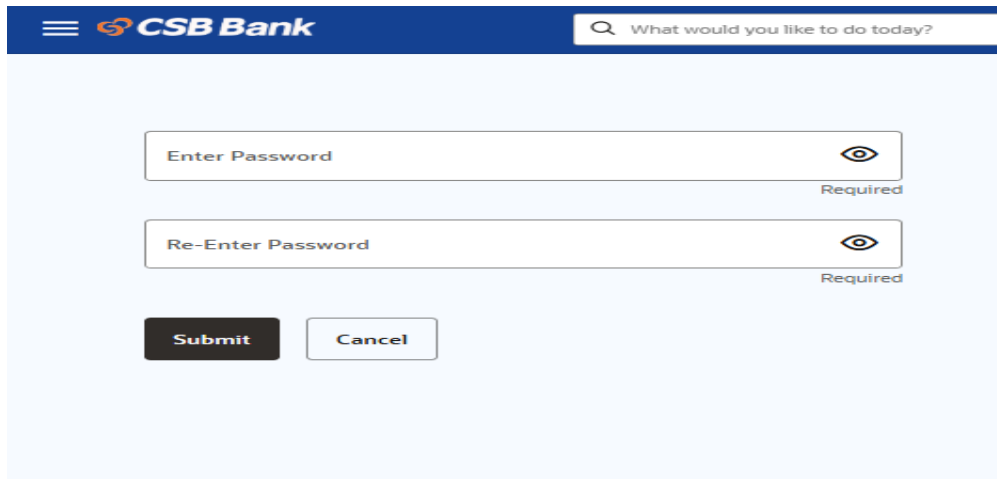
Step 2:-

1. Click on forgot password – below box will open
2. Enter username (i.e. CNB Login id/ user id) , enter your registered email id and Mobile number -> Click on Submit



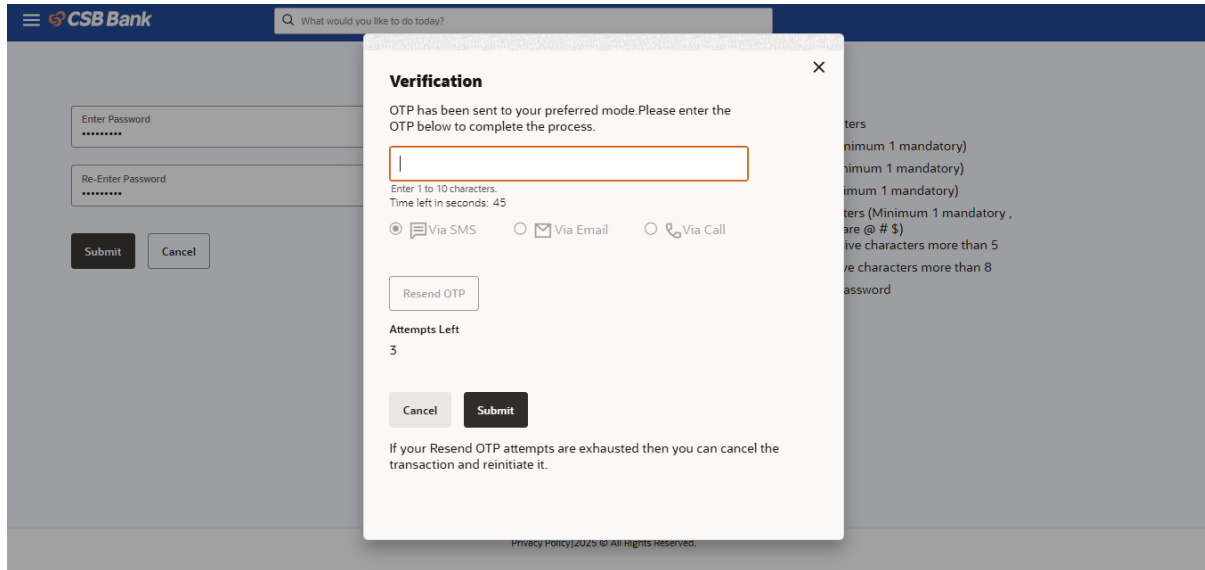
Step 3:-

- ✓ Enter new password → Re enter the New Password → Click on Submit
- ✓ Please note password entered should be as per the mentioned **Password policy.**



The screenshot shows the CSB Bank login interface. At the top, there is a blue header with the CSB Bank logo and a search bar containing the text "What would you like to do today?". Below the header, there are two input fields: "Enter Password" and "Re-Enter Password". Both fields have an eye icon on the right side, indicating they are required. Below the input fields, there are two buttons: "Submit" and "Cancel".

Enter OTP

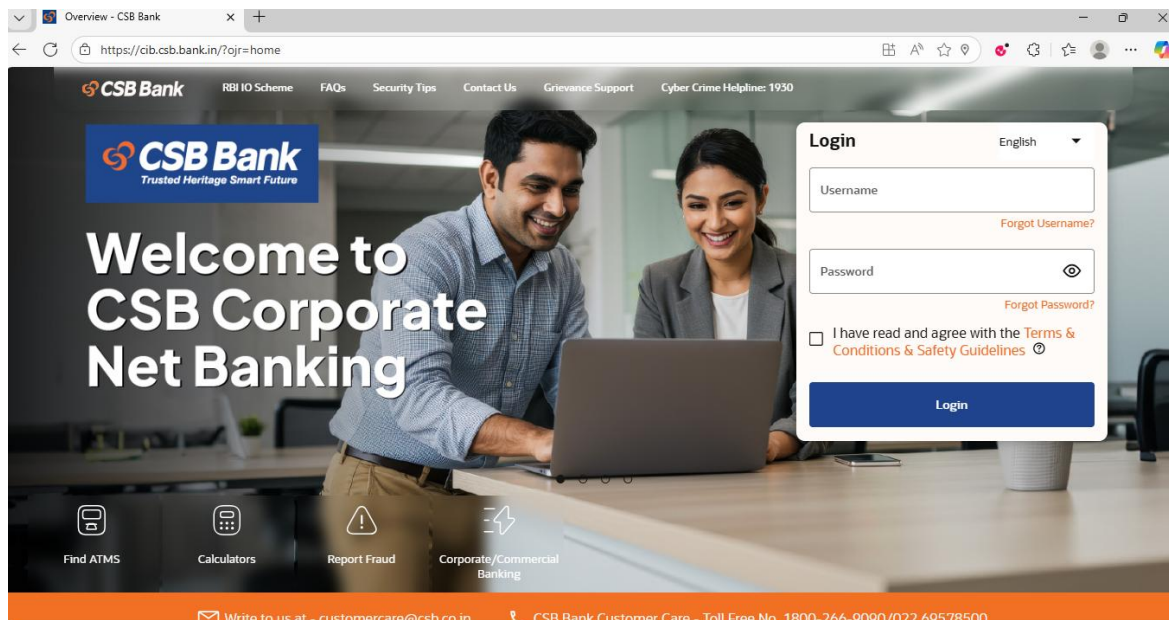


The screenshot shows the CSB Bank OTP verification screen. A modal window titled "Verification" is displayed over the password entry screen. The modal contains the following text: "OTP has been sent to your preferred mode. Please enter the OTP below to complete the process." Below this text is an input field for the OTP. Underneath the input field, it says "Enter 1 to 10 characters." and "Time left in seconds: 45". There are three radio buttons for selecting the preferred mode: "Via SMS" (selected), "Via Email", and "Via Call". Below the radio buttons is a "Resend OTP" button. At the bottom of the modal, it says "Attempts Left 3" and there are "Cancel" and "Submit" buttons. At the very bottom of the screen, there is a small text: "Privacy Policy | 2025 | All Rights Reserved."

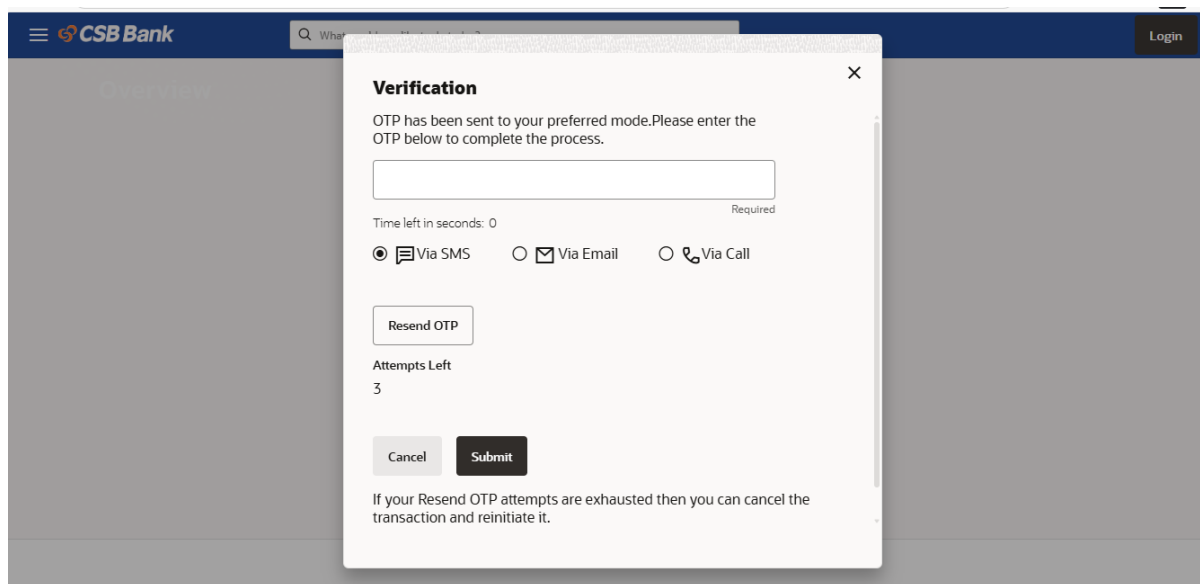
Step 4: - Login with New Password.

Enter your User id/Loin id and new password

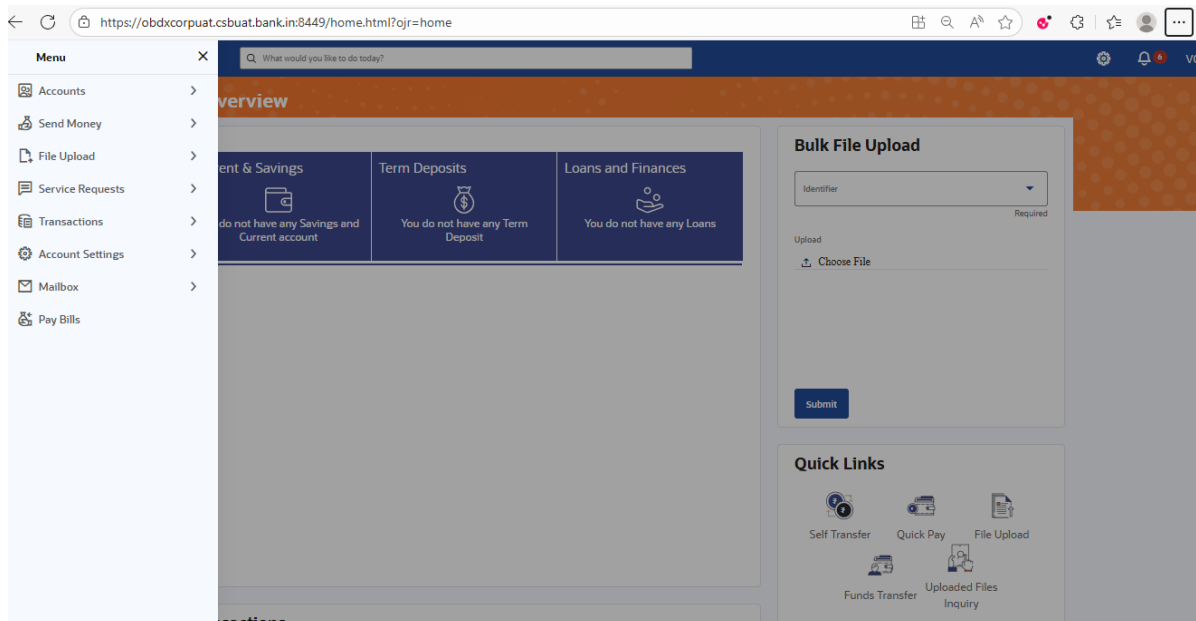
Click on terms and conditions -> click on Submit



Step 5: Enter OTP received on your email id / mobile number and verify the credentials



Login Page after OTP



For any queries or assistance, please write to us at - customercare@csb.co.in with error screen shot or mention the issue in brief

OR

Call 1800-266-9090/022 69578500 / Connect with your Branch Relationship manager

You may also raise service request mentioning the issue and error, click this link for raising service request <https://online.csb.bank.in/grievanceregister/grievance.aspx>