

Welcome to our enhanced services!!!

Dear e-OBC Customer,
Greetings from Punjab National Bank

It gives us immense pleasure to inform you that our Bank is going to offer better services to our esteemed customers. In view of this, you will be going to use our upgraded technology platforms w.e.f. 30.11.2020. Some of the important features/guidelines are given here under: -

What has been changed?

- IFSC and MICR Codes have been changed w.e.f. 30.11.2020.
- To know your new Customer ID, IFSC and MICR Code, send SMS to 5607040 or 9264092640 in following form:

UPGR<SPACE> LAST 4 DIGITS OF E-OBC ACCOUNT NUMBER

- You may execute NEFT/RTGS/IMPS/ECS/NACH/PDCs through the existing Account Number. However, you need to use new IFSC and MICR Codes wherever applicable w.e.f. 30.11.2020.
- You are required to re-register on UPI Payment App by selecting Punjab National Bank as your bank.
- Add prefix alphabet 'O' to your existing Customer ID for your new Customer ID.
E.g. If your Customer ID is 12345678, then the changed Customer ID will be O12345678.
- Your Login User ID for Internet and Mobile Banking has been changed. Please check your User ID from the pre Login page of Internet Banking website or PNB One under this navigation:
 - **Internet Banking** : Login Page of Retail -> Know Your User ID
 - **PNB ONE**: Login Page -> "Trouble signing in? -> Check your User ID"

What remains un-changed?

- Your Account Number will remain same.
- Your cheques with existing IFSC and MICR Code shall be honoured till further notice.
- All ECS/NACH arrangements/Standing Instructions for utility payments, Loan EMIs, RD Instalments, Credit Card payments and other services shall function without any disruption. There is no need to resubmit your mandate.
- Your existing Debit Card shall work as it is.
- The existing Internet Banking credentials including register of beneficiaries shall continue in the new portal. All other credentials registered in Mobile Banking System shall remain same. The mentioned PNB portals for internet and mobile banking will converge the pre-migration data of e-OBC and users will be able to access the services through the portal.

How to use Mobile Banking?

- Mobile Banking may be accessed by downloading PNB ONE App through Play Store or App Store. You are required to undertake the following steps:
 - Register using "New User" option on the Login page.
 - Enter Account Number, OTP and Debit Card details to register on PNB ONE.
 - PNB ONE App will prompt you to set a 4 digit MPIN which will become your login credential for future uses.

How to use Internet Banking?

- E-OBC Internet Banking users may access the Internet Banking services through <https://pnbibanking.in>, in the following way:
 - To know your login user ID, please click on "Know your user ID" option on login page.
 - Login using the new User ID and existing password to access the Internet Banking services.

You may contact us on our Helpdesk No. **18001802222** and **18001032222** any time or your respective branch or you may write to us on care@pnb.co.in for any clarification or difficulty in using our services.

(S.K. Dixit)
Chief General Manager
Operations and Customer Services