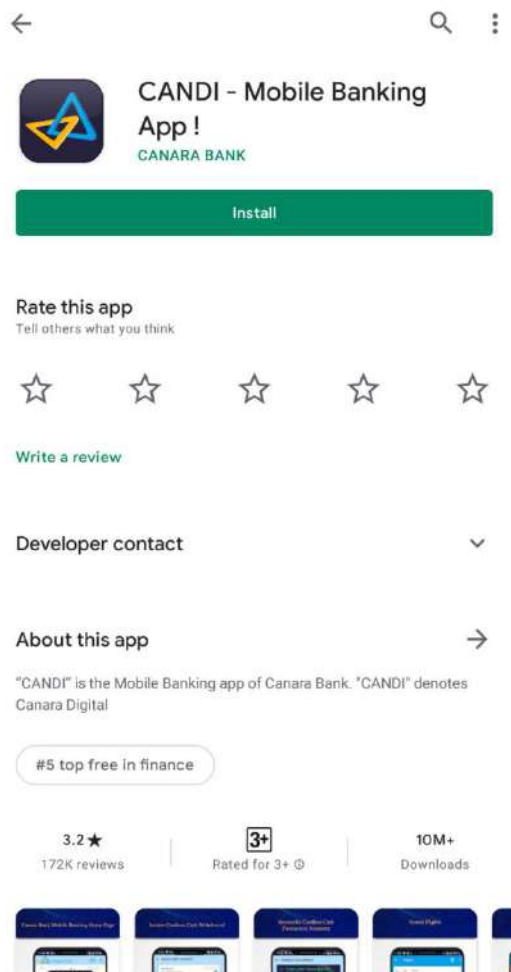


MOBILE BANKING

Step by Step Pictorial Guide for onboarding Mobile Banking

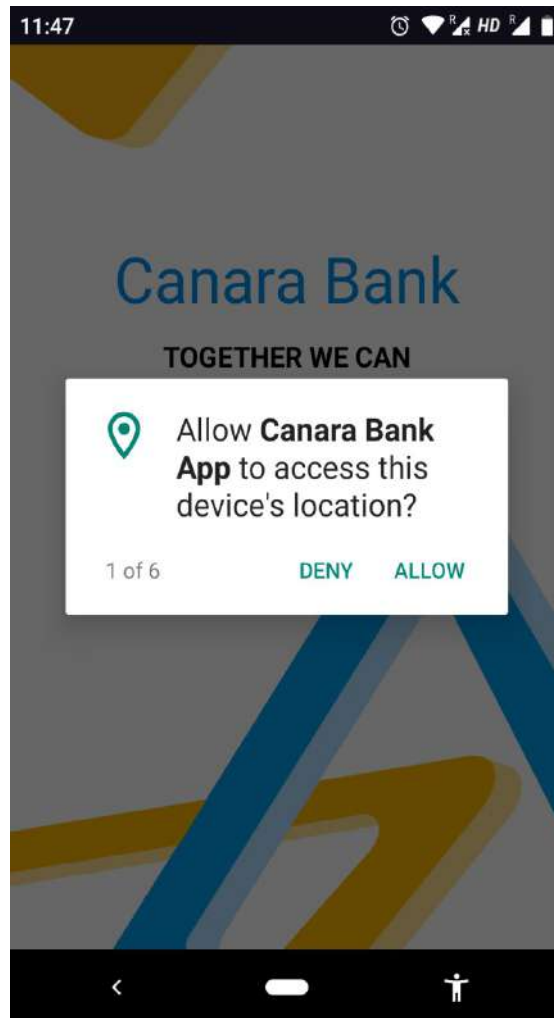
STEP-1

- **Download the Mobile Banking App (CANDI) from Google Play Store for android devices or App Store for iOS devices.**



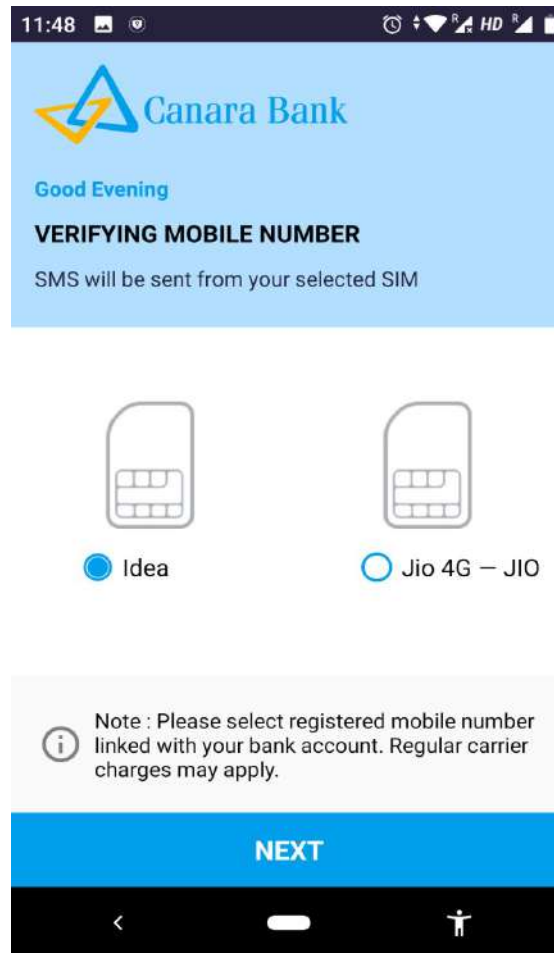
STEP-2

- **Install the application and open it.**
- **Give all the necessary permissions when required.**



STEP-3

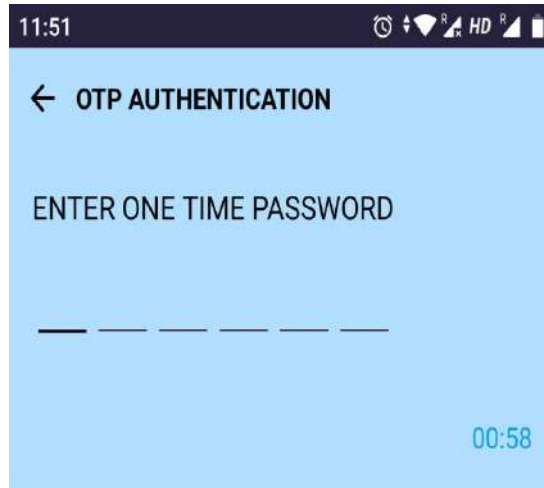
- **User will be prompted to select SIM in the handsets.**
- **The user shall select the registered Mobile Number (in Bank) for sending an SMS.**



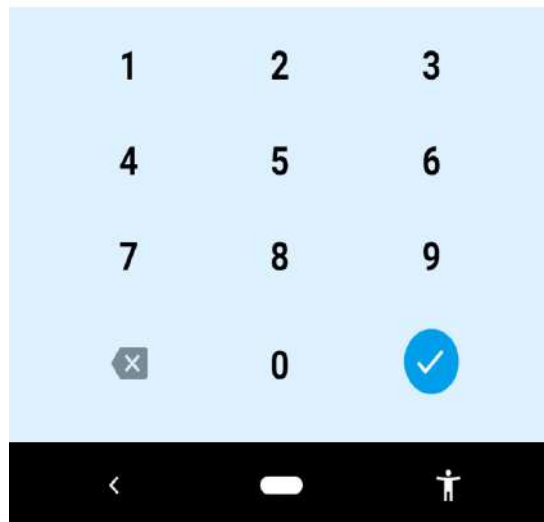
- ✚ **Registered mobile number is one which is updated and linked with customer ID of Bank Account Number of the customer in CBS (FP:CIM09).**
- ✚ **Ensure that the registered mobile number has valid SMS pack.**

STEP-4

- An OTP will be generated which will be auto-read to enter into the application.
- If OTP is not read automatically, then enter OTP manually

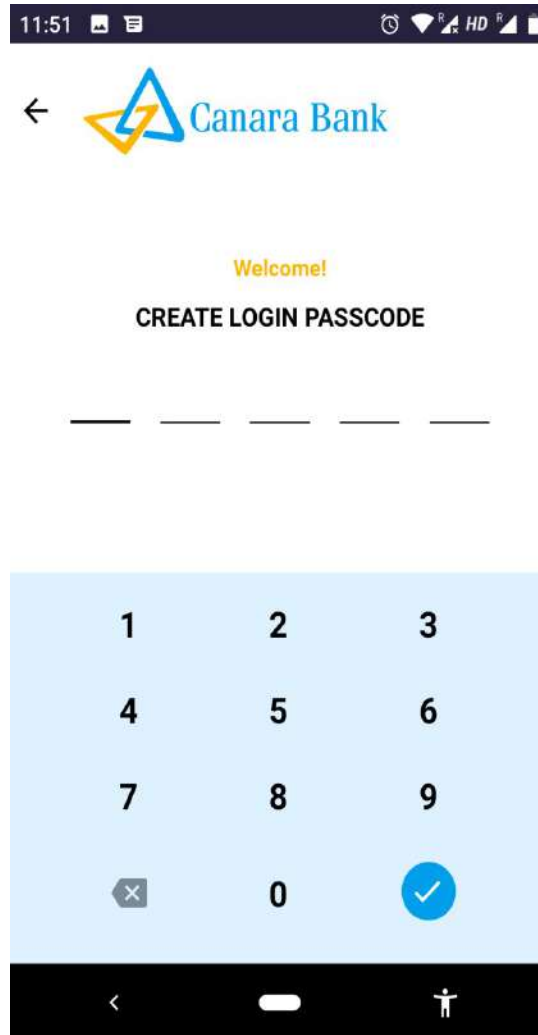


⚠ SMS has been sent to your Phone to verify the Registered Mobile Number with the Bank.



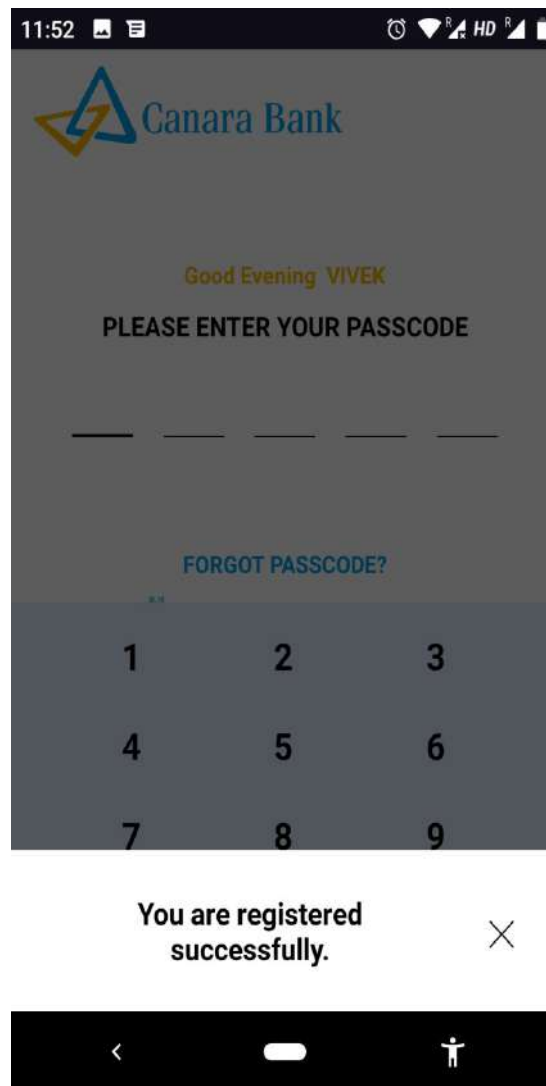
STEP-5

- User needs to create 5 digits Passcode, post which he/she will be able to Login CANDI App.



STEP-6

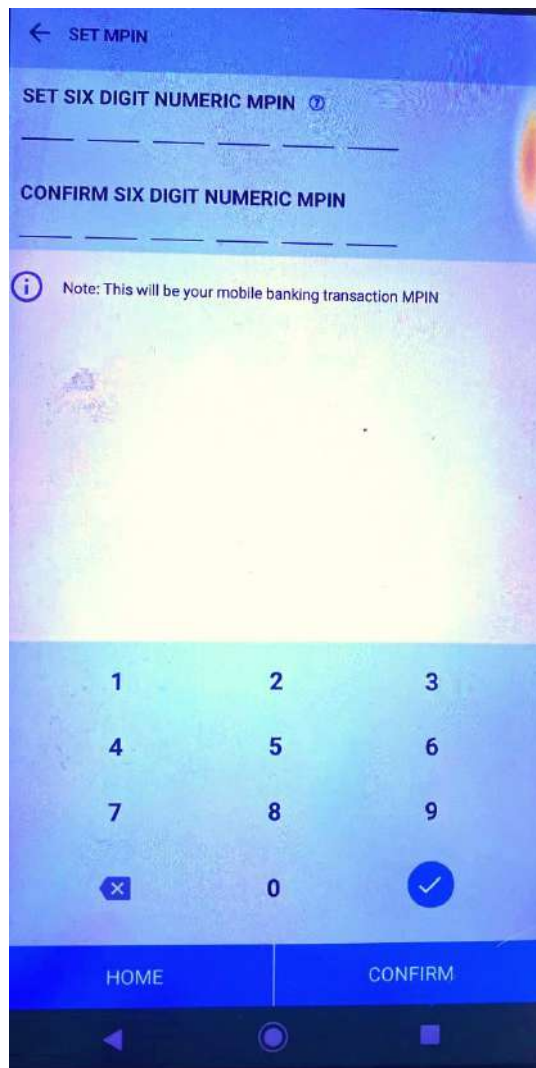
- After creation of 5 digits Passcode, application will redirect to pre Login Page.
- In this screen user name appear automatically.



- 📄 Registration of Mobile Banking Process is successfully completed
- 📄 Now user need to enter 5 digits Passcode for Login and Activate Mobile Banking

STEP-7

- **After successful setting of 5 digits Passcode, Activation of Mobile Banking is compulsory.**
- **Without Activation of Mobile Banking Customer cannot do any Financial / Non – Financial Transaction**
- **For Activation of CANDI App user needs to set 6 digits MPIN.**



STEP-8

- After successful setting of 6 digits MPIN, entering debit card details followed by ATM PIN is mandatory.

← ACTIVATE ACCOUNT

Debit Card

XXXX XXXX XXXX XXXX

Valid upto
MM / YY

Enter 16 Digit Card Number

Enter Your Debit Card Details

CARD NUMBER

VALID THROUGH

ATM PIN

MM / YY

XXXX

Enter Valid Through

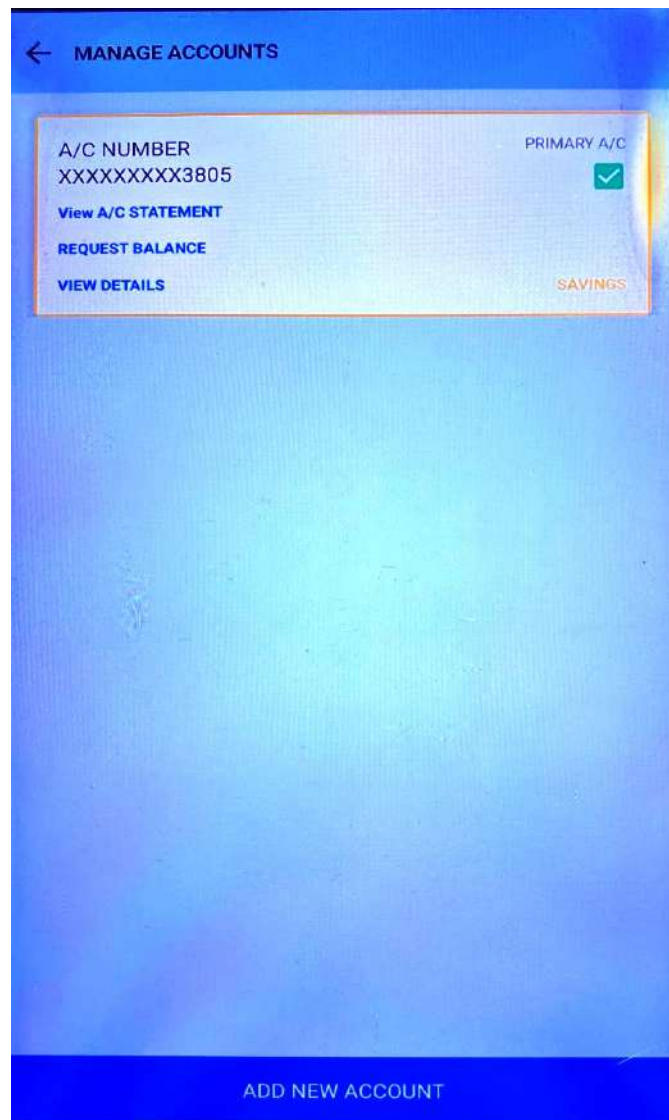
Enter ATM PIN

Note: Please enter 16 digit of your debit card

Next

STEP-9

- After Activating Mobile Banking App, by default Primary Account will be shown.
- If customer wants to add more account linked to same customer ID, Click on “Add New Account” button present in bottom.



STEP-10

- **Enter Account Number which you want to add and then re-enter the same and tap to continue.**
- **Make sure entered account number is linked with the same customer id in CBS which is used while on-boarding.**



- ✚ **Maximum 4 accounts can be added in Candi App which is linked to the same customer ID.**
- ✚ **Mobile banking facility is extended to following accounts for the above Mentioned customers:**
 - ❖ **CASA accounts - Savings Bank, Current Account and Overdraft Account.**
 - ❖ **Joint Account/s with Operating Instructions Either OR Survivor only-Joint or First (JOF) & Joint or Others (JOO) Account Number can be added.**