USER MANUAL **ANNEXURE I**

Steps for Using Services through the USSD channel:

a) Dial *99# using Mobile Phone dialer

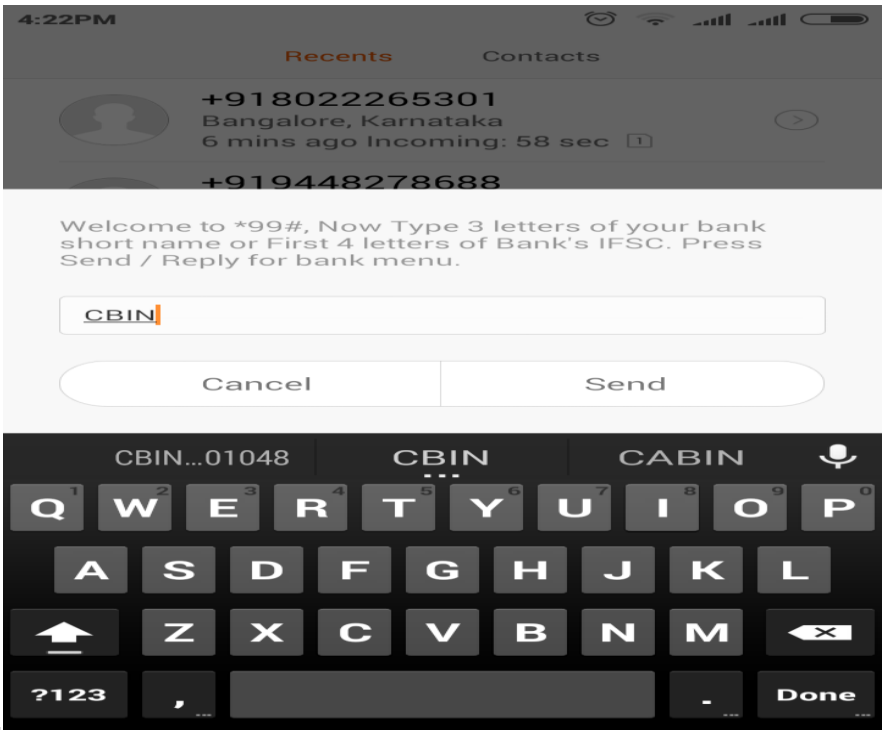
b) Enter the first 3 or 4 characters of IFSC code i.e. CBI or CBIN

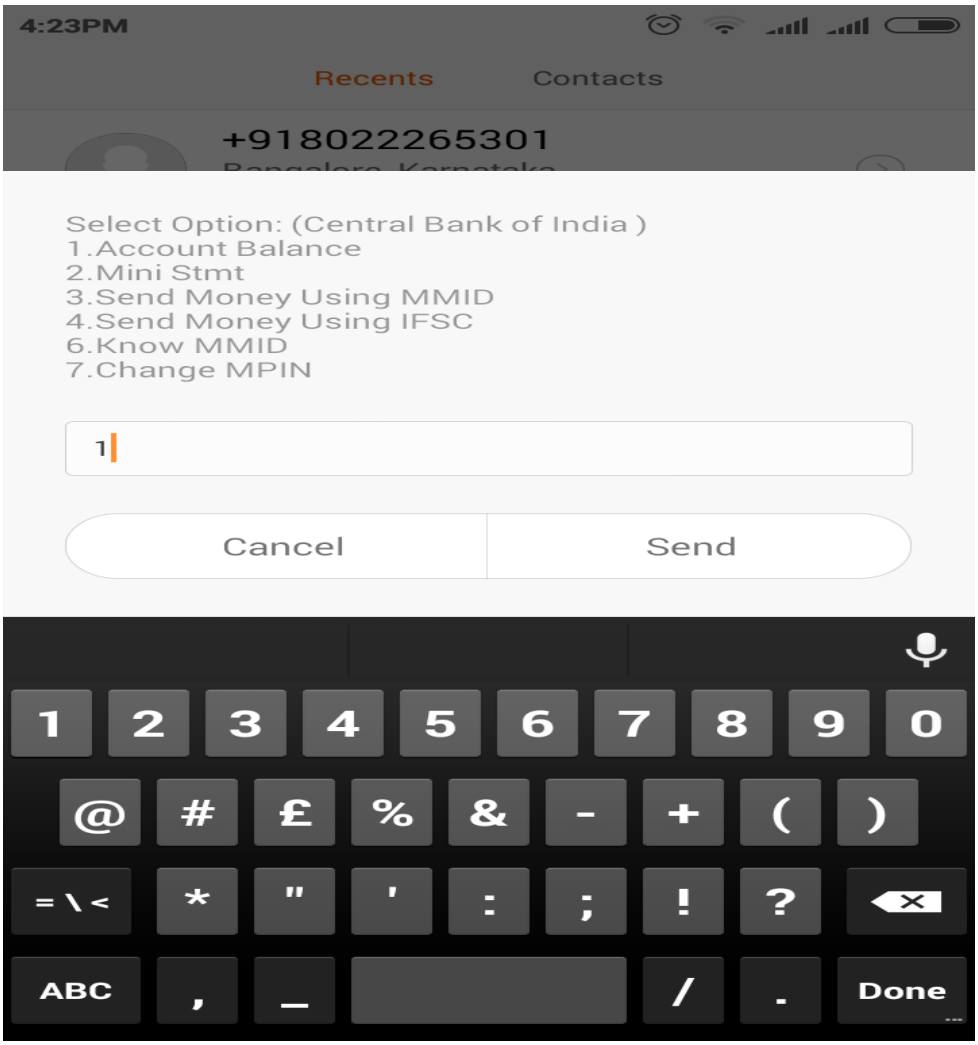
c) List of options which will be displayed on the screen:

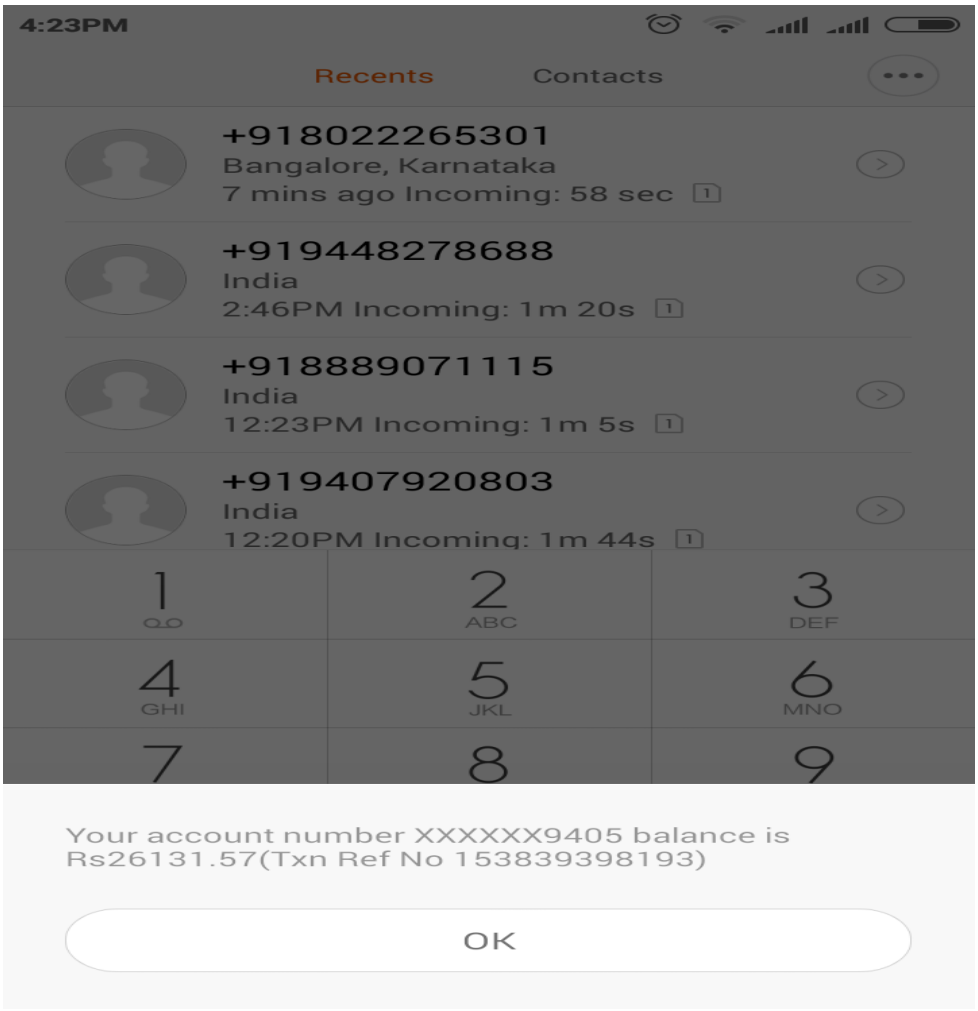
1. Account Balance
2. Mini Stmt
3. Send Money Using MMID
4. Send Money Using IFSC
6. Know MMID
7. Change MPIN

d) Steps for using each of the above services are given below:

1. Account Balance: User should enter 1 and click on Submit. Outstanding balance in the account will be displayed. Please see the sample images as below -




4:23PM
Recents
Contacts
+918022265301
Select Option: (Central Bank of India)
1.Account Balance
2.Mini Stmt
3.Send Money Using MMID
4.Send Money Using IFSC
6.Know MMID
7.Change MPIN
1
Cancel
Send
1 2 3 4 5 6 7 8 9 0
@ # £ % & - + ( )
= \ < * " ' : ; ! ?
ABC , _ / . Done



2. Mini Stmt: User should enter 2 and click on Submit. Last five transactions and available clear balance will be displayed.

3. Send Money Using MMID: User should enter 3 and click on submit and input the requested credentials as follows:
1) Beneficiary 10 digit Mobile number
2) MMID
3) Amount and Remark (Single word without space) separated with a space in between (remark is optional)

4) MPIN (Mobile Banking MPIN) and Last 4 digits of account number separated with a space
5) Press "Send" and the amount will be transferred using IMPS-P2P mode

4. Send Money Using IFSC: User should enter 4 and input the requested credentials as follows:
1) Beneficiary IFSC code
2) Account Number

3) Amount and Remark (Single word without space) separated with a space in between (remark is optional)
4) MPIN (Mobile Banking MPIN) and Last 4 digits of account number separated with a space
5) Press “Send” and the amount will be transferred using IMPS-P2A mode

5. Know MMID :

User should enter 6

1. Input last 4 digits of account number
2. MMID for the entered A/c number will be displayed.

6. Change MPIN :

User should enter 7

1) Enter old MPIN and last 4 digits of account number separated with a space
2) Enter new MPIN
3) Re-enter new MPIN
4) MPIN will be changed

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