TOWN BANK
RESERVE BANK LICENCED

Mobile Banking Policy

(Approved/Reviewed by Board Resolution No. 25, Date – 23/06/2026)

PAYYANUR CO-OP. TOWN BANK LTD No. C.827 * PAYYANUR

Approved.

For The Payyanur Co-op. Town Bank Ltd.No.C.827/UBD.KR.869 P (RBI)

Chief Executive Officer

MOBILE BANKING POLICY

1. PURPOSE & OBJECTIVE

This Mobile Banking Policy governs the provisioning, administration, and usage of the Mobile Banking services offered by **The Payyanur Co-operative Town Bank (PCTB)**.

PCTB Mobile Banking is designed to empower customers with secure, 24/7/365 access to their accounts from anywhere, completely free of service charges. All references in this document apply equally across all genders.

2. DEFINITIONS & ABBREVIATIONS

- **The Bank / PCTB:** The Payyanur Co-operative Town Bank Ltd.
- **Account(s):** Any savings, current, term deposit, overdraft, or loan facility held by a customer with PCTB.
- **Customer:** Any individual or entity holding a valid, authorized account relationship with PCTB.
- **Registered Mobile Number (RMN):** The single, unique mobile phone number provided by the customer in writing and mapped to their customer ID.
- **Alert/Push Facility:** Customized SMS notifications sent to the customer's RMN triggered by account activities.
- **Facility / Service:** The full suite of mobile banking operations accessible via the authorized application.
- **MPIN & TPIN:** Mobile Personal Identification Number (used for login verification) and Transaction Personal Identification Number (used to authorize financial requests).
- **Regulatory & Operational Acronyms:** RBI (Reserve Bank of India), NPCI (National Payments Corporation of India), NEFT (National Electronic Funds Transfer), RTGS (Real Time Gross Settlement), IMPS (Immediate Payment Service), OTP (One-Time Password).

3. ELIGIBILITY & ONBOARDING STRATEGY

3.1 Account Eligibility

- The Mobile Banking facility is available to resident Indian individuals and sole proprietorships maintaining a satisfactory account status.
- **Permitted Modes of Operation:** "Self" and "Either or Survivor"
- **Exclusions:** Accounts operated "Jointly" are strictly ineligible. Non-Resident Accounts (NRE/NRO) are not permitted; the application supports Indian Rupee (INR) transactions exclusively.

3.2 Registration & Device Binding

1. **Branch Activation:** The feature must first be enabled by submitting a formal written request at the customer's home branch.
2. **App Installation:** The authorized app can be downloaded via the official Google Play Store (Android) or Apple App Store (iOS).
3. **SIM Binding Security:** The application will fail to initialize if the active SIM card inside the smartphone does not match the RMN registered with the Bank.
4. **Verification:** An automated OTP is sent to the RMN during the setup phase to bind the device hardware profile. Customers must accept the Terms & Conditions to finalize on boarding.

4. SCOPE OF SERVICES OFFERED

The PCTB Mobile Banking application grants real-time access to the following operational modules:

Category	Available Features & Actions
Account Information	Balance inquiries, account detail views, mini-statements (last 10 transactions), and download of complete Passbook statements.

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Internal Fund Transfers	Instant transfers to own accounts, third-party PCTB accounts, and dedicated RD/Loan installment payments.
External Fund Transfers	24/7/365 Immediate Payment Service (IMPS), National Electronic Funds Transfer (NEFT), and Real-Time Gross Settlement (RTGS).
Digital Term Deposits	Instant opening and closing of Fixed Deposits (FD) and Recurring Deposits (RD) with digital trackability.
Cheque & Card Security	Chequebook requests, real-time Cheque Status tracking, Positive Pay System (PPS) compliance, and instant ATM card blocking/unblocking.
Value-Added Services	Utility bill payments, mobile/DTH recharges, TDS Exemption marking (Form 15G/H), and interactive complaint/suggestion logging.

5. TRANSACTION LIMITS & SCHEDULE OF CHARGES

- **Service Fees:** The mobile banking application is provided **free of charge** to all eligible users. Telecommunication data and airtime charges are governed independently by the user's telecom provider.
- **Financial Limits:**
  - **IMPS:** Capped at a maximum of **₹2, 00,000 per day**.
  - **NEFT / RTGS:** No maximum ceiling, subject to system parameters and regulatory guidelines.

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The Bank reserves the right to impose dynamic, user-wise daily limits or modify standard transaction limits at its discretion. Any schedule of charges introduced in the future will be updated on the official website (www.pctb.bank.in), which constitutes legal notification.

6. BANK LIABILITY, DISCLAIMERS & LEGAL ARCHITECTURE

6.1 Authentication Framework

The Bank authenticates transactions using device hardware identifiers, the RMN profile, and secret MPIN/TPIN credentials. The customer explicitly accepts this multi-factor authentication architecture as legally binding and assumes complete ownership of all instructions processed under their credentials, irrespective of legal provisions under the Information Technology Act, 2000.

6.2 Disclaimer of Liability

- **Operational Delays:** PCTB will make every reasonable effort to process transactions immediately but remains indemnified against delays caused by platform downtimes, network issues, telecom connectivity drops, or regulatory updates.
- **Data Accuracy:** The accuracy of payment parameters (e.g., Beneficiary Account Numbers, IFSC codes) rests solely with the customer. The Bank is not liable for financial losses caused by customer input errors.

6.3 Indemnity Clauses

The customer agrees to indemnify, defend, and hold harmless PCTB, its Directors, employees, and technological vendors against any losses, legal expenses, or claims arising from:

1. Sharing MPIN/TPIN details or permitting unauthorized third parties to access the device.
2. Leaving a logged-in device unattended, or failing to report a lost/stolen device promptly.
3. Negligence leading to identity theft or malicious account exploitation.

7. SERVICE TERMINATION & SYSTEM DEACTIVATION

- **Voluntary Termination:** Customers may terminate the facility by submitting a 15-day prior written notice to the Bank or via approved digital termination workflows. Uninstallation of the app does not clear latent transactional liabilities.

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- **Inactivity Suspension:** To optimize system security, accounts with zero application login activity for **six (6) consecutive months** will be automatically deactivated.
- **Mandatory Termination:** The service will be instantly terminated without prior notice upon account closure, or upon receiving verified information regarding the customer's death, bankruptcy, or legal incapacity.

8. RISK MANAGEMENT & SECURITY COMPLIANCE

8.1 Data Encryption Standards

PCTB employs enterprise-grade **256-bit Secure Socket Layer (SSL) encryption** alongside modern network firewalls. This ensures that information exchanged between the mobile device and the Bank's servers remains encrypted against interceptive exploits.

8.2 Customer Safety Mandates

To maintain account security, customers must strictly adhere to the following operational hygiene rules:

- **Credential Protection:** Never share Account IDs, MPINs, TPINs, or OTPs with anyone, including individuals claiming to represent the Bank.
- **Password Complexity:** Avoid predictable MPINs/TPINs (e.g., sequences like 1234 or birthdays/anniversaries).
- **Session Security:** Always use the explicit "Logout" button after completing transactions. The system will auto-terminate sessions after **5 minutes of inactivity**.
- **Device Safety:** Maintain up-to-date anti-virus definitions, apply active device locks (Biometrics/PIN), and perform a secure factory data reset before disposing of old mobile devices.

9. DISPUTE RESOLUTION & GRIEVANCE REDRESSAL

Any disputes regarding unauthorized electronic banking transactions will be settled in accordance with the Bank's **Customer Protection Policy on limiting liability**.

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9.1 Escalation Channels

In the event of an unauthorized electronic transaction or mobile service breakdown, customers must notify the Head Office or their home branch immediately via the official communication channels below:

- **Official Website:** www.pctb.bank.in
- **Dedicated Mobile Support:** 9400064112, 9400064113, 9400064114
- **Central Email Redressal:** ho@pctb.bank.in

9.2 NPCI Chargeback Framework

For fund transfer settlement disputes (IMPS/NEFT), customers must submit a formalized *Claim Settlement Dispute Form* through their home branch. Settlement runs strictly within the Turnaround Time (TAT) frameworks mandated by the NPCI. If an erroneous or invalid chargeback claim is levied by NPCI due to incorrect details provided by the customer, the associated regulatory penalties will be debited directly from the customer's account.

9.3 Jurisdiction

This policy is governed by and construed in accordance with the federal laws of India. Legal disputes fall under the exclusive jurisdiction of the competent courts in **Kannur, Kerala.**

10. POLICY REVIEW & AUDIT CYCLE

This policy framework shall undergo a comprehensive **annual review** by the Board of Directors. Updates will be integrated dynamically to conform to new regulatory circulars from the Reserve Bank of India (RBI), operational updates from the NPCI, Ministry of Finance mandates, and recommendations arising from internal or external audit observations.

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STANDARD OPERATING PROCEDURES (SOP)

1. REGISTRATION & INITIALIZATION

- **Application Download:** Download the official **PCTB Mobile Banking Application** exclusively from the Google Play Store (Android) or Apple App Store (iOS).
- **Device Requirements:** Install the application on an Android or iOS device containing the SIM card linked to your **Registered Mobile Number (RMN)** with the Bank.
- **Terms of Service:** Acceptance of the Mobile Banking Terms and Conditions is mandatory during the onboarding process.
- **Data Validation:** The system will prompt for the customer's **Account Number, RMN,** and **Date of Birth** (or Date of Incorporation for institutional accounts) to validate identity.
- **OTP Verification:** Upon successful validation, a secure One-Time Password (OTP) will be dispatched to the RMN for device binding.
- **Credential Setup:**
  - **MPIN:** During installation, the user must configure a secret 4-digit Mobile Personal Identification Number (MPIN) for application access.
  - **TPIN:** A separate Transaction Personal Identification Number (TPIN) must be established to authorize financial transfers.

2. LOGIN MECHANISMS & PROFILE SECURITY

- **Standard Authentication:** Secure access is granted by inputting the confidential 4-digit MPIN. No login requests will be processed without verified credentials.
- **Biometric Access:** Users may enable **Fingerprint Authentication** for quick, secure login access.
- **Account Lockout Safeguard:** For enhanced security, the application will automatically suspend the user profile after **three (3) consecutive failed login attempts.**

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- **MPIN Reset Protocol:** In the event of a forgotten MPIN, users can initiate a reset by re-entering their Account Number, RMN, and Date of Birth/Incorporation. Following system validation, an OTP will be issued to the RMN to authorize the creation of a new MPIN.

3. INTERFACE NAVIGATION (THE DASHBOARD TABS)

Upon logging in, users can navigate the following operational modules directly from the primary interface screen:

- **My Accounts:** Offers a comprehensive view of balances, account parameters, and transaction statements for all active Deposit and Loan products held with the Bank.
- **My Bills:** Provides an integrated portal for prepaid mobile recharges, postpaid mobile bills, electricity payments, landline bills, and DTH renewals.
- **Transfer:** Houses the execution channels for both instant Immediate Payment Service (IMPS) and Electronic Funds Transfer (EFT/NEFT) networks.
- **New Accounts:** Enables instant, end-to-end digital creation of **Fixed Deposit (FD)** and **Recurring Deposit (RD)** accounts.
- **My Request:** Streamlines administrative tasks including chequebook issuance requests, Positive Pay System (PPS) declarations, and tracking request workflows.
- **More (Extended Utilities):** Contains secondary utilities including Customer Suggestions/Complaints, Activity Logs, TDS Exemption Submissions, Bank News, ATM/Branch Locators, ATM Management Card Functions, Corporate Contact Information, App Settings, and the Privacy Policy.

4. CORE OPERATIONS & UTILITIES

4.1 Funds Transfer & Beneficiary Management

- **Own Account Transfer:** Seamlessly move funds between multiple accounts held by the same customer within PCTB.
- **Third-Party Transfer (Internal):** Remit funds instantly to other customer accounts maintained within PCTB.
- **Interbank Transfers:**

- **IMPS (P2A):** 24/7/365 instant remittances to external bank accounts utilizing Person-to-Account parameters.
- **NEFT:** Standard external bank account fund routing.

- **Targeted Instalment Payments:** Direct options to route periodic funds into designated **RD Accounts** or outstanding **Loan Accounts**.
- **Beneficiary Controls:** Comprehensive module to add, modify, delete, activate, or deactivate beneficiary details. Note: Beneficiary registration is mandatory for external funds transfers.

4.2 Security, Document, & Service Requests

- **ATM Card Management:** Real-time **Card Blocking/Unblocking** features allow users to secure or halt card operations instantly in case of loss or theft without contacting branch staff.
- **Cheque Services:**
  - Submit requests for physical **Chequebook Issuance** (subject to validation and discretionary approval by the Bank).
  - Track the operational clearing status of any issued cheque through the **Cheque Status** module.
- **Positive Pay System (PPS):** Easily register high-value cheque details under the Positive Pay System framework for secure CTS processing.
- **App Settings Optimization:** Users can change their MPIN, switch the operational language interface (**English, Hindi, Malayalam, or Marathi**), and securely deactivate secondary or old devices linked to the profile.

5. DISPUTE RESOLUTION & CHARGEBACK POLICIES

In the event of transaction discrepancies or unauthorized electronic activity, customers must notify the Bank immediately through official customer support channels.

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5.1 Fund Settlement Disputes

Any disputes regarding unauthorized electronic banking transactions will be settled in accordance with the Bank's Customer Protection Policy on limiting liability.

- For issues concerning interbank fund transfers (e.g., IMPS/NEFT failures), customers must formally submit a **Claim Settlement Dispute Form** through their home branch.
- Disputes are adjudicated under the Turnaround Time (TAT) frameworks established by the **National Payments Corporation of India (NPCI)**.
- **Important Liability Note:** If a chargeback is filed incorrectly or under false/erroneous parameters, the regulatory penalties levied by the NPCI will be debited directly from the customer's account.

5.2 Official Support Channels

- **Website:** www.pctb.bank.in
- **Mobile Support Helpdesk:** 9400064112, 9400064113, 9400064114
- **Grievance Email:** ho@pctb.bank.in

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