SIB Mirror - Features in detail

1. <u>My Account</u>

This menu will allow SIB customers to view his account statement and to do IMPS fund transfer using SMS channel. This menu houses innovative features like

- a. **Pattern Lock as application password**
- b. **Shake to Know Balance**

    It is an innovative feature which was developed in-house. The user could view the balance of all accounts in which the mobile number is updated without selecting the option. The user just need to shake his phone to avail this.

- c. **Shake to Transfer**

    SIB M-Pay activated customers could transfer funds to pre-added beneficiaries with a simple shake . This will make the user feel that it is that much easy to transfer funds.

<u>How to access " My Account"</u>

In order to activate the My Account menu in the application, the user will have to register his account with the application. This can be done by doing following steps,

1. User enters his registered mobile number and last five digits of any of his account number. Once the server authenticates this data an SMS containing four digits OTP will be sent to the user's registered mobile number.

    The format of the SMS is given below:

   **"Dear SIB Customer, your OTP for activating SIB Mirror is XXXX. Please keep this OTP confidential ."**

2. The user will have to enter this OTP in the application to activate the menu.

3. Once the OTP is entered and verified, he will be asked to create a pattern as his application lock. He will be asked to draw the pattern twice to save it as his application password.

4. Once the pattern is saved the menu will be activated.

2. <u>Gesture Support</u>

This feature identifies the patterns that we draw on the home screen or the screen which opens up on selecting the gesture option and opens the menu that starts with the same letter that we drew. E.g. If the user types " C " in gesture field, it will redirect to " Calculators" window (Currently available in Android, iOS).

Or if user draws "b" in the home screen, he will be asked to draw his lock pattern. Once it is drawn balance of all his account will be displayed.
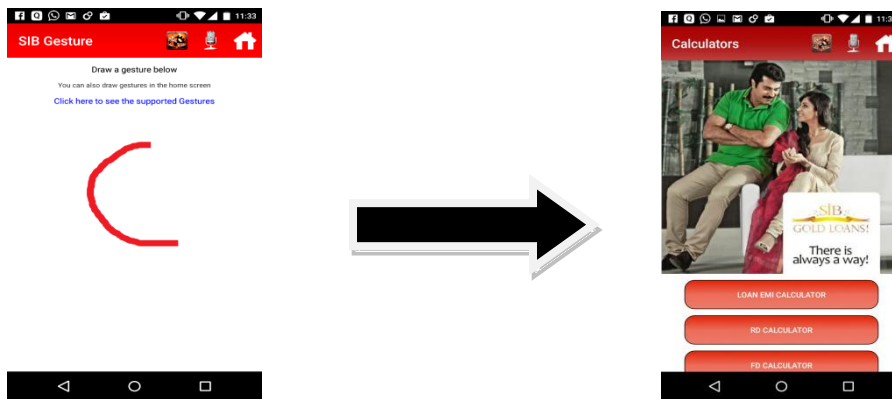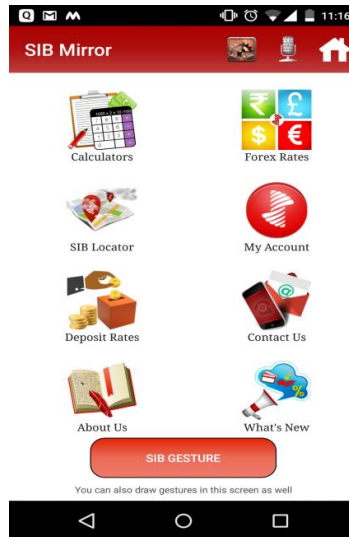
Other features:

1. **What's New**

    This menu is intended to display latest products and offers provided by the bank.

2. **About Us**

    This is a new menu, under which there are two sub menus. The "FAQ" menu which was previously under "Help" menu has been moved here and a new page named "Glimpse of SIB" has been added here. This page shows a brief description about the bank's glorious history, awards received etc.

2. **Search Functionality in Branch/ATM Locator**

    By using this feature user can locate any Branch/ATM of the bank by selecting a state and corresponding cities.

3. **E-Statement**

    Under this menu SIB customer will be able to see balance and statement of all the accounts linked to his mobile number. Functionality is similar to that of M-Passbook application but only difference is that data will not be available offline.

4. **Fund Transfer**

   This feature enables <u>SIB M-Pay activated</u> customers to do IMPS fund transfer using SMS-IVR mode. Customer can make either a fresh transfer using the "<u>Transfer Now</u>" option or an "<u>Easy transfer</u>" after saving the beneficiary details as "Favourites". SMS charges applicable.
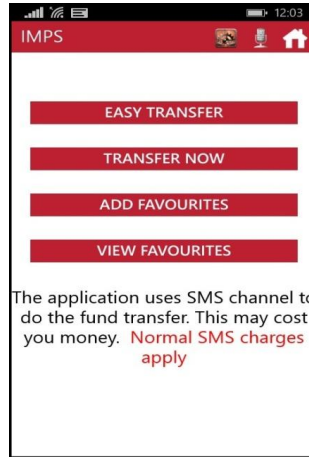

Image 1-Main Menu

<u>**To transfer using "Easy Transfer"**</u>

    Step1: Select "**Add Favourites**" and **shake the phone** to save the data. (Images 2 to 4)
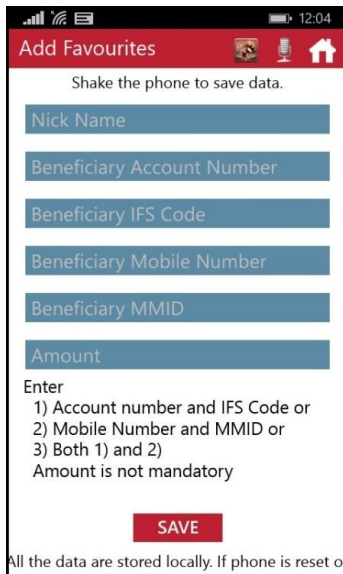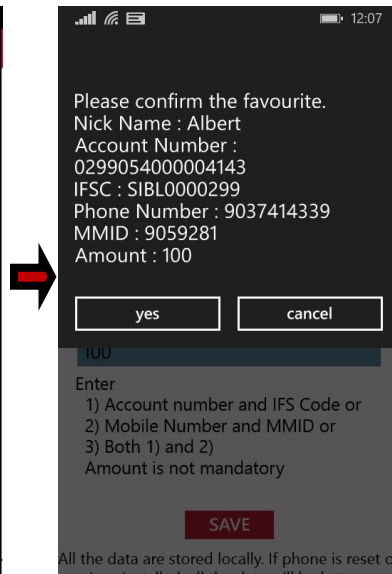

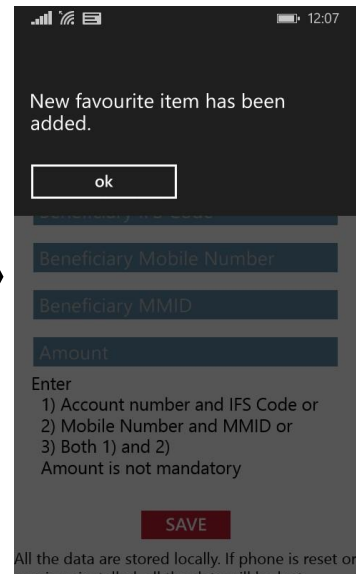| Image 2 | Image 3 | Image 4 |

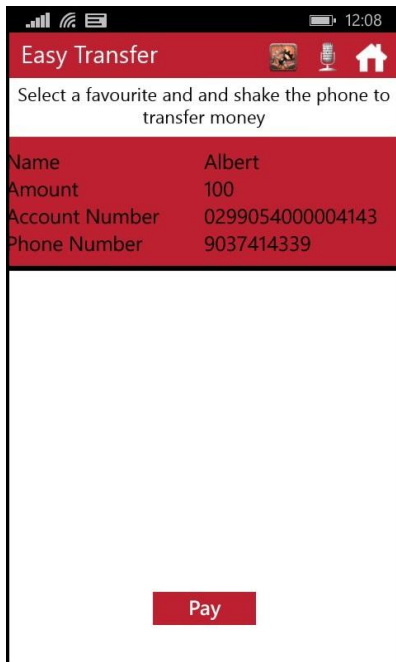**Step 2:** Select "**Easy Transfer**" option from the Main menu.

Image 5

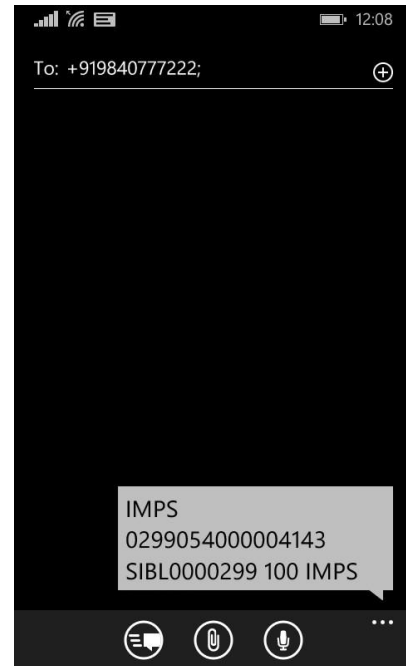Image 6

Step 3: Select **a Favourite and shake the phone to transfer money.** SMS for IMPS transaction will be generated(Image 6). After sending the SMS, customer receives an IVR call during which Mpin has to be entered.

5.Recharge (Mobile / DTH)

This menu enables SIB M-Pay activated customers to recharge prepaid mobile and DTH. Application uses SIB M-Pay SMS- IVR channel. SIB M-Pay's four digit MPIN will be used for authentication. Charges applicable for SMS to be borne by the customer as per the customer's telecom service provider. The daily transcation limit including fund transfer and recharge is Rs.50,000/-.

After selecting the menu, user has to enter the mobile number, amount and select the operator from the drop down list.User also have an option to select the Mobile Number from contacts list. On submitting, the app creates a SMS in the format supported by SIB M-PAY. After sending the SMS, customer receives an IVR call during which Mpin has to be entered. User also can save

favorites under this menu in the same way as it is in the fund transfer menu. DTH Recharge can also be done using similar fashion.

6.Social Money

This menu will be the initial step towards fund transfer/payments through Social Networking in SIB Mirror. Here we leverage QR codes to do payments. This menu is intended for **fund transfer within SIB**. There are two sub menus in Social Money,

1. Receive Money
2. Send Money

a)Receive Money

A person who needs to collect money from someone else can create a QR code using SIB Mirror. The intended beneficiary selects his account to which the amount have to be credited and enters the amount & remarks, QR code will be generated corresponding to the data. This QR can be either shared to the user using any messaging/social media application in the phone or the QR code generated can be scanned by the sender using the SIB Mirror in his device directly. The data in QR code is encrypted and it can be read only through SIB Mirror.

b)Send Money

There are two ways to send money under this menu. After selecting the send money option, the user can either scan the QR code directly using camera or select the QR code from the gallery (QR codes shared using social media/message will be saved here) of the phone. If user selects first option he has to scan the QR and then, all fields will be auto populated. If user chooses to reads the QR code from the gallery of the phone, the data will be decrypted and all fields will be auto populated. As an additional security check, once the QR is read from gallery, we validate the account number using a backend service and the app displays the account name of the beneficiary. If the fund transfer is acceptable, the user can proceed by selecting the debit account number .

7. Graphs

In the E-statement option, we have implemented reports of the customer's account in the form of graphs.

Two graphs are included in this feature: 1. Summary for selected period 2. Expense Report.

1. **Summary for selected period**: This graph contains the summary of total credit and debit happened in the account for a requested period. On clicking on the Credit/ Debit part of the graph, the customer could view the amount of transaction.

2. **Expense report**: This graph contain report of the account based on type of transaction-ATM withdrawal, Shopping, Fund Transfer, IMPS, Online Shopping, Others. On clicking on the specific part of the graph, the customer could view the amount of transaction under that type.
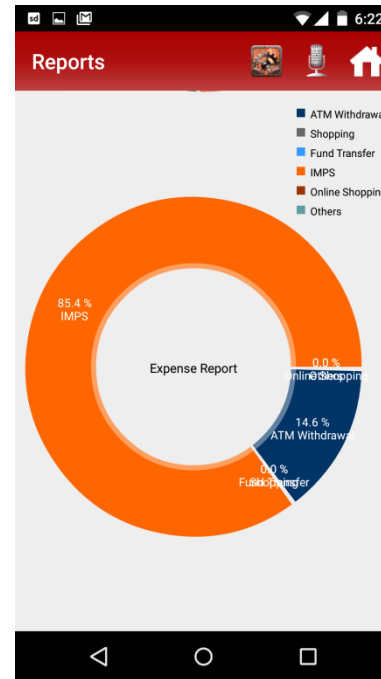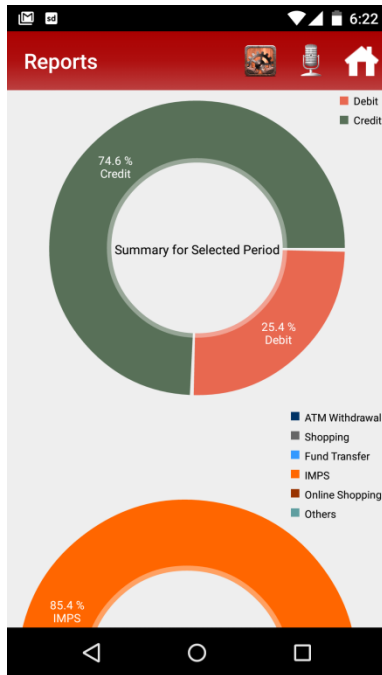
8. Open Account Option in Settings and My Account Menu

We have implemented the option called " Open Account" in My Account Menu and in the Application settings page where the customers are supposed to edit their profile with profile picture and wallpaper. Through this option the customers who are interested to open account with us could initiate a request with the branch of his choice through this option.

9. Automatic Logout to the landing screen

Inorder to increase the security part, we have done a modification to logout from " My Account" menu if the mobile is idle for 5 mins. This will decrease in the chance of unknown access to the My Account informations.

10. SIB Locator

Augmented Reality

The mobile banking division of the bank have leveraged the Augmented Reality concept and have incorporated it under Branch/ATM Locator menu of SIB Mirror. A new button is added in the screen where ATM/Branches are listed named "Augmented Reality". If user clicks in this button, the phone's camera will open up and location of the Branches/ATMs will be plotted in the screen. Plotting will be done on the base of distance and direction of the Branch/ATM from the current position of the user.

For example: If the user is standing in front of Ernakulam Market road branch facing the branch, the Augmented Reality option will show the branches towards north (Vytilla, Kattanam etc..., likewise it will show the branches towards each direction.

This feature is developed using a technology called Augmented Reality.

Augmented reality (**AR**) is a live direct or indirect view of a physical, real-world environment whose elements are augmented (or supplemented) by computer-generated sensory input such as sound, video, graphics or GPS data.

This feature can be further extended in many ways. E.g. When a customer sees hoarding/poster of a new product launched by the bank, he can scan the same using the application. The application can then play an animation or show details of the product.

11. Personalized UI

The My Account icon can be now personalized with the customer's photo as the icon image. Also the user could set the background wallpaper of his wish(Background image setting feature is enabled only in Android). The "My Account" screen will have a personalized greeting for the customer like "HI NAME". The customer could set the image in the " Settings" option.