

Frequently Asked Questions.

1. I am not an SIB customer. Can I still use SIB WhatsApp banking?

Yes, you can ask any queries related to SIB products or services through SIB WhatsApp Banking. All you need to do is to add the number 9895 900 555 to your contact and begin a conversation by typing “Hi”.

2. I am an existing customer but I am not able to use account services of SIB WhatsApp banking?

Your WhatsApp number and mobile number registered with SIB may be different. You can update the mobile number by contacting your branch.

3. I want to stop receiving alerts and de-register from SIB WhatsApp banking. How do I unsubscribe?

It is possible. Unsubscribe option is provided in both SIB WhatsApp as well as SIB Mirror+ applications.

4. I have unsubscribed from SIB WhatsApp. Can I subscribe again to avail the services?

Yes, you can always subscribe again for SIB WhatsApp Banking services by sending a message on WhatsApp to 9895 900 555 from your registered mobile number.

5. What will happen if I enter wrong OTP on registration?

If you enter wrong OTP continuously for 3 times, your registration process will be blocked for 10 minutes. You can try again after 10 minutes.

6. Is SIB WhatsApp banking secure?

Yes, banking on SIB WhatsApp is safe. All messages are secured with end to end encryption. Your account information is not shared with anyone. You do not need to enter any confidential information such as PIN or password on SIB WhatsApp banking.

7. Is SIB WhatsApp banking chargeable?

There are no service charges for using SIB WhatsApp. However, charges will be applicable as per your data plan with the respective telecom service provider.

8. How can I avail this service?

You can avail SIB WhatsApp Banking services by sending a message on WhatsApp to **9895 900 555**. Your WhatsApp number and registered mobile number should be the same.

9. Are there any short codes for using SIB WhatsApp banking services?

No, there are no short codes or keywords. To avail SIB WhatsApp Banking services,

please save the WhatsApp number 9895 900 555 in your contacts and begin a chat by typing "Hi".

10. Is SIB Mirror+ registration mandatory for SIB WhatsApp banking?

It not mandatory. But some of the features require SIB Mirror+ for completing the request.

11. What if my mobile is lost?

You can call the customer care number and block the account transaction immediately.

12. Is it possible to make payments through SIB WhatsApp?

Presently, making payments are not possible through SIB WhatsApp banking.

13. Is SIB WhatsApp banking available for NRI customers?

Yes. The service is available to NRI customers, whose WhatsApp number is registered with our bank.

14. What kind of alerts will the bank send me through SIB WhatsApp banking?

The Bank will send important updates/information, regulatory alerts and service communication on SIB WhatsApp banking. However, this does not currently include all Instant alerts or transaction alerts that you receive on SMS and E-Mail. We will not spam you!

15. Why am I not getting any transaction alerts on SIB WhatsApp banking?

Presently, you will not receive all credit / debit or Instant alerts on SIB WhatsApp banking. Bank will only send important updates / notifications through SIB WhatsApp banking

16. Can I open accounts via SIB WhatsApp banking?

No. Instead, we will provide a link for account opening. Through which your new account will be opened in minutes.

17. How do we opt out/unsubscribe/Re register SIB WhatsApp Banking?

At any point, you can unsubscribe SIB WhatsApp Banking. But we are always ready to welcome you for Re-Registration. Just follow the registration process.