SBI (Mauritius) Ltd
Bank to grow with

Step by Step Procedure for First Time registration for Retail user.

This document gives a Step-by-Step procedure for Retail customers or individual users to register themselves for Internet Banking Services. After registration, the customers will be able to access Internet Banking and have Viewing Rights of different functionalities.

1. **The following steps need to be followed at account opening level:**

- Branch will ask customer if he/she wants to avail for Internet Banking Facility. While opening the account, the customer should tick the appropriate box against Internet Banking Options.

- There are two types of 'Internet Banking Rights' and 'Password'.

  [a] View Rights through Login Password - The Customer here gets the rights to view Dashboard, view and generate Account Statements, Summary etc by using his 'user id' and 'Login Password'

  [b] Transaction Rights and Password: The Customer here gets the rights to perform transactions like various types of Fund Transfers, Bill Payments etc. These transactions can be completed only with 'Transaction Password', which will be asked by the system after inputting all the details.

- The customer should be encouraged to choose and use both 'Viewing Rights' and 'Transaction Rights'.

- The customer has a Daily Ceiling limit of US$15,000 for Funds Transfer transactions.

- The Branch will share the literature on Bank's Terms and Conditions for Internet Banking.

- The customer will initial on all pages and then sign the last page of the Bank's Terms and conditions.

- After account has been created in Finacle, the customer will be provided the below mentioned information for online registration (Payroll Card or Welcome Kit). This should match with the CIF Records (as otherwise online Registrations will not be successful)

- First Name
- Last Name
- Gender
- Date of Birth
- Customer ID (CIF ID)
- Mobile Number

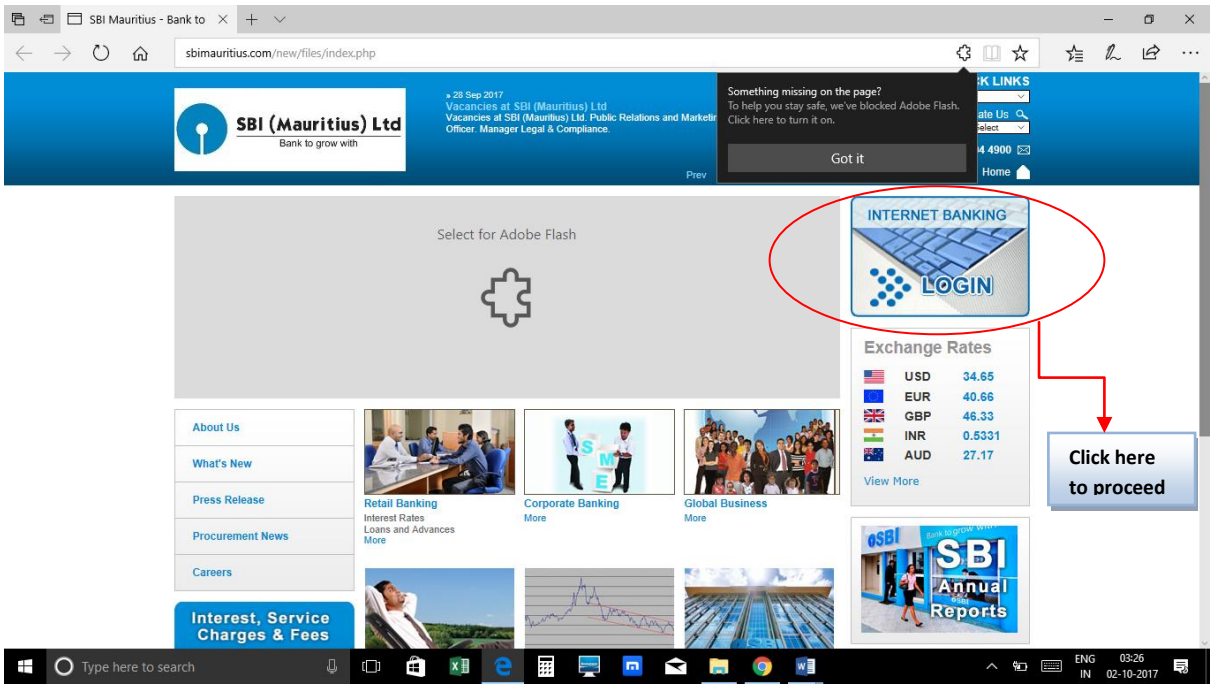
- After Customer has completed online registration, the branch will send a mail to IT Department for enabling of Transactions Rights (Applicable for customers who opted for Transaction Rights).

2. Steps for Online Registration for Customer.

Step 1:

Method A: Accessing through www.sbimauritius.com

Clicking through the linkwww.sbimauritius.com, the user will be reaching the following web page. The user can click the Internet Banking login on the right hand side of the page. Please proceed further going through Step 3 of this document in the next page.

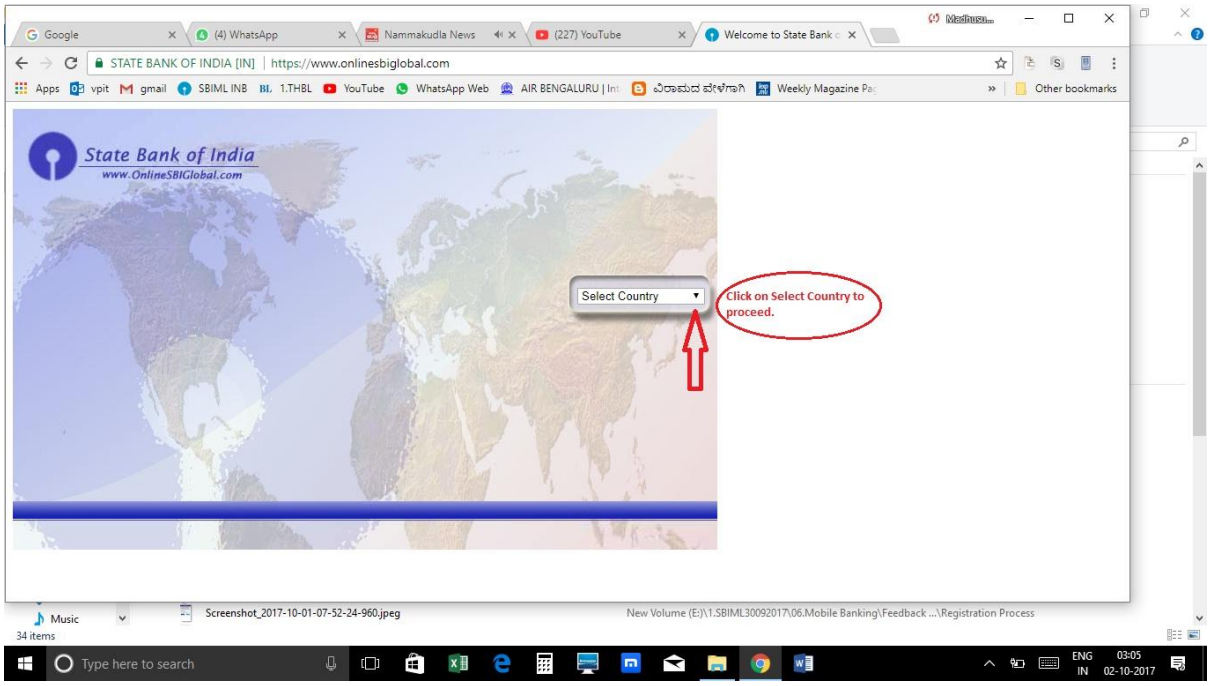


Method B:

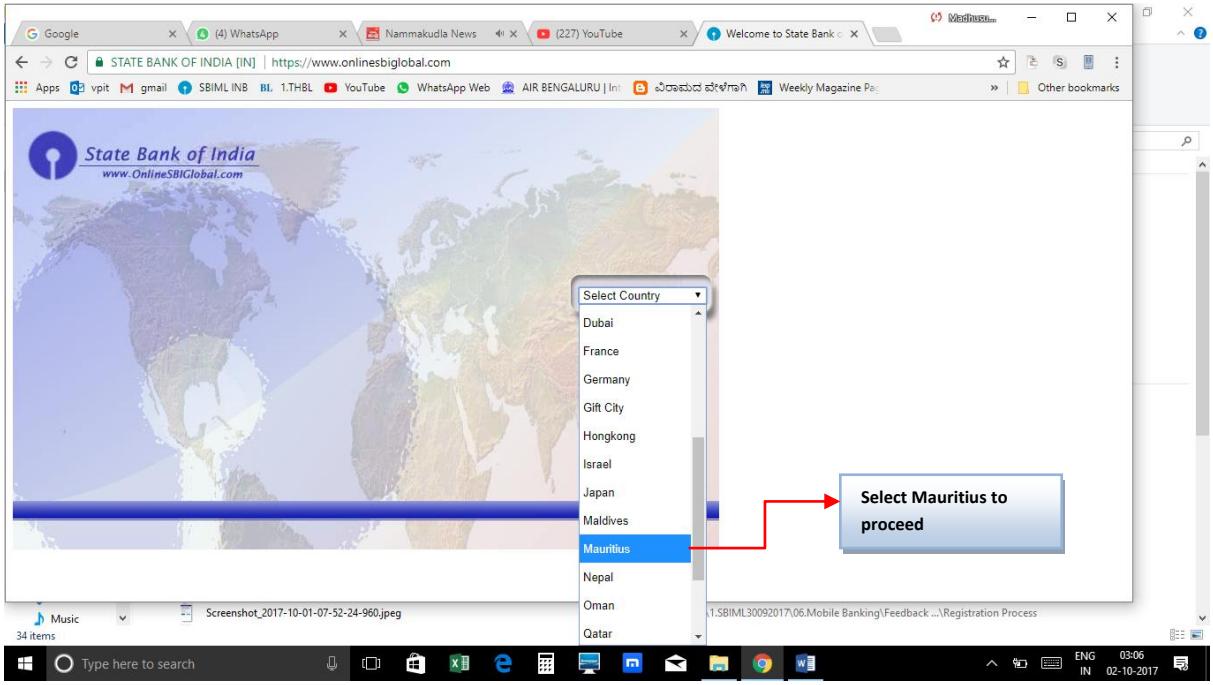
Method B: The use can also access Internet Banking Services through following steps.

Step 1:

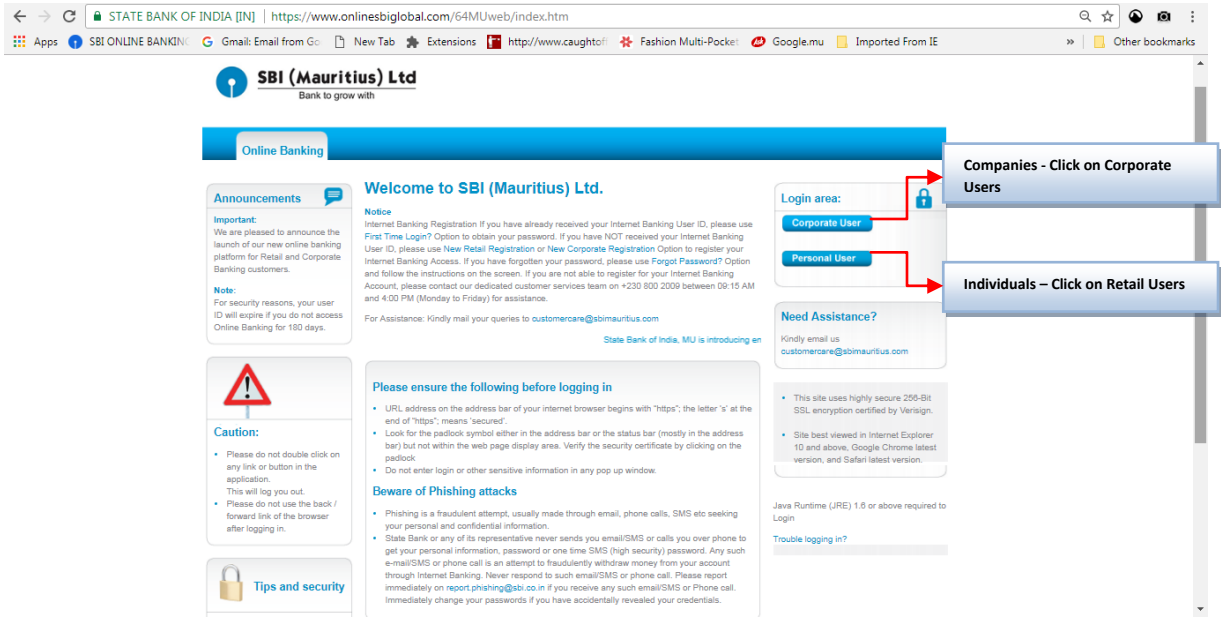
- Clicking through, www.onlinesbiglobal.com, the user will reach the following website. Click the 'Select Country' Link on right hand side



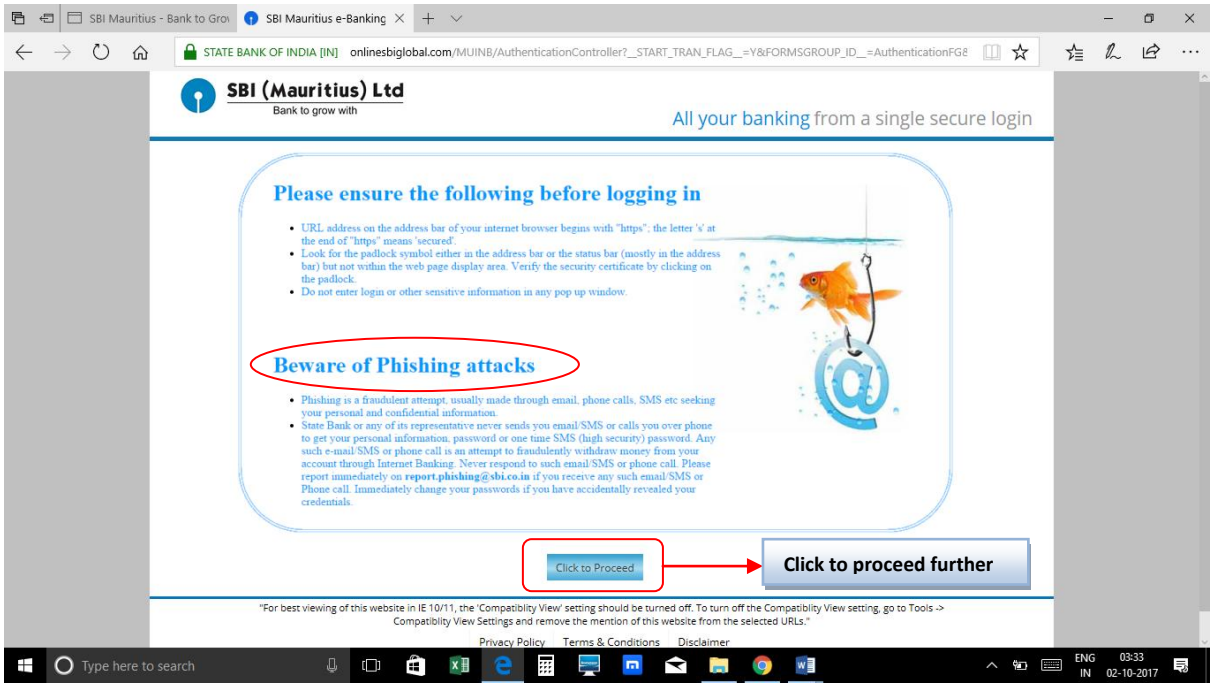
Step 2: A list of countries will pop up from among the drop down Menu. Select and click “Mauritius’ as the country to reach SBI (Mauritius) Ltd online banking services site.



Step 3: The following page will appear on the Screen now. Since, Retail Internet Banking is for Personal Users, Click the Personal users link. It will take the user to the next page, and he can proceed further as given in Step 5 of this document.



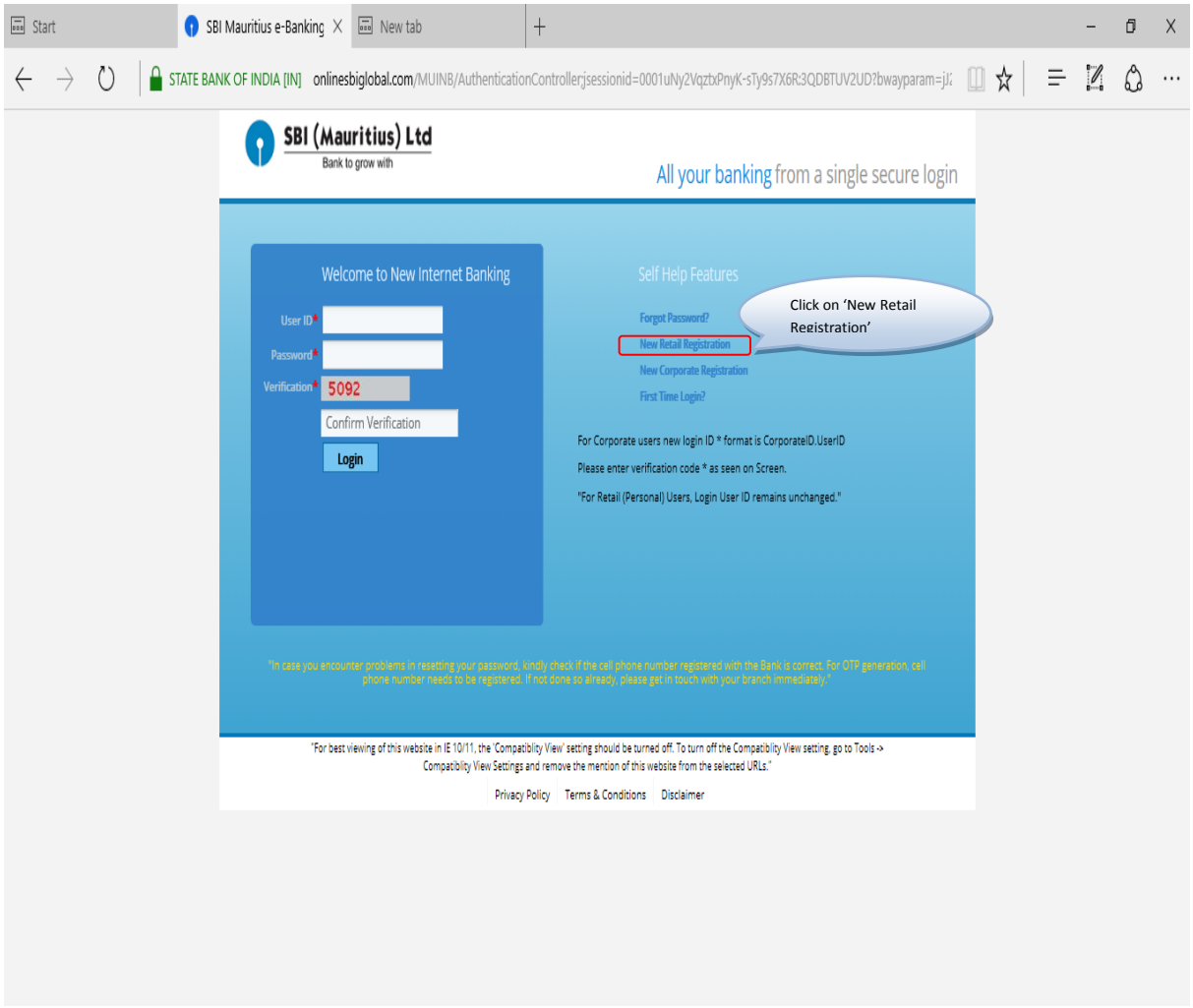
Step 4: After clicking the “Personal Users’ Menu, the page will be redirected as illustrated below. The page illustrates on Phishing attacks and how to report any attacks. The user can proceed further by clicking the Proceed Menu at the bottom of the screen.



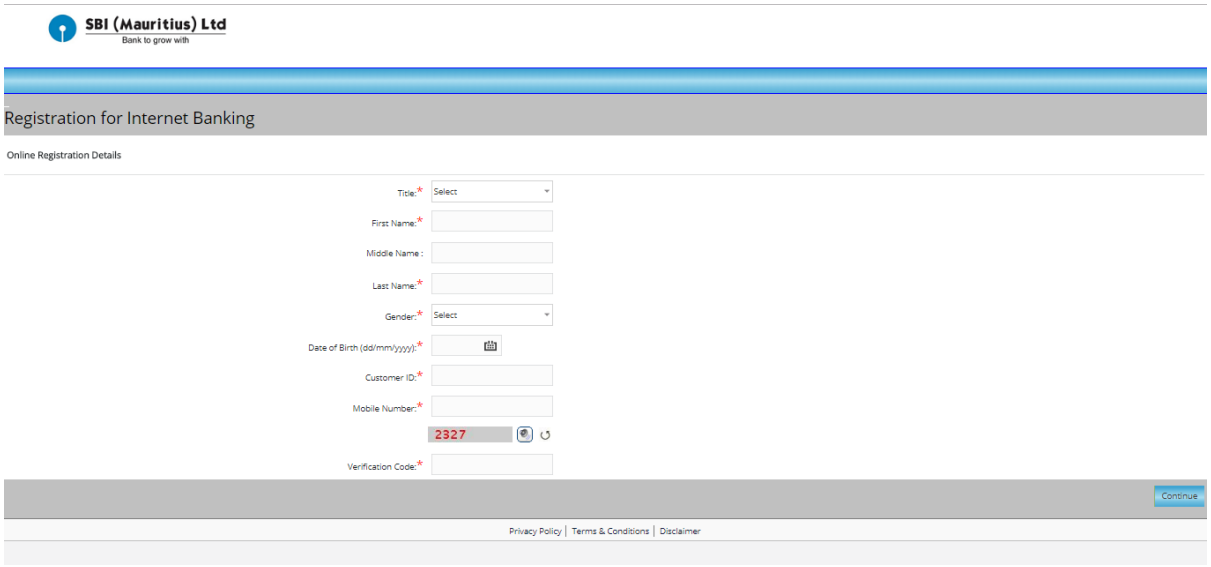
Step 5:

This is the main landing Page of Retail Internet Banking.

For new Retail user Registration, click ‘Self Help Features’ click on ‘New Retail Registration’



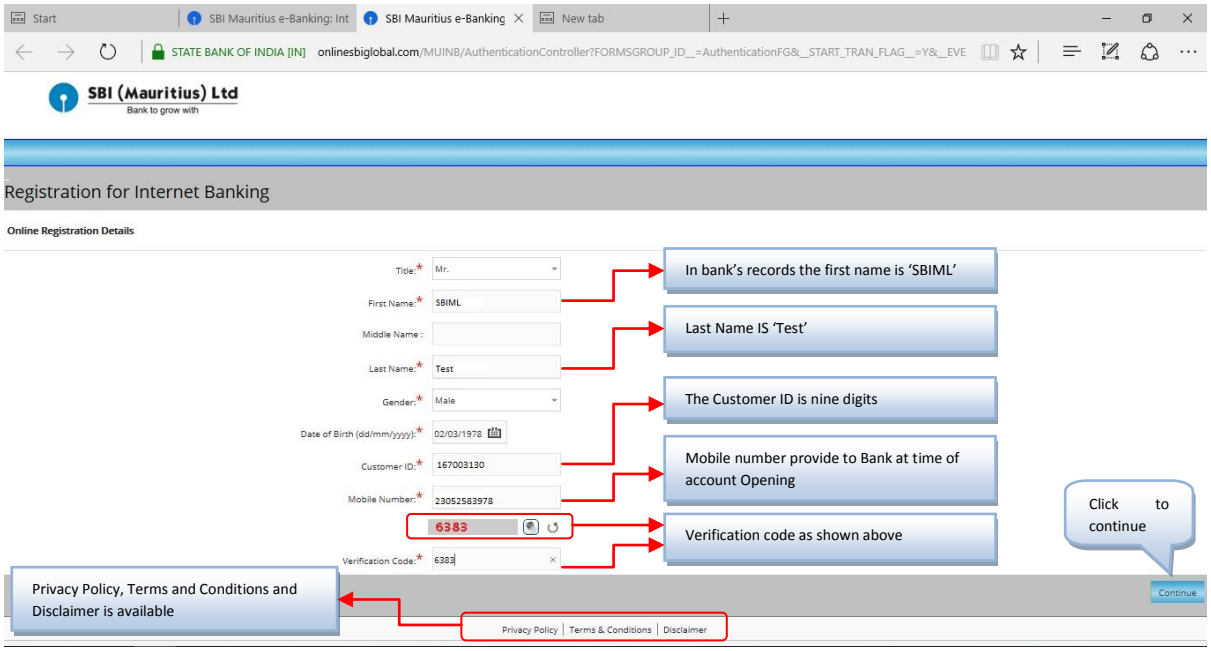
Step 6: A new page will be opened as below. Please input the following information. All Tabs marked with ‘Red Asterisk (*): are mandatory.



For example:

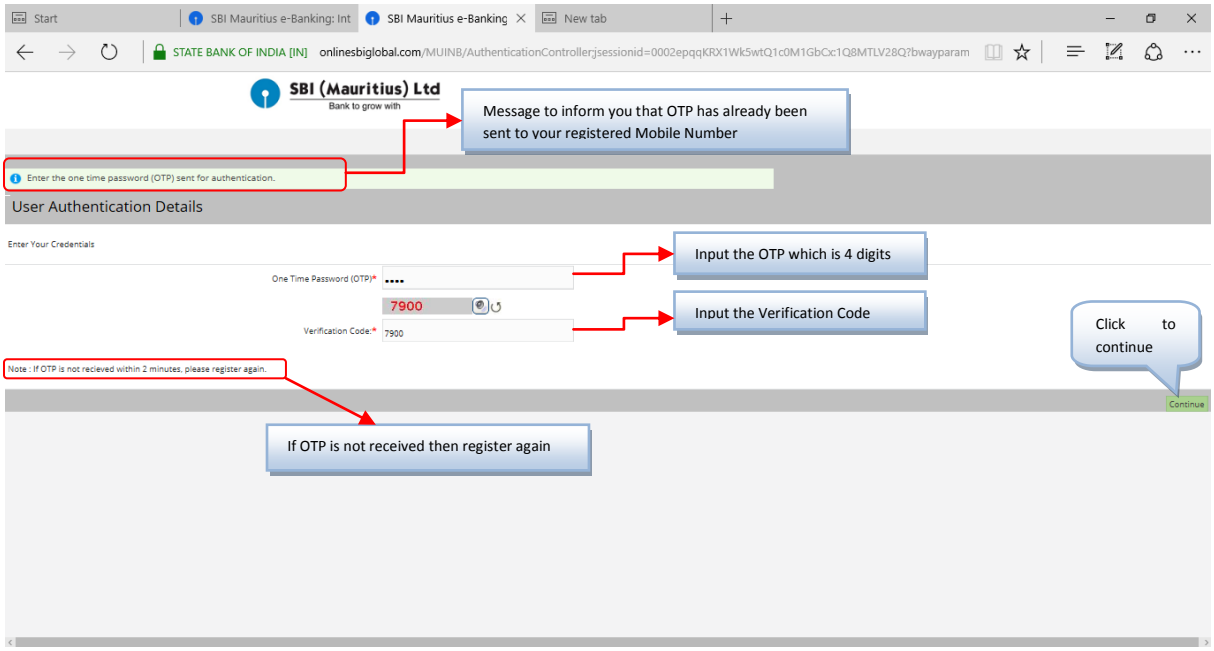
- Title Mr, Mrs, Ms.
- First Name - Madhusudhan
- Last Name - Bhat
- Gender - Male
- Date of Birth :15/03/1980
- Customer ID (CIF ID) : 154001851
- Mobile Number : 23052583978

Click Continue after filling as below

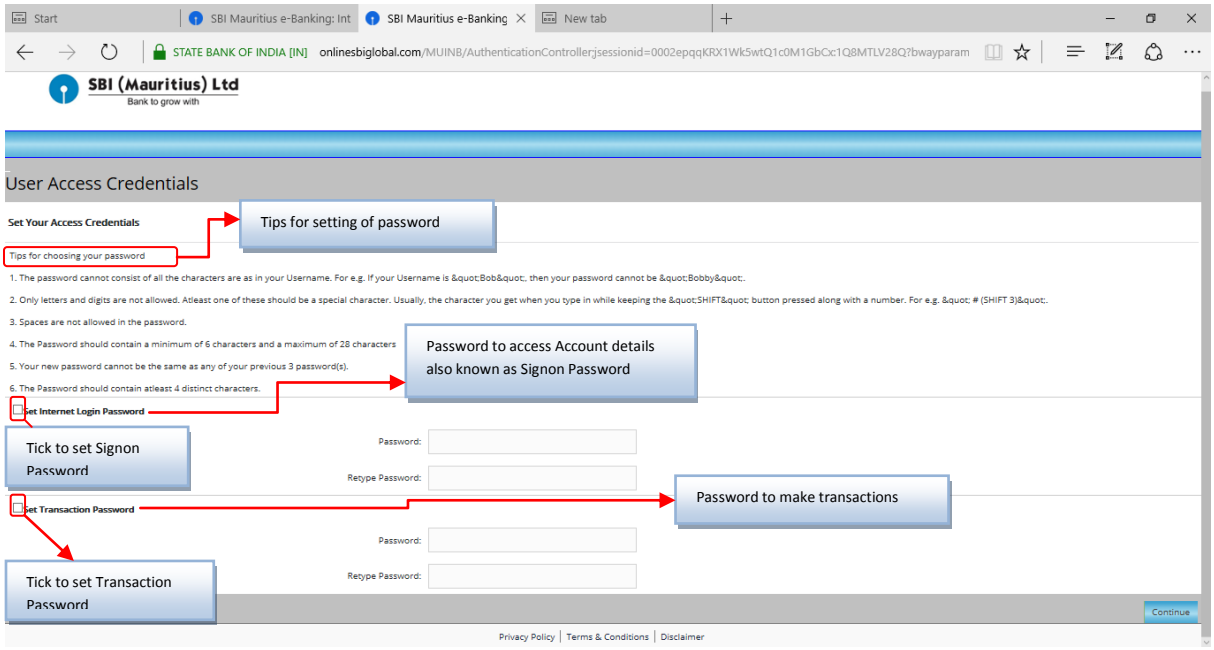


Step 7: The page will be redirected and the user will receive ‘OTP’ on Registered Mobile Number. In this case, the SMS will be received on Mobile number 230-52583978.

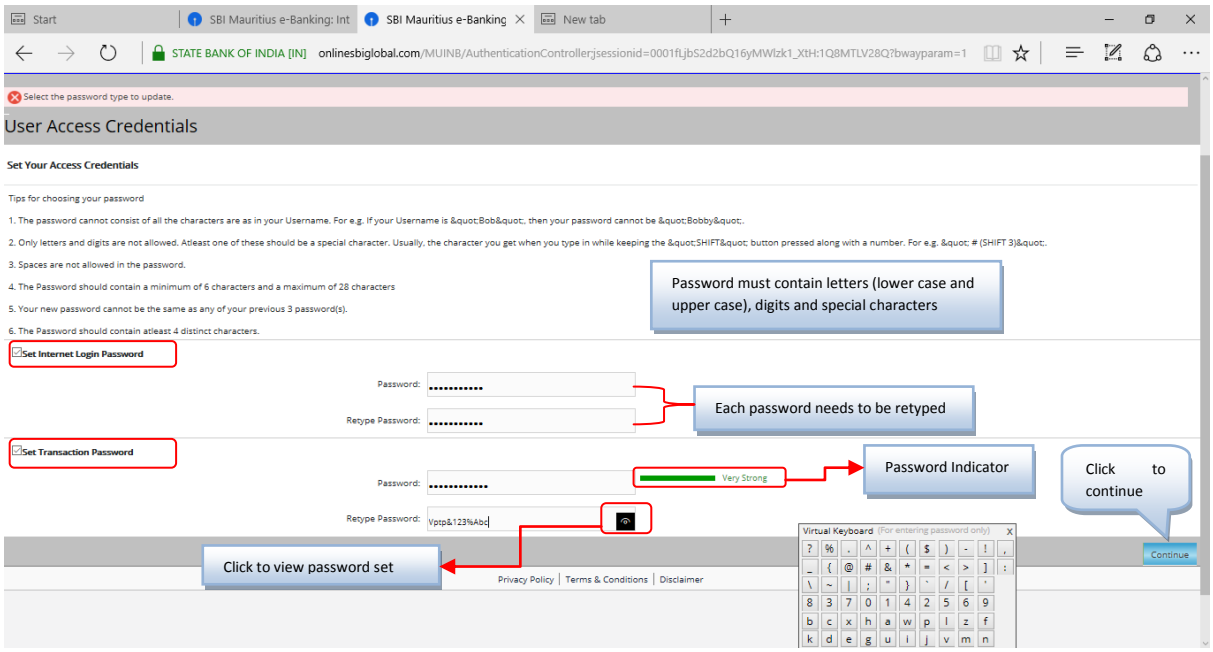
The ‘One Time Pass Code or Password’ (OTP) is a one-time validation code sent by text message on Registered mobile phone to validate transactions on Internet Banking.



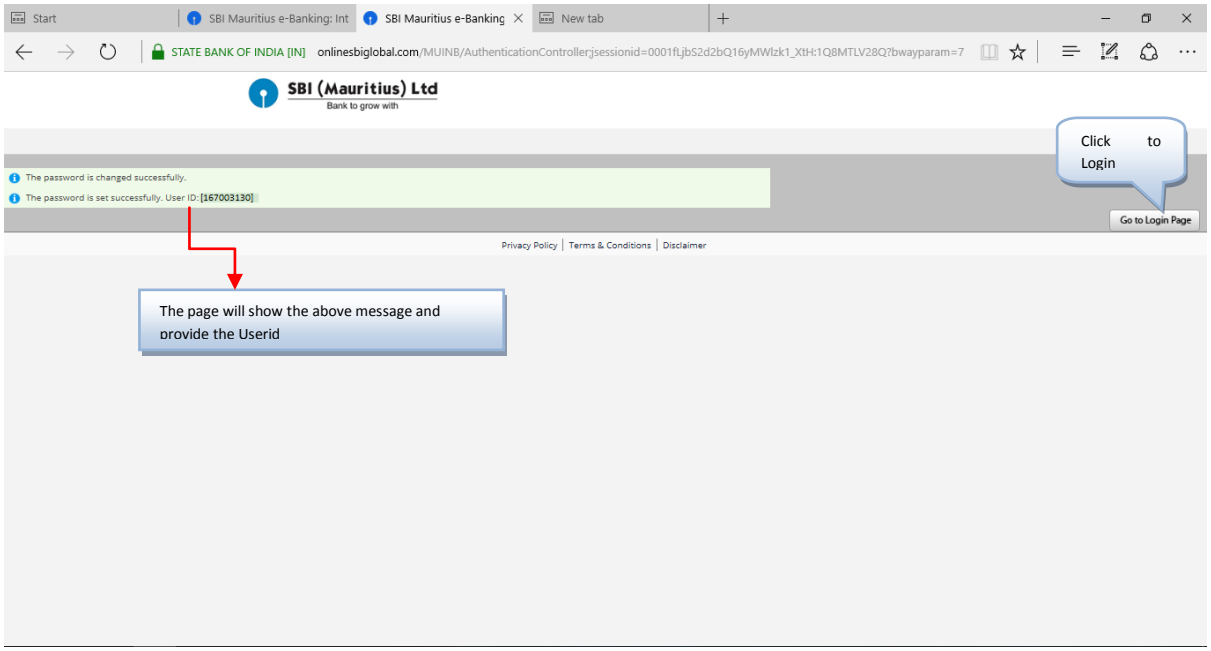
Step 8: The page will be redirected to set password. Brief Description of various features are given below.



Step 9: Based on Password Tips, the customer can set the 'Login Password' and 'Transaction Password' as below:



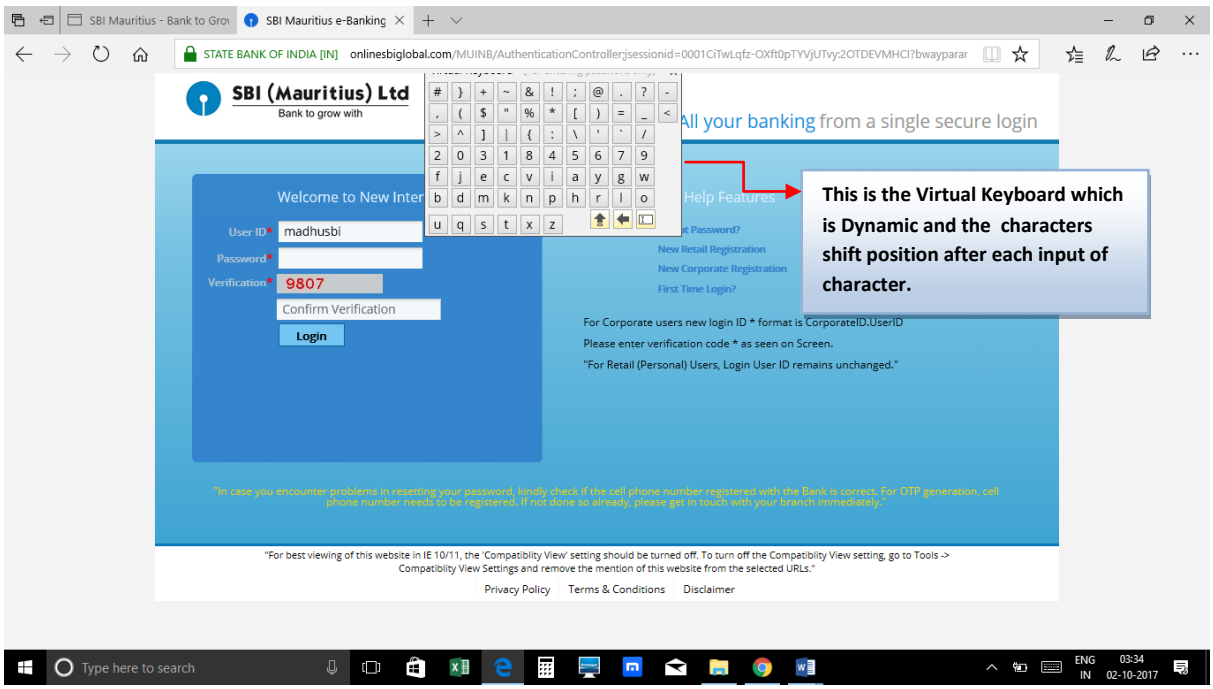
Step 10: Page will show ‘User id’ and ‘Password’ has been changed successfully.



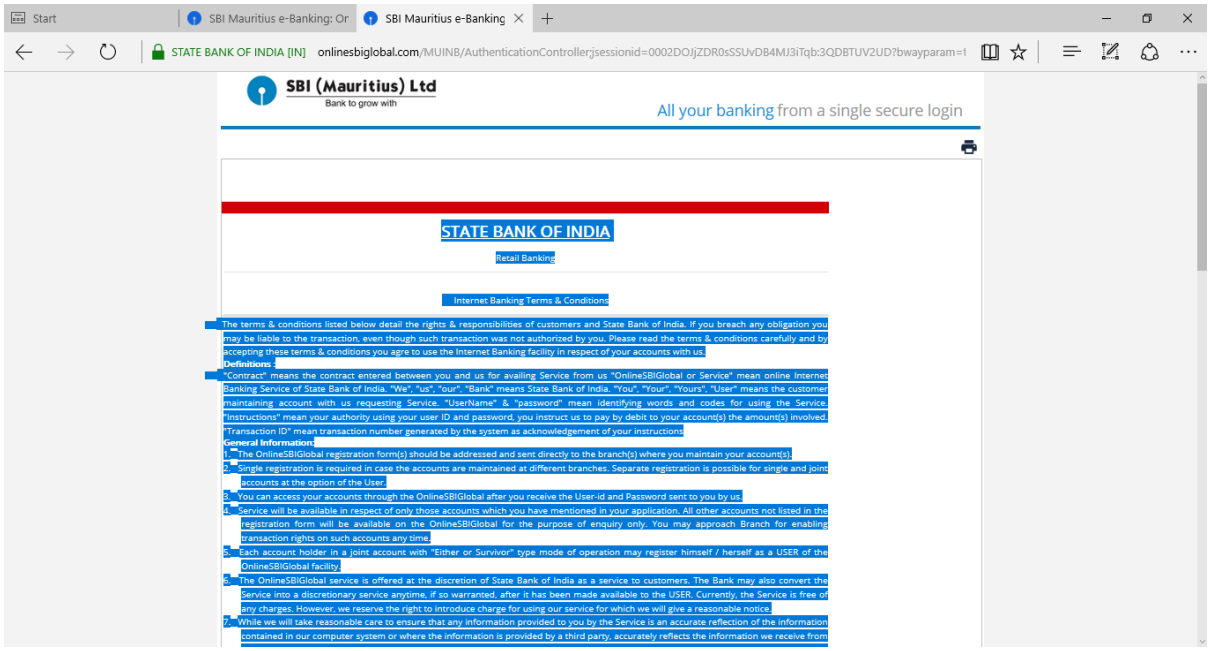
Step11:

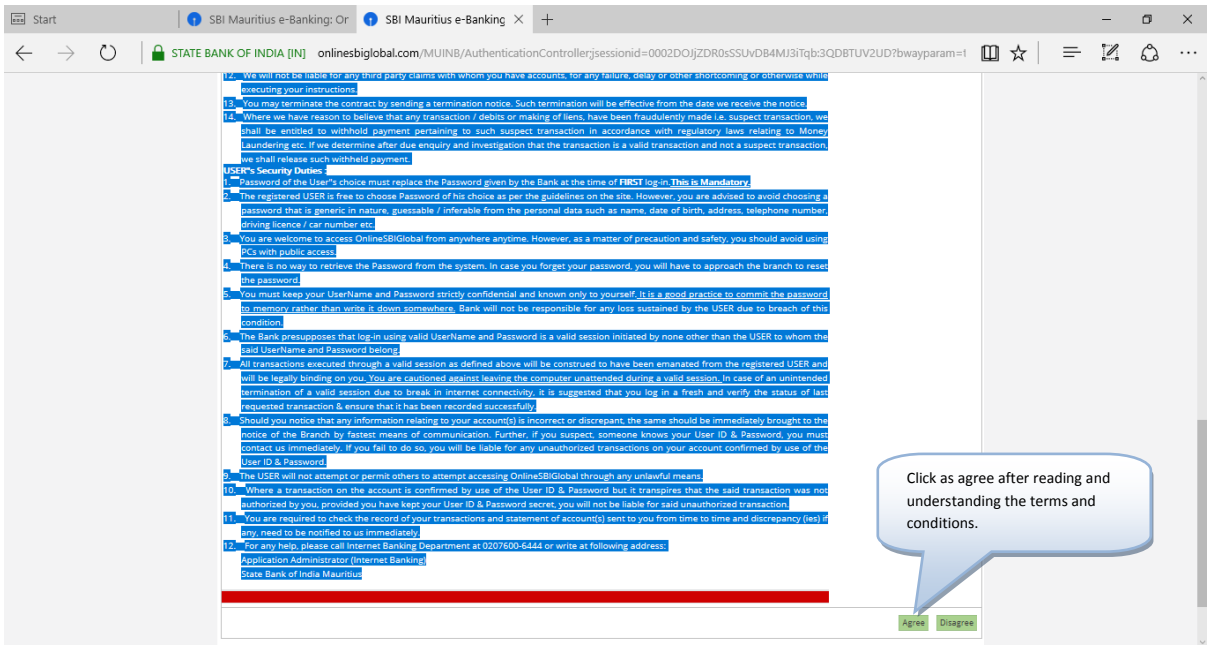
The customer can go the landing Page of Internet Banking through access Menus explained earlier.

The user can Input ‘Sign on Password’ using the normal key pad, or by using the Virtual Key Board.



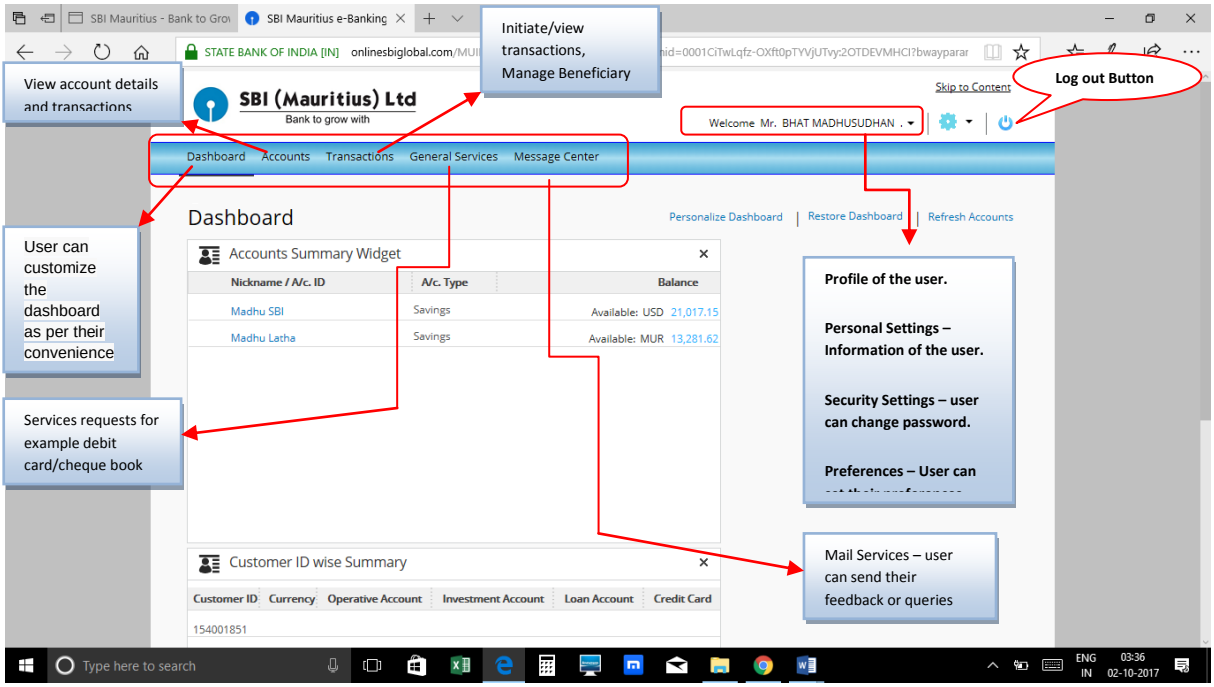
Step 12: After successful login, the customer will be directed to ‘The terms and conditions’ Page, which will be displayed as below. After reading and clicking on ‘I agree’ at the end of Page, the customer will be directed to ‘Dash Board’ Page.





Step 13 The Dashboard will be shown to the user. The various features are briefly below.

After inputting correct ‘User id’ and ‘Sign on’ password, the Internet Banking Page will be displayed. The customer can safely log out of the screen using the last button on the right hand side of the screen.



Step 14: The ‘Login Password’ and ‘Transaction Password’ has been set successfully by the customer. The Login Password has also been successfully tested. For ‘Transaction Password’, please contact the Branch by filling the following form to add ‘Tranaction Rights’.



INTERNET BANKING RETAIL USER ACTIVATION FORM

USERID: …….. Branch

Account Number: Date:……

Customer Name:

Customer's Mobile Number:

Kindly activate Sign on/Transaction password for Internet banking of the above mentioned user id for the following reasons:

- New User
- Input of wrong password for more than 3 times
- Not accessed for more than 180 days
- Other (Please specify)

(Note: Limit for Retail user is USD 15,000/- per day)

Yours faithfully,

……

(Customer Signature)

FOR BANK USE ONLY **Branch Authorisation**

Authorised by: ……

Date: ……../……../……..