

Annexure-3

List of Services available through Toll Free Number

Service Name	IVR		Agent	
	RMN	Non-RMN	RMN	Non-RMN
ATM Card Blocking	✓		✓	✓
INB User ID Blocking	✓			
UPI Blocking	✓		✓	✓
Account Balance	✓		✓	
Last 5 Transactions	✓		✓	
Account Balance & Last 5 Transactions through SMS	✓	✓	✓	
Deposit Account Details & Transaction Enquiry			✓	
Loan Account Details, Transaction & EMI Schedule Enquiry			✓	
Account Statement	✓	✓		
Cheque Book Issuance	✓		✓	
Cheque Book Dispatch Status	✓	✓	✓	✓
TDS details by email	✓	✓		
Deposit Interest Certificate by email	✓	✓		
Green PIN Generation	✓			
ATM Card Reissuance	✓		✓	
ATM Card Dispatch Status	✓	✓	✓	✓
ATM Switch On/Off & Limit Set/Modify	✓			
Deposit & Loans Products Features			✓	✓
Home Loan Interest Certificate	✓			
Education Loan Interest Certificate	✓			
Interest Rates information	✓	✓	✓	✓
Interest Rates through SMS	✓	✓		
Pension Related Information			✓	✓
Prepaid Card Related			✓	✓
YONO Related Queries			✓	✓
INB Related Queries			✓	✓
BHIM UPI Related Queries			✓	✓
Complaint Registration			✓	✓
Complaint Status	✓		✓	✓
Unauthorised Transactions Reporting -Debit Card/INB/UPI			✓	✓
Income Tax Refund Order information			✓	✓
Goods & Services Tax information			✓	✓
FASTAG information			✓	✓

*RMN=Registered Mobile Number