

BCC:BR:115:

10th Aug 2023**CIRCULAR TO ALL BRANCHES / OFFICES IN INDIA****Issued by Digital Channels & Operations, Baroda Sun Tower, Mumbai**

Dear Sir / Madam,

Re: Modification in authentication mechanism for beneficiary addition in bob World Internet.

Presently bob World Internet is enabled with 200+ Banking functionalities specially designed for Retail and Corporate customers of the Bank to cater to their daily needs. It provides 100% digital experience to its users and is a major platform for offering various Bank functionalities through digital mode.

The department is continuously working to enhance customer satisfaction with ease without compromising on security of the application. In order to further enhance the security of the application and to reduce frauds, security mechanism related to addition of new beneficiary has been further enhanced. The details are as under:

Sr. No	Customer Segment	Authentication mechanism for beneficiary addition	
		Existing	Proposed
1	Retail	OTP + Transaction password	Split OTP + Transaction Password
2	Corporate		<i>1st half of OTP will be sent on SMS and 2nd half of OTP on Email. SMS and email will be sent on Mobile number and email-ID of the customer registered with Bank.</i>

In order to add new beneficiary, both the OTPs are required to be entered mandatorily in single OTP field. User has to enter Mobile OTP first, followed by email OTP along with transaction password for validation.

If all the information entered by the user are correct, then only new beneficiary will be added in the system after cooling period prescribed in the circular reference no. "BCC:BR:115:347" dated "21-Jun-2023". The changes will be applicable to all the domestic Retail and Corporate domestic Internet Banking users.

Branches / Regions / Zones are advised to take note of the new features / services introduced in bob World Internet and inform their customers to take benefit of it. The detailed flow is enclosed in annexure I.

We request to bring the content of this circular to the notice of all the staff members and raise the awareness among them.

Your's faithfully,


K V Sheetal
Chief General Manager (Digital Channels & Operations)

- User login to their Internet banking by visiting www.bobibanking.com
- Then user has to navigate to “Add beneficiary” option available at the Within bank or Other Bank Transfer section.

Transfers Initiate Payments Outside Bank Transfer

View Beneficiary Details

Search

ADD NEW BENEFICIARY

Transfers Initiate Payments Within Bank Transfer

View Beneficiary Details

Search

ADD NEW BENEFICIARY

- Enter the details of the beneficiary and then click on CONTINUE button.

Preview Confirmation Details

1 Beneficiary Details 2 Preview and Confirm 3 Summary

Confirm the details before submission

Beneficiary Details

Name: TEST Nickname: TEST

Account Details

Account Number: XXXXXXXXXX Account Type:
 Account Currency:
 Account Balance:

Bank Details

IFSC Code: XXXXXXXXXX Bank City: XXXXXXXXXX
 Bank Name: XXXXXXXXXX Bank Address:
 Bank Branch: XXXXXXXXXX Bank Country:
 Bank City: XXXXXXXXXX

Note: Please enter otp received on mobile 3 digits in below otp/review on email 6 digits in the One Time Password field

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password*
 One Time Password*
 REGENERATE OTP
 Click to Regenerate OTP. OTP will be sent on registered Mobile No. via SMS. For IPR, OTP will be sent on registered Email ID.

BACK CONFIRM DETAILS

- On the “Preview and Confirm: page enter the Transaction password.

Handwritten signature

