mPASSBOOK FAQ

1. **What can I do using mPassbook?**

   You can view all your Account details and transactions of Savings/ Current/ Deposit/ OD/ CC and Loan accounts.
   Features
   1. Get your account statement anywhere any time even with an option to download it in PDF or CSV format.
   2. Facility to tag transactions and add personalized remarks for transactions.
   3. Search and filter to find a transaction.
   4. Offline mode. (Updates available till last Sync for Android)
   5. Real time transaction updates.
   6. Track your expenses with expense manager.
   7. Locate nearby ATM within 10km vicinity.

2. **Do I need to have a Savings / Current bank account for availing mPassbook facility?**

   Yes, you will need to have any of the Bank of Baroda Savings/ Current/ Deposit/ OD/ CC or Loan account to use this app.

3. **Are there any charges for this facility?**

   Presently there are no charges for using this facility.
   Only Data/GPRS connectivity charges and one time SMS charges at the time of registration will be applied as per your telecom operator.

4. **Where can I download the Baroda mPassbook Application?**

   You can download from Google Play store (Android user), App store (iPhone users) and windows store (windows users) by searching with key word Baroda mpassbook.

5. **I have downloaded the application, how can I activate it?**

   Once you have downloaded the application from Play Store, you need to follow the below steps:
   Step 1: Choose the desired language from the list.
   Step 2: Enter your 10 digit Registered Mobile Number. (For NRI Customers, choose the country then enter your registered mobile number)
   Note:-
   a. For dual SIM, please keep the default SIM as the one which is registered with Bank of Baroda.
   b. The app will send an SMS from your handset to verify your mobile number registered with Bank of Baroda.
   c. Standard SMS charges will be applied.
   Step 3: A 6 digit OTP (One time password) will be sent on your registered Mobile Number.
   Step 4: Enter the 6 digit OTP and click on Proceed.
   Step 5: Once OTP is validated, you have to set your 4 digit Numeric PIN to access the app every time you login to the application.
   Step 6: Enter the 4 digit PIN to enter the application.

6. **My OTP expires what to do?**

   Your OTP is valid for limited period only. If it is not used in specified time period, you are required to regenerate the OTP again.

7. **I did not receive the OTP, what has to be done?**

   If you don't receive the OTP, reinstall app (or clear application data in settings, this option is for android users only), then try registering again.

8. **I am not able to see all my accounts, what has to be done?**

   Please try Refreshing the application once and if the issue still persists, please contact your base branch to check if the Mobile number is registered for all the accounts.

9. **I am not able to see my latest transactions, what has to be done?**
    Every time you open the app, the app automatically fetches the latest transactions done. Ensure that Internet data connectivity is available. At the time of initial activation, it may take some time to fetch all accounts and transactions data. Please ensure that the app is in active condition during refresh. If you still face issue, check Settings -> Sync on start, is ticked or not. If it is unchecked, select it. Lastly try refreshing it manually by pulling the transactions down wards.

10. **How to change my login PIN?**
    You can change your login pin from Settings option

11. **I forgot my login Pin, how to reset it?**
    You cannot reset the PIN, You will need to uninstall and reinstall the application again.

12. **How to add remarks to a Transaction?**
    Click on the transaction you want to add remarks, you will get an option of Add Comment. Add your personalised remarks and click on save. The transaction will be tagged along with remarks successfully. You can then search the transaction based on the remarks.

13. **Can I do any financial transactions like Payment, Fund transfer etc?**
    No, this app is only a Digital Passbook. No payments or Fund Transfers can be done with this application.

14. **How to change the language selection?**
    You can choose the language at the time of installation. However, if you want to change the language after activation you can do so by selecting Settings -> Select Language -> English/Gujarati/Hindi/Kannada/Malayalam/Marathi/Tamil/Telugu.

15. **For how many days the transaction details are downloaded?**
    At the time of initial activation, transaction details of last 90 days for the account will be downloaded. Total transaction data up to a period of 12months can be stored in the app. Transaction data for more than 12 months will be automatically deleted from the app. You can set the storage period for 6/8/10/12 months by selecting Settings -> Transactions period.

16. **What if I have uninstalled the application from the mobile?**
    If you uninstall the app, you will lose the all the stored transaction data and personalized remarks added by you. However, you can start using the app by installing the same afresh.

17. **What should I do if I have more queries?**
    If you have any more queries which are not included above, please call Contact Centre for support.
    Contact centre agents are available between 6AM to 10PM on all days at 1-800-22-3344 /1-800-1 02-4455.
    You can even mail to us at mpassbook.dc@bankofbaroda.com