

FAQs

PAN ASIA INTERNET BANKING

CONTENTS

1. How do I get registered on Internet Banking? Page 03
2. My details are wrong in the self-registration process Page 04
3. I cannot remember my password Page 05
4. I do not have a Debit Card Number & PIN to self-register on Internet Banking Page 06
5. Can I change my login ID & password? Page 07
6. If I open a new account, how long will it take to show on my Internet Banking? Page 08
7. Can I contact the bank on anytime? Page 09
8. What type of browser can I use to view my Internet Banking best? Page 10
9. Is there a registration fee to use Internet Banking? Page 11
10. What is the maximum amount I can transfer? Page 12

1. HOW DO I GET REGISTERED ON INTERNET BANKING?

Customers who don't have an Internet Banking Account

Customers who have an account with Pan Asia Bank and do not have Internet Banking ***Click Here***

Customers who have the old Internet Banking Facility

Customers who have had access to the old Internet Banking and want to register for the new Internet Banking ***Click Here***

2. MY DETAILS ARE WRONG IN THE SELF-REGISTRATION PROCESS

Please visit your nearest branch and update your details.

The correct details will appear when following the registration process once again.

3. I CANNOT REMEMBER MY PASSWORD

Please click on the 'Forgot Password' link on the login page and fill in the required details.

You will receive a code number via to your mobile number as the password.

If you do not receive the SMS code please call the 24x7 Call Centre for further assistance.

24X7 CALL CENTRE NUMBER 011 4 667 222

4. I DO NOT HAVE A DEBIT CARD NUMBER & PIN TO SELF-REGISTER ON INTERNET BANKING

If you wish to obtain a Debit Card please visit the nearest branch.

If you wish to register as you do not possess a Debit Card, please visit the nearest Pan Asia Bank branch and request to register for Internet Banking.

5. CAN I CHANGE MY LOGIN ID & PASSWORD?

Your 'Login ID' cannot be changed.

Your 'Password' can be reset to any preferred password once the initial login is done through the 'Manage Accounts' option.

6. IF I OPEN A NEW ACCOUNT, HOW LONG WILL IT TAKE TO SHOW ON MY INTERNET BANKING?

The next time you login to 'Internet Banking' all the newly added accounts will be automatically updated.

7. CAN I CONTACT THE BANK ON ANYTIME?

Yes, you may contact our **24X7 CALL CENTRE ON (011) 4 677 222.**

8. WHAT TYPE OF BROWSER CAN I USE TO VIEW MY INTERNET BANKING BEST?

For a smooth and uninterrupted experience, you may use the following Internet Browsers;

- Google Chrome (Free Download Available)
- Mozilla Firefox (Free Download Available)
- Internet Explorer Version 9.0 and above (Free Download Available)

9. IS THERE A REGISTRATION FEE TO USE INTERNET BANKING?

Yes, a nominal fee of Rs. 125/- per quarterly will be charged.

10. WHAT IS THE MAXIMUM AMOUNT I CAN TRANSFER?

All customers will receive a maximum Third Party Fund Transfer limit of Rs. 250,000/- daily.

THANK YOU