# Digital Channels Policy

# 1. Introduction to RBL Bank Digital Channels

RBL Bank's digital channels provide safe and secure banking platform to its customers to conduct their banking transactions. To a significant extent these channels also eliminate the need to visit the branches. RBL Bank endeavours to increase the customer penetration on digital channels year on year. Enablement, Experience and Trust – are the key pillars of our digital channels.

## Which are the various digital channels available to customers?

RBL Bank currently offers various options of digital channels to carry out digital banking transactions and avail digital services. The list of channels are mentioned as per below:

1. **Retail Internet Banking:** This is a web-based platform which caters to all the retail customers across CASA, Credit Cards, Loans and Wealth Management businesses.
2. **RBL Mobile Banking Application (Retail) MoBank App:** This App is available for all the retail customers across CASA, Credit Cards, Loans and Wealth Management businesses with an endeavour to provide best in class experience.
3. **RBL Mobile Banking Application (Retail) Diplomat App:** RBL Diplomat App is specifically designed for diplomatic mission and embassy-based Diplomat customers. The Diplomat customers can onboard & execute the financial & non-financial transactions through this app.
4. **RBL WhatsApp Banking:** WhatsApp banking has been launched as a communication channel between the Customer and the Bank to reach out for specific account related information. Customers can access their bank account detail through WhatsApp Banking.
5. **Corporate Internet Banking:** This is a web-based platform and caters to the customers from small, medium, and large corporates (those organizations who have a board resolution and require an admin module to approve transactions.
6. **RBL Mobile Banking Application (Corporate) BizBank App:** This app caters to the Checker/Approver segment of the Corporate Internet Banking customers while processing transactions.
7. **RBL Cares (ChatBot):** RBL Cares (Chatbot) with Natural Language Processing capability, it provides 24x7 instant resolution to all the customer queries & requests. Chatbots work by analyzing and identifying the context/intent of the user's request to extract relevant entities. Once the analysis is done, relevant responses are delivered to the user.
8. **RBL MyCard App:** MyCard mobile app is available for customers to perform transactions, make payments, avail offers, and change settings for their RBL Credit Cards without the need to visit a Branch.

## 2. Retail Internet Banking

Internet banking service is being provided to our customers to perform financial and nonfinancial transactions through the internet. Customers can complete their transactions instantly through Internet Banking without the need to visit a Branch. Retail Internet Banking provides convenience to customers with banking service availability 24*7.

Below is a summary of functionalities being provided to customers currently.

   a. **Registration process:** The Internet Banking facility is being provided only to existing account holders. There are multiple modes of registration provided to the customers which includes:

- CIF and PAN
- CIF and Passport (for NRI and Diplomat customers only)
- Credit Card details
- Debit Card details
- Loan Account

   b. **User access through login id & password and Acceptance of Terms & Conditions:** Customer must set a password for accessing their account through Internet Banking at the time of registration after successful authentication. Customer will be able to access the account only with valid User ID and Password. Customers must accept terms & conditions explicitly during the registration process.

   c. **Relationship Dashboard:** Customer can see a summary of Net Worth with the Bank covering both Assets (Bank Accounts, Deposits) and Liabilities (Credit Cards, Loans).

   d. **Account Services:** Customer has the options to view current balance across various types of deposits and loan accounts, credit cards etc. and can complete the necessary financial and Non-Financial transaction with respect to their account. Customer can initiate and complete Fund Transfer, Bill Payments, tax Payments, purchase Insurance products and can raise requests across wide category of services being availed from the Bank

   e. **Card Management:** Customer can manage the security settings such as Pin set/reset, Card block, activation/deactivation of international services, limit management etc.

   f. **Investments:** In the endeavour to provide Universal Banking services to all the customers, customers can process / manage investments through Internet Banking. For Direct Equity investment Demat Services are provided and for IPO applications EASBA services have been provided. Customer also has an advanced Mutual Funds module to Buy / Redeem / Switch / Manage Mutual Fund portfolio. Customer can subscribe for Sovereign Gold Bond whenever the schemes are launched by the Government within the in-built module of RIB. Customer can plan for their retirement savings through NPS – retirement savings option or Atal Pension Yojana (APY) modules.

Further, customers can opt for a call back feature wherein customer would receive a call from bank's customer support team to resolve the issue or customer may directly chat with bank's AI based Chatbot.


## 3. Mobile Banking Applications (Retail) MoBank App

Mobile Banking Application (MoBank App) service is being provided to our customers to perform financial and non-financial transactions through their mobile apps. Customers can

complete their transactions on the go through MoBank without the need to visit a Branch. MoBank allows customers to meet all their banking needs through few simple taps on their mobile phones.

Below is a summary of functionalities being provided to customers currently.

a. **Registration process:** Any existing retail banking customer of RBL Bank can register on MoBank instantly. There are multiple modes of registration provided to the customers which includes:
   - CIF and PAN
   - CIF and Passport (for NRI and Diplomat customers only)
   - Internet Banking credentials
   - CIF and Debit Card

b. **User access through login id and password:** After the registration is complete, customers can set PIN as well as set preference for biometric authentication. Customers can use these details to login.

c. **Pre login services:** Although customers can access the entire range of services being offered on MoBank after logging in, there are services which can be initiated from pre login as well, once the customer has successfully registered Services such as Bill Payment, Money Transfer, UPI, Debit card upgrade, applying to new services (credit card, investments). Customers are shown various offers and product related information.

d. **Post login services:** Customers can access the entire range of banking services offered in MoBank post log-in.
   - Customers can view the balance across various accounts like Savings account, Current account, Deposits, Loan, Credit Card, Debit Card, Overdraft accounts and PIS accounts (for NR customers)
   - The "quick menu" section appears at the center of the MoBank application screen and allows customers to complete a range of services such as Account Statement, Investments, Debit card upgrade, Cardless cash withdrawals, Booking of FD & RD, Bill pay, Managing Cards (Debit Cards & Credit Cards), Funding of RBL account, Loan, BHIM UPI, fund transfers, RBL Bank 3-in-1 Account and Offers available for Debit Card etc.

e. **Beneficiary management:** Customer has a module to manage the Beneficiary for all Fund Transfers. Customers can add/modify/delete Payees for fund transfers. Customers can also create new UPI Ids, and initiate send and collect money requests. Online shopping payments can also be made through this module using "Approve collect request" feature.

f. **Additional services:**
   - Customers can request cheque book, view cheque status, and stop payment of cheque. They can also change MPIN, enable/ disable fingerprint access for login, enable/ disable promotional offers and disable sound notification from Settings.
   - Customers can refer their friends and family by using their referral code.

- Customers can reserve a locker, update GST details and access their Favourite transactions.
- For the convenience of the customers, Mobile Banking Application (MoBank) MPIN & UPI PIN would be identical wherein MPIN would be used as UPI PIN across all the non-RBL UPI PSP (Payment service Provider) apps.

Account opening through DIY Journey (non-face-to-face): Through MoBank application any non-customer may open a (minimum KYC).

## 4. Mobile Banking Application (Retail) RBL Diplomat App

RBL Diplomat app service is being provided to our diplomatic and embassy customers to perform financial and non-financial transactions through their mobile apps. Customers can complete their transactions on the go through RBL Diplomat without the need to visit a Branch. RBL Diplomat allows diplomatic customers to meet all their banking needs through few simple taps on their mobile phones.

Below is a summary of functionalities being provided to customers currently.

a. **Registration process:** Any existing Diplomatic customer of RBL Bank can register on RBL Diplomat instantly. There are multiple modes of registration provided to the customers which includes:
   - Internet Banking credentials
   - CIF and Debit Card
   - CIF and Passport

b. **User access through login id and password:** After the registration is completed, customers are asked to set MPIN as well as set preference for biometric authentication. Customers can use these details to login.

c. **Pre login services:** Although customers can access the entire range of services being offered on RBL Diplomat app after logging in, there are many services which can be initiated from pre login as well, once the customer has successfully registered. Services such as Bill Pay, Transfer Money/Scan&Pay/BHIM UPI, SOS option to block debit cards and call customer care, transactions done for INR accounts, history of Bill Pay & UPI transactions, Manage Billers and Auto Bill Payments etc. Customers are also shown various offers and product related information.

d. **Post login services:** Customers can access the entire range of banking services offered in MoBank after logging in. Customers can view the balance across various accounts like foreign currency (FCY) accounts (includes USD and Euro accounts), Indian Rupees (INR) accounts – Savings and Current, Deposits, Credit Card, Debit Card. The "quick menu" section appears at the center of the screen and allows customers to complete a range of services such as Account Statement, FCY to INR Conversion, fund transfers and BHIM UPI, Managing Cards (Debit Card & Credit Card), Modify settings for Credit cards, Bill Pay, Debit Card offers etc.

e. **Beneficiary Management:** Customer has a module to manage the Beneficiary for all Fund Transfer. For INR accounts, Customers can create new UPI Ids, and initiate, send and collect money requests. Customers can add/modify/delete Payees for fund transfers. Online shopping payments can also be made through this module using "Approve collect request" feature.

f. **Card Management:** Customers can check transactions history, set/reset PIN, pay their credit card bills, and set security settings (Domestic Transactions – ATM, POS, Online Transaction; International Transactions – ATM, POS, Online Transaction; ATM Limits – Daily Withdrawal, Per Transaction; POS Limits – Daily Transaction, Per Transaction; Online Transaction – Daily Transaction, Per Transaction).

g. **Additional Services:**
   - Customers can check their account & personal details and update their email ID, add PAN number, view/modify Nominee details, change MPIN, Enable/Disable fingerprint access for login, Enable/Disable face ID access for login, Disable sound notification, request cheque book, view cheque status, and stop payment of cheque for INR bank accounts etc.
   - Customer can request a call back and view details of the relationship manager and service manager or contact customer care.
   - Customers can reserve a locker and access their Favourite transactions.


5. **Corporate Internet Banking**

Corporate Internet Banking (CIB) is available to all RBL Bank Current Account holders. Customers except individuals, Sole Proprietors & HUF can avail CIB subject to the fulfillment of the required documents and approval as per the approval matrix specified in Internet Banking SOP.

Below is a summary of functionalities being provided to customers currently.

   a. **Account Summary and Statement:** Customers can view Account Summary, Fixed Deposits and Loan account details (in case if any). Customer can also download customized account statements from the specific dates.

   b. **Bank Accounts:** The Accounts shown in CIB is at UCIC level. Hence, the customer can view all the accounts with RBL bank such as CA/SA, FD, and Loan accounts. Customers can also create new Fixed Deposits through the CIB digital Channel.

   c. **Download Center:** The customer can download the account statement with date range. If the statement fetched has over 800 transactions, it will be downloaded at download center in few minutes, while the customer can continue to transact.

   d. **TDS Enquiry and Interest Certificate**: Customer can enquire with regards to TDS download Interest Certificate on demand through the portal.

   e. **View and Authorize Payments:** The payments details/status (successful, pending, rejected, and scheduled) can be viewed and approved by checkers/dual users in CIB.

    f.  **Fund Transfers, Manage Beneficiary and Bill Pay:** Customers can initiate payments for fund transfers including Bill Pay as CIB is integrated with BBPS platform of NPCI. Customers (Maker) can add beneficiary through Add Beneficiary feature in payments menu. And then checker/dual users can approve the Beneficiary Addition request.

    g.  **Limit Enquiry and Connected platforms:** The customers can view the limit enquiry remaining for the day. They can also avail access to CMS, Trade and Remittances, and SCF platforms through CIB via SSO (single sign on).

## 6. Mobile Banking Application (Corporate) BizBank App.

BizBank mobile application has been developed for Corporate Internet Banking users. The App can be downloaded and registered by Checker (Approver) of Corporate Internet Banking Customers of RBL Bank.

**Below is a summary of functionalities being provided to customers currently.**

    a.  **Approve transactions:** App can be used to approve Fund Transfer, Bulk Upload Request, Beneficiary Add / Modify Request, Service Request.

    b.  **View Account Balance:** Customer can view account details including balance through the RBL BizBank App.

    c.  **Download Statements:** Customers can download statement in multiple formats with the app.

    d.  **Limit Enquiry:** The App will show the remaining limit for the day as well.

## 7. ChatBot

**In the current digital era, Artificial-Intelligence (AI) powered personal digital assistance RBL Cares with Natural Language Processing capability provides 24x7 instant resolution to customer queries & requests.** Chatbots work by analyzing and identifying the context/intent of the user's request to extract relevant entities once the analysis is done, relevant response is delivered to the user.

**Features | Benefits | Usage:** RBL Cares is a conversational chatbot with transaction capability and below mentioned features.

1. **24x7 Available**: Ask your queries anywhere and anytime to get instant answers.
2. **Quick and Easy:** One of the easiest ways to interact for immediate responses
3. **Safe & Secure:** RBL Cares is a digitally secured chatbot – It provides for privacy of your questions, and the digitally secure mechanism ensures that no unauthorized parties can access or intercept customer's queries.

## 8. RBL MyCard App

MyCard mobile app is one of the prominent digital channels for our customers to perform transactions, make payments, avail offers, and change settings for their RBL Credit Cards.

Customers can complete their transactions on the go through MyCard without the need to visit a Branch. MyCard allows customers to meet all their Credit Card needs through few simple taps on their mobile phones.

**Below is a summary of functionalities being provided to all the customers currently.**

**Registration process:** Any existing/new Credit Card customer of RBL Bank can register on MyCard instantly using Credit Card details. Device and SIM binding process happens at this stage.

a. **User access through login id and password:** After the registration is completed, customers are asked to set MPIN as well as set preference for biometric authentication. Customers can use these details to login.

b. **Pre-login services:** Although customers can access the entire range of services being offered on MyCard (subject to eligibility) after logging in, there are many services which can be initiated from pre-login as well, once the customer has successfully registered.

- **Make your card payment:** Customers can make the payments against outstanding from the pre-login screen.
- **Support:** Customers can access RBL Cares chatbot to resolve queries.
- **Utility Bills:** Customer can make their utility bills payment from the pre-login screen.

c. **Post login services**: Customers can access the entire range of Credit Card services offered in MyCard after logging in.

1. **Informative features:**
   a. View all credit cards associated with the customer
   b. View Total Outstanding amount & available credit
   c. View Credit Card Statement (download available)
   d. View unbilled transactions
   e. View previously paid amount
   f. View reward points & milestones
   g. Savings & Benefits on card
   h. View subscribed features

2. **Safety & Control**
   a. Control credit limit
   b. Activate/deactivate modes of payment, for Domestic and International transactions
   c. Token management
   d. Fraud deterrence mechanisms
   e. Report dispute/fraud

3. **Transactions (subject to eligibility)**

       a. Make Payment against credit card outstanding
       b. Book Short Term Personal Loan (or Xpress Cash)
       c. Book Health Insurance
       d. Book Personal Accident cover
       e. Book EMI infinity pass
       f. Utility Bill payment

   4. **Exclusive Offers**
       a. Fuel surcharge waiver
       b. Merchant offers (Hotels, travel, apparel, etc.)

   5. **Self-help**
       a. Upload documents for KYC
       b. Access chatbot

   6. **SSO (Single sign-on)** to MoBank if the customer has an existing RBL savings account.

## 9. WhatsApp Banking

Services provided in WhatsApp Banking are herewith:

a. Check Account Balance
b. Check Last 5 Transactions
c. Request Account Statement (password protected)
d. Request Credit Card Statement (password protected)
e. Check Credit Card Limit
f. Temporarily Block Debit Card
g. Credit card offers
h. Request for a Credit Card. (Lead Generation)
i. Link to open a Digital Savings Account (Customer gets redirected to RBL Bank's web page to open the account through OTP based e-KYC.)
j. Link to create Fixed Deposit (Customer gets redirected to the Mobile Banking app. FD gets booked in the Mobile app based on 2 Factor authentication).

## 10.      Risk Mitigation Measures (Security Mechanisms)

Customer has the functionality to Transfer Funds through various Digital Channels like Retail Internet Banking, Mobile Banking Applications and Corporate Internet Banking etc. To ensure safety of all transactions, following are the risk mitigation measures are present.

- Strong password mechanism along with support of virtual keyboard is implemented to access internet banking. Password/MPIN history would be maintained at backend so that customers would not be allowed to use similar password from recent history.
  - Necessary Masking and TDE (Transparent Data Encryption) have been placed on Customer's data from backend. Mobile number and Email ID information are also masked in logs.
- Any server connecting with digital channels resides in DMZ (demilitarized zone) environment or in secured Cloud Environment and it requires firewall access. Data encryption is enabled to ensure secured transactions. Data collected for validation is communicated over the APIs of the external database with SHA 256 (Secure hash algorithm 256-bit) and PI (Page-Integrated) encryption on both ends. Trust Certificate gets initiated between the network and the bank.
- 2FA (Two Factor Authentication) is mandatory for all types of transactions:
  - Customer needs to login through a valid User ID and Password/MPIN/Biometric/Face ID
  - Customer needs to authenticate the fund transfer transaction through input and validation of OTP.
- OTP generation & validation:
  - Unique 6-digit OTP would be generated by system & validated at real-time.
  - The OTPs also have an expiry period of 100 seconds which is implemented at channels.
- Sim binding & device binding is implemented for mobile banking apps:
  - In Sim Binding process, it is ensured that the mobile banking app would function only at that mobile device wherein the sim card of registered mobile number is installed.
  - In device binding procedure, it is ensured that the access of mobile banking app would be given to trusted mobile device only & customer can log in into mobile app via single device at a time.
  - To access mobile banking app from different device, customer must follow registration process on that new device wherein SIM binding & device binding process would be followed. Post successful registration, the new device would be marked as trusted device & access of mobile banking app at earlier device would be disabled. At a time, customer can use mobile banking app on single device only.

- For the security purposes, Mobile Banking app would not function at Rooted/Jailbroken devices. Onscreen relevant error messages will be displayed in such cases .
- In Corporate Internet Banking, for security purposes customers need to select certain security questions and input their answer at the time of registration itself.
  This also acts as an additional security at the time of resetting passwords.

- For Corporate Internet banking customers, Phrase image check feature is available at the login page to protect customers from Phishing attempts. Fraudulent websites are designed to look like the actual Banking site hence in such scenarios secure image on the password page helps customer to identify the differentiation between original and fraudulent website (as every customer can choose their own image).

- In MyCard app, customers can view their last valid log-in details to ensure safety from phishing attempts.

- Automated lock of User ID and transaction access happens upon 3 incorrect log-in attempts to prevent any fraudulent access to digital channels except for users of MyCard app and ChatBot.

- MyCard app uses a progressive time out feature to restrict brute force log-in attacks and unauthorized access in case of failed log-in attempts.

- To restrict unauthorized access for chatbot users in case of failed log-in, the OTP validation gets blocked, and the user will have to generate a new OTP to proceed further.

- Control credit limit, Activate/deactivate modes of payment for Domestic and International transactions, Token management, Fraud deterrence mechanisms, Report dispute/fraud etc. are the safety & control features that are available in MyCard app.

- Customer needs to add a beneficiary before initiating Fund Transfer. Beneficiary addition is successful only after the required details (such as Account number and IFSC code) are correctly entered.

- There is a cooling period of 12 hours after beneficiary addition for retail customers, during which the customer can transfer up to Rs. 25000/- to the said beneficiary. After 12 hours, default limits would be applicable for funds transfer via RTGS, NEFT & IMPS transactions.

- Session timeout feature has been provided whenever there is inactivity by customer/ screen is idle. The login will automatically expire and logout the customer in case customer forgets to logout.

- Internet Banking shows the last invalid login attempt to the customer to validate if there has been any phishing attempt.

- Calendar Audits and Appsec Testing of applications is in place to trace any suspicious activity.

- Dedicated customer support team performs customer servicing within allocated TAT (Turnaround time) and follows detailed escalation matrix to provide resolution to customers in case of any breach. Customers can log their grievances through a dedicated service desk/contact center facility present within the digital channels or raise a dispute against fraudulent transactions by selecting the option for the same within digital channels.

Fraud Risk Management is being undertaken by Vigilance Team for Digital Channels ○ Digital channel Transaction monitoring is conducted by the Transaction Monitoring Unit under Vigilance.

## 11.    Fund Transfer Limits

Currently below limits are applicable.

- **MoBank Limits:** 24x7 transfer option

| Mobile Banking (Amount in INR) | | | |
|---|---|---|---|
| Network | Min per transaction in INR | Max per transaction in INR | Max limit per Day |
| Fund Transfer – Own Account within RBL | 1 | Unlimited | Unlimited |
| Within RBL Bank | 1 | 5 Lakhs | 5 Lakhs |
| NEFT | 1 | 6 lakhs | 6 lakhs |
| RTGS | 2 lakhs | 6 lakhs | 6 lakhs |
| IMPS | 1 | 5 lakhs | 5 Lakhs |
| PG | 1 | Unlimited | Unlimited |
| Bill Pay | 1 | Unlimited | Unlimited |

- **Corporate Internet Banking Limits:**

| Transfer Type | Limit per Day (Normal Business Hours) | Limit post Business Hours |
|---|---|---|
| NEFT | 5,00,00,000 (7 AM to 6:59 PM) | 5,00,000 |
| RTGS | 5,00,00,000 (8 AM to 6:59 PM) | 10,00,000 |

- **Retail Internet Banking Limits:** 24x7 transfer option

| Retail Internet Banking (Amount in INR) | | | |
|---|---|---|---|
| Network | Min per transaction in INR | Max per transaction in INR | Default Daily Limit in INR (Fungible between NEFT/RTGS / IMPS) |
| Fund Transfer – Own Account within RBL | 1 | Unlimited | Unlimited |
| Within RBL Bank | 1 | 5 lakhs | 5 lakhs |

| | | | Total INR 15 lakhs between the three channels.<br>IMPS subject to Max 5 Lakhs. |
|---|---|---|---|
| NEFT | 1 | 15 lakhs | |
| RTGS | 2 lakhs | 15 lakhs | If 15 Lakhs is utilized in NEFT /RTGS, then IMPS too would not be allowed. |
| IMPS | 1 | 5 lakhs | |
| PG | 1 | Unlimited | Unlimited |
| Bill Pay | 1 | Unlimited | Unlimited |