IDBI BANK

Abhay Card Control App

Frequently Asked Questions (FAQs)

Q1.What is Abhay Application?

➔ Abhay as the name denotes is a securemobile application on the android platform aesthetically designed for IDBI Bank customers to eradicate the fear of holding a debit card with the freedom to instantly controlthe card(s) from the comfort of ones smartphone.

Q2. What are the controls availablewith Abhay Application?

➔ Following controls are available with Abhay Application:
  ➢ Switch the card On/Off(Temporary Activation/Deactivation)
  ➢ Set a daily transaction limit in Rupees for ATM & POS
  ➢ Allow/Disallow transactions for specific channels such as ATM or POS
  ➢ Display last 5 transactions in the account linked to the card
  ➢ Change the PIN of the app (not the PIN of the Debit Card)

Q3. Do I need Mobile Internet for downloading and using the application?

➔ Yes, you need a mobile internet/ GPRS data plan activated through your telecom operator on your mobile phone to download Abhay application.

Q4. Which phones are supported by Abhay application?

➔ Currently Abhay application is available only for Android Phones having android version 4.1 or higher.

Q5. How do I sign up for Abhay application?

➔ After Abhay application is successfully installed on your mobile phone you need tocomplete a one-time registration process. Use your customer id and the registered mobile number with IDBI Bank to generate an OTP. Key in the OTP received on your registered mobile and validate. Once the OTP has been validated the application ask you to set a secure four digit PIN of your choice. Choose your PIN and re- enter the same PIN to register.

Q6. How do I use Abhay Card?

➔ On logging-in to the application, Debit cards issued to the customer will be displayed. Customer will get options to Switch the card On/Off, Set a daily transaction limit,

allow/Disallow transactions for specific channels such as ATM/POS, view last 5 transactions in the account linked to the card.

Q7. Can I use Abhay when I am traveling abroad?

➔ Yes, you can use Abhayfrom anywhere in the world. Only thing you need is an internet connection activated on your mobile phone.

Q8. How can I set my debit card ATM/Pos& E- com limits with Abhay?

➔ In the home screen you have the option to set your ATM/Pos& e-com limit separately. You will need to authenticate the process using the PIN created by you at the time of registration.

Q9. How do I lock/unlock my debit card(s) with Abhay?

➔ In the home screen you have the option to lock/unlock your debit card. You will need to authenticate the process using the PIN created by you at the time of registration.

Q10. I have forgotten my Abhay PIN (personal identification number). What should I do?

➔ Please use the PIN change option to set a new PIN.

Q11. What happens when I have locked my debit card using Abhay and have lost my mobile device?

➔ You can download the Abhay Application from Play Store on your new android device and login with the existing credentials. In case you face issues while login in, you can use re-register option to re-register yourself.

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