**The Bangalore City Co-operative Bank Ltd.,**

**Steps to Register & Enable Mobile Banking Service**

* Prescribed Application for availing Mobile Banking Services to be submitted in the Parent branch with necessary details.
* Download Mobile Banking Application from Google play store for Android and IOS operating systems.
* After download install the Application.
* After installation click on Register.
* Fill the following Details
* Mobile Number (Registered in Bank Account).
* Customer ID (To be taken from Parent Branch).
* Tick on Terms and Conditions and then click Submit.
* Enter OTP received on your registered Mobile Number.
* Select the Password of your Choice. All passwords should meet the following guidelines

Strong passwords have the following characteristics:

* Contain at least 8 characters.
* Contain both upper- and lower-case letters.
* Contain at least one number (for example, 0-9).
* Contain at least one special character (for example, $ %^&\*() \_+|~-=\` {} []:";'>, /).
* Re-enter the same Password.
* Click Submit.

Now you are registered for Mobile Banking and ready to use the application.

Now you can login using Username and Password.

**User name** - received through SMS on your registered Mobile Number (Combination of Last 5 Digits of Customer ID and Last 5 Digits of Mobile Number).

**NOTE**:

1. The terms and conditions made by the BCC Bank and accepted by the Customer shall form the contract between the Customer and BCC BANK. The terms and conditions shall be in addition to and not in derogation of other terms and conditions relating to any Account or Service of the Customer and / or the respective product provided by the BCC Bank unless otherwise specifically stated.
2. The Customer will be responsible for all transactions, including fraudulent / erroneous transactions made through its mobile phone, SIM card and Customer Identification Data regardless of whether such transactions are in fact entered into or authorized by him / her. The Customer will be responsible for the loss / damage, if any suffered.
3. It will be the responsibility of the Customer to notify the Bank immediately if he / she suspects the misuse of the Customer Identification Data. He / she will also immediately initiate the necessary steps to change his Customer Identification Data.
4. The Customer shall act in good faith, exercise reasonable care and diligence in keeping the Customer Identification Data and all other personal and confidential information in secrecy.
5. It is the responsibility of the customer to preserve the confidentiality of Login Credentials/PIN and OTP to avoid frauds.
6. If the Existing Customer wants
	1. To change Mobile Number registered for Mobile Banking, then he has to
		1. De Register the Mobile Banking Service in the Mobile app
		2. After De Registration, Customer has to approach the Parent Branch and submit the fresh application.
	2. To Change the Mobile Hand Set, then he has to:
		1. De Register the Mobile Banking Service in Mobile app
		2. Download, install and Register the Mobile Banking services in the new mobile.
	3. If the mobile lost/stolen.
		1. Customer is required to report to the parent branch immediately to avoid any misuse of Mobile Application.
7. Mobile Banking policy of the bank, Terms and conditions and User manual is made available on the Bank’s website “bccbl.co.in”.

**“Nothing can bring you happiness but yourself.”**