UPI FAQ

What is UPI ?

Unified payment Interface (UPI) is a payment system developed by National Payment Corporation of India (NPCI). It is a platform where customer can add multiple bank's account linked with same mobile number under single application and perform transactions 24*7. UPI allows you to transfer money between any two parties via smart phone through a payment identifier like virtual address or Account number and IFSC or Mobile number and MMID or Aadhaar number.

Whether Punjab and Sind Bank is enabled on UPI?

Yes, Punjab and Sind Bank is also tiding towards Digital Money. Our Bank's has also launched UPI Application which is named as PSB_UPI – Punjab and Sind Bank UPI

How different is UPI from Mobile Banking?

Each Bank has its own mobile Banking Application. When a user has accounts in multiple Banks, he/she has to download the mobile banking application of all those banks. Whereas in UPI, any Bank Customer may download and use the UPI Application of any Bank enabled for it. The user may then add all his/her Bank accounts under one App and transact from/to any of those accounts.",

On which Mobile platforms UPI Applications is available?

UPI, as of now, supports all latest Android Phones. Recommended Android version is 4.4.4 & above and can be downloaded through play store.

What is so unique about UPI facility?

UPI provides high level of interoperability viz., it provides a liberty to the customer to use any Bank's application and add multiple Bank accounts to it to transact. With UPI you can not only transfer money but also collect money that helps in sharing of bill amount on occasions with peers, recovery debts and merchant payments. UPI also provide fund transfer through Virtual Private Address wherein there is no need to enter Account number or IFSC. It available 'round the clock' with single click two factor authentication.

Who can register for Punjab and Sind Bank UPI.

Any bank customer including Punjab and Sind Bank Customers whose mobile number is registered with their accounts and has the following account types:

a. Individual Savings Account.
b. Current Account with sole proprietorship.
c. Individual Overdraft Account.

NOTE: Registered mobile number is one which is updated and linked with customer ID or bank account number of the customer or SMS Alerts.

UPI FAQ

Whether Registration for Punjab and Sind Bank UPI can be done in Dual SIM Mobile Phones?

Yes. Application automatically detects dual SIM at the time of registration and requests you to choose the SIM to send the request and register for Punjab and Sind Bank UPI respectively.

I am not a customer of PSB, can I still use the PSB UPI application ?

Yes, you can use PSB UPI App even if you are not a PSB Customer, and add accounts maintained in other banks participating in UPI.

Can I use more than one UPI application on the same mobile ?

Yes, one can use more than one UPI application on the same mobile and link accounts of any bank registered with UPI.

What are the Pre-requisites for using Punjab & Sind Bank UPI ?

While registering for PSB_UPI, please ensure you have following:

- An android phone with internet facility
- An operative bank account linked with Mobile Number for SMS Alert Facility.
- Debit card linked to that account for creating UPI PIN.

Do I need to register for making transactions using UPI ?

Yes, you need to register on UPI and link your bank accounts before performing transactions.

How do I register in the PSB UPI application ?

- Download Punjab and Sind Bank UPI app from google play store and install the same.
- Tap CLICK ME to verify your mobile number. A silent SMS will be sent from your mobile for verification. The SMS should be sent from the mobile number registered with the bank accounts. In case of dual- SIM phones, please ensure the SMS is delivered from the mobile number registered with the bank .
- After your mobile number verification, Fill in the required fields including security questions. (Remember your security questions and answers, as the same will be essential for retrieving password in case you forget the same.)
- Create Alpha numeric password for logging in to application and confirm the same. This password is your application login password
- You can start using Punjab and Sind Bank UPI

How do I link my bank account with UPI ?

UPI FAQ

After successful registration with UPI, click on Add Bank Account. Choose your bank from the menu and generate UPI Pin by using your debit card details along with debit card PIN. The bank should be UPI participant.

Why am I not able to connect on UPI ? While adding accounts to my VPA, I am getting an error as "Failed to get accounts"

The reason may be:

- Your account may have become Dormant or Inactive.
- You do not have saving/current/overdraft account in the bank.
- Mobile Number from which you are trying to sign in may not be registered to your Account.
- Your bank is not UPI participant.
- You have multiple accounts having different customer ID with same mobile number.
- You are joint account holder.

I am able to see accounts which do not belong to me. What should I do ?

It might be the case that your mobile number is mistakenly registered against the account number in question. Please contact the respective bank whose account is visible.

All my accounts are not visible. Why ?

As of now in PSB UPI :

- Accounts should be either Savings, Current or Overdraft.
- Accounts should be Individual.
- Mobile Number should be registered with your account number.
- Account should not be dormant/inactive

What are the different channels for transferring funds using UPI ?

The different channels for transferring funds using UPI are:

- Transfer through Virtual Payment Address (VPA)
- Account Number and IFSC
- Mobile Number and MMID
- Aadhaar Number
- Collect / Pull money through VPA

What is `Virtual Address` ?

The virtual payment address (VPA) is payment identifier which basically holds an account no. and IFSC at the backend and masks the credentials from being exposed. It takes the format of an email id viz., a user defined identifier with the banks extension Eg : **John@psb**. The extension appended is App specific. Here @psb pertains to the UPI application of Punjab and Sind Bank. The user may have several accounts

UPI FAQ

added under UPI. The accounts need to be linked to a VPA to transact using VPA. To send money, you just need to enter the virtual address of the beneficiary. To receive money the user need to share only the virtual address with the other party/merchant and the transaction could be completed in no time.

Can I keep more than one Virtual Address for an account ?

Yes, for a given bank account, more than one virtual address up to maximum of 10 can exist.

Can I have same virtual address for multiple accounts?

Yes. You may link multiple accounts to the same virtual address. The amount shall get credited to primary account linked with that particular virtual address.

Can I have different virtual addresses for each accounts?

Yes. you may have different virtual addresses for each accounts. The choice is open to the user.

Once I delete a VPA can I create the same again ?

Once a Virtual address is deleted, you will not be allowed to create the same virtual address for the next 2 years. You may have to create a different one.

What is UPI PIN ? How do I set UPI PIN ?

After successful addition of bank account and creation of virtual address, click on Set PIN for setting a PIN for transaction. This PIN would be required for authorizing transactions. To set a UPI Pin, you need to enter the last 6 digits of your debit card, its expiry date and debit card PIN along with OTP which would be delivered on the registered mobile number.

You can use Change PIN option if you want to change your existing UPI PIN.

Why am I not able to set UPI PIN for my account despite entering valid debit card details ?

To set UPI PIN you must have debit card linked with your account. You cannot enter debit card detail of different account to set UPI Pin of other account. In case of any issue, please contact your branch.

How can I perform transactions using UPI ?

- After adding bank account, generate virtual address and set UPI PIN to authenticate transactions.
- Click on Pay.
- If you choose to transact using Virtual Address, enter valid virtual address of the beneficiary. The beneficiary must be registered with UPI.

UPI FAQ

- If you choose to transact through IFSC code and bank account number, enter the required details. In such case, the beneficiary need not register with UPI.
- If you choose to transact through Mobile Number and MMID, enter the required details. In such case, the beneficiary should be registered Mobile Banking customer of any bank.
- If you choose to transact through Aadhaar Number, enter the required details. In such case, the beneficiaries Aadhaar Number should be linked to his account number.
- To ask for money from friends, use Collect Money option, enter the payer details and click collect money
- To approve collect money requests raised by friends, click Pending approval option.

How can I track my transactions ? Where do I register a complaint with reference to the UPI transaction ?

Click on Txn status to track the transactions. If you have any concerns, select the particular transaction and log the complaint by writing the relevant comment for it. You can further check its status from `Complaint Status` menu.

What if my account is debited but the transaction fails ?

Within a few minutes, the amount would be returned to you. In case of any further issues, please log a complaint.

Can I put a stop payment request for funds transferred by UPI ?

No, once the payment is initiated, it cannot be stopped.

Can I transfer money abroad using UPI ?

As of now, only domestic transactions can be done.

If I change my UPI app/Handset/SIM will I be required to register again or can I carry the same virtual address ?

In case of change in UPI app version /Handset/SIM, you need to re-register with the same process of mobile number verification wherein no need to create new/change virtual address.

What happens if my mobile phone is being used by other person or is lost ?

In such a scenario, do not worry as PIN would be required both for logging into the application and authorizing transaction. So the possibility of security breach is minimized. However, please contact our Toll free no. 1800 419 8300 and de-register Punjab and Sind Bank UPI. The UPI app authenticates your identity through mobile number. In case of theft, get your mobile number blocked through your service provider.

As a practice, never disclose your PIN to anyone.

UPI FAQ

What is the Maximum amount that can be transferred through UPI?

Presently the maximum amount that can be transferred through UPI Rs. 1,00,000/ per day per user and there is no limit on the number of transactions.

Is there any lower limit for transaction through UPI?

There is no lower limit. You can transfer even decimal amount (say 50 paise) through UPI.

Are there any additional charges for transactions done using UPI ?

Currently, there is no charges for transactions done through UPI.

What is the timing for performing transaction through UPI?

 UPI works on IMPS channel which is available 24*7*365 and ensures instant credit.

What to do when the amount is not credited to the beneficiary even though I enter the correct VPA ?

In case the system detects it as a failed transaction, you may receive the auto reversal within 24 hours. In case it is a successful transaction, you may Log a dispute in the option : Menu--> profile--> log a dispute. The same will be attended within 3 days.

How different is transacting through UPI in comparison with RTGS/NEFT ?

A unique feature about UPI is that it allows instant funds transfer through an advanced yet simple payment mode called the Virtual payment address . UPI is available 24*7*365 days with all channels unlike RTGS/NEFT which are bound by a time frame.

For ease of operation, Is there any option to maintain beneficiary list?

You need not mandatorily maintain beneficiary lists. However, for ease of operation you may save the frequently transacted beneficiaries in the option: Main menu --> profile --> my beneficiaries --> enter the nickname and VPA and set limit for the beneficiary. You may select the beneficiary under pay money option at the time of transacting.

What to do when I wish to close the underlying account added by me in Punjab and Sind Bank UPI

UPI FAQ

At the time of registration, Punjab and Sind Bank UPI will ask you to map an account as primary account among the list of accounts mapped to a Virtual payment address. In case you wish to close this primary account you can do either of the following:

1. In case only this account has been linked to the virtual address, delete the same and add afresh and link the new account as primary.

2. In case multiple accounts are linked to a Virtual address, go to My Banks---> select the Virtual address, the various accounts will be listed under it. the primary account will have a star (*) on it while the other accounts will have a bull pin. Tap on the bull pin to make it as the primary account.

How different is a merchant payment in UPI ?

It is as simple as sharing the virtual payment address with the merchant and the merchant shall send a collect money request to complete the payment without having to type Card details or wait for net banking OTP.",

Whether I will get a confirmation when I Send/Receive Money ?",

Yes, an SMS will be sent to both the parties involved and also the App gives a confirmation on successful transaction.

What is My Bank*?

This option lists out all virtual addresses created by you. It enables you to view all the accounts added to Punjab and Sind Bank UPI application. The same option gives freedom to delete the Virtual addresses as well.

What is send money*?

Allows you to send money to the beneficiary. You may choose any of the four payment modes and enter the required details and click on "Pay". Check the confirmation page and then enter your UPI PIN.

What is Request money *?

You can request or collect money from another party through this option. All you have to do is, provide the virtual Payment address of sender, the sender shall get notification in his application which he needs to confirm by entering his UPI PIN in his application.",

What is Pending Request*?

This option shall list all the Collect money requests received which are to be processed (approve/reject).

UPI FAQ

What is My Transactions*?

This option shall enable you to view all types of transactions done through UPI application, including financial and non-financial.

What is "Transaction History"?

This option shall enable you to view all transaction details done on a specific period of time, both financial and non-financial transactions done on Punjab and Sind Bank UPI.

What is the remedy if I forget my password?

If you forgotten the password you can tap on "forgot password" option in the login screen, Answer the secret questions set at the time of registration and set your password by fulfilling the password rules defined for UPI password.

After how many attempts of wrong password will my App get blocked?

Three consecutive wrong attempts would block the application. You need to tap on forgot password and follow the procedure to login afresh.

What to do if I have forgotten my UPI PIN ?

There is an option in Menu---> My accounts--->Generate UPI PIN. You need to enter the VPA of the account from which you wish to initiate the transaction, Then enter the last six digits of your Debit card number, expiry date and PIN. You will get an OTP, enter the OTP and set your new UPI PIN.

How can I Change my UPI PIN?

There is an option in Menu---> My accounts--->Change UPI PIN. Enter the old UPI PIN, then set your New UPI PIN and submit.

Before Sending or Collecting money from someone, what are the things to be ensured ?

After entering the Virtual Payment address(VPA), Please wait for th e same to be validated by the App. Once the VPA is validated you will know the actual name of the beneficiary.

How can I de-register from UPI App?

Please Login into App. Choose Others -->De - register.

UPI FAQ

When I Change My Mobile Handset, What shall I do?

In case of change in handset, you have to download the App once again from play store , register yourself by answering the secret question previously set by you in the App allows you to continue with the existing Virtual address, while it creates the new Device Hard- binding.",

When I Change My SIM Card but the same mobile no. is retained, What shall I do?

You have to uninstall and download the Punjab and Sind Bank UPI from Google Play store in the Handset and once again complete registration procedure. You need to add Bank accounts once again with new virtual addresses. The earlier Virtual addresses cannot be used f or further 2 years as per NPCI guidelines.

What if I change My mobile No.?

A change in mobile number would require you to give the new number / Update the number with your Issuing Bank. You have to delete the existing Punjab and Sind Bank UPI application and download Punjab and Sind Bank UPI from Google play store once again and complete the registration process. You need to add Bank accounts once again with new virtual addresses. The earlier Virtual addresses cannot be used for further 2 years as per NPCI guidelines.

What are the Timelines for redressal of grievances?

For transactions with Punjab and Sind Bank, the complaints will be addressed on daily basis and may take a maximum of 3* days, if the transaction is Within Punjab and Sind Bank and when it involves other Banks it is 3 - 7* Days.

Can I get your Customer Care Number in case I wish to ask a question?

You may call on our Toll Free number 1800 419 8300.