

SBI (Mauritius) Ltd



With a strong focus on customer convenience, we have launched our latest mobile banking offering, YONO SBI Mauritius. This is an application for our retail Internet banking users. Download the app now from Play Store and enjoy the banking experience at your convenience. The following are the features of YONO SBI (Mauritius).

Account opening and Registration

- 1. Registration**
- 2. Term Deposit Account Opening**

Payments

- 3. Bill Payment**
- 4. Fund Transfer**
- 5. YONO Remit**
- 6. Manage beneficiary**

Services and Support Functions

- 7. One View – Link India relationship**
- 8. Cheque Services**
- 9. Update Profile Details**
- 10. SMS Alerts**
- 11. Chatbot- ASK SIA (Coming shortly)**
- 12. Spend Analysis**

Registration

Question 1 – How can I register ?

- The app, upon download will prompt you to register. Enter your Customer ID or Account No, enter the required details and the OTP for verification
- You would then be prompted to set up your login password

Question 2 – What is MPIN ? How can I set my MPIN?

- MPIN Stands for Mobile Banking Personal Identification Number.
- Click on 'set MPIN' on the login screen
- Based on the requirements mentioned, set your 6-digit MPIN

Question 3 – What can I do if I can't login to my account?

- If you are not able to login using User ID and password, click on 'Can't Login' option on the lower left corner of the screen
- Enter your User ID and authenticate with OTP to retrieve your login password

Question 4 - What is two-factor authentication when I register for internet banking?

- When you log-in for the first time, you would be prompted to undergo 2FA registration
- You would be required to select a phrase and image, followed by answering at least two questions. These are done to secure you against any fraudulent logins
- These questions are created for your enhanced security and will be asked in case of any suspicious logins

Question 5 – How can I set my login password?

- If you are not an internet banking customer, you would first be required to register
- After registration, you would be prompted to set your login password
- Follow the specifications given and set your login password

Term deposits

Question 1 – How to open a Term deposit account online?

Open the Hamburger menu at the top left of your screen and then Click on Open Term Deposit and follow the steps.

Question 2 – I haven't received the OTP

- Please click on the "Resend OTP " option on your YONO app to receive the message. In case this is a prolonged problem, please reach out to our customer support on: (230) 2108809 or send a mail to customer@sbimauritius.com.

Question 3 –What are the features of Term deposit Account?

- Paperless account opening.
- You can open a Term Deposit with a minimum amount of MUR 25,000/- and upto MUR 1 million
- You can choose between Fixed Rates or Floating Rates

Question 4 – How can I see the rate of interest of Fixed deposit accounts

- The prevailing rates will be shown before you begin the application process. Alternatively, you can visit our Service Charges page <https://mu.statebank/interest-service-charges-and-fees>

Question 5 – How frequently can the interest be credited in Term deposit account

- The customer can choose from the following interest payment options - Monthly, Quarterly, Annually and Maturity.

Question 6 – Is it possible to open Term Deposit account without visiting branch?

- Yes, account holders can open a new fixed deposit Account via the "Open Term Deposit" option on our YONO app.

Question 7 – What happens when my Term deposit account matures.

- If you have set a maturity instruction, the instruction will be carried out. In the absence of instruction on the maturity date of the term deposit, the term deposit shall be renewed automatically for the same (Original term) period under the same terms and conditions at the interest rate prevailing on the date of maturity. Automatic renewal shall cease after 7 years from date of original maturity.

Question 8 – Can I close the a/c prematurely

- Yes, you will have to visit your branch to close your account prematurely.

Question 9 – Do I continue to earn interest if the account is not closed on maturity

- The term deposit shall be renewed automatically for the same (Original term) period under the same terms and conditions at the interest rate prevailing on the date of maturity.

Question 10 – Can I set maturity instructions after my account is opened

- You cannot set maturity instructions after your account is opened.

Question 11 – I have an existing Term Deposit with SBIML, can I open another ?

- Yes, you can open another Term deposit

Bill Payment

Question 1 – How to make CEB Bill Payment?

- Go to Bill Payment and add the CEB billing details. This is one time activity.

Question 2 – How do I pay my CEB Bill?

- Select the Bill payment module. Select Customer Account i.e., CEB Account. Select your account from where the amount will be debited and enter remarks. Normally CEB takes 3-4 days for the settlement of the bill.

Question 3 – Can I edit CEB Billing details?

- No, you cannot edit your Bill details in the app. Delete the biller and add the correct details.

Fund transfer

Question 1 –How do I transfer money between by SBIML accounts?

- To transfer money between your SBIML accounts, select Fund Transfer option upon logging into YONO app. Select the 'from' account, 'to' account, and amount to be transferred. By default, the amount is selected in the currency of the 'from' account. In case of inter-currency fund transfers, current prevailing exchange rates are shown.

Question 2 –Can I schedule payments/ Standing Instructions? How do I do it?

Yes, SBIML provides you the facility of scheduling transfers within SBIML and registered beneficiaries in other local banks. Just log in to your YONO app, after you have entered the fund transfer details, check the 'Pay later' option. With the Pay later option you select 'One time' payment, and select the required deferred date of payment. In case you want to set a standing instruction, that is also possible with this option.

Question 3 – Are there any restrictions on the currency that can be sent through Fund Transfer option in YONO SBI MAURITIUS?

- For Fund transfers within SBI Mauritius, transfers are allowed for selected currencies.

Question 4 – Are there any restrictions on the amount that can be sent through Fund Transfer option in YONO SBI MAURITIUS?

- Third party transfer is limited to MUR 10,000/- per day. For self-account transfer within SBIML it is upto USD15,000/- per day

YONO Remit

Question 1 – What is YONO remit?

- YONO Remit provides quick, easy to use, and economical way of sending money from Mauritius to bank accounts of individuals in India.

Question 2 – Who can use YONO Remit?

- Any retail customer of SBI (Mauritius) Ltd.

Question 3 – Which all countries can I send remittance to?

- Currently, YONO Remit is available to send remittance from Mauritius to India.

Question 4 – Can I send money to any non-SBI bank accounts in destination countries using this service?

- YONO Remit allows remittances to most of the banks in India. However, some banks may not be serviced because they have not registered with the national clearing body/do not allow foreign inward remittances. It is advised to check with the beneficiary bank prior to initiating remittances.
- For India, we use NEFT mode for payment. All banks registered with these clearing systems are eligible.

Question 5 – How secure is YONO remit?

- YONO Remit uses state-of-the-art security systems to ensure the confidentiality of your bank account details and other information provided by you. Our site uses highly secure encryption technologies and is optimised to work on latest browsers.

Question 6 – How much time does it take for my beneficiary to be credited?

- This varies based on the beneficiary bank, destination country, and mode of payment. Typically, the payment is processed within by next working day.

Question 7 – Are there any limits on the amount for remittance?

- Yes, presently the limit is MUR10,000/- per day

Question 8 – How do I register for sending online remittances to India based accounts?

- To register - Click on Manage Beneficiary to add beneficiary and submit the beneficiary details such as account number, IFSC code, address and pay to the added account. If the beneficiary is already added, click on Initiate Remittance to send the remittances.

Question 9 – Do I have to wait for some time for beneficiary activation after I have added beneficiary?

- No, you don't have to wait for beneficiary activation. As soon as you have added your beneficiary and confirmed with an OTP, the beneficiary is automatically activated.

Question 10 – I did not receive the OTP on my mobile. What should I do now?

Please click on the "Resend OTP " option on your YONO app to receive the message. In case this is a prolonged problem, please reach out to our customer support on: (230) 2108809 or mail on customercare@sbimauritius.com

Question 11 – How many beneficiary accounts can I add in my remittance account with you?

- For remitting the amount through YONO, you may add as many beneficiary accounts you may like.

Question 13 – Does YONO remit guarantee exchange rate?

- Exchange rate shown in the amount confirmation page is guaranteed as the final exchange rate that the beneficiary is going to receive. Please note that the exchange rate shown in other pages are only indicative.

Question 14 – What is the rate alert feature? How do I use it?

- The rate alert feature is available from the "YONO Remit" dashboard of the user. This feature can be used to send a text/email alert to the customer in case the exchange rate crosses the limit set by the customer. This alert will only be sent once when the exchange rate crosses the threshold and will need to be reset in case subsequent alerts are required. inward remittances etc. As a best practice always check with the

beneficiary bank prior to initiating remittance to avoid failures

Question 17 – What are the service charges for money transfer through YONO remit?

- Free

Question 18 – What are the payment options to make the remittance?

- SBIML account customers can use their own account to fund the remittance.

Question 19 – Is there an option to cancel a remittance which is already initiated?

- A remittance once initiated cannot be cancelled.

Question 20 – What are the various reasons for which the remittance can fail?

- General reasons for failure of remittance include: incorrect account number of beneficiary, beneficiary bank details, frozen account of beneficiary, beneficiary account doesn't accept foreign inward remittances, etc. Please check with the beneficiary bank prior to initiating remittance to avoid failures.

Question 21 – In case of payment failures do I get my full amount returned? Where does it get credited?

- Please note that if the failure is on account of wrong information submitted by the user, then the exchange loss arriving out of the transaction will be borne by the user. On the other hand, if it is due to a system failure, then the full transaction amount will be reversed.

Question 22 – Whom should I contact if I still have any queries/complaint?

- For any query/complaint kindly contact our customer care Customer Care:
- Helpline: 8002009 and (230) 2108809
- Toll Free Number (Within Mauritius): 800 2009
- Email: customercare@sbimauritius.com

One View - Link India relationship

Question 1 – Can I view my SBI India accounts using the YONO Mauritius?

- Yes, you can view your SBI India accounts using YONO, if you have internet banking access for your SBI India accounts. For this, you will have to link your SBI India relationship to YONO Mauritius.

Question 2 – Can I make payments from my SBI India accounts through the YONO Mauritius app?

- No, currently you can only view your SBI India accounts using YONO Mauritius.

Question 3 – Can I de-link my SBI India relationship from the YONO MAURITIUS app?

- Yes, you can de-link your SBI India relationship from YONO Mauritius at any time

Question 4 – Can I re-link my SBI India relationship for viewing through YONO MAURITIUS app after I have de-linked it?

- Yes, you can re-link your SBI India relationship again by clicking on "Link your SBI India Relationship" on the YONO Mauritius dashboard.

Question 5 – What details of my India account will I be able to see using YONO Mauritius?

- You can view your account balance and download mini statements for your India accounts.

Question 6 – How can I view my India balance?

- To view your India balance, you will need to link your SBI India relationship using the option on the dashboard. Once your SBI India relationship is linked, your accounts will automatically appear in the accounts overview along with your Mauritius accounts

Question 7 – How can I transfer my funds from my SBI Mauritius accounts to SBI India accounts?

- You can transfer the funds from SBI Mauritius Account to SBI India account using the remittance feature “YONO Remit” by adding your account as a beneficiary.

Cheque services

Question 1 – Can I apply for Cheque book via YONO

- You can apply for cheque books via YONO for Savings accounts. You can navigate to Service requests>> Cheque Related services >> Cheque book Request. This is chargeable as per our schedule of charges.

Question 2 – How can I enquire the status of cheque(s) I have issued?

- To enquire the status of cheques go to the Service Requests section by clicking on 'Service Requests' in the hamburger menu at the top left of your screen. Then click on 'Cheques' and choose 'Enquire Cheque Status'. Once you submit the details you can see the status of the cheque.

Question 3 – Can I enquire the status of multiple cheques together?

- Yes, you can enquire the status of multiple cheques together using the YONO app.

Question 4 – How can I enquire the status of multiple cheques together?

- To enquire the status of multiple cheques together click on 'Multiple' on the 'Enquire Cheque Status' screen. Once you submit the details you can see the status of the cheques.

Question 5 – How can I stop the payment of cheque(s) I have issued?

- To stop a cheque go to the Service Requests section by clicking on 'Service Requests' in the hamburger menu at the top left of your screen. Then click on 'Cheques' and choose 'Stop Cheque'. Once you successfully submit the details and confirm the OTP, the cheque will be stopped. If the cheque is already paid, it won't be stopped.

Question 6 – Can I invoke the stop cheque instruction anytime?

- Yes, you can invoke the stop cheque instruction from YONO at any time.

Question 7 – Will I have to pay for stopping a cheque?

- Yes, there is a charge of MUR 125 per cheque leaf for stopping cheques.

Question 8 – How can I revoke a stop cheque instruction?

- To stop a cheque go to the Service Requests section by clicking on 'Service Requests' in the hamburger menu at the top left of your screen. Then click on 'Cheques > Cheques Management' and choose 'Revoke Stop Instruction'. Once you successfully submit the details and confirm the OTP, the cheque stop instruction will be revoked.

Question 9 – Will I have to pay for revoking a cheque?

- No, there is no charge for revoking a stop instruction. However, the charges paid for stopping the cheque will not be refunded.

Question 10 – Can I revoke a stop cheque instruction anytime?

- Yes, you can revoke the stop cheque instruction from YONO at any time

Question 11 – What is the charge for availing the SMS Alert service?

- Nil

Question 12– Can I stop all SMS alerts for my accounts?

- No, all SMS alerts can not be stopped.

Update profile details

Question 1 – How can I update email for my account?

- To update email go to the Service Requests section by clicking on 'Service Requests' in the hamburger menu at the top left of your screen. Then choose 'Personal Details' and click edit icon next to the email ID

Question 2 – How can I update my mobile number?

- To update mobile, go to the Service Requests section by clicking on 'Service Requests' in the hamburger menu at the top left of your screen. Then choose 'Personal Details' and click edit icon next to the mobile number

Question 3 – Can I change to an international mobile number?

- Yes, you can use an international mobile number on your account. However, the number should belong to one of the countries in the list. The dropdown on the 'Update Mobile Number' screen indicates which country code numbers can be added to the system. Please note that messages/calls to international numbers may get delayed or not reach, and charges may be levied by your service provider for the messages/calls

Question 4 – Do I need to have the old Mobile Number also while Updating/ Changing to a new Mobile Number?

Yes. An OTP will be sent to the Old mobile number for verification. In case, you don't have the old mobile number kindly visit our branch for updating.

Question 5 – I have lost my old Mobile Number. Can I change my Mobile Number on YONO.

- No. While changing the Mobile Number on YONO, Both the Mobile Numbers are needed. In case the customer has lost the Mobile Number, customer will have to contact the branch for Mobile Number updation.

SMS alerts

Question 1 – Will I be charged for SMS alerts?

- No, we do not charge you for the SMS alerts. However, your service provider may charge you for receiving the messages.

Ask SIA

Question 1 – Who's SIA?

- SIA stands for SBI's intelligent assistance designed to resolve queries that users may have by simulating conversations with humans. We will provide this functionality soon.

Spend analysis

Question 1 – What is Spend Analysis?

- Spend analysis is a YONO SBIML feature that identifies, groups, categories, and analyses your expenditure made through your SBIML account.

Question 2 – How is spend analysis useful for me?

- You can use spend analysis to view your spend categorised by nature of expenditure and merchants on a weekly, monthly, and quarterly basis.

Question 3 – What is the periodicity available for analysing my spends?

- You have the option of viewing your spend analysis for a week, month, or quarter.

Question 4 – What categories are available with Spend Analysis?

- Currently below categories are available with spend analysis:
- ATM withdrawal,
- POS,
- Others.

Question 5 – What is included in 'Others' category?

- All expenses that do not fall in ATM Withdrawal and POS transactions

Question 6 – How can I view my Spend Analysis?

- You can access the spend analysis on your account overview screen for each account

Question 7 – How can I see my merchant wise categorised transactions?

- You can see your transactions categorised by merchants, nature of expenditure, or a combination of both.

For any query/feedback, kindly contact our customer care at Helpline: (230) 2108809 Toll Free Number (Within Mauritius): 800 2009 Email: customercare@sbimauritius.com