BOI Mobile Banking App Pre-Login FAQs

Introduction

- What is BOI Mobile?
  BOI Mobile is a Bank of India Mobile Banking Application for Retail Banking Customers. It allows you to bank anytime, anywhere through your mobile phone. You can access your banking information and make transactions in your Operative Accounts at absolutely free.

- Other Bank Customer can use BOI Mobile?
  No. Currently its only available for BOI customers.

- BOI Mobile is safe to use ?
  Yes It's completely safe. All the details entered in app will be encrypted end-to-end. across all networks.

- How to Download the App ?
  Its available in Google play store and apple store.

- Which OS version does this app support?
  Any version of Android above 5.0.2 and iOS version 8.0 above is supported by the Application.

Registration

- How to register with BOI Mobile ?
  BOI customer can enrol themselves for mobile banking application by downloading the app from respective play store/App Store.

- What are the type of users ?
  There are two types of Users. View User and Financial user.

- What is view user ?
  View users can view his account Balance, Account Details, Mini Statement and M-Passbook

- What is Financial user ?
  Financial users can perform all type of fund transfer related transactions including bill payments.

- How to convert from view user to financial user ?
  Customer can convert himself from view user to financial user by using his debit card credentials. This option will be available under settings menu.

- If I don't have card how to convert from view user to financial user?
  You can approach your parent Branch for Debit card facility to avail the facility of financial user.

- I am getting a prompt "Sending SMS from your mobile failed" while registration. What should I do?
  Please check your mobile balance and network connectivity. Please reach us on 1800 220 229 for further assistance.

Existing User

Re-Installation for existing users.

- Can I change my mobile device?
  Yes you can change your mobile. Please download and install the app from the play store/App Store.

- Do I have to follow the registration process for new device?
  No Its not required Just re-activate by clicking proceed button in the first page.

- Whether the registered SIM is mandatory for reactivation?
  Yes Registered SIM is mandatory for new device.

- I have changed my mobile number at branch but can I still use the BOI mobile app?
  Yes Mobile application will ask for the update.

Accessibility

Login

- What are the various credentials used for Login ?
  You can use your user id / mobile number / customer id and Login PIN.

- How many times can I try with wrong login PIN?
  Maximum 3 times per day.

- If my user id is locked then how to release it?
  You have to wait for 24 hours to auto release or approach the bank for reset.

Forgot User ID

- What is Forgot User ID ?
  If you have forgotten your User ID this option will be used to retrieve the User ID from server.

- What are the inputs do I need to give to retrieve the user id ?
  If you are view only user you need to provide OTP. If you are transaction user you need to provide OTP and Transactions Password

- If I have forgotten transactions password or transaction password is expired how do I reset?
  If you have forgotten transactions password or if password has expired then use Forgot Transactions Password link to reset the Transactions Password.

Forgot Login PIN

- What is Forgot Login PIN ?
  If you forget your Login PIN then use this option to reset the Login PIN.

- What are the inputs I need to give to reset the Login PIN ?
  View user can reset the pin with OTP facility and financial user needs to provide OTP and Transaction Password.

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