



# Mobile Banking

## Some facts you need to know



- You can now use your mobile phone to daily transfer upto Rs.5000 and make payment for purchase of goods/services upto Rs.10,000.
- All banks which are licensed and regulated in India, have a physical presence in India and have implemented core banking solutions are permitted to offer mobile banking services through their branches / Business Correspondents.
- Customers of banks and/or holders of debit/credit cards can use these services.
- At present, mobile banking services are offered for domestic transactions.
- Customer complaints/grievances arising out of mobile banking facility are covered under the Banking Ombudsman Scheme.
- Banks are required to tell you about risks, responsibilities and liabilities while using mobile banking services.



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भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA

Website: [www.rbi.org.in](http://www.rbi.org.in)



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Consumers can also call

National Consumer Helpline No. (1800-11-4000 Toll Free) (From BSNL/MTNL lines) 011-27662955,56,57,58  
(Normal Call Charges Apply) (9.30 am to 5.30 pm - Monday to Saturday)