

Corporate Internet Banking - FAQs

1. What is Corporate Internet Banking (CIB)?

Corporate Internet Banking (CIB) is Development Credit Bank's powerful online banking channel that helps our institutional customers manage their complex banking from their desktops.

CIB offers customers some key facilities:

Single window view of all Development Credit Bank accounts mapped to a single user id, including

- Loan, deposit and external accounts (channel partner i.e. vendor/dealer accounts)
- Intra-account and Inter-Bank fund transfer using NEFT/RTGS
- Bulk payments
- Trade Services and Cash Management Services
- Requests for FD opening, Cheque book and Stop Payment

Key Benefits & Advantages:

- 24*7 Banking Hours
- Real time access to all your Account Information
- Customisation & Security: You can preset the information access, approval process and transaction authority for various employees for complete security.
- MIS Integration: You can download your account details as an excel, PDF or text file.

2. How do I access CIB?

To access CIB you need to register as a user. For registering, you need to complete our CIB application form. The duly filled application form can be submitted to your RM. On registration, you will be sent your user ID and password. Once you have received the same, you can, visit <http://www.dcb.com> and then login to CIB.

3. What are the various modes of fund transfer available in CIB?

Corporate Internet Banking offers real time fund transfers. You can either do a one-to-one fund transfer or a bulk transfer. In a one-to-one fund transfer the accounts are linked and you have to select the debit and credit account, enter the amount and narration for fund transfer and affect the same. For bulk transfers you need to upload a text file (as per our prescribed format) containing the payment instructions. The format of the text file basically contains account no., amount, date and narration for the payment. This is useful for effecting multiple payments at a single click.

4. Is there any limit on the amounts of funds that can be transferred through CIB?

Yes. You can specify and set the user level limit and the transaction level limit. A fund transfer cap can be specified for each of the debit accounts in terms of amount and you can also specify a limit on the amount of fund transfer that can be effected by your authorised users. This is similar to Cheque signing powers in the physical world.

5. What are the charges for transactions executed through CIB?

Please contact your relationship manager for the details.

6. Can I effect fund transfers through CIB to other Banks?

Yes. You can effect fund transfers to accounts of non-DEVELOPMENT CREDIT Bank. The inter bank fund transfers are routed through the RBI-NEFT and RTGS mechanism.

7. Can I use the account for effecting International Fund transfers?

No. You can only effect fund transfers within India.

8. What are the security features of Corporate Internet Banking? Is it safe?

We understand your concerns about the security and it is of utmost importance to us. Firewalls, data encryption, digital certification are used so that no other person is able to access your account. Other features include a separate password for transactions, which only you will know, and even the Bank employees will not be aware about the same.

There will be no memory caches allowed on the browser so that after you logout nobody would be able to access your account by pressing the "Back" button on the browser. If the screen is not used for 15 minutes, it automatically logs you out from CIB.

9. Do I have any cost benefit?

You don't have to spend anything extra to avail this facility. All it requires is Internet connectivity. CIB enables your company to pro-actively manage cash flows, ease reconciliation efforts, as all the MIS is available at the click of the mouse.

10. Where can I get more information about Corporate Internet Banking?

You may contact your RM for the same.

11. Whom should I contact for any queries after I have submitted the forms or for any operational issue on the CIB platform?

You can contact your RM for the same.