

INTRODUCTION

At State Bank of India, we always endeavor to provide you impeccable service backed by the latest standards in banking security.

To this end, we have introduced the SBI Security Device – a simple and convenient tool to secure your online banking. The SBI Security Device generates a unique dynamic numeric code that changes every 10 seconds based on a complex algorithm.

To use your SBI Online account, all you need to do is enter the security code in addition to your username and password, thus doubly securing your internet banking!

BENEFITS

- Double security – your password and a dynamic code
- Simple and easy to use
- Free of cost! However, replacements will be charged

HOW DOES THE SBI SECURITY DEVICE WORK?

The SBI Security Device provides you with double security for your online banking.

Logging on to your account online requires two inputs

1. Your username and password
2. The unique code generated by the SBI Security Device

Since your username and password are known only to you, and the SBI Security Device is in your possession, only you can access your account online

HOW DO I USE MY SBI SECURITY DEVICE ?

Every time you log in to your SBI account online, you will need to follow these three simple steps

Go to www.sbising.com and click on the Internet banking link or or access url – www.onlinesbiglobal.com/64SG/ and click to Retail User

Step 1: Enter your username and password and click on ‘Logon’

Step 2: The ‘Security Code’ screen appears. Press the button on your SBI Security Device and a 6-digit Security code will appear on the LCD display of the SBI Security Device. Enter this code in the relevant field on the screen

Step 3: Click on ‘Continue’ and you will be taken to your online banking homepage

Frequently Asked Questions

Why is SBI issuing the SBI Security Device to all SBI customers?

SBI is committed to provide safe and simple internet banking to all SBI customers. The SBI Security Device is the latest technology in online security, and we have adopted this to ensure the security of your online banking

What happens if I lose or damage my SBI Security Device?

If you lose or damage your SBI Security Device, please call our customer care numbers given on the last page of this user manual to order a replacement device. Replacements will be charged as per our prevailing tariff

What happens if my SBI Security Device is stolen?

If someone steals the SBI Security Device, they will still not be able to log on to your internet banking account, as only you know your internet banking username and password.

You should avoid personalizing your SBI Security Device in any way that would allow an individual to know your internet banking username and password.

How long does the battery in the SBI Security Device last?

The battery in your SBI Security Device has been designed to last for three to five years. As soon as your battery begins to run low, the message “BATT” will appear on the LCD screen.

When this happens, please call our customer care number (listed on the last page of this document) to have a replacement device sent to your correspondence address, absolutely free of charge

Can I use my SBI Security Device while travelling abroad?

Yes, you can use it anywhere in the world

Can I use my SBI Security Device for my SBI accounts in India?

As of now, the SBI Security Device is for all your accounts with SBI Singapore only. For SBI accounts in India with internet banking, the existing username and password will continue

For any other questions, please call our customer care number listed on the last page of this user manual

CUSTOMER CARE NUMBER

SBI Singapore + 65 XXXX XXXX (Toll-Free)