

# **Device Binding - Ujjivan SFB Mobile Banking Application**

## **Frequently Asked Questions (FAQs)**

### **Q 1. What is Device Binding?**

Device Binding is the process to register your device as a trusted device for banking. It registers your device and validates it with the registered mobile number. This allows access to the mobile banking application from a trusted device only and makes your app usage safe and secure.

### **Q 2. Is Device Binding mandatory to access Ujjivan SFB Mobile Banking Application?**

Yes, it is now mandatory to register your device to access the Ujjivan SFB Mobile Banking Application. This restricts any unauthorized attempt to access your mobile banking application from unregistered devices.

### **Q 3. Can I use the existing Ujjivan SFB Mobile Banking Application after the Device Binding update?**

Yes, once you update the application from the Play Store/iOS store, it will ask for device registration. Once the device registration process is complete, you can then access the Ujjivan SFB Mobile Banking Application.

### **Q 4. Can I register multiple devices for Ujjivan SFB Mobile Banking Application?**

Yes, you can register multiple devices, but your registered mobile number should be available in the device to access the Ujjivan SFB Mobile Banking Application.

### **Q 5. What if I lost my mobile handset where Ujjivan SFB Mobile Banking Application was registered?**

In case of loss/theft of your mobile handset, please block your SIM immediately. Once the new SIM is issued from the telecom operator, kindly use the newly provided SIM in your new mobile handset and follow the registration process.

## **For Existing Ujjivan SFB Mobile Banking Users**

### **What is the new registration process for existing Ujjivan SFB Mobile Banking users?**

The registration process for android users is -

- Update Ujjivan SFB Mobile Banking Application from the Play Store and launch it.
- Enter customer ID, 4-digit MPIN and select the language of your choice.
- To know the Customer ID, refer to your Passbook, Cheque Book, or Account Statement. User can also receive Customer ID on their registered mobile number by sending an SMS "CUST" to 9243232121.

- A confirmation message will pop up to proceed with the registration. User will have to ensure that the SIM with the registered mobile number is present in the mobile device.
- Select SIM 1 or SIM 2 (in case of Dual SIM), which is registered with Ujjivan SFB. Review and accept the Terms and Conditions for registration by clicking the 'CONFIRM' button.  
Note – In case of multiple CIF Ids, select the CIF Id registered for Mobile Banking
- Then, enter the MPIN for the selected CIF ID to login.

### **For New Ujjivan SFB Mobile Banking Users**

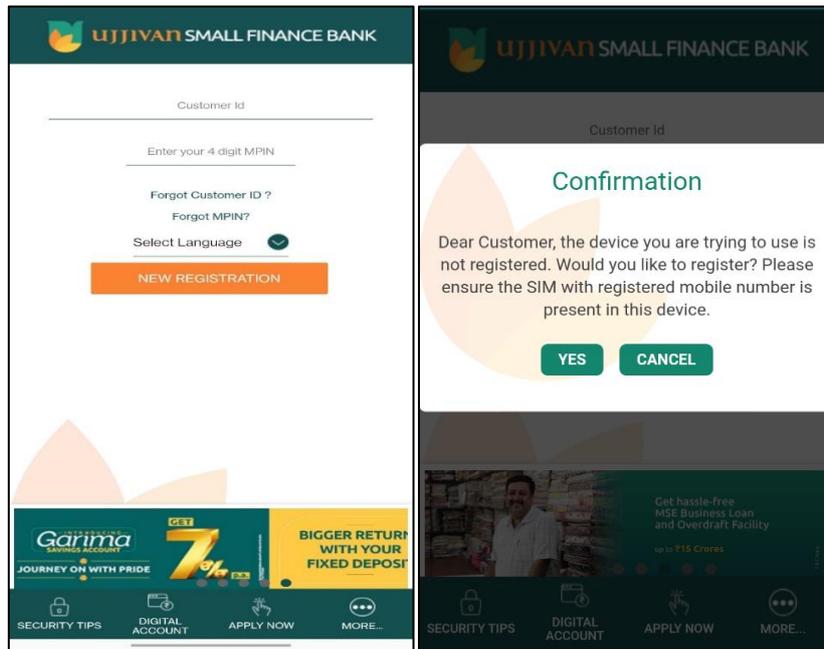
#### **What is the registration process for new Ujjivan SFB Mobile Banking users?**

The registration process for android users is -

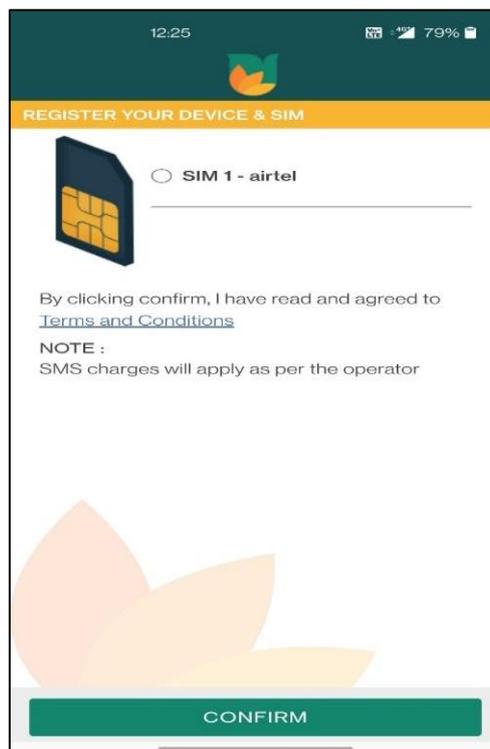
- Download Ujjivan SFB Mobile Banking Application from the Play Store and launch it.
- Click "New Registration".
- Select SIM 1 or SIM 2 (in case of Dual SIM), which is registered with Ujjivan SFB. Review and accept the Terms and Conditions for registration by clicking the 'CONFIRM' button.
- Enter OTP sent to your Mobile Number registered with Ujjivan SFB.
- Select Debit Card number, enter Expiry Date and CVV number.
- Set and confirm the 4-digit MPIN.
- User can now login and use the Ujjivan SFB Mobile Banking Application, safely and securely.

### **Screen Flow - For Existing Ujjivan SFB Mobile Banking Users**

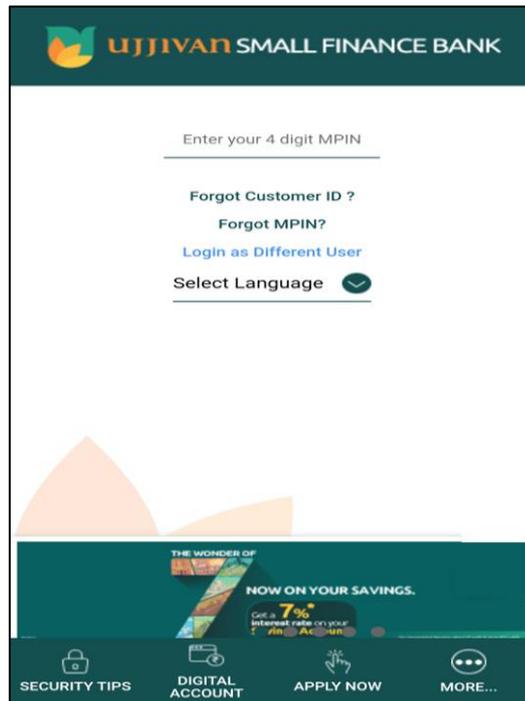
- Update Ujjivan SFB Mobile Banking Application from the Play Store and launch it.
- Enter customer ID, 4-digit MPIN and select the language of your choice.
- A confirmation message will pop up to proceed with the registration. User will have to ensure that the SIM with the registered mobile number is present in the mobile device.



- Select SIM 1 or SIM 2 (in case of Dual SIM), which is registered with Ujjivan SFB. Review and accept the Terms and Conditions for registration by clicking the 'CONFIRM' button.

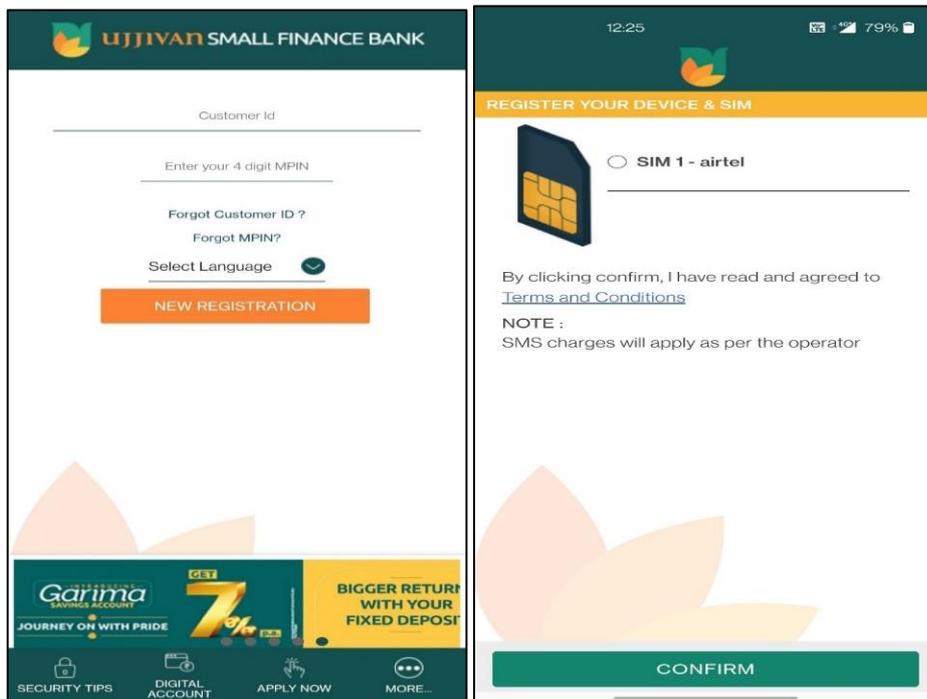


- Note – In case of multiple CIF Ids, select the CIF Id registered for Mobile Banking
- User must then enter their 4 digit MPIN to login.



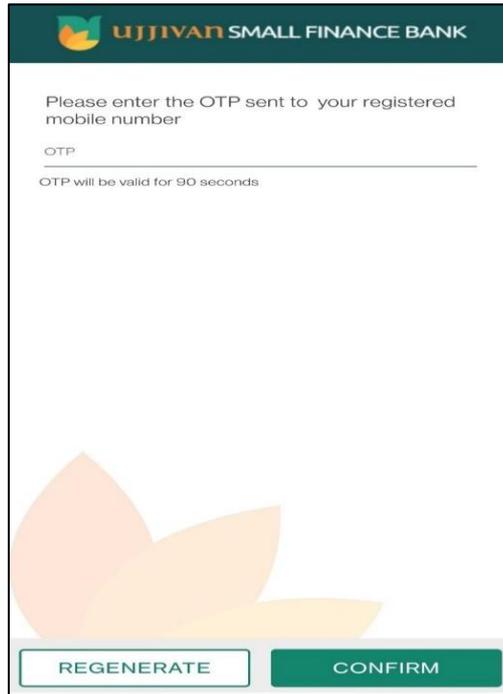
### Screen Flow – For New Ujjivan SFB Mobile Banking Users

- Download Ujjivan SFB Mobile Banking Application from the Play Store and launch it.
- Click on “New registration” to start the registration process.
- Select SIM 1 or SIM 2 (in case of Dual SIM), which is registered with Ujjivan SFB. Review and accept the Terms and Conditions for registration by clicking the ‘CONFIRM’ button.



Note – In case of multiple CIF Ids, select the CIF Id registered for Mobile Banking

- User will have to enter the OTP sent to their mobile number registered with Ujjivan SFB.



UJJIVAN SMALL FINANCE BANK

Please enter the OTP sent to your registered mobile number

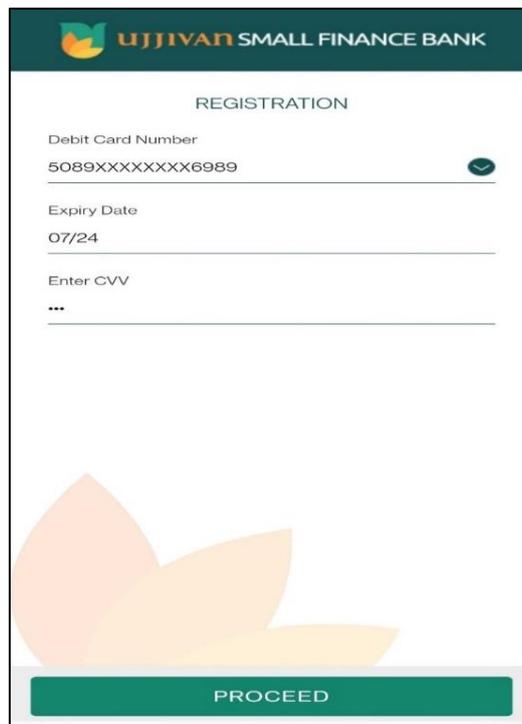
OTP

OTP will be valid for 90 seconds

REGENERATE CONFIRM

The image shows a mobile application screen for Ujjivan Small Finance Bank. At the top, there is a dark green header with the bank's logo and name. Below the header, the text reads "Please enter the OTP sent to your registered mobile number". There is a text input field labeled "OTP" with a horizontal line underneath it. Below the input field, it says "OTP will be valid for 90 seconds". At the bottom of the screen, there are two buttons: "REGENERATE" in a light green box and "CONFIRM" in a dark green box. A decorative graphic of three overlapping petals in shades of orange and yellow is positioned at the bottom left of the screen.

- Select Debit Card Number, enter Expiry Date and the CVV number.
- User will have 3 attempts to enter the correct card details, after which the debit card authentication will be blocked for 24 hours.



UJJIVAN SMALL FINANCE BANK

REGISTRATION

Debit Card Number  
5089XXXXXXXX6989 ✓

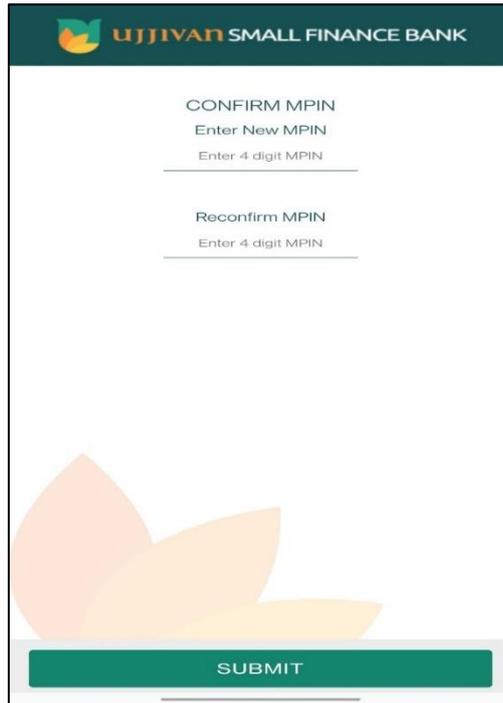
Expiry Date  
07/24

Enter CVV  
...

PROCEED

The image shows a mobile application screen for Ujjivan Small Finance Bank. At the top, there is a dark green header with the bank's logo and name. Below the header, the text reads "REGISTRATION". There are three input fields: "Debit Card Number" with the value "5089XXXXXXXX6989" and a green checkmark icon to its right; "Expiry Date" with the value "07/24"; and "Enter CVV" with three dots "..." as a placeholder. At the bottom of the screen, there is a dark green button labeled "PROCEED". A decorative graphic of three overlapping petals in shades of orange and yellow is positioned at the bottom left of the screen.

- User will have to set a 4 digit MPIN post which they can login to the Ujjivan SFB Mobile Banking Application.



The image shows a mobile banking application screen for Ujjivan Small Finance Bank. At the top, there is a dark green header with the bank's logo and name. The main content area is white and contains two sections for MPIN confirmation. The first section is titled "CONFIRM MPIN" and includes the text "Enter New MPIN" and "Enter 4 digit MPIN" above a horizontal input line. The second section is titled "Reconfirm MPIN" and includes the text "Enter 4 digit MPIN" above another horizontal input line. At the bottom of the screen, there is a green button labeled "SUBMIT". The background features a decorative graphic of three overlapping leaves in shades of orange and yellow.