



# SBI YONO BAHRAIN FAQ Handbook

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# 1

## Account Opening and Registration



# Registration

## Question 1 – How can I register for Internet Banking?

- The app upon download will prompt you to register for internet banking after entering your Customer ID or Account No.
- Enter the required details and the OTP for verification
- You would then be prompted to set up your login password

## Question 2 – How can I set my MPIN?

- Click on 'set MPIN' on the login screen
- Based on the requirements mentioned, set your 6-digit MPIN

## Question 3 – What can I do if I can't login to my account?

- If you are not able to login using User ID and password, click on 'Forgot Password' option
- Enter your User ID and authenticate with OTP to retrieve your login password

## Question 4 - What is two-factor authentication when I register for internet banking through YONO?

- When you log-in for the first time, you would be prompted to undergo 2FA registration
- You would be required to select a phrase and image, followed by answering at least two questions. These are done to secure you against any fraudulent logins
- These questions are created for your enhanced security and will be asked in case of any suspicious logins

## Question 5 – How can I set my login password?

- If you are not an internet banking customer, you would first be required to register for internet banking
- After registration, you would be prompted to set your login password
- Follow the specifications given and set your login password

# Term deposits

## Question 1 – How to open a Term deposit account online?

You can either click on Open Term Deposit from the hamburger menu or select the same option from "My Deposits" within Accounts overview section

## Question 2 – What documents do I need to open this account online?

- You just need to login and within 5 simple steps you can open a Term Deposit

## Question 3 – I am a first time user of YONO and have left the TD Account opening mid-way. How can I resume the application?

- You can restart the 5 step TD account opening journey again.

## Question 4 – I haven't received the OTP?

- Please click on "Resend OTP " to receive the message. Kindly note that a new OTP will be sent to your phone in case you select the 'Resend OTP' option.

## Question 5 – What are the features of Term Deposit Account?

- Paperless account opening
- Choose between different interest payout options (Maturity, Annual and Monthly)

## Question 6 – How can I see the rate of interest rates of Term deposit accounts?

- Products features (Rate of Interests) are shown upfront while opening the Term Deposit

## Question 7 – How frequently can the interest be credited in Term deposit?

- Interest can be credited monthly, annually or at maturity

#### **Question 8 – Is it possible to open Term deposit account without visiting branch?**

- Yes. The account can be opened via New TD journey of YONO for everyone. Just download the app and follow the simple instructions.

#### **Question 9 – Can I have a joint holder in Fixed Deposit Account?**

- Yes, but it can only be added through a branch visit.

#### **Question 10 – Can I open a fixed deposit account on a minor's name?**

- Fixed Deposit account is only for individuals above 21 Years. Hence TD cannot be opened on a minor's name.

#### **Question 11 – I am an existing SBI Bahrain account holder. Can I open a new Fixed deposit account?**

- You can either click on Open TD from the hamburger menu or select the same option from "My Deposits" within Accounts overview section

#### **Question 12 – Can I set maturity instructions after my account is opened?**

- No

#### **Question 13 – How my new TD account will be funded?**

Your existing Current/ Savings account will be used for the funding.

**Question 14 – Can I fund my TD multiple times?**

- No, it will be funded at the time of account opening itself.

**Question 15 – I have an existing TD with SBI Bahrain, can I open another?**

- Yes, you can open another TD

**Question 16 – In which currency I can open my TD account?**

- Presently, TD account can be opened in 2 currencies only, BHD and USD.
- The TD account will be opened in the Currency of the funding account.

**Question 16 – What is the minimum amount for opening of TD account?**

- The minimum amount for opening of TD account is BHD 1000 or equivalent.

# Recurring Deposits

## Question 1 – How to open a Recurring Deposit account online?

You can either click on Open Recurring Deposit from the hamburger menu or select the same option from "My Deposits" within Accounts overview section

## Question 2 – What documents do I need to open this account online?

- No documents is required and within 5 simple steps you can open a Recurring Deposit

## Question 3 – I am a first time user of YONO and have left the RD Account opening mid-way. How can I resume the application?

- You can restart the 5 step RD account opening journey again.

## Question 4 – I haven't received the OTP?

- Please click on "Resend OTP " to receive the message. Kindly note that a new OTP will be sent to your phone in case you select the 'Resend OTP' option.

## Question 5 – What are the features of Recurring Deposit Account?

- Paperless account opening.
- Choose between different Tenures.

## Question 6 – How can I see the rate of interest rates of Recurring Deposit Accounts?

- Products features (Rate of Interests) are shown upfront while opening the Recurring Deposit.

## Question 7 – How frequently can the interest be credited in Recurring deposit?



- Interest is credited in Recurring Deposit account on maturity only.

### **Question 8 – Is it possible to open Recurring deposit account without visiting branch?**

- Yes. The account can be opened via New RD journey of YONO for everyone. Just download the app and follow the simple instructions.

### **Question 9 – Can I have a joint holder in Recurring Deposit Account?**

- Yes, but it can only be added through a branch visit.

### **Question 10 – Can I open a Recurring Deposit account on a minor's name?**

- Through YONO, Recurring Deposit account can be opened only for individuals above 21 Years. So, this account cannot be opened on a minor's name.

### **Question 11 – I am an existing SBI Bahrain account holder. Can I open a new Recurring Deposit account?**

- You can either click on Open RD from the hamburger menu or select the same option from "My Deposits" within Accounts overview section

### **Question 12 – How my new RD account will be funded?**

Your existing Current/ Savings account will be used for the funding.

### **Question 13 – I have an existing RD with SBI Bahrain, can I open another?**

- Yes, you can open another RD

**Question 14 – In which currency I can open my RD account?**

- Presently, RD account can be opened in 2 currencies only BHD and USD.
- The RD account will be opened in the Currency of the funding account.

**Question 15 – What is the minimum amount for opening of RD account?**

- The minimum amount for opening of TD account is BHD 10 or equivalent.

# 2

## Payments



# Fund transfer within SBI Bahrain

## Question 1 – How do I transfer money between my SBI BAHRAIN accounts?

- To transfer money between your SBI Bahrain accounts, select Fund Transfer option upon logging into YONO app. Select the 'from' account, 'to' account and amount to be transferred. By default, the amount is selected in the currency of the 'from' account. In case of inter-currency fund transfers, current prevailing exchange rates are shown.

## Question 2 – Can I set standing instructions? How do I do it?

- Yes, SBI Bahrain provides you the facility of setting up standing instructions. Just login to your YONO app, after you have entered the fund transfer details, check the 'Schedule' option. Select the required 'Payment cycle', 'Start date' and 'Number of cycles'

## Question 3 – Are there any restrictions on the currency that can be sent through Fund Transfer option in SBI YONO?

- For Fund transfers within SBI Bahrain, transfers are allowed for BHD and USD currencies.

## Question 4 – Are there any limits on Fund Transfer?

- Daily limit is up to 3,000 BHD or equivalent amount in USD for all Fund transfers within SBI Bahrain.

# Fund transfer through FAWRI+

## Question 1 – What is FAWRI+?

- FAWRI+ is a Near Real Time (NRT) transfer. Customers with a Bahrain bank account with a valid IBAN will be able to make low value account to account fund transfers with a near real time confirmation within 30 seconds. A customer shall be able to make multiple FAWRI+ transactions in a day, subject to a maximum daily value limit of BHD 1,000/- per account per day.

## Question 2– How do I transfer funds through FAWRI+?

- To transfer funds through FAWRI+, select Fund Transfer option upon logging into YONO app. Select FAWRI+ and then select the 'from' account, and then enter IBAN and name of beneficiary OR Select Beneficiary from the drop down list and enter amount to be transferred.

## Question 3 – Can I schedule FAWRI+ transfers?

- No.

## Question 4 – Can I set standing instructions for FAWRI+ transfers?

- No.

## Question 5 – Are there any limits on FAWRI+ transfers?

- Maximum limit is up to 1,000 BHD.

# Fund transfer through FAWRI

## Question 1 – What is FAWRI?

- Single or Bulk funds transfers including salary payments of any amount from any Bank Account to any other Bank Account in Bahrain will be cleared in next clearing session as below.

1<sup>st</sup> session: Cut off time for customers :7:45 am; Settlement Time : 9.00 am

2<sup>nd</sup> session: Cut off time for customers :12:15 pm; Settlement Time : 2.00 pm

## Question 2– How do I transfer funds through FAWRI?

- To transfer funds through FAWRI, select Fund Transfer option upon logging into YONO app. Select FAWRI and then select the 'to' account and 'from' account from the drop down list and enter amount to be transferred.

## Question 3 – Can I schedule FAWRI transfers?

- No.

## Question 4 – Can I set standing instructions for FAWRI transfers?

- No.

## Question 5 – Are there any limits on FAWRI transfers?

- Daily limit is up to 3,000 BHD.

# YONO Remit

## Question 1 – What is YONO remit?

- YONO Remit is an app & web-based solution which provides quick, easy to use and economical way of sending money from Bahrain to bank accounts of individuals in other countries.

## Question 2 – Who can use YONO Remit?

- All existing SBI Bahrain BHD A/c holders only can initiate payments.

## Question 3 – Which all countries can I send remittance to?

- YONO Remit is available to send remittance from Bahrain to India Only.

## Question 4 – Do I or the beneficiary need to have an account with SBI?

- No, as long as you are registered with YONO you can use YONO Remit.

## Question 5 – Can I send money to any non-SBI bank accounts in destination countries using this service?

- YONO Remit allows remittances to most of the banks operating in India. However, some banks may not be serviced because they have not registered with the national clearing body/ do not allow foreign inward remittances. It is advised to check with the beneficiary bank prior to initiating remittances.

## Question 6 – How secure is YONO Remit?

- YONO Remit uses state of the art security systems to ensure the confidentiality of your bank account details and other information provided by you. Our site uses highly secure 256-Bit EV SSL encryption and is optimized to work with Microsoft Internet Explorer 7.0 and above or Mozilla 3.0 and above.

### **Question 7 – Can I send money to the bank account of a business?**

- No, currently YONO Remit is available only for retail customers who are sending remittances to individuals holding bank accounts.

### **Question 8 – How much time does it take for my beneficiary to be credited?**

- This varies based on the beneficiary bank, destination country and mode of payment. We try to ensure payment within 2-3 working days.

### **Question 9 – Are there any limits on the amount for remittance?**

Yes, Current limits are as follows:

- BHD 5000.000 per day.

### **Question 10 – Is there any limit on the number of transactions I can do?**

- No, but the overall value cannot exceed BHD 5000.000 per day.

### **Question 11 – I did not receive the OTP on my mobile. What should I do now?**

- Please select resend OTP option and wait for some time. In case this is a prolonged problem, please reach out to our contact center.
- Kindly note that a new OTP (different from the initial one) will be sent upon selection of Resend OTP.

### **Question 12 – I want to block my account as I believe that my password has been leaked?**

- We advise you to frequently change your password and maintain total secrecy about your login details to prevent fraudulent misuse of your account. In case you need to block your account, please immediately reach out to our customer care.



### **Question 13 – How many beneficiary accounts can I add in my remittance account with you?**

- You may add as many beneficiary accounts that you may like. You can additionally use the manage beneficiary section to easily add or delete beneficiaries.

### **Question 14 – Does YONO remit guarantee exchange rate?**

- Exchange rate shown in the amount confirmation page is guaranteed as the final exchange rate that the beneficiary is going to receive. Please note that the exchange rate shown in other pages are only indicative.

### **Question 15 – What is the rate alert feature? How do I use it?**

- The rate alert feature is available from the "YONO Remit" dashboard of the user. This feature can be used to send a text/email alert to the customer in case the exchange rate crosses the limit set by the customer. This alert will only be sent once when the exchange rate crosses the threshold and will need to be reset in case subsequent alerts are required

### **Question 16 – What are the service charges for money transfer through YONO Remit?**

- No service charges.

### **Question 17 – Is there an option to cancel a remittance which is already initiated?**

- A remittance once initiated cannot be cancelled.

### **Question 18 – What are the various reasons for which the remittance can fail?**

- Most common reasons for failure of remittance include: Incorrect account number of beneficiaries, frozen account of beneficiary, beneficiary account doesn't accept foreign inward remittances etc. As a best practice always check with the beneficiary bank prior to initiating remittance to avoid failures

**Question 19 – In case of payment failures do I get my full amount returned? Where does it get credited?**

- In case of failure of payment, the full amount excluding transaction fees (if any) will be returned to the account from where the payment had been initiated. Please note that the customer must additionally bear the exchange rate losses. Kindly refer to the Terms and Conditions for more details.

**Question 20 – How long does it take for the bank to credit my account in case of payment failures?**

- Payment return duration varies for the different modes of payment that was used for remittance. In case it takes more than 5-6 days working days, please reach out to the customer care.

**Question 21 – Whom should I contact if I still have any queries/complaint?**

- For any query/complaint kindly use the “Contact Us” option available at the home page or email to: [customer care.rbbh@statebank.com](mailto:customer care.rbbh@statebank.com).

# Manage beneficiary

**Question 1 – Do I have to wait for some time for beneficiary activation after I have added a beneficiary?**

- Yes. The beneficiary will be automatically activated after 4 hours.

# 3

## Services and support functions



# One View - Link India relationship

## Question 1 – Can I view my SBI India relationship using the YONO Bahrain?

- Yes, you can view your SBI India accounts using YONO if you have internet banking access for your SBI India accounts. For this, you will have to link your SBI India relationship to YONO Bahrain.

## Question 2 – How can I view my SBI India relationship using the YONO Bahrain?

- To view your SBI India accounts using SBI YONO BAHRAIN, you need to link your SBI India relationship by clicking on the 'Link Your SBI India relationship' button on the YONO BAHRAIN dashboard.

## Question 3 – Can I make payments from my SBI India accounts through the YONO Bahrain app?

- No, currently you can only view your SBI India accounts and the latest transaction details using YONO Bahrain.

## Question 4 – Can I de-link my SBI India relationship from the YONO BAHRAIN app?

- Yes, you can de-link your SBI India relationship from YONO Bahrain at any time

## Question 5 – How can I de-link my SBI India relationship from the YONO BAHRAIN app?

- To de-link your SBI India relationship click on 'De-link your SBI India Relationship' on the YONO Bahrain dashboard.

## Question 6 – Can I re-link my SBI India relationship for viewing through YONO BAHRAIN app after I have de-linked it?

- Yes, you can re-link your SBI India relationship again by clicking on "Link your SBI India Relationship" on the YONO Bahrain dashboard.

**Question 7 – What details of my India account will I be able to see using YONO Bahrain?**

- You can view your account balance and download mini statements for your India accounts.

**Question 8 – How can I view my India balance?**

- To view your India balance, you will need to link your SBI India relationship using the option on the dashboard. Once your SBI India relationship is linked, your accounts will automatically appear in the accounts overview along with your Bahrain accounts

**Question 9 – How can I transfer my funds from my SBI Bahrain accounts to SBI India accounts?**

- You can transfer the funds from SBI Bahrain Account to SBI India account using the remittance feature “YONO Remit” by adding your account as a beneficiary.

# Cheque services

## Question 1 – Can I apply for Cheque book via YONO Bahrain?

- Yes, you can apply for Cheque books via YONO Bahrain for your current/premium accounts only subject to satisfactory conduct of account. You will find the option in 'Services' section, as part of 'Cheques.'

## Question 2 – Can I apply for view my Cheque book history via YONO Bahrain?

- Yes, you can view your Cheque books history via YONO Bahrain for your current / premium accounts. You will find the option in 'Services' section, as part of 'Cheques.'

# Update profile details

## Question 1 – How can I update email for my account?

- To update email ID go to the Service Requests section by clicking on 'Services' in the hamburger menu at the top left of your screen. Then choose 'Personal Details' and click edit icon next to the email ID

## Question 2 – How can I update my mobile number?

- To update mobile number, go to the Service Requests section by clicking on 'Services' in the hamburger menu at the top left of your screen. Then choose 'Personal Details' and click edit icon next to the mobile number

## Question 3 – Can I change to an international mobile number?

- Yes, you can use an international mobile number on your account. However, the number should belong to one of the countries in the list. The dropdown on the 'Update Mobile Number' screen indicates which country code numbers can be added to the system. Please note that messages/calls to international numbers may get delayed or not reach, and charges may be levied by your service provider for the messages/calls

## Question 4 – Can I update my mobile number if I do not have the mobile number registered with SBI Bahrain?

- Yes, you can update the mobile number by visiting any of our branches. However, you will not be able to make the change using the YONO app, as we do OTP based authentication using the registered mobile number to ensure your accounts' security



# SMS alerts activation

## Question 1 – Will I be charged for SMS alerts?

- No, we do not charge you for the SMS alerts. However, your service provider may charge you for receiving the messages.

# Ask SIA

## Question 1 – Who's SIA?

- SIA stands for SBI's intelligent assistance designed to resolve queries that users may have by simulating conversations with humans

# Spend Analysis

## Question 1 – What is Spend Analysis?

- Spend analysis is a YONO SBI Bahrain feature that identifies, groups, categorizes and analyzes your expenditure made through your SBI Bahrain account

## Question 2 – How is spend analysis useful for me?

- You can use spend analysis to view your spends categorized by the nature of expenditure and merchants on a weekly, monthly and quarterly basis

## Question 3 – What is the periodicity available for analysing spends?

- You have the option of viewing your spend analysis for a week, month or quarterly basis

## Question 4 – What categories are available with Spend Analysis?

- Currently the following categories are available with spend analysis: ATM withdraw, Remittance, Fund transfer, Others, Automotive/Fuel/Gas, Bill, Food & Drink, Education, Entertainment, Gift & Donations, Grocery's, Health Wellness, House & Property, Investment, Personal, Personal Finance, Payment, Shopping, Travel/Hospitality

## Question 5 – What is included in 'Others' category?

- All expenses that do not fall in any of the other categories have been included in "Others".

## Question 6 – How can I see my merchant-wise categorized transactions?

- You can see your transactions categorized by merchants, nature of expenditure or a combination of both.