



FAQs

YONO US CHICAGO: MOBILE BANKING APPLICATION

1. Where can I download the mobile banking app?

Our "YONO US CHICAGO" mobile banking app is available for download from both App store (iOS) and Google Play (Android).

2. How do I enroll in YONO US CHICAGO mobile banking app?

Once you download the YONO US CHICAGO mobile Banking app, click on the Existing Customer and follow the on-screen instruction to finish the registration.

Existing Customer => New to Internet Banking

3. How do I login into YONO US CHICAGO mobile banking app if I am an existing user of YONO internet banking?

Log into YONO CHICAGO US mobile Banking app using your Existing user ID and password of YONO SBI CHICAGO Internet banking.

Existing Customer=> I already have internet banking ID password.

4. What can I do with my YONO US CHICAGO mobile banking app?

With the YONO US CHICAGO mobile banking app you can:

- View transaction history and account balance of your checking, MMD and CD accounts.
- Download list of Transactions
- View Accounts Overview
- View Account Interest Enquiry
- Manage Recipients
- Initiate USD Local wires within USA
- Initiate International USD remittances to any bank.
- Initiate INR Remittances.
- Cancel INR remittances initiated through online.
- Initiate Fund transfer within own SBI CHICAGO accounts
- Initiate Fund transfer to other SBI CHICAGO recipients
- Initiate Fund transfer to US Recipients (Non SBI CHICAGO)
- **Open new Certificate of Deposit**
- Request Check book issue
- Stop single check /Multiple checks in a range of Checks (Max: 10)
- Add/Update Email and Phone Number
- Send Account maintenance request through Yono secured message.
- Start/Stop Physical Statement Delivery

5. How can I download my transaction history in the YONO US CHICAGO mobile banking app?

You can login and view your transaction history by clicking on My Account in the home screen. Through filter Option, you can download the transaction summary for last 180 days and for the older period up to 7 years, in tranche of 180 days.

6. What if I forgot my User ID and Password?

You can self-reset the password through forgot login password link. For user ID, please contact branch / send email to branch at pb2.chicago@statebank.com & avppb.chicago@statebank.com

7. How to unlock the user ID and One Time Password (OTP)?

Your ID will be locked out, if either of login password or OTP is entered incorrectly consecutively three Times. You can unlock your user id by using Forgot/Reset Login Password option. You can also send unlocking request through registered email to the branch at pb2.chicago@statebank.com & avppb.chicago@statebank.com and the branch will unlock the ID after call Confirmation. Additionally, login ID will be auto unlocked after 24 hours.

8. Is there any limit on the amount of remittance which can be sent through YONO US CHICAGO mobile banking app?

The maximum transaction amount per day in respect of cross border INR and USD remittance is limited to USD 50,000. The maximum transaction amount per day in respect of local wire transfer within USA is limited to USD 100,000.

9. After adding the recipient when I can Initiate fund transfer to the recipient?

There is a cooling period of 30 minutes for Initiating fund transfer after adding the recipient by you. There is a limit of USD 1,000 for international transfers/remittances per recipient and USD 5,000 for Domestic transfers during first 24 hours of adding recipient.

10. Can I remit funds in any other currency apart from INR/USD?

No, you must contact branch for Initiating any fund transfer apart from INR/USD currency. However, you can do transaction in USD to other countries.

11. What exchange rates will I Get?

The exchange rate applied for the transaction shall be the one that is prevalent at the Time of transaction Creation. Rates are also available on our website.

12. Why is app asking for Profile Password?

The app has enhanced facilities. User can change/update email address and mobile no. using app itself. Profile password is required to update this information.