

IB - Frequently Ask Questions (IB - FAQ)

1. What is the minimum browser requirement?

- ⇒ Internet explorer version 9.0 and above / Google Chrome 41 and above / Mozilla Firefox 36 and above / Safari 7 and above. It should be enabled for TLS 1.0 512 bit secured transmission. Browser must be java enabled with JRE version JRE 1.7.0_17 and above.

2. Is this website transactional?

- ⇒ This site is meant only for informational purpose.

3. How can I apply for this facility?

- ⇒ To avail BOIS Internet Banking Facility please visit www.boi.com.sg and download the Retail/Corporate forms and fill-in the forms and submit to the Branch on the following address

Manager-Deposits & Services

Bank of India,

158 Cecil Street,

#01-01, #02-01, & #09-01,

Singapore 069545.

Branch will process the request and IB User-ID and Password will be sent to you by post. However StarToken (2FA) PIN needs to be generated using registered mobile number.

4. What type of information one can view?

- ⇒ Account Balances.
- ⇒ Mini statement of last 10 transactions.
- ⇒ Transaction history for last 12 months.
- ⇒ All Loan and Trade Finance facilities for corporate customers (LCs, Guarantees and Bills).

5. How often the information is updated?

- ⇒ Account information is updated in real-time.
- ⇒ Trade Finance data will be updated at the end of each day.

6. Can I view the Account Balances of my accounts with any other Branch of Bank of India in India?

- ⇒ This service is restricted to Accounts with BOI, Singapore Branch only.

7. How many days of my transactions are available for viewing?

- ⇒ Under the Transaction History, the balances with movements can be viewed for a maximum period of last 12 months. This period is subject to review by the Bank.
- ⇒ User can extract the old information by changing the date criteria within the 12 months.

8. How can I print the Transaction History of my Account/s?

- ⇒ Go to Accounts → Operative Accounts
- ⇒ Click the mouse on account number.
- ⇒ Select the option as Transaction History
- ⇒ Select the format in which you want to download the Transaction History from the list given at bottom right corner
- ⇒ Click on "OK" button to download and print it.

9. Can I view the Trade Finance outstanding transactions of any previous day?

- ⇒ The outstanding of any facility is real time and the transactions displayed under the facility are as of the close of business hours of previous working day.

10. Can I issue payment instructions to the Bank?

- ⇒ No. The BOIS IB Facility is not transactional. The service available is only for viewing and printing of your account information.

11. What if I observe any discrepancy in my outstanding balance or Transaction History of an account?

- ⇒ Please send an email to ib.sg@bankofindia.co.in.
- ⇒ In such circumstances, please do not presume the authenticity of the information displayed on the web server.

12. What is the validity period for the IB credentials received from Bank?

- ⇒ 90 Days

13. What is the Normal Password expiry period for Internet Banking Application?

- ⇒ 90 Days

14. What if password is not changed with-in 90 days?

- ⇒ After 90 days system will prompt the user to change password.

15. What if user attempt the wrong password?

- ⇒ System will warn user for two wrong attempts and Disable the user after three continuous wrong attempts.

16. What if I have forgotten my User-ID or Password OR secret answer or my StarToken is blocked or lost?

- ⇒ Please fill-in the resetting/regeneration form and forward it to Branch or send the scanned copy to ib.sg@bankofindia.co.in (original form followed by post). To get the forms please visit www.boi.com.sg.
- ⇒ If you have apprehension that someone else has come to know your password, immediately change the passwords.

17. What if I want to change my Registered Mobile Number?

- ⇒ Please fill-in the resetting/regeneration or Change Mobile Number form and forward it to Branch or send the scanned copy to ib.sg@bankofindia.co.in (original form followed by post). To get the forms please visit www.boi.com.sg.
- ⇒ If you have apprehension that someone else has come to know your password, immediately change the passwords.

18. How secure is my IB Access?

- ⇒ From the time you login until you log off, is taken care using SSL 512 bit protection by “Verisign”. All you have to ensure is that before you login, you see the word ‘**Https**’ in the address bar of your browser.

- ⇒ As for the BOI Star Token, the OTP is dynamic / generated randomly and is only known to you.

- ⇒ Some browsers store and list possible User ID / Password and display to you as options available for entry. In order to avoid the auto fill for your password security, kindly follow below guideline.

Please do the following settings on your computer:

1. If you are using Internet explorer:

- Go to Tools->Internet Options->Content.
- Under “Personal Information”, click on “Auto Complete”.
- Uncheck “User Names and Passwords on forms”.
- Click on “Clear Passwords”.
- Click OK to save your settings.

2. If you are using chrome

- Open Chrome.
- Click ‘**Menu**’ in the upper right-hand corner.
- From the drop-down menu select ‘**Settings**’.
- At the bottom of the Settings window, click ‘**Show advanced settings**’...
- Next, click on ‘**Privacy section**’.
- The checkbox labelled Use a prediction service to help complete searches and URLs typed in the address bar or the app launcher search box toggles Autocomplete On or off.

- Under the Passwords and forms tab, you may also want to toggle the Enable Auto fill to fill out web forms in a single click checkbox.
- Close the Settings window when you are finished.

3. If you are using Safari

- Open 'Safari' browser.
- Click on 'Safari' in the program menu and select Preferences in the drop-down list.
- Click on 'Autofill' tab on that Preferences window.
- Click on the each of the check boxes next to the Autofill options to deselect them, turning off the Autocomplete for each option.
- Restart browser.

4. If you are using Firefox

- Open Firefox.
- Click 'Menu' in the upper right-hand corner of the screen.
- Select Options from the drop-down menu.
- Under the Privacy tab, in the History section, click the down arrow in the box next to Firefox will: and select 'Use custom settings' for my history.
- A number of checkboxes should appear allowing you to customize what Firefox remembers from your browsing. The box labelled Remember search and form history toggles Autocomplete On or off.
- Once you have made your browsing privacy selections, click OK.

19. How do I activate the TLS1.0 in my browser?

Internet Explorer:	<ol style="list-style-type: none"> 1. Open Internet Explorer 2. Select Tools-> Internet Options. 3. Select Advanced Tab 4. Check TLS1.0 5. Click OK to save your settings.
Google Chrome:	<ol style="list-style-type: none"> 1. Open Google Chrome 2. Click Alt F and select "Settings" 3. Scroll down and select "Show advanced settings..." 4. Scroll down to the Network section and click on "Change proxy settings..." 5. Select the "Advanced" tab. 6. Scroll down to the "Security" section. 7. Locate and check "Use TLS 1.0 and TLS 1.1". 8. Then, press the "OK" button.
Safari:	There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.1 & 1.2 are automatically enabled.
Firefox:	<ol style="list-style-type: none"> 1. Open Firefox 2. Type in "about:config" in the URL bar and press Enter 3. Scroll down to "security.tls.version.max" and press enter 4. Set the value to 3 5. Then, press the "OK" button

20. Validity time for OTP.

⇒ The OTP generated on your mobile phone will be valid for _____

21. Emergency contact

In case of need, contact our Officer-Current Accounts (Tel: +65 65894104) or Manager-Deposits (Tel: +65 65894101).
