

SITE ID:FBAS.....

# JINGTIP BADONKAM

## KIEI KIBA DEI BAN LEH

- Lumia ka pisa na ka jakasei pisa hadien ba la mihi ka pisa. Ka pisa kan ym rung biang hapoh ka ATM.
- Pynkylla ia u PIN ha ka sien kaba nyngkong hi khnang ban ioh ka jingshngain ba pura.
- Ki Kostomar ki dei ban pynkylla ia u PIN man la ka por.
- Soikyrteng ha ka Card wut wut hadien ba ioh ka resit khnang ban iada na ka jingpyndonkam bakla ia ki card bympat soi kyrteng.
- Phone ia u Branch Manager lane sha ka Centre lada donkam jingiarap.
- U Kostomar u dei ban pyntip sha ka bank ba ai ia ka card lada shem ba ka card ka la jah ne shah tuh bad dei ban kyrapd ia ka bank ban khang noh ia ka card.
- Pyntip ia ka jingiah ka card sha ka tnad ka bank lane phone ha u nombor 18004201199 / 18004251199 (Nombor Bym donkam Siew ka Ri), +91 484 263 0994/5 (na ka bynta ki kostomar nabar ri). Kiba pyndonkam ia ka Mobile Banking ki lah ban peit ha ha FedMobile > Ka Jingpyntreikam ia ka Card
- Ki nongpyndonkam ia ka Internet Banking ki lah ban leit ha ka FedNet > Debit Card Services > Block Debit Card.
- Shim ia ka card na ka jaka sei pisa haba ka kor ka la bthah ne pyni.
- Dei ban peitkhmih bha ha ka ATM ioh don kino kino ki jingpyndait tiar kiba ishan khmat shuwa ban thep ia ka card jongphi.
- Nion ha kino kion nombor bunsien hadien ba ladep ban sei pisa ha shuwa ba phin mihi na ka ATM.
- Peitba ia ka SMS ba wan & jingpyntip ha ka email ba la phah da ka Bank & phone sha ka Bank lada shem ba don kano kano ka jingseituh ia ka pisa.

## KIEI KI BYMDEI BAN LEH

- Wat ju buh lang ia u PIN bad ka Card hajuh.
- Wat ju iathuh hano hano ruh ia u PIN, kynthup ia ki nongtrei ka bank.
- Wat ju thoh ia u PIN ha ka card.
- U nongbat ia ka card um ju dei ban pyndonkam ia u PIN uba lah ban tip da kaba suk.
- Wat ju shaniah hano hano ruh ban ai pyndonkam ia ka ATM .
- Wat ju bret ia ki statement, ki charge slip bad ki mail ka bank khlem da tar ne pynjot ia ki.
- Wat ju rung ha ka ATM da ka kynhun.
- Wat ju shah ba yn sei ia ka card sha lyndet ka khmat jongphi ha ki jaka iew.
- Wat ju shah ban don ba pynthut iaphi da kano kano ka rukom haba phi dang pyndonkam ia ka ATM .
- Wat ju phong ia ka helmet/ tupia haba phi dang rung hapoh ka kamra ATM.

## JINGHUSIAR

- Kiar na ka jingkhwah ‘Jingiarap’ ba la tyrwa haba dang pyndonkam ia ka ATM.
- Long kiba husiar ia kiei kiei kiba i shan khmat bad ba i phylla ha ka kor ATM lane ia ka jaka haba don ki dak ba la loit ne law lane ki jingpyndait ki bim iadei bad kiwei kiwei.
- Pynthikna ia ka jingkhein ha ka statement man la ka por.
- Long husiar ia ki jingphone kiba wan ne ki e-mail kiba iadei bad ka ATM card.

## KI JINGKHATE HABA SEI NA KA ATM

1. Ka Federal Bank ATM/ ki Debit card-Baroh ki jingsei da ka pisa ne bymdei da ka pisa ha ki ATM ka Federal Bank ki long kiba iohhei ia ki kostomar kiba pyndonkam ia ka Federal Bank ATM/debit card.
2. Na ka bynta kiwei ki Bank card -Katcum ka jingbthah ka Reserve Bank of India, ka Bank kadei ban buh ia ki nongbat ia ka Savings Bank account, ia ka sien kaba duna tam ba ki lah ban sei pisa khlem da shah khate  
(Peit ha <https://www.federalbank.co.in/rates-and-charges> ban peit ia ki jingbatai)

## JINGBTHAH IA KA RUKOM AI JINGUJOR

Sha: U Branch Manager

[Kyrteng ka Bank]

[Kyrteng ka Tnad ka Bank] \*

[Kyrteng ka Nongbah ne Shnong]

### 1. Jingtip shaphang u Kostomar:

Kyrteng u Kostomar :  
Account Nombor :  
Debit Card/ATM Nombor :

### 2. Jingtip ba iadei bad ka ATM:

Ka ATM ID/ Jaka, lada ym don ka ID :  
Kyrteng jong ka ATM ka Bank :  
:

### 3. Ki Jaid jingujor:

#### a) Jingujor kiba iadei bad ka Jingsei Pisa:

Ka dor ba la kyrapd ban sei : [ ]  
ka Pisa ba la pynmih na ka ATM : [ ]  
Ka Dor katcum ka jingkhate na account : [ ]  
Tarik ba sei pisa : [ ] (mm/dd/yy)  
Ka Por ba sei pisa : [ ]

#### b) Ka Jingbat ia ka Card da ka ATM : [ ]

#### c) Kiwee de ki jingujor

Tarik: / / Jingsoi kyrteng u Nongbat ka Card  
Nombor phonel/Mobile No.

\*(Kyrteng ka tnad ka bank ha kaba ka account u nongbat ia ka card u don bad kaba la pyniasoh bad ka ATM card)

**FEDERAL BANK**

YOUR PERFECT BANKING PARTNER

SITE LOCATION:  
(metro/non-metro)

## JINGPYNBEIT IA KI JINGUJOR

### Kyrdan 1

Ki Kostomar ka Federal Bank

Na ka bynta ban phah ia ka jingujor ha ka sien banyngkong Phone ha u customer care nombor ba 24 kynta ha u 1800-425-1199 / 1800-420-1199 (LANE)

Phone sha ka Tnad ka Bank

(LANE)

Peit ha ka: <https://www.federalbank.co.in/grievance-redressal>

Ki kostomar jong kiwei pat ki Bank

Sngewbha ban phone sha ka customer care jong ka bank/ tnad ka bank ha kaba don ka account jongphi.

### Kyrdan 2

Lada phim pat sngewbiang bad kata ka jingpynbeit, phi lah ban leit rah ia kata ka jingujor shu a : Zonal Nodal Officer lyngba.

Peit ha ka: <https://www.federalbank.co.in/grievance-redressal>

### Kyrdan 3

Lada phim pat sngewhun ia kata ka jingjubab ba ioh, phi lah ban thoh sha:

U Principal Nodal Officer

Federal Bank,

Da kaba peit ha: <https://www.federalbank.co.in/grievance-redressal>

### Kyrdan 4

Lada phim pat sngewhun ia kata ka jingpynbeit lane ba ka jingujor ka dang sahteng ban pynbeit la palat 30 sngi, phi lah ban leit mihi sha u RBI Ombudsman katcum kine ki jingbthah harum.

**Ka RBI Contact Centre** (9:30 baje mynstep haduh 5:15 janmiet) - 14448 (u number BymDonkam Siew)

**Online portal:** <https://cms.rbi.org.in/>

## CUSTOMER CARE

**U NOMBOR BYMDONKAM SIEW: 1800 425 1199, 1800 420 1199**  
Email: [contact@federalbank.co.in](mailto:contact@federalbank.co.in)

**U brieu ba lah ban Kynduh**

**Jingrah ha ki bor bahalor**

## JINGBATAI IA KI NONGPYNDONKAM

1. Thep ia ka card jongphi hapoh ka ATM
2. Ieh ia card hapoh ka terminal haduh ban da dep ka kam.
3. Bud ia ka jingbatai ba ai ha ka screen jong ka ATM
4. Weng ia ka card TANG lada phah weng
5. Wat ju weng jubor ia ka card hapdeng ka jingsei pisa namar ba ka dei ban sah bad ka ATM ba kan ioh pule ia ki chip (Kane kadei ka microchip barit ba la pyndait lang ha ka card, bala shna lang khnang ba ka jingsei pisa da ka chip ka Debit Card jongphi kan long kaba shngain.)
6. Shimbad lum ia ka pisa l card.
7. Nion CANCEL ha ka keypad shuwa ban mihi noh na ka ATM

Scan ia u QR code harum ban pule ia baroh ki jingbatai haneng  
ha ka jaitktien kaba phi sngewthuh.



**LONG KIBA HUSIAR!**

Husiar na k Email Shukor/SMS. Wat ju iathuhkhana ia ki jingtip shaphang ka ATM /PIN/ ki OTP/ ki Password jongphi badno badno ruh.

**PHI DON HAPOH KA JINGKHMIH JONG KA CCTV**

\*Pyndonkam da u let ba lah ban pyndamban thoh.

## KI JINGSHAKRI KIBA LAH BAN IOH

### ATM

1. Jingsei Pisa
2. Ka Fast Cash
3. Jingwad jingtip ia ka Balance
4. Jingpynkylla ia u PIN
5. Ka Mini Statement- jong ki san sien sei ba ladep
6. Ka Card-to-Card (C2C) Transfer
7. Ka Soft Pin Facility - Ban pynim I pynbeit biang ia u Pln jong ka debit card jongphi.
8. Ka jingkyntiew ia u Mobile Number
9. Ka Intra Bank Fund Transfer
10. Jingpyntrei / Jingpyndam lane ban pynkylla ia ki dor jinglah ban pisa ha ka Debit card.
11. Jingkyrapd ia Cheque Book

## KA KOR SAM PISA (ATM BAD CDM)

### Jingtreikam:

- Ka jingthe pisa khlem pyndonkamia ka Card
- Ka jingthe pisa da ka Card
- Ka jingsei da ka Pisa (pyndonkam da ka card)
- Ka jingphah Pisa (na ka Card sha ka Card & sha ka account ba la pyniasoh)
- Ka jingwad jingtip ia ka Balance, mini statement, Jingpynkylla ia u PIN

### Ki mat ba khampaw :

- Ia ki jingthe pisa, lah ban thep haduh 200 tylli ki lut pisa ha ka shisien thep
- Ki jingthe pisa ba la shah ha ki current and savings account (ia ki nongshong shnong & ki Nabar Ri).
- Ki jingthe pisa ym shah ha ki account jong ki ram bad nongshong shnong bar ri na shabar.
- Na ka bynta ka jingsei pisa, lah ban sei ym palat ia ka 40 tylli ki lut pisa ha ka shisien sei.
- Ki kor Pisa kin pdiang bad pyllait ia ka Pisa ha ki lut Tyngka 100/-, 200/-, 500/-.

हिन्दी

ENGLISH