

## Apex Financial Bank - Frequently Asked Questions (FAQ)

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### Section 1: General & Account Services

#### 1. What types of bank accounts do you offer?

We offer a variety of accounts to suit your needs. Our primary offerings are Savings Accounts for personal banking and saving, Current Accounts for businesses and high-volume transactions, Salary Accounts for corporate employees, and Fixed Deposit Accounts for long-term savings.

#### 2. How can I open a new bank account?

You can open an account in one of two ways:

1. **Online:** Visit our website [www.apexfinancial.co.in/apply](http://www.apexfinancial.co.in/apply) and fill out the digital application form. You will need your PAN and Aadhaar card for e-KYC.
2. **In-person:** Visit any of our branches with your required documents (ID proof, address proof, passport-sized photographs).

#### 3. What are the documents required to open an account?

Typically, you will need:

- Proof of Identity (Aadhaar Card, Passport, Voter ID)
- Proof of Address (Utility Bill, Rental Agreement)
- PAN Card
- Recent passport-sized photographs

#### 4. How do I find the nearest Apex Financial Bank branch or ATM?

You can use the Branch & ATM Locator tool available on our website and in our mobile app.

#### 5. What are the bank's customer service hours?

Our branch banking hours are from 10:00 AM to 4:00 PM, Monday to Saturday (excluding the 2nd and 4th Saturdays). Our phone banking support is available 24/7.

#### 6. How do I update my contact information (address, phone number)?

You can update your details by submitting a 'Customer Information Update Form' at your home branch, or you can place a request through the 'Profile' section of your authenticated Net Banking portal.

#### 7. What is a "minimum balance" requirement?

The minimum balance, or Average Monthly Balance (AMB), is the minimum average amount you need to maintain in your account to avoid non-maintenance charges. This varies by account type.

#### 8. What is the bank's IFSC code?

The IFSC (Indian Financial System Code) is unique to each branch. You can find the IFSC code for your branch printed on your chequebook, your account statement, or by using our Branch Locator tool.

9. Can I have a joint account?

Yes, we offer joint accounts for up to two individuals. The mode of operation can be set to 'Either or Survivor' or 'Jointly'.

10. How do I close my bank account?

To close your account, you need to visit your home branch, submit an 'Account Closure Form', and return any unused chequebooks and debit cards associated with the account.

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## Section 2: Digital Banking (Online & Mobile)

11. How do I register for Net Banking?

You can self-register for Net Banking using the "First Time User" option on our login page. You will need your customer ID, registered mobile number, and debit card details.

12. I forgot my Net Banking password. What should I do?

Click on the "Forgot Password" link on the login page. You can reset your password using your debit card details and the OTP sent to your registered mobile number.

13. What is the difference between IMPS, NEFT, and RTGS?

These are different methods for transferring funds. Here is a comparison:

Feature	IMPS	NEFT	RTGS
<b>Availability</b>	24x7x365	24x7x365	24x7x365
<b>Settlement</b>	Real-time	In half-hourly batches	Real-time
<b>Min. Value</b>	₹1	₹1	₹2,00,000
<b>Max. Value</b>	₹5,00,000	No limit (bank dependent)	No limit

14. Is the Apex Mobile Banking app secure?

Yes. Our app uses multi-layer security, including SSL encryption, and requires a unique MPIN or your device's biometric authentication (fingerprint/face ID) for all transactions.

15. How do I add a new beneficiary for fund transfers?

To add a beneficiary:

1. Log in to Net Banking or the Mobile App.
2. Navigate to 'Fund Transfer' -> 'Manage Beneficiary'.

3. Click 'Add Beneficiary' and enter their account details.
4. You will need to authorize the addition with an OTP.
5. There is a cooling period of 30 minutes before you can transfer funds.

16. What should I do if a transaction fails but my account is debited?

If the amount is not credited to the beneficiary, it will be automatically reversed into your account within 2-3 working days. If it is not, please contact customer support with the transaction reference number.

17. Can I view my account statement online?

Yes, you can view, download, and print e-statements for up to the last 5 years through our Net Banking portal.

18. What is UPI and how do I use it?

UPI (Unified Payments Interface) allows you to transfer money instantly using a VPA (Virtual Payment Address) like yourname@apexbank. You can register for UPI through our mobile banking app.

19. I am locked out of my Net Banking account. What to do?

If you enter the wrong password multiple times, your account will be locked for 24 hours for security reasons. You can wait for it to be unlocked automatically or use the "Forgot Password" option to reset it immediately.

20. Can I pay my utility bills through your platform?

Absolutely. Our 'BillPay' service allows you to pay for electricity, water, gas, DTH, and more. You can even set up 'AutoPay' for recurring bills.

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### Section 3: Cards (Debit & Credit)

21. How do I activate my new Debit/Credit Card?

You can activate your card by generating a PIN at any Apex Financial Bank ATM.

22. How do I set or change my ATM PIN?

You can set or change your PIN at any of our ATMs using the 'PIN Services' option. An OTP will be sent to your registered mobile number for verification.

23. I have lost my card. What is the first thing I should do?

You must immediately block your card to prevent misuse. You can do this through:

- Our Mobile Banking app ('Card Services' -> 'Block Card')
- Our 24/7 phone banking helpline: **1800-455-2000**
- Sending an SMS: **BLOCK**

24. What are the daily withdrawal limits on my debit card?

Limits vary by card type. For a standard Platinum Debit Card, the daily ATM withdrawal limit is ₹50,000 and the online/POS transaction limit is ₹2,00,000.

25. How do I apply for a credit card?

You can check your eligibility and apply for a credit card directly from our website. The application process is fully digital.

26. How are credit card reward points calculated?

You typically earn 2 reward points for every ₹150 spent on your card. Accelerated rewards are available for specific categories like dining and travel.

27. What is a CVV number?

The CVV (Card Verification Value) is the 3-digit number on the back of your VISA/Mastercard. It is required for online transactions as an extra layer of security.

28. Can I use my card internationally?

Yes, but you must enable international transactions first. This can be done through the 'Manage Card Limits' section in our mobile app. Please note that foreign currency conversion fees will apply.

29. What is a chargeback?

A chargeback is a dispute process for a transaction on your credit card. If you believe you were wrongly charged for a service or product, you can raise a dispute with us, and we will investigate with the merchant.

30. How is my credit card billing cycle determined?

Your billing cycle is the period for which a credit card statement is generated. It is typically a 30-day period. Your statement generation date is fixed when the card is issued.

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## Section 4: Loans & Mortgages

31. What types of loans do you offer?

We provide a comprehensive range of loan products, including Personal Loans, Home Loans, Car Loans, and Education Loans.

32. How can I check my eligibility for a loan?

Use the 'Loan Eligibility Calculator' on our website. It will give you an estimate based on your income, age, and existing financial commitments.

33. What is the current interest rate for home loans?

Our home loan interest rates start from 8.75% p.a. for salaried individuals. The final rate depends on your credit score, loan amount, and tenure.

**34. What is the difference between a fixed and a floating interest rate?**

- **Fixed Rate:** The interest rate remains constant throughout the loan tenure.

- **Floating Rate:** The interest rate is linked to the bank's benchmark rate (MCLR) and can change over the loan tenure.

35. Can I prepay my loan?

Yes, prepayment options are available. For floating rate home loans, there are no prepayment charges. For other loans, charges may apply as per the loan agreement.

36. What is an EMI?

EMI stands for Equated Monthly Instalment. It is the fixed amount you pay to the bank each month, which includes both principal and interest components of your loan.

37. What is a credit score and why is it important?

A credit score (like a CIBIL score) is a number between 300 and 900 that represents your creditworthiness. A higher score increases your chances of loan approval and may get you a better interest rate.

38. How long does the loan approval process take?

For pre-approved offers, disbursal can be instant. For standard applications, it typically takes 5-7 working days for personal loans and 10-15 days for home loans after complete document submission.

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## Section 5: Deposits, Investments & Fees

39. What is a Fixed Deposit (FD)?

An FD is a savings instrument where you deposit a lump sum for a fixed period at a pre-agreed interest rate. It offers higher interest rates than a regular savings account.

40. Can I break my FD before maturity?

Yes, you can prematurely withdraw your FD. However, a penalty will be charged (usually a 1% reduction in the applicable interest rate).

41. What is a Recurring Deposit (RD)?

An RD allows you to invest a fixed amount every month for a specific tenure, earning a fixed rate of interest. It's a great way to build savings through regular investment.

42. Do you offer services for investing in Mutual Funds?

Yes, through our wealth management portal, you can invest in a wide range of mutual funds from various asset management companies. A Demat and Trading account is required.

43. What are the charges for not maintaining the Average Monthly Balance (AMB)?

The charges depend on the shortfall amount and the type of account. A detailed schedule is provided below.

### Schedule of AMB Non-Maintenance Charges

Account Type	Shortfall Percentage	Charge (per month)
<b>Prime Savings</b>	> 75%	₹ 100 + GST
<b>Prime Savings</b>	50% - 75%	₹ 300 + GST
<b>Prime Savings</b>	< 50%	₹ 500 + GST
<b>Premier Current</b>	N/A	₹ 1,000 + GST

44. What are the fees for a cheque bounce?

A cheque bounce due to insufficient funds incurs a penalty of ₹500 per instance.

45. Are there any charges for IMPS/NEFT/RTGS transfers?

As per current RBI guidelines, all online NEFT and RTGS transactions are free of charge. IMPS transactions may carry a nominal fee depending on the amount.

## Section 6: Security & Fraud Prevention

46. What is phishing?

Phishing is a fraudulent attempt, usually made through email, to steal your personal information like username, password, and credit card details by pretending to be a trustworthy entity. Apex Financial Bank will never ask for your confidential information via email.

47. I received a suspicious email/SMS. What should I do?

Do not click on any links or download any attachments. Do not reply. Please forward the suspicious email to [reportphishing@apexfinancial.co.in](mailto:reportphishing@apexfinancial.co.in) and delete it immediately.

**48. How can I make my online banking more secure?**

- Use a strong, unique password.
- Change your password regularly.
- Enable two-factor authentication (2FA).
- Always log out of your session properly.
- Avoid using public computers or Wi-Fi for banking.

49. What should I do if I suspect fraudulent activity on my account?

Immediately contact our 24/7 fraud reporting helpline at 1800-455-3000 and block any cards associated with the account.

50. What is "vishing"?

Vishing (Voice Phishing) is when fraudsters call you pretending to be from the bank and try to trick you into revealing confidential information. Remember, bank employees will never ask for your PIN, CVV, or OTP over the phone.

51. Is it safe to save my card details on merchant websites?

For your security, it is generally recommended not to save your full card details on merchant websites. Instead, use RBI-approved tokenization services when available.