



- Always capture correct and complete customer information.
- > Always take customer's consent before opening an account.
- > Please provide complete and correct information to the customer about Airtel Payments Bank and its product.
- > To open a bank account, please make sure the customer is having mobile phone.
- > Make sure to verify the mobile no. & other details before proceeding for account opening and transaction.
- > Customer should share the OTP.
- Abide by RBI Anti-Money Laundering (AML) rules and regulations.
- Check the Counterfeit note before initiate the transaction and report counterfeit currency.
- > Display retailer certificate prominently at the shop /establishment.
- > Display the service charges / fees at the shop /establishment.
- During audit, produce the documents and information as per requirement.
- > Offer services to customers as per the scope of the agreement/term and conditions signed with APBL.
- > Educate customer on the features and benefits of the Bank Account.
- > DBT- Seek customer's acknowledgement before selecting DBT (Direct Benefit Transfer) option, while opening a new Bank Account.
- > Use your retailer account only for doing business transactions.
- > Install trusted antivirus software on your PC and smartphone to secure the transaction.
- To report any suspicious activity call at 12144 or report at 'fraud.reporting@airtelbank.com'
- > Never take the copy of aadhar card from customer.
- Advise customer to enter correct nominee details for quick and hassle-free claim processing later.
- > Please read and verify account opening summary sheet in front of customer.
- » Always educate customer to check SMS after every transaction.
- > Remember, once the transaction is done, it cannot be reversed.
- Ask customers to check account opening confirmation and mPIN message.
- > Also, Advise them to change their mPIN immediately and set the difficult new mPIN by dialing 400 or *400#
- » Advise customers not to share their mPIN, OTP, Debit Card no. & personal details with anyone.
- Airtel Payments Bank never seek sensitive data.
- > Ask customer to download My Airtel App or dial *400# to use bank Account. Customers can dial 400 for more information.
- Inform customer that his/her registered mobile no. is account number and IFSC code is AIRP0000001 to receive money.
- > If a customer deposits Rs. 49000 cash every day continuously, please call 400 or send a mail on channelcare@airtelbank.com and inform us.
- > Make the transaction in front of customer only.
- Ask customers to check the amount before leaving the premises.
- > If a customer withdraws or deposits large sum repeatedly, please call 1244 or send a mail on channelcare@airtelbank.com and inform us immediately.



- > Set a difficult mPIN/password with anyone and keep changing it regularly.
- > Collect unauthorized service charges or fee from customers.
- > Deny the service to any customer.
- Share your mPIN/password.
- > Share personal details of the customer (such as mobile number, name, date of birth) with any third person /entity.
- > Entertain any unknown calls claiming to offer incentive, lottery and bonus. Such calls may lead to your financial loss.
- > Use your personal account for doing business transactions.
- > Load bulk money into multiple accounts.
- > Open fictitious or benami accounts and report any suspicious transactions or behaviors at 12144 or fraud.reporting@airtelbank.com.