

1. Login to DigiBank

Content:

- Open DigiBank website or mobile app
- Enter Username / Mobile / Email
- Enter Password
- Enter OTP to login

Sample User Queries:

- “How do I log in to DigiBank?”
 - “I forgot my password, how can I login?”
 - “Can I login with my mobile number?”
 - “What is the OTP for login?”
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2. Customer Dashboard

Content:

- View account balance
- View recent transactions
- Open new account
- Track applications

Sample User Queries:

- “How can I check my account balance?”
 - “Show my recent transactions.”
 - “How do I open a new account?”
 - “Can I track my application status?”
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3. Open New Bank Account

Content:

- Login to DigiBank User Dashboard
- Select account type (Savings / Current / Salary / PMJDY)
- Enter personal details
- Enter Aadhaar and PAN
- Add nominee
- Submit application

Sample User Queries:

- “How do I open a savings account?”
 - “What documents are needed to open a current account?”
 - “Can I add a nominee while opening an account?”
 - “How do I apply for a PMJDY account?”
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4. Upload Documents

Content:

- Upload required documents
- Ensure clarity
- Submit application

Sample User Queries:

- “How do I upload documents for my account?”
 - “What documents do I need to submit?”
 - “Why is my document upload failing?”
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5. Deposits (FD / RD / Digital FD)

Content:

- Login to DigiBank User Dashboard
- Go to Deposits section
- Choose deposit type
- Enter amount and tenure
- Confirm and pay
- **Interest Rate Range:** 5% to 9% per annum

Sample User Queries:

- “How do I open a fixed deposit?”
 - “What is the interest rate for RD?”
 - “Can I create a digital FD online?”
 - “How do I choose the tenure for my deposit?”
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6. Card Services

Content:

- Login to DigiBank User Dashboard
- Go to My Cards
- Apply for Debit / Credit / Prepaid / Forex Card
- Set PIN and activate card

Sample User Queries:

- “How do I apply for a debit card?”
 - “Can I activate my credit card online?”
 - “How do I set a PIN for my card?”
 - “What types of cards are available?”
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7. Investment Services**Content:**

- Login to DigiBank User Dashboard
- Go to Investments
- Choose PPF / Bonds / NPS
- Enter amount
- Verify using OTP

Sample User Queries:

- “How do I invest in PPF?”
 - “Can I invest in bonds through DigiBank?”
 - “How do I contribute to NPS?”
 - “Do I need OTP for investment?”
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8. Loan Services**Content:**

- Login to DigiBank User Dashboard
- Go to Loan Details card or you can select it from navigation bar namely Loan
- Choose Home / Personal /Business
- Fill application details
- Submit application

Sample User Queries:

- “How do I apply for loan?”
 - “Can I apply for home/personal/business loan of DigiBank?”
 - “How do I contribute to loan?”
 - “Do I need civil score for loan?”
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9. Raise Dispute

Content:

- Please write your dispute below and click Send .
- After submitting, please contact or get in touch with us through:
- ✉ customersupport@digibank.com
- ☎ Toll-Free: 0001 1123 4567

Sample User Queries:

- “How can I raise dispute/ grivilence”
- “Is it will resolve my query/grivilience?”
- “how much days/time they will take to resolve my dispute?”

10. Security Tips

Content:

- Do not share OTP or PIN
- Logout after use

Sample User Queries:

- “How can I keep my account secure?”
- “Is it safe to share OTP?”
- “Should I log out after using DigiBank?”