



**State Bank of India  
New York  
460, Park Avenue, New York, NY 10022**

# **ONLINE BANKING**

# **STEP BY STEP GUIDE TO REMITTANCE**

## **Purpose of the document:**

To guide you through the process of sending remittances using your account in State Bank of India, New York through Internet Banking.

- ✓ What is Remittance?
  - Remittance in Internet Banking enables you to transfer funds from your account in State Bank of India, New York (SBINYN) to any Bank or Banks Branch in India.
  
- ✓ In what currency I can remit funds?
  - You can remit the funds in USD (US Dollar) or INR (Indian Rupee) in your account in India.
  
- ✓ Can I remit funds in any other country other than India?
  - Internet Banking allows remittance only to India. If you want to send remittance to other country than India, please contact our remittance department separately.
  
- ✓ What are charges levied on remittance?
  - SBI New York branch does not levy fees for Indian Rupee Remittances. However, if the beneficiary account is maintained in a bank other than SBI, NEFT/RTGS charges shall be applicable in India. In other words, if remittance is sent in a beneficiary account shall be credited after adjusting applicable NEFT/RTGS charges (this charge is levied in India). You will be charged \$25.00 for each instance for sending remittance, if the currency is USD and the purpose of remittance is any of the following:
    - ✓ Family Maintenance
    - ✓ Gift
    - ✓ Personal Expenses
    - ✓ Purchase of Property
    - ✓ Savings or investment
    - ✓ OtherHowever, you will not be charged for the USD remittance if the purpose is investment is FCNR.
  
- ✓ Who is beneficiary?
  - Beneficiary is the account holder in India, to whom the remittance is being sent.
  
- ✓ What is the daily cut-off time for remittance ?
  - Single remittances are processed on real time. It can be sent any time

except the downtime of the system.

- You have the right to cancel a remittance transfer and obtain a refund of all funds paid to us, including any fees. To cancel, you must contact us: by telephone at (212)-521-3234; by fax at (212) 521-3363; by email at [cancelremit.nyb@statebank.com](mailto:cancelremit.nyb@statebank.com) or in person at the Bank within 30 minutes of making payment for the transfer.
  
- ✓ How I can send remittance?
  - There are two steps involved for sending a remittance.
    - a. Create Beneficiary
    - b. Create remittance
  
- ✓ How can I create a beneficiary?
  - To create a beneficiary, you should know the details of beneficiary such as name, address, Type of account, account number / customer ID, Account currency, and the bank details (IFSC Code). The step by step process is given below:

✓ **Step 1:** Please type following URL in the web page –  
<https://sbinewyork.com/online.aspx>

The screenshot shows the SBI New York Online Banking website. At the top left is the SBI logo and 'STATE BANK OF INDIA New York'. To the right is the 'Member FDIC' badge and a navigation menu with links: About Us, Disclosures, Forms, NRI Services-FAQs, and Contact Us. Below this is a blue navigation bar with links: Home, Online Banking, Deposits, Money Transfer, Trade Finance, Credit, Interest Rates, and Quick Links. The main content area has a dark blue header with 'ONLINE BANKING' and 'Home / Online Banking'. Below this are three service tiles: 'New Account Opening' (with an image of a pen and a chip), 'Retail Banking' (with an image of a modern building), and 'Corporate Banking' (with an image of a skyscraper).

**Step 2: Click on Retail Banking > New York. The following page shall be displayed.**



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**Secure Login:**

Login ID:  [Where's My Password?](#) \* Required Fields

If you do not have a login ID to access your account, you may [enroll online](#). [Login](#)

**Sign On Policy:**

### Sign on Policy

State Bank of India never sends email to obtain customer information. Please report immediately if you receive any e-mail purported to be originated by State Bank of India to provide your Username or Password or any other personal information. This may be a phishing mail.

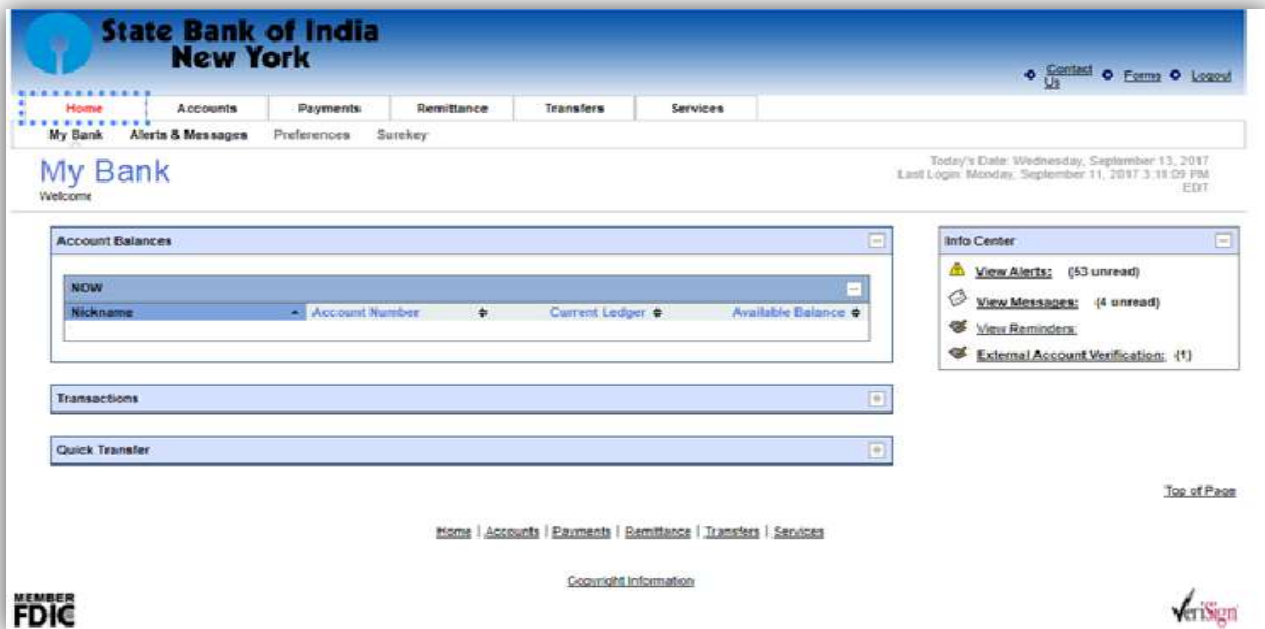
**Please ensure the following before logging in**  
URL address on the address bar of your internet browser begins with "https", the letter 's' at the end of "https" means 'secured'. Look for the padlock symbol either in the address bar or the status bar (mostly in the address bar) but not within the web page display area. Verify the security certificate by clicking on the padlock. The address bar has turned to green indicating that the site is secured with an SSL Certificate that meets the Extended Validation Standard. Do not enter login or other sensitive information in any pop up window.

**Beware of Phishing attacks**  
Phishing is a fraudulent attempt, usually made through email, phone calls, SMS etc seeking your personal and confidential information. State Bank of India or any of its representatives never sends you email/ SMS or calls you over phone to get your personal information, password or one time SMS (high security) password. Any such e-mail/SMS/ phone call may be an attempt to fraudulently withdraw money from your account through online banking. Never respond to such email/SMS/phone call. Please report immediately on [report.phishing@sbi.co.in](mailto:report.phishing@sbi.co.in) if you receive any such email/SMS/phone call. Immediately change your passwords if you have accidentally revealed your credentials.

**IMPORTANT SECURITY TIPS FOR SAFE ONLINE BANKING**

1. Access your bank website only by typing the URL in the address bar of your browser.
2. Please do not use your personally identifiable information SSN, ATM Card number, Bank Account Number etc. as your user id or password.
3. Do not click on any links in any e-mail message to access the site.
4. State Bank of India never sends e-mail and embedded links asking you to update or verify personal, confidential and security details. NEVER RESPOND to such e-mails/phone calls/SMS if you receive them.
5. Do not be lured if you receive an e-mail/SMS/phone call promising reward for providing your personal information or for updating your account details in the bank site.
6. Having the following will improve your internet security:
  - a. Newer version of Operating System with latest security patches.

**Step 3: Login using your online banking ID and password. Now you will see My Bank page displaying all the accounts linked with your customer ID.**



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New York** [Contact Us](#) [Forms](#) [Logout](#)

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**My Bank**  
Welcome

Today's Date: Wednesday, September 13, 2017  
Last Login: Monday, September 11, 2017 3:11:09 PM EDT

**Account Balances**

NOW	Account Number	Current Ledger	Available Balance
Nickname			

**Transactions**

**Quick Transfer**


**Info Center**

- [View Alerts:](#) (53 unread)
- [View Messages:](#) (4 unread)
- [View Reminders:](#)
- [External Account Verification:](#) (1)

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**Step 3: Click the Remittance tab and create click on create recipient**

The screenshot shows the State Bank of India New York website. The 'Remittance' tab is highlighted in the navigation menu. Below the navigation, there are links for 'Remittance Center', 'View Remittance Exchange Rates', 'Create Remittance', 'Recipients', and 'Banks'. The page title is 'Remittance Center' with a 'Printable View' link. A search box for remittance selection is present, with fields for 'Type', 'Status', 'From' (01/16/2019), and 'To' (01/30/2019). Below the search box, a table header is shown with columns: 'Effective Date', 'Remittance Description', 'Debit Account', 'Type', 'Status', 'Transaction Reference ID', 'Amount (USD)', and 'Amount (INR)'. The table content shows 'No Remittance transactions found'. A 'Ton of Page' link is visible at the bottom right.

**Step 3: Enter the recipient's details, click on preview and enter the PIN ID and Sure key that you have received. Remember, the Submit button shall be enabled only after you give PIN ID and Sure Key.**

The screenshot shows the 'Create Recipient' page on the State Bank of India New York website. The page title is 'Create Recipient' with a subtitle 'Use this screen to create a new recipient.' The 'Recipient Information' section contains the following fields: 'Recipient Name' (First\*, Middle, Last\*), 'Recipient ID\*' (with a note: 'Recipient ID is alpha numeric e.g A1009'), 'Recipient Relationship\*' (dropdown), 'Other:' (text field), 'Street Address\*' (three lines), 'City\*', 'Country:' (dropdown, set to 'India'), 'State/Region\*' (dropdown), 'Postal Code:', 'Phone Number:', 'Email Address:', 'Account Type\*' (dropdown), 'Account Number/Customer ID\*', 'Account Currency\*' (dropdown), and 'Account Name:'. A note at the bottom states: 'Please enter Customer Id, if the account type selected is Term Deposit else enter Account Number. If USD is selected as Account Currency, Please select Swift enabled SBI branch'. A '\* Required Fields' indicator is present in the top right corner of the form area.

Recipient ID*:	<input type="text"/>	Recipient ID is alpha numeric e.g A1009
Recipient Relationship*:	<input type="text"/>	Other*: <input type="text"/>
Street Address*:	<input type="text"/> <input type="text"/> <input type="text"/>	City*: <input type="text"/>
Phone Number:	<input type="text"/>	Country: <input type="text" value="India"/>
Account Type*:	<input type="text"/>	State/Region*: <input type="text"/>
Account Number/Customer ID*:	<input type="text"/>	Postal Code: <input type="text"/>
Account Currency*:	<input type="text"/>	Email Address: <input type="text"/>
Account Name:	<input type="text"/>	
Bank*:	Bank Name -- IFSC/Swift Code -- Bank ID Type <input type="text"/>	
	-OR- <a href="#">Standard Bank List</a> -OR- The IFSC/SWIFT code of the bank is required if the Bank field above is not selected with a bank	
IFSC/SWIFT Code*:	<input type="text"/>	Bank ID Type*: <input type="text"/>

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- ✓ What is Recipient ID?
  - It is a free field to be defined by you. It is an ID to identify the recipient you are creating.
- ✓ What is street address?
  - Kindly provide the street address of the beneficiary.
- ✓ What is account type?
  - It is the type of account maintained by the beneficiary in India.
- ✓ What is Account Currency and what I have to choose here?
  - You should choose the currency of account you mentioned in the account number/ Customer ID field above. If the account currency is INR, the remitted fund shall be deposited in the account in INR after getting it converted into INR at our end. However, if account currency is chosen as USD, the fund shall be remitted in India in currency USD. Please note that if the account currency is USD and it is not an FCNR account; you will be charged \$25.00 by SBINBYB. If you have defined account currency as USD wrongly, the conversion of fund from USD to INR shall be done in India on the rate prevailing in India on the date of fund reaching in India.
- ✓ What is Bank? How can choose my bank easily?
  - It is exhaustive database of Bank and Branches in India. You can choose your Bank by clicking on Standard Bank List and choosing your bank. Alternatively, you can give IFSC/ SWIFT Code of your Bank in the IFSC/SWIFT Code field and choose relevant Bank ID Type from the

dropdown.

- ✓ When should I choose IFSC code and when SWIFT Code?
  - If you are creating a beneficiary who maintains account in India in currency INR, please choose IFSC Code. If the beneficiary maintains account in India in currency USD or you want to open a FCNR account in India, choose SWIFT Code. Please note that USD to USD remittance can sent to India only in the SWIFT enable branches of State Bank of India.
- ✓ Can I send USD remittance to any bank other than State Bank of India?
  - No, remittance in USD can be created only in SBI Branches in India. Please note, for remittance in USD for purpose other than FCNR, you will be charged \$25.00 by SBI New York.

***Step 4: Click on “Submit”. The recipient got added now. Please make sure that the status is “Active”. If the recipient is active, you can use the recipient to remit fund immediately. However, if the status is “Pending Authorization” you have to wait till the Bank approves it. This beneficiary can be used to remit fund once the status is changed to Active.***

***Step 5: Once the beneficiary is added, please do the following for sending a remittance:***

- ✓ Step1: Login into your login ID and click on “Remittance”  
Choose Debit Account by clicking on the dropdown
- ✓ Write description in the “Description” field. This is a free field.  
Give amount to be remitted in the field “Amount”
- ✓ Select a currency from the dropdown.  
Chose appropriate “Source of fund” from the dropdown
- ✓ Choose appropriate “Purpose” from the dropdown.  
To add beneficiary, click on “Choose from Recipient List”. All beneficiaries already created and in active status shall be populated in the list. Choose the beneficiary to whom you want to remit the funds.

***Step 6: Now click on “Preview”. Verify the data in this screen. Please note, this is the last chance you can amend the details before creating remittance.***

***Step 7: Click on “Submit”. Your remittance transaction is now complete !***

*Please feel free to call us on 212 521 3288/ 3342 or email us your query on:*

- ✓ *inb.nyb@statebank.com*
- ✓ *mgrretail.nyb@statebank.com*

*In case of any unlikely event of delay, please feel free to escalate the matter to Vice President (Electronic Banking) on :*

- ✓ *vpeb.nyb@statebank.com.*

*Thank You for Banking with us!!*