

FAQs

YONO US NEWYORK: MOBILE BANKING APPLICATION

1) Where can I download the mobile banking app?

Our “YONO US New York” mobile banking app is available for download from both App store (iOS) and Google Play (Android).

2)How do I enroll in YONO US New York mobile banking app?

Once you download the YONO **US New York** mobile Banking app, click on the Existing Customer and you will then be guided through a series of simple steps. A help document is available on the login page.

3)How do I login into YONO US New York mobile banking app if I am existing user of YONO internet banking?

Log into YONO New York US mobile Banking app using your existing user ID and password of YONO SBI Internet banking.

4)What can I do with my YONO US New York mobile banking app?

With the YONO US New York mobile banking app you can:

- View transaction history and account balance of your checking, MMD and CD accounts.
- Send Account maintenance request (through secured message)
- View Accounts Overview
- View Account Interest Enquiry
- Manage Recipients
- Initiate USD Local wires within USA
- Initiate International USD remittances to any bank
- Initiate INR Remittances
- Cancel cross border remittances initiated through online.
- Initiate Fund transfer within own SBI New York accounts
- Initiate Fund transfer to other SBI New York recipients
- Initiate Fund transfer to US Recipients (Non SBI NY)
- Open new Certificate of Deposit
- Request Check book issue
- Stop single check /Multiple checks in a range of Checks (Max: 10)
- Add/Update Email and Phone Number

5)How can I download my transaction history in the YONO US New York mobile banking app?

You can login and view your transaction history by clicking on My Account in the home screen. Through filter option, you can download the transaction summary for last 180 days and for the older period up to 7 years, in tranche of 180 days.

6)What if I forgot my User ID and Password?

You can self-reset the password through forgot login password link. For user ID, you will be required to contact branch/send email to branch at inb.nyb@statebank.com & mgrretail.nyb@statebank.com

7)How to unlock the user ID and One Time Password (OTP)?

You will be locked out either if incorrect login password or OTP is entered consecutively three times. You will then be required to send unlocking request through registered email to the branch at inb.nyb@statebank.com & mgrretail.nyb@statebank.com and the branch will unlock the ID after call confirmation. Additionally, login ID will be auto unlocked after 24 hours. You will also have an option of unlocking login ID by using forgot/reset login password button.

8) Is there any limit on the amount of remittance which can be sent through YONO US New York mobile banking app?

The maximum transaction amount per day in respect of cross border INR and USD remittance will be limited to USD 100,000. The maximum transaction amount per day in respect of local wire transfer within USA will be limited to USD 200,000.

09) After adding the recipient when I can initiate fund transfer to the recipient?

There is a cooling period of 30 minutes for initiating fund transfer after adding the recipient by you. There is a limit of USD 1,000 for international transfers/remittances per recipient and USD 5,000 for domestic transfers during first 24 hours of adding recipient.

10) Can I remit funds in any other currency apart from INR/USD?

No, you have to contact branch for initiating any fund transfer apart from INR/USD currency. However, you can do transaction in USD to other countries.

11) What exchange rates will be given to me?

The exchange rate applied for the transaction shall be the one that is prevalent at the time of transaction creation. Rates are also available on our website.