



TNSC BANK

TAMIL NADU STATE APEX COOPERATIVE BANK LTD
233. N.S.C. BOSE ROAD, CHENNAI 600 001

DEAR CUSTOMER

FOR ANY GRIEVANCE OR CLARIFICATION PLEASE CONTACT

**THE ASSISTANT GENERAL MANAGER
IT DEPARTMENT,
TNSC BANK LIMITED,
233.N.S.C. BOSE ROAD,
CHENNAI 600 001
PHONE :044 - 25302308 & 25340124**

OR

**HELP DESK AT OUR PROJECT OFFICE
COMPUTER POLICY AND PLANNING SECTION
TNSC BANK LIMITED,
233.N.S.C.BOSE ROAD,
CHENNAI 600 001
PHONE :044 - 25358859 & 25302332**



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TAMIL NADU STATE APEX COOPERATIVE BANK LTD
233. N.S.C. BOSE ROAD CHENNAI 600 001

NeT BANKING FREQUENTLY ASKED QUESTIONS

Q1. What is Internet Banking?

Internet Banking enables customer to do basic banking transactions through Personal Computer or laptop at any where/any place.

Q2. What are the services and facilities available through Internet Banking?

Services offered through TNSC Bank's APEX NeT BANKING are.

1. Fund Transfer within own a/c,
2. within intra bank accounts.
3. With inter bank accounts through RTGS and NEFT
4. Balance enquiry.
5. View account statement and Download.

Q3. What is special about Internet Banking?

It is available 24 hours a day, 365 days a year and can be operated anytime / anywhere at customer's convenience.

Q4. What are the requisites to use this service?

A computer with minimum PII processor, 32 MB RAM, Internet Explorer 5.0 or above and an Internet connection. The Internet Banking application can be best viewed using an Internet Explorer browser only.

Q5. How can I get the application form and URL for internet banking?

The URL is <http://www.tnscbank.com>. and <https://www.tnscbank.net>. The Application form can be downloaded from our above website under Application Form down load option.

Q6. How do I get access to TNSC Bank's Net Banking Services?

Open an account at any one of our Branch. Apply for TNSC Bank's APEX NeT BANKING Services by filling proper application form. User-id and the Password will be sent to your home branch and acknowledge the same. Then your account will be activated for use and can logon to <https://www.tnscbank.net>.

Q7. What should I do to open an account with TNSC Bank?

Walk in to any of our branches, our staff will assist you in this regard.

Q8. Can I change the system generated User-id and Password and how?

It is mandatory to change the system generated passwords with your own convenient passwords at first login. Subsequently the user himself has to change the password by using the option provided in the menu. But the user Id cannot be changed.

Q9. How to choose passwords?

Choose the password of minimum 6 characters and a combination of alpha, numeric & special characters. It should not be guessable from your personal information known to others such as names in the family and vehicle numbers etc.

Q10. What should I do if I don't receive my user-id or passwords?

Kindly contact your branch in case you do not receive the User-id within a reasonable time. Branch will in turn contact the Head Office to know its status.

Q11. Within how many days can I get my password?

You can expect the password within a reasonable time i.e. 7 working days from the receipt of your request.

Q12. What is to be done if I forget my login password or my Password gets locked?

New passwords may be obtained from the Bank against a request with the home branch in writing or through email. Otherwise contact our AGM (IT) (phone no: 044-25302308) or our helpdesk at our project office (Phone no: 25302332 and 25302333).

Q13. What is to be done if I forget my User-id for Internet Banking?

Contact your branch, and in turn we will inform the User-id.

Q14. Is it safe to login from a Cyber Café?

It will be safe if you do not disclose your password and logout in proper way and use virtual keyboard.

Q15. What happens if do not logout?

If you do not logout or leave your system as unattended, it will give opportunity to others to operate your account. Any how the application will expire after stipulated time.

Q16. Are there any charges for the services?

Currently TNSC Bank's APEX NeT BANKING Services are available at Free of Cost.

Q17. What types of accounts can be transacted through Internet Banking?

Savings, Current, Cash Credit, Permanent overdraft, Recurring Deposit and Loan accounts can be transacted through Internet Banking.

Q18. Whether two user ids are allowed for one account?

Not allowed. Single user id is allowed for joint accounts with the mandate from other account holders.

Q19. Are user-id and password case sensitive?

User-id is not case sensitive but passwords are case sensitive.

Q20. How can I contact the helpdesk of TNSC Bank's APEX NeT BANKING Services?

The address for contact

The Officer in charge

Apex NeT Banking services,

Computer Policy and Planning Section

TNSC Bank Ltd.

233. N.S.C Bose Road. Chennai 600001.

E Mail id: ebk@tnscbank.com.