**List of Services available through Toll Free Number**

|  |  |  |
| --- | --- | --- |
| Service Name | IVR | Agent |
| RMN | Non-RMN | RMN | Non-RMN |
| ATM Card Blocking |  |  |  |  |  |
| INB User ID Blocking |  |  |  |  |  |
| UPI Blocking |  |  |  |  |  |
| Account Balance |  |  |  |  |
| Last 5 Transactions |  |  |  |  |
| Account Balance & Last 5 Transactions through SMS |  |  |  |  |
| Deposit Account Details & Transaction Enquiry |  |  |  |  |
| Loan Account Details, Transaction & EMI Schedule Enquiry |  |  |  |  |
| Account Statement |  |  |  |  |
| Cheque Book Issuance |  |  |  |  |
| Cheque  |  Book Dispatch Status |  |  |  |  |
| TDS details by email |  |  |  |  |
| Deposit Interest Certificate by email |  |  |  |  |
| Green PIN Generation |  |  |  |  |
| ATM Card Reissuance |  |  |  |  |
| ATM Card Dispatch Status |  |  |  |  |
| ATM Switch On/Off & Limit Set/Modify |  |  |  |  |  |
| Deposit & Loans Products Features |  |  |  |  |
| Home Loan Interest Certificate |  |  |  |  |
| Education Loan Interest Certificate |  |  |  |  |
| Interest Rates information |  |  |  |  |
| Interest Rates through SMS |  |  |  |  |
| Pension Related Information |  |  |  |  |
| Prepaid Card Related |  |  |  |  |
| YONO Related Queries |  |  |  |  |
| INB Related Queries |  |  |  |  |
| BHIM UPI Related Queries |  |  |  |  |
| Complaint Registration |  |  |  |  |
| Complaint Status |  |  |  |  |
| Unauthorised Transactions Reporting -Debit Card/lNB/UPl |  |  |  |  |
| Income Tax Refund Order information |  |  |  |  |
| Goods & Services Tax information |  |  |  |  |
| FASTAG information |  |  |  |  |

\*RMN=Registered Mobile Number