



## INTERBANK MOBILE PAYMENT SERVICE

### What is IMPS?

Interbank Mobile Payment Service (IMPS) is an instant interbank electronic fund transfer service through mobile phones. IMPS facilitate customers to use mobile instruments as a channel for accessing their banks accounts and remitting funds there from.

### Who is providing IMPS service?

NPCI National Payment Corporation of India is providing IMPS service.

### Are all banks offering IMPS?

The updated list of banks offering IMPS will be available in NPCI website [www.npci.org.in](http://www.npci.org.in).

### Does the customer need to have a bank account for availing IMPS?

Yes, the customer needs to have a bank account with the bank which has enabled this facility.

### Does the customer need to register to remit the funds through IMPS?

Yes. Customer should enroll for Mobile Banking Service with the bank where customer has an account. The registration process shall be as per their bank's laid down procedures.

### Is the beneficiary customer also required to register for IMPS?

The beneficiary customer should have their mobile numbers registered with the bank where he/she maintain the account and where he intends to receive the credit and should have a valid MMID provided by the bank. No need to specifically enroll for Mobile Banking Service of the bank.

### What beneficiary details does the customer need to effect an IMPS remittance?

The beneficiary details required are:

- Beneficiary's mobile number
- MMID of the beneficiary customer

### What is MMID?

Mobile Money Identifier (MMID) is a seven digit random number issued by the bank upon registration. Remitter (customer who wants to send money) and Beneficiary (customer who wants to receive the money) should have this MMID for doing this interbank funds transfer.

### Can a customer link more than one account to the same mobile number?

Yes. The customer can link the same mobile number to more than one account subject to bank offering that feasibility.

### Incase if the customer has more than one account linked to his / her mobile number how does he select the account from which he / she intends to pay?

The bank will allocate a Mobile Money Identifier (MMID) for each account of the mobile banking customers. The customer can select the account using this MMID allocated to him / her. The combination of mobile number and MMID helps as a mistake proofing step for the remitter and tries to mitigate the risk of wrong credit incase the remitter enters erroneous mobile number.

### How can I send money using IMPS?

- Register your mobile number with our bank to link to your account.
- Get your MMID from Bank.
- Get beneficiary Mobile number and MMID
- Initiate the transaction using SMS in the format as prescribed
- Authorise transactions using your MPIN (ATM PIN) over IVR.

- Check the confirmation SMS for debit to your account and credit to beneficiary account.

### How can I receive money using IMPS?

- Register your mobile number with our bank to link to your account.
- Get your MMID from our Bank
- Share your Mobile number and MMID with the remitter
- Ask the remitter to send money using your Mobile number and MMID
- Check the confirmation SMS for credit to your account from the remitter

### Is there any limit on the value of transactions in IMPS?

The limit is defined by RBI in the Mobile Payment Guidelines issued to banks. The customer can transact on IMPS subject to a daily cap of Rs. 50,000/- per customer overall for transactions through mobile for the funds transfer. Transactions up to Rs. 1000/- can be facilitated by banks without end-to-end encryption.

### Does the customer require a mobile handset of a particular model or make or features to enable this service?

It depends on the bank's mobile banking interface requirements. This varies from bank to bank. The details can be obtained by the respective banks.

### What if IMPS registered mobile is lost or misplaced? Will anyone who comes into possession of mobile be able to make a remittance from customer's account?

At the time of mobile banking registration, bank would provide the customer with a User id and MPIN (Mobile Personal Identification Number) for accessing the mobile banking facility. An IMPS remittance will not be possible without these two inputs.

### What happens in case the remitter enters a wrong beneficiary mobile number for remittance?

The beneficiary details required for making a remittance are mobile number and MMID. The transaction will get declined in case anyone of these two numbers is erroneous and transaction gets reversed instantly.

### What are the timings for initiating and receiving IMPS remittances?

IMPS transactions can be sent and received at any time and any day. There are no timing or holiday restrictions on IMPS remittances.

### What are the charges for the customer for sending and receiving remittances using IMPS?

The charges for remittance through IMPS are decided by the individual banks. Please contact your bank for the details.

### Are there any subscription charges for the customers to avail this facility?

The charges for remittance through IMPS are decided by the individual banks.

### How long does it take for the remittance to get credited into the beneficiary account number?

The funds should be credited into the beneficiary account in about 15-30 seconds.

### Can the remitter transfer funds from his / her to the beneficiary account in other bank?

Yes, the remitting customer can transfer funds to the beneficiary account in other banks.

### Is it necessary to have sufficient account balance to initiate a remittance?

Yes, the customer should have sufficient account balance to initiate a fund transfer.

### Is it necessary to have a minimum balance to receive funds through IMPS?

This will be decided by the beneficiary bank.

### How does the remitter come to know that his account is debited and funds have been credited in the beneficiary's account?

The remitting bank sends a confirmation SMS to the remitting customer about the transaction initiated by him / her.

### How does a beneficiary come to know of funds being credited to his / her banks account?

The beneficiary bank sends a confirmation SMS to the beneficiary customer informing him / her of the credit in the account.

### Can a customer remit and / or receive remittance using the mobile number other than the one registered with the bank?

The customer can remit and / or receive funds using the registered mobile number only. In case he / she needs to remit / receive funds using the other mobile number, he / she will have to approach the bank and complete the process of changing the registered mobile number for mobile banking.

### When can the beneficiary use the funds received through IMPS?

The beneficiary can use the funds immediately on receipt of credit in the account. The funds received through IMPS are good funds and can be used immediately upon credit.

### How do I register for IMPS with your Bank?

Obtain application form for Mobile Banking Service or Download application from our web site. Submit duly filled application form to your bank for registration. After successful registration, SMS will be sent to mobile with details of MMID.

### How the MMID will be communicated to me?

After registration, MMID will be communicated to customer through SMS.

### Which mobile number or short code should I send SMS to initiate fund transfer through IMPS?

Customers are requested to send SMS to long code **9223175501** or short code **5667711** to initiate IMPS transaction.

### What is the SMS format to initiate IMPS transaction?

SMS format to initiate IMPS transaction as follows  
Format: IMPS <Beneficiary mobile number> <Beneficiary MMID> <Amount>  
Example: IMPS 9988776655 9056123 100.00

### How the IMPS transaction is authenticated?

After initiating a IMPS transaction through SMS, customer will receive a inbound IVR call to enter his MPIN.

### What is my MPIN?

Your ATM PIN is the MPIN for IMPS transactions.

For any support please call our toll free number

**1800-425-2233**