



एन आर्इ सी एशिया बैंक लि.

► Complete Financial Solutions

# FREQUENTLY ASKED QUESTIONS

## What is iTouch Internet Banking?

iTouch Internet Banking is one of the fastest, most convenient ways to access your NIC ASIA Bank accounts, view balances, transfer funds and pay your bills online. Using your unique Username, Password and OTP (One Time Password), you can perform banking transactions online, whenever and wherever you want, from a secure PC with Internet access.

## What do I need to start using iTouch Internet Banking from NIC ASIA Bank?

There is no software required to access NIC ASIA Bank's iTouch Internet Banking service. All you need is a computer and Internet connection.

## What is the best browser that I can use?

You can use browsers such the Internet Explorer, Google Chrome or Mozilla Firefox for best online banking experience. Please ensure that the browser you use is up-to-date.

## How safe is iTouch Internet Banking?

NIC ASIA BANK takes every precaution to keep your online experience safe. In a continued effort to safeguard iTouch Internet Banking transactions, we offer optimal protection of your account through our Web Server Security-SSL (Secure Socket Layer) to create encrypted link between web server and browser. Encryption is a process that transforms sensitive information into a string of unrecognizable characters before they are sent over the Internet and helps keep your information private between the bank's computer system and your Internet browser.

In addition to encryption, your unique Username and Password will authenticate your access each time you use the service.

## How do I know I am visiting a secured internet site?

iTouch Internet Banking is accessed through a "secured" Internet site to help keep your online financial information private and secure. You will know you are at a secured site when you see the **https://** in the address field on your browser and the padlock symbol on the browser.

## What practices can I adopt to help keep my online information safe ?

Safe and secured online experience demands that you engage into the following practices to safeguard your online information.

- a. Beware of phishing scams  
Make sure that you always login to your internet banking account directly via your bank website, and not through links that are not from your bank.
- b. Have strong passwords  
Make sure that you create strong passwords which are at least 8 characters long having capital letters, numbers, and special characters such as @, #, &, !, etc. Intruders can easily hack weak passwords. Also regularly change your passwords.
- c. Secure your email accounts  
Set strong passwords for your email accounts because cybercriminals can easily pilfer your sensitive information. Ensure that the passwords are unique and different from your social networking accounts.
- d. Refrain from performing banking transactions over unsecured wireless networks/ public computers  
Because wireless networks have weak security settings, it is important that you review and enhance your wireless (Wi-Fi) network settings.
- e. Use virtual Keyboard in Login Panel  
Virtual Keyboard is the precautionary measure that protects you against malicious key logger programs which might have infected your computer. We strongly advise you to use it in case you are doing internet banking login from different computer.
- f. Secure your devices  
Passwords protect your mobile phones, tablets or PCs. Have strong passwords and security PINs for these devices.
- g. Switch to statements  
Intruders can gain access to your paper documents having sensitive information including your banking details. Therefore ensure that you make use of statements and secure them so that they cannot be stolen. Don't engage in communication with unsolicited emails or correspondence that requests your personal banking information. Ensure that you always log out of your account and close the browser once you are done. Update all your browsers, operating systems, apps and virus, and malware protection software

## How do I sign up for iTouch Internet Banking?

You need to visit any of our Branches and submit an application form for signing up. Passwords will be delivered via SMS or email or both as per your wish.

## When can I start using iTouch Internet Banking?

You can begin using iTouch Internet Banking immediately after signing up.

### **Why am I asked to update my mobile number and email address in first login?**

Now we have switched from transaction password to OTP (One Time Password) for extra security and protection. OTP is sent to registered mobile number and email address. If you are availing fund transfer and bill payment feature, you will be asked to register your mobile number and email address where the bank will be sending the OTP. You will be required to enter your transaction password to register your mobile number and password.

### **Is mobile number and email address compulsory?**

Yes. Mobile number and email address are compulsory for using iTouch Internet Banking. We have now switched from Transaction password to OTP (One time password) for enhancing security feature of iTouch Internet Banking which shall be delivered to your mobile phone via SMS or email or both as per your wish.

### **What is One Time Password (OTP)?**

One Time Password (OTP) is an additional security feature added to secure your account from online fraud. OTP is sent to your mobile phone / email before you can perform fund transfer or online transactions. OTP is confidential and must not be shared with anyone—not even if the person who claims to be a bank official. Make sure you read the details of the message sent to you through SMS along with the OTP

### **Is there any expiry time of OTP?**

Yes. You have to enter the OTP within 3 minutes of receiving it through SMS to complete fund transfer or online transaction. If the OTP is not entered within stipulated time, it will expire and the transaction will not be executed. You need to re-execute the transaction from the beginning and enter another OTP sent to you.

### **Why should I enter OTP when I have entered my Username and login Password?**

This is for extra security and protection of your account from fraud.

### **When will I be asked to enter OTP?**

You will be asked to enter OTP before you can make fund transfer or online transactions or manage linked accounts.

### **Can I use the same OTP multiple times?**

No, a single OTP is sent to you before you can perform a single fund transfer activity or a single online transaction. You cannot use the same OTP multiple times because we generate and send you unique OTPs for every transaction or fund transfer activity.

### **What are the different banking services that I can make online?**

- View balances and transactions on your deposits, loans, credit card, and DEMAT accounts
- View your account statement for Current, Savings, and DEMAT accounts
- Manage linked Accounts for fund transfer
- Online Password Reset

### **What banking transactions can I perform with iTouch Internet Banking?**

iTouch Internet Banking allows you to make transactions online and manage your accounts, balances, bill payments and deposits:

- Transfer funds between NIC ASIA Bank accounts & NCHL IPS fund transfer to another bank.
- Pay bills to different merchants in Nepal
- Top Up your NTC/ Ncell Mobile, PSTN phone, ADSL, etc.

### **Will I be able to view my statements online?**

Yes. Many types of account statements, including those for most deposit, credit, and loan accounts and DEMAT accounts are available through iTouch Internet Banking.

### **Can I transfer funds between accounts?**

Yes. You can transfer from any eligible current or saving accounts you have linked to your profile. You can transfer money to any saving or current accounts within NIC ASIA Bank's Branch network. (In cases where account types are non-operative or other restricted products, transfers may not be permitted.)

### **What are Managed Accounts? How can I register Managed Accounts?**

Managed accounts are self-defined accounts where you want to transfer the fund. You can transfer fund to managed accounts only. Before transferring fund to any accounts, you must register the beneficiary account as managed account. You will be asked to enter OTP to add managed account.

### **If I make a transaction via iTouch Internet Banking, how soon will my account reflect the balance change?**

When you conduct a transaction via iTouch Internet Banking, it will be immediately reflected on your bank account as all the transaction conducted via iTouch Internet Banking are real-time transactions.

### **Why can't I see all of my accounts in my account summary?**

Accounts which you have mentioned on the application form while subscribing the iTouch Internet Banking will be shown to your profile. If you want to add other eligible accounts, you need to submit an application to any of our branches nearest to you. Please note that all the accounts to be added to your profile must be opened on same customer ID.

### **Are there limits to the number of transfers and transaction amount I can make online?**

The type of account you have with NIC ASIA Bank may limit the number of transfers allowed. You can view the limit of transaction count and transaction amount on the right side of the webpage under Fund Transfer menu.

### **Can I transfer money into an account if I am not an account owner?**

Yes, from your Deposit Account to certain deposit accounts of other customers with the bank.

You will need to set up and verify each of the accounts that you wish to use to make these transfers to.

There is no fee for transferring funds inside the bank to another customer however such transfer must be within the transaction limit provided to you.

### **What is Merchant Payment?**

Merchant payment is an option to transfer fund to different merchants and pay your bills. Mobile Top-Up, recharge card purchase and utility bill payment could be done. Similarly, loading esewa account could be done from Merchant payment option.

### **Do I need to register separately for Merchant Payment option?**

If you have applied for iTouch Internet Banking with fund transfer facility, it will be automatically provided to you. Else, you need to request merchant payment option via iTouch Internet Banking application form.

### **How do I pay to my online merchant like QFX, Yeti Air?**

If you are a registered member of QFX, you can pay for movie tickets online by visiting the QFX site where you will be prompted with many payment options including payment through your bank account. You can now pay using your bank account username and password along with OTP.

### **I need to travel abroad, how can I use iTouch Internet Banking safe? Do I get OTP?**

In such case, you need to contact your bank to change the OTP delivery option from SMS to email. Make sure that you login through the virtual keyboard. Refrain from using public hotspots or wireless networks as they have very weak security settings. Refrain from using public computers while using iTouch Internet Banking.

### **I lost my mobile what do I do to use iTouch Internet Banking?**

You must immediately visit your bank to disable OTP via SMS and switch to OTP via email. You are also suggested to change your email password as well.

### **I changed my mobile number how can I continue?**

Notify your bank that you changed your mobile number. Your bank will update your new mobile number in their system and you will be able to receive OTP in that new number.

### **What proof do I receive that transaction have been completed?**

You will be notified via SMS and/or email to your registered mobile number / email address after the completion of the transaction.

### What should I do after I complete my online transaction or statement?

Ensure that you carefully check your statement after each online transaction activity. In case the details of the transaction do not match with the online statement, contact your bank immediately.

### My account is debited but transaction is not completed. What should I do?

Please send the details of failed transactions including your account number, account name, amount and type of transaction to **itouchsupport@nicasiabank.com** and it will be solved by next working day. Do not ever quote your username and or password anywhere inside the email.

### Can I Email questions about my account to you? How secure is Email?

Most Email is not secure and we do not recommend sending sensitive information through regular Email.

### Can I schedule a transfer to take place in the future or set up recurring transfers?

Schedule Transfer will be introduced shortly.

### Is my login Password case sensitive?

Yes. Valid passwords are case sensitive, between 8 and 12 characters in length, and contain only letters and numbers. It must include at least one Upper case letter, one Lower case letter and at least one number. Your password must be different than your User ID.

### What if I forget my iTouch Internet Banking Login Password?

If you forget your iTouch Internet Banking Password, you can change your password through FORGOT PASSWORD option.

### Is online request for password reset is entertained?

Yes, you can change your itouch password, go through FORGET PASSWORD in login page. Please enter your username and after you enter your username, you shall receive password change activation link in your email, go

through the link and then you shall receive the OTP in your registered mobile number. Password change page appears in browser and then change your password.

### **Can I change my Username and Password?**

Password can be changed from the homepage of iTouch Internet Banking after you log in into the system. Option for changing username is not available at the moment.

### **How often will my password change?**

When you sign up for iTouch Internet Banking, login password will be sent via email or sms which need to be changed on first login. That will remain your password unless you choose to change it using the Change Password option. We recommend you change your password periodically, your password expires in

### **Can I nickname my accounts?**

Yes, you can give nicknames to your payees and your accounts for easier tracking and monitoring. Choose "Linked Accounts" from the iTouch Internet Banking menu, and then select "Manage Linked Accounts" option besides the accounts. Nicknames do not affect your accounts, balances or how they are paid through online Bill Pay or transfers.

### **How can I learn more about iTouch Internet Banking?**

There are several sources for assistance. You can:

- Review the questions and answers supplied in this Frequently Asked Questions (FAQs) section.
- You can also visit any of our branches nearest to you and ask Customer Service Representatives for more information.

### **Who do I call if I need iTouch Internet Banking assistance?**

If you need any assistance regarding iTouch Internet Banking, contact any of our branches during office hours.

### **What happens if I do not log o of the iTouch Internet banking system?**

By default, the iTouch Internet Banking program has a 10-minute time out feature. If the system is idle for 10 minutes, the user is automatically disconnected.

# FREQUENTLY ASKED QUESTIONS

For Nepal Clearing House Limited (NCHL) Interbank Payment System (IPS) through Internet Banking Modality

## 1. What is Interbank Payment System (NCHL-IPS)?

Interbank Payment System (NCHL-IPS) is a system to safely and efficiently transfer of funds from one bank account to other bank's account held at any of the participating member banks & financial institutions (BFIs)

## 2. Who regulates NCHL-IPS System?

NCHL-IPS System is approved and regulated by Nepal Rastra Bank.

## 3. What is IPS through Internet banking modality?

IPS has been in practice in the banking sectors for transferring funds from one bank to another member banks. Along with the increasing preference of the customers to get the banking services without visiting the bank's premises, internet banking modality has been introduced. The IPS through internet banking modality facilitates the customers to process interbank fund transfer without having to visit the bank's premises and also without filling up any paper

## 4. What is the process of using IPS through internet banking?

The procedure of processing IPS through internet banking is as follows:

- An applicant for IPS product should have maintained an account with our bank and he/she has availed fund transfer facility.
- A separate menu of NCHL-IPS has been introduced in our current internet banking web page. The customers can get the Interbank Payment System (IPS) service process by clicking on this menu.
- After the menu is loaded, the customers will have to enter the following details for fund transfer:
  - Sender Name
  - Sender Mobile Number
  - Sender Email Id
  - Fund Transfer Amount (NPR only)
  - Receiver Name
  - Receiver Bank Name
  - Receiver Account Number
  - Receiver Mobile Number
  - Receiver Email Id
  - Remarks
- Customer has to enter all the required details and have to click Submit button. After clicking "Submit" button, customer will then receive an OTP confirmation code in their registered mobile phone along with email which they have to enter in order to execute the transaction.

- The charge for each transaction is NPR 30 which will be deducted once the IPS transaction is initiated.
- Once the transaction has been successfully completed, customer will then receive a notification of “Successful Transaction” only in their registered email as provided by the customer.

## 5. Who can use IPS through internet banking?

The bank’s customers who avail internet banking with fund transfer facility can use IPS through internet banking.

## 6. In which banks/ financial institutions the funds can be transferred through this service?

Currently, the fund can be transferred to the following 63 member banks and its branches as they are the participating banks involved in NCHL-IPS. The list will be updated after they get membership from Nepal Clearing House Limited.

S.No	BFI's Name	S.No	BFI's Name
1	Nepal Rastra Bank	33	Tourism Development Bank Limited
2	Nepal Bank Limited	34	Garima Bikas Bank Limited
3	Rastriya Banijya Bank Limited	35	Om Development Bank Limited
4	Nepal Investment Bank Limited	36	Fewa Bikash Bank Ltd
5	Standard Chartered Bank Nepal Limited	37	Muktinath Bikas Bank Limited
6	Himalayan Bank Limited	38	Shangrila Development Bank Limited
7	Nepal SBI Bank Limited	39	Tinau Bikas Bank Limited
8	Nepal Bangladesh Bank Ltd	40	Excel Development Bank Ltd
9	Everest Bank Limited	41	Sahayogi Bikash Bank Ltd
10	Bank of Kathmandu Lumbini Limited	42	Kankre Bihar Bikas Bank Limited
11	Nepal Credit and Commerce Bank Limited	43	Miteri Development Bank Limited
12	Machhapuchre Bank Limited	44	Kailash Bikas Bank Limited
13	Kumari Bank Ltd.	45	Shine Resunga Development Bank Ltd.
14	Laxmi Bank Ltd	46	Srijana Finance Limited
15	Siddhartha Bank Limited	47	Gurkhas Finance Limited
16	Global IME Bank Limited	48	Bhargav Bikas Bank Limited
17	Citizens Bank International Limited	49	Goodwill Finance Limited
18	Prime Commercial Bank Limited	50	Triveni Bikas Bank Limited
19	Sunrise Bank Limited	51	Purnima Bikas Bank Limited
20	NIC Asia Bank Limited	52	Guheshwori Merchant Banking and Finance Limited
21	NMB Bank Limited	53	ICFC Finance Limited
22	Prabhu Bank Limited	54	Sagarmatha Finance Limited
23	Janata Bank Nepal Limited	55	Reliable Development Bank Limited
24	Mega Bank Ltd	56	Mission Development Bank Limited
25	Civil Bank Ltd.	57	Kanchan Development Bank Ltd
26	Century Commercial Bank Limited	58	Nabil Bank Ltd.
27	NIDC Developemnt Bank Limited	59	Sanima Bank Limited
28	Siddhartha Development Bank Limited	60	Jyoti Bikash Bank Limited
29	Deva Bikas Bank Limited	61	Saptakoshi Development Bank Limited
30	Ace Development Bank Limited	62	Reliance Finance Limited
31	Vibor Bikas Bank Limited	63	Sewa Bikas Bank Limited
32	Kasthamandap Development Bank Limited		

### **7. What is the maximum amount that can be transferred through this service at a time?**

The amount NPR 25,000.00 is the maximum transaction limit at a time.

### **8. What is the maximum amount that can be transferred through this service per day?**

NPR 100,000.00 is the maximum amount that can be transferred through this service per day.

### **9. What is the minimum amount of transaction that can be processed through this service?**

NPR 10 is the minimum amount that can be processed through this service.

### **10. How many transactions can be processed by a customer in a day through this service?**

The customers can perform 10 transactions per day through this service.

### **11. What is the charge per transaction?**

The charge per transaction is NPR 30 per transaction.

### **12. What will happen if the customer enters wrong account number or misspelled the name of the receiver?**

Accepting or Rejecting of the transaction will depend upon the response of the beneficiary bank if the customer enters wrong account number or misspelled the name of the receiver. However, the charge will be deducted from the initiating customer's account and it will not be refundable.

### **13. In case of transaction failure is the charge refundable?**

As the success or reject of the transaction depends upon the response of the beneficiary bank, the charge is not refundable by the ODFI/initiating bank i.e., NIC Asia Bank.

### **14. What are the benefits of this service?**

- Easy, Simple & Smooth for fund transfer process.
- Meets the preference of the customers to get access of the banking services through internet.
- Meets the motto of the modern banking industry i.e., "Bringing Bank to your Doorstep".
- IPS fund transfer service will be available all the time i.e., 24/7 hours a day.  
(Note: Interbank Fund transfer request made using IPS option in iTouch Internet Banking is an offline request. All the requests made till 11.00 AM shall be processed on same day (except Friday and Holidays) and the rest transactions shall be processed on next working days.
- It will be hassle free and easy for customer as it reduces obligation to visit branches to fill up form.

- Customer friendly systems as customer are already using the fund transfer transactions through internet banking system.
- It leads to increases business volume, goodwill & professionalism of the bank as well.

#### **15. From where can I avail this service?**

The service is available for all the customers of the bank who use internet banking with fund transfer facility and they can use it from any places having access to internet through laptops, mobiles, computers and tabs.

#### **16. How long does it take for clearing transaction through this service?**

All transactions received before 11.00 AM are cleared by the system on the same day except Friday. The transactions presented after 11.00 AM will be processed and cleared on next working day.

#### **17. Which currencies transaction can be processed through this service?**

Only NPR transactions can be processed through this service.

#### **18. Whom shall the customer contact in case of any confusion?**

The customers can contact their nearby branches in case of any confusion.

#### **19. Do I need to register separately for Inter Bank Fund transfer option?**

If you have applied for iTouch Internet Banking with fund transfer facility, the fund transfer service will be automatically provided to you. Else, you need to request for the option via iTouch Internet Banking application form.

#### **20. Who do I call if I need any assistance regarding this service?**

If you need any assistance regarding IPS through internet banking, contact any of our branches during office hours.

#### **21. How I can I learn more about this service?**

There are several sources for assistance. You can:

- Review the questions and answers supplied in this Frequently Asked Questions (FAQs) section.
- You can also visit any of our branches nearest to you and ask Customer Service Representatives for more information.