

## Frequently Asked Questions For Pensioners

1. Who are eligible for Video Life Certificate?

→ All public pensioners

- Whose pension is processed and paid by State Bank of India (SBI).
- Who is currently residing inside geographical territory of India.
- Whose Aadhaar seeding has been done for the Pension Account.
- Whose Life Certificate has been submitted for the previous year.

2. What are the benefits of Video Life Certificate?

→ It is Easy, Secure, Quick, Paperless and Free.

→ Pensioner can get their life certificate from the comfort of their home.

→ Pensioners can also submit other mandatory certificates i.e Non-employment certificate, Re-marriage certificate, Income certificate etc.

→ Pensioners of SBI Bank will not be required to visit branch. It will prevent the vulnerable elderly people from the threat of COVID-19.

3. What are the requirements of submission of Video Life Certificate?

→ A pensioner must use Smartphone / Tablet / Laptop / PC (with Web camera & Headphones) with stable internet connectivity for live interaction with SBI Official.

→ Pan Card mandatory.

→ Adequate ambience and lighting.

4. How to make a Video Call for VLC?

→ The Pensioner will visit

- Pension Seva website <<https://www.pensionseva.sbi>> and click on “VideoLC” link at the top.
- PensionSeva mobile app, click on the “Video Life Certificate” button on landing screen.

5. What are the steps required to submit VLC?

→ The Pensioner will visit

- SBI PensionSeva website <<https://www.pensionseva.sbi>> and click on “VideoLC” link at the top.
- SBI PensionSeva mobile app, click on the “Video Life Certificate” button on landing screen.

→ Enter account number (in which pension is credited) and **CAPTCHA** (not required for mobile app), tick the checkbox for authorizing Bank to use Aadhaar data for VLC and click on the “**Validate Account**” button.

→ If eligible for VLC, OTP will be sent on mobile number linked with Aadhaar. Enter the OTP.

→ On successful validation, pensioner will be asked to confirm the mandatory certificates (self-declared) by ticking the boxes.

→ Submit all the mandatory certificates (self-declared) listed in drop-down and click on “Proceed” button to be redirected to VLC landing page.

- Follow the instructions given on VLC site and allow required permissions on the device.
- The Pensioner is free to wait or schedule an appointment for a future available slot.
- If “schedule call” option is chosen, an appointment needs to be taken by selecting a convenient date and time slot and then by clicking on Schedule button.
- The Pensioner will be shared a confirmation for the selected appointment slot. An SMS & email will also be sent to the Pensioner’s registered Mobile Number & email address respectively.
- The Pensioner can join the video call 5 minutes before the start of the schedule date and time. The Pensioner will have the option to again reschedule, as per his/her convenience.
- The Pensioner will have to wait till a Bank Official connects with him / her.
- The Bank Official will see the status and once the Bank Official joins the session, the Pensioner will be taken to declaration page and will be asked to agree to the applicable terms and conditions.
- If the terms & conditions are acceptable to the Pensioner, the Pensioner will mark consent via checkbox and click on start video call. The Pensioner will be then directed to the next screen which will be the waiting room wherein Bank official will be going to join.
- After joining Video session, the Pensioner will be required to read out the verification code in the call.
- The Pensioner will be asked to show his/her PAN card. In case the Pensioner visits the site via a mobile device, the rear camera is switched on, automatically.
- After verification of the PAN by the Maker, Pensioner will be requested to hold the camera such that the face can be captured clearly by the Bank Official.
- The Pensioner will then reach to the end of the session and will be shown the message that information has been recorded.
- The Pensioner will be intimated about the status via SMS to their registered mobile number.

6. Can Pensioner Reschedule Appointment?

- Yes, Pensioner can reschedule the appointment.

7. What would have if technical issue occurred during Video session?

- Pensioner has to wait for few seconds then he will be connected automatically.

## SBI PENSIONSEVA

### New Registration

Sr No	Website	Mobile App
1.	Click on “New User Registration” button in home page or click on “New User Registration” link in Login page	Click on “New User Registration” link in Login screen.
2.	Enter account number in which pension is credited, date of birth as per PPO and CAPTCHA as displayed.	Enter account number in which pension is credited, date of birth as per PPO.
3	An OTP will be sent to the registered Email ID/Mobile number. Enter OTP and proceed.	An OTP will be sent to the registered Email ID/Mobile number. Enter OTP and proceed.
4.	Create a User ID. Minimum 5 alphanumeric characters including upper and lowercase. Maximum length is 7 characters.	Create a User ID. Minimum 5 alphanumeric characters including upper and lowercase. Maximum length is 7 characters.
5.	Enter new password and confirm the password. <ul style="list-style-type: none"><li>• Password should have a minimum of 8 characters and maximum 12 characters.</li><li>• Password should have a combination of upper and lowercase alphabets, numerals and special characters.</li></ul>	Enter new password and confirm the password. <ul style="list-style-type: none"><li>• Password should have a minimum of 8 characters and maximum 12 characters.</li><li>• Password should have a combination of upper and lowercase alphabets, numerals and special characters.</li></ul>
6.	Choose a security question and answer and save for future reference, as it will be required in case you forget your password.	Choose a security question and answer and save for future reference, as it will be required in case you forget your password.
7.	User ID, password and security answer are case sensitive.	Set a 6-digit M-PIN
8.	After successful registration, pensioner can login through the registered User ID/Password.	User ID, password and security answer are case sensitive.
9.		After successful registration, pensioner can login through the registered User ID/Password or M-PIN.

### Forgot Password

Sr No	Website	Mobile App
1.	Click on “Forgot Password” link in Login page.	Click on “Forgot Password” link in Login page.

2.	Enter User ID, account number and CAPTCHA.	Enter User ID, account number.
3.	An OTP will be sent to the registered Email ID/Mobile number.	An OTP will be sent to the registered Email ID/Mobile number.
4.	Select security question and enter security answer. Enter OTP and proceed. [If security question/answer is not remembered, click on “Reset Password” link and skip rest of the steps. Temporary password will be sent on registered Email ID/Mobile number] Enter new password and confirm the password.	Enter 6-digit M-PIN and OTP. Enter new password and confirm the password. [If M-PIN is not remembered, click on “Reset Password using Security Question” link and below mentioned steps]  Select security question and enter security answer. Enter OTP and proceed. [If security question/answer is not remembered, click on “Reset Password” link and skip rest of the steps. Temporary password will be sent on registered Email ID/Mobile number]
5.		Enter new password and confirm the password.

#### **Forgot User ID**

<b>Sr No</b>	<b>Website</b>	<b>Mobile App</b>
1.	Click on “Forgot User ID” link in Login page.	Click on “Forgot User ID” link in Login page
2.	Enter account number, date of birth and CAPTCHA.	Enter account number, date of birth
3.	An OTP will be sent to the registered Email ID/Mobile number.	An OTP will be sent to the registered Email ID/Mobile number
4.	Enter OTP and user ID will be sent on registered Email ID/Mobile number.	Enter OTP and user ID will be sent on registered Email ID/Mobile number

#### **Forgot M-PIN**

<b>Sr No</b>	<b>Only for Mobile App</b>
1.	Select Setting from menu after login.
2.	Click on Reset M-PIN.
3.	Enter OTP sent to registered Email ID/Mobile number.
4.	Enter 6-digit M-PIN and confirm M-PIN.