

## **New Corporate Internet Banking**

Get Ready for a better banking experience with our revamped Corporate Internet Banking Experience with new and enhanced features

- a. Access the website of Utkarsh Small Finance Bank for Corporate Internet Banking
- b. No Change in Corporate ID (Group Id)
- c. No Change in user ID

You are required to change your password upon your first login to the new CIB platform using the steps below:

- a. Open the login page and enter your Corporate ID and User ID. Your Group id will be Corporate ID
- b. Enter the captcha displayed on the screen and click Login
- c. On OTP verification screen, enter correct OTP received on registered mobile number and click submit
- d. On security question screen, user can select and answer any 3 mandatory questions out of the 5 displayed, click submit
- e. Set a new password and reconfirm it as per the password policy.
- f. Finally, click Login again to access your account

We would like to inform you that, pursuant to the Bank's decision to enhance customer experience and streamline banking services, customers categorized under Hindu Undivided Family (HUF) and Sole Proprietorship segments have been migrated from Corporate Internet Banking (CIB) to Retail Internet Banking (RIB) with effect from 24.08.2026.

Note: Your username will be combination of your existing Group ID and User ID.

To log in to Retail Internet Banking, your username will be in the format below:

Group ID\_User ID

Example: ABC\_123

## If your Group ID is ABC and the user id is 123 then your new user id will be ABC\_123. The user need to ser the password on it first login.

As a result, internet banking services for your account will now be accessible through the Retail Internet Banking (RIB) platform.

This migration is intended to provide a simplified and seamless banking experience while ensuring continued access to digital banking services.

For help please call our 24X7 Customer Care number 1800-123-9878 / 1800-208-1788 or mail to [customercare@utkarsh.bank.in](mailto:customercare@utkarsh.bank.in)

**Disclaimer:** The information contained in this notice is subject to change without prior notice due to operational, technical, regulatory, or business requirements. Customers are advised to refer to the Bank's official communication channels, visit the nearest branch, or contact Customer Care for the latest updates. Utkarsh Small Finance Bank Limited reserves the right to modify, amend, suspend, or withdraw any part of the information, services, features, or timelines mentioned herein at its sole discretion.

**Security Advisory:**

Utkarsh Small Finance Bank will never ask for your passwords, OTPs, PINs, CVV, debit card details, or Internet/Mobile Banking credentials through phone calls, emails, SMS, or social media. Please do not share such information with anyone. Report suspicious communications immediately to the Bank's Customer Care or your nearest branch.