

Frequently Asked Questions (FAQs) on Positive Pay System (PPS)

Question no 1.

What is Positive Pay?

Positive Pay is a cheque verification system that helps to prevent fraud by matching cheque details shared by customers with the cheques presented for clearing.

Question no 2.

Why is Positive Pay required?

Positive Pay is a fraud detection tool adopted by banks to protect customers against forged, altered or counterfeit cheques. It adds an extra layer of security and ensures that only verified cheques are cleared.

Question no 3.

For what amount of cheques Positive pay submission is required?

As per RBI Guidelines, Positive Pay is enabled for all account holders, issuing clearing cheques for amounts of Rs 50,000 and above. While availment of this facility is at the discretion of the account holder, however, it is mandatory for cheques amounting to Rs. 5,00,000 and above.

Question no 4.

How can I submit my cheque Details?

Customer can share cheque details through

- Branch Channel
- Utkarsh SFB Website
- Mobile Banking
- Internet Banking
- Phone Banking

Question no 5.

When should I submit Positive Pay details?

Customer needs to submit Positive Pay details before the cheque is presented for clearing, i.e. one working day before the presentation of cheque in clearing.

Question no 6.

What happens if Positive Pay submission were not done for cheque amount of Rs. 5 lakhs and above?

Such cheques may get returned during clearing with reason "Positive Pay details not available".

Question no 7.

Can I edit or Cancel Positive Pay details after submission?

No, Once submitted, details cannot be modified. You need to issue a new cheque in case of error. If required, such a cheque can be marked for Stop Payment through Internet Banking/Mobile Banking, Branch, and Phone Banking channels.

Question no 8.

Is there is any charge for using Positive Pay?

No, This facility is absolutely free for all Utkarsh Small Finance Bank Customers.

Question no 9.

What details needs to be inputted during Positive pay submission? / What are the steps to submit Positive Pay through different channels?

Steps to be followed to share Positive Pay details

- **Branch Channel-** Visit the branch and submit the positive pay confirmation (details required are – Cheque number, Amount, Payee Name)
- **Mobile App-** Log on to Utkarsh SFB Mobile App --> Select Account number --> Click on 3 dotted line --> Click on “Positive Pay Instruction” --> Enter and submit the cheque and Payee details
- **Internet Banking-**Log on to Utkarsh SFB Mobile App --> Select Account number --> Click on 3 dotted line --> Click on “Positive Pay Instruction” --> Enter and submit the cheque and Payee details.
- **Utkarsh SFB website-**Utkarsh SFB website (website link for Positive pay - <https://www.utkarsh.bank/personal/payments/positive-pay>) --> Enter Customer ID and Registered Mobile Number with Captcha --> Authenticate with OTP --> In next screen enter the following details --> Check the Utkarsh SFB Account and then enter the following – Cheque Date, Cheque No., Cheque Amount, Payee Name, MICR Code, and Transaction Code mentioned on cheque --> Submit with Captcha.
- **Phone Banking-**Call Utkarsh SFB Phone Banking Toll Free No. 18001239878 and share the cheque and Pay details for positive pay confirmation.

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