

MyBizBank FAQ's

1. Is RBL BizBank App the same as MyBizBank App?

Yes. RBL BizBank App has been upgraded and renamed as RBL MyBizBank App. The new app offers enhanced features, improved user experience, and access to future-ready business banking services.

2. Are there any restrictions for using the App?

CIB registered customers and individuals such as HUF's, Sole Proprietor can now login to MyBizBank. CIB Single sign on users of CMS, SCF and TradeX portal are not eligible to access MyBizBank App.

3. Which platforms can the app be downloaded?

MyBizBank app can be downloaded from Play Store for Android users and App Store for IOS users.

4. How can I provide feedback or suggestions for improvement?

You can post your feedback using Play store or App store reviews.

5. How can I find the nearest branch details?

By clicking on the option "Locate Us" in Pre-Login screen of the MyBizBank App you can locate the nearest RBL Bank Branch.

6. What are the roles of a maker user?

As a maker user, you can only initiate fund transfers, add beneficiaries view the transactions/account details, raise service request, All the transactions initiated by Maker go to the selected Checker/Dual user for approval.

7. What is the cooling period and what is the transaction limit during the cooling period?

The cooling period is 12 hours, and you can only transfer till Rs. 25,000/- during the cooling period.

8. Can an authoriser approve the transactions using the MyBizBank app?

Yes, MyBizBank app can be used by Checker and Dual users to authorize all the services and transaction approval request.

9. Are remarks mandatory in case of rejection of request?

Yes, it is mandatory for approver to mention the remarks before rejecting any request.

10. Can we download the account statements using MyBizBank app?

Yes, all the users can download the account statements from MyBizBank download centre feature in PDF, Excel and Word format.

11. Can we Email the account statements using MyBizBank app?

Yes, account statements can be emailed to CIB/MyBizBank registered email ID from Account Summary/Account Statement screen.

12. What is the maximum date range of Statements that can be requested for email statements?

The maximum date range for email statement is 12 months or max 800 transactions.

13. How can existing CIB customers access MyBizBank?

All the existing CIB customers can download and use MyBizBank App by default. CIB credentials should be used to Login.

14. How can a new to Bank entity/corporate customer access MyBizBank?

You will get MyBizBank access default along with CIB access. CIB access form consists of the MyBizBank App consent and preference as default. Access will be set up at the time of CIB registration.

15. How many beneficiaries can be added in a day?

Maximum 5 beneficiaries can be added in a day. It's a combined limit for CIB and MyBizBank app.

16. What is the process for limit enhancement on Holiday and Non-working days?

You need to submit a limit enhancement request form at your nearest RBL Bank Branch. Please note this form is available at Branch.

17. Are there any restrictions on file size when it comes to downloading or sending email statements?

The restrictions are on the maximum number of entries and not on the size. Maximum number of entries allowed is 800 transactions.

18. What is the TAT for unblocking of Transaction access after sending an email to ceb.support@rbl.bank.in ?

The transaction access is unblocked in maximum 2 hours' turnaround time.

19. If my mobile no. is registered and linked to four other accounts with distinct CIFs, will I still be able to register to MyBizBank app with that mobile no.?

Yes, you can register on MyBizBank App with the CIB registered mobile number irrespective of the mobile not linked to CIFs for Corporate and Entity customers. For Individual, Proprietorship, and HUF customers mobile numbers need to be linked with the respective CIFs.

20. As a director of multiple companies with different CIFs, is there a way for me to conveniently view all my accounts under one login?

No, this facility is not available as of now. You can see accounts mapped to the respective Corporate and User IDs only. In case you need to view other accounts, you may re-register with the new user id details.

21. How can I deactivate the MyBizBank App?

You can uninstall the app if you no longer wish to use it.

22. How do I register on the MyBizBank App?

Registration depends on your customer type:

Entity customers can register using their CIB Login ID or registered Email ID

Individual, Sole Proprietorship, and HUF can register using their Customer ID and PAN

All users must complete mobile verification, OTP authentication, and set a 6-digit mPIN.

23. Can Retail Current Account customers use MyBizBank App?

Yes. Retail Current Account customers including Individuals, Proprietorships, and HUFs can use the MyBizBank App to manage transactions, view balances, download statements, and access advanced business features.

24. Can I make bulk payments using MyBizBank App?

Yes. The RBL MyBizBank App allows businesses to execute bulk and high-volume payments efficiently, making it ideal for payroll, vendor payments, and other large-scale payouts.

25. Does MyBizBank App support GST and tax payments?

Yes. You can authorise GST, Direct Tax, and other statutory payments directly through the MyBizBank App, ensuring secure and compliant tax payments.

26. How can I apply for Advanced Business Features?

Eligible customers can apply by clicking the “Advanced Business Features” option on the MyBizBank App dashboard. New Proprietorship and HUF customers can also apply directly through the app.

27. Is MyBizBank App secure?

Yes. The RBL MyBizBank App uses multiple security layers including SIM verification, OTP authentication, mPIN protection, and bank-grade security protocols to ensure safe and secure business banking.

28. Can I manage loans and fixed deposits through the MyBizBank App?

Yes. The app allows you to view and manage loan accounts and create or manage fixed deposits (FDs) digitally, anytime and anywhere.

29. Will MyBizBank App support more services in the future?

Yes. The RBL MyBizBank App is built as a future-ready platform and will support services such as Trade Finance, Forex, Cash Management Services (CMS), and Supply Chain Finance.

30. Is the MyBizBank App free to use?

Downloading and using the RBL MyBizBank App is free. However, standard banking charges may apply based on the services and transactions performed.