

BOI CALL CENTRE

Call Centre (India) Email id – BOI.CallCentre@bankofindia.co.in	Toll Free – Within India	1800 220 229 1800 103 1906
	Within India	(022) – 40919191
	From Overseas Locations	+91 22 40919191

Services Offered at Call Centre:-

Product Related Enquiry (Retail) – (Both Existing and New Customers)

Deposit Accounts

Savings accounts, Current accounts & FD accounts

- Eligibility to open an Account
- Types of Account based on customer need
- KYC norms
- Facilities available
- Features, Advantages & Benefits of the Account Type.

Loans

The Call Centre will provide information about:

- Eligibility criteria to procure Advances from the Bank
- Quantum of Loan (minimum & Maximum)
- Repayment Period
- Securities required
- Terms & Conditions

Debit Card Services

- Types of Debit Cards
- How and where to get your Debit Card Hotlisted incase – Lost or Stolen or Damaged
- Failed Transaction enquiry
- How to register your card for online shopping
- Limits assigned to the Type of Debit Card for ATM & POS Transaction
- Service Charges associated

Internet Banking

- How to avail the Internet Banking Facility (**STAR CONNECT**)
- How to install Star Token
- Limits assigned per day for NEFT & RTGS
- Per day Transaction Limit assigned to the Account.
- Troubleshooting

Mobile Banking

- How to avail Mobile Banking Facility.
- Limits assigned for Transaction
- What is IMPS & MMID number
- How to use the facility.
- Trouble Shooting.