

## CSB CorpNet - Frequently Asked Questions (FAQ)

### 1. What is CSB CorpNet?

CSB CorpNet is specialised Internet Banking portal of CSB Bank which facilitates Corporate Customers (any non-individual customer such as firms, companies, trusts, partnerships, proprietorship concerns etc.) to carry out banking activities online anywhere and anytime, aided with the power and convenience of the internet.

### 2. Who can avail CSB CorpNet facility?

For the purpose of Corporate Internet Banking, any non-individual customer, whether it is a single man enterprise, small business enterprise, firm, trust, institution, Government organization or large conglomerate is treated as a Corporate. Any Corporate maintaining account with any CSB Bank branch can avail CorpNet facility.

### 3. How to access CSB CorpNet website?

- Personal/NRI>>Digital Access>>Digital Services>> Corporate Net Banking
- Online Services>>Login>> Corporate Net Banking

### 4. Whether all branches of CSB Bank provide CorpNet facility?

Yes. Customer can avail this service by placing request at any of CSB Bank branch located across the country

### 5. Can CorpNet be made available to individual (personal Banking) customers?

No, Corporate Internet Banking as the name itself indicates is meant exclusively for corporate customers (non-individuals). For individual customers Retail Internet Banking facility is separately available.

### 6. I have availed Internet Banking facility on my SB/CA account as an individual. How does CorpNet differ from that?

Retail internet banking is a single user product whereas CorpNet provides transaction with multiple users with varying powers as per requirement of the Corporate.

### 7. How do we apply for CSB CorpNet facility?

You can approach CSB Bank branch where your account is maintained for availing CorpNet facility. The registration forms can be downloaded from our website [www.csb.co.in](http://www.csb.co.in). Forms duly filled and accompanied with Board Resolution, wherever required, should be submitted to the branch.

### 8. What are the various roles provided in CorpNet?

- **View Only** – This user can only view accounts linked to his/her user ID. They cannot post any transaction, raise a query, approve or reject. Some user may be restricted to view few accounts and some users (e.g MD/Chairman/CFO of the company) may be given access to view all accounts linked under the corporate
- **Administrator** –Admin exercises management control, creates other users, provides them access rights to the corporate accounts. He also defines their financial powers to transact on these accounts. **At present, CSB Bank acts as Admin for all the corporates. (Corp Admin feature will be introduced soon).**
- **Maker** - He is the creator of the transaction.
- **Checker** - He authorizes transactions created by the maker. His authorisation rights are defined by the Administrator.

### 9. How long will it take to process our CorpNet application? How will we receive the credentials?

Your request will be processed within 5-7 working days. All the credentials will be sent via post to the registered address only

### 10. What are all the credentials we will receive upon registering for CorpNet facility?

- Corporate ID
- User ID
- Login Password
- Transaction Password (will be provided for user with approving rights only)