

Frequently Asked Questions

1. Can CSP change the user name and logon / transaction password?

It is mandatory to change the password at the time of first log in to Kiosk Banking.

Logon and transaction password can also be changed later at any point of time. User name cannot be changed at any point of time.

2. What are the numbers for Oxigen Customer Care?

– By Phone

0124-66 55 222

– SMS Service

Please type 'OXIMID' on -the mobile

– 9731 888 888	for Karnataka
– 9870 888 888	for Maharashtra
– 9963 900 600	for Andhra Pradesh
– 9500 100 005	for Tamil Nadu
– 9163 888 888	for West Bengal
– 9971 888 888	for Delhi & NCR/Other states

- TB related queries

tbhelpline@myoxigen.com

3. What happens if CSP forgets his login / transaction password?

He can write a mail at bc@myoxigen.com so that a complaint could be raised.

Or he can message to CSPHELP and send the message to 9871888888/9870888888

4. What needs to be done if the CSP is unable to login with the user ID and password?

The user name and password are case sensitive. While typing the user name and password for the first time, ensure that you type the characters as they appear in the document sent to you. If

you still encounter problems, register your issues with Oxigen customer care.

He can write a mail at bc@myoxigen.com so that a complaint needs to be raise.

Or he can message to CSPHELP and send the message to 9871888888/9870888888

5. What is the process to update TB for SBI Kiosk Banking operation?

TB for SBI Kiosk Banking can be updated through Oximall or POS terminal. For any issues / queries

related to SBI TB, CSP can contact tbhelpline@myoxigen.com / sbitbdesk@myoxigen.com

6. What are the precautions to be taken before fingerprint capture?

The finger to be captured should be dry, clean and there should not be any cuts or bruises on the finger. The finger should be placed properly on the sensor and it should be firmly pressed and swiped against the sensor.

7. What should be the preferred size for the photo upload in customer creation?

The size of the photo should be less than 25kB.

8. Can CSP login simultaneously in two different systems?

No. The CSP can login only from a system whose terminal ID configured in the SBI database.

9. How would the designated branch be informed?

The concerned designated branch informs regional offices. The CSP has to submit the account opening forms along with the documents at the linked branch every day. In Mumbai SBI has designated a specialized microfinance branch in Dharavi for the purpose. The customer's account opening for scanned and sent to this branch's email id to this address once every week.

10. What are the documents to be submitted for Account opening?

CSP needs to submit print out of reference card, A/c opening form and one copy of ID (all signed and stamped) in the linked bank.

Valid ID proofs are

- Aadhaar Card
- PAN card
- Driving License
- Passport
- Voter ID card
- Govt. or Defence ID Card
- Letter from local councillor or Post Master or Gram Pradhan verifying the identity and residency of the customer
- Reputed Organization's employee I
- School / College ID card Address proof to be collected if available.

11. What is the basic Requirement for CSP to start the operation?

PC /Laptop, printer and a scanner /webcam to capture photos. He must have a stamp with the details –Originals Seen / Verified, CSP Code, Date and Signature. Finger print scanner and installation software will be provided as part of welcome kit.

12. Who can be the Nominee?

The nominee can be anybody of blood relation.

13. How many beneficiaries can a customer have?

Maximum 5 beneficiaries can be created for a customer.

14. What are the different services available through CSP?

- Open a no frills account
- Accept deposits in such accounts
- Give withdrawals from such accounts
- Transfer from this account to any other SBI account
- Accept cash deposit in any SBI savings bank account
- The CSP can also function as sourcing point for opening savings bank account, current account and

different types of loans for a commission. The disbursement of such a loan is at the discretion of the bank.

15. Does the customer get cheque book/ pass book?

No, it is a no-frills account where in no cheque book / pass book will be issued. The account can be accessed only through card containing his photograph, personal details and Customer Identification number.

16. Does the customer get an ATM card?

Any customer whose age is more than 18 yrs is eligible to apply and get ATM cards. The procedure for applying ATM card is available at the time of opening Customer account making a tick on option box.

The PIN of ATM card will be taken from concern link branch. Customer need to show identification proof to get PIN number.

17. How will the customer operate his account?

The account can be accessed by the customer using his registered finger prints. The customer cannot access his account at any of the SBI branches. This service would be available at any of the CSPs of SBI across the country. He can also withdrawal his money through ATM card too.

18. Why do CSP also need to be an Oxigen retailer?

The CSP has to be an Oxigen retailer to use this service as the cash management is through Oxigen

system only.19. How many SUB-KOs can a CSP create?

The CSP can create 5 SUB- KOs. He has to register the software and then inform CSP (Oxigen) to approve SUB – KO id. Once the Sub KO had been approved, the CSP need to authorize Sub KO id for

further execution. Either the CSP or one of the SUB-KOs can log in to SBI system. This is at his discretion. Now one month TAT defined by SBI to work with SUB KO id.

20. Does CSP get any refund if he decides to discontinue with SBI Kiosk Banking?

No. There is no security deposit by CSP, hence there is no refund.

21. Can CSP login complaint through Oximall?

No. The CSP needs to speak to Oxigen customer care to get any issues resolved.

22. Is 'reversal' possible in case of wrong amount?

No. The reversal is not possible at Oxigen or SBI end. Hence, customer needs to first present the cash

to the retailer, which then should be counted carefully prior to entering any amount into the system.

23. What if CSP receives any counterfeit notes from the customer?

The CSP is responsible to check the notes which he receives from the customer. Oxigen will not be

responsible if CSP receives any counterfeit notes from the customer.

24. Can the CSP check his SBI CSP account balance?

The CSP can check his SBI CSP account Holding Link' from 'other Services' menu.

25. When does the CSP gets his commission?

For transactions CSP gets the commission on 7th-10th of every upcoming month. Special commission

fees is disbursed on every 25th of month / as and when received from SBI