



ಕರ್ನಾಟಕ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್  
KARNATAKA GRAMEENA BANK

**Customer FAQs – Internet Banking (Karnataka Gramin Bank & Karnataka Vikas  
Grameena Bank Amalgamation)**

As part of the amalgamation of Karnataka Gramin Bank (KGB) and Karnataka Vikas Grameena Bank (KVGB), customers may have queries regarding Internet Banking. Below are the customer-centric FAQs:

**1. I am customer of e-KVGB, do I need to register again for Internet Banking?**

Yes, eKVGB existing customers as well as new customers will have to register for internet banking freshly. Contact your branch for registration.

**2. What happens to e-KGB customers?**

e-KGB customers can continue using their existing Internet Banking credentials without any change.

**3. What happens to my existing User ID and Password?**

eKVGB customers must create a new User ID and set a fresh login password and transaction password. e-KGB customers can continue with the same User ID and password.

**4. Will my account details be visible after migration?**

Yes, all your accounts (savings, current, deposits, and loans) will appear in the new Internet Banking portal.

**5. Do I need to re-add beneficiaries for fund transfers?**

Yes, beneficiaries saved in eKVGB's old Internet Banking may not migrate. Customers should re-add them in the new portal as one time activity. Once added, you can transfer funds via NEFT, RTGS, and IMPS as before. e-KGB customers no need to add old beneficiary details again.

**6. What about transaction limits?**

Fund transfer limits (per transaction/day) will remain as per Karnataka Grameena Bank's Internet Banking policy. Refer website for limit details.

**7. Will debit/ATM card-based services work in Internet Banking?**

Yes, green pin generation and Debit card limit change services will continue.

**8. What customer support is available for Internet Banking?**

Customers can reach out to branch staff, helplines (1800 103 8210), or email support (customersupport@kgbk.in) for any Internet Banking queries. Step-by-step guides, demo and FAQs related to internet banking is available on the bank's internet banking home page.