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KARNATAKA GRAMEENA BANK



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

Following the amalgamation of erstwhile Karnataka Gramin Bank (KGB) and erstwhile Karnataka Vikas Grameena Bank (KVGB), customers are requested to take note of the following important information regarding Mobile Banking services.

- 1. Do e-KVGB Customers need to change Mobile Banking application?**
Yes. Customers of e-KVGB must download the new Mobile Banking App- **“KGB Connect”** from Google Play Store / Apple App Store.
- 2. Whether e-KGB Customers need to do the re-registration?**
No. Customers of e-KGB can continue with their existing app KGB Connect.
- 3. Do e-KVGB customers need to register again?**
Yes. e-KVGB customers have to re-register on the new app using Customer Registered mobile number (with OTP verification), and Debit card or Activation code (branch visit) details .If any issue occurs please visit your Home branch.
- 4. What happens to my old e-KVGB Mobile Banking App?**
The old e-KVGB app is discontinued. You will no longer be able to use it.
- 5. Will my credentials of e-KVGB App work in new KGB Connect App?**
No. You need to create a new passcode / MPIN during registration in the new KGB Connect App.
- 6. What about my fund transfer facilities (IMPS/NEFT/RTGS)?**
All fund transfer options will continue to be available in the new app. IMPS & NEFT/RTGS etc. can be used as before.
- 7. Will my existing added beneficiaries in e-KVGB App be available in new KGB connect app?**
No. e-KVGB customers need to add their beneficiaries afresh in the new KGB connect app.
- 8. Will I still be able to see all my accounts in the new KGB connect App?**
Yes, all your savings, current, deposit, and loan accounts will be visible in the new App.
- 9. Will I be able to download the e-KVGB transaction statement through mobile banking application?**
No, Customer need to visit the branch for old transactions. All transactions done post technical migration that is 23.09.2025 will be available in the App statement.

10. Whom should I contact if I face issues in registration, login, or fund transfers?

Call the Karnataka Grameena Bank Customer Care helpline (1800 103 8210 / 1800 102 52520). You may also visit your nearest branch or follow updates on the official website and app notifications.

11. What additional benefits will I get after amalgamation?

You will enjoy enhanced digital features such as loan services, deposit services, shopping and lifestyle services etc. and access to a wider branch and ATM network.

12. Will I be able to do the BBPS (Bharat Bill Payment System) after registering of new KGB Connect app?

Yes.

13. Will I be able to close the FD/RD accounts opened through mobile banking application of e-KVGB post amalgamation?

Yes, if the Physical deposit receipt is not issued through branch.