

FAQ

1. Who can enroll for PKI?

Any retail and corporate customer can enroll for PKI through Internet Banking Portal of Punjab And Sind Bank. A link for enrollment has been given in the Internet Banking portal which can be seen after login.

2. Is PKI compulsory for using Internet Banking?

No. PKI has been introduced to enhance your account's security. It is entirely optional.

3. What to do in case you lose your registered certificate or it gets expired or you want to de-register your certificate?

You cannot login with an expired certificate. In all the cases, you need to go to your branch and submit an application to de-enroll your certificate from your account.

4. How will PKI function?

Corporate Users: At the time of login and transaction, you need to sign with your registered certificate

Retail Users: At the time of transaction, you need to sign with your registered certificate.

5. Will Digital Signature Certificate (DSC) will be applicable to all types of certificate class?

Class 2 and Class 3

6. Which browsers are supported?

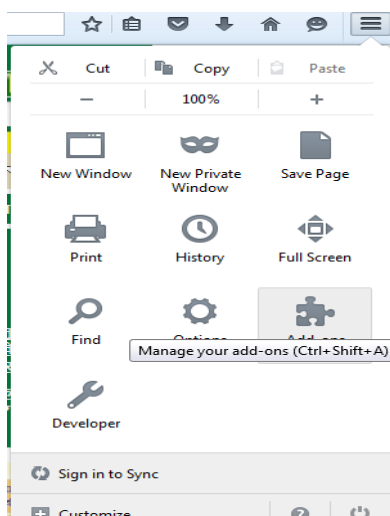
Currently, Internet Explorer 8 and above

Mozilla 38 or above

For Mozilla – Please ensure the following:

Go to Open Menu -> Add-ons->Plugins->Java Development tool Kit

Choose always Activate



For any other queries, Please contact:

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