

What is a Customer ID?

Your Customer ID is a unique code provided by HDFC Bank to identify your accounts. You can find it in your welcome kit or on your chequebook.

What is an mPIN?

An mPIN is your 4-digit secret code to log in to the HDFC Bank App. You create it during the app registration process and can reset it anytime.

I forgot my mPIN. How do I reset it?

We understand. It happens! Here's how to reset your mPIN:

Open the HDFC Bank App > Click 'Forgot mPIN' (on the login screen).

How can I contact HDFC Bank?

We're here to help! You can call our toll-free number 1800 1600 / 1800 2600 or email us at support@hdfcbank.com for any banking assistance.

On the HDFC Bank App, you can follow this path:

Login to the HDFC Bank App > Select "Reach Us" (on the bottom right corner).

How many times can I try to log in with my mPIN, Fingerprint, or Face ID?

For your security, you have 3 attempts to log in with your mPIN and 5 attempts with Fingerprint or Face ID.

If you exceed these limits, your mPIN/biometric will be locked for 24 hours. Don't worry, you can immediately reset your mPIN using the "Forgot mPIN" option or just wait to get your account unlocked.

What happens if I enter the wrong mPIN too many times?

If you enter the wrong mPIN more than 3 times, your account will be locked for 24 hours. You can do one these two things:

1. Reset your mPIN using 'Forgot mPIN' (on the login screen), or
2. Wait 24 hours to try again.

How do I enable Fingerprint or Face ID if it's disabled?

To enable Fingerprint or Face ID, follow this path:

Login to HDFC Bank App > Go to Menu (three horizontal lines on the top-left corner) > Turn on the Face ID or Fingerprint toggle.

Where can I find my account statements?

You can easily access your Account Statements by following any of these steps:

1. Login to the HDFC Bank App > Click on 'Statement'.

Or,

2. Login to HDFC Bank App > Go to 'Menu' (three horizontal lines on the top-left corner) > Click on 'My Relationships' > Click on 'Accounts' > Click on 'Account Summary' > Select 'View statement'.

Can I download account statements for more than 5 years?

Absolutely! You can download your Account Statements for more than 5 years by choosing the 'Email statement' option.

Am I eligible to use HDFC Bank App?

Yes, if you have an HDFC Bank Savings or Current account, you are eligible to use the HDFC Bank App!

How can I block my HDFC Bank App access if I lose my phone?

To block your HDFC Bank App, please call us on the toll-free number 1800 1600 / 1800 2600

(India) or 022-61606160 (overseas). This service is available 24x7.

Is there a charge for resetting my mPIN?

No, resetting your mPIN is completely free!

Can I use one mPIN for both my HDFC Bank accounts?

Yes, you can! As long as both accounts are linked to the same Customer ID, one mPIN will work for both. If you have separate Customer IDs, you can register them both on the app and switch between them easily.

How many people can use the HDFC Bank App on one device?

Only one login session is allowed at a time. However, you can register up to 3 Customer IDs on the same device and switch between them to log in.

Is there a fee for downloading and using the HDFC Bank App?

The HDFC Bank App is completely free to download and use! You may need to bear charges from your mobile operator for using mobile data.

Can I use HDFC Bank App outside India?

Yes, you can use the app anywhere in the world as long as you have an active mobile data connection.

Do I need a specific mobile service provider to use the HDFC Bank App?

No, this service is available across all mobile service providers in India.

Can I access HDFC Bank App while roaming?

Yes, you can access the HDFC Bank App while roaming within India or abroad, provided you have mobile data activated on your mobile number.

How do I log out of the HDFC Bank App?

You can easily log out by tapping the logout button at the top-right corner of the app.

Alternatively, when you press the back button on your phone, the app will ask you to confirm if you want to log out.

What happens if I get disconnected or my mobile phone switches off while performing a transaction?

Don't worry! Simply open the HDFC Bank App and check the transaction history to see the status.

What happens if I get disconnected while using the app?

Your session will time out, but your money is safe. You can just log in again to start using the app.

How do I stop using HDFC Bank App?

To cancel, first deregister from HDFC Bank NetBanking on a computer. Then, delete the App from your phone.

Will my HDFC Bank App be deactivated if I don't use it?

No! You can use HDFC Bank App whenever you want, even after long periods of inactivity.

I can access other sites on my mobile phone but can't download the HDFC Bank App, what could be the reason?

The HDFC Bank App is secure. If it is downloading slowly, please check with your mobile service provider about the mobile data.

I got a new phone. Can I still use the HDFC Bank App?

Absolutely! Just download and install the HDFC Bank App again on your new device.

I changed my phone number. Will the HDFC Bank App still work?

Yes, the HDFC Bank App will work with your new phone number after a robust but simple security check.

What if I lose my phone?

No need to worry! The app requires a password to work, so your money is safe.

Additionally, you can block your HDFC Bank App by simply calling us on the toll-free number 1800 1600 / 1800 2600 (India) or 022-61606160 (overseas). This service is available 24x7.

Can NRI Customers use mPIN to login to the App?

Yes, NRIs can use mPIN to login to the HDFC Bank App.

Can I use Fingerprint to log in to the HDFC Bank App?

Yes, if your phone has the Fingerprint recognition feature (Touch ID), you can enable them for easier login.

Do I need internet to use the HDFC Bank App?

Yes, you'll need a data connection (mobile data or Wi-Fi) to use the HDFC Bank App.

How can I download my account statements on my mobile phone?

You can easily download or email your account statements directly from the HDFC Bank App.

Login to the HDFC Bank App > Click on 'Statements' > Select 'Download' or 'Email'.

Note: If you want to get the statements as an email, please ensure the email ID is registered with HDFC Bank.

Why am I being asked to select my primary account every time I register on the app?

You may currently be prompted to select your primary account during registration. We are working on an enhancement that will sync your primary account selection between the HDFC Bank App and NetBanking platform. Additionally, with future updates, you will no longer need to select your primary account every time you register on the app, making the process smoother and more seamless for you.