

New Mobile Banking Application - Application Registration Process:

For Existing Users who are using Internet Banking need to follow below steps:

Please find below steps to Install and register mobile banking application: -

1. Download / Install new mobile banking application "Cosmos Bank MobileBanking" application from Playstore/AppStore.
2. Choose Language and click on Continue
3. Entered Mobile Number should be registered with Internet Banking account.
4. Allow all permissions.
5. Select SIM to complete SIM binding Process.
6. Considering sim binding process, you need to access Mobile App on your own mobile device in which your registered mobile number's SIM is present.
7. On successful SIM binding process, select "Existing User" to proceed
8. Select your customer ID in case of Retail account / Corporate ID for corporate user/joint holder user
9. Select "Internet Banking Credentials" to proceed.
10. Enter customer ID/User ID and login password of Internet Banking Credentials.
11. Enter One time password received on registered mobile number.
12. Once OTP will be verified, Set new MPIN of 4 digits.
13. You can set biometric access for login for android device and Face ID for apple device.

For New Users who do not register for Internet Banking Facility:

Register for Internet Banking by submitting application form at home branch.

Important Notes:

If you get any error during Mobile application registration process, please check below points on Internet Banking application. After Internet banking set up, please proceed again with new Mobile Banking app registration.

1. **Any of the Login or Transaction password of IB is in "Expired" Status:** Change your passwords from Internet banking application from desktop using link "online.cosmos.bank.in".
2. **Forgot Login Password:** Set new password using link- "Forgot password" placed on Internet Banking login page "online.cosmos.bank.in".
3. **Forgot transaction Password:** Login to Internet Banking, go to User Profile → Forgot Transaction Password option. Reset your transaction password using answers of security questions or by using your Active Debit card details linked to your customer ID.

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