



‘Salary & Allied payouts/Disbursals’ Services Closure – FAQs

Date: 01st August 2024

What is happening with Airtel Payments Bank Limited’s Disbursal Services?

Airtel Payments Bank Limited is discontinuing its ‘Salary & Allied payouts/Disbursals’ Services from B2B portal, with effect from 30th August 2024. Post this, when you will login into Airtel Payments Bank Limited **B2B portal**, below options will not be available:

- 1. Initiate Payment**
- 2. Add Payee**

However, you will find the below options till 13th September 2024:

- 1. Manage Payee**
- 2. Recent Transactions**
- 3. Detailed Statement**

What will happen to my account?

On 30th August 2024, your VDT account will be put in Credit Freeze only-mode.

This means that you will not be able to add funds in your account anymore. And, you will not be able to use it for further disbursal of funds.

Your VDT account balance till that day, is safe, and will be settled back to you at the end of the day.

What will happen to my funds?

Any fund that would be available in your account on 30th August 2024, will be settled to your bank account at the end of the day. Like how it is settled in the currently running process.

Currently, amount exceeding than INR 1,00,000 is transferred back to you. On 30th August 2024, we will transfer the complete balance to your settlement account.

What will happen to my B2B portal login after 30th August 2024?

To provide you enough time to download the ‘Detailed Statements’ of your account, the B2B portal login will be active till 13th September 2024.

What activities can be performed by me, between 30th August 2024 and 13th September 2024, on B2B portal?

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You will be able to:

1. Download Recent Transaction of the current and last month
2. You can download Detailed Statement of any year. Detailed Statement can be downloaded for maximum 90 days in one go
3. You can download the details of your existing payees

However, you will not be able to do:

1. Initiate Payments
2. Add New Payees

Can I get my account statement, after 13th September 2024?

Yes, you can request for the same by sending email request on Corporatesupport@airtelbank.com along with your Account Number and Date range.

Note: We intend to provide our customers appropriate time, to download account statements using the existing features on the B2B portal. Hence, we request you to utilize the feature before 13th September 2024.

Where should my employees reach out that are using Airtel Payments Bank Account, if they face any issues with their banking transactions?

Your employees, if they are receiving salary in Airtel Payments Bank Limited Savings Bank Account (SBA), they can

1. Reach out to us via email on wecare@airtelbank.com
2. Call on our Customer Care number: 180023400

Will these account closure impact my customer’s score across reporting / regulatory agencies?

No, since we do not have a lending relationship with you, there will be no impact on your customer’s score across reporting/regulatory agencies.

How can we continue being associated with Airtel Payments Bank?

You may use your other bank’s current account and continue to disburse salaries into your employees’/partners’ Airtel Payments Bank Savings Bank Account using NEFT /IMPS mode using

1. Employee’s Airtel Payments Bank Savings Bank Account
2. IFSC Code - AIRP0000001