

NFS FAQ`s

1. What is NFS?

National Financial Switch (NFS) is the largest network of shared automated teller machines (ATMs) in India. It was designed, developed and deployed with the aim of inter-connecting the ATMs in the country and facilitating convenience banking. It is run by the National Payments Corporation of India (NPCI).

2. What are the benefits of NFS?

- Interoperability
- Customer convenience
- Available 24 x7
- Safe and secure
- Variety of value added services

3. What are the services available under NFS?

- Cash withdrawal
- Balance Inquiry
- Mini statement
- PIN change
- Card to card fund transfer
- Chequebook request
- Statement request
- Mobile Banking registration
- Aadhaar Number seeding

4. What are White Label ATMs?

The ATMs deployed by non-banking entities are called as White Label ATMs.

5. How do I transfer funds using NFS networked ATM?

Using the Card to card fund transfer option one can transfer funds instantly. It is important that your bank has enabled this service through NFS. For further information, kindly contact your card issuing bank.

6. Can I update my mobile number through NFS networked ATM?

Mobile number updation is not available through NFS networked ATMs. However, if the mobile number is updated in your bank account, you can register for mobile banking using ATM. It is important that your bank has enabled this service through NFS.

7. How can I update my Aadhaar number through NFS networked ATM?

Using the AADHAAR number seeding option one can update Aadhaar Number. It is important that your bank has enabled this service through NFS. For further information, kindly contact your card issuing bank.

8. Which entities / banks are connected to NFS?

The list of members along with ATM count is available on the below link.

<http://www.npci.org.in/nfsatm.aspx>

9. Where do I register a complaint for ATM transaction done on NFS networked ATM?

The complaint should be registered with the bank where you hold your account i.e. your card issuing bank.

Kindly feel free to write to us for any other query at Contact@npci.org.in