Digital Channels – FAQ's

Internet Banking

How to get access to Silkbank internet banking?

You can have access to Silkbank internet banking by calling on our helpline 021-111-100-777. Upon your request, you will be contacted by our representative after 2-3 working days for verification purposes where you will be asked to share some basic information like NIC number and so on.

What features does Silkbank internet banking offer?

- IBFT
- Internal transfer
- Pay order request
- Guard your card
- Bill payments
- Statement Request
- E-Statement request
- Mobile Top up

How do I pay my bill via internet banking?

- Click on bill payments option
- Select the type of bill you want to pay for eg Jazz, k-electirc
- In case of a new consumer, insert new consumer number of your bill and insert the beneficiary name

I want to transfer money to one of my other Silkbank accounts, how will I do that with the help of internet banking?

- Select your own account
- Select old account if already saved or click New Payee
- In case of new payee, select branch of new payee and insert account number
- In case of old payee, details will appear automatically

How do I transfer funds to my other bank account?

- Click on interbank fund transfer
- Select your account
- In case of a new payee, select the bank of the new payee
- Insert account details of new payee
- Insert amount to be transferred
- In case of old payee, select that account from your list

I want to request for a Pay order via internet banking, how should go about it?

- Select account and type of pay order i.e DD or PO
- Enter beneficiary name and amount of pay order
- Select whether you will pick up the pay order
- In case someone else will pick the pay order, you will be required to enter that person's name, contact number and CNIC
- Select if you will pick it up from your home branch or from some other branch, in case of another branch, then make sure to select that branch as well

How can I request my account statement through internet banking?

Statement Request

- Select Account
- Select beginning date of statement
- Select end date of statement
- Click on proceed

E-Statement

- Select Account
- In case you want to modify, click on yes
- You can make amendments to the frequency of E-statements according to your needs and click on proceed

Mobile Banking– FAQ's

What is Silkmobile?

Silkmobile is Silkbank's mobile application that offers the following features:

- IBFT
- Internal transfer
- Payorder request
- Guard your card
- Bill payments
- Statement Request
- E-Statement request
- Mobile Top up

Is this available on IOS and Android?

Silkmobile is available on both Play Store and Apple Store

I have downloaded Silkmobile, but how will I generate my PIN to access it?

For pin generation, kindly follow the following steps:

- Call our call center at 021-111-100-777 from your registered mobile number.
- Our Call Center Agent will ask basic information for verification like NIC etc
- Your call will then be transferred to IVR for pin generation to access your Silkmobile
- Once your pin is generated, that pin will be used to log into Silkmobile. You can also use biometric fingerprint verification feature after you log into Silkmobile for the first time.

How do I pay my bill via Silkmobile?

- Click on bill payments option
- Select the type of bill you want to pay for eg Jazz, k-electirc
- In case of a new consumer, insert new consumer number of your bill and insert the beneficiary name

I want to transfer money to one of my other Silkbank accounts, how will I do that with the help of Silkmobile?

- Select your own account
- Select old account if already saved or click New Payee
- In case of new payee, select branch of new payee and insert account number
- In case of old payee, details will appear automatically

How do I transfer funds to my other bank account by using Silkmobile?

- Click on interbank fund transfer
- Select your account
- In case of a new payee, select the bank of the new payee
- Insert account details of new payee
- Insert amount to be transferred
- In case of old payee, select that account from your list

What is the process of mobile top up?

- Select account i.e your own account
- Select company name for eg Jazz, ufone
- Select the amount to be topped up
- Insert number and beneficiary name
- OTP will be generated and insert that pin

I want to request for a Pay order via Silkmobile, how should go about it?

- Select account and type of pay order i.e DD or PO
- Enter beneficiary name and amount of pay order
- Select whether you will pick up the pay order
- In case someone else will pick the pay order, you will be required to enter that person's name, contact number and CNIC
- Select if you will pick it up from your home branch or from some other branch, in case of another branch, then make sure to select that branch as well

How should I lock my card through Silkmobile?

Click on Guard your Card and click on lock icon to lock your card from misuse

How can I request my account statement through Silkmobile?

Statement Request

- Select Account
- Select beginning date of statement
- Select end date of statement
- Click on proceed

E-Statement

- Select Account
- In case you want to modify, click on yes
- You can make amendments to the frequency of E-statements according to your needs and click on proceed