

India Post Payments Bank (IPPB) Launches Aadhaar-Based Face Authentication for Seamless and Inclusive Digital Banking

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India Post Payments Bank (IPPB), a pioneer in accessible banking services, announced the nationwide rollout of Aadhaar-based Face Authentication facility for customer transactions — a breakthrough initiative aimed at empowering every Indian, especially the elderly and differently-abled, by making banking more secure, inclusive, and convenient.

The face authentication feature, developed under the framework of UIDAI (Unique Identification Authority of India), enables customers to perform banking transactions using facial recognition, eliminating the need for physical biometric inputs like fingerprints or OTPs. With this, IPPB strengthens its mission of “Aapka Bank, Aapke Dwaar” by making banking more accessible, inclusive, and customer-centric.

Speaking on the launch, **Shri R Viswesvaran, MD & CEO, IPPB** said, *“At IPPB, we believe that banking should not just be accessible, but dignified too. With Aadhaar-based face authentication, we are ensuring that no customer is left behind due to limitations in biometric fingerprints or OTP verification. It's not just a tech feature; it's a step towards redefining financial inclusion at scale.”*

Key Benefits of IPPB's Face Authentication Feature:

Inclusive Banking for the elderly, differently-abled, and individuals with worn fingerprints.

- Secure Aadhaar Authentication without dependency on OTP or fingerprint sensors.
- Fast & Contactless Transactions for a smoother customer experience.
- Safe Banking During Health Emergencies, where physical contact may be risky.
- Support for All Banking Services, including account opening, balance inquiry, fund transfers, and utility payments.

The launch of IPPB face authentication facility is aligned with Digital India and Financial Inclusion missions of the Government of India. It sets a benchmark in how technology can be used not just to enhance convenience, but to uphold the values of equity, access, and empowerment.

IPPB encourages all its customers, especially those who have faced challenges with fingerprint-based authentication, to experience the simplicity and power of this new feature.

About India Post Payments Bank

India Post Payments Bank (IPPB) has been established under the Department of Posts, Ministry of Communication with 100% equity owned by Government of India. IPPB was launched on September 1, 2018. The bank has been set up with the vision to build the most accessible, affordable and trusted bank for the common man in India. The fundamental mandate of India Post Payments Bank is to remove barriers for the unbanked & underbanked and reach the last mile leveraging the Postal network comprising ~1,65,000 Post Offices (~140,000 in rural areas) and ~3,00,000 Postal employees.

IPPB's reach and its operating model is built on the key pillars of India Stack - enabling Paperless, Cashless and Presence-less banking in a simple and secure manner at the customers' doorstep, through a CBS-integrated smartphone and biometric device. Leveraging frugal innovation and with a high focus on ease of banking for the masses, IPPB delivers simple and affordable banking solutions through intuitive interfaces available in 13 languages to 11 Crore customers across 5.57 lakh villages & towns in India.

IPPB is committed to provide a fillip to a less cash economy and contribute to the vision of Digital India. India will prosper when every citizen will have equal opportunity to become financially secure and empowered. Our motto stands true - Every customer is important, every transaction is significant and every deposit is valuable.

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