



# Dutch-Bangla Bank Limited

Internet & SMS Banking, DBBL Data Center  
36, Dilkusha C/A, Dhaka 1000, Bangladesh

Phone: (8802) 7170027-29

Fax: (8802) 7170021, E-mail: [ibsupport@dbbl.com.bd](mailto:ibsupport@dbbl.com.bd)

## SMS & Alert Banking Application Form

(Each individual must complete a separate form)

1. SMS Banking....							
Customer ID:	<input type="text"/>						
Customer Full Name:	<input type="text"/>						
	<table border="1"> <thead> <tr> <th>Account No</th> <th>Account Title</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> </tr> <tr> <td>2.</td> <td></td> </tr> </tbody> </table>	Account No	Account Title	1.		2.	
Account No	Account Title						
1.							
2.							
Mobile No:	<input type="text"/>						

**Note:** More than one mobile can not be registered for the same Customer ID and/or same account.

2. Alert Banking....	
<input type="checkbox"/>	I want to get alert message, if my account is debited for an amount of Tk. .... or more.
<input type="checkbox"/>	I want to get alert message, if my account is credited for an amount of Tk. .... or more.
<input type="checkbox"/>	I want to get monthend balance in my mobile.

3. Declaration....	
<p>I confirm that the information given above is true and complete and agree to comply with the terms and conditions given at <b>next page</b> for SMS and Alert Banking of DBBL. I also agree to be bound by the rules governing customer accounts with Dutch-Bangla Bank Ltd.</p>	
<p>_____</p> <p>Customer Signature &amp; Date</p>	

The available SMS Banking Services of DBBL:		DBBL Short Code :3225 (DBBL)
<p><b>Balance Inquiry:</b></p> <p>Go to Handset Message Option → Type 'BAL' give &lt;space&gt; and type your PIN → Send to 3225</p> <p>Message (Select/Exit) → BAL 1234 → Phone Number 3225</p> <p>Customer will get the account balance in a return message.</p>	<p><b>Statement Inquiry:</b></p> <p>Go to Handset Message Option → Type 'STM' give &lt;space&gt; and type your PIN → Send to 3225</p> <p>Message (Select/Exit) → STM 1234 → Phone Number 3225</p> <p>Customer will get the last five transactions of the account in a return message.</p>	
<p><b>Post-paid bill pay (own mobile):</b></p> <p>Go to Handset Message Option → Type 'PAY' give &lt;space&gt;, type your PIN again &lt;space&gt; and type amount → Send to 3225</p> <p>Message (Select/Exit) → PAY 1234 2200 → Phone Number 3225</p> <p>Customer will get the confirmation of post-paid bill payment in a return message.</p>	<p><b>Post-paid bill pay (third party mobile):</b></p> <p>Go to Handset Message Option → Type 'PAY' give &lt;space&gt;, type your PIN then &lt;space&gt;, type amount again &lt;space&gt; and then type third party mobile no. → Send to 3225</p> <p>Message (Select/Exit) → PAY 1234 1500 01398765432 → Phone Number 3225</p> <p>Customer will get the confirmation of post-paid bill payment in a return message.</p>	
<p><b>PIN Change:</b></p> <p>Go to Handset Message Option → Type 'PIN' give &lt;space&gt;, type 'Old Pin' again &lt;space&gt; and type 'New Pin' → Send to 3225</p> <p>Message (Select/Exit) → PIN 1234 4321 → Phone Number 3225</p> <p>Customer will get the confirmation of pin change in return message.</p>	<p><b>Please sent this application to:</b></p> <p>Head of IT Division Dutch-Bangla Bank Limited People Insurance Building (18<sup>th</sup> Floor) 36, Dilkusha C/A, Dhaka-1000 Bangladesh</p>	

# DBBL SMS & Alert Banking

## TERMS & CONDITIONS

(Please read these Terms & Conditions carefully)

By applying for SMS & Alert Banking for the first time, the User acknowledges and accepts the below listed Terms & Conditions. Notwithstanding anything contained herein, all Terms & Conditions pertaining to the accounts shall continue to apply.

1. DBBL will provide the customer with temporary PIN for SMS Banking in the first instance.
2. As a safety measure, after sending a SMS request to DBBL which contains his PIN, the user should immediately delete the SMS from the 'Send Items' or 'Outbox' of his/her mobile.
3. As a safety measure, the User, as a customer should immediately change PIN upon receiving the same for DBBL. User is requested to change his/her PIN frequently thereafter as far as possible.
4. The customer acknowledges that the PIN selected act as User's authorized signature. This signature authorizes and validates directions given just as an actual written signature does.
5. User is responsible for maintaining the confidentiality of Customer's PIN. User should agree that he/she will not under any circumstances disclose his/her PIN to anyone, including anyone claiming to represent the Bank or to someone giving assistance on a technical helpdesk in connection with the service. It should be clearly understood that Bank employees do not need User's PIN for any reason whatsoever.
6. User should make sure that no one is physically watching his/her PIN when he/she is entering in to the mobile. The PIN should not be written anywhere.
7. If User gives his/her PIN to anyone or fails to safeguard its secrecy, he/she does so at his/her own risk because anyone with User PIN will have access to his/her accounts.
8. If User forgets the SMS Banking PIN, he/she has to request for issue of a new PIN by sending a written request to DBBL.
9. The User agrees and acknowledges that DBBL shall in no way be held responsible or liable if the User incurs any loss as a result of information being disclosed by DBBL regarding his Account(s) or carrying the instruction of the User pursuant to the access of the SMS Banking and the User shall fully indemnify and hold harmless DBBL in respect of the same.
10. DBBL reserves the right to change and recover from the User(s) service charges, as may be fixed time to time. The User hereby authorizes DBBL to recover such charges from his/her account(s).
11. Normal SMS charge by the mobile operators will be applicable for each SMS send to DBBL
12. Customer should agree and confirm that he/she will not use this SMS and Alert banking facility for money laundering or violate any law related to the money laundering.
13. DBBL reserves the right to demand explanation from the User regarding any matter pertaining to money laundering law of the country.
14. These Terms and/or the operations in the Accounts of the User shall be governed by the Laws of Bangladesh, in force.

If you need help with the process of SMS & Alert Banking or have technical questions, please call DBBL SMS & Alert Banking Help Desk at (8802) 7174095-7.

SMS & Alert Banking Support can be reached via e-mail at [ibsupport@dbbl.com.bd](mailto:ibsupport@dbbl.com.bd)

Or write to:

**DBBL SMS & Alert Banking Help Desk**  
**Dutch-Bangla Bank Ltd. (19<sup>th</sup> Floor)**  
**36 Dilkusha C/A, Dhaka-1000**  
**Bangladesh**