# **Internet Banking Guidelines**

### Self-Registration to Internet Banking

1. For Self Registration in Internet Banking requires Account Number and (Email address, Date of Birth) which registered with that Account Number. First click on **Register now** or **Self Registration** from left tab ( $\equiv$ ).



2. Provide Account Number, Email Address, Date of Birth and Check mark to I agree to Terms and Conditions. Continue to go forward.

Internet Banking Self Registration	
Please provide valid account information Account Number 1011011234567	<b>→*</b> *
Email ID example@domain.com	Steps to register on Internet Banking     Enter your valid account number     Account registered email ID     Date of Birth
Date of Birth 16 Dec 1971	Enter bank provide OTP     Set desire user ID and password
agree to Terms and Conditions	
Continue	

3. Enter the **OTP** that sent to the registered Email Address and **Submit**.

Internet Banking Self Re	gistration	
A verification code has been sent to your email/mobile. Please enter that code below to complete the process		
Enter the Verification (	ode	
•••••	ø	
OTP is valid for 13:49 minutes.		
Attempts Left: 5		
Submit Cancel		

4. A Password Setting link will be sent to the Registered Email Address. Set the Password and cmomplete the Self Registration.

## **Forgot User ID**

1. In case of forgetting User ID, click on Forgot User ID.

) 🔊 🗏	Dutch-Bangla Bank		
Login to Du	tch-Bangla Bank Internet Banking		
ngla Bank is Bai	ngladesh's most innovative and technologically advanced bank. Dutch-	Bangla Bank stands to give the most innovative and affordable banking products to Bangladesh. Amongst banks, Dutch-Bangla Bank is the larg	gest donor in to :
<	<b>Time to experience the new !</b> Log in to an all-new Internet Banking platform with enhanced features.	Click on Forgot User ID Forgot User ID Internet Banking User Tutorial Not registered yet? Register now HelpLine: 16216	
	• 0 0 0		

2. Provide **Email Address** and **Date of Birth**. **Continue** to go forward.



#### Forgot Username

To retrieve your User ID, please enter your email and date of birth registered in your bank account.

Email	example@domain.com	
Date of Birth	16 Dec 1971	
Submit Ca	incel	

3. Enter the **OTP** that sent to the registered Email Address and **Submit**.

OTP Verification Code			
Sent to your registered Email/Mobil	le number		
Enter the Verification (	Code		
	ø		
OTP is valid for 00:56 minut	es.		
Attempts Left: 6			
Submit Cancel			

4. The User ID will be sent through registered Email Address.

#### **Forgot Password**

1. In case of forgetting password, click on Forgot Password .



2. Provide User ID and Date of Birth. Continue to go forward.

Forgot Password		
To retrive your passwor	d please enter your inform	ation.
User ID	123456789	
Date of Birth	16 Dec 1971	
Continue Cance	4	

3. Enter the **OTP** that sent to the registered Email Address and **Submit**.

#### **OTP** Verification Code

Enter the Verification Code	Sent to your registered Em	ail/Mobile number	
TP is valid for 00:56 minutes.	Enter the Verifica	tion Code	
OTP is valid for 00:56 minutes.	•••••	ø	
	OTP is valid for 00:56 Attempts Left: 6	minutes.	
	Submit Cancel		

4. A Password Re-setting link will be sent to the Registered Email Address. Reset the Password and make a new one.

#### **Menu Details**

Important Menu	How to get		
Standing	Click on <b>Standing Instructions</b> from left ≡ Menuber.		
Instructions			
	×		
	2 Accounts > C Dutch-Bangla Bank		
	E Credit Cards > My Accounts		
	Transfer > Current & Savings		
	Standing Instructions Term Deposits		
	তি Bill Payments >		
Open Term Deposit	Click on <b>Term Deposits</b> from left $\equiv$ Menuber then <b>Accounts</b> .		
	< Accounts ×		
	Current and Savings >  Current and Current		
	Term Deposits / My Accounts		
	Loans and Finances > Current & Savings		
	Term Deposits		



#### **Fund Transfer**

- 1. Transfer Type: Need to select the Transfer Type first
- 2. Beneficiary Account: The account to be debited.
- 3. Transfer From: Select if the transaction will occur from Account or Credit Card.
- 4. Source Account: The account to be credited.
- 5. Transfer Amount: Your desire amount.
- 6. View Limits: Check if you have limit to do the transaction.

Fund Transfer		
Favorites Fund Transfer Transfer without Be	neficiary Multiple Transfers	Beneficiary Maintenance
Transfer Type My Accounts Internal (DBBL) Other Bank		
Beneficiary Account		
Please Select	v	.0 0.
Transfer From   Account  Credit Card		
Source Account		Note
Please Select	•	Transfer money to registered beneficiaries from your
Transfer Amount		account to Own/Internal(within DBBL)/Other Bank.
BDT 💌		Haven't registered your beneficiary yet?
View Limits		No problem Use the Adhoc Transfer service to transfer money.
		For any query: 16216.
Back to Dashboard		

#### **Open Term Deposit**

- 1. Source Account: The account to be credited.
- 2. Select Product: Select an appropriate product for term deposit. Product Currency should be match with Source Account Currency.
- 3. Deposit Amount: Your desire amount.
- 4. Calculate Maturity Amount: Click here to check Maturity Amount of the Term Deposit.

eposit Details	
urce Account	
Please Select	
lect Product	
Please Select	
eposit Amount T	
eposit Tenure	
Tenure	
ars Months	Days
0	0
Calculate Maturity Amount	
rrent Holding Pattern : Joint	
ick on the below option if you wi	sh to modify it to
ick on the below option if you wi	sh to modify it t

- 5. Nominee 1: A Nominee information is mandatory for Term Deposit.
- 6. Percent of Share: Give the percentage share value for this Nominee (For single Nominee give it 100).
- 7. Nominee Name: Give Nominee Name.

- 8. Date of Birth: Give Nominee's Date of Birth.
- 9. Permanent Address: Give Nominee's Permanent Address.
- 10. Relationship with Account Holder: Give Nominee's Relationship with Account Holder.

Maturity Instruction		
Please Select	•	
Nominee 1 (Mandatory)		Nominee 2
Percent of Share *		Percent of Share *
~ ^		× ^
Nominee Name *		Nominee Name *
Date of Birth *		Date of Birth *
Permanent Address *		Permanent Address *
Relationship with Account Holder *		Relationship with Account Holder *
Father's Name		Father's Name
Mother's Name		Mother's Name
Spouse Name		Spouse Name
Profession		Profession
Photo of Nominee Upload Photo Max image size - 1000 KB. File formatJPG and .PNG		Photo of Nominee Upload Photo Max image size - 1000 KB. File formatJPG and .PNG

### Frequently Asked questions(FAQ)

#### Check if your question is already answered

Question 1: Why am I getting Login Failed message?

Answer: The password you are trying with is incorrect. So, try with the correct password. Continuous three attempt with wrong password will locked your internet banking facility. If you forget your password, then change your Password with **Forgot Password** option.

Question 2: Why am I getting User \*\*\*\*\*\* is locked. message?

Answer: Your internet banking facility has been locked for 3 times login attempt with wrong password. You need to wait for 30 minute for unlockng it and try again.

Question 3: How to get Password and Login ID? message?

Answer: If you new to Dutch-Bangla Bank Internet Banking, you can **Self Register** for new Password and Login ID. Else you can retrive your User ID by **Forgot User ID** and Password by **Forgot Password** options.

Question 4: I am trying but the password can not be set.

Answer: To set the password, you must have to follow some rules. Your password will be the combination of CAPITAL letter, SMALL letter, Special Symbols and numeric digits.