

## SEBL Internet Banking FAQ (Frequently Asked Question)

### 1. Who can open SEBL iBank account?

**Ans:** Individual, Joint, Proprietorship and Corporate Account holders can get a SEBL Internet Banking User ID by filling in prescribed form (signing in front of desk official of SEBL) through branch  
Or  
through online [Self-Registration](#) from portal.

### 2. Is the online self-registration process is applicable for all types of client?

**Ans:** Online self-registration process is applicable for Individual and Proprietorship customers only and they will be entitled for view A/C status and download & print statement only.

### 3. I live in abroad. How can I open iBank account?

**Ans:** You can try online [Self-Registration](#) .  
Or

Download and fill in the iBank [REGISTRATION FORM](#). Send it to Account opening desk of Remittance division of Head office (Contact No: +8801678001315) (Email: [hoaad@southeastbank.com.bd](mailto:hoaad@southeastbank.com.bd)) through email.

### 4. How much time it will take to get user ID and password after submitting registration form?

**Ans:** Usually it takes 2-3 working days. However, If you don't get within 5 working days then email us at [ibank@southeastbank.com.bd](mailto:ibank@southeastbank.com.bd) mentioning your account no and branch name.

### 5. I got iBank user creation email but my ID shows inactive. How can I activate it?

**Ans:** To activate your Internet banking User ID for the first time please Call at 16206 (From Mobile) or 09613116206 (From Mobile or BTCL) or +8809613116206 (From Overseas).

### 6. How can I access "SEBL App"?

**Ans:** To access "SEBL App" for internet banking please use your SEBL internet Banking User ID and Password.

### 7. I forgot my password or my ID is Locked. How can I recover my password or get my ID Unlocked?

**Ans:** Go to iBank login page and find the option [Password Recovery & User ID Unlock](#) option and follow the steps.

### 8. How can I update my iBank related information (i.e Mobile no, Email address)?

**Ans:** Fill in and submit the iBank [AMMENDMENT FORM](#) to your home branch and wait for confirmation mail.

### 9. I live in abroad. I want to change my previous contact number. Is iBank support foreign no? How can I change my information?

**Ans:** Yes, iBank support foreign mobile no. Download and fill up the [AMMENDMENT FORM](#) , then send it to Account opening desk ([hoaad@southeastbank.com.bd](mailto:hoaad@southeastbank.com.bd)) through email.

### 10. What is the daily limit of Fund Transfer through iBank?

**Ans: In general,**

Max limit per transaction (BEFTN&RTGS): Tk 1 Lac      Max limit per transaction (NPSB): Tk 50,000

Min Limit per Transaction (All): Tk 10                      Max limit per day (All): Tk 1 Lac

Max Number of transaction per day(All): 10

**\*\*You can enhance the daily limit up to tk 2lac (for NPSB) and up to 5 Lac (grand total) by sending email request to [ibank@southeastbank.com.bd](mailto:ibank@southeastbank.com.bd) from your registered iBank registered email address.**

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### **11. What is the limit of Mobile Air Time Recharge?**

**Ans:** Mobile Airtime Recharge limit for any prepaid number is Tk. 10/- to Tk. 1000/- and for any postpaid number Tk. 50/- to Tk. 1000/- and system will not allow multiple recharge within 10 minutes to the same mobile number.

### **12. Can I pay credit card bill through iBank?**

**Ans:** SEBL Credit card from utility bill payment option of iBank.  
Any other credit card bill through BEFTN and NPSB channel from Fund Transfer option.

### **13. Which services I can get through internet banking?**

**Ans:** Statement view, Fund transfer (within own account of SEBL, to other account of SEBL, to other bank account through BEFTN, RTGS & NPSB), Mobile top up, SEBL Credit Card bill payment, Utility bill payment (DPDC, DESCO, Dhaka WASA, BTCL, BGDCL, Carnival/DOZE internet), Account Opening (FDR, Scheme Accounts).

### **14. Are all services of SEBL iBank are available in “SEBL App”?**

**Ans:** Yes, most of the services of SEBL iBank are available in “SEBL App”. But terms and condition may vary between “iBank” and “SEBL App” including transaction limit.

### **15. I have view only services in iBank. How can I avail transactional services?**

**Ans:** Fill in and submit the service [AMMENDMENT FORM](#) to your home branch and wait for confirmation mail.

### **16. Are all types of users eligible to get transactional services?**

**Ans:** Yes, all types of account holders are eligible to get transactional services except jointly operated account holders.

### **17. Is there any special service for corporate iBank Users?**

**Ans:** Yes, Fund transfer with Multilevel Authorization, L/C Opening Request and Bank Guarantee request are special features for SEBL Corporate iBank Users.

### **18. What is 2FA (two factor authentication)?**

**Ans:** 2FA is a method of confirming a user's claimed identity by utilizing a combination of two different components. These components may be something that the user knows, something that the user possesses or something that is inseparable from the user. We use RSA security token for 2FA.

### **19. Is 2FA is mandatory for transactional services through SEBL iBank?**

**Ans:** Yes, for transactional services through iBank 2FA is mandatory.

### **20. How can I get 2FA token (RSA)?**

**Ans:** After getting permission for transactional services SEBL IT division will send your token file and a installation guideline to your IB registered email address, please follow this email instruction.

### **21. Can I open FDR or Scheme A/C through iBank?**

**Ans:** Yes you can open FDR or Scheme A/C debiting your savings account and you can also set standing instruction for your Scheme A/C installment.

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### 22. How can I encash my FDR or Scheme A/C?

**Ans:** You may also request for encashment of your FDR or Scheme A/C opened through iBank. Usually it takes 1-3 working days to settle.

### 23. Is there any charge for using SEBL iBank services?

**Ans:** Yes, Present schedule of charge of SEBL iBank is as below:

Annual Service Charge :	
For View Only Services :	Free for all type of Accounts
For Transactional Services :	Tk. 200/- + 15% VAT only for Other than Corporate Customer
	Tk. 500 /- + 15% VAT only for Corporate Account

**\*\* Above mentioned fees may be changed time to time as per bank's policy.**