**Frequently Asked Questions (FAQ) for SMS Alert Service**

1. **What is SMS Alert Service?**

SMS Alert is new value added service for Premier Bank Customers that allows customers to get their account transactional information (Debit or Credit) instantly on Mobile Phone via Short Message Service (SMS).

1. **How do I sign up for SMS Alert?**

Simply update your 11 digit Mobile Phone Number in your Current or Saving Account by visiting your Home Branch and you will get **SMS Alert.** You do not need to fill out any additional form for registering SMS Alert.

1. **What types of alerts are available?**

**Debit Alert:** An Instant SMS Alert with debited amount and available balance to inform you when any amount deducted from your Current or Savings account.

**Credit Alert:** An Instant SMS Alert with credited amount and available balance to inform you when any amount added to your Current or Savings account.

1. **Do I get notified for all transactions that I will perform and how soon will I be notified?**

Yes, you will get notification instantly for all transactions that you will perform. SMS Alerts will be sent to your mobile upon the successful completion of your transactions, subject to network availability of mobile service provider.

1. **Can I get multiple Premier Bank accounts information at the SMS Alert Service?**

Yes, you can get SMS Alert Service of multiple Premier Bank accounts considering 11 Digit Mobile Phone Number is updated in your accounts.

### Is there any charge?

Yes, a nominal fee will be charged annually for SMS Alert Services which will be deducted from your account on yearly basis. You will get the SMS Alert Charge details at our website soon.

1. **Can I Get SMS Alert from Overseas or outside Bangladesh?**

Yes, you can get SMS Alert from Overseas or outside Bangladesh providing your local Mobile Phone is enabled to Roaming Service.

1. **Do I have to use any special Telco SIM for SMS Alert**?

No, you can get to SMS Alert by using any Telco (TeleTalk, GP, ROBI, Banglalink, Airtel, Citycell) SIM.

1. **How do I cancel my enrolment in SMS Alert?**

SMS Alert is mandatory for all Transactional accounts of Premier Bank because it will act as safeguard of your accounts since you will be getting SMS Alert immediately soon after a transaction is took pace in your account.

1. **For Complaints or Queries who should I contact?**

You should contact our **24 Hours Service Desk**: Tel: +880 2 9820844-8 Ext 702-3 Mobile: 01714010305, 01714038425 or email at [digitalbanking@premeirbankltd.com](mailto:digitalbanking@premeirbankltd.com)