**Frequently Asked Questions & Answers for pmoney:**

**1. What is pmoney Internet Banking?**

pmoney Internet Banking is a simple, hassle-free and secure internet banking service available to customers to access and transact their account via internet using computers and smart phone / tablet (android or iOS).

**2. What services are available in Internet Banking?**

* Dashboard for all your deposit, loan and card at one place
* Deposit, Loan, Scheme and Card Balance check and statement
* Fund transfer to own accounts
* Fund transfer to other account within bank
* Fund transfer to other bank account (BEFTN)
* Credit Card (Premier Bank) bill payment
* Other Bank Credit Card payment (through BEFTN)
* Mobile phone top-up and bill payment
* Utility bill payment (DPDC, DESCO, WASA, Titas etc.)
* Tuition fee payment (BUFT, OIS)
* Various service requests

**3. Why should I select/use pmoney Internet Banking?**

* It's easy to apply.
* It's your own bank. You have instant access to up-to-date information on your accounts.
* It's safe & easy. Using your pmoney Internet Banking Login ID and password, you can now bank with confidence knowing that your transactions remain safe with us
* It's fast & convenient. You can perform Internet banking right from the comfort of your home or office.
* It has worldwide access. As long as you can access the Internet, you can access your accounts, anywhere in the world.
* pmoney Internet Banking Service will help you to better manage your finance. Moreover, we will progressively add more new services for your convenience

**4. How do I enroll or sign up to pmoney Internet Banking?**

* You can self-register your own pmoney account by yourself.
* Go to <https://www.ibanking.premierbankltd.com> or download pmoney app from Google Play or Apple App Store.
* Please ensure your Email address and Mobile Number is present in your customer profile of Bank Account. If not, please contact your branch to update.
* In Registration option insert your 15 digit account number (e.g. 0104xxxxxxxxxxx) and the registered mobile number.
* You will get an OTP and after inserting the OTP you will get your USER ID. Your registration is completed but your User ID is NOT ACTIVE yet.
* Call our 24/7 call center at 16411(Mobile) or +880-96120-16411(Overseas & Land Phone) to active your User ID.

**5. When can I use my Internet Banking?**

You can use Internet Banking services anytime and anywhere providing you have internet access on web browser of computer, phone or tablet. You may use pmoney mobile app on your android or apple iOS phone or tablet.

**6. Can I register through Credit Card?**

Yes. You can register pmoney Internet Banking by either Credit Card or bank account. By registering with any one, later you may also add your card or account. Make sure you have same mobile number for account and card. If not, please contact our 24/7 Call Center.

**7. Can I see a summary of my accounts?**

Yes. You can see a summary of all your accounts and cards at Premier Bank on the dashboard once you have logged-in to Internet Banking.

**8. What kind of funds transfer can I do in this service?**

You can transfer funds between your own Premier Bank accounts, Premier Bank’s other accounts, Other Bank’s account of the country. All these fund transfers are secured by Two Factor Authentication (2FA).

**9. How long does it take to process Internet Banking Fund Transfer from one account to another account?**

Internet Banking Fund Transfers within same Bank are processed immediately after completing the fund transfer.

Fund transfer to other Bank’s account will completed as per BEFTN rule.

**10. Is there a maximum limit on the amount of funds to transfer?**

A customer can transfer fund maximum BDT 5,00,000.00 per day.

**11. Can I access Internet Banking service from overseas?**

Yes. As long as you are able to access the Internet, you will be able to access the service.

**12. Is it possible to download statement from internet Banking and Will my Internet Banking statement bears same contents as my paper statement?**

Yes, you can select your latest transaction or historical transactions for a period of up to one year back from the current date and click on the download button to save the information for your tracking and it bears same contents as your paper or hard copy statement.

**13. May I access to Internet Banking without signing up for Internet Banking?**

No. You must enroll to use Internet Banking service.

**14. Who should I contact if I can't access my Internet Banking?**

You should call our 24/7 Call Center: 16411 (Mobile) or 09612016411 (Overseas) or email at digitalbanking@premeirbankltd.com

**15. Can I change my password?**

Yes. After login, you may change your password, using the 'Change Password' (Key Sign) in the top right corner of Internet Baking Page, anytime to ensure security. Password must be:

* Password length must be 6-20 characters or more
* Combination of followings:
* Alphabets with lower case and upper case characters
* Numerals
* Special characters i.e. (, ; . ? ‘ “ : / ( ) { } ! @ $ % \* ^ | ~ - etc.)

**16. Is my Internet Banking information secured?**

This service employs the Secure Socket Layer (SSL), which is one of the strongest encryption technology most commonly used by large scale Internet merchants, banks and brokerages worldwide. All Internet sessions between you and the bank are protected by encryption, which best protects your information against disclosure to third parties. Moreover, all financial transaction at pmoney Internet Banking is protected by 2FA security.

**17. What is other important information to secure Internet Banking?**

* Please don’t use your name, date of birth, telephone number, address, name of your friend & family in your password.
* Please ensure that you are not observed by someone while entering the password.
* Kindly don’t leave your computer unattended while you are logged into Internet banking.
* Please log off from internet banking services after completion of session and use the log out button to complete session.

**18. Will I need any special software or browser to use or view my Internet Banking?**

Besides Basic Hardware & Software; No special software required. You don't need to purchase any special software. You are entitled to enjoy our service as long as you have a personal computer (PC) or android phone, tab or Apple iOS phone or pad.

**19. How do I cancel my Internet Banking Service?**

If you need to cancel or De-enroll from Internet Banking service, you will need to contact our 24/7 Call Center: 16411 (Mobile) or +8809612016411 (Overseas or land phone) or email at digitalbanking@premeirbankltd.com

**20. How do I update my email address or Mobile Phone number, if I want to change?**

You can visit to Premier Bank Branch and fill out the proper form by selecting email address change filed in the form for changing email address.