

## Frequently Asked Questions & Answers

### 1. What is NetBanking?

NetBanking is an electronic service provided by NCC Bank Limited to allow you to perform transactions, payments etc. over the Internet - through a bank's secure website.

### 2. Who can use NetBanking?

Customers with NCC Bank account can register for and use NetBanking service.

### 3. I do not have an account with NCC Bank Limited?

You are welcome to open an account with NCC Bank Limited and apply for NetBanking service from the branch.

### 4. What is special about NetBanking?

NetBanking is the most convenient way to bank anytime, anyplace, at your convenient. This service is available 24-hours a day, 7 days a week.

### 5. What are the features of NetBanking?

NetBanking offers you total control of your money. Main available services are all type of account view, own account transfer, fund transfer within NCC Bank, fund transfer to other banks across the country through BEFTN, mobile top up, view limit utilization, statement download, NCCB credit card bill payment and many more.

### 6. Why should I choose NetBanking?

- It is Safe and easy.
- It is fast. It only takes minutes to get update on your account information. And complete a banking transaction.
- You can access your NCCB accounts anytime.
- You have wide range of services. Moreover, we will progressively add more services for your convenience.

### 7. Can I pay my credit card bill through NetBanking?

Yes, you can pay your NCCB credit card bill from your account via NCC Bank NetBanking.

### 8. What is Beneficiary?

Beneficiary refers to the account details/card details to whom the fund transfer or bill payment is to be made.

### 9. What does "Add Beneficiary" means?

Add Beneficiary means pre-registering the account details before the fund transfer /bill payment process.

**10. How to access in NetBanking?**

You need to have an account at a branch and have to visit the website <https://ib.nccbank.com.bd/LoginPage> to access NetBanking page. You also need to register for the NetBanking Service with the branch prior to access on it.

**11. I want to register for NetBanking now? What do is do?**

Download the e-Banking Service Request Form which is available at the website <https://www.nccbank.com.bd> , complete the form and submit it to your home branch where you opened the account. Your registration process shall be completed once your details are verified and authenticated by the branch. Please remember that a valid mobile and an email ID is prerequisite to accessing NetBanking, or its registration.

**12. Is NetBanking available 24 hours?**

It's around-the-clock, seven days a week. However, some transactions made outside working (or specific) hours will be processed the next working day

**13. Can I use Mobile phone for NetBanking?**

Yes, Java enabled mobile sets can be used for NCC Bank NetBanking service.

**14. Can I make transfers to and from any of my accounts at NCC Bank?**

You can make transfers to all of your accounts at NCC Bank Limited.

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

Password can be changed any time and any number of times. We recommend that your password should be changed periodically to secure access to your account information.

**16. What is OTP and OTP validity time?**

OTP is one-time password initiated as transaction credential. Presently, OTP validity time is five minutes.

**17. What happens if I forget my logon password?**

Write a request email to [inquiry.net@nccbank.com.bd](mailto:inquiry.net@nccbank.com.bd) from your registered email ID and a new web link will be sent to your email with 72 hours from where you can reset your password.

**18. Can I have my new password through Call Center or Phone?**

No. your passwords cannot be given on telephone for security reasons.

**19. What will happen, if I don't click Log Out button to exit from NetBanking?**

You have to wait for next 30 minutes to log in again.

**20. What happens if I forget my NetBanking username?**

If you forget the NetBanking username, contact your NCC Bank branch where you opened your account.

**21. Can I access my accounts when I am overseas?**

Yes, as long as you have an internet connection. However, to get the OTP at your mobile phone, it must be with international roaming facility.

**22. What if I have forgotten my NetBanking Username or Password?**

In case you have forgotten the Username or Password of NCC Bank NetBanking, you are requested to send your email to [inquiry.net@nccbank.com.bd](mailto:inquiry.net@nccbank.com.bd) from your registered email with NCC Bank Limited.

**23. I want to know more about NetBanking?**

We would be glad to answer any specific queries. Please call our 24/7 Call Center 16315 (from mobile) and +88 09612316315 (from overseas) or write to [inquiry.net@nccbank.com.bd](mailto:inquiry.net@nccbank.com.bd) from your registered email.