

FAQ for Social Media Banking Service

1. Who can apply for Social Media Banking Service?

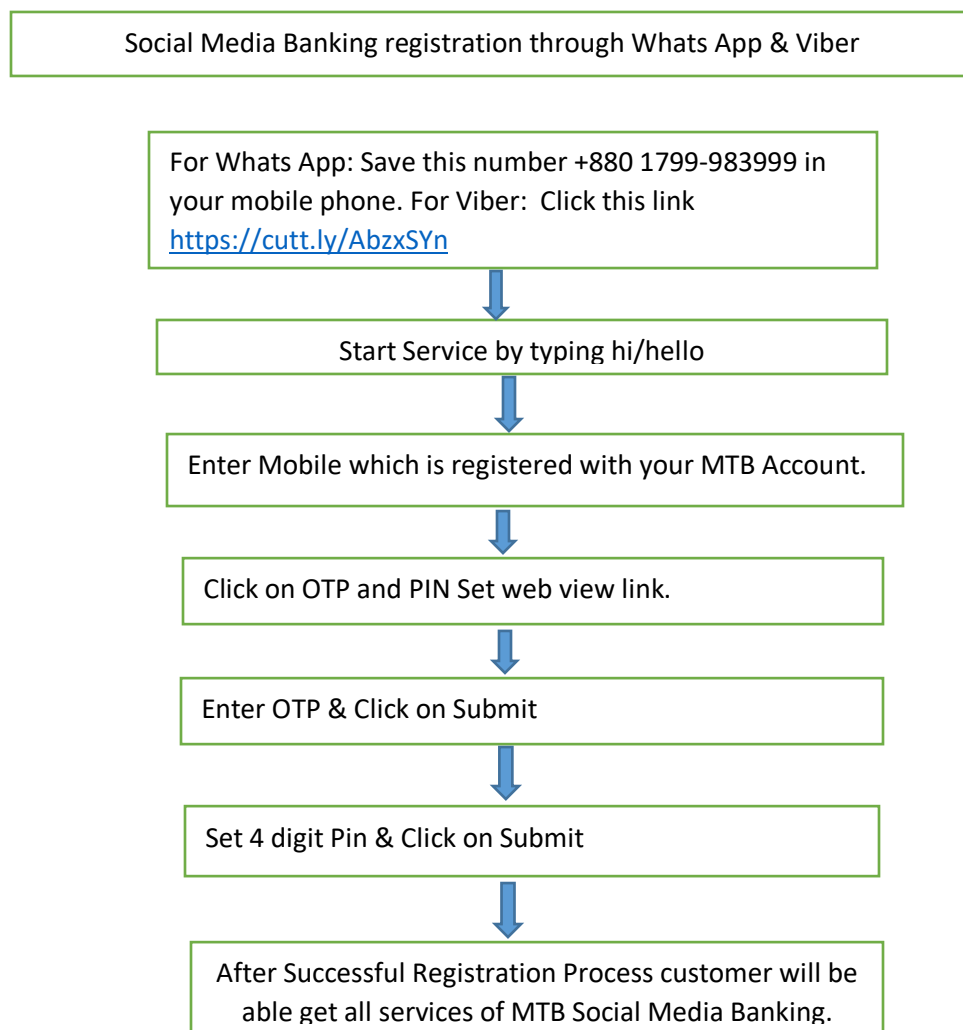
All resident and non-resident customers of MTBL (Savings & Current) Account Holders may apply for Social Media Banking.

Please note that your Bank Account's Phone Number and Social Media Banking (Whats app, Facebook messenger, viber) Number should be same.

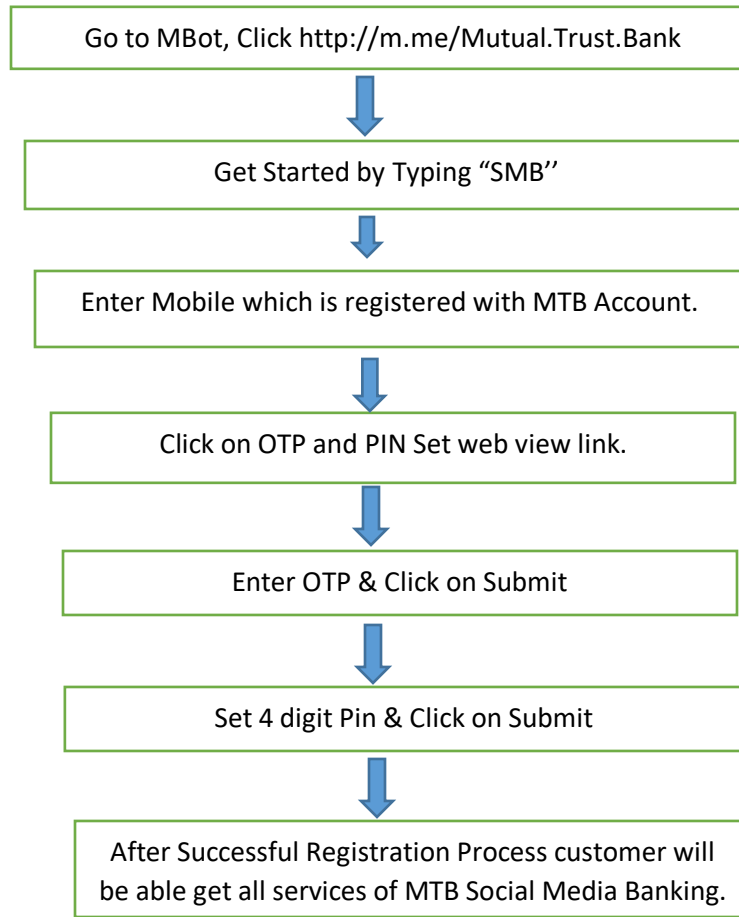
2. How to register into Social Media Banking of MTBL?

The registration to this service is convenient and easy.

You can choose any one (1) of the following methods, because you can register through Whats App or Viber or Facebook messenger.



Social Media Banking through Facebook Messenger



3. How I get the OTP?

OTP will be send to your registered mobile number.

4. What is this 4 Digit PIN for Social Media Banking?

During registration, you will need to set a 4 Digit PIN for this service. The system will ask for this 4 Digit PIN in future for performing transactions.

Please remember this PIN and keep it confidential. Please note this 4 Digit PIN is only for WhatsApp Banking; it in not related to your Debit / Credit Card PIN.

You can also change this PIN later using the WhatsApp .

5. What is the annual fee for Social Media Banking?

At present, it is absolutely free!! (However, BRAC BANK holds the right to apply charges anytime.)

6. What services are provided through Social Media Banking?

Below following services are available from Social Media Banking:

Whats app	Viber	Facebook Messenger
▪ View Account Balance.	▪ View Account Balance.	▪ View Account Balance.
▪ View Account Last 5 Transactions.	▪ View Account Last 5 Transactions.	▪ View Account Last 5 Transactions.
▪ View Credit Card Outstanding Balance (BDT & USD).	▪ View Credit Card Outstanding Balance (BDT & USD).	▪ View Credit Card Outstanding Balance (BDT & USD).
▪ View Credit Card Last 5 Transactions.	▪ View Credit Card Last 5 Transactions.	▪ View Credit Card Last 5 Transactions.
▪ Pin Reset		
▪ Nagad Fund Transfer.		
▪ Mobile Top up.		
▪ MTB to MTB Fund Transfer.		

7. What is the limit for various fund transfers?

Through Whats App fund transfer option is available.

Transactions Daily Limits		
Services	Minimum transaction limit	Maximum Transaction limit
For MTB to MTB Fund Transfer	BDT 1	BDT 5,000
For Nagad Fund Transfer	BDT 50	BDT 3,000
For Mobile Top up Fund Transfer	BDT 10	BDT 1000

8. Can you reverse a transaction if you have made a wrong transaction?

As per the Terms & Conditions of Internet Banking, each and every transaction is actually made by the Customer and he/she has agreed to the condition that BRAC Bank doesn't reserve any right to reverse transfer from any beneficiary account. Customer conducts all transactions at his/her own risk. However, if any anomaly occurs, then the customer is requested to notify the bank immediately through any of the following ways:

- Call and report the incident to our 24-hour Call Center 16219.
- Submit a written communication at any nearest Branch or
- Send email to

9. Can I transfer funds from BDT account to Foreign Currency (FCY) account or vice versa? If so how?

No. At this time, fund transfer from BDT account to FCY account or vice versa is not allowed.

10. For more information:

Please Call our 24-hour Call Center 16219.