

## Frequently Asked Questions for Digital Banking

**Q1. What is Digital Banking of Jamuna Bank Limited?**

**Ans.** This is the web-based application of Jamuna Bank Limited which enables users to conduct various banking activities by means of digital platform.

**Q2. What services/facilities are served through the Digital Banking of Jamuna Bank Limited?**

**Ans.** Our Digital Banking offers users a variety of banking activities like own bank transactions, inter-bank transactions (by BEFTN/RTGS), cheque book requisition, obtain statement, pay utility bills etc.

**Q3. Who is eligible to avail Digital Banking Service?**

**Ans.** A customer maintaining individual account with Jamuna Bank Limited is eligible to avail this service.

**Q4. What will a customer do to avail Digital Banking Service?**

**Ans.** Customer should approach to the branch for availing the service from where his/her account was originated. Customer will need to provide mandatory information like email address, NID/Passport number, mobile number etc. to the branch.

**Q5. What is Branch responsibility regarding Digital Banking Service?**

**Ans.** If a customer approaches to his/her concern branch for availing the service, the Branch will have to update customer's account information so that the customer will be able to register into the digital banking web-portal by himself/herself. Branch should not be involved in this registration process because of customer's security concern.

**Q6. What are the key factors for updating Customer's account Information?**

**Ans.** To update customer's account, branch should amend "customer information file" (CIF) of the customer's account against which he/she wants to get the service. In this regards, Branch should check authenticity and give careful entry.

**Q7. What is the web-portal of Digital Banking Service?**

**Ans.** **The Digital Banking portal is :** <https://digital.jamunabankbd.com> ; Customer will also find the portal (with registration manual) by visiting Bank's official website [www.jamunabankbd.com](http://www.jamunabankbd.com) and clicking on Digital Banking icon  at top right corner.

**Q8. What will customer do in case of Account Lock?**

**Ans.** Due to security concern, customer's login ID will be locked after 03 (Three) consecutive wrong password attempt. To unlock the ID, customer will need to send an email at [ibank@jamunabank.com.bd](mailto:ibank@jamunabank.com.bd) from his/her registered email in Jamuna Bank mentioning the following information:

- i. Registered e-mail address
- ii. Registered phone number
- iii. Account number

When the ID is unlocked by Head Office, customer will get a system-generated email with a password-protected PDF file containing a new password. The password to open the PDF will be last 4 digit of CIF number@first part of email address (e.g. if CIF is 100007654321 and email is [username@domail.com](mailto:username@domail.com), then the password will be 4321@username).

**Q9. What will customer do in case of forgetting password?**

**Ans.** Customer will click on "forget password" and submit required information along with memorable question to recover the password.