

16259, +880 2 8331090, +880 9611016259

IBBL Contact Center

BORN TO SMILE

24x7x365



We are here to help you any time

- ❖ Balance & Mini Statement check through IVR
- ❖ Approve CellFin CBS Account & Cards
- ❖ CellFin related query, request and complain
- ❖ CellFin PIN Reset
- ❖ Stop Lost or Stolen Card
- ❖ Green TPIN service for Cards
- ❖ Khidmah Card Statement, transaction & balance query
- ❖ FC transaction for cards enable & disable
- ❖ Green TPIN service for iBanking
- ❖ iBanking Customer support
- ❖ Stop Payment and Restriction to Account
- ❖ Reconciliation for dispute transaction
- ❖ ATM/CRM/CDM/Agent Banking location
- ❖ Queries about different deposit schemes
- ❖ Inquiries about profit rate
- ❖ Different Investment related information
- ❖ SMS Banking/ iBanking/ Mobile Banking related information and services
- ❖ ATM related queries/ request and complaints services
- ❖ Foreign remittance related information and services
- ❖ Worldwide service for IBBL customers
- ❖ **Clients can get services about their queries, request and complaints from one center**

Phone Banking Service

- ❖ Fund Transfer
- ❖ Check account Balance
- ❖ Check Mini Statement
- ❖ Mobile Recharge

Registration procedures for Phone Banking

Clients can register to this service from their respective IBBL Branch.

TPIN related Information

After successful registration client will be provided a four digits secured TPIN (Telephone personal Identification Number). This TPIN will provide sufficient security for the client and will be needed for every operation all time. Thus this number has to be preserved carefully and maintained with secrecy. Client can change TPIN anytime at will.

Fund Transfer

To make Fund Transfer more secured client will be provided an OTP (One Time Password) which will be valid for only 30 minutes.

Daily fund transfer limit is BDT 20,000 Only (Max 100,000/month).

Phone Banking Service Charge

- Mobile Recharge : Free
- A/C balance check: Free
- Mini-statement check: Free
- Fund Transfer: BDT 5.00/ Transaction

How Phone Banking and call Center will help Clients

After dialing 16259 or (+8802) 8331090 clients can avail their required services by selecting different options. Flow chart for common services as below:

Account Balance Check

16259 → 1 → 3 → 11 Digits A/C No.# → TPIN → 1 → 2 for SMS

Mini-statement Check

16259 → 1 → 3 → 11 Digits A/C No.# → TPIN → 2 → 2 for sms /or 3 for e-mail

Fund Transfer purpose

16259 → 1 → 3 → 11 Digits A/C No.# → TPIN → 3 → 1 for transfer, 2 for new OTP → Destination A/C no. # → amount # → 1 for confirmation → OTP, 2 for Cancel.

For Mobile Recharge

16259 → 1 → 3 → 11 Digits A/C No.# → TPIN → 4 → 1 for own Mobile number & 2 for Others Mobile number → 1 for post-paid & 2 for pre-paid → Mobile No. (if other) → amount # → 1 for confirmation and 2 for cancel.

Change TPIN

16259 → 1 → 3 → 11 digit A/C no. # → TPIN → 6 → Old TPIN → New TPIN → Re enter New TPIN.

For Customer Care Help

16259 → 1 or 2 (Language selection) → 0 (Zero)

How safe Phone Banking is?

Phone banking is totally a safe and secured system where, client has been provided a 4 Digits Pin code that none but him can be disclosed. However, in case of fund transfer client will receive another OTP (One Time Password) by SMS without what fund transfer cannot be done. Risks of cash transaction are reduced by this way.