



We have upgraded to a new and improved Internet Banking System

As part of our commitment to remain on the cutting edge of banking technology, we are pleased to announce that we have upgraded our Internet Banking Service on 28th July 2019. The new and improved Internet Banking is safer and more secure than our current service. It will also offer a variety of new tools that we weren't able to offer before, like **Fund Transfers within Bank Alfalah Accounts**.

In view of this upgrade, you will not be able to access our old internet banking system from 28th July 2019 and will have to re-register again into the new internet banking system.

Registration to our new internet banking system is easy, instant and hassle free. You don't need to visit any branch for the registration and can easily complete it on your own, instantly!

Just visit our website www.bankalfalah.com/bd and register yourself using the below easy step by step guidelines:

You will need the following information to register to our new Internet Banking:

- Your Account Number (Branch Code + New Account Number)
- Your Date of Birth
- Your NID or Passport Number (whichever is registered in the bank for your account)
- Access to the mobile number and e-mail address registered with the bank

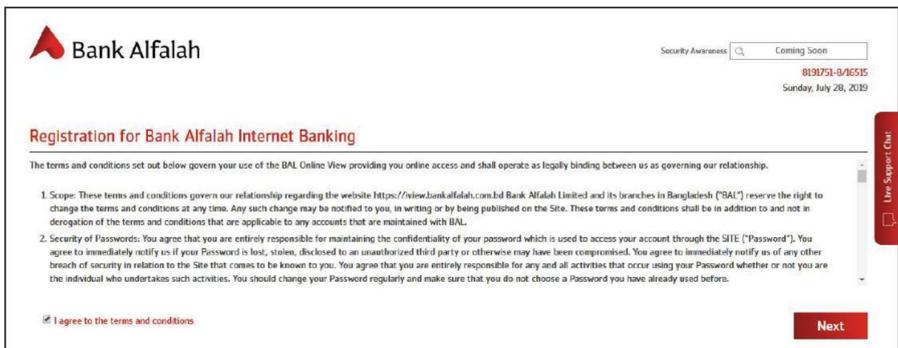
STEP BY STEP GUIDELINE FOR REGISTRATION

• **Step 1:** Visit www.bankalfalah.com/bd. Hover to Log On and then click 'Login/Register'

• **Step 2:** Click 'Register Now'



• **Step 3:** Read the terms and conditions and check the box if you agree to the terms. Press 'Next'



• **Step 4:** Fill in the relevant details, i.e.

✓ **Account Number**

Note:

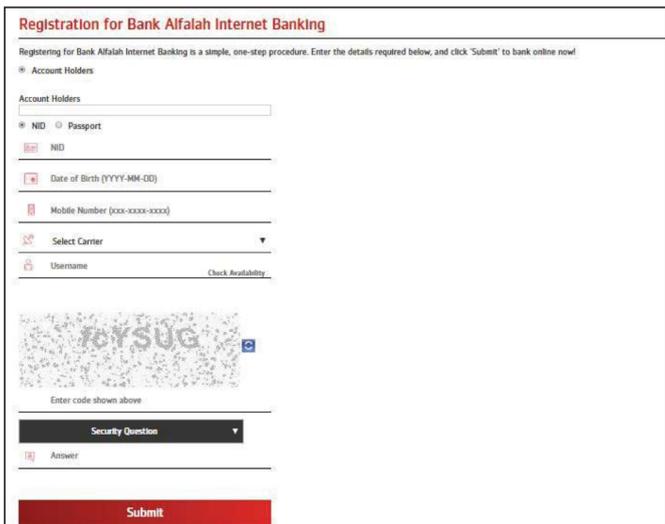
Account Number must be your branch code + new account number i.e. XXXX-YYYYYYYYYY where X denotes 4-digit branch code and Y denotes new account number allocated for you. For Example: 0701-YYYYYYYYYY. **For information about new account number or for any other queries, please call 16515 | 8191751-8.**

✓ **NID or Passport Number** – Whichever is registered with the bank for your account

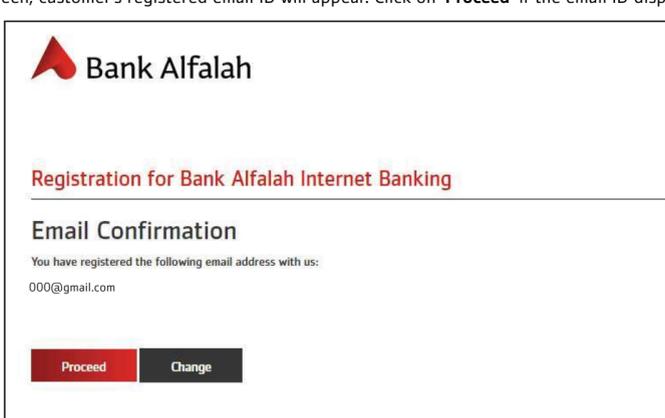
Note:

NID must be of minimum 12 digits or maximum 18 digits. In case of accounts opened with smart NID card, the number should have 00 in-front of the NID number to make it 12 digits. **For information regarding NID or Passport Number registered with us or for any other queries, please call 16515 | 8191751-8.**

- ✓ Date of Birth, Mobile Number (registered with the bank)
- ✓ Choose your mobile service operator from the drop-down menu
- ✓ Choose your username for internet banking
- ✓ Enter "Captcha"
- ✓ Select a security question and input its answer
- ✓ Press 'Submit'

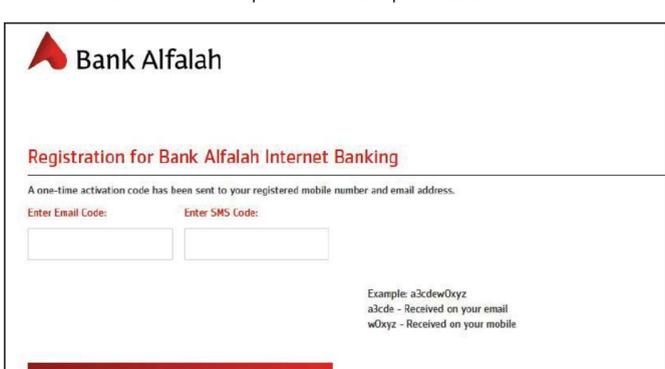


• **Step 5:** On the next screen, customer's registered email ID will appear. Click on 'Proceed' if the email ID display is valid.

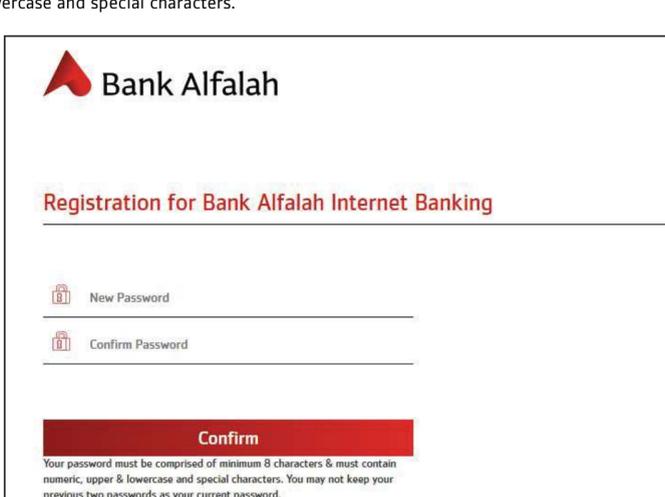


An OTAC – One-time activation code will be generated. The first 5 digits/characters will be sent on your registered email address and the last 5 digits/characters will be sent via SMS on your registered mobile number.

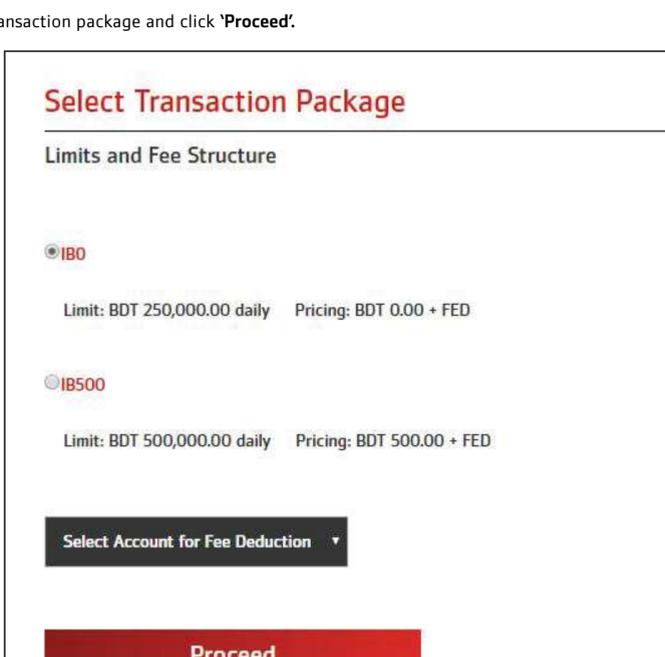
• **Step 6:** Enter the OTAC sent in email and SMS in the separate boxes and press 'Submit'.



• **Step 7:** Create your new password and press 'Confirm'. The password must be alpha numeric with at least 8 characters including uppercase, lowercase and special characters.



• **Step 8:** Choose your transaction package and click 'Proceed'.



• **Step 9:** You're Done!

Now you can login using your username and password that you have just created.

If you have any difficulties registering yourself into the new internet banking system or you need any information regarding our new internet banking features, please do not hesitate to call our 24/7 phone banking service at **16515 | 8191751-8** or stop by at your nearest branch in your convenience.