

Introducing Digital Account Opening

Bank Alfalah

RAPID

Responsive | Agile | Powerful | Instant | Digital
A New Age of Banking



As part of our commitment to remain on the cutting edge of banking technology, we are pleased to introduce **Rapid Digital Account Opening in Bangladesh.**

Bank Alfalah Rapid is a portal of limitless possibilities. It is an innovative and revolutionary banking solution geared to fulfill your banking needs. Open your new account from the comfort of your home through a digitized and convenient online process. Digital account opening is completely secure and is in compliance with Bangladesh Bank eKYC guidelines.

You will need the following to open an account through RAPID portal:

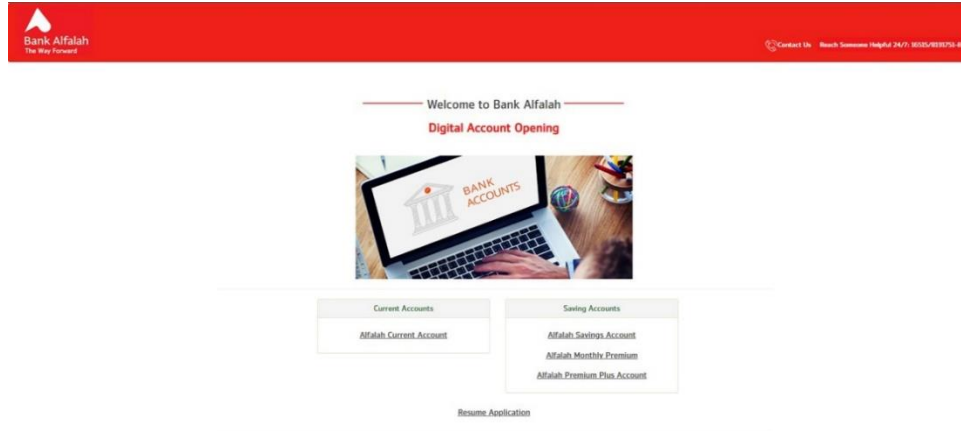
- Copy of Applicant's National ID Card – both front and back
- Copy of Nominee's National ID Card – both front and back
- Proof of Income for Applicant
- Proof of Address for Applicant
- Scanned signature for Applicant

STEP BY STEP GUIDELINE FOR ACCOUNT OPENING USING RAPID PORTAL

- **Step 1:** Visit www.bankalfalah.com/bd and click on Rapid Digital Account from the top bar.
- **Step 2:** Select the type of account you want to open, **Conventional or Islamic.**

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- **Step 3:** Select your desired product from a variety of **Current or Savings Accounts**.



- **Step 4:** Verify your identity by providing your National ID card details and capturing live photo/selfie. Provide your mobile number and email address and click **Save and Next**.

The screenshot shows the 'Identity Verification' form. It has a red header with the Bank Alfalah logo and tagline 'The Way Forward'. The form contains several fields: 'ID Document Type*' (a dropdown menu with 'NID' selected), 'Date of Birth*', 'Mobile Number*' (with a note 'Please enter your Cell No. with Without Country Code'), 'NID Number*', 'Name*' (with a note 'In case of Smart NID, spelling of name must be as per NID card'), 'Mobile Network*' (a dropdown menu), and 'Email*'. Below the form, there are two camera icons for capturing a live photo and a selfie. A 'Save and Next' button is located at the bottom left of the form.

- **Step 5:** On the next screen, input the OTP received in the provided mobile number and email address and click **Verify**.

The screenshot shows the OTP verification screen. It has a red header with the Bank Alfalah logo and tagline 'The Way Forward'. At the top, there are two green success messages: 'Success! OTAC Sent Successfully and expiry time is 3 minutes' and 'Success! OTAC Sent Successfully'. Below the messages, there are fields for 'Mobile Number*' and 'Email*'. There are also two camera icons for capturing a live photo and a selfie. A 'Save and Next' button is located at the bottom left of the form. Below the button, there is an 'OTP' field with a note '(Enter OTP received on your registered Email and Mobile Number)'. The field contains 's7XXXXX'. Below the field, there are two instructions: 'E.g. abc123xyz? 6 digits received on your email' and 'XXXX - Last 4 digits received on Email'. At the bottom, there is a 'Did not receive yet? Request OTP' button and a 'Verify' button.

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- **Step 6:** Provide your personal details along with nominee information on the next screen and press **Save and Next**.

The screenshot shows the 'Personal Details' step of the account opening process. The form is divided into two columns. The left column contains fields for: Name (with a note that spelling must match the NID card), Mother/Maiden Name, Country of Birth, Country of Residence, Contact Details (Current Residential Address, City, and a checkbox for whether the current address is the same as the permanent address), Permanent Residential Address (Address, City), Nominee Name, Nominee's ID Number, Nominee's Mobile Number (with a note to enter the full number including the country code), and Nominee's NID (Back) (with a 'Choose File' button and a note that no file has been chosen). The right column contains fields for: Father/Husband Name, Gender, City of Birth, Landline Number (with a note to enter the full number), Country, Nominee Details (ID Document Type, Relationship with Account Holder, and Nominee's NID (Front) with a 'Choose File' button and a note that no file has been chosen), and two checkboxes: 'Were you born in US?' and 'Are you assigning a signatory authority/ mandate to a person with a US address?'. A progress bar at the top shows five steps: Personal Details (1), Occupation (2), Banking Services (3), Document Upload (4), and Declaration (5). The 'Personal Details' step is currently active.

- **Step 7:** Provide your occupation/employment details and press **Save and Next**.

The screenshot shows the 'Occupation Details' step of the account opening process. The form is divided into two columns. The left column contains fields for: Business/Individual/Other selection, Name of Employer, Expected Monthly Salary/Income (equivalent to BDT), KYC Details (Purpose of account, Dominant mode of deposits, Political Relation, and Office Address), and City. The right column contains fields for: Profession (with a dropdown menu), Source of Funds (with a dropdown menu), Expected Monthly Credit Turnover (equivalent to BDT) (with a dropdown menu), Expected monthly number of credit transactions, Dominant mode of withdrawals (with a dropdown menu), and Country (with a dropdown menu). At the bottom, there are 'Back' and 'Save and Next' buttons. A progress bar at the top shows five steps: Personal Details (1), Occupation (2), Banking Services (3), Document Upload (4), and Declaration (5). The 'Occupation' step is currently active.

- **Step 8:** Choose the banking services you want to avail i.e. Cheque Book or Debit Card etc. along with branch details and click **Save and Next**.

The screenshot shows the 'Account Details' step of the account opening process. The form is divided into two columns. The left column contains fields for: Account Information (Account Type: Conventional, Product Type: Alfalah Savings Account, Account Title, Preferred city to open the account), Product Offering (checkbox for 'I don't want to opt for a debit card', dropdown for 'Do you want Debit Card?', dropdown for 'Frequency of E-Statement'), and 'Back' and 'Save and Next' buttons. The right column contains fields for: Account Category (dropdown), Product Currency (dropdown), Preferred Mailing Address (Residence dropdown), Branch (dropdown), 'Do you want to avail Cheque book? (or Law Chequebook)' (dropdown), and 'Do you want to avail SMS alert?' (dropdown). A progress bar at the top shows five steps: Personal Details (1), Occupation (2), Banking Services (3), Document Upload (4), and Declaration (5). The 'Banking Services' step is currently active.

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- **Step 9:** On the next screen, upload the required documentation i.e. Proof of Income, Proof of Address, NID front and back, Scanned Signature etc. and click **Save and Next**.

The screenshot shows the 'Attachments' section of the account opening process. At the top, there is a progress bar with five steps: 1. Personal Details, 2. Occupation, 3. Banking Services, 4. Document Upload, and 5. Declaration. The current step is 'Document Upload'. Below the progress bar, there are several upload fields with 'Choose File' buttons and 'No file chosen' text. The fields are: 'Proof of Address' (with a note: 'Please upload photos of original documents that are clear, and size of each document is less than 4MB. (JPG or JPEG or PNG or PDF are allowed)'), 'Scanned Signature' (with a note: 'Signature must be as per NID card'), 'Proof of Income' (with a note: 'Scanned Copy of Job certificate, tax return, rent agreement, latest salary slip (not older than 6 months), etc.'), 'Applicants NID (Front)', 'Applicant's NID (Back)', and 'Upload picture of Nominee's'. At the bottom of the form, there are three buttons: 'Back', 'Preview', and 'Save and Next'. A copyright notice 'Copyright © 2022 Bank Alfalah Limited All Rights Reserved' is visible at the very bottom.

- **Step 10:** Read, understand, and accept the terms and conditions by checking the box and press **Save and Submit**.

The screenshot shows the 'Declaration' section of the account opening process. At the top, there is a progress bar with five steps: 1. Personal Details, 2. Occupation, 3. Banking Services, 4. Document Upload, and 5. Declaration. The current step is 'Declaration'. Below the progress bar, the text 'RAPID DIGITAL ACCOUNT (Rapid DA) TERMS & CONDITIONS' is displayed in large, bold, black letters. Below this text, there is a checkbox with the text 'Copy of Account opening form and Terms & Conditions is digitally received, read, understood and accepted.' At the bottom of the form, there are two buttons: 'Back' and 'Save and Submit'.

You're done! You have successfully submitted your application for account opening. You will be notified about the status of your account opening request via email and SMS.

FREQUENTLY ASKED QUESTIONS

1. What is Alfalah RAPID?

Bank Alfalah RAPID is a portal of limitless possibilities. It is an innovative and revolutionary banking solution geared to fulfill your banking needs.

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2. Under what mode(s) of banking is Alfalah RAPID available?

Alfalah RAPID is available under both Conventional as well as Islamic Banking modes.

3. Who can apply for an account through Alfalah RAPID?

Any Bangladeshi National aged 18 or above with a valid National ID can apply for a new account through Bank Alfalah RAPID.

4. Are there any charges to apply for an account through Alfalah RAPID?

Account Opening through Alfalah RAPID is free of any charges. However, charges for any additional service opted at the time of account opening is applicable as per schedule of charges of the bank.

5. What type of accounts are offered through Alfalah RAPID?

Bank Alfalah offers multiple Current & Savings Account variants for customers through Alfalah RAPID.

6. Which currencies are available for onboarding through Alfalah RAPID?

At present, only Bangladeshi Taka Accounts are available through Alfalah RAPID.

7. What is the turnaround time for Account Opening through Alfalah RAPID?

In case there are no discrepancies after the submission of application on Alfalah RAPID portal, Bank Alfalah shall process the account opening within 3 working days.

8. What shall happen to my account application in case if it is marked discrepant?

In case if the account has been marked discrepant, customers shall receive an email update on discrepancies within 3 working days from the date of submission of account application along with a link to resolve discrepancy(ies). Customer can resolve the relevant discrepancy(ies) and resubmit the application for us to review and activate the account.

9. What transactional limits shall be placed on my account opened via Alfalah RAPID?

Monthly Transaction (withdrawal/deposit) requirement within BDT One Lac is applicable for Alfalah RAPID accounts.

10. Can I avail Cheque Book and Debit Card through Alfalah RAPID?

Yes

Cheque book and debit card can be availed while opening an account from Alfalah RAPID portal.

If you have any difficulties opening an account using Alfalah RAPID portal or need any information regarding our products and services, please do not hesitate to call our 24/7 phone banking service at **16515 | 41021001-8** or visit our website at www.bankalfalah.com/bd.