



FAQ

1. Which account holders are able to transfer the fund?

Savings and current individual account holders will be able to transfer funds from BRAC bank to Rocket account.

Credit card bill payment / loan installment / DPS account payments cannot be made through this service.

Corporate Accounts cannot avail this service.

2. What is the limit for fund transfer?

Authentication Methods	Fund Transfer to Rocket Account(S):	
SMS/ Email	Transfers Per Day	Up to 5(five)
	Total transfers a Day	Tk 30,000
	Transfer from each time.	Tk.10,000
	Total transfers Per Month	Tk.1,00,000

Authentication Methods	Limits for Bank Transfer to single Rocket Account(S):	
SMS/ Email	Transfers Per Day	No more than Tk 10,000 or 2 Transfers
	Transfers Per Month	Total Tk 25,000

Please Note: Token user also do the same transactions.

3. What is the number of fund transfers that can be made per day?

Per day you can do up to 5(Five) Rocket transactions via your internet banking.

4. Can BRAC Bank reverse a transaction if customers have made a wrong transaction?

As per the Terms & Conditions of Internet Banking, each and every transaction is made by the Customer wherein 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.

5. Is it real time fund transfer?

Yes, this is a real time fund transfer facility.

6. What is the annual fee for BRAC Bank Internet Banking?

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

7. How can I transfer fund from BRAC Bank to Rocket account?

- Follow the instructions in the “Add Beneficiary” feature and add the Rocket account to which you would like to transfer funds.
- You will receive a notification via email from internetbanking@bracbank.com and an SMS from BRAC BANK confirming the successful addition of the beneficiary account.
- You can transfer this fund on a one off basis.

8. When I transfer the fund from BRAC bank to Rocket is there any charge?

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

Please Note: Dutch Bangla Bank holds the right to apply charges under their Schedule of charge.

9. Can I transfer funds from FCY account to Rocket account or vice versa?

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

10. What do you do in case of any problem regarding Internet Banking services?

You can call our 24-hour Call Center 16221. From overseas call +880 2 55668055-6.

Or you can also send an email to: alternate.banking@bracbank.com