



FAQ

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

Only savings and current individual account holder can able to transfer the fund BRAC bank to bKash account.

Credit card bill payment / loan installment / DPS account payment/any corporate account is not acceptable.

2. What is the daily limit for single bKash account fund transfer?

For SMS/E-mail OTP user

Activity Type	Instruction Type	Service	Authentication Methods	Min.Amount	Max.Amount
Debit Authorization	Fund Transfer	bKash	SMS/Email OTP	50	15,000

For Token- OTP user

Activity Type	Instruction Type	Service	Authentication Methods	Min.Amount	Max.Amount
Debit Authorization	Fund Transfer	bKash	SMS/E-mai/Token	50	10,000
	Fund Transfer	bKash	Token OTP	10001	15,000

3. What is the total fund transfer amount per day?

Total fund transfers up to 30,000 a day but in a single bKash account per day total fund transfer limit is 15,000

4. What is the per month attempt and limit for fund transfer?

Total attempt per month is twenty and limit is 1,00,000

5. What is the daily attempt limit for fund transfer?

Per day you can made maximum Five bKash transactions but in a single bKash account per day maximum transfer is Two through your internet banking.

6. 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 actually made by the Customer and 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.

7. Is it real time fund transfer?

Yes, it is real time fund transfer facility.

8. 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.)

9. How can I transfer fund from BRAC Bank to bKash account?

- To use the "Add Beneficiary" feature you will need to add the bKash account to which you would like to transfer funds.
- You will receive a notification through email from internetbanking@bracbank.com and an SMS from BRAC BANK confirming the successful addition of the beneficiary account. Or
- You can transfer this fund on a one off basis.

10. When I transfer the fund from BRAC bank to bKash is there any charge?

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

Please Note: bKash holds the right to apply charges under their Schedule of charge.

11. Can I transfer funds from FCY account to bKash account or vice versa?

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

12. 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 +88 02 55668056 or+88-02-55668055 .

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