

FAQ

Account Service:

1. **Can customer give full account number when he or she raise any complaints?**

Ans: Yes.

2. **Can customer place any information changing request regarding account through EBL Query/Complaint Management Cell?**

Ans: No. Customer needs to visit branch for static data update issue.

Credit Card Service:

1. **Is it allowed to generate card PIN through EBL Query/Complaint Management Cell?**

Ans: No. Customer needs to call from his registered number to EBL Contact Center.

2. **Can Customer place card closing request through EBL Query/Complaint Management Cell?**

Ans: No. (For card closure procedure customer needs to visit branch)

3. **Can Customer place Passport endorsement request through EBL Query/Complaint Management Cell?**

Ans: No. Customer needs to visit branch with valid passport, old passport (if any) and EBL card.

4. **Is it allowed to place Card activation request through EBL Query/Complaint Management Cell?**

Ans: No. Customer needs to visit branch except VISA PLATINUM CREDIT CARD, VISA SIGNATURE CREDIT CARD, VISA INFINITE CREDIT CARD, MASTER CARD TITANIUM, MASTERCARD WORLD CREDIT CARD, EBL UNIONPAY PLATINUM CREDIT CARD, EBL Diners Club International cardholders who can call EBL helpline from registered number to activate the card.

5. **Can customer send the EBL ZIP Customer copy through EBL Query/Complaint Management Cell for ZIP related query?**

Ans: Yes. Registered email address is mandatory and visible scanned EMI customer copy should be given.

6. **Can Customer make complaint regarding dispute issue?**

Ans: Yes. Registered email address is mandatory and should raise complaint within 120 days of making transaction date.

7. Can Customer place any information changing request regarding card through EBL Query/Complaint Management Cell?

Ans: No. Customer needs to visit branch for static data update issue.

8. Can Customer can place request for EasyCredit loan purpose from credit card through EBL Query/Complaint Management Cell?

Ans: Yes. Customer must open registered number for communication and verification purpose as customer will receive a call from our side.

9. Can Customer place card replacement, card renewal, card unblock and priority pass issuance request through EBL Query/Complaint Management Cell?

Ans: No. Customer need to call the EBL helpline from registered number.

10. Can customer can place SKYPOINTS redemption request through EBL Query/Complaint Management Cell?

Ans: No. Customer has to call the EBL Contact Center from registered number.

Loan Account Service:

1. Which loan related services customer will get through EBL Query?

Ans: For all loan account related issue, customer need to visit branch/communicate with branch except loan outstanding status.

ATM/DROPBOX Service:

1. What type of ATM services are available in EBL Query/Complaint Management Cell?

Ans: Customers can provide any type of dispute request through EBL Query/Complaint Management Cell.

Skybanking Service:

1. Which SkyBanking related services customer will get through EBL Query?

Ans: SkyBanking ID lock, unlock, log in issue, Fund transfer issue, Fund transfer dispute issue, Card payment issue. (Registered email address is mandatory).

Contact Center Service:

1. Which type of Contact Center services are available in EBL Query/Complaint Management Cell?

Ans: Customers can provide conversion request (BDT to USD/USD to BDT), foreign part enable/disable request, online declaration submission, balance and outstanding related information, e- commerce enable/disable request, account balance information, loan outstanding information, Skycoins related information, Skypoints related information, any kind of dispute request, Skybanking related issues, payment related queries etc.

Others:

1. What is EBL Query/Complaint Management Cell?

Ans: EBL Query/Complaint management Cell is a one stop solution for customers/non customers in where they can get different banking service through email.

2. Can I use the portal 24/7?

Ans: Yes, the portal can be accessed 24/7.

3. Will there be any tracking number against my query on EBL Query/Complaint Management Cell?

Ans: Yes, customers will get a unique tracking number for lodging any query/complaint in the module.

4. What is the medium of communication in EBL Query/Complaint Management Cell?

Ans: Customers can communicate through their email address to get banking services.

5. Can I use this portal from anywhere in the world?

Ans: Yes, it can be accessed from anywhere from the world by visiting <https://dgzip.ebl-bd.com/query/>.