



ADVICE FOR CUSTOMERS:

In order to prevent unauthorized transaction through Internet Banking Service, Users are advised to strictly maintain the following:

01. You need to enter your Internet Banking User id and password each time you access your internet banking account. Since your access is protected by this password it is very important that you protect your password, by making it known ONLY to you.
02. The system prompts you to change the password on first time login. We recommend that you change the login password.
03. Your password should be at least 6 digits long. Passwords are case sensitive. It should be the combination of alpha and numeric.
04. Do not use your date of birth, telephone number, address, your name or the name of a friend or relative in your password.
05. Your internet banking account will be locked in case you enter wrong user id and/or password 3 times.
06. Change your password regularly. System will force you to change the password after 30 days.
07. Ensure that you are not observed while entering the password.
08. You should make sure that your User ID and Password are not written anywhere accessible to third party including your family members.
09. Never leave your computer unattended while you are logged in to Internet Banking service of shahjalalbank.com.bd
10. Always logoff from Internet Banking upon completion of your session. Use the Logout button for closing the session. It is preferable not to shut the window to log off.
11. Disable the option on browsers for storing user names and passwords.