

# Perbadanan TAIB Digital Banking: *Mobile Application*

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## 1. What is the Mobile Application?

It is an application that can be downloaded to your mobile device allowing you to access and manage your accounts quickly and perform transactions securely.

## 2. Who can apply for the Mobile Application?

All Perbadanan TAIB account holders may apply including joint account holders.<sup>1</sup>

## 3. Is there any charge for using Mobile Application?

No, the application is free of charge.

## 4. What do I need to download the Mobile Application?

The minimum requirement to download the Mobile Application is iOS version 6 or Android version 3.2.6 Honeycomb (API Level 13).

## 5. What services are included in the mobile application?

Perbadanan TAIB's Mobile Application offers the following services:

- Access to account balances and transaction activities
- View and download e-Statements
- Fund transfers to own account within PerbadananTAIB
- Third party accounts to other domestic banks
- Utility bill payment including mobile monthly bills
- Purchase of Mobile and Electricity (DES)Top-Ups
- Make Zakat contribution

## 6. How do I get started?

- Download the Mobile Application from:
  - PlayStore 
  - AppStore 
- Install and launch the app on your preferred mobile device

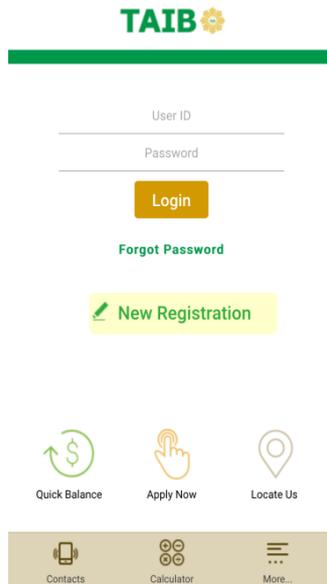
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<sup>1</sup> Subject to the applicable terms and conditions and mandates

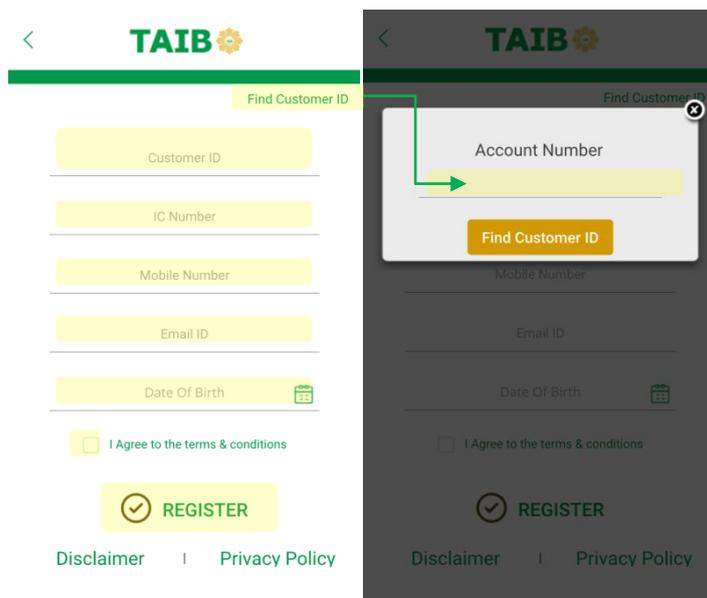
## 7. How do I register?

Registration to this service is simple and hassle-free, without the need to visit a branch and sign any forms. Simply:

- a) Launch the application and click on “New Registration” button:

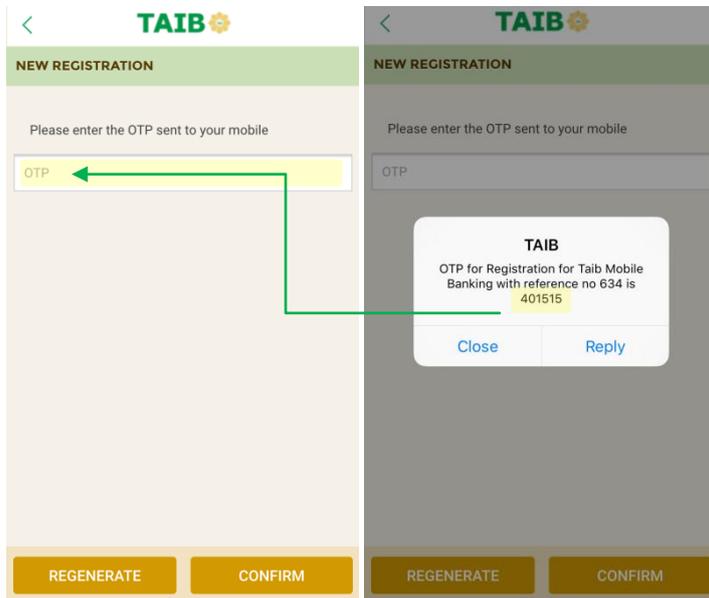


- b) Input all the required information. Click on “Find Customer ID” to generate your Customer ID by entering your account number. You need to agree to our Terms and Conditions before clicking “Register”:



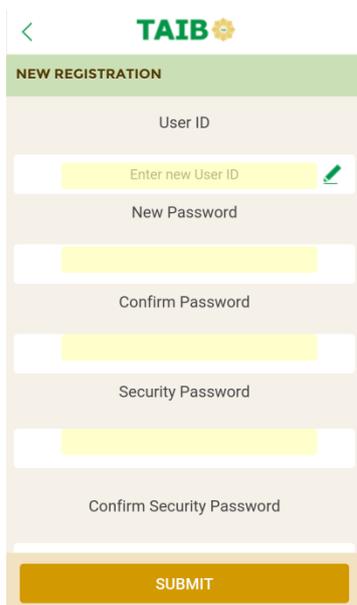
Kindly note that all details entered must match the information that you have provided to Perbadanan TAIB when you initially opened an account with Perbadanan TAIB.

c) Please input your One Time Password (OTP) that you have received on your registered mobile number:

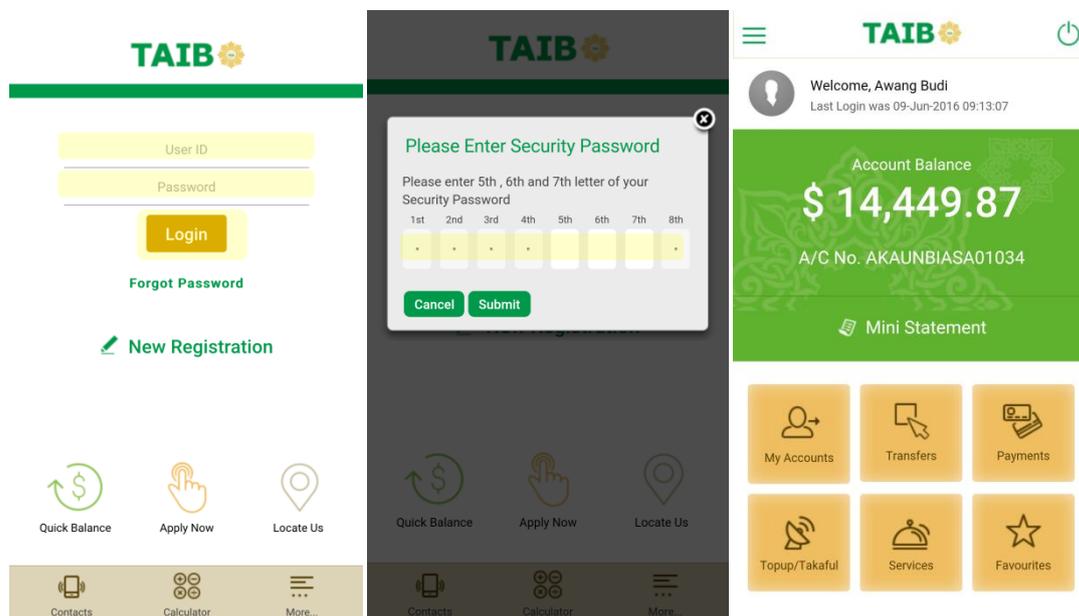


d) Enter your preferred;

- User ID (maximum of 25 characters)
- Password (Between 8-32 characters, with at least 1 uppercase character, at least 1 special character and at least 1 number)
- Security Password (8 characters)



- e) Upon successful registration, to login, enter your User ID and Password and click on "Login". If successful, you will be prompted to enter your Security Password before you are able to access your account.



## 8. What should I do if I have forgotten my User ID or Password?

If you forget your User ID, please contact our Perbadanan TAIB Call Centre during office hours at **2342626**.

If you forget your Password, you can change your Password by clicking the "Forgot Password" option and enter the required details to reset the password.

## 9. Is there any restriction on the number of login attempts?

Yes. The maximum number of attempted login is 5 times. After 5 failed attempts, your access to the application will be blocked but it will be re-activated after 30 minutes.

## 10. Is the Mobile Application secure?

The Mobile Application has two levels of authentication:

- a. User ID and Password
- b. Mobile Security Password

### **11. What security measures can I take to protect my information?**

The steps you should take to secure your information include:

- Log off your Mobile Application session when no longer in use
- Password-protect your mobile device
- Disable the Password Save or Auto Complete function in your browser
- Keep your User ID, and Password confidential and do not share your credentials with anyone.
- Clear cache, history, cookies after every transaction on your devices.

### **12. How do I change my User ID?**

You can only create your default one off User ID to your own preferable User ID during the initial registration.

### **13. Can I do a fund transfers through this application?**

Yes, by providing complete details, payments can be made within your own Account and to third party accounts within Perbadanan TAIB and to local / domestic banks.

### **14. Will I be charged for making a fund transfer?**

Fund transfers to your own accounts including third party accounts within Perbadanan TAIB are free. However, charges will apply for fund transfers to other local / domestic banks within Brunei Darussalam.

### **15. What is the cut-off time for fund transfers to other local bank (domestic) via the mobile application?**

The cut-off time for fund transfer is until 4.00 p.m (Monday - Friday). Any transactions made after the cut-off time will be processed on the next working day.

### **16. Is there any charge for making a utility payment?**

No, all utility payments made are free.

### **17. How do I perform utility payment?**

#### **a) Mobile**

- **Top-up (DST and PCSB)** - Input the correct **mobile number**;
- **Post-paid (DST)** - Input the correct mobile **account number** that was provided by the service provider

#### **b) Electricity (DES) Top-up**

Input the correct 11 digits Meter Number and receive 20 digits code via SMS to be inputted into your electricity meter

**18. How to ensure that my transaction has gone through?**

A successful transaction will be shown in the “mini statement” of your account on the mobile application.

**19. Who can I contact for more information?**

For further information and queries, please contact our Perbadanan TAIB Call Centre at **2342626** or visit any of our branches.