

Perbadanan TAIB Digital Banking: *Internet Banking*

1. What is the Internet Banking?

It is a system which allows transactions to be conveniently performed over the internet.

2. Who can apply for Internet Banking?

All Perbadanan TAIB account holders, including joint account holders are entitled to apply provided that your electronic devices have internet connection.¹

3. How do I register for Internet Banking?

For those who have not yet registered are able to register for Internet Banking by clicking on “Register Now” on Perbadanan TAIB’s Internet Banking website. However, for those who have registered for the Mobile Application, are able to use the same credentials.

4. What services are included in Internet Banking?

The Internet Banking offers the following services:

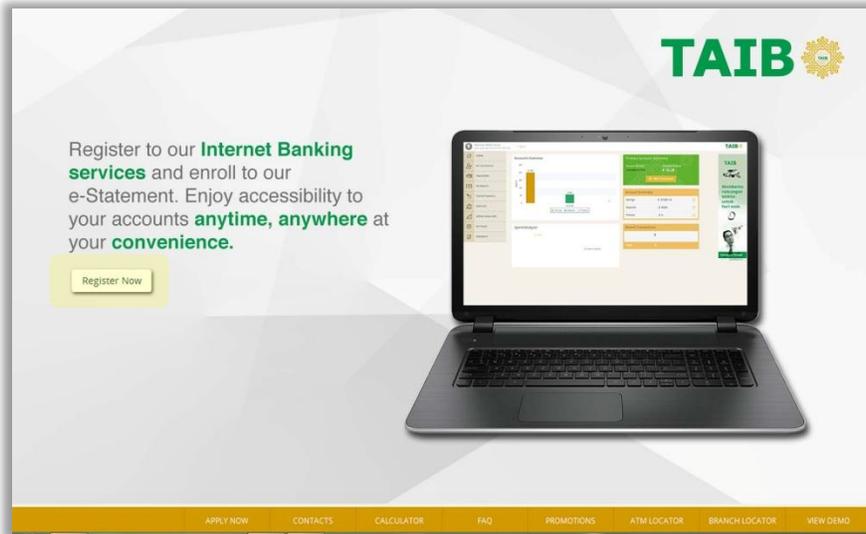
- Access to account balances and transactions activities
- View and download e-Statement
- Fund transfers to own account within Perbadanan TAIB and other domestic banks
- Utility bill payments including mobile monthly bills
- Purchase of Mobile and Electricity (DES) Top-Up
- Make Zakat contribution.

¹ Subject to the applicable terms and conditions and mandates

5. 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:

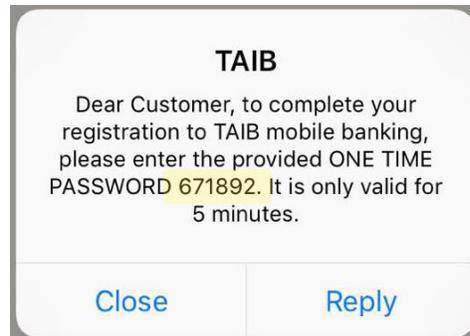
- a) Visit <https://www.tib.taib.com.bn/TaibConsumer/> and click on “Register Now” button:



- 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:



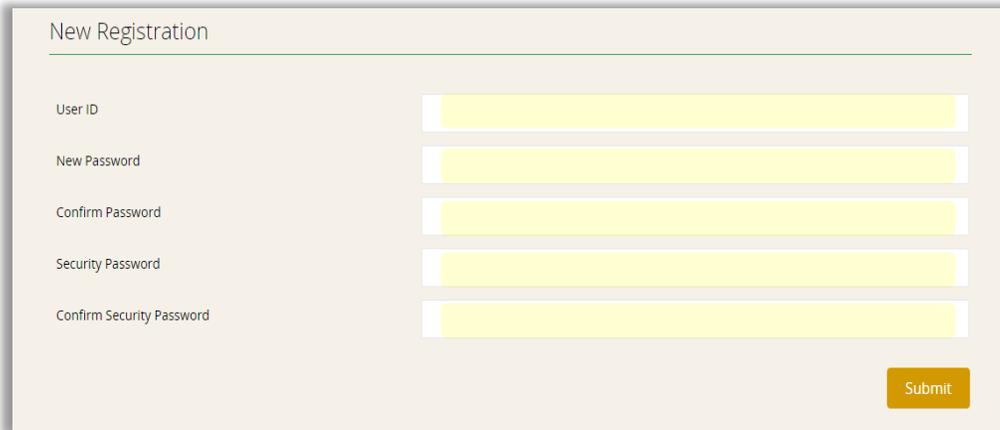
New Registration

Please enter the OTP sent to your mobile

[Regenerate](#) [Confirm](#)

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)



New Registration

User ID

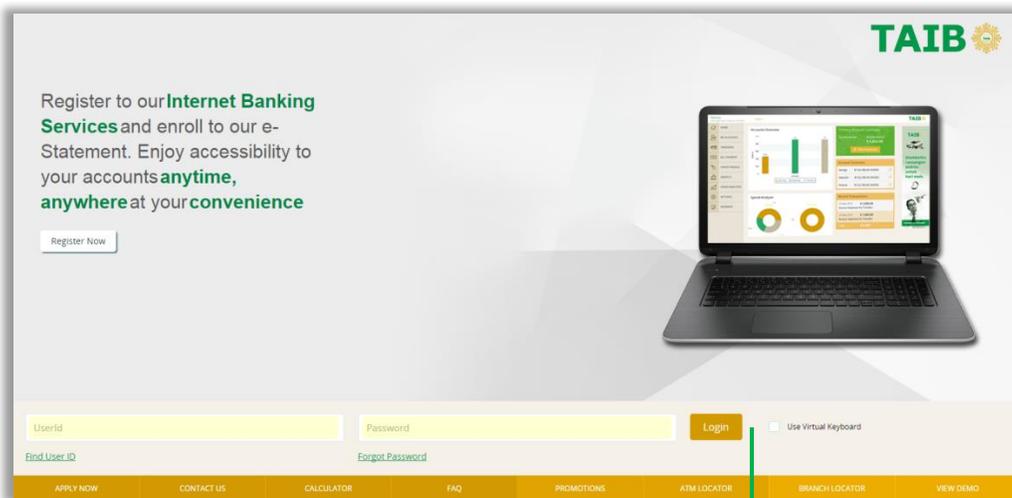
New Password

Confirm Password

Security Password

Confirm Security Password

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.



TAIB 

Register to our **Internet Banking Services** and enroll to our e-Statement. Enjoy accessibility to your accounts **anytime, anywhere** at your **convenience**

Use Virtual Keyboard

[Find User ID](#) [Forgot Password](#)

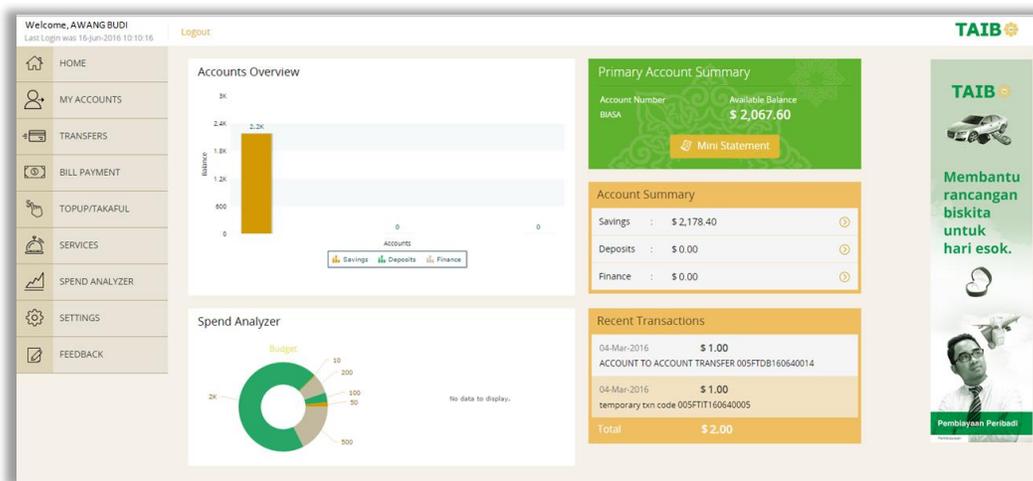
[APPLY NOW](#) [CONTACT US](#) [CALCULATOR](#) [FAQ](#) [PROMOTIONS](#) [ATM LOCATOR](#) [BRANCH LOCATOR](#) [VIEW DEMO](#)



Enter Security Password

Please enter 1st, 3rd and 4th letter of your Security Password

1st 2nd 3rd 4th 5th 6th 7th 8th



Note: Those who has registered on TAIB Mobile Application able to log in using the same User ID and Password, without registering to Internet Banking.

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

If your forget your User ID, you can retrieve it back by clicking “Find User ID” option and enter the required details which are Customer ID, IC Number, Mobile Number and Date of Birth.

User ID Password [Login](#)

[Find User ID](#) [Forgot Password](#)

Find User ID

[Find Customer ID](#)

Customer ID

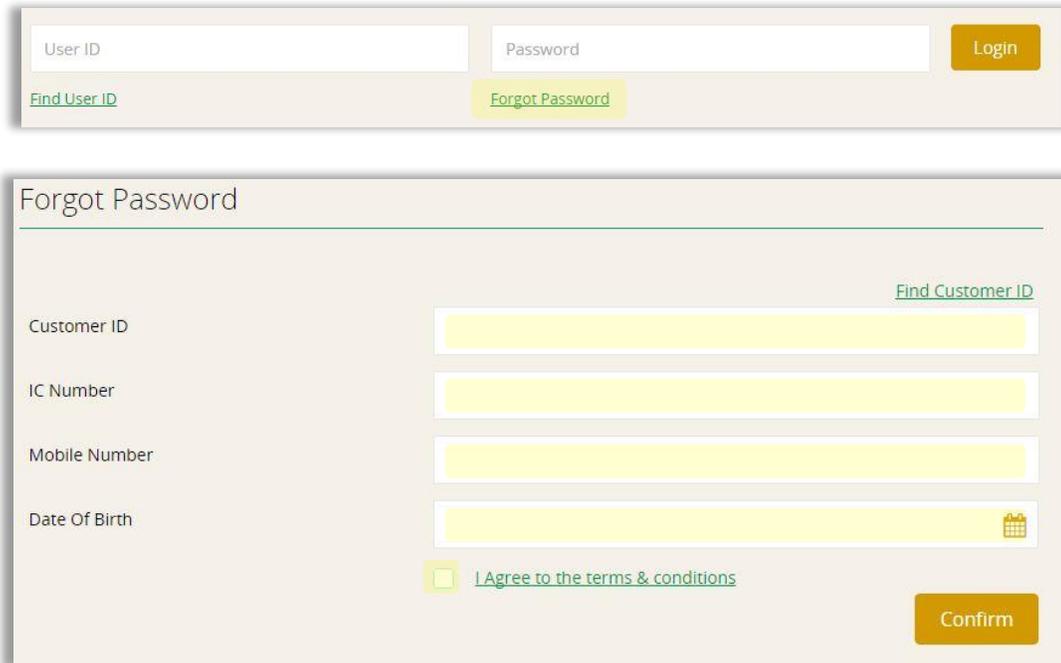
IC Number

Mobile Number

Date Of Birth 

[Confirm](#)

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. The same required details as above will be requested.



The image shows two screenshots of the TAIB internet banking interface. The top screenshot is the login page, featuring a 'User ID' input field, a 'Password' input field, a 'Login' button, a 'Find User ID' link, and a 'Forgot Password' button. The bottom screenshot is the 'Forgot Password' page, which includes a 'Find Customer ID' link, input fields for 'Customer ID', 'IC Number', 'Mobile Number', and 'Date Of Birth' (with a calendar icon), a checkbox for 'I Agree to the terms & conditions', and a 'Confirm' button.

7. 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 internet banking will be blocked but it will be re-activated after 30 minutes.

8. Is the Internet Banking secure?

The Internet Banking has two levels of authentication:-

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

9. What security measures can I take to protect my information?

The steps you should take to secure your information include:

- Log off your Internet Banking session when no longer in use
- 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.

10. How do I change my User ID?

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

11. Can I do fund transfer through Internet Banking?

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

12. Will I be charged for making a fund transfer?

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

13. What is the cut-off time for fund transfers to other local bank (domestic) via Internet Banking?

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

14. Is there any charge for making a utility payment?

No, all utility payments are made free.

15. 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.

16. How to ensure that my transaction has gone through?

Your successful transaction will be shown in the “mini statement” of your account on the Internet Banking.

17. Will I be able to check the transaction summary of my other accounts via Internet Banking?

Yes, by going to “My Accounts” and click on the accounts that you would like to check the transaction summary.

18. Who can I contact for more information?

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