

A guide to the new EBL SKYBANKING

What's new to EBL SKYBANKING?

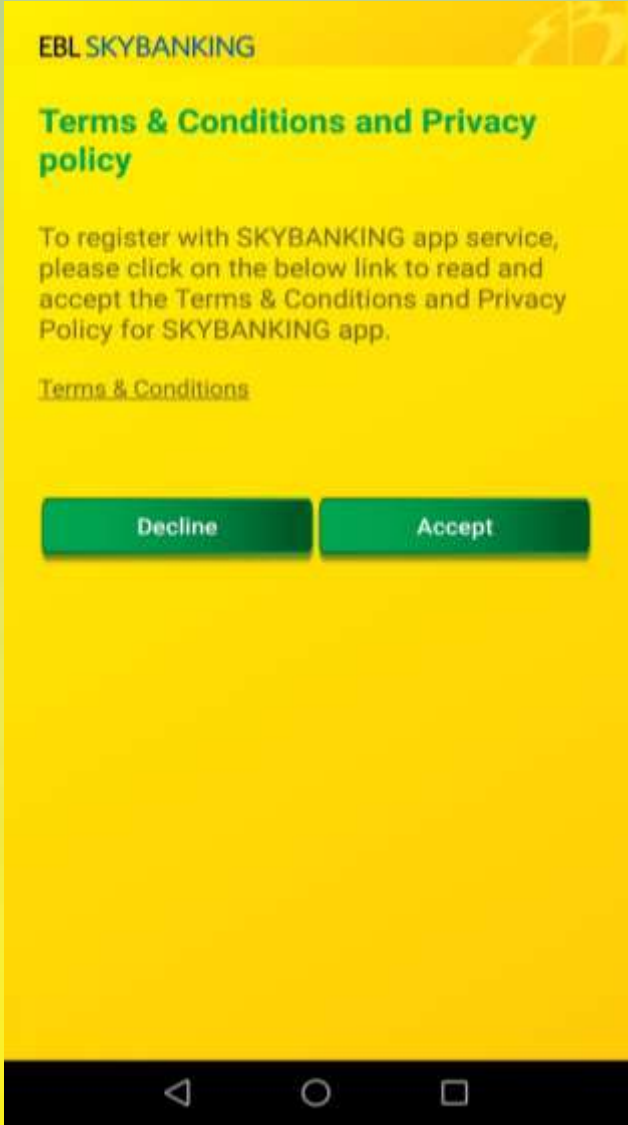
- Now you can register for EBL SKYBANKING using your card or account details-
ANYTIME, ANYWHERE
- You can also pay your bills or perform mobile recharge using the card linked with SKYBANKING
- Perform fund transfer bKash
- Pay your DPDC or BTCL bill through the app
- With Fingerprint login, you can use the fingerprint scanner to log in to the app in a secured way
- You can view your prepaid card balance using the app as well as view detailed card information
- Convenient fund transfers
- You can change your password or set your fund transfer limit without visiting the branch.



SKYBANKING self-registration: for new users



In the home screen, click the “New to SKYBANKING” option



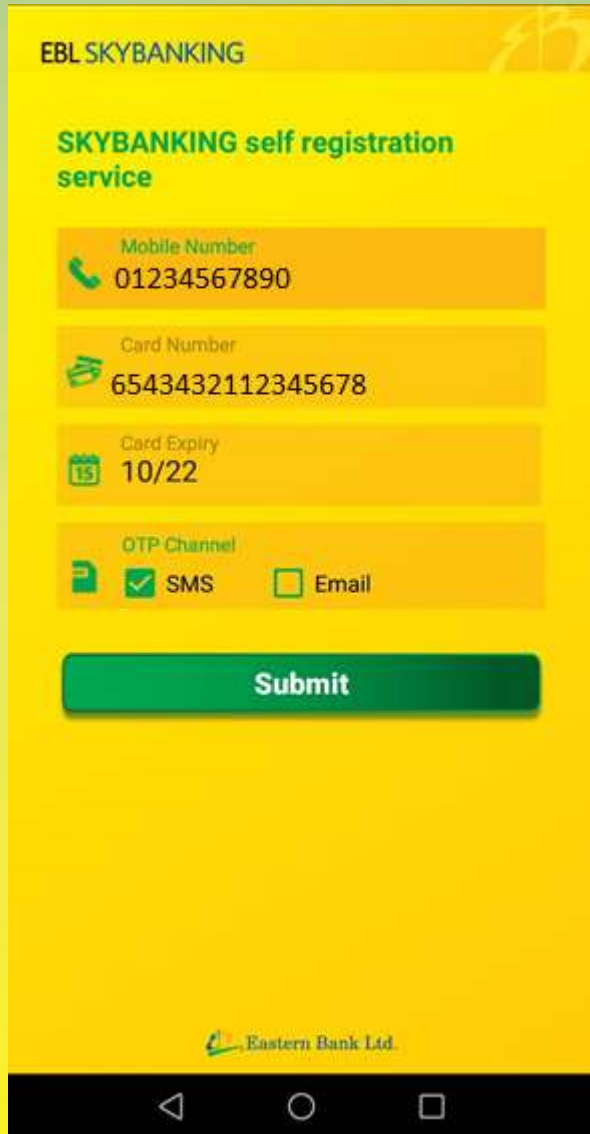
Agree to the terms and conditions



Choose your preferred option for registration

**Registration using card:
for new users**

To Register using EBL Card: new users



EBL SKYBANKING

SKYBANKING self registration service

Mobile Number
01234567890

Card Number
6543432112345678

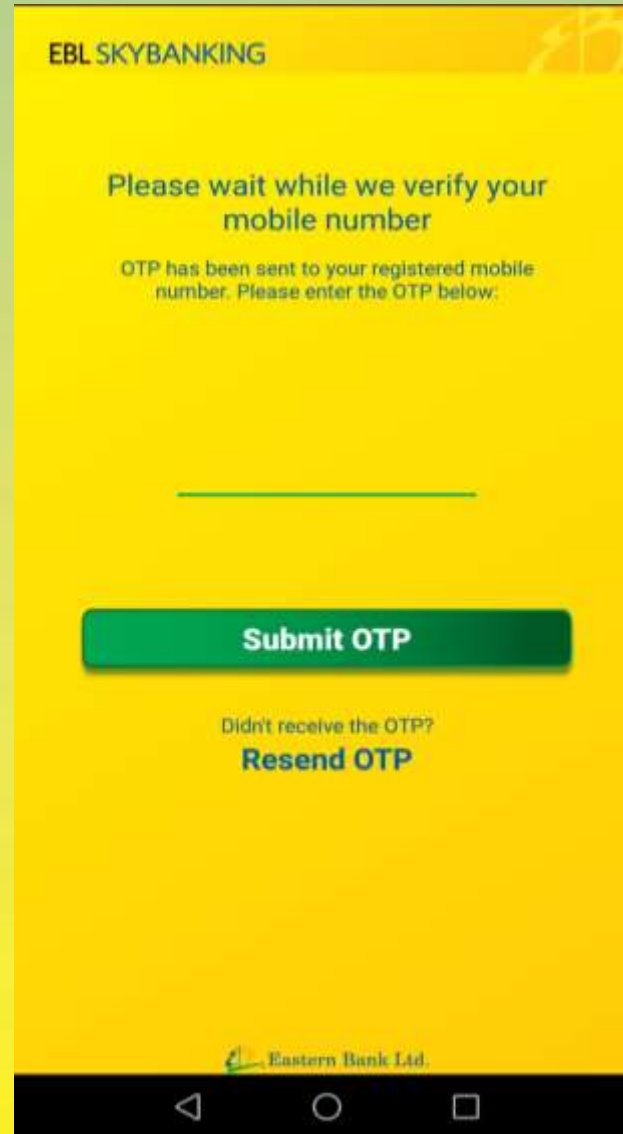
Card Expiry
10/22

OTP Channel
☒ SMS ☐ Email

Submit

Eastern Bank Ltd.

Enter your mobile number, card number, card expiry date and select the OTP channel (SMS/e-mail)



EBL SKYBANKING

Please wait while we verify your mobile number

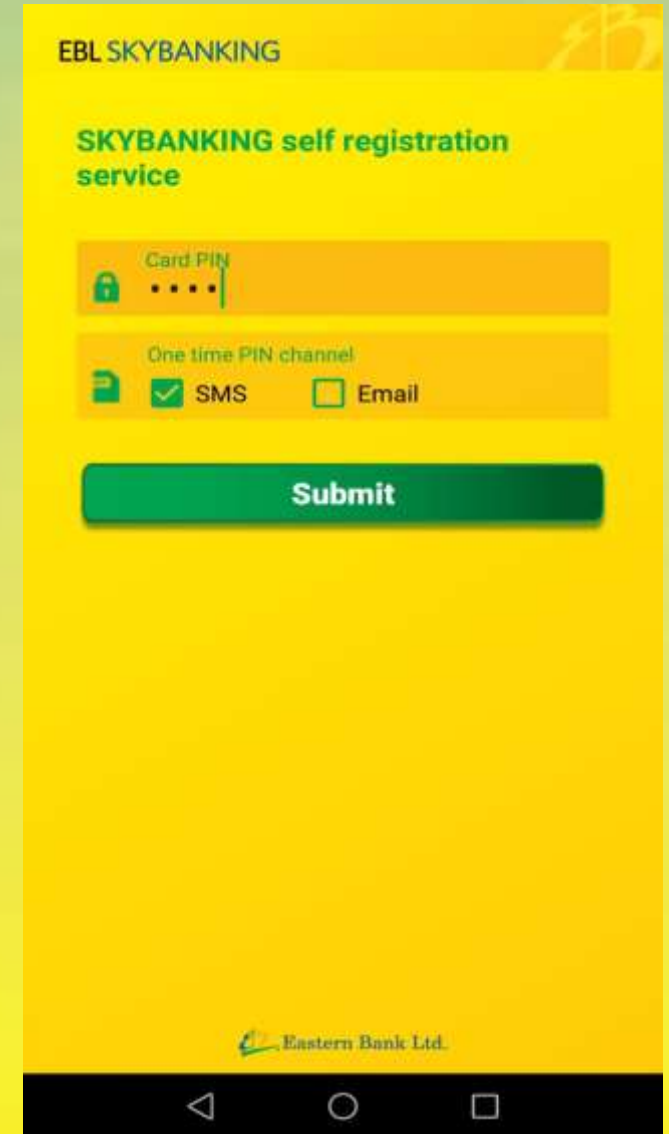
OTP has been sent to your registered mobile number. Please enter the OTP below:

Submit OTP

Didn't receive the OTP?
Resend OTP

Eastern Bank Ltd.

Enter the 6 digit OTP on screen to validate your mobile number



EBL SKYBANKING

SKYBANKING self registration service

Card PIN
.....

One time PIN channel
☒ SMS ☐ Email

Submit

Eastern Bank Ltd.

You will be asked to provide the PIN number of the card that you have used to register for SKYBANKING.

EBL SKYBANKING

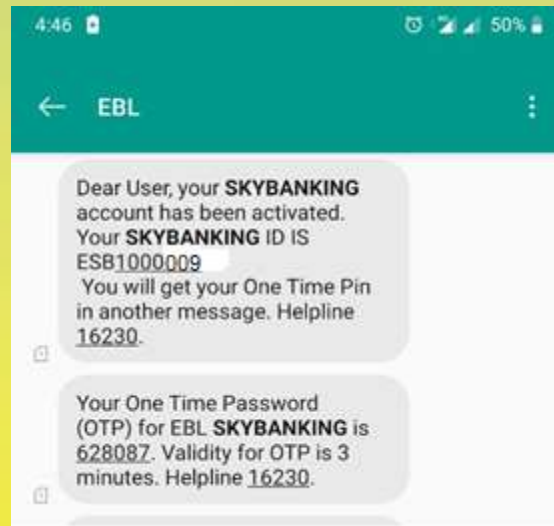
Success

Your SKYBANKING ID has been created successfully. Please store the user ID below and check your email/SMS to find the PIN number for further login.

ESB1000009

Continue

 Eastern Bank Ltd.



Once your card is verified, you will receive SMS and email containing your ID and password. Change your password according to the guideline and continue

EBL SKYBANKING

Change Password

Current Password

••••••

New Password

••••••

Confirm Password

••••••

Back

Change Password

Login Password

Please follow the following rules while changing your password

- Password should be minimum 6 characters.
- Password should be maximum 12 characters.
- Password can contain lowercase alphabets.
- Password can contain uppercase alphabets.
- Password can contain numeric characters.

 Eastern Bank Ltd.

EBL SKYBANKING

ID

ESB1000009

PASSWORD

OR

New to SKYBANKING? Register here

Forgot EBL SKYBANKING ID or Password

Contact EBL

Eastern Bank Ltd.

EBL SKYBANKING

Fingerprint

Logout

Change
Password

Banking

Billpay

Back

EBL Cards

Banking with EBL > EBL Cards

USER NAME

360901****3194

Diners Club International Card

434980*****0485

Visa Credit Card


Eastern Bank Ltd.

Enter your new password to login to EBL SKYBANKING


**Registration without card: new
users**


EBL SKYBANKING


SKYBANKING Self Registration Service


 Customer ID

If you do not know your Customer ID, please call 16230

 Mobile Number


 Account Number

 Select Branch

 Date of Birth

OTP, SKYBANKING ID and Password will be sent to your email address registered with your EBL account

Submit

 Eastern Bank Ltd.


Enter your 7-digit customer ID, mobile number, account number, account opening branch and date of birth

EBL SKYBANKING

Please enter the OTP sent to your email address

Submit OTP

Didn't receive the OTP?
Resend OTP

 Eastern Bank Ltd.

Enter the OTP to verify your mobile number


EBL SKYBANKING

Success

Your SKYBANKING ID has been created successfully. Please store the user ID below and check your email/SMS to find the PIN number for further login.

ESB1000188

Continue

 Eastern Bank Ltd.

Customer will receive an ID and will receive a call from the contact center within 24 hours to complete the registration process

EBL SKYBANKING

Change Password

Current Password
••••••

New Password
••••••

Confirm Password
••••••

[Back](#) [Change Password](#)

Login Password
Please follow the following rules while changing your password
-Password should be minimum 6 characters.
-Password should be maximum 12 characters.
-Password can contain lowercase alphabets.
-Password can contain uppercase alphabets.
-Password can contain numeric characters.

Eastern Bank Ltd.

EBL SKYBANKING

Menu Fingerprint Logout *** Change Password Banking

[Back](#) **Account**

[Home](#) > Banking with EBL > Account

USER NAME

[Current & Savings Account Information](#) >

[Fixed Deposit/DPS Information](#) >

[Loan Information](#) >

[Last 5 Transactions](#) >

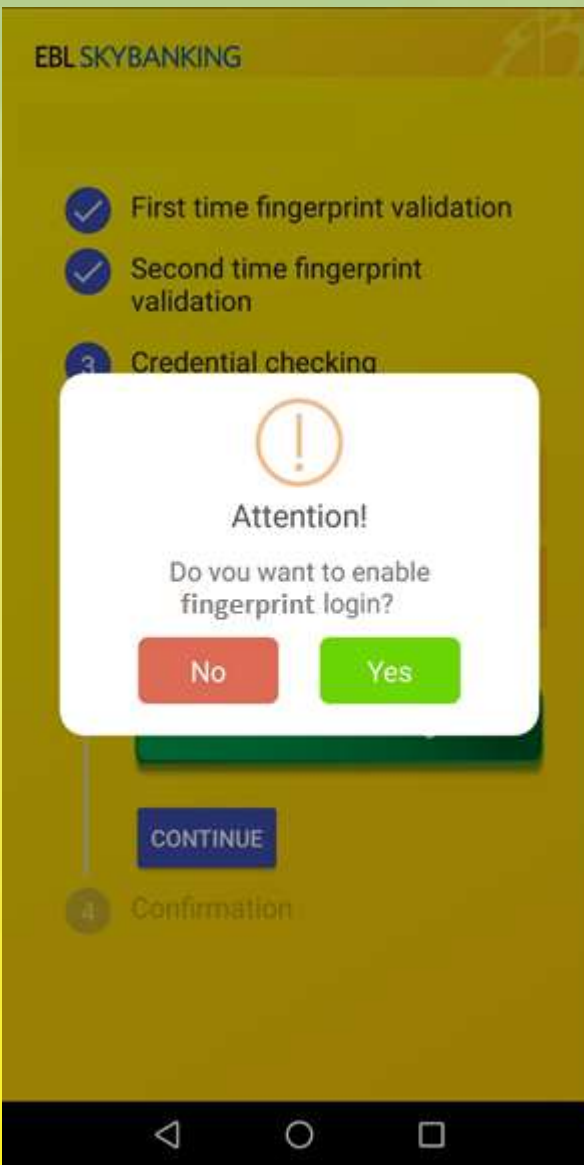
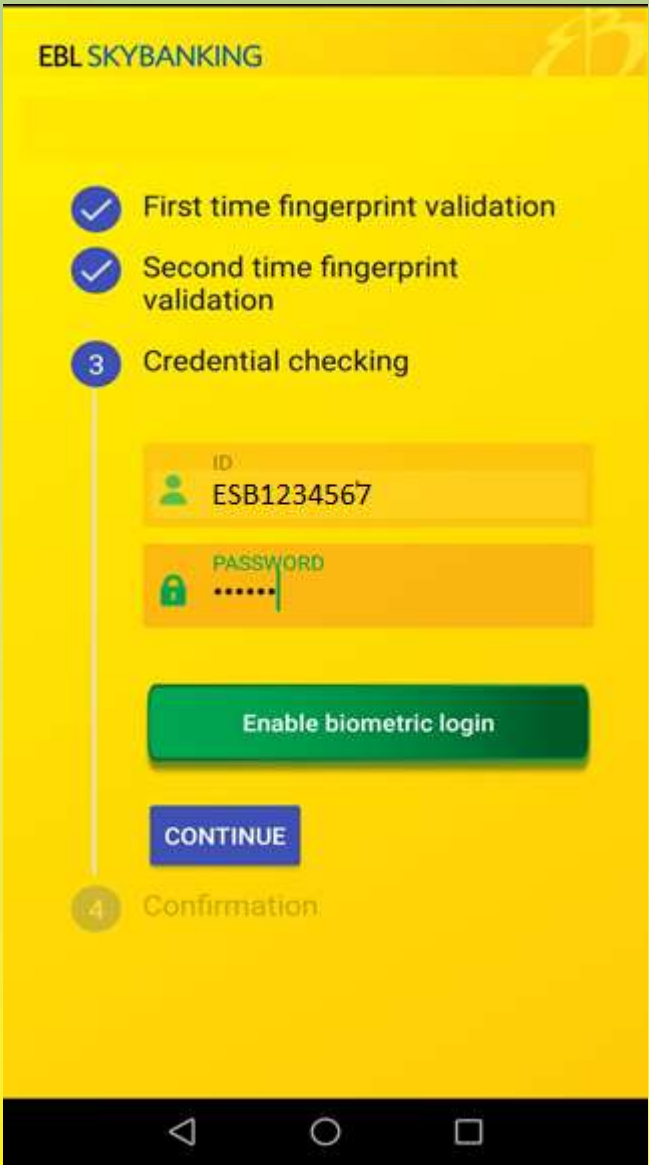
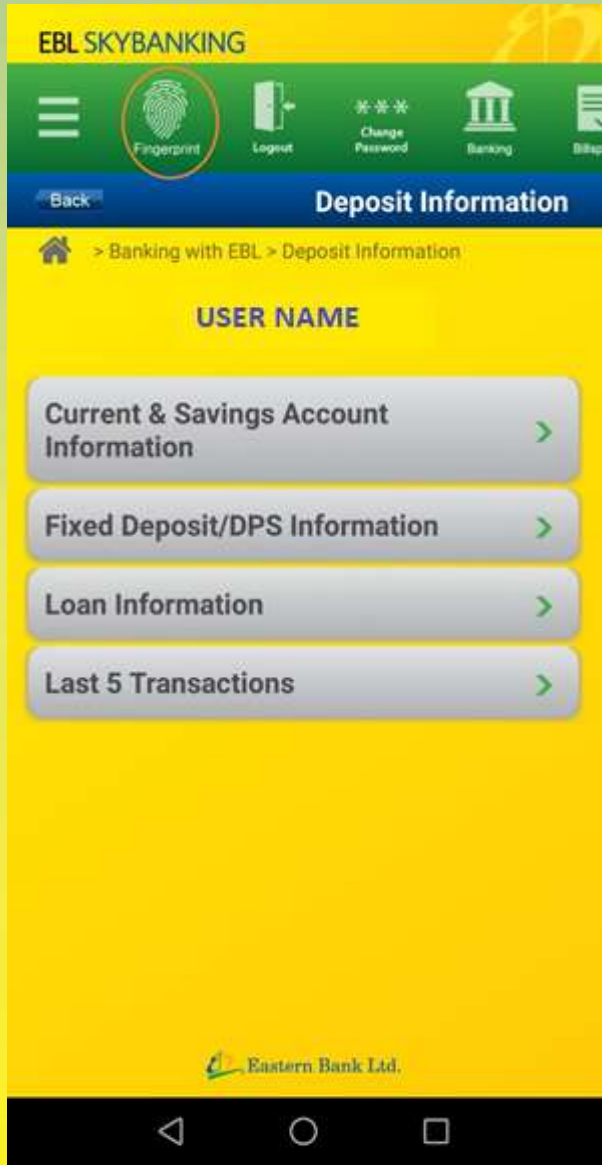
[Sync my accounts](#)

Eastern Bank Ltd.

After successful registration, the customer will be sent two separate email containing EBL SKYBANKING ID and One-time PIN. Change the password and login to SKYBANKING. You can only view your account details if you register

Fingerprint Login

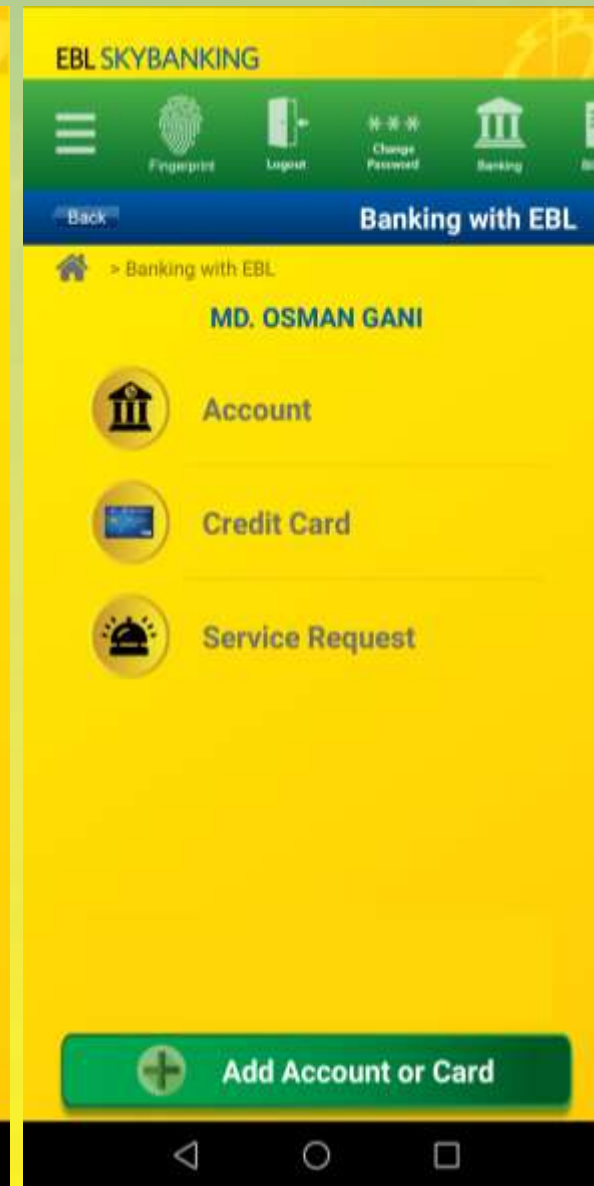
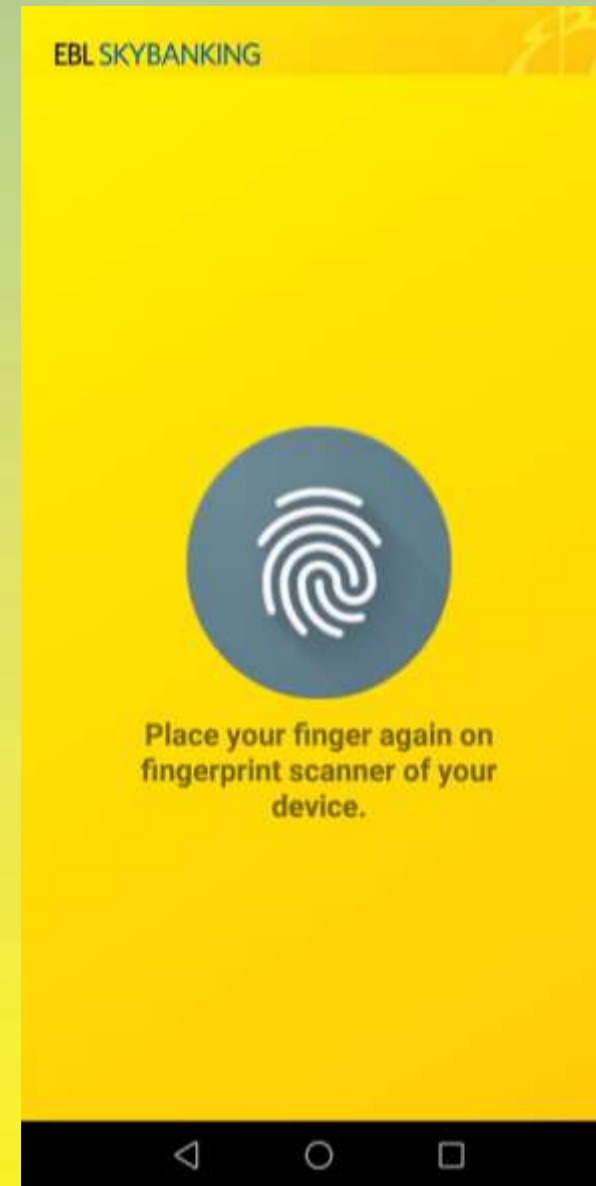
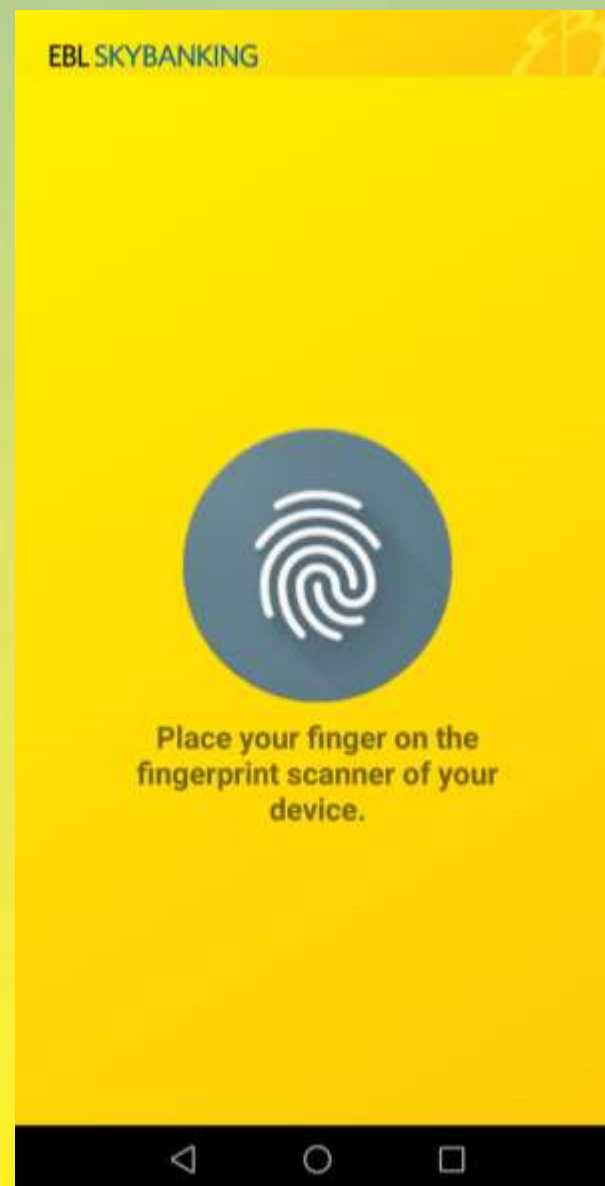
How to enable fingerprint login?



Place the fingerprint on the fingerprint scanner and reconfirm it and enter your ID and password to tag your fingerprint with your SKYBANKING account.

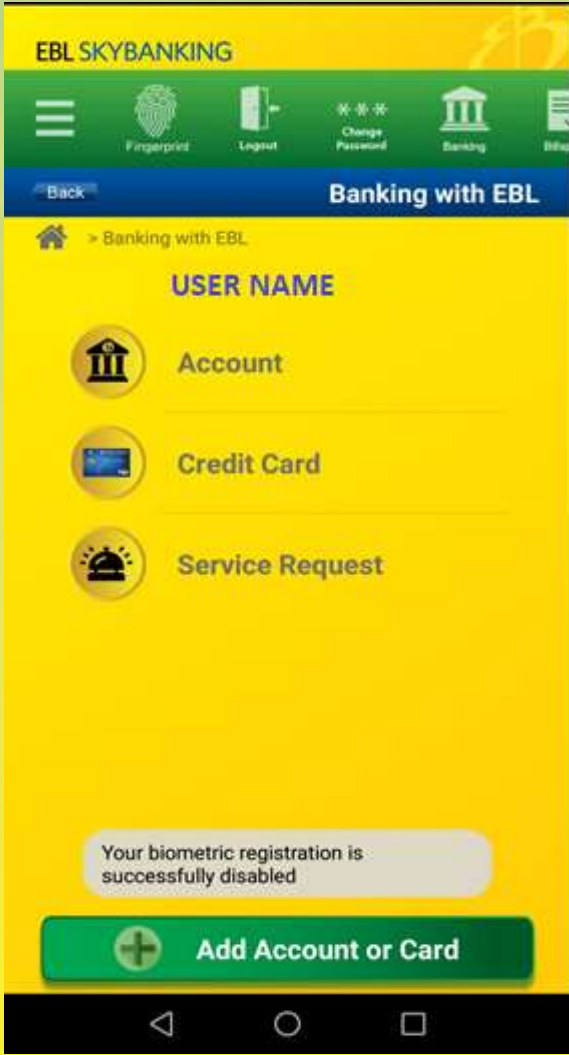
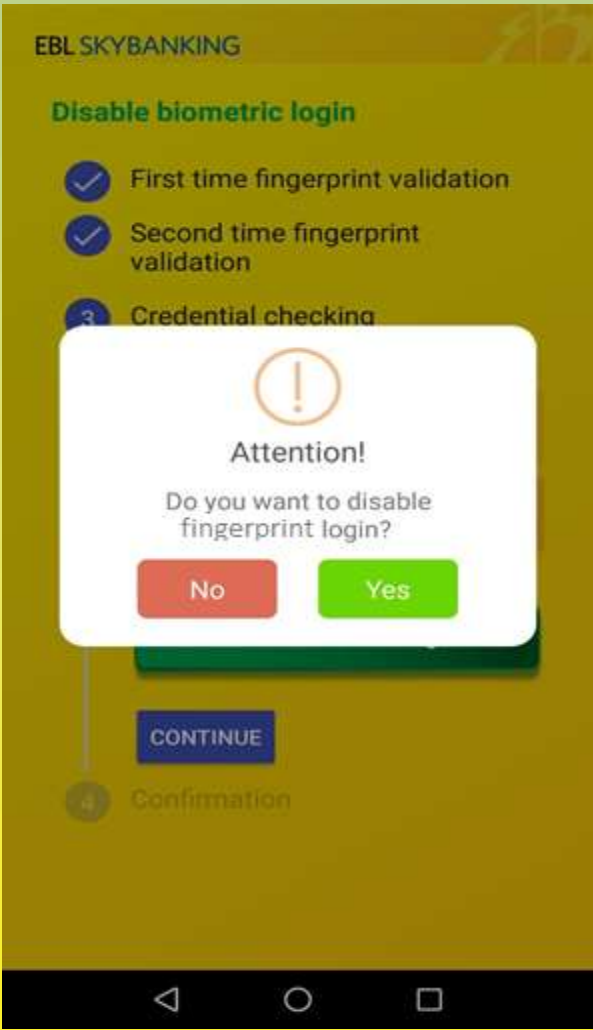
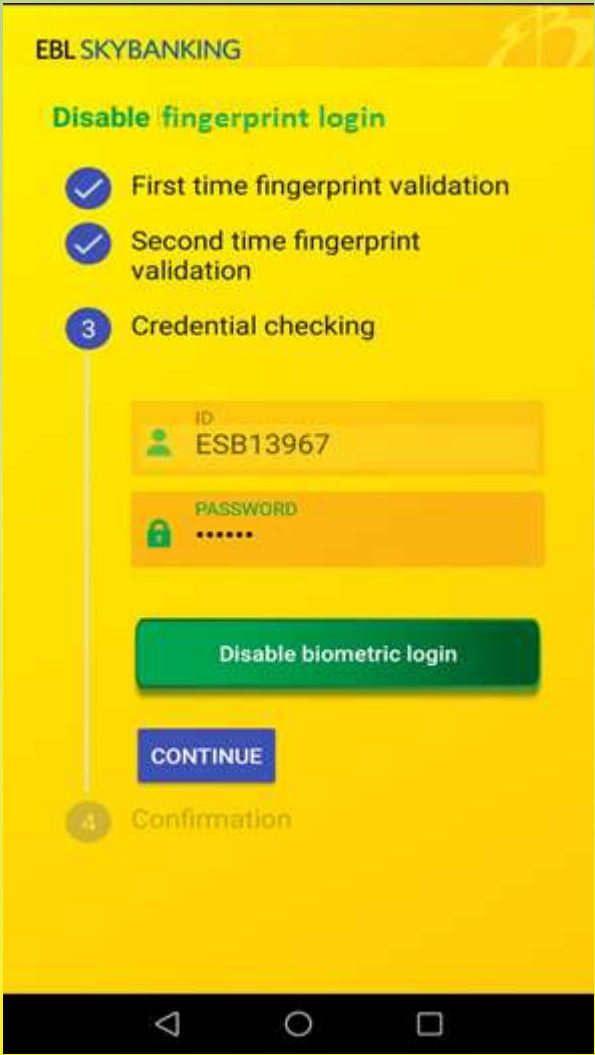
Please note that fingerprint login is only available on devices containing fingerprint scanners. The fingerprint set with your device will be applicable for biometric login.

How to use fingerprint login?



Once your fingerprint is tagged with SKYBANKING, click the fingerprint icon on the SKYBANKING home screen and confirm your fingerprint to login to SKYBANKING.

How to disable fingerprint login?



Password reset:

EBL SKYBANKING

ID ☒ Save ID



OR



[New to SKYBANKING? Register here](#)

[Forgot EBL SKYBANKING ID or Password](#)

[Contact EBL](#)

 Eastern Bank Ltd.

EBL SKYBANKING

SKYBANKING Self Password Reset Service

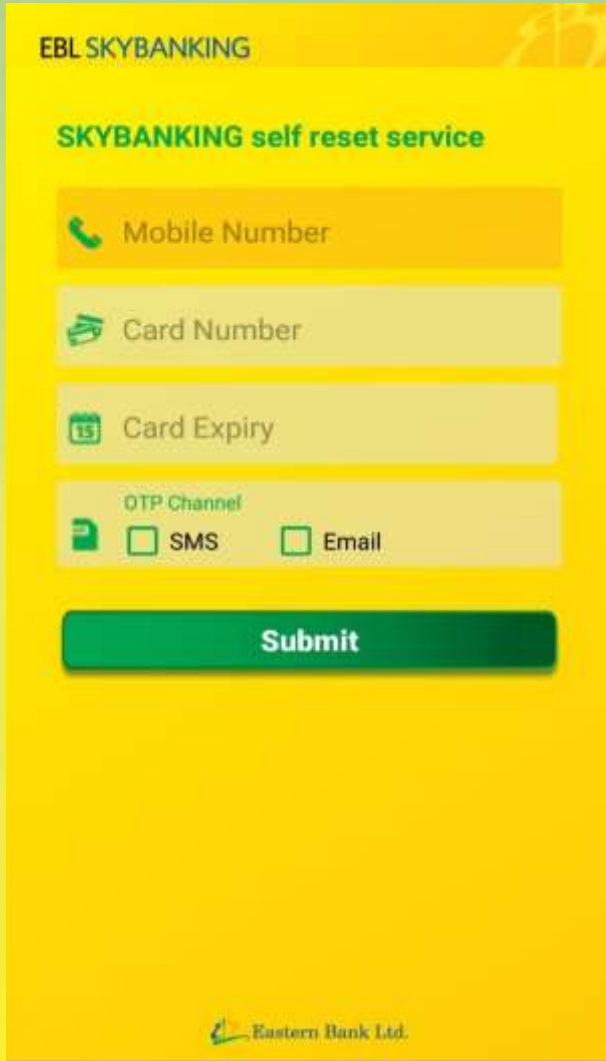
 **With Cards**
Debit, Credit, Prepaid Card

 **Without Cards**
Account Number, Customer ID required

 Eastern Bank Ltd.

After selecting the forgot password option, based on the selection method of your password reset i.e. using account or card credentials, reset your password

To reset password using card details:



EBL SKYBANKING

SKYBANKING self reset service

Mobile Number

Card Number

Card Expiry

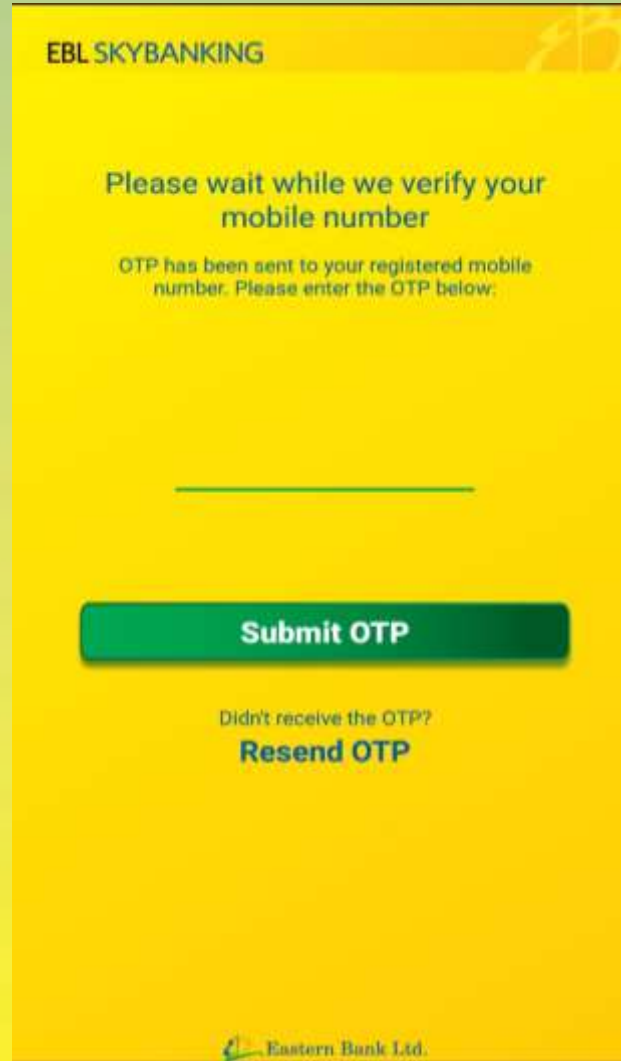
OTP Channel

☐ SMS ☐ Email

Submit

Eastern Bank Ltd.

Enter your mobile number, card number, card expiry date and select the OTP channel (SMS/e-mail)



EBL SKYBANKING

Please wait while we verify your mobile number

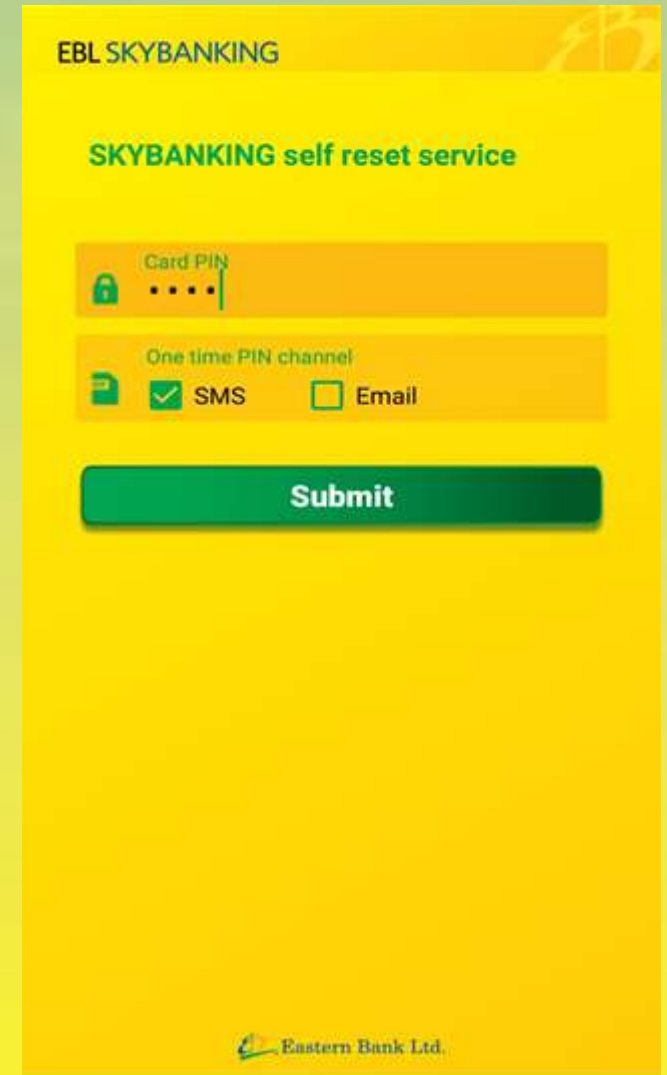
OTP has been sent to your registered mobile number. Please enter the OTP below:

Submit OTP

Didn't receive the OTP?
Resend OTP

Eastern Bank Ltd.

Enter the 6 digit OTP on screen to validate your mobile number



EBL SKYBANKING

SKYBANKING self reset service

Card PIN

One time PIN channel

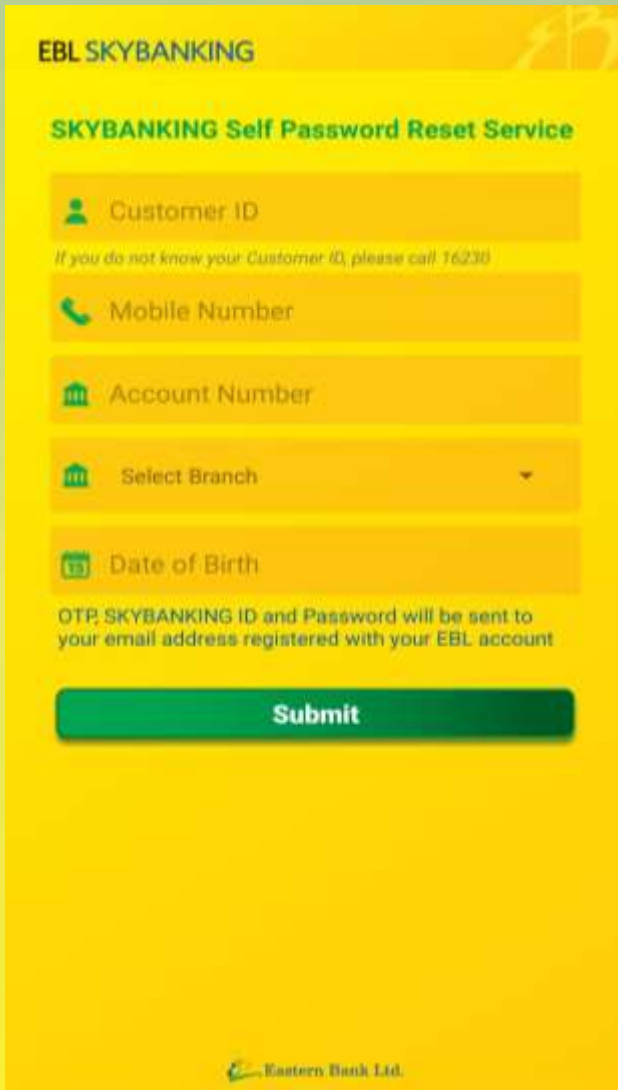
☒ SMS ☐ Email

Submit

Eastern Bank Ltd.


You will be asked to provide the PIN number of the card that you have used to register for SKYBANKING.


To reset password using account details:





EBL SKYBANKING


SKYBANKING Self Password Reset Service

 Customer ID
If you do not know your Customer ID, please call 16230

 Mobile Number


 Account Number

 Select Branch ▼

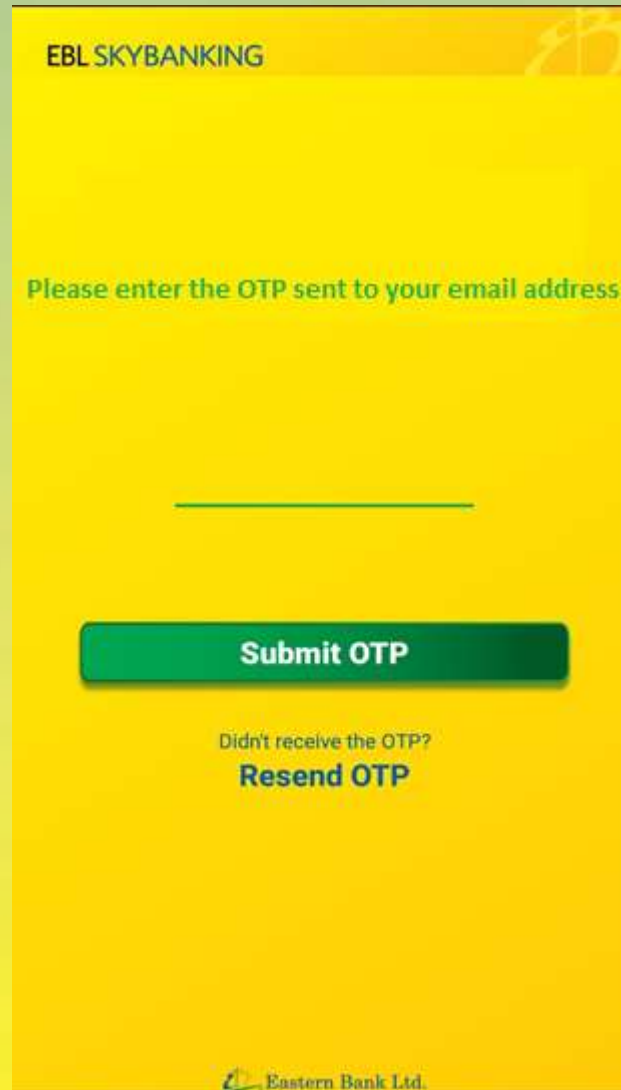
 Date of Birth

OTP, SKYBANKING ID and Password will be sent to your email address registered with your EBL account

Submit

 Eastern Bank Ltd.

Enter your customer ID, registered mobile number, account number, account opening branch and date of birth




EBL SKYBANKING

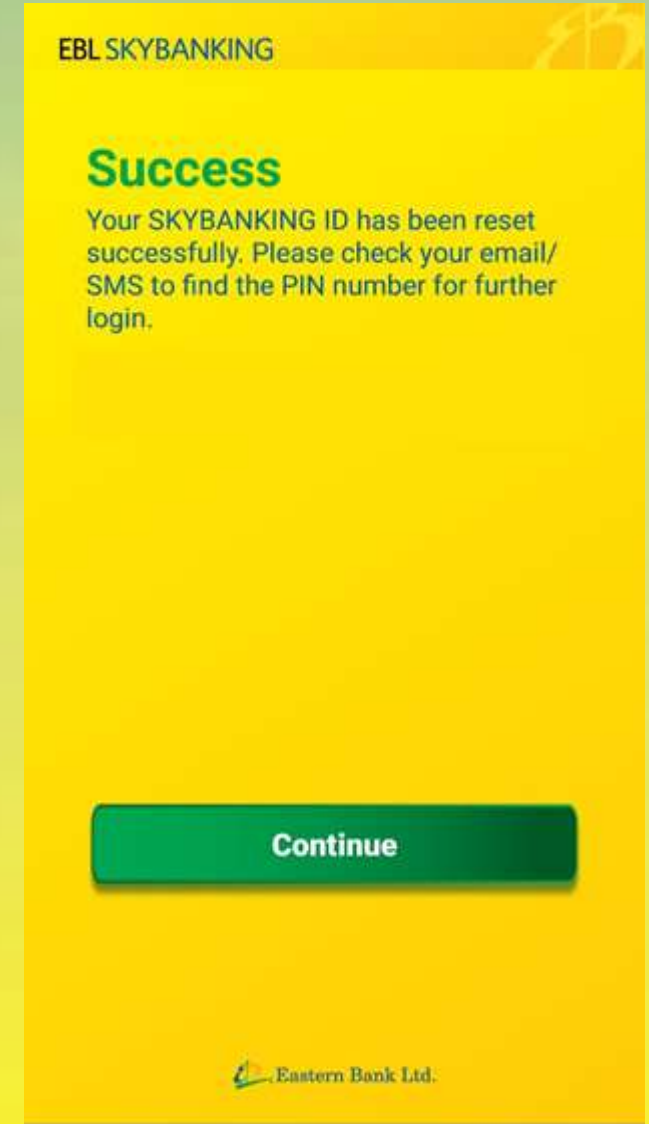
Please enter the OTP sent to your email address

Submit OTP

Didn't receive the OTP?
Resend OTP

 Eastern Bank Ltd.

Enter the 6 digit OTP on screen to validate your mobile number




EBL SKYBANKING

Success

Your SKYBANKING ID has been reset successfully. Please check your email/ SMS to find the PIN number for further login.

Continue

 Eastern Bank Ltd.

You will be contacted by a contact center executive for completion of password reset

Changing your password: self reset

EBL SKYBANKING

Change Password

Current Password
••••••


New Password
••••••

Confirm Password
••••••

[Back](#) [Change Password](#)

Login Password
Please follow the following rules while changing your password

- Password should be minimum 6 characters.
- Password should be maximum 12 characters.
- Password can contain lowercase alphabets.
- Password can contain uppercase alphabets.
- Password can contain numeric characters.

 Eastern Bank Ltd.


EBL SKYBANKING


[Menu](#) [Fingerprint](#) [Logout](#) [*** Change Password](#) [Banking](#) [Billing](#)


[Back](#) **EBL Cards**

[Home](#) Banking with EBL > EBL Cards

USER NAME

 **360901****3194**
Diners Club International Card

 **434980*****0485**
Visa Credit Card

 Eastern Bank Ltd.

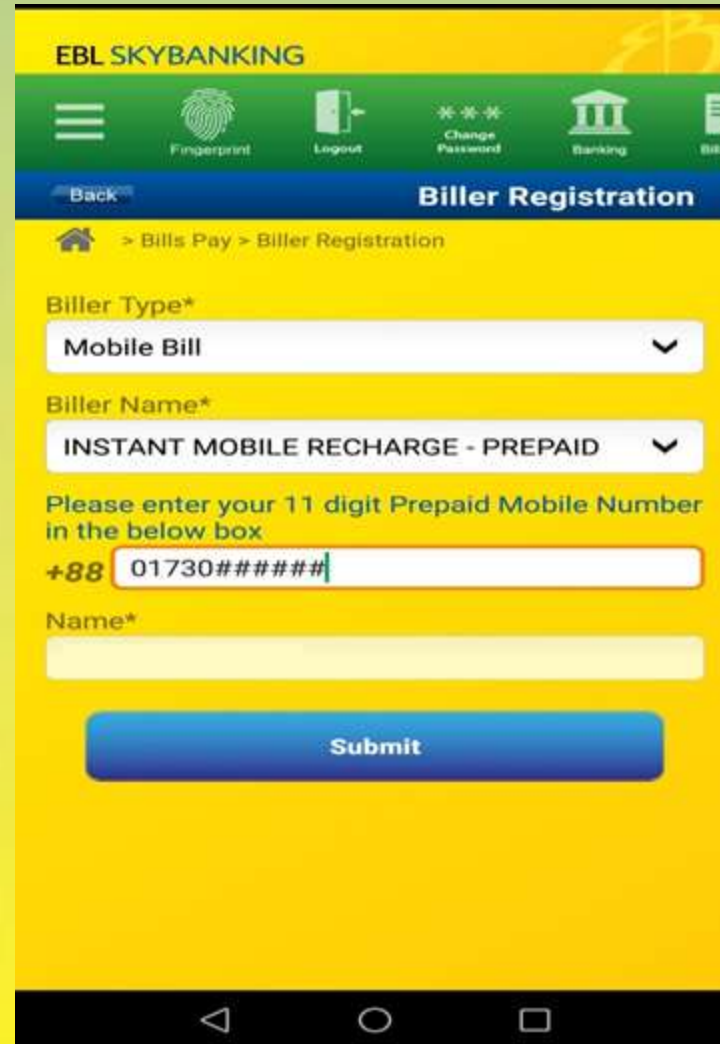
Upon receiving the one time PIN, change the SKYBANKING password and use it to login to SKYBANKING

**Bills Pay using card or
account**

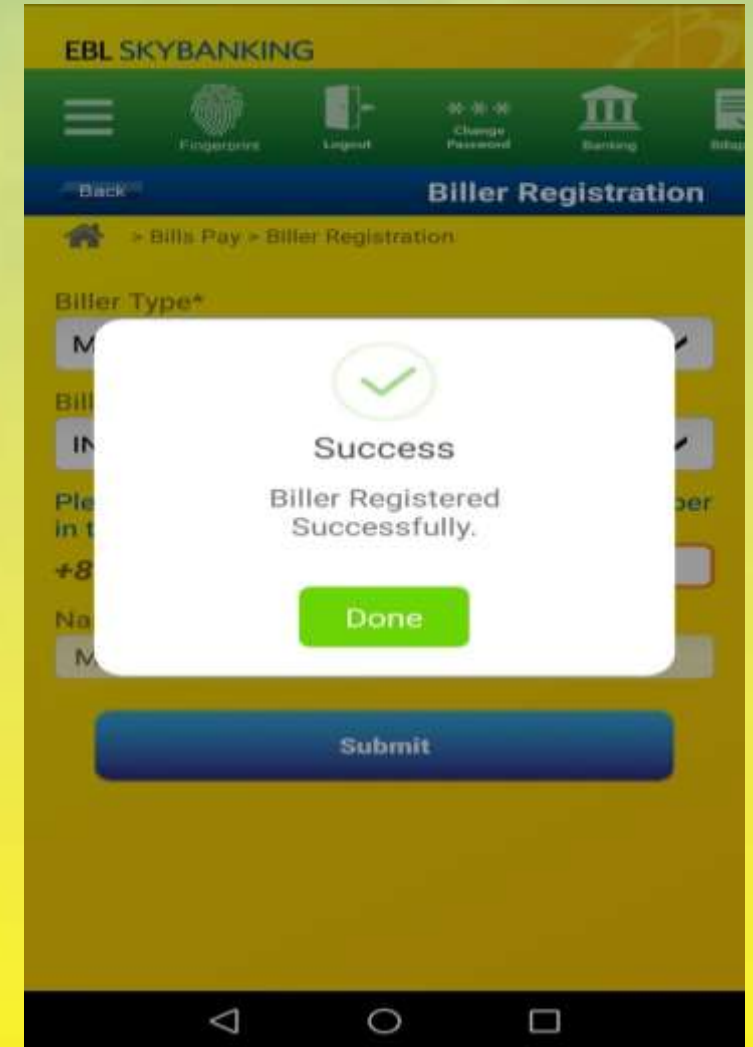
New biller registration



Click the option "Register biller" to register the biller

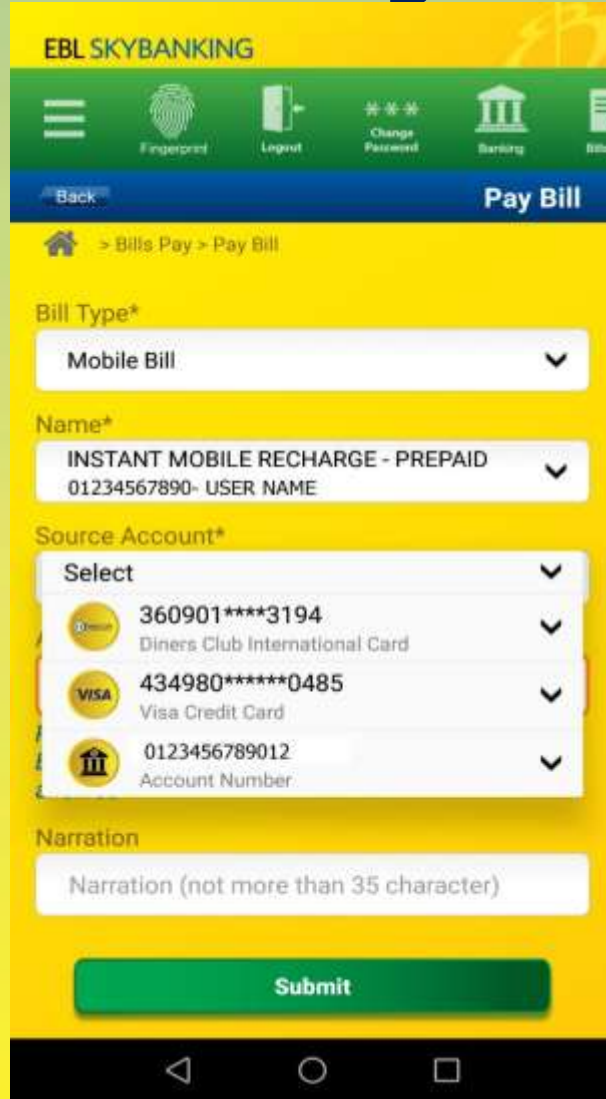


Provide the biller credentials. For example if mobile recharge is selected, provide the 11 digit mobile number and set a biller name to register the biller.



Upon successful registration of the biller, a success message will appear

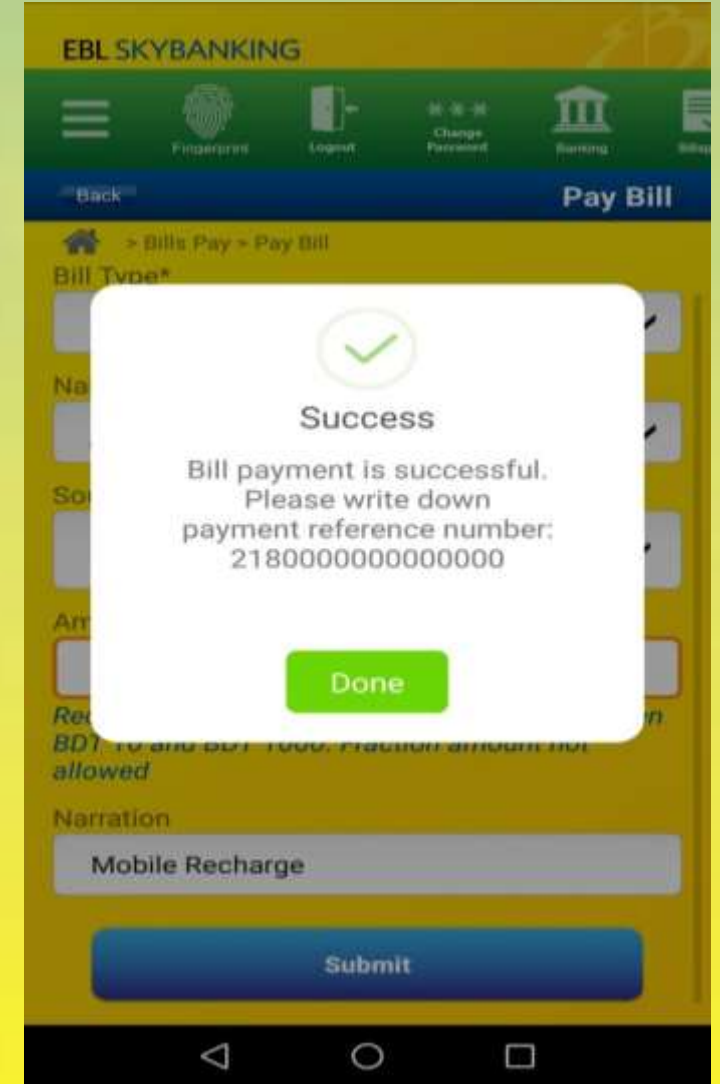
Performing the bills pay



Once the biller is registered, select the “Pay Bill” option. Choose “Bill Type”, provide a “Bill Name”, Select the source account (cards or account tagged with the app). Provide a narration for the bill and press submit



Confirm the transaction details and proceed



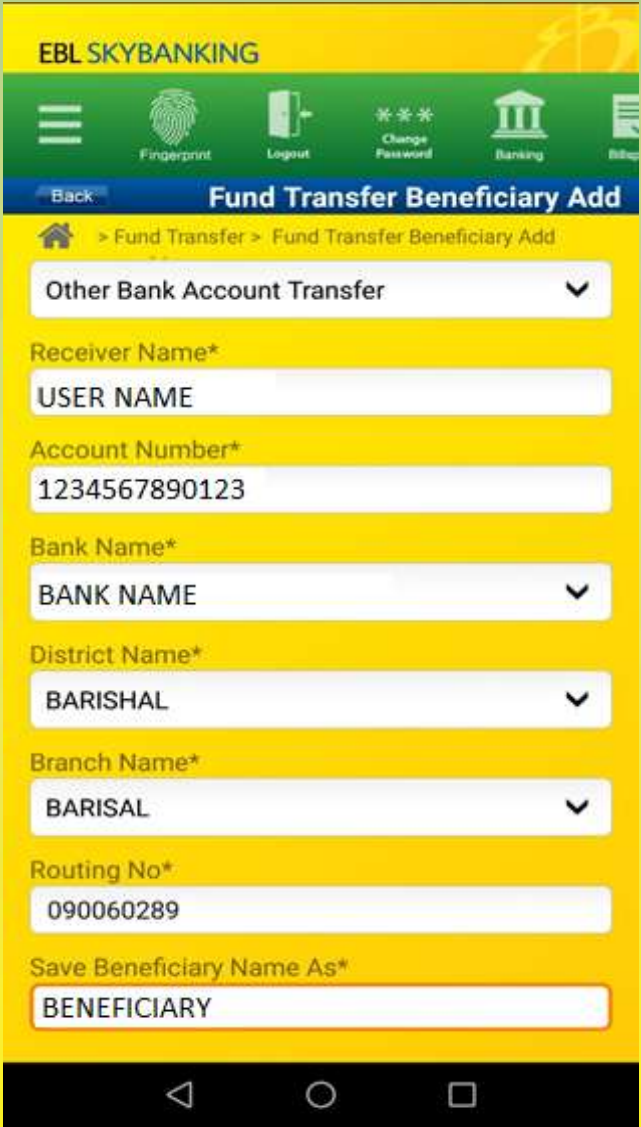
Upon successful bill payment, a success message will appear with a payment reference number.

Performing a fund transfer

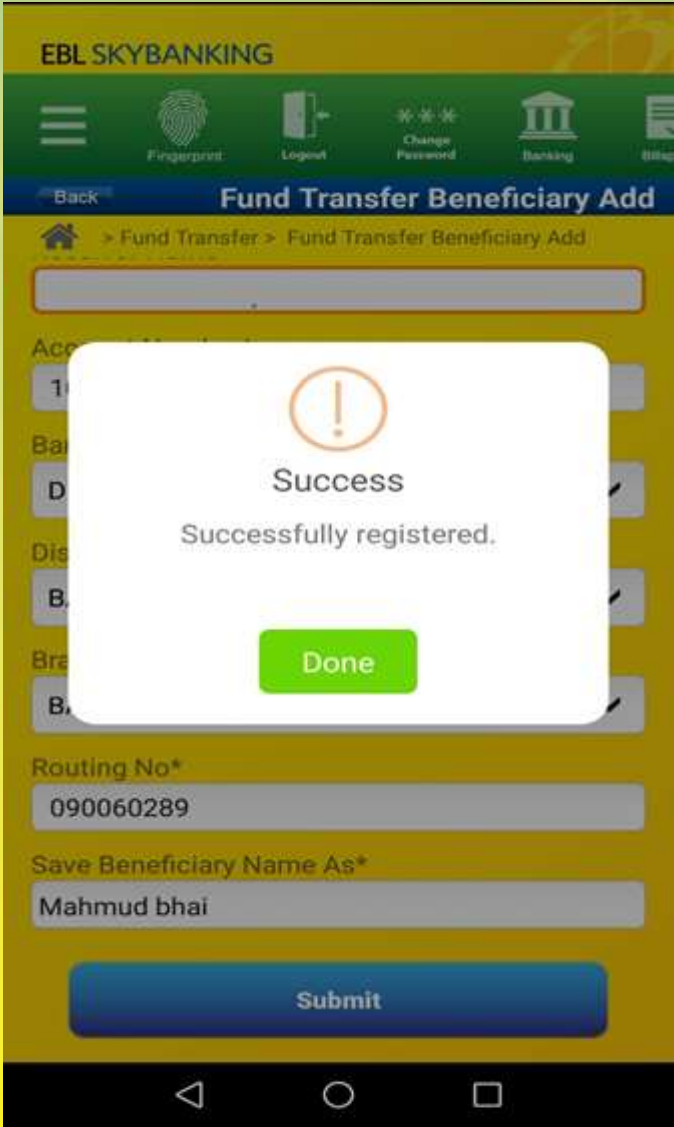
Adding beneficiary for fund transfers



Select fund transfer beneficiary add

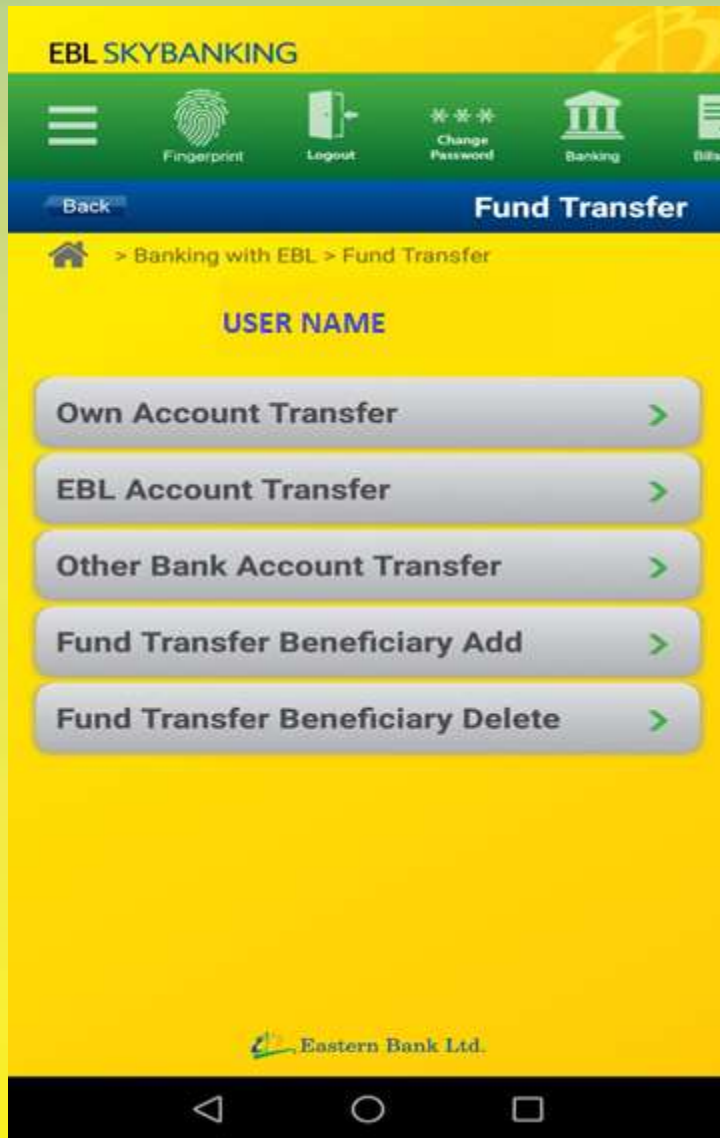


The customer will select the type of fund transfer, provide the receiver name, select the bank, district, branch name and save the beneficiary name



Upon the successful registration of biller, a success message will appear.

Performing a fund transfer



EBL SKYBANKING

Menu icons: Hamburger, Fingerprint, Logout, Change Password, Banking, Bills

Back Fund Transfer

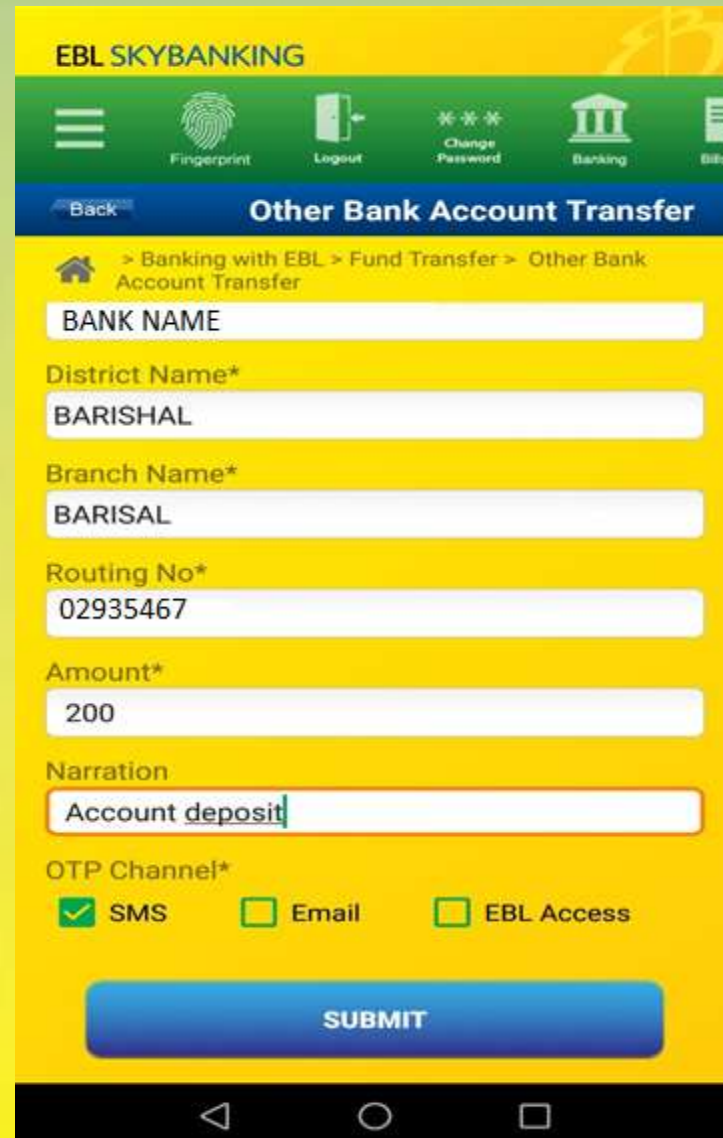
> Banking with EBL > Fund Transfer

USER NAME

- Own Account Transfer >
- EBL Account Transfer >
- Other Bank Account Transfer >
- Fund Transfer Beneficiary Add >
- Fund Transfer Beneficiary Delete >

Eastern Bank Ltd.

Based on the addition of beneficiary, select the type of fund transfer you wish to perform.



EBL SKYBANKING

Menu icons: Hamburger, Fingerprint, Logout, Change Password, Banking, Bills

Back Other Bank Account Transfer

> Banking with EBL > Fund Transfer > Other Bank Account Transfer

BANK NAME

District Name*
BARISHAL

Branch Name*
BARISAL

Routing No*
02935467

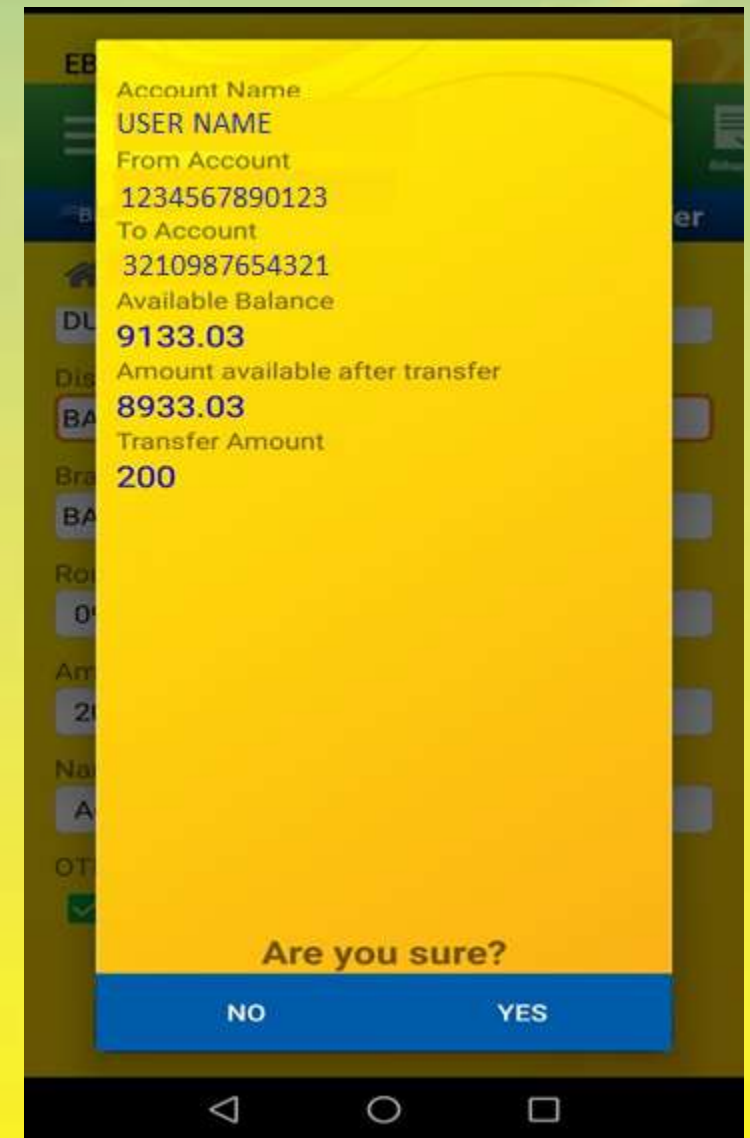
Amount*
200

Narration
Account deposit

OTP Channel*
☒ SMS ☐ Email ☐ EBL Access

SUBMIT

Provide the transaction amount and narration and select the OTP Channel



EBL SKYBANKING

Menu icons: Hamburger, Fingerprint, Logout, Change Password, Banking, Bills

Back Other Bank Account Transfer

> Banking with EBL > Fund Transfer > Other Bank Account Transfer

Account Name
USER NAME

From Account
1234567890123

To Account
3210987654321

Available Balance
9133.03

Amount available after transfer
8933.03

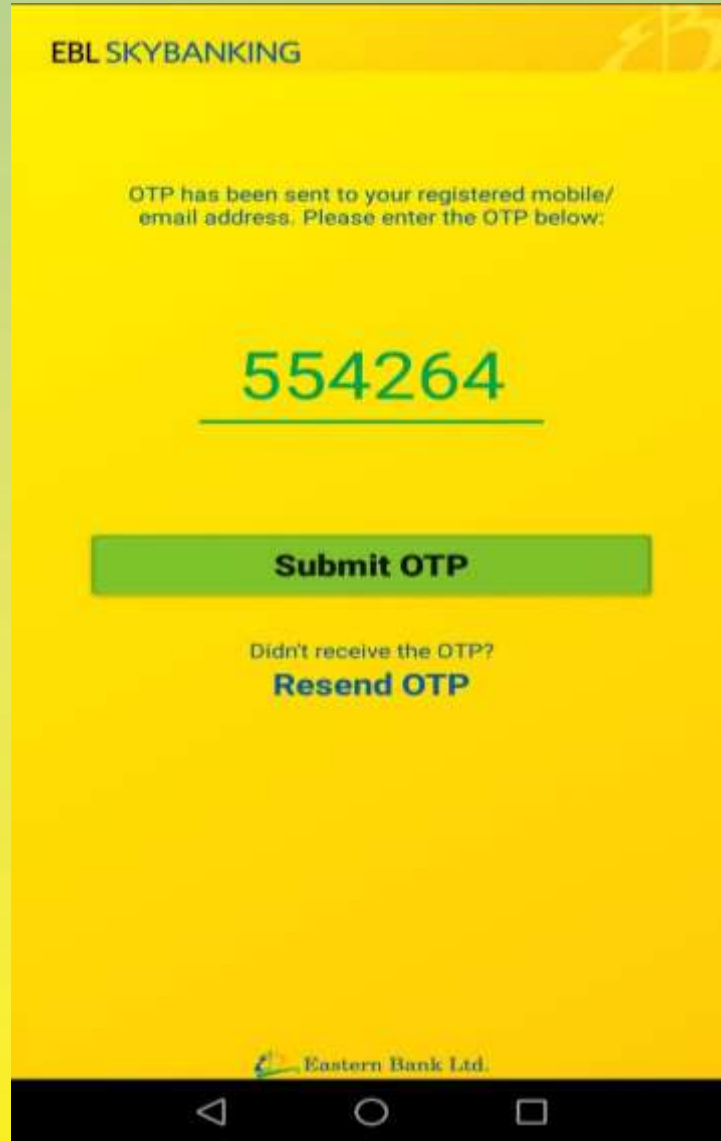
Transfer Amount
200

Are you sure?

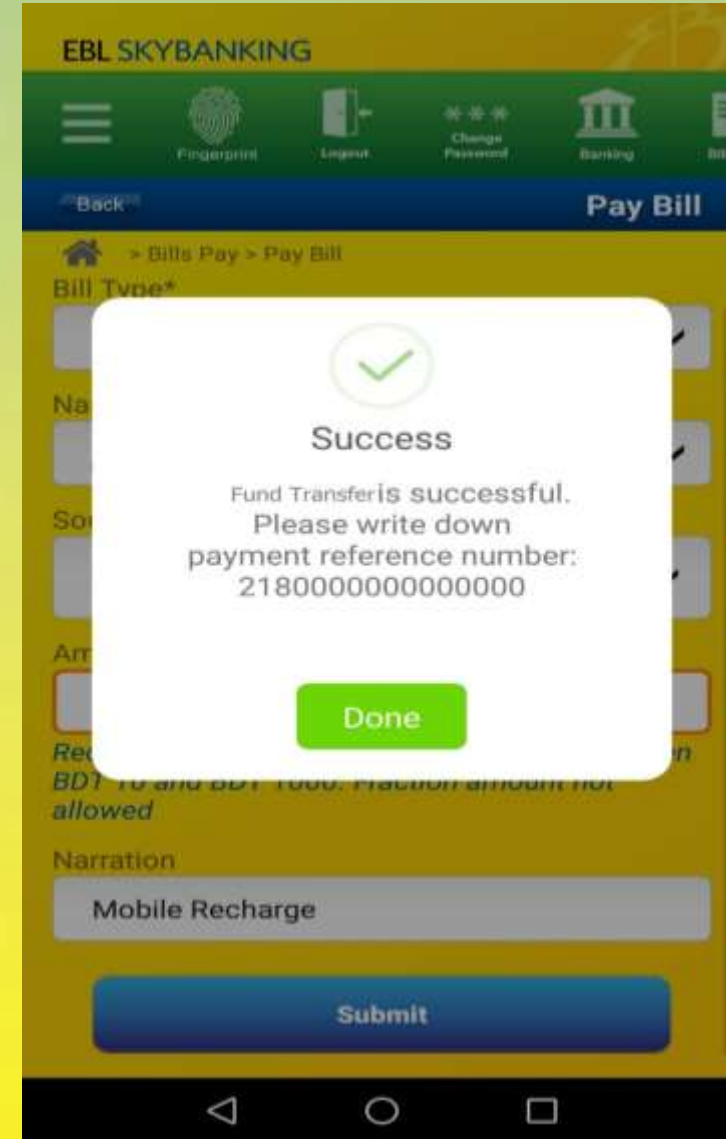
NO YES

Confirm all the transaction information and proceed.

Performing a fund transfer



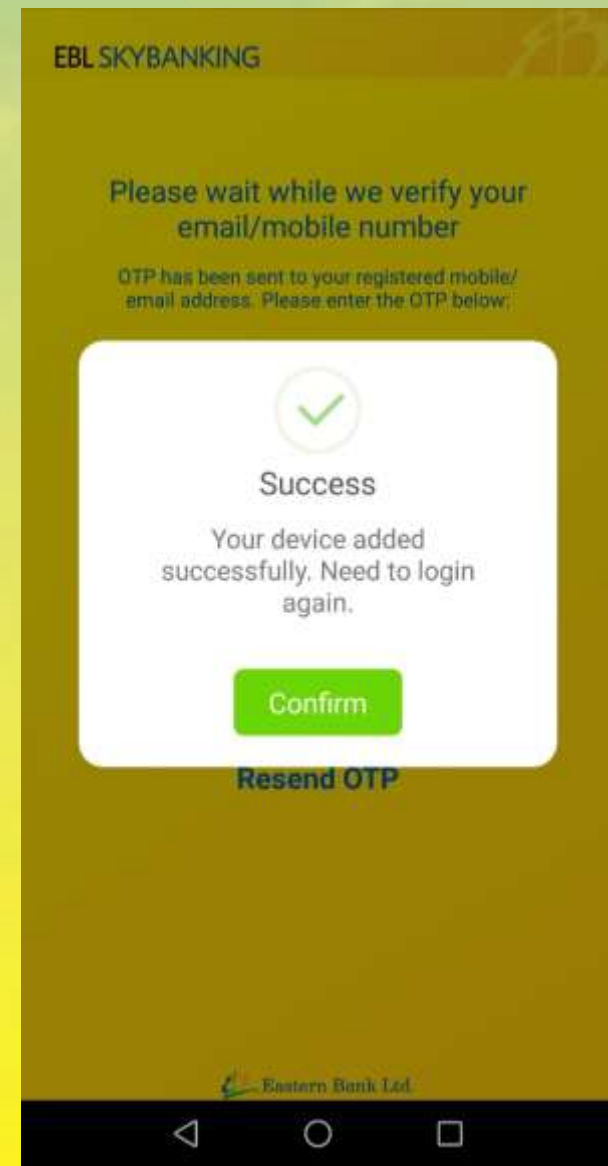
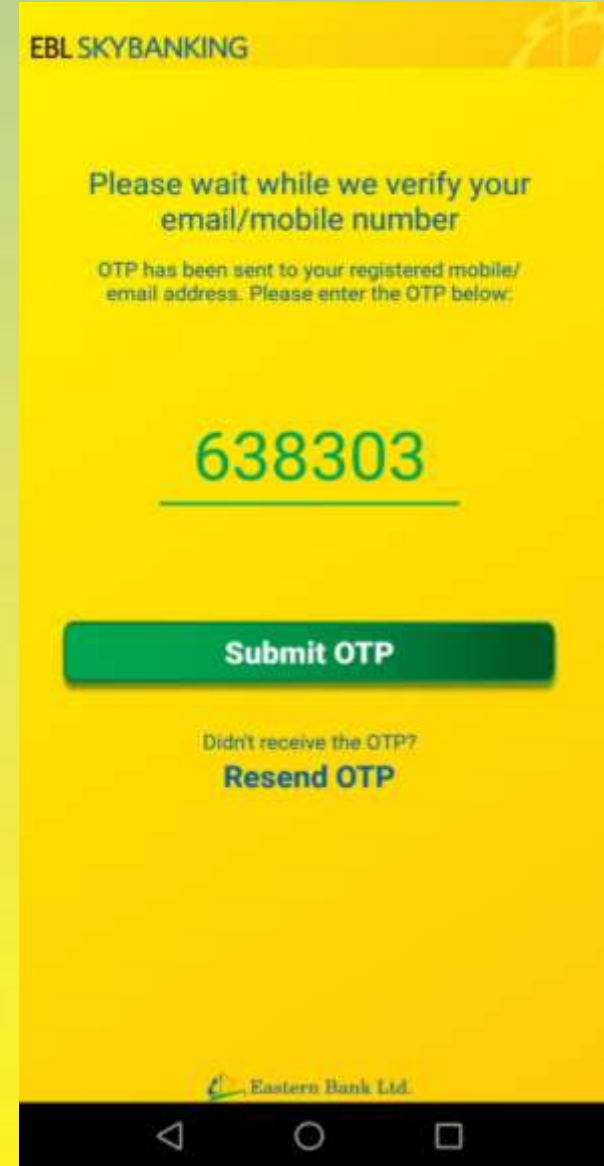
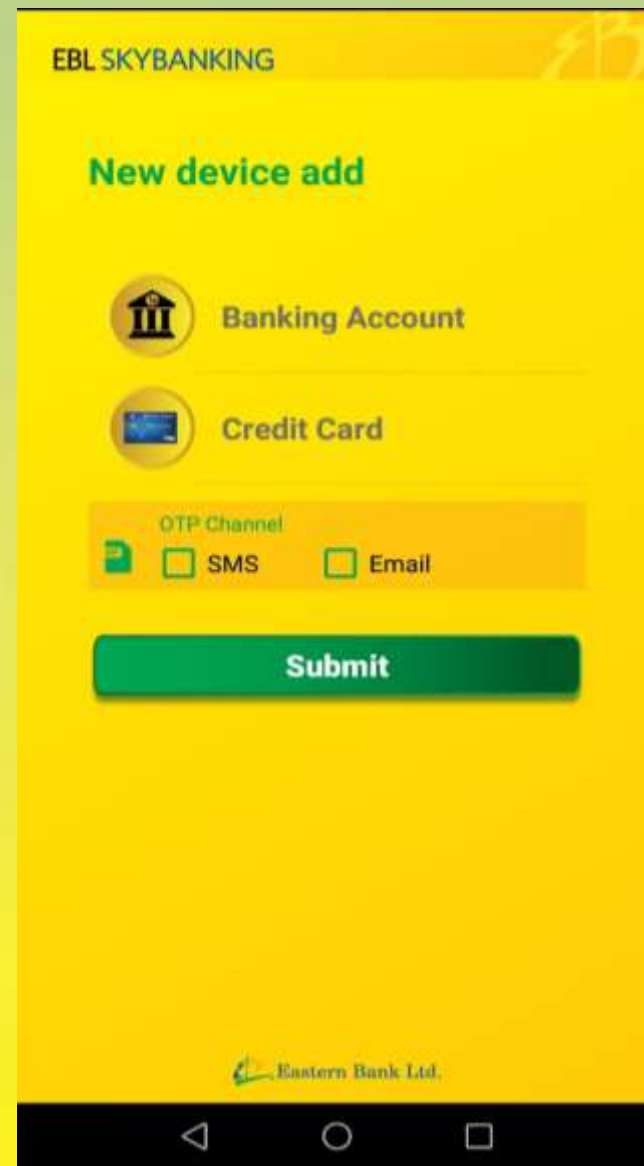
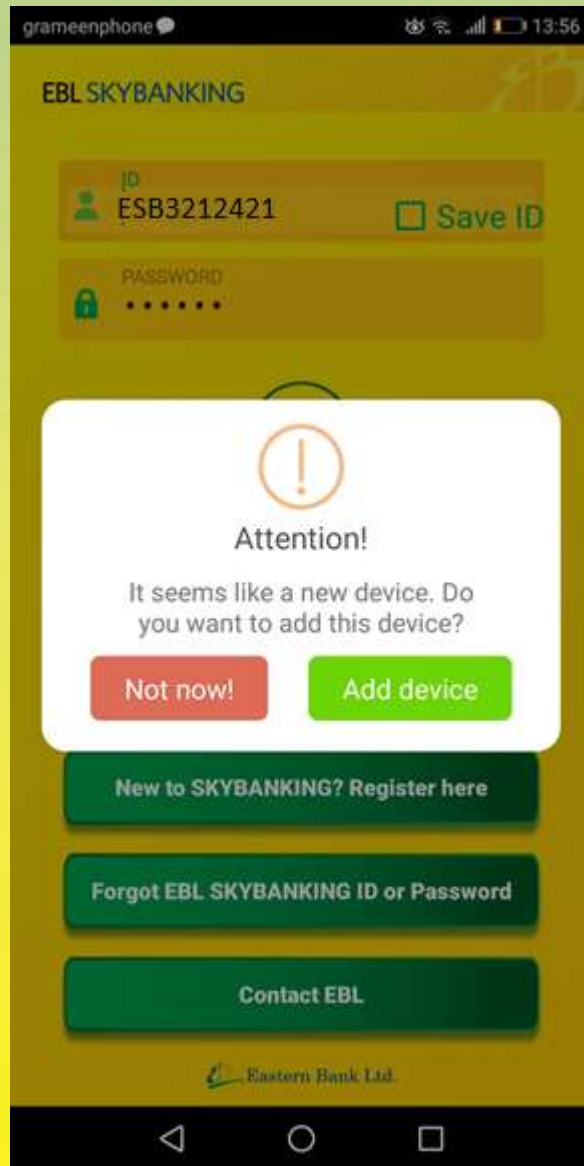
Enter the received 6-digit OTP to authenticate your transaction



Upon successful transaction, you will receive a success message along with a payment reference number.

Adding a new device

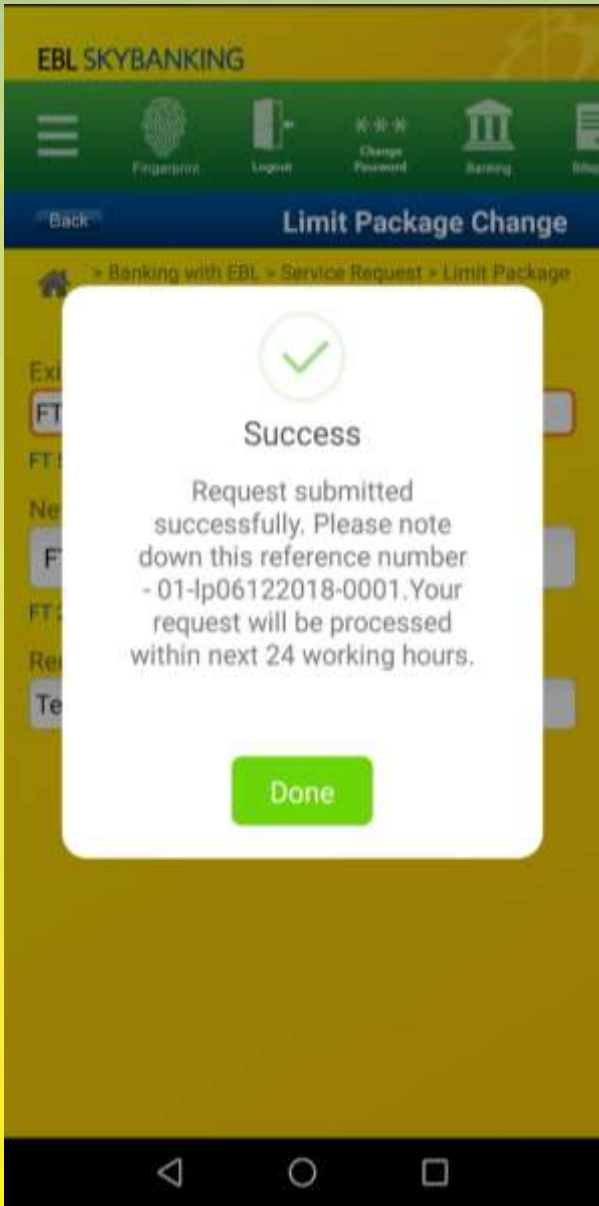
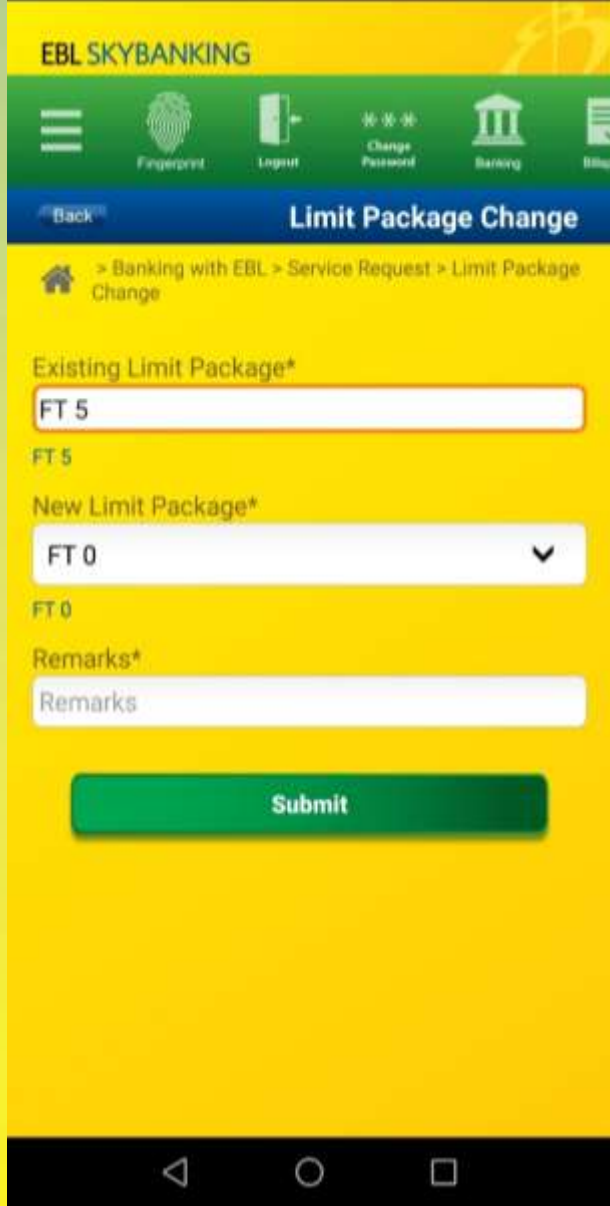
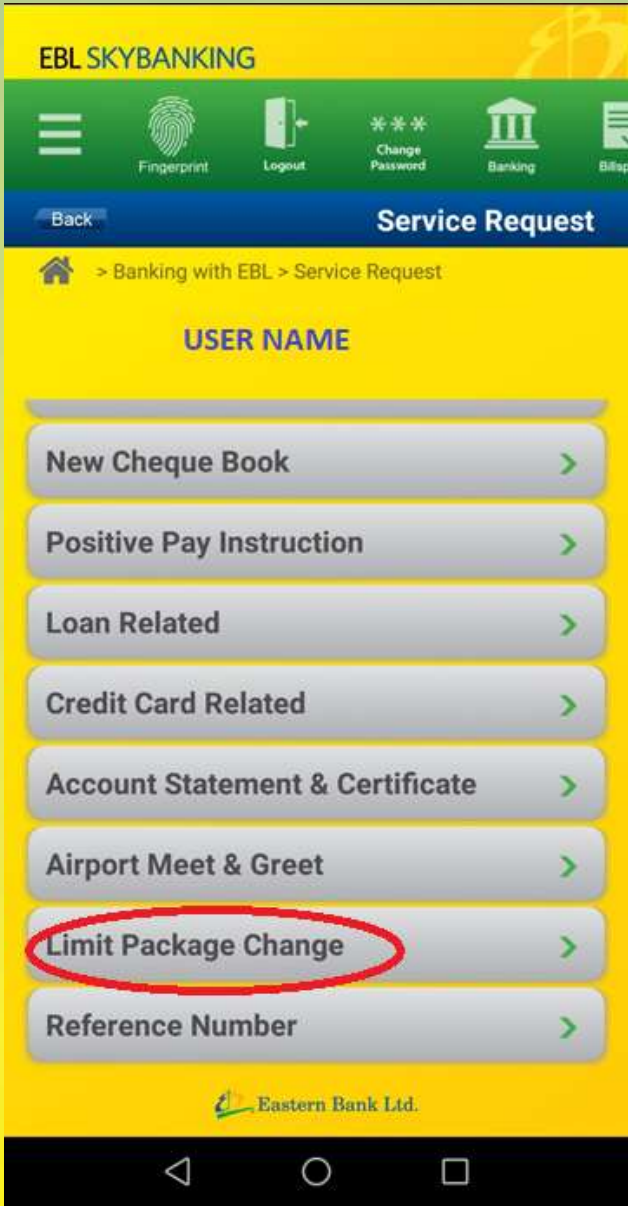
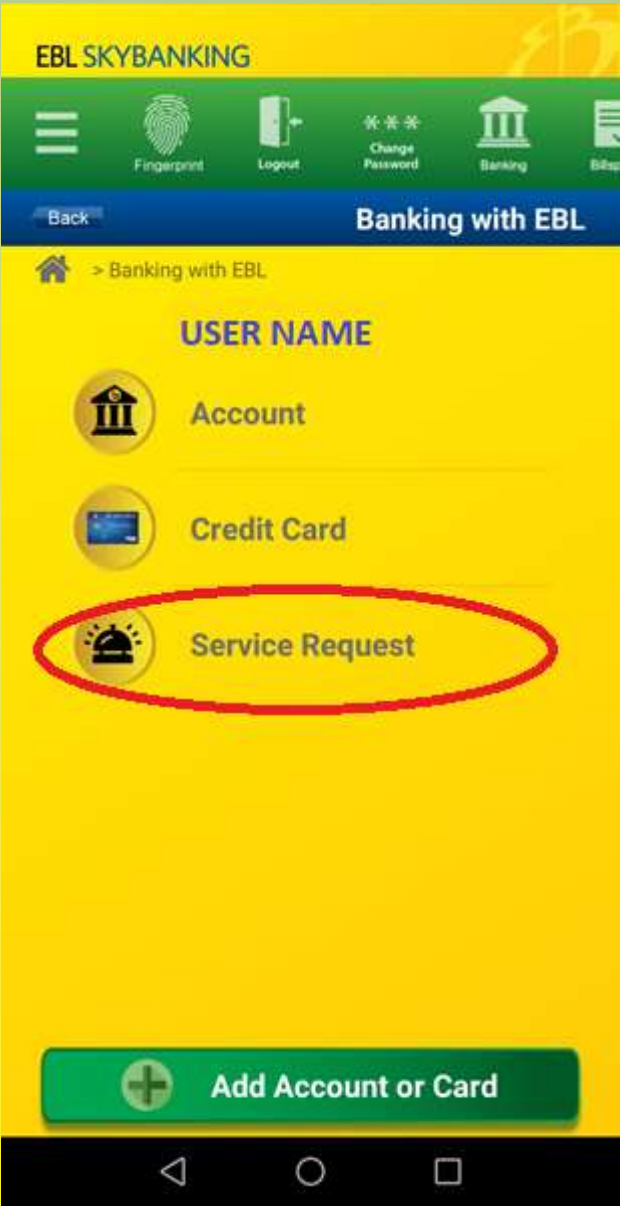
Adding a new device



If you login to a new device, you will be asked to verify it using your card or account details

Setting fund transfer limit

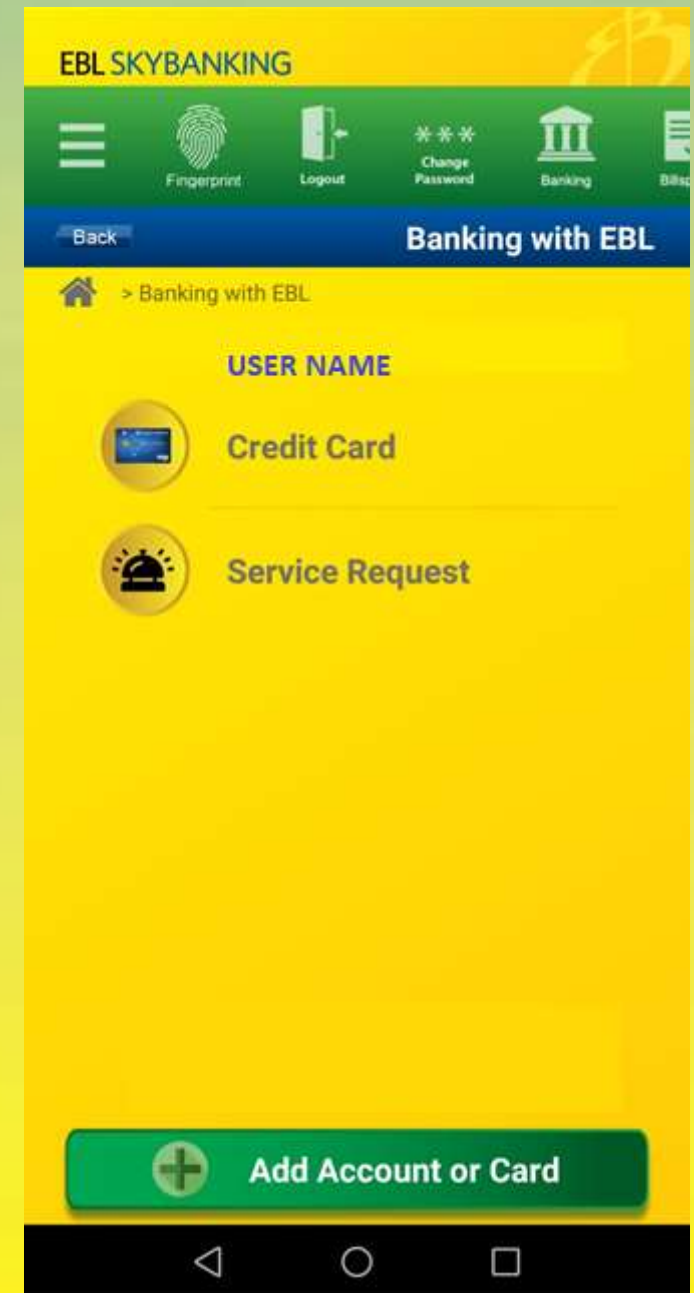
How to send a fund transfer limit request?



Adding new Account or Card

You can add any of your EBL account or card after registration with your EBL SKYBANKING ID.

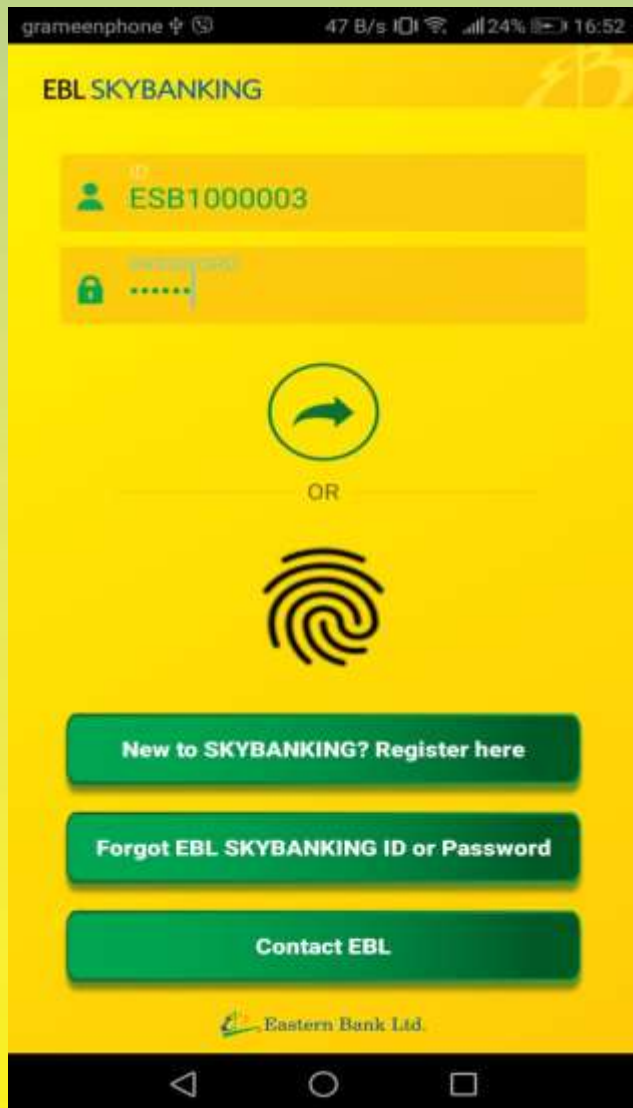
This will require the customer's registered mobile number with card or account to be verified.



Fund Transfer to bKash

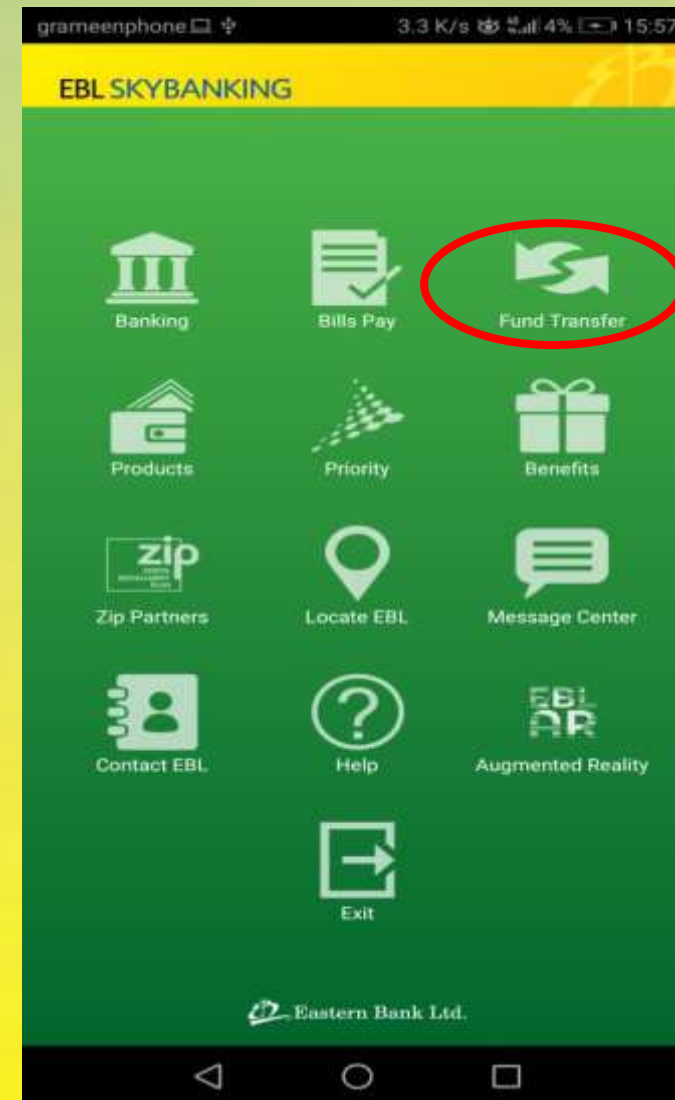
Step 1:

Login to EBL SKYBANKING Using ID and Password



Step 2:

Select “Fund Transfer” Option



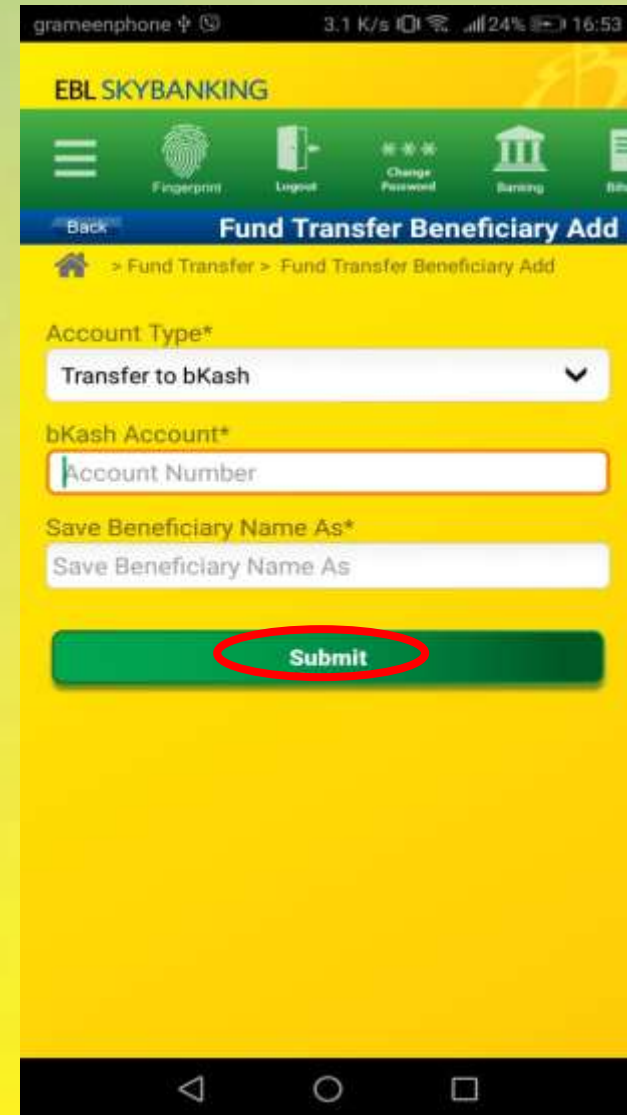
Step 3:

Select “Fund Transfer Beneficiary Add” Option



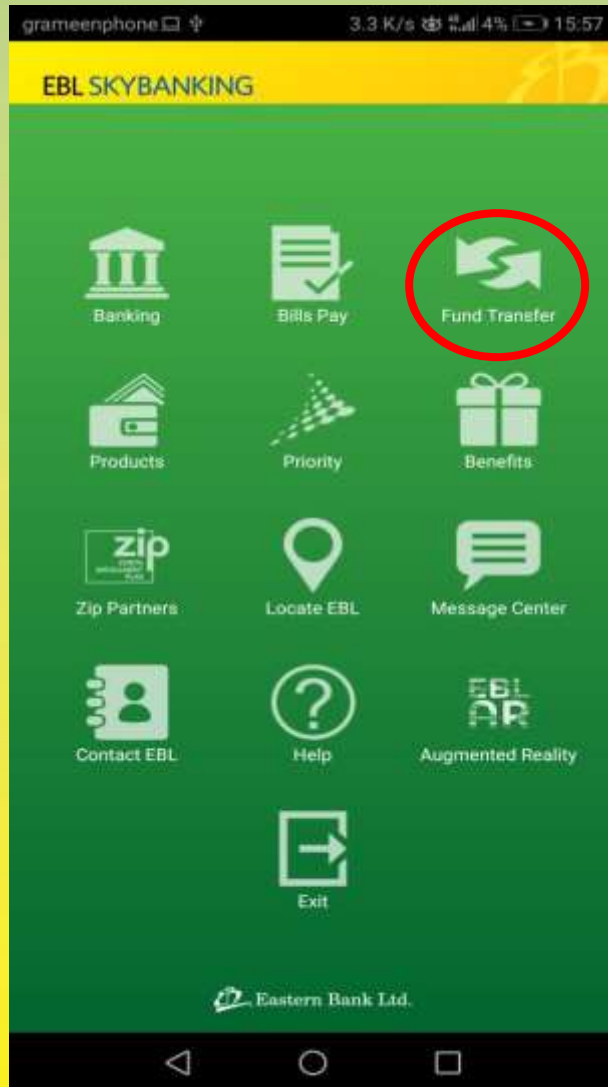
Step 4:

Choose “Transfer to bKash” in “Account Type”, Provide the “bKash Account No.”, and “Submit”



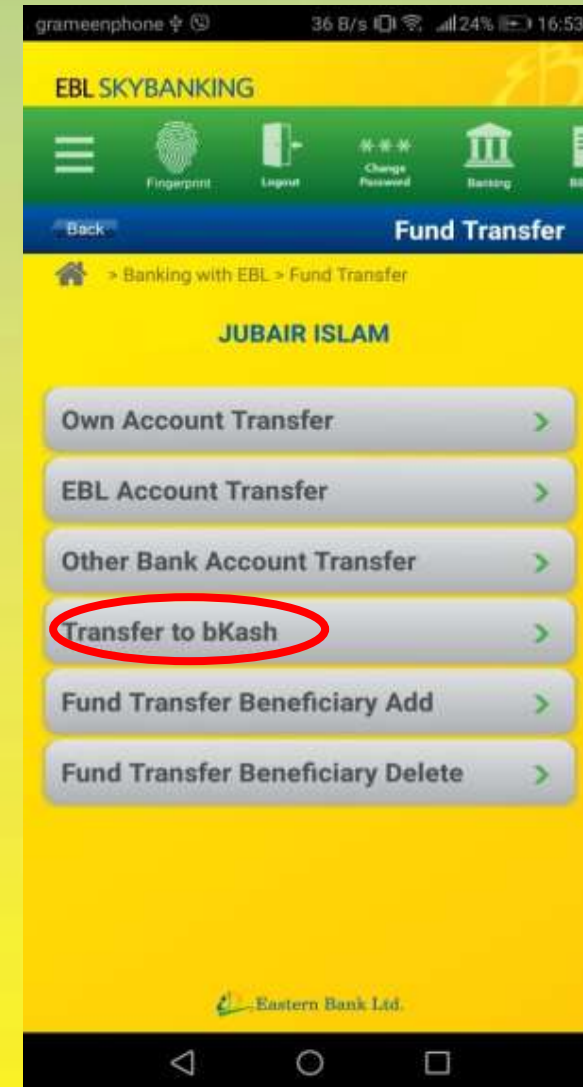
Step 5:

Choose “Fund Transfer” Option after Logging in to EBL SKYBANKING



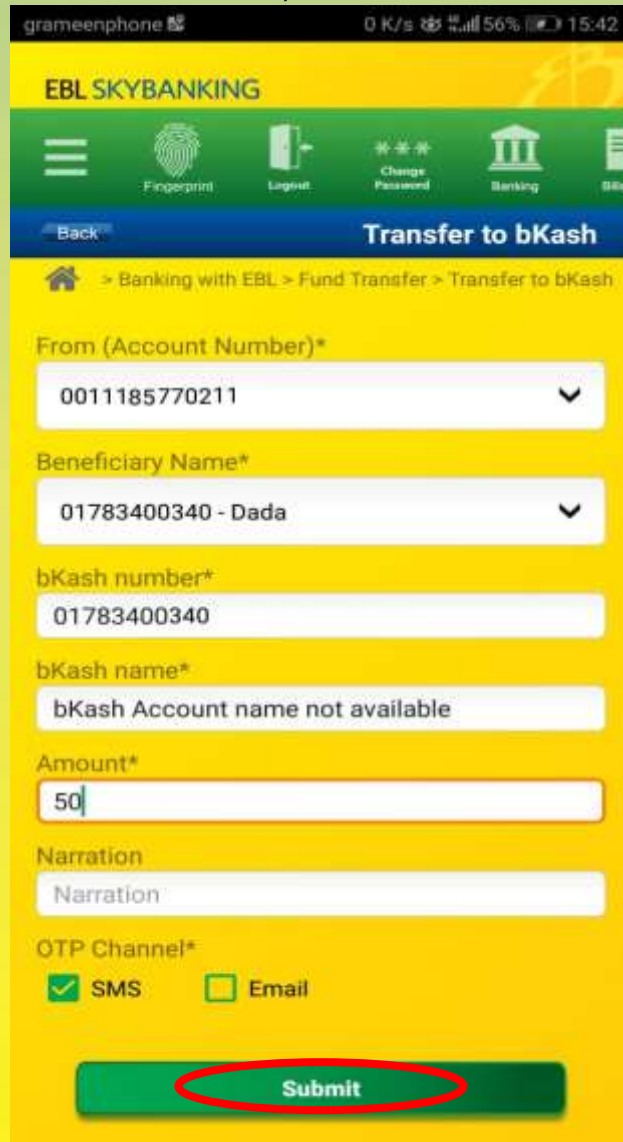
Step 6:

Select “Transfer to bKash” Option



Step 7:

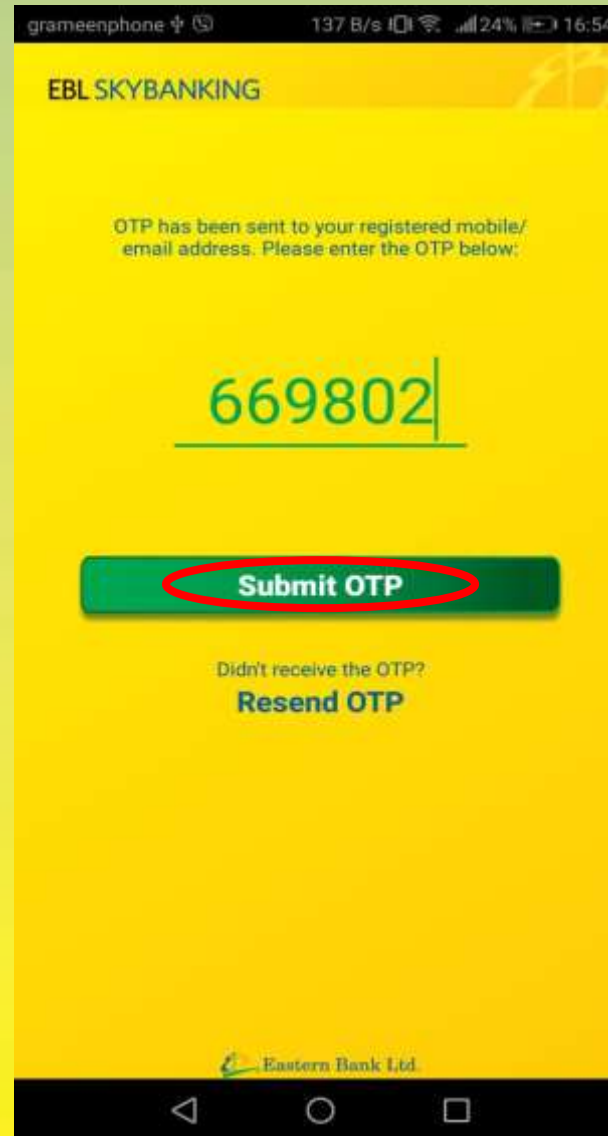
Choose "Source Account", "Beneficiary Account", Provide "bKash No.", "Amount", and "Submit"



The screenshot shows the EBL SKYBANKING app interface. At the top, there's a navigation bar with icons for Menu, Fingerprint, Logout, Change Password, and Banking. Below this is a blue bar with a 'Back' button and the title 'Transfer to bKash'. The main form has a yellow background and contains the following fields: 'From (Account Number)*' with a dropdown menu showing '0011185770211'; 'Beneficiary Name*' with a dropdown menu showing '01783400340 - Dada'; 'bKash number*' with a text input field containing '01783400340'; 'bKash name*' with a text input field containing 'bKash Account name not available'; 'Amount*' with a text input field containing '50'; 'Narration' with a text input field containing 'Narration'; and 'OTP Channel*' with two radio buttons, 'SMS' (selected) and 'Email'. At the bottom of the form is a green 'Submit' button, which is circled in red.

Step 8:

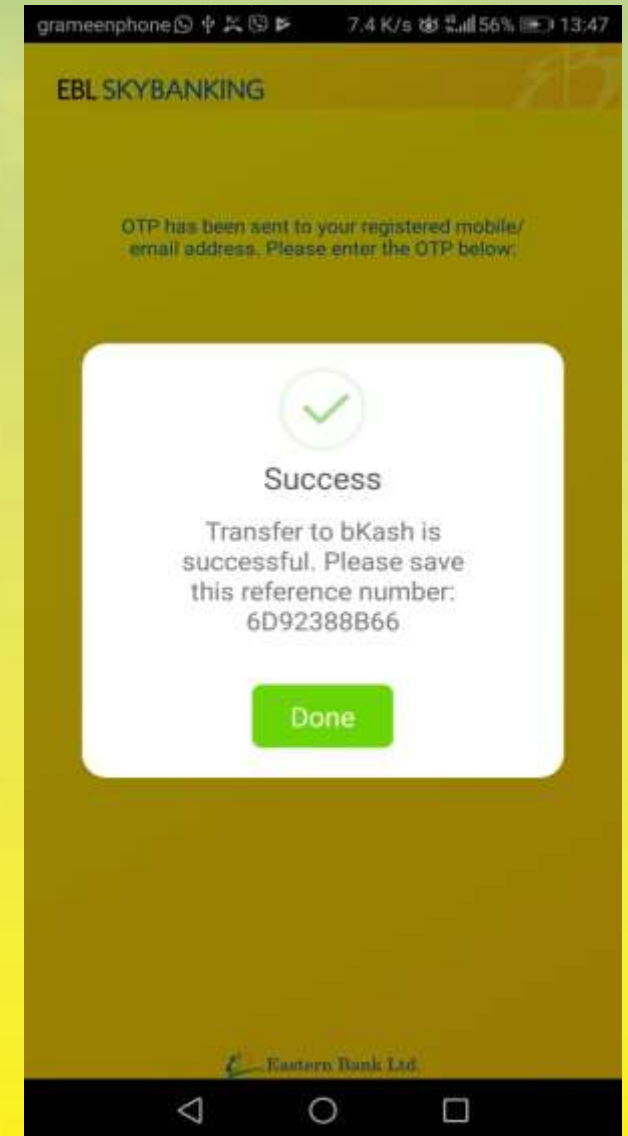
Submit the OTP to Verify Fund Transfer



The screenshot shows the EBL SKYBANKING app interface for OTP verification. The background is yellow. At the top, there's a navigation bar with the title 'EBL SKYBANKING'. Below this is a green bar with the text 'OTP has been sent to your registered mobile/ email address. Please enter the OTP below:'. In the center, there's a large green '669802' with a green underline. Below this is a green 'Submit OTP' button, which is circled in red. At the bottom, there's a link that says 'Didn't receive the OTP? Resend OTP'. The footer shows the Eastern Bank Ltd. logo and name.

Step 9:

Get Confirmation of Fund Transfer



The screenshot shows the EBL SKYBANKING app interface for the success confirmation. The background is yellow. At the top, there's a navigation bar with the title 'EBL SKYBANKING'. Below this is a green bar with the text 'OTP has been sent to your registered mobile/ email address. Please enter the OTP below:'. In the center, there's a white box with a green checkmark icon and the text 'Success'. Below this is a message that says 'Transfer to bKash is successful. Please save this reference number: 6D92388B66'. At the bottom of the white box is a green 'Done' button. The footer shows the Eastern Bank Ltd. logo and name.