



\*\*\*On the next page you will see required document according to transaction purpose, which need to attach with online declaration form.

Query | <https://dgripabi-bd.com/query> | 24 Hour | 16230  
Website | [www.abl.com.bd](http://www.abl.com.bd) | EBL Cards or | Hotline | +88 096 123 16230

**Online Declaration Form**

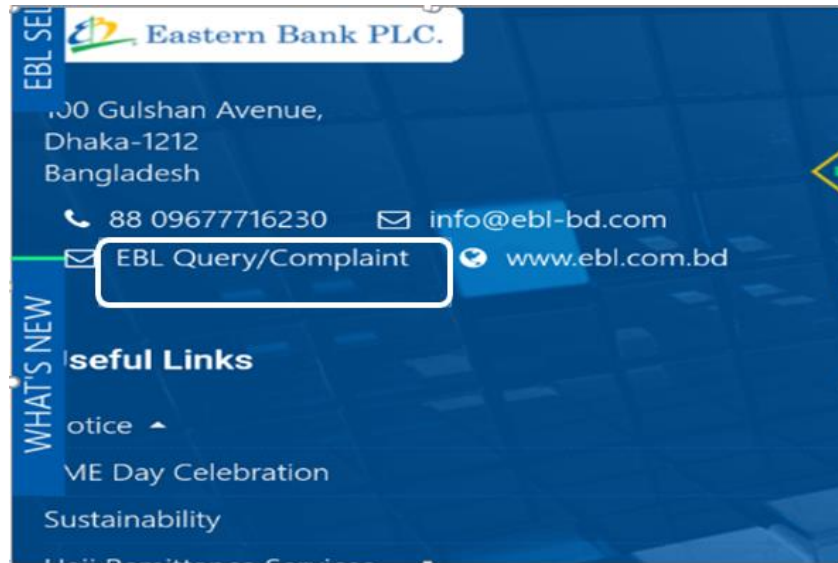
**Annexure:**  
Required document for mentioned 7 purposes to avail the Above 300 USD transaction.

- Hotel Booking:**
  - Payment instruction screenshot/page of website mentioning total amount and date.
- Membership fee:**
  - Invoice/Payment slip mentioning Cardholder name & amount- *Only Cardholder can avail services for professional organization (R&D type).*
- VISA/Relevant fee:**
  - Invoice/Payment slip mentioning customer name & amount- *Cardholder himself/herself and dependents can pay services like VISA fee and relevant fees.*
- Air ticket Purchase:**
  - Valid VISA copy of Cardholder himself/herself (Arrival/Departure country cannot be Bangladesh) - *For example, USA to Singapore or Kolkata to Mumbai.*
  - Payment screenshot mentioning travel date and amount.
  - Ticket copy (Must be sent within 24 hours of purchasing ticket).
- Course/Exam:**
  - Payment slip/Course & Exam registration slip mentioning customer name & amount - *One shot payment for exam, admission fee or registration fee. Cardholder can pay for him/herself and dependents. No tuition/semester fees allowed.*
- Educational Credential:**
  - Payment slip/Token/Payment page/Registration slip or form mentioning customer name & amount- *Cardholder can pay for himself/herself and dependents for certificate evaluation.*
- Right of landing/Permanent residence fee:**
  - Payment slip from proper authority mentioning Cardholder name & amount- *Cardholder himself/herself and dependents can pay services like VISA fee, immigration fee, etc.*

Note: Please email your filled out form with relevant documents to <https://dgripabi-bd.com/query>.  
You can also submit the form to any EBL Branch.  
\*Conditions Apply.

**Step 3:** Please print out the form and fill up the form with a pen. Digital signature will not be allowed for this form.

**Step 4:** Please visit any of our nearest branch to submit the online declaration form with supporting documents or you can send the filled up form with supporting document to “**EBL Query/Complaint**”.

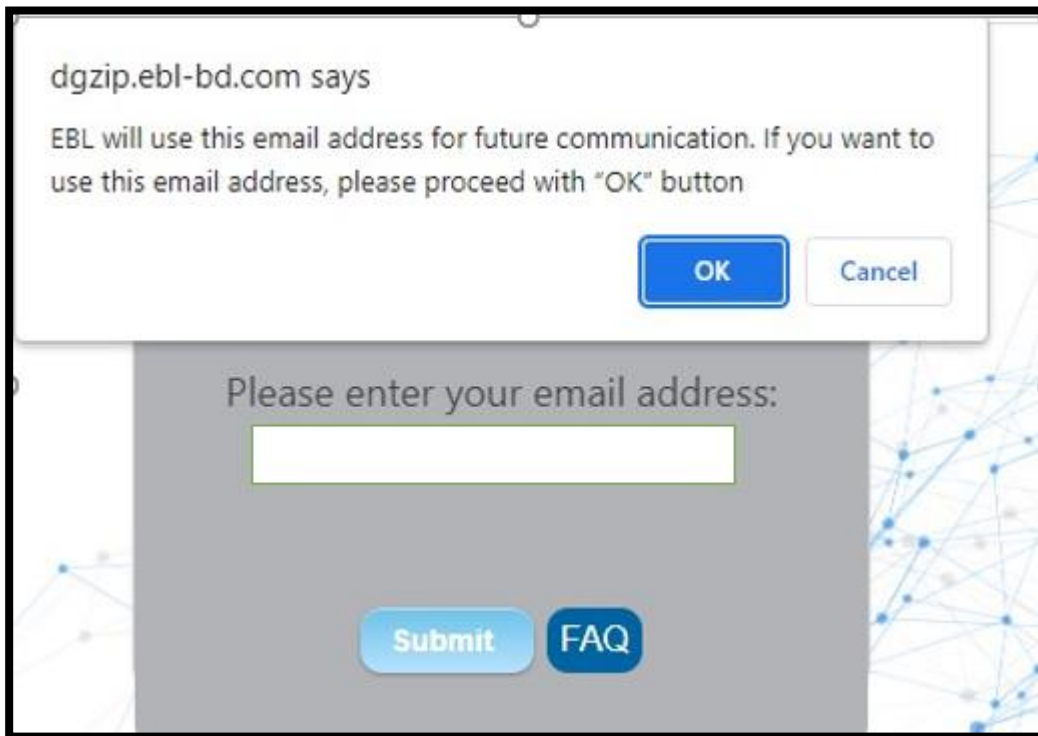


**Step 5:** After clicking on “**EBL Query/Complaint**” tab, below page will appear.

\*\*\* You must send online declaration form by using your **registered e-mail address**.

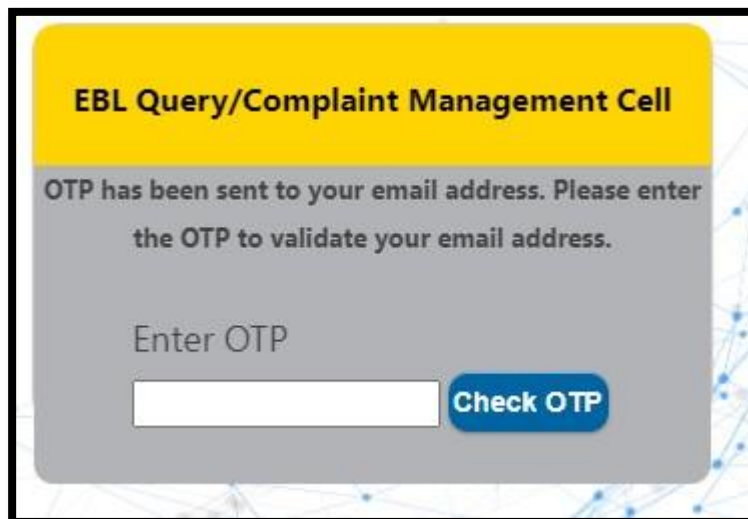
A screenshot of the "EBL Query/Complaint Management Cell" form. The form has a yellow header with the title "EBL Query/Complaint Management Cell". Below the header, it says "Please enter your email address:" followed by an input field labeled "Email ID". At the bottom of the form, there are two buttons: "Submit" and "FAQ". The background of the form is light gray with a network diagram pattern.

**Step 6:** After entering e-mail ID you need to click on **Submit** option and then **OK**.



The screenshot shows a web form with a confirmation dialog box. The dialog box, titled "dgzip.ebl-bd.com says", contains the text: "EBL will use this email address for future communication. If you want to use this email address, please proceed with 'OK' button". It has two buttons: "OK" (blue) and "Cancel" (white). Below the dialog box, the main form area is dimmed and contains the text "Please enter your email address:" followed by an empty text input field. At the bottom of the form are two buttons: "Submit" (light blue) and "FAQ" (dark blue).

**Step 07:** Please enter OTP which is send to your registered e-mail address.



The screenshot shows a form titled "EBL Query/Complaint Management Cell" in a yellow header. Below the header, the text reads: "OTP has been sent to your email address. Please enter the OTP to validate your email address." There is a text input field labeled "Enter OTP" and a blue button labeled "Check OTP".

**Step 8:** After entering the OTP, below page will appear.

The screenshot shows a mobile application interface for 'EBL Query/Complaint Management Cell'. The form includes the following fields and options:

- Purpose:** Radio buttons for 'Query' (selected) and 'Complain'.
- Customer Type:** Radio buttons for 'EBL Customer' (selected) and 'NON-EBL Customer'.
- Full Name:** Text input field.
- Mobile Number:** Text input field.
- Account/Card Number:** Text input field with the placeholder text 'Mandatory for existing.'
- Service Type:** A dropdown menu currently showing 'Credit Card Service'.
- Comment:** A text area with a '250 words only' limit.
- Attachment (Not more than 2 MB PDF & JPG only):** Five 'Choose File' buttons, each followed by the text 'No file chosen'.
- Buttons:** 'Submit' and 'Exit' buttons at the bottom.

\*\*\* Need to fill up the field accordingly. In comments field you need to complete your query within 250 words. Both Bangla and English font is supported. Attachment size must not be more than 2MB and must be in PDF and JPG format only.

**Step 9:** After attaching the required document and online declaration form click on **Submit** button. After submitting the request, below page will appear with customer tracking number. **Query will be responded within maximum 72 hours.**

**EBL Query or Complaint Management Cell**

Tracking Number:

Customer Name:

Email Address:

We have received your query/complaint bearing tracking number  Please check your email for more details.

Your query/complaint will be responded within 72 hours maximum.

If not - Kindly reach to us through our Contact Center at 16230 or +8809612316230 (from outside Bangladesh). Our office location and contact details are available at our website [www.ebl.com.bd](http://www.ebl.com.bd). Thank you!

**Exit** **Save** **Print this page**

You will get notification of Acknowledgement of customer query/complaint to your registered e-mail address. You can **Save** the page for future reference. Press **Exit** button.

**Thank you**