



A guide to the new EBL SKYBANKING

What's new to EBL SKYBANKING?

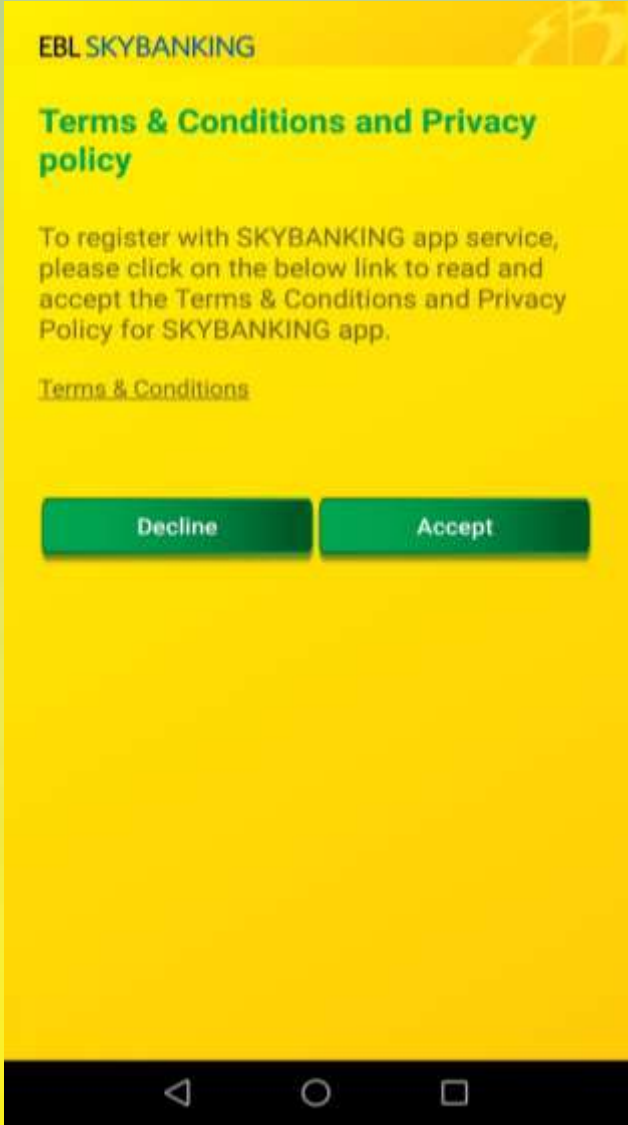
- Now you can register for EBL SKYBANKING using your card or account details-
ANYTIME, ANYWHERE
- You can also pay your bills or perform mobile recharge using the card linked with SKYBANKING
- Perform fund transfer to bKash or any bank account using EBL Card
- Pay your DPDC, DESCO or BTCL bill through 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



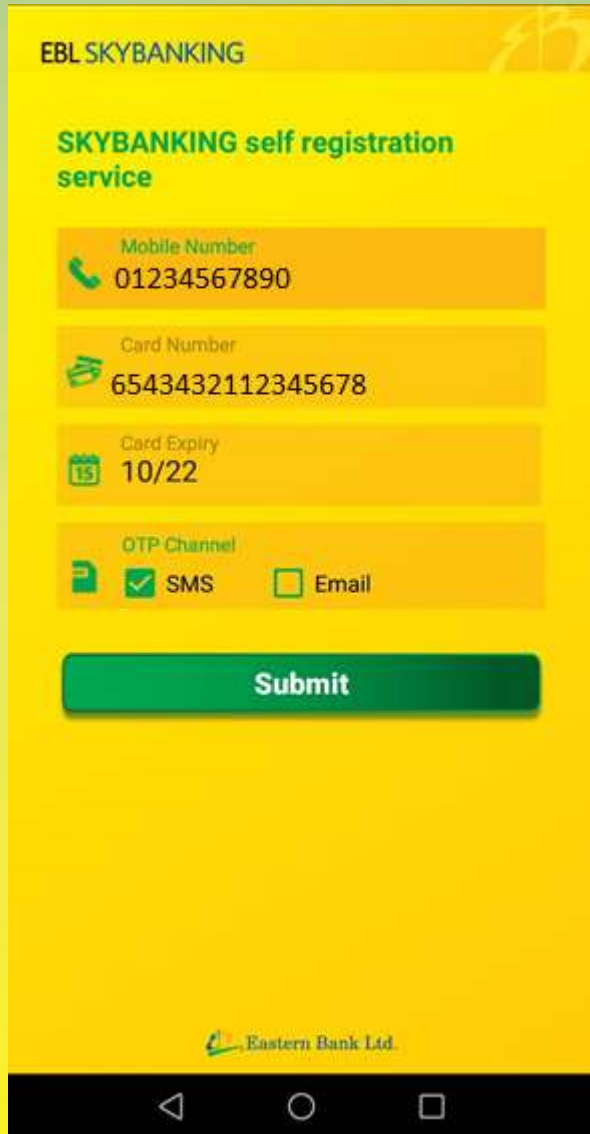
Agree to the terms and conditions



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

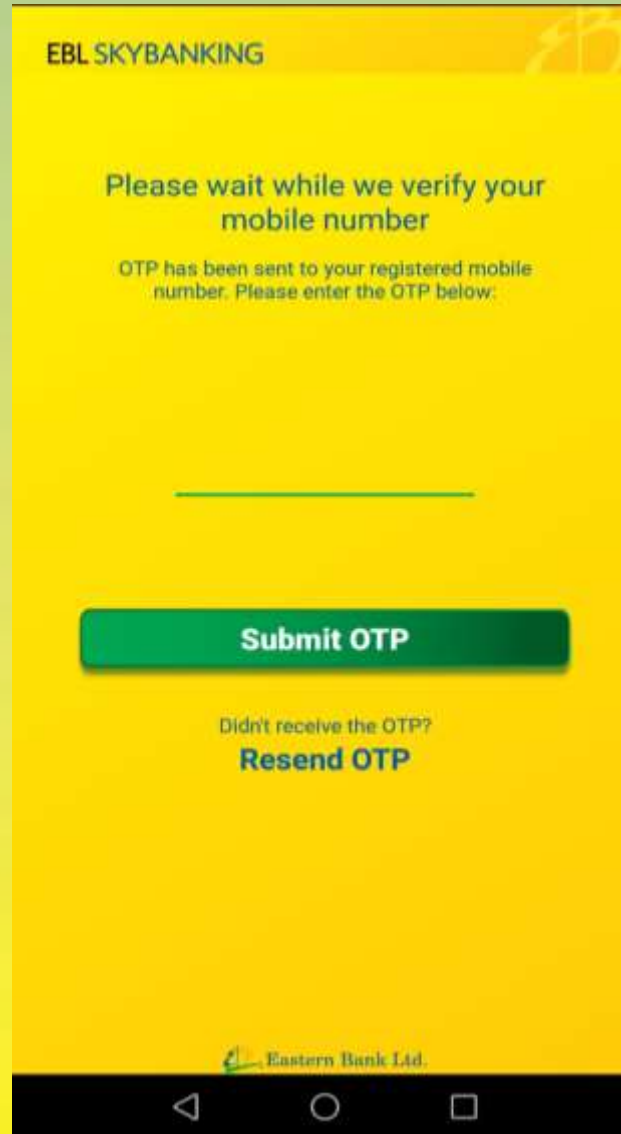
Card Expiry
10/22

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

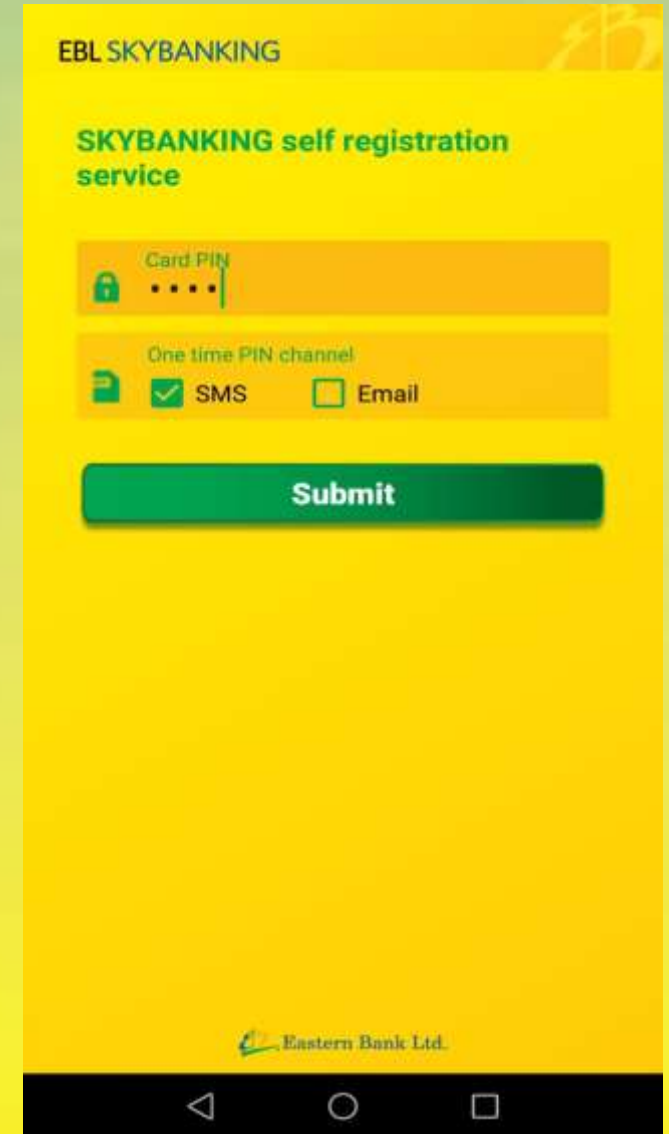
OTP has been sent to your registered mobile number. Please enter the OTP below:

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

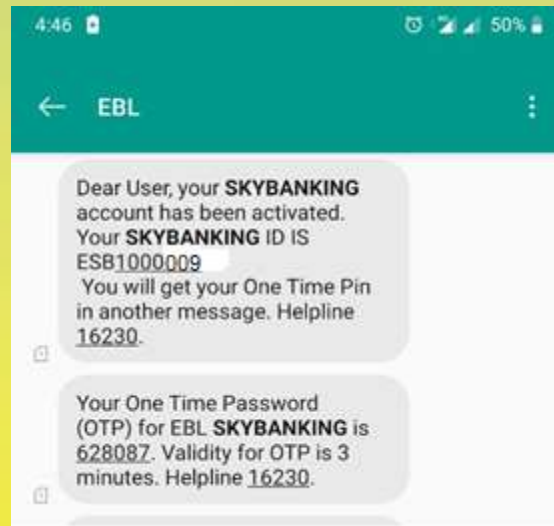
Success

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.

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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.

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EBL SKYBANKING

Account

> Banking with EBL > Account

USER NAME

[Current & Savings Account Information](#)

[Fixed Deposit/DPS Information](#)

[Loan Information](#)

[Last 5 Transactions](#)

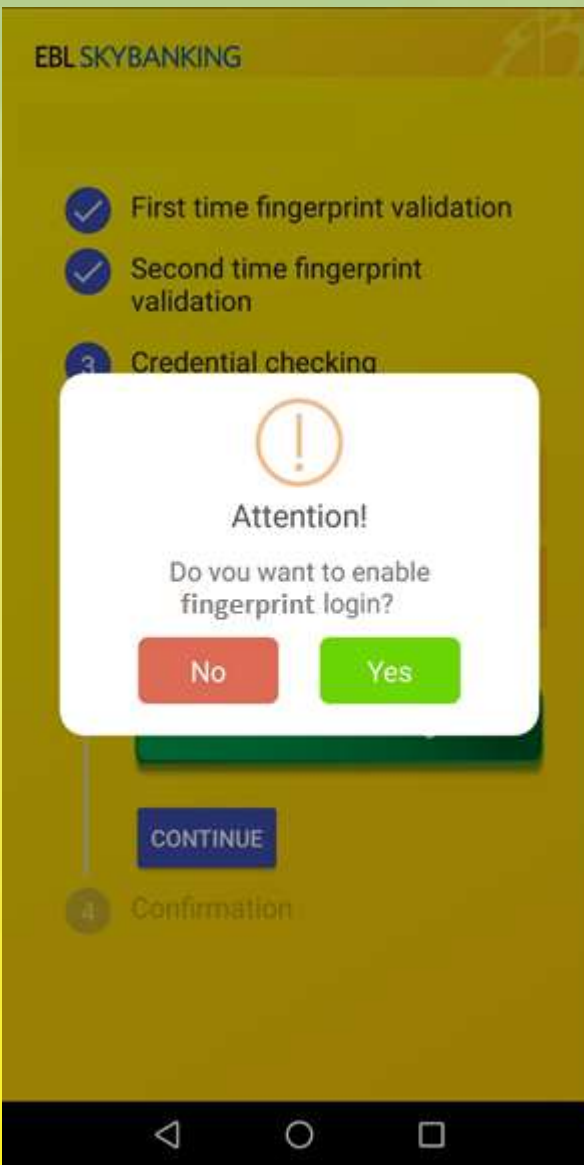
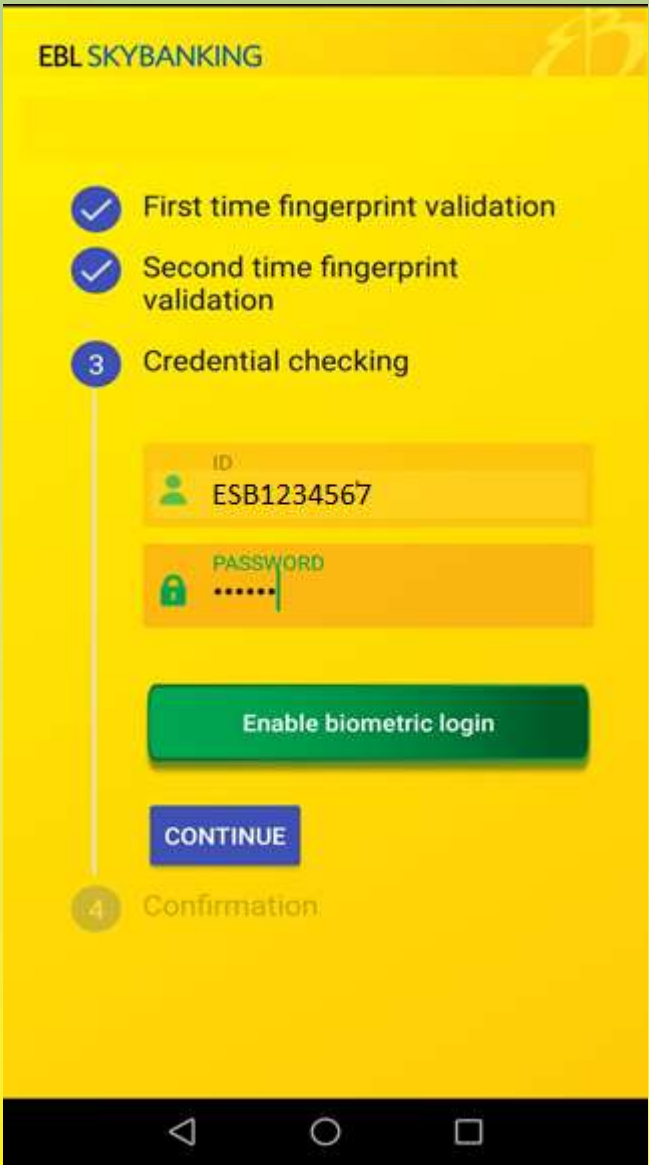
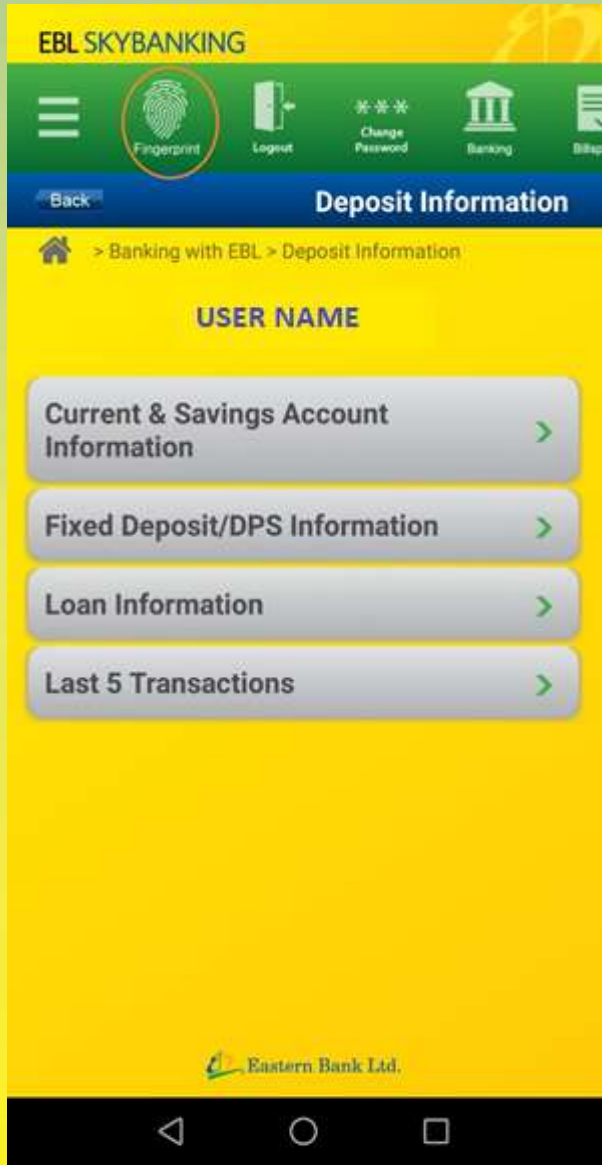
[Sync my accounts](#)

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

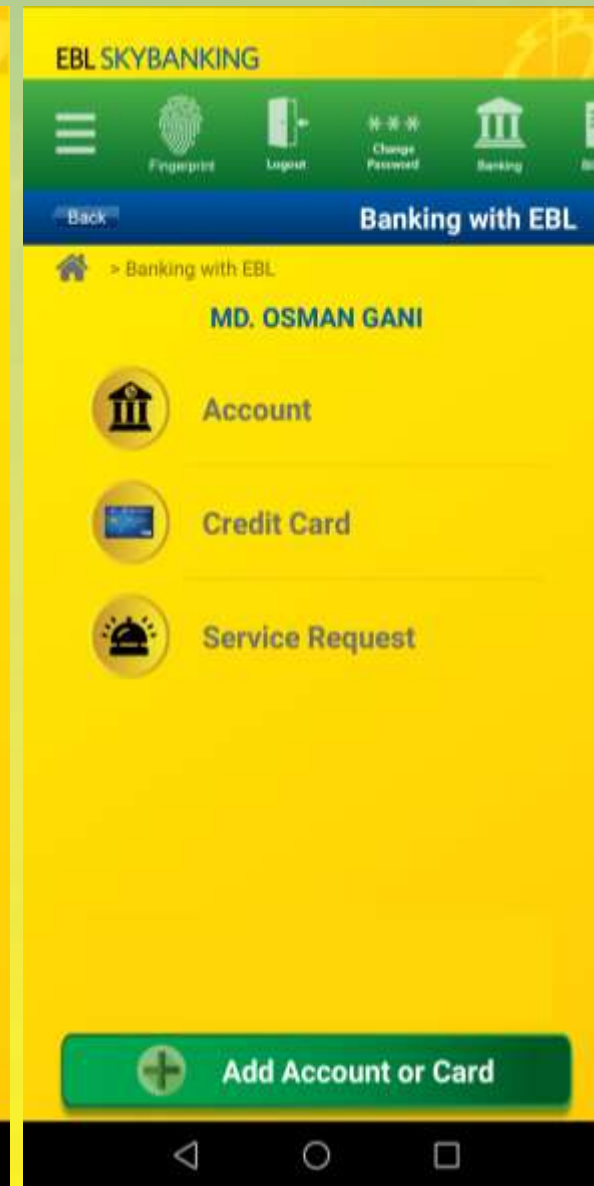
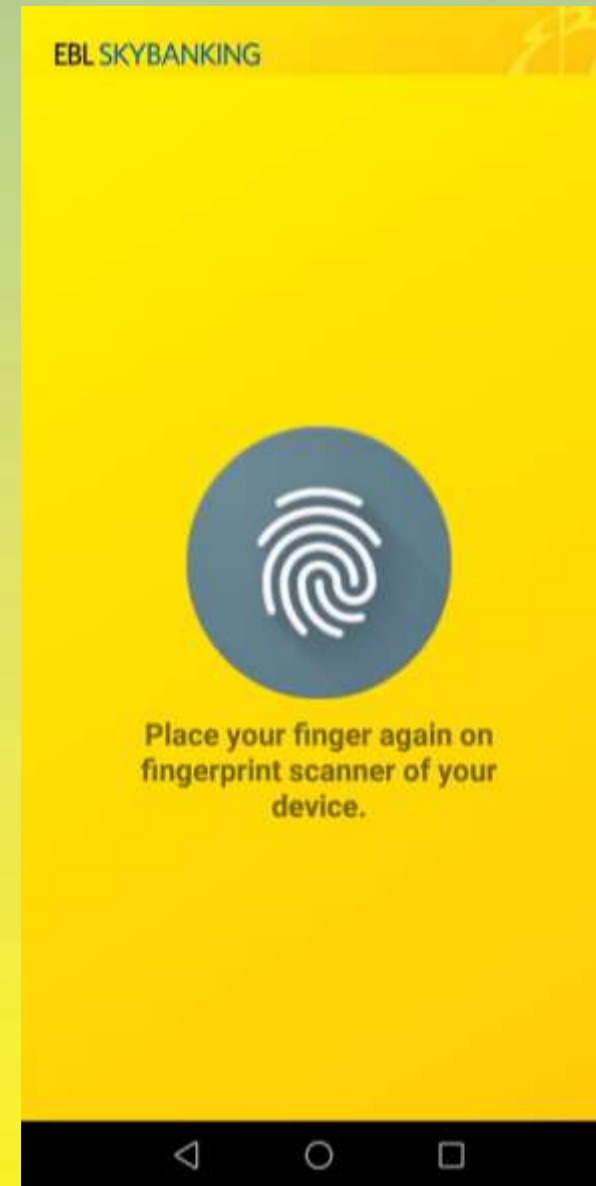
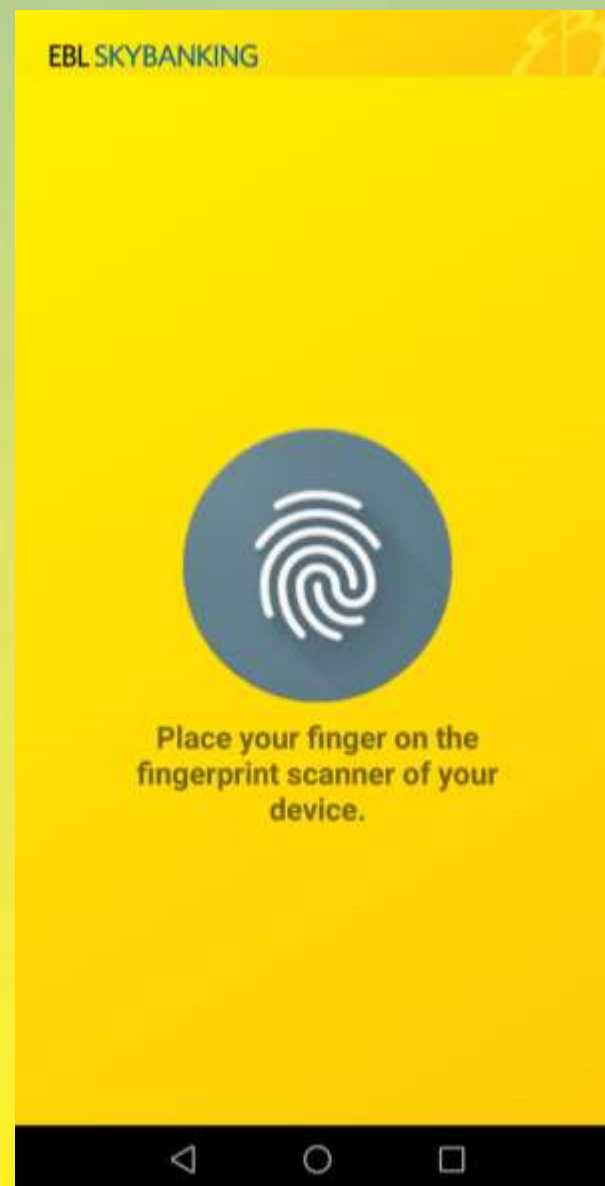
How to enable fingerprint login?



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

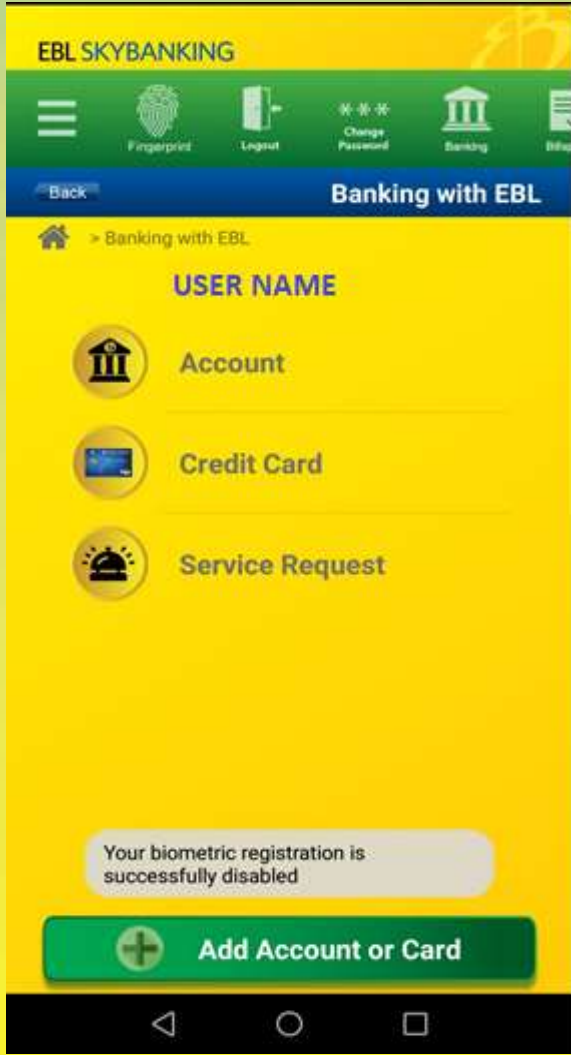
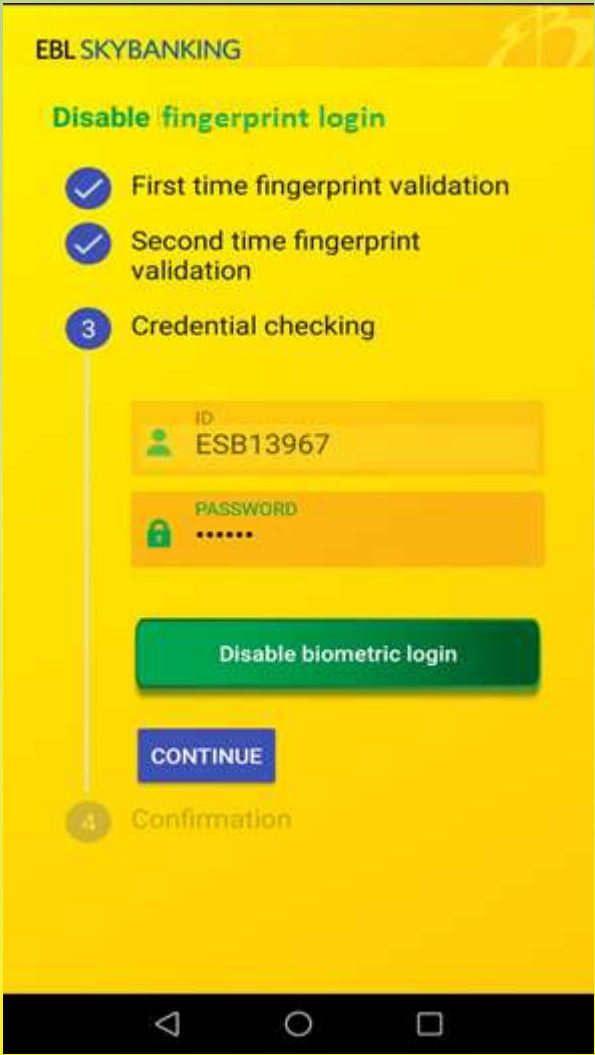
Please note that fingerprint login is only available on devices containing fingerprint scanners. The fingerprint set with your device will be applicable for biometric login.

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](#)

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EBL SKYBANKING

SKYBANKING Self Password Reset Service

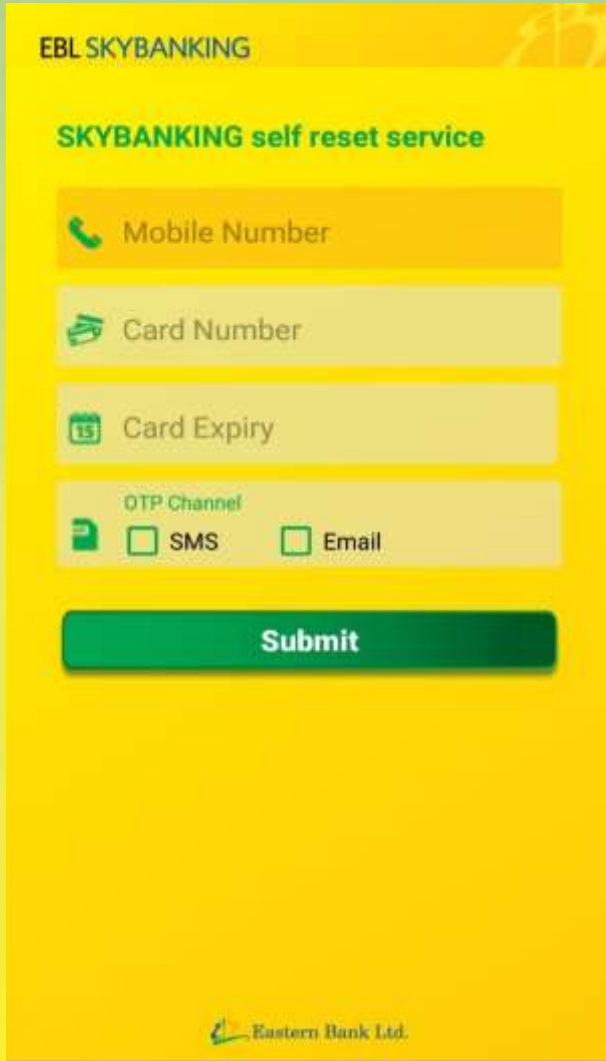
 **With Cards**
Debit, Credit, Prepaid Card

 **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

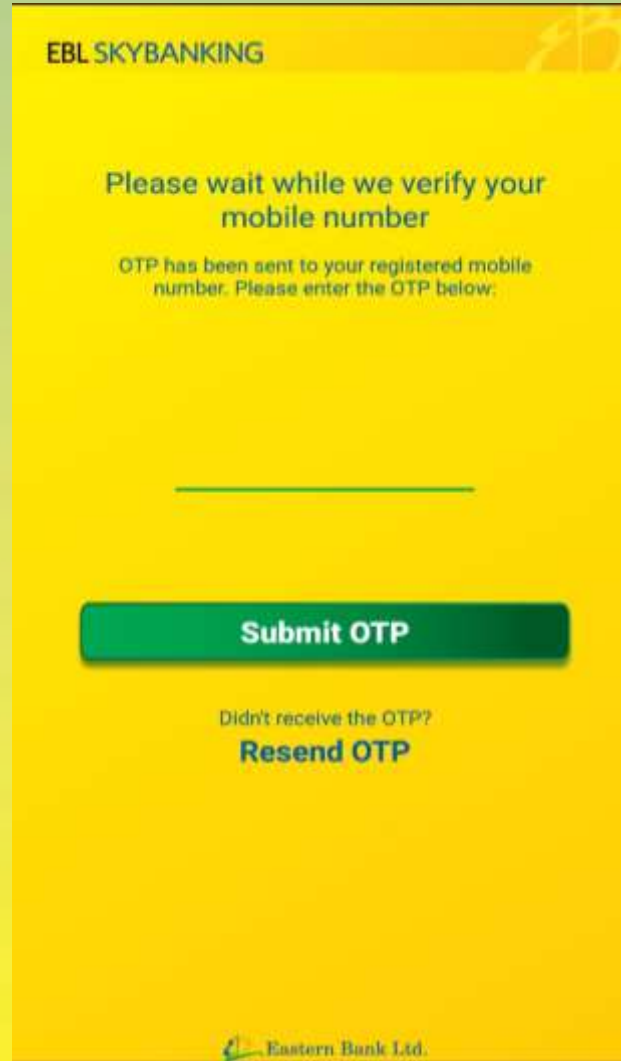
OTP Channel

☐ 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

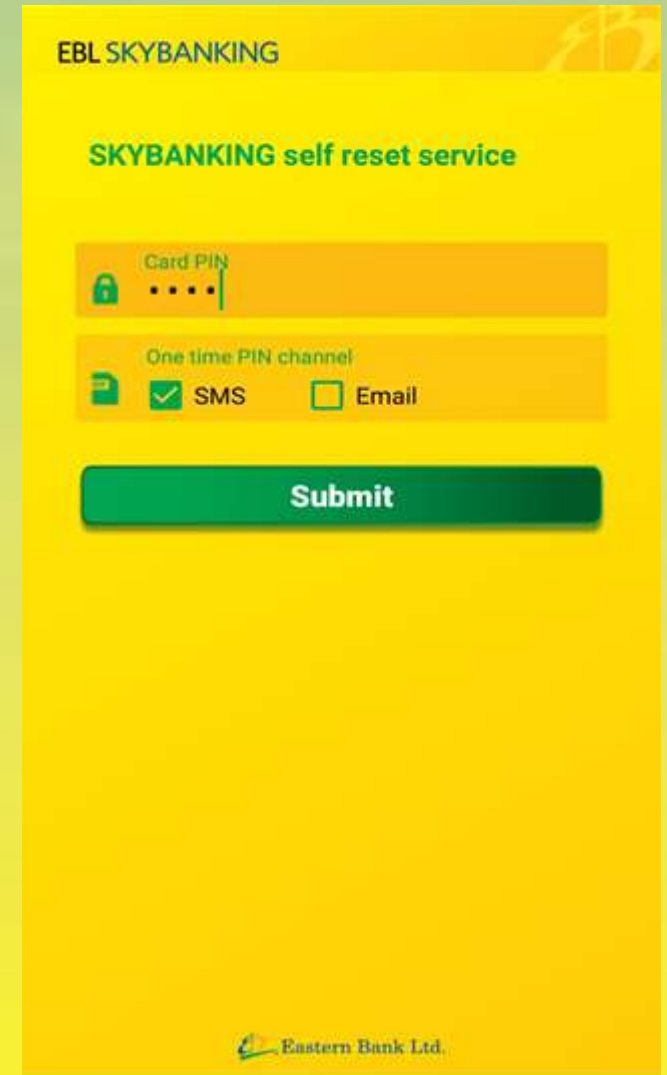
OTP has been sent to your registered mobile number. Please enter the OTP below:

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

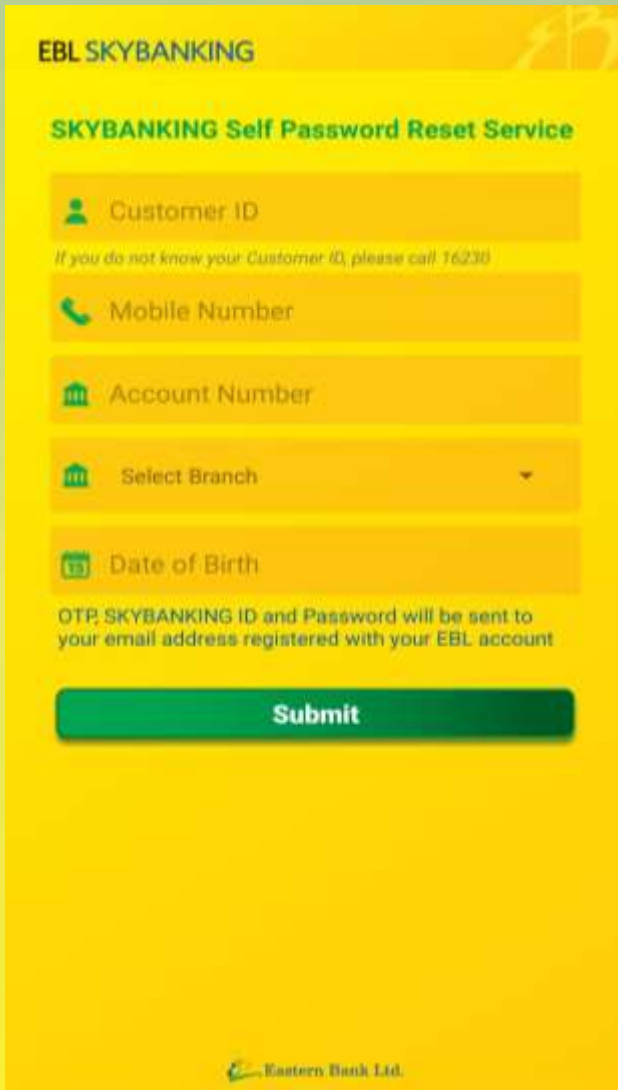
☒ SMS ☐ Email

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 ▼

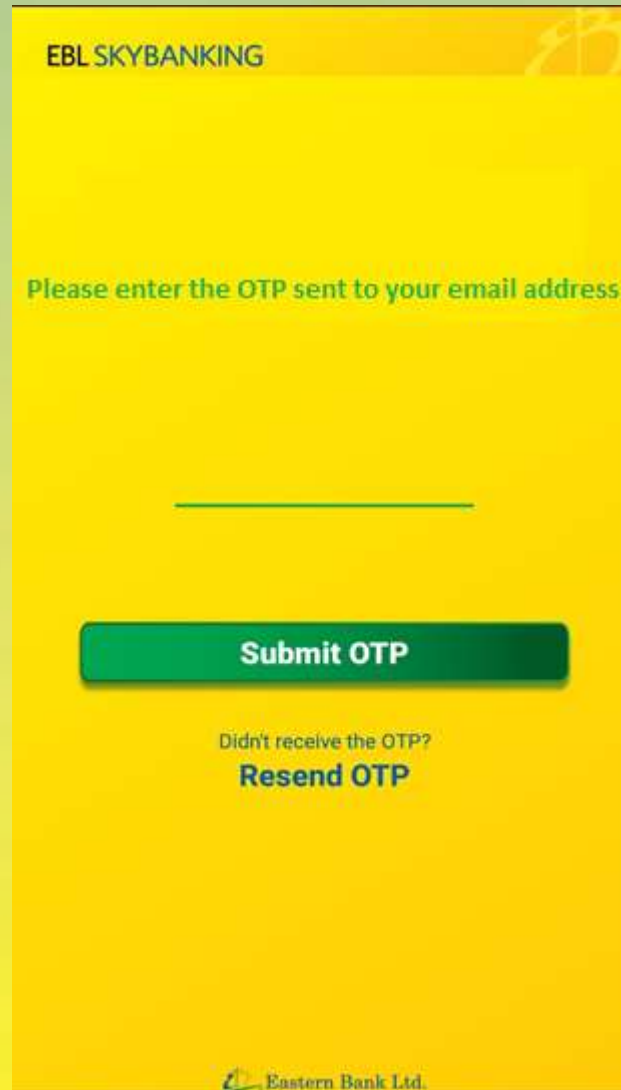
 Date of Birth

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

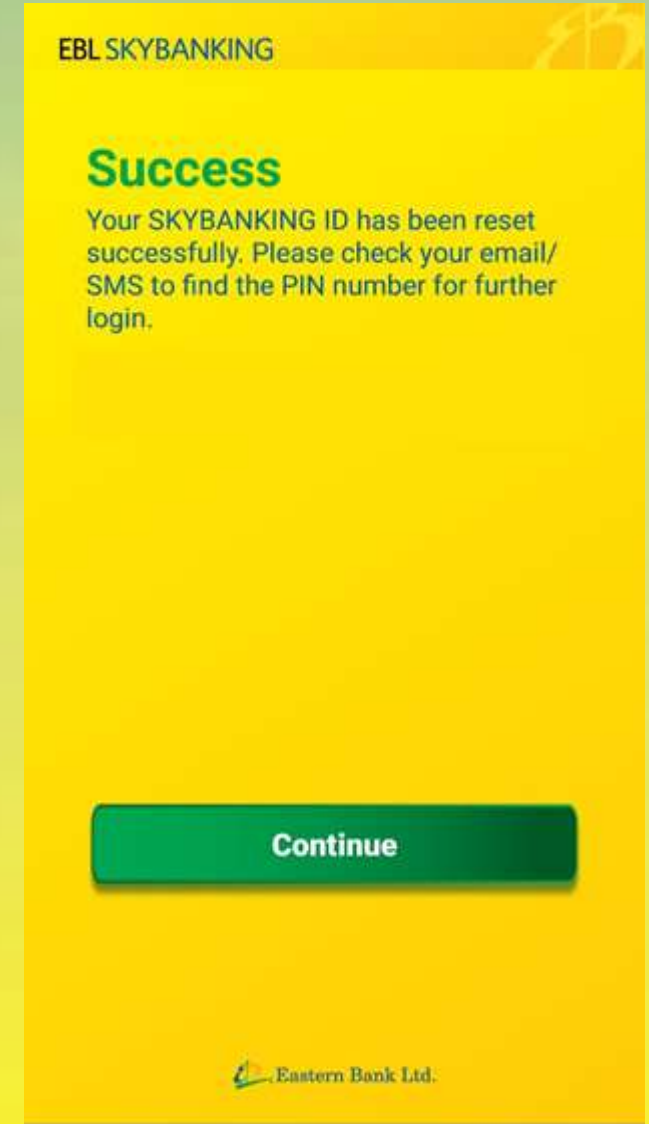
Please enter the OTP sent to your email address

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.
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- Password can contain numeric characters.

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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.

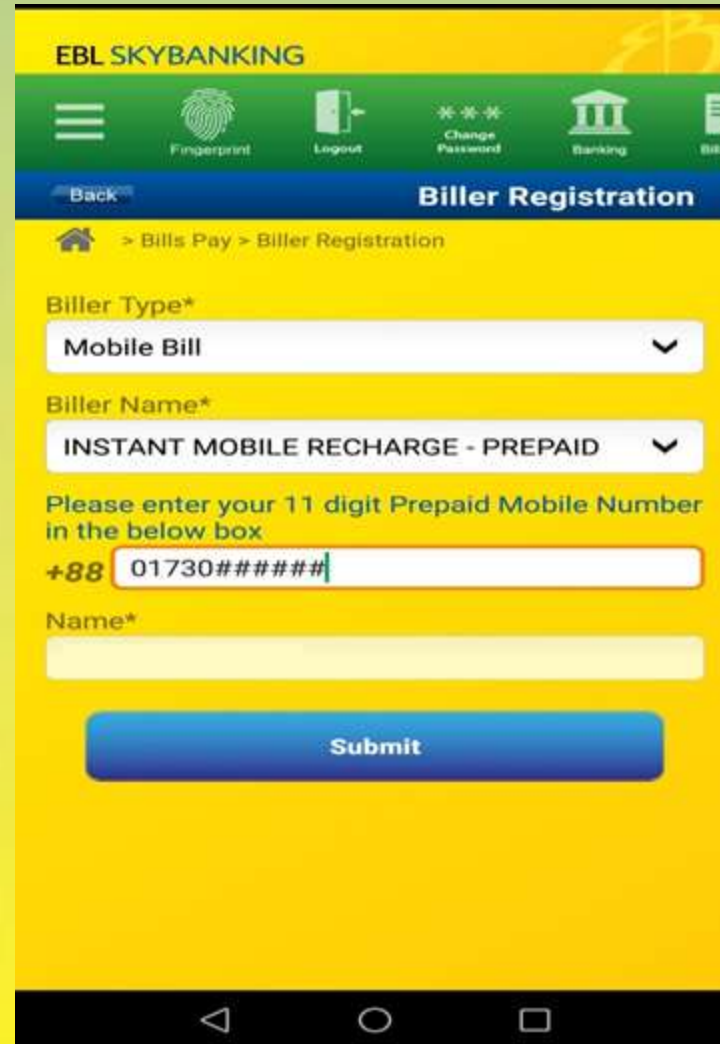
Upon receiving the one time PIN, change the SKYBANKING password and use it to login to SKYBANKING

**Bills Pay using card or
account**

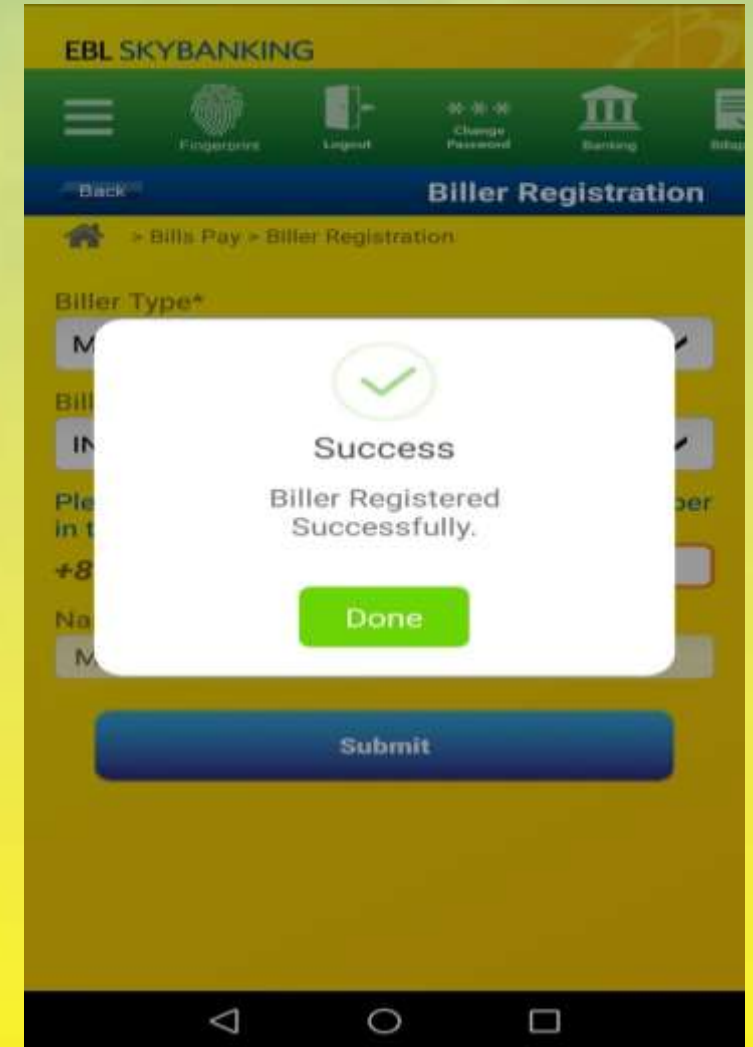
New biller registration



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

EBL SKYBANKING

Back Pay Bill

> Bills Pay > Pay Bill

Bill Type*

Mobile Bill

Name*

INSTANT MOBILE RECHARGE - PREPAID
01234567890- USER NAME

Source Account*

Select

360901****3194
Diners Club International Card

434980*****0485
Visa Credit Card

0123456789012
Account Number

Narration

Narration (not more than 35 character)

Submit

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

Card Number
3262224522456543
Register Biller Name
INSTANT MOBILE RECHARGE
01234567890

Available Balance
23219.07
Amount available after transfer
23119.07
Transfer Amount
100

Are you sure?

NO YES

Confirm the transaction details and proceed

EBL SKYBANKING

Back Pay Bill

> Bills Pay > Pay Bill

Bill Type*

Na

So

Ar

Re

BDT 10 and BDT 1000. Fraction amount not allowed

Narration

Mobile Recharge

Submit

Success

Bill payment is successful.
Please write down
payment reference number:
2180000000000000

Done

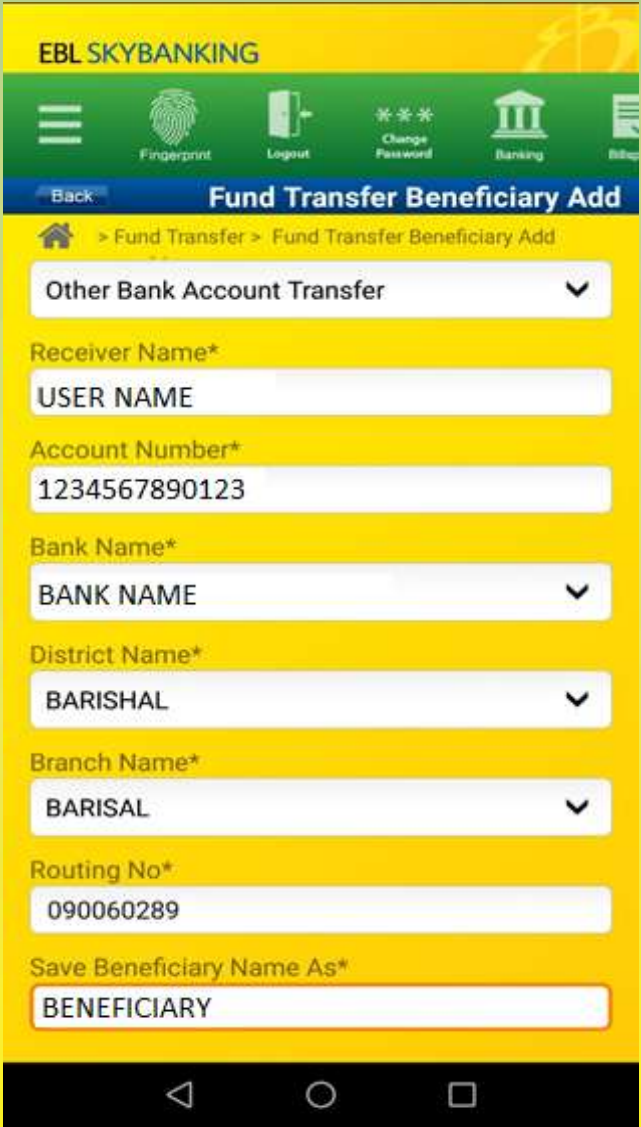
Upon successful bill payment, a success message will appear with a payment reference number.

Performing a fund transfer

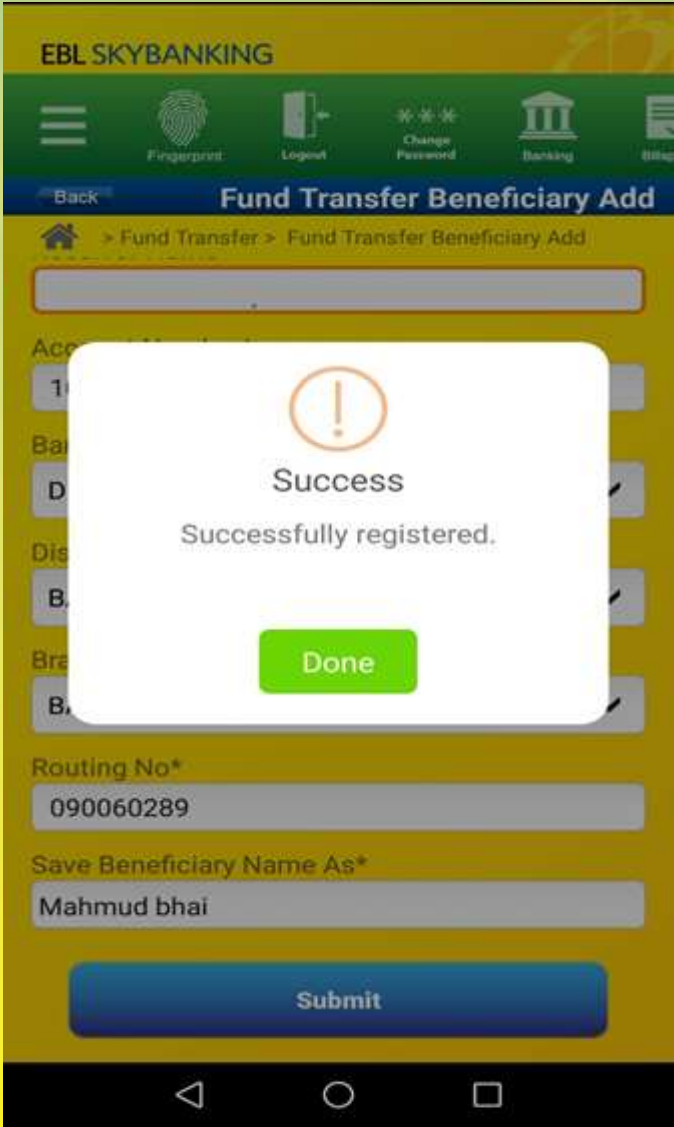
Adding beneficiary for fund transfers



Select fund transfer beneficiary add

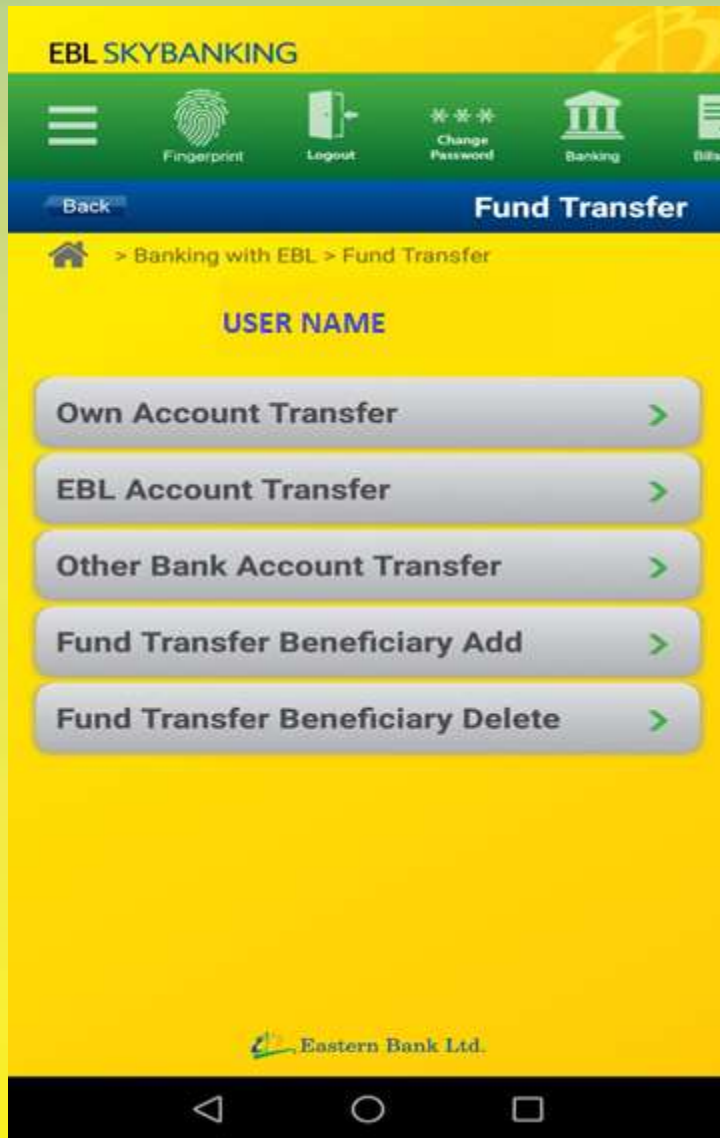


The customer will select the type of fund transfer, provide the receiver name, select the bank, district, branch name and save the beneficiary name



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

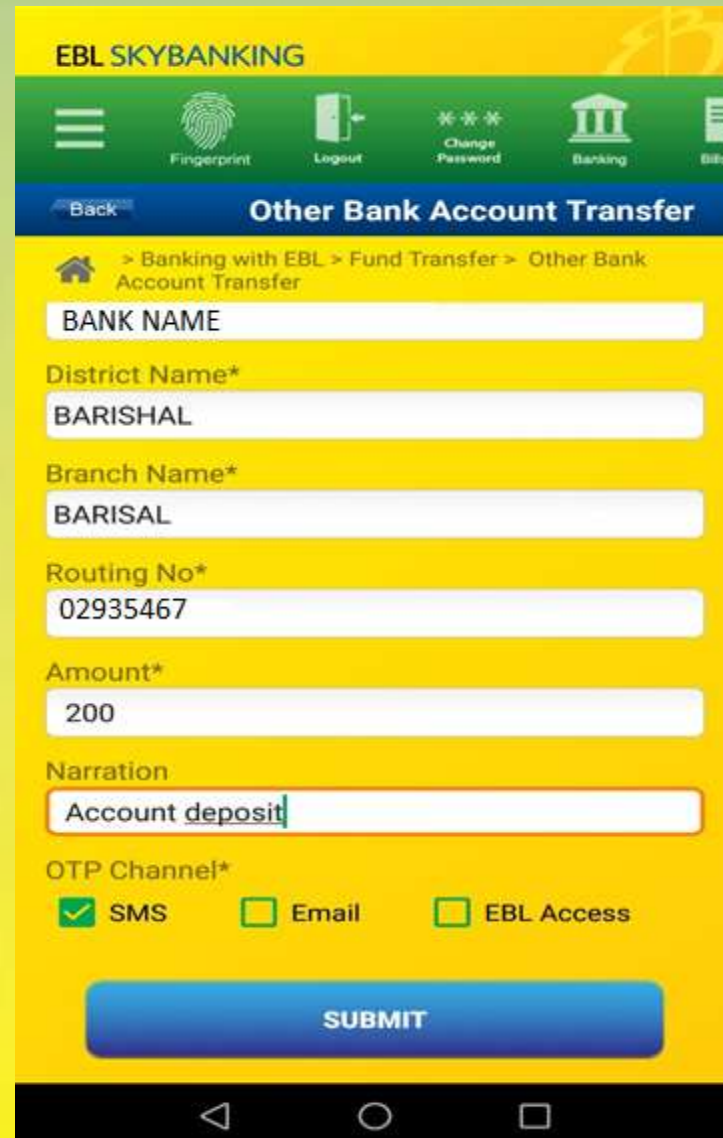
> Banking with EBL > Fund Transfer

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

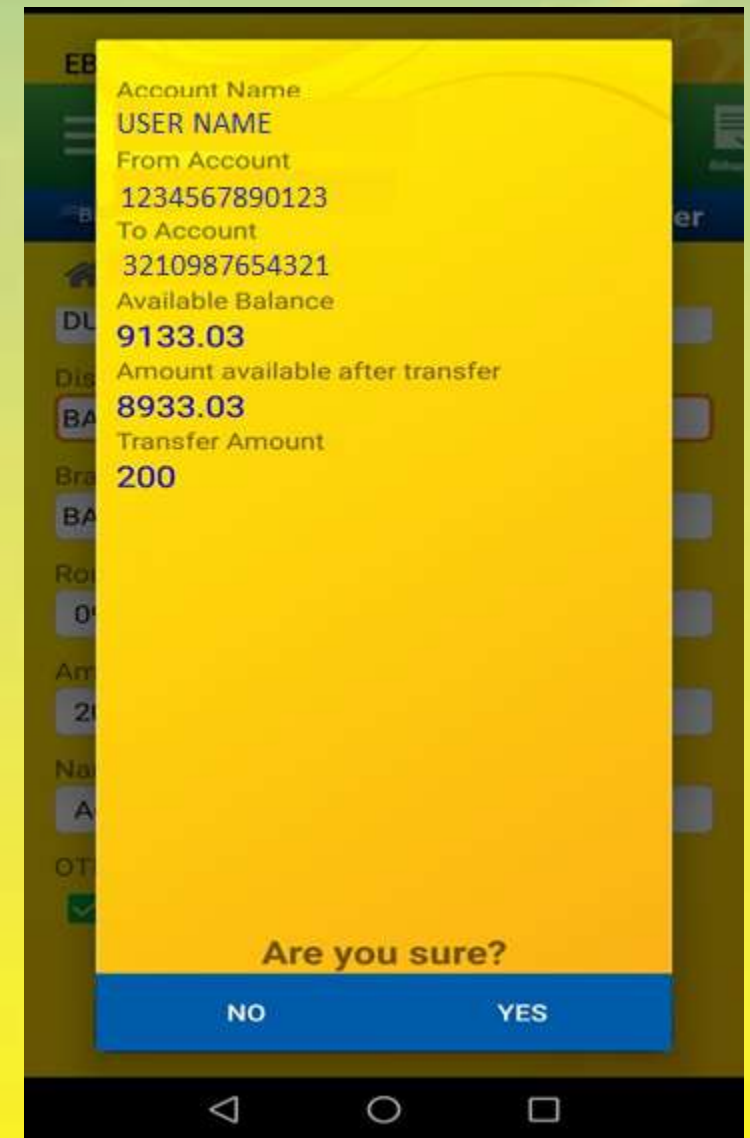
Amount*
200

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

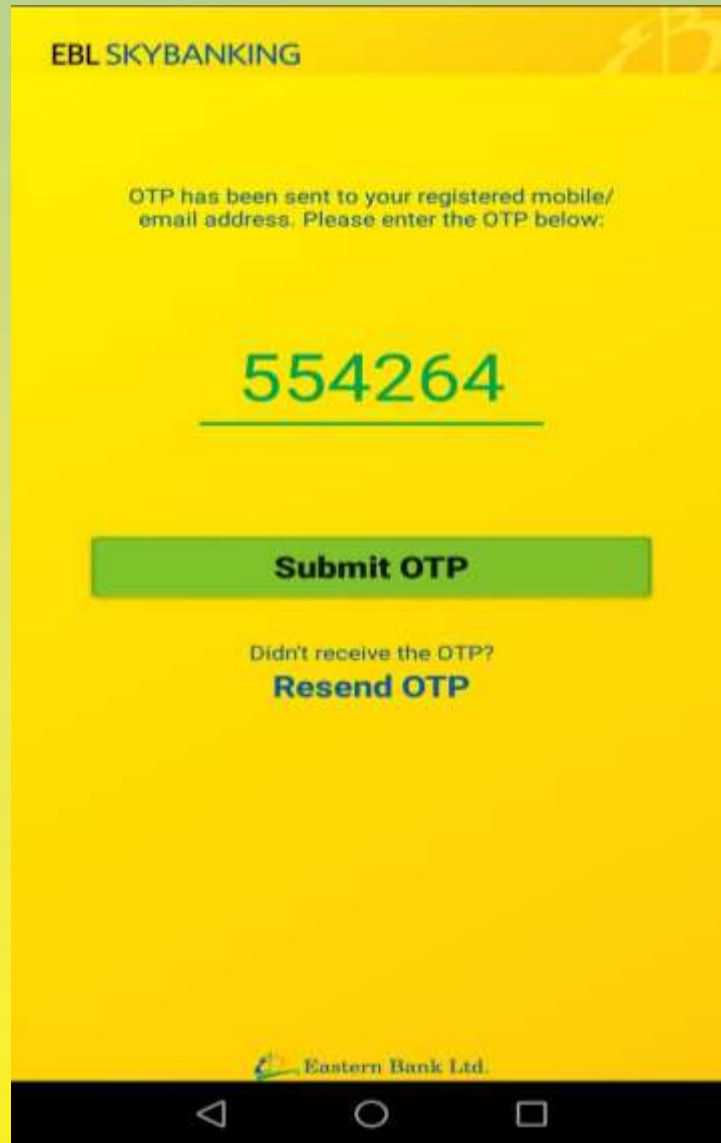
Transfer Amount
200

Are you sure?

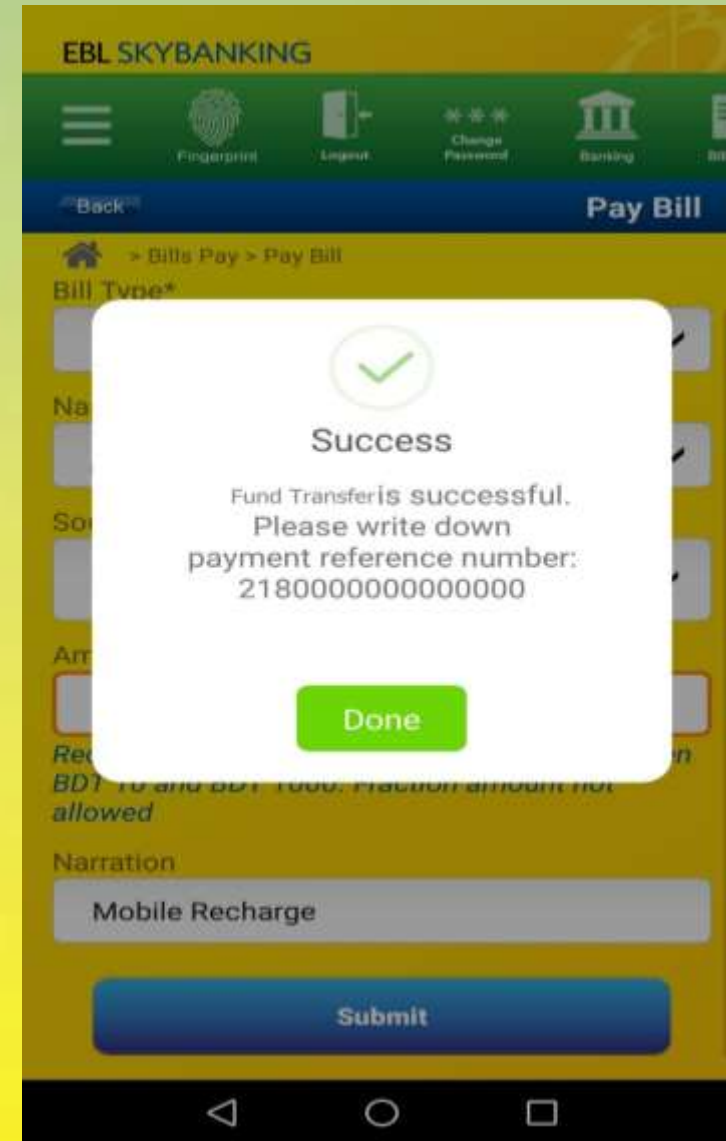
NO YES

Confirm all the transaction information and proceed.

Performing a fund transfer



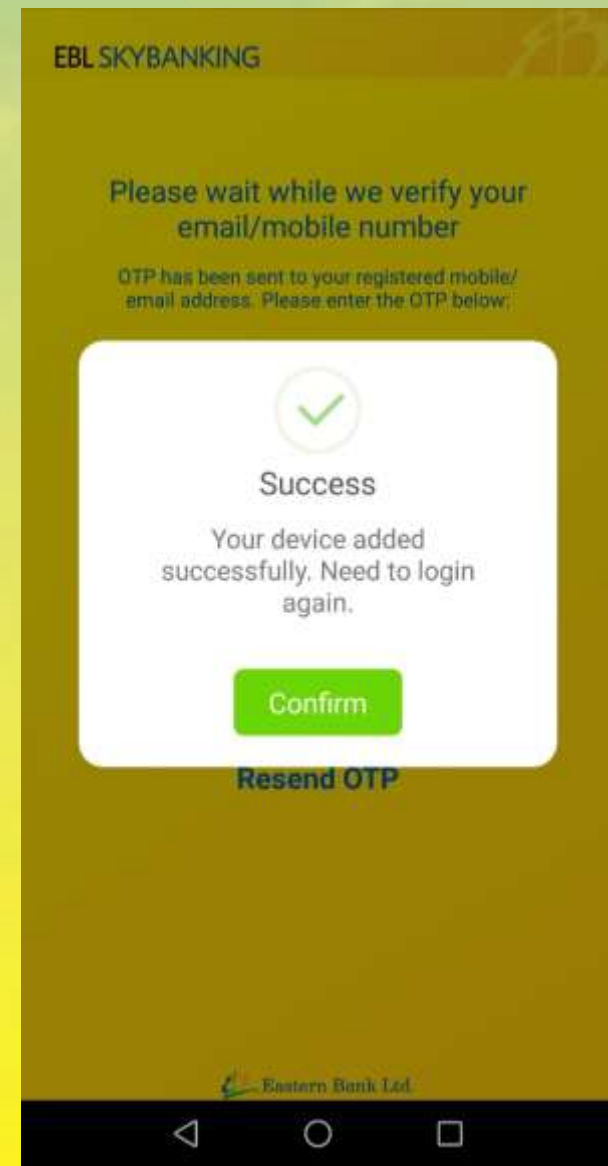
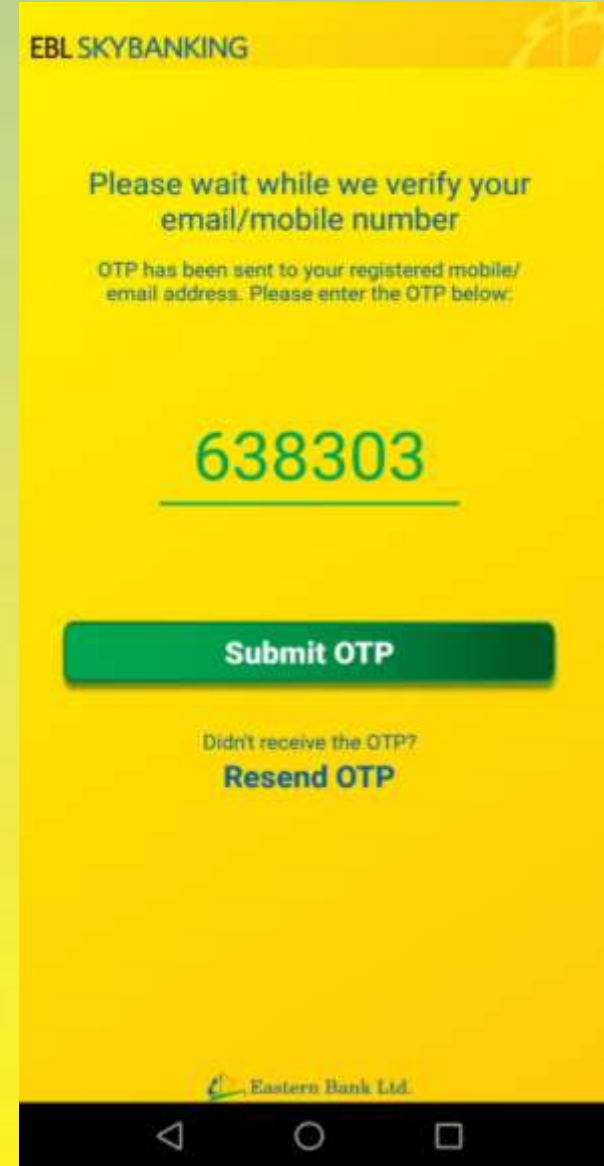
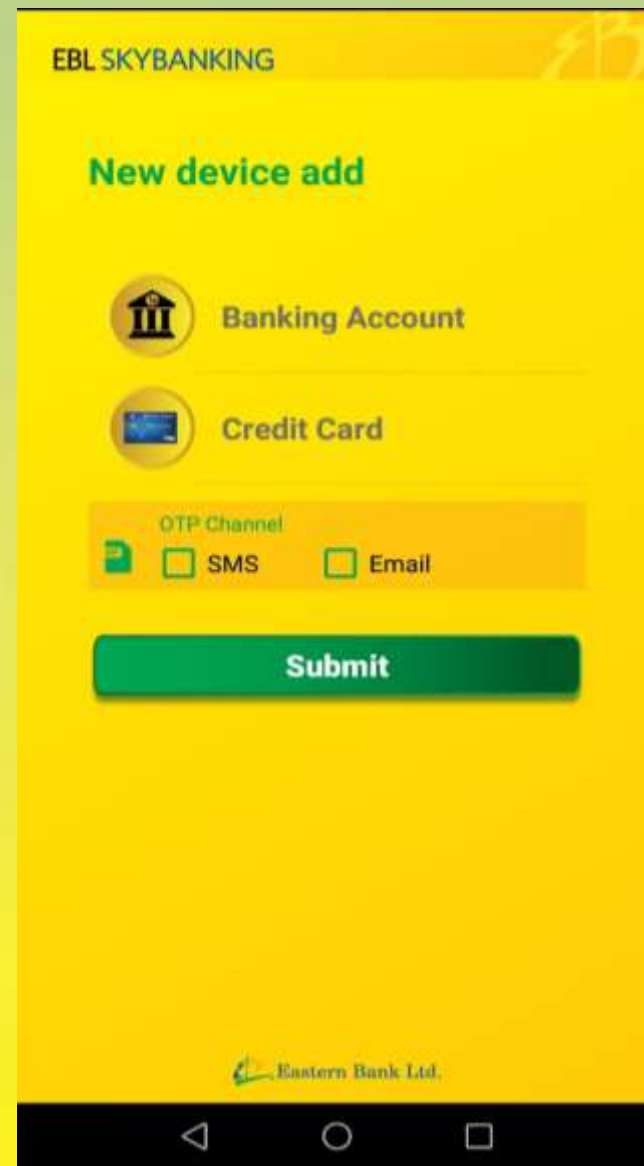
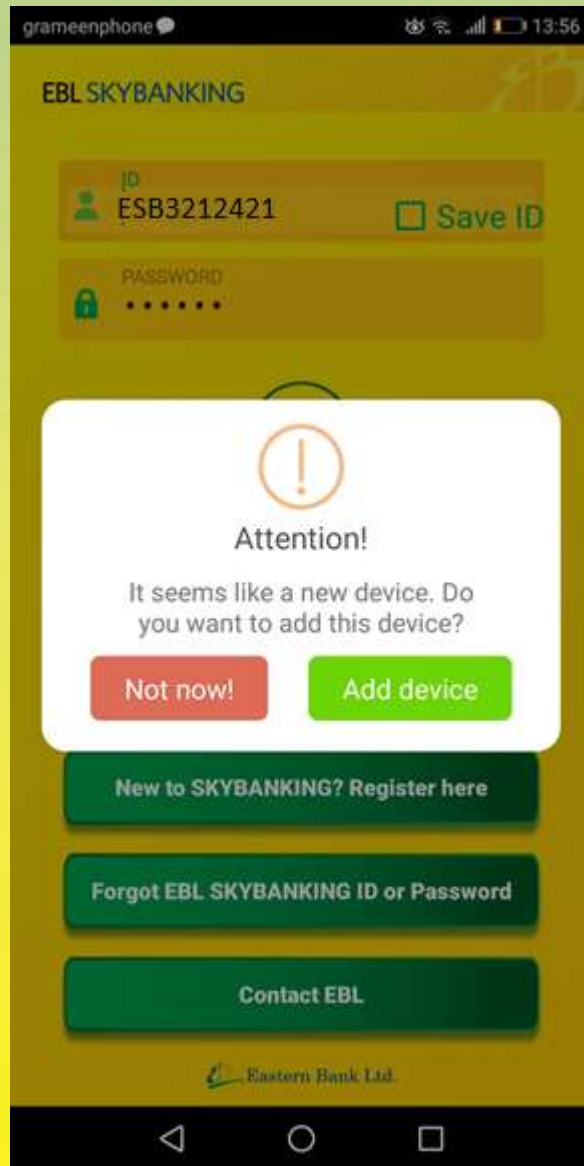
Enter the received 6-digit OTP to authenticate your transaction



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

Adding a new device

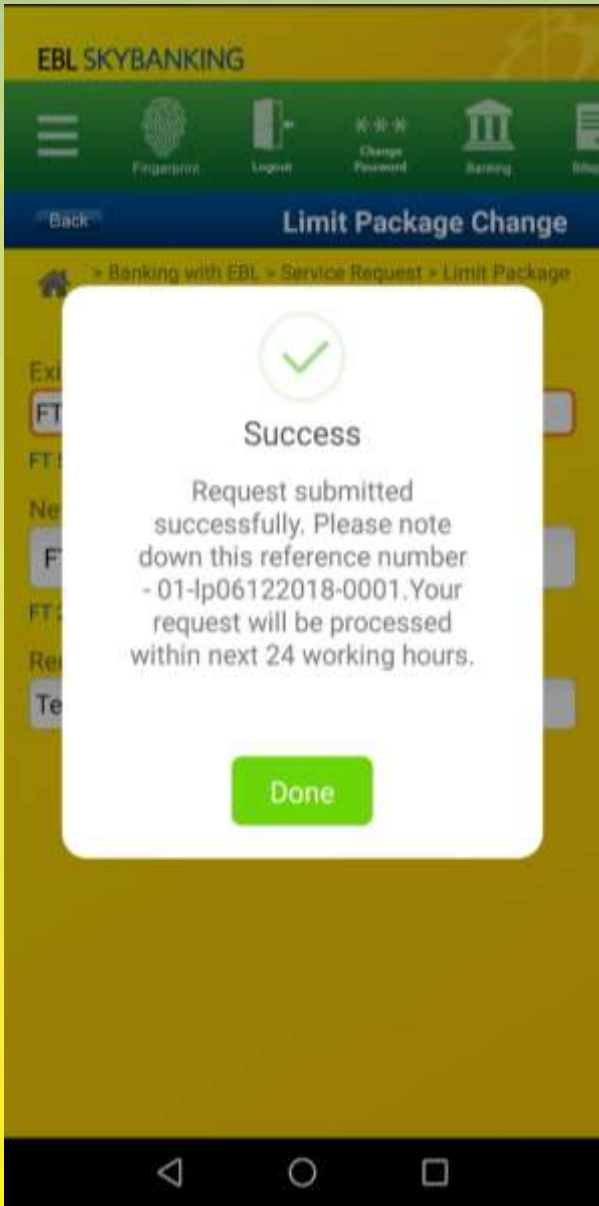
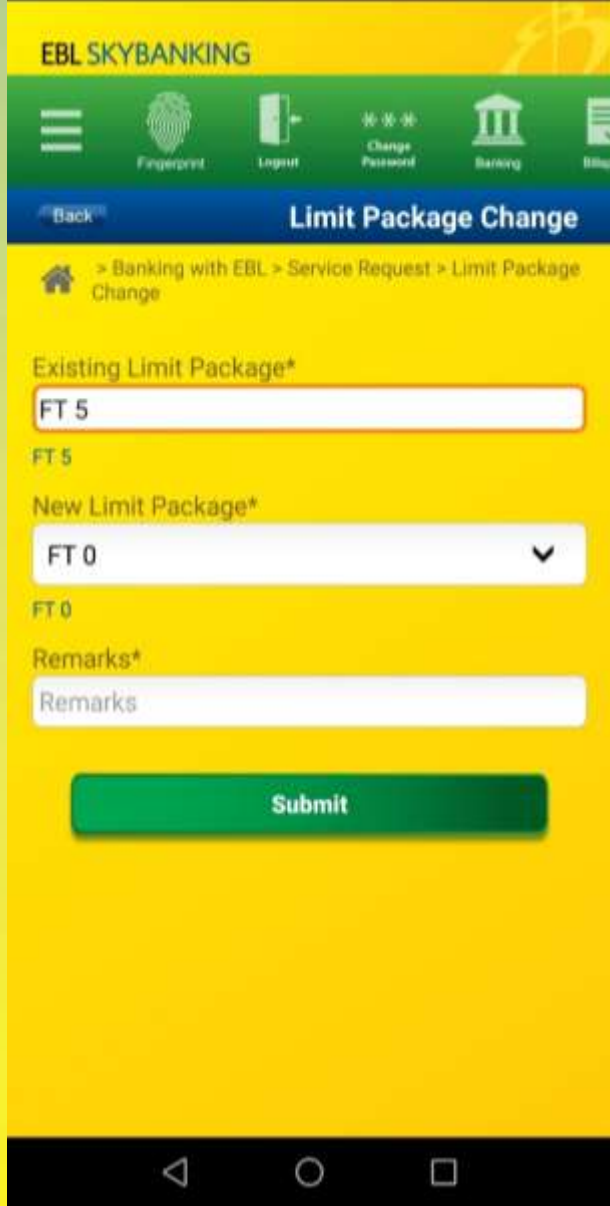
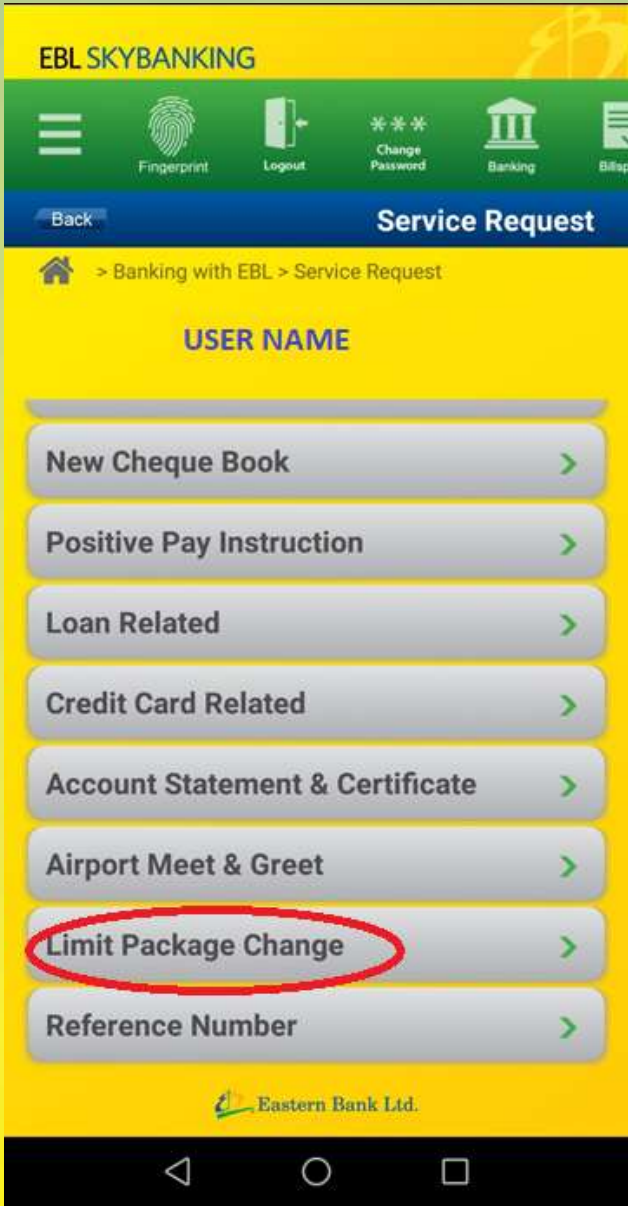
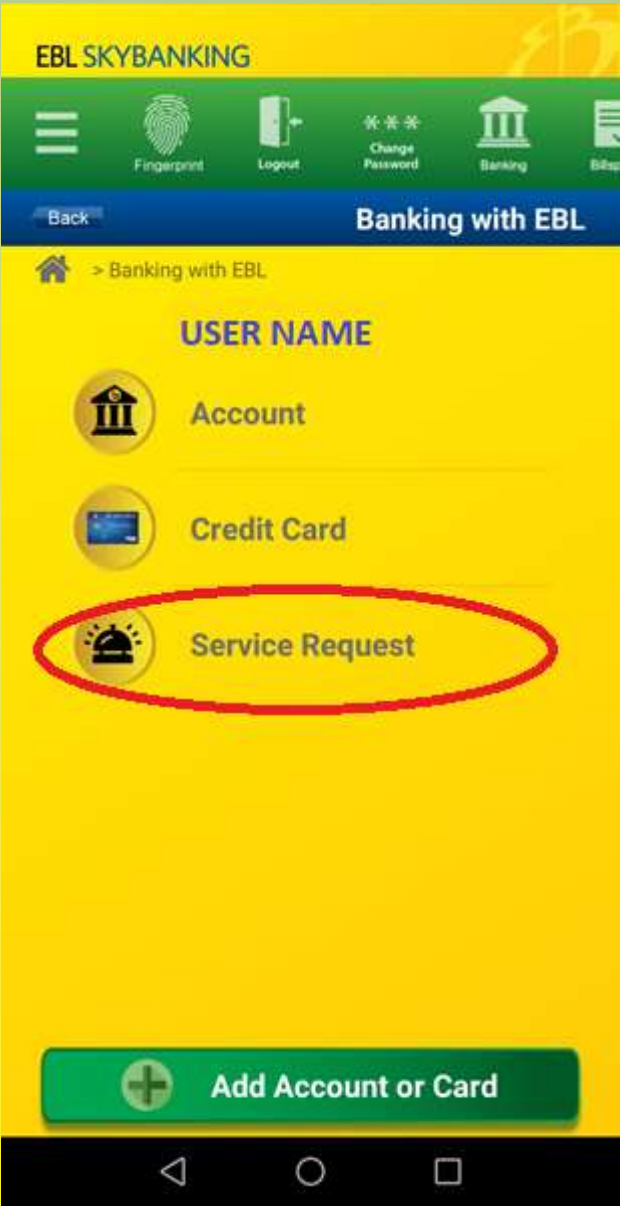
Adding a new device



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

Setting fund transfer limit

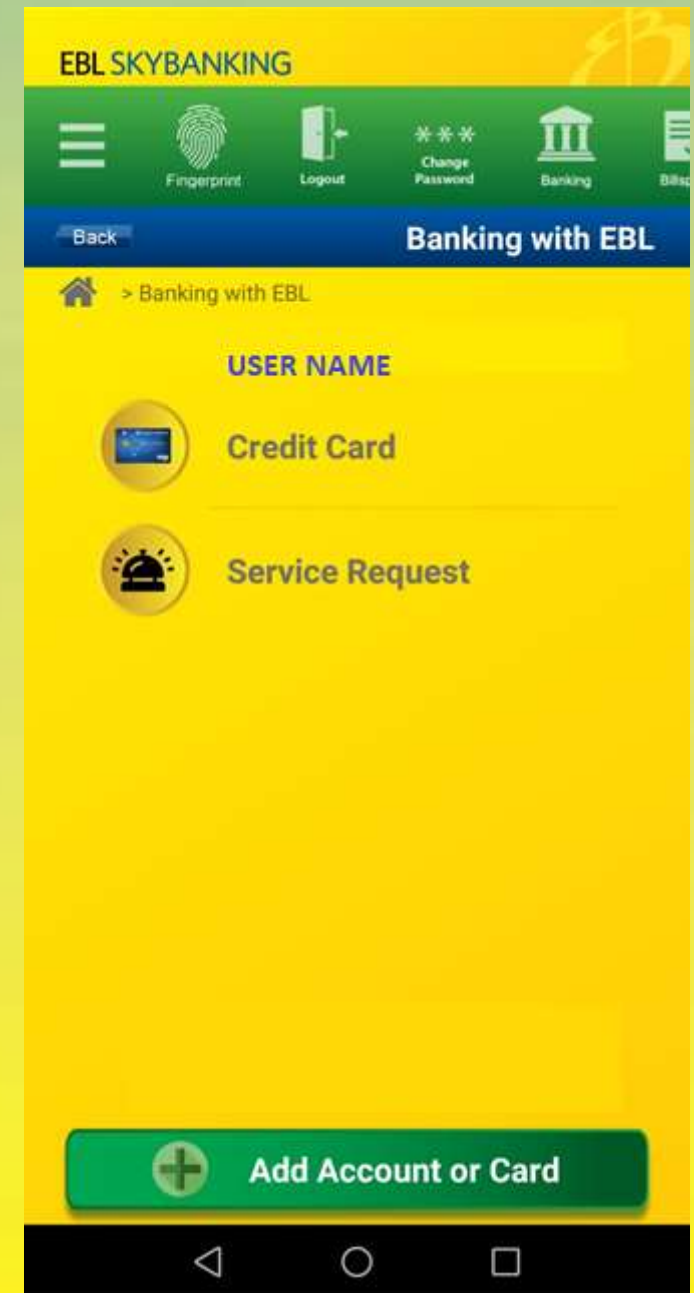
How to send a fund transfer limit request?



Adding new Account or Card

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

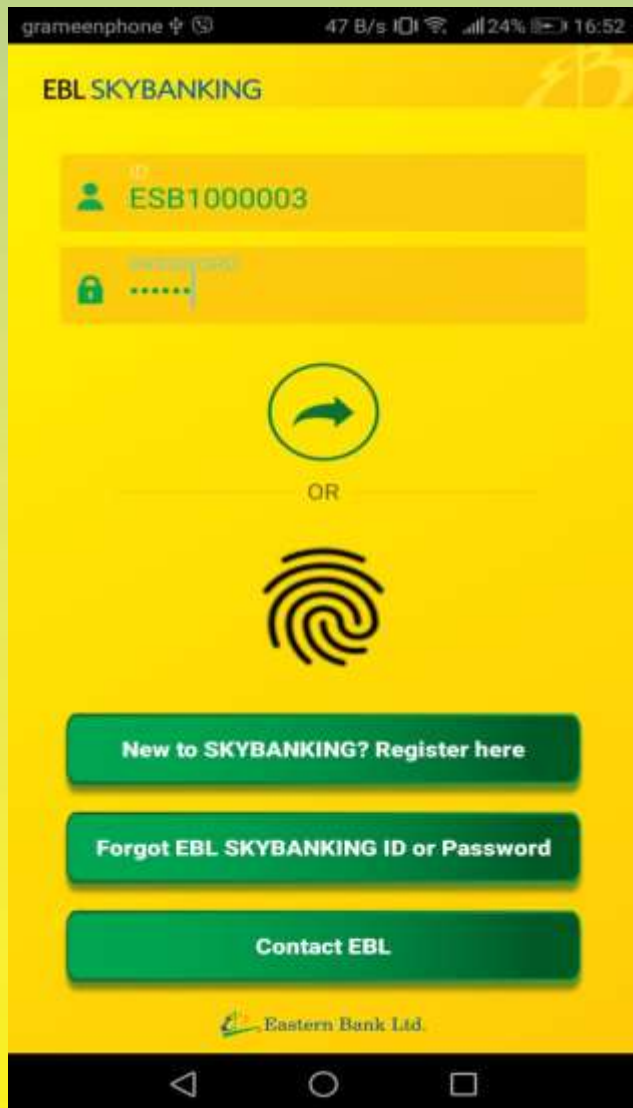
This will require the customer's registered mobile number with card or account to be verified.



Fund Transfer to bKash

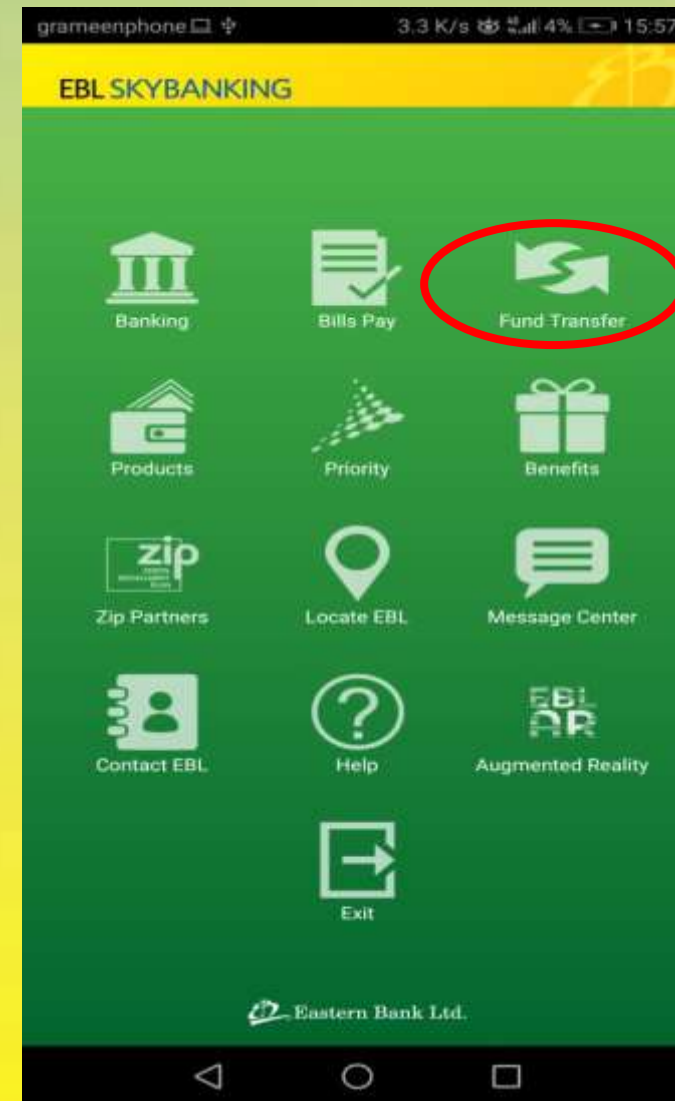
Step 1:

Login to EBL SKYBANKING Using ID and Password



Step 2:

Select “Fund Transfer” Option



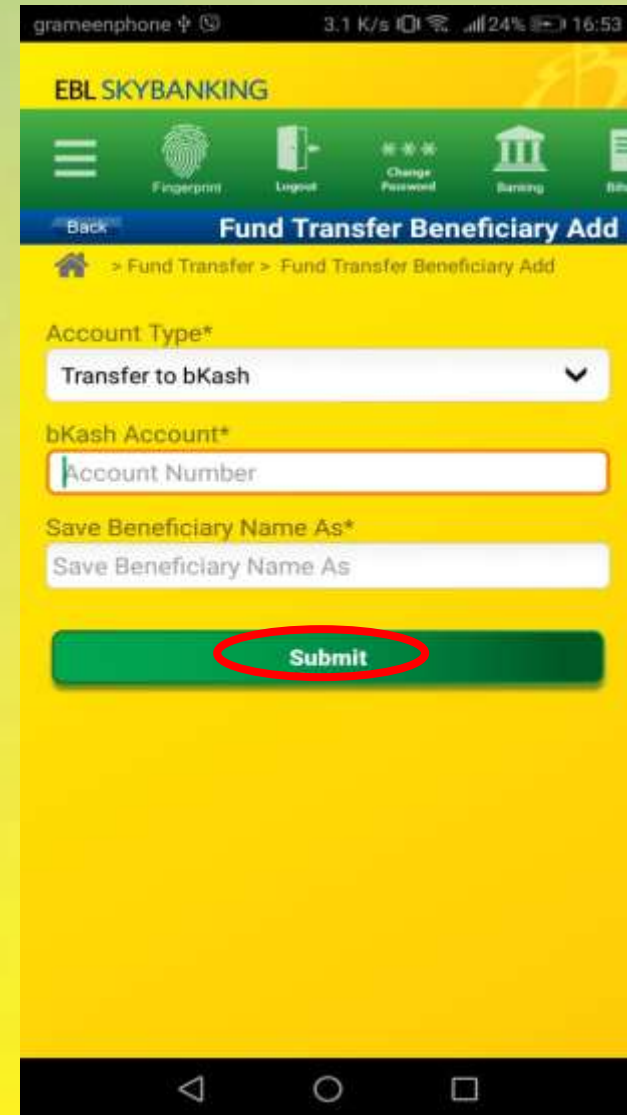
Step 3:

Select “Fund Transfer Beneficiary Add” Option



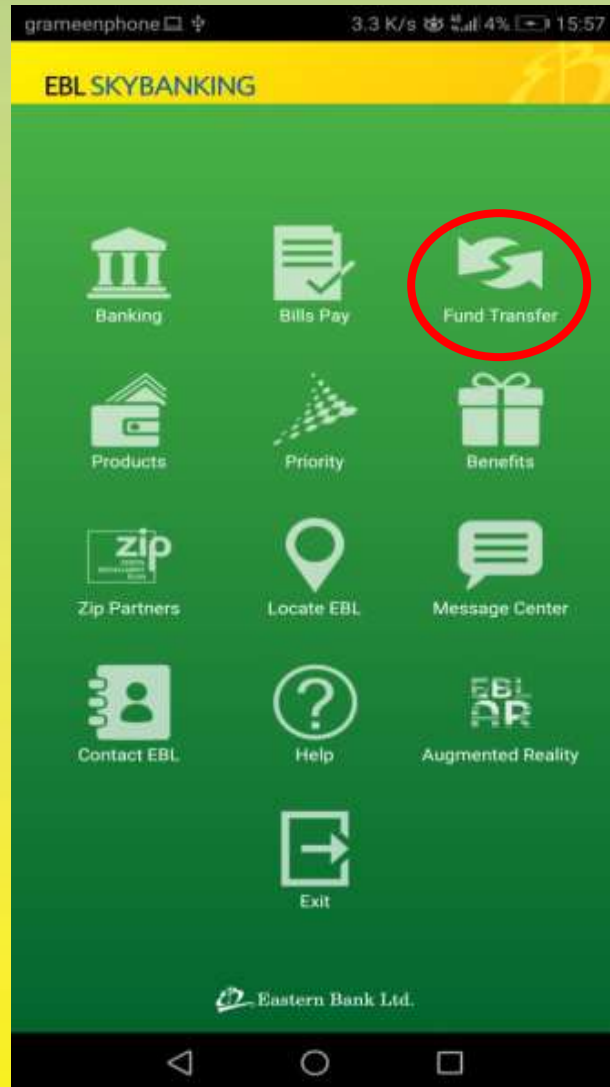
Step 4:

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



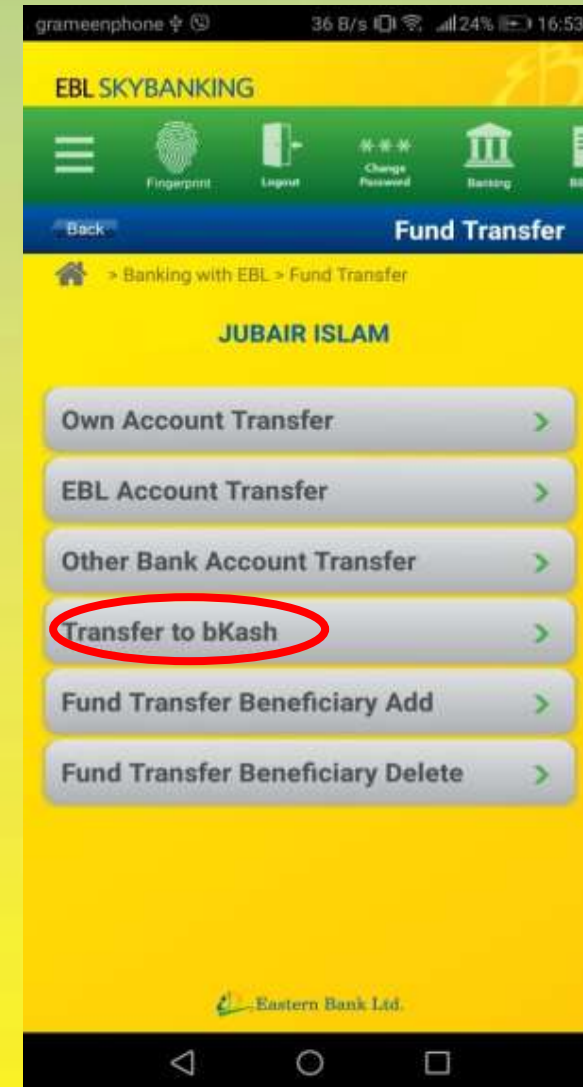
Step 5:

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"

grameenphone 0 K/s 56% 15:42

EBL SKYBANKING

Back Transfer to bKash

> Banking with EBL > Fund Transfer > Transfer to bKash

From (Account Number)*

0011185770211

Beneficiary Name*

01783400340 - Dada

bKash number*

01783400340

bKash name*

bKash Account name not available

Amount*

50

Narration

Narration

OTP Channel*

☒ SMS ☐ Email

Submit

Step 8:

Submit the OTP to Verify Fund Transfer

grameenphone 137 B/s 24% 16:54

EBL SKYBANKING

OTP has been sent to your registered mobile/
email address. Please enter the OTP below:

669802

Submit OTP

Didn't receive the OTP?
Resend OTP

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Step 9:

Get Confirmation of Fund Transfer

grameenphone 7.4 K/s 56% 13:47

EBL SKYBANKING

OTP has been sent to your registered mobile/
email address. Please enter the OTP below:

Success

Transfer to bKash is
successful. Please save
this reference number:
6D92388B66

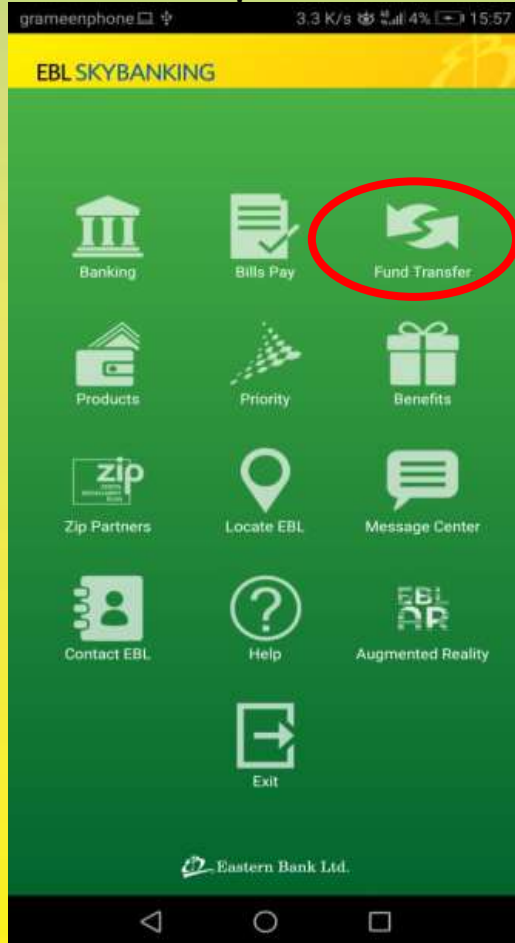
Done

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bKash Fund Transfer from EBL Credit Card

Beneficiary Add - bKash

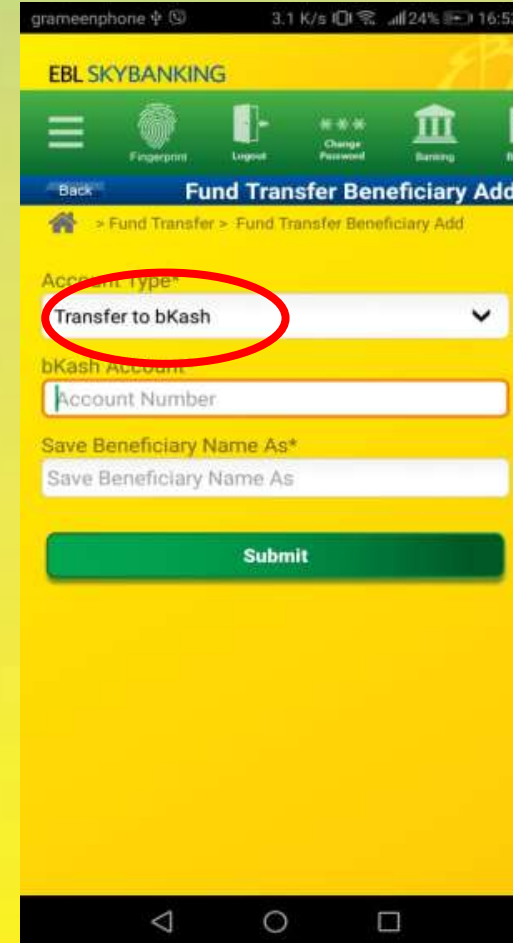
Step 1:



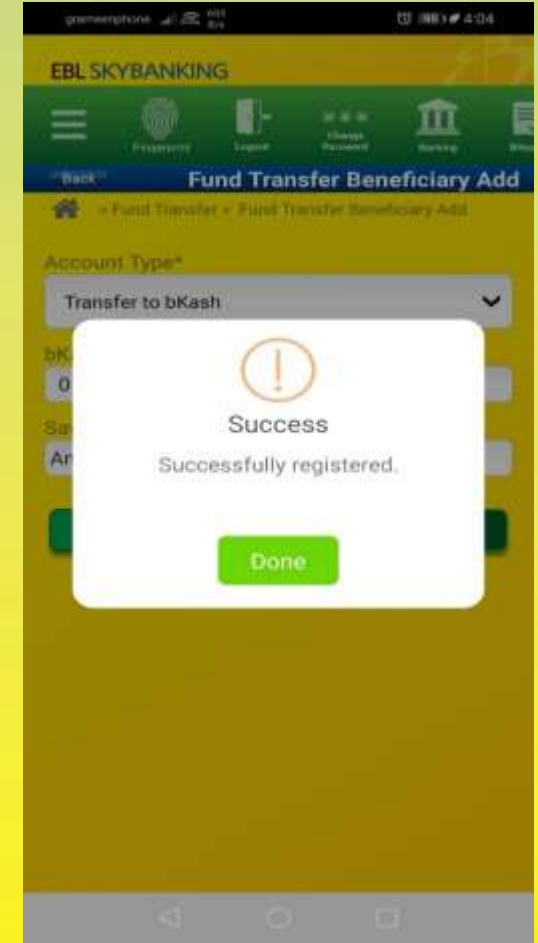
Step 2:



Step 3:

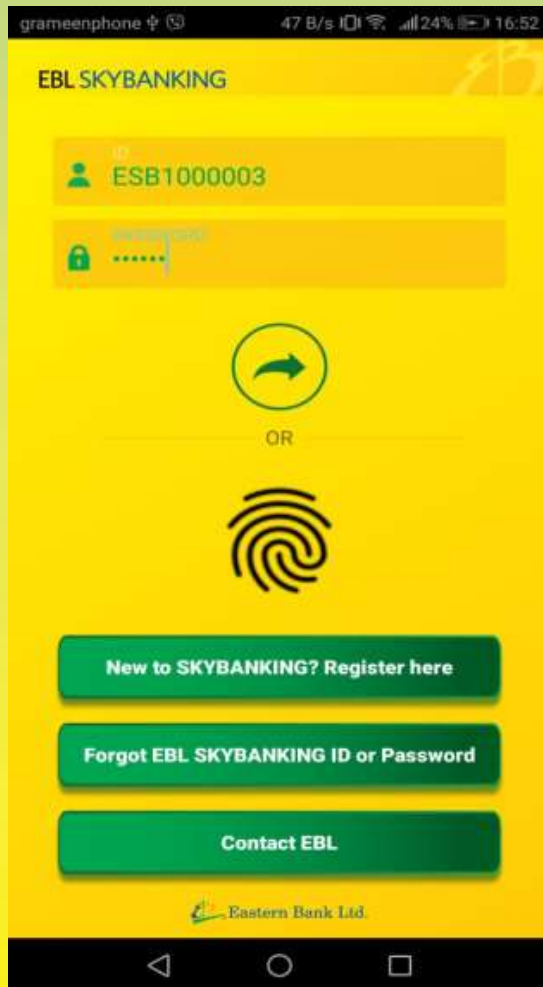


Step 4:

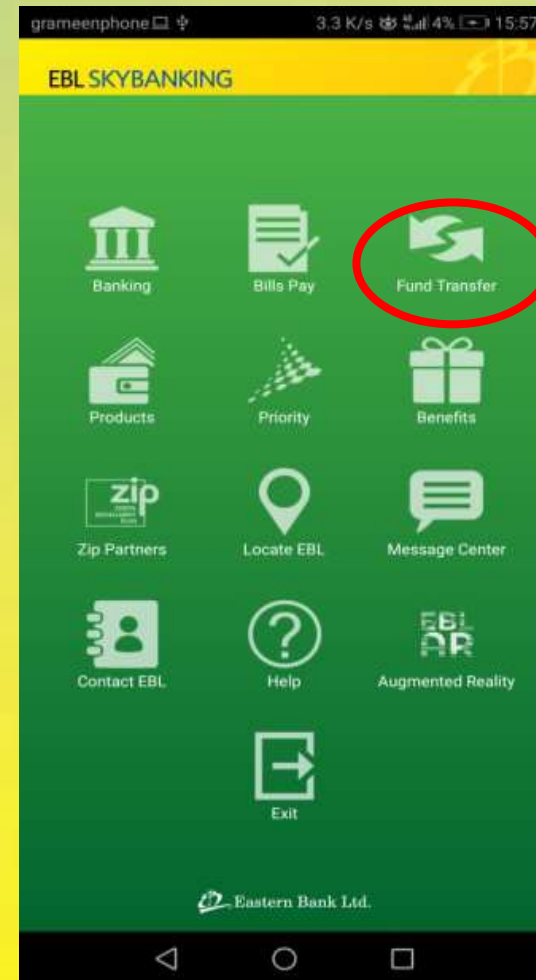


Fund Transfer from EBL Credit Card to bKash

Step 1:



Step 2:



Step 3:

EBL SKYBANKING

Back Transfer to bKash

> Banking with EBL > Fund Transfer > Transfer to bKash

From (Account/Card Number)*

VISA 434978*****0339 Visa Credit Card

Beneficiary Name*

01723928482 - Anik

bKash number*

01723928482

bKash name*

Mushfiqur Rahman

Amount*

100

Narration

Narration

Next

Step 4:

Account Name
MUSHFIQUR RAHMAN

From Card Number
434978*****0339

bKash Account
01723928482

Name
Mushfiqur Rahman

Transfer Amount
100

Processing Fee
2%

Processing Fee with VAT
2.3

Total Amount
102.3

Available Balance
17524.71

Amount available after transfer
17422.41

Are you sure?

NO YES

Step 5:

EBL SKYBANKING

OTP has been sent to your registered mobile/
email address. Please enter the OTP below:

602699

Submit OTP

Didn't receive the OTP?
Resend OTP

Eastern Bank Ltd.

Step 6:

EBL SKYBANKING

OTP has been sent to your registered mobile/
email address. Please enter the OTP below:

Success

Transfer to bKash is
successful. Please save
this reference number:
6JS1L2V2UZ

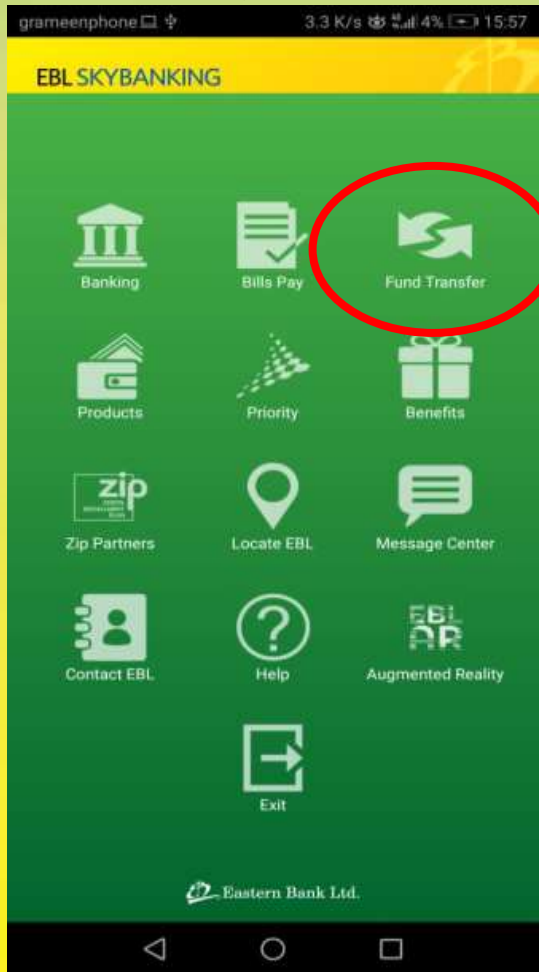
Done

Eastern Bank Ltd.

Fund Transfer to EBL Account from EBL Credit Card

Beneficiary Add - EBL Account

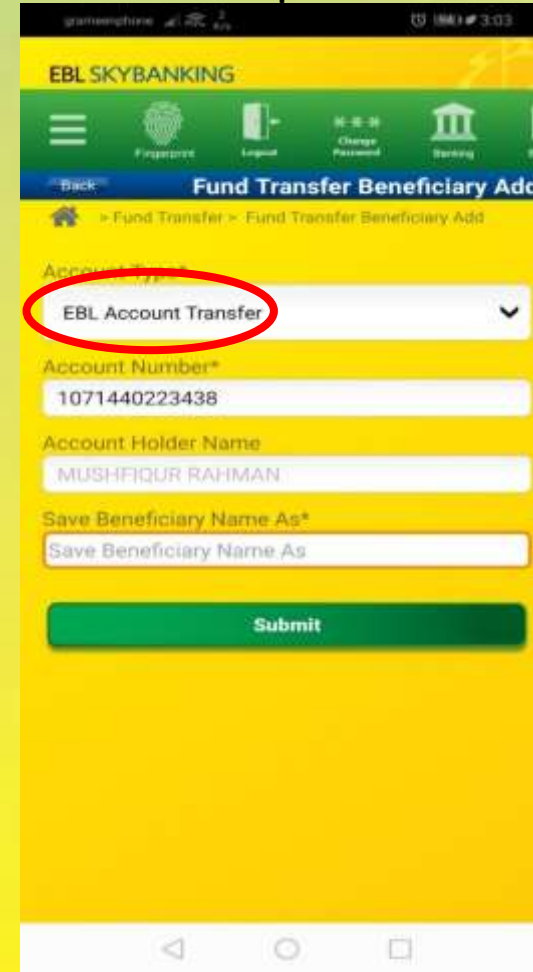
Step 1:



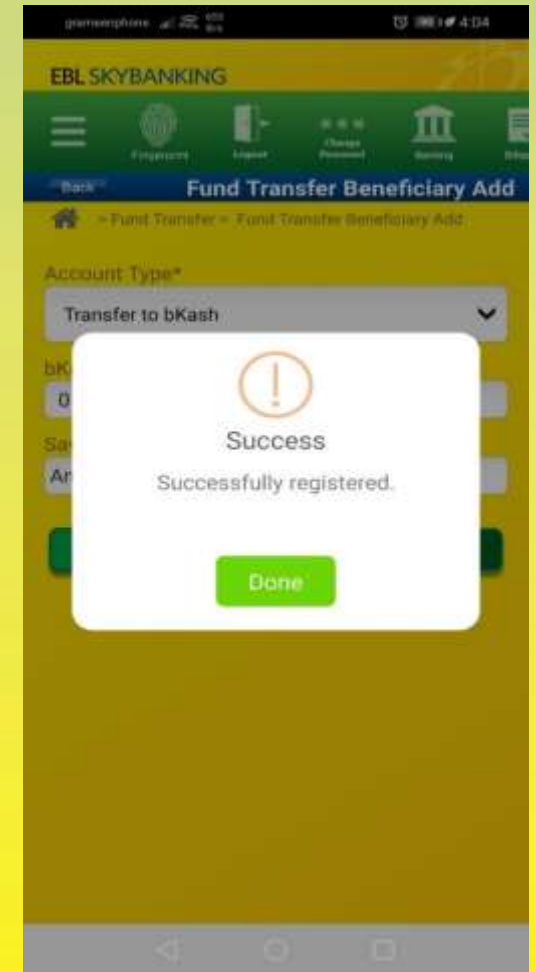
Step 2:



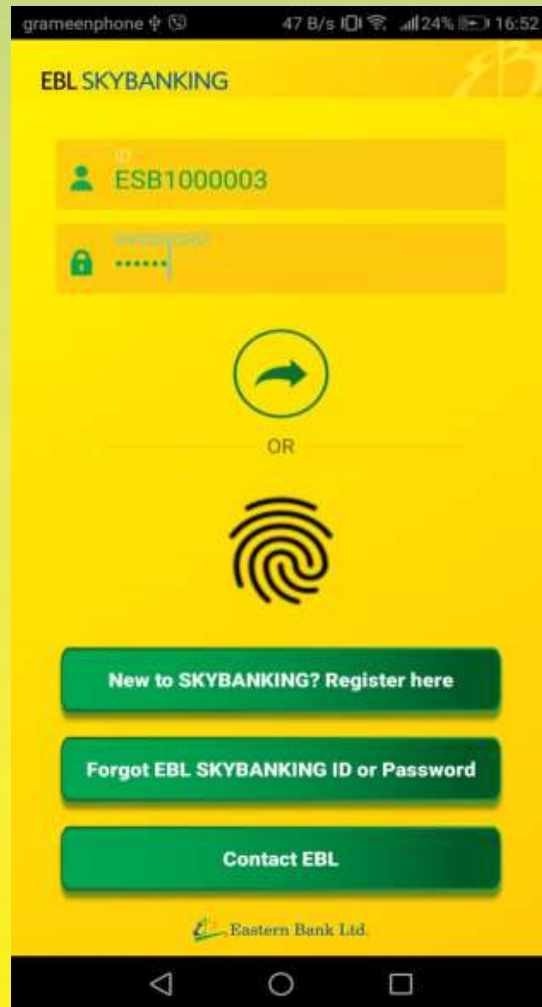
Step 3:



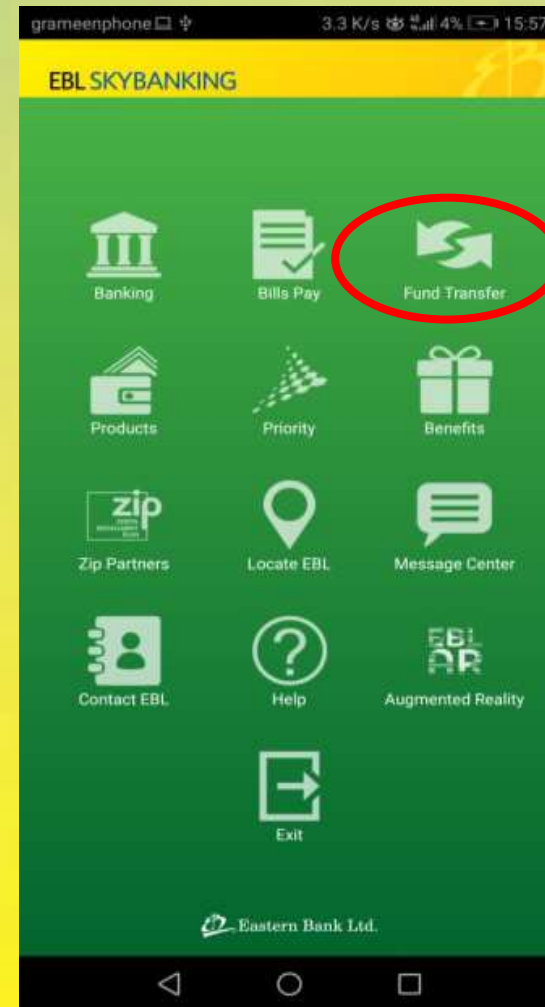
Step 4:



Step 1:

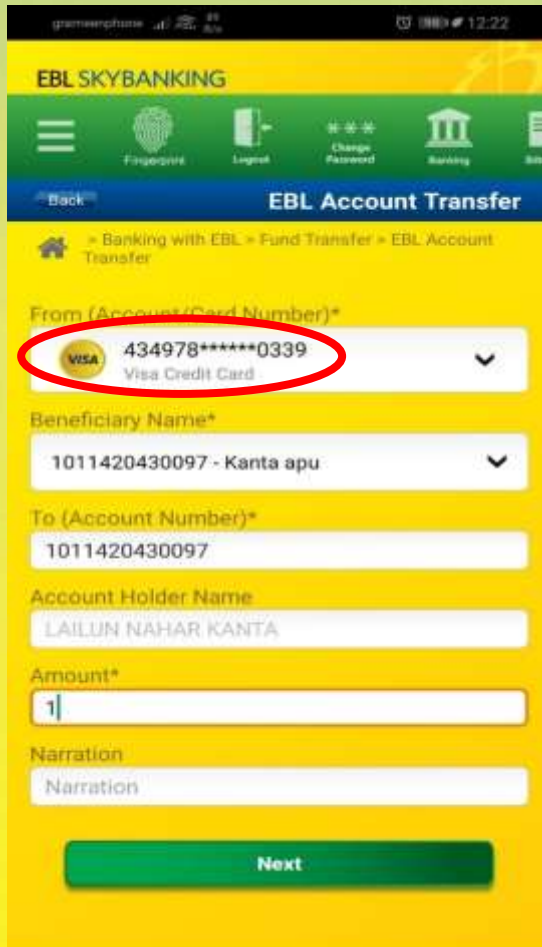


Step 2:



Screen Flow

Step 3:



EBL SKYBANKING

Back EBL Account Transfer

> Banking with EBL > Fund Transfer > EBL Account Transfer

From (Account/Card Number)*

VISA 434978*****0339 Visa Credit Card

Beneficiary Name*

1011420430097 - Kanta apu

To (Account Number)*

1011420430097

Account Holder Name

LAILUN NAHAR KANTA

Amount*

1

Narration

Narration

Next

Step 4:



Account Name

MUSHFIQUR RAHMAN

From Card Number

434978*****0339

To Account

1011420430097

Transfer Amount

1

Processing Fee

2%

Processing Fee with VAT

0.02

Total Amount

1.02

Available Balance

17525.73

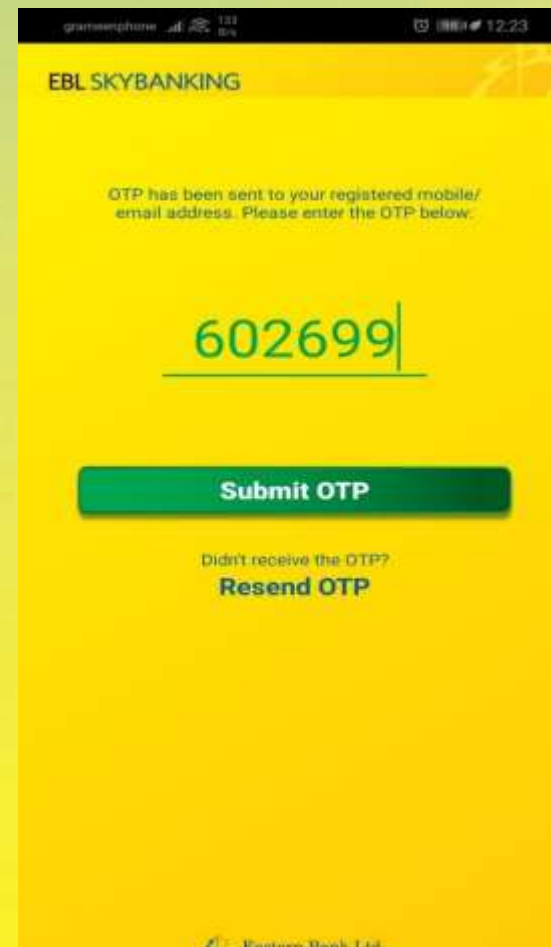
Amount available after transfer

17524.71

Are you sure?

NO YES

Step 5:



EBL SKYBANKING

OTP has been sent to your registered mobile/ email address. Please enter the OTP below:

602699

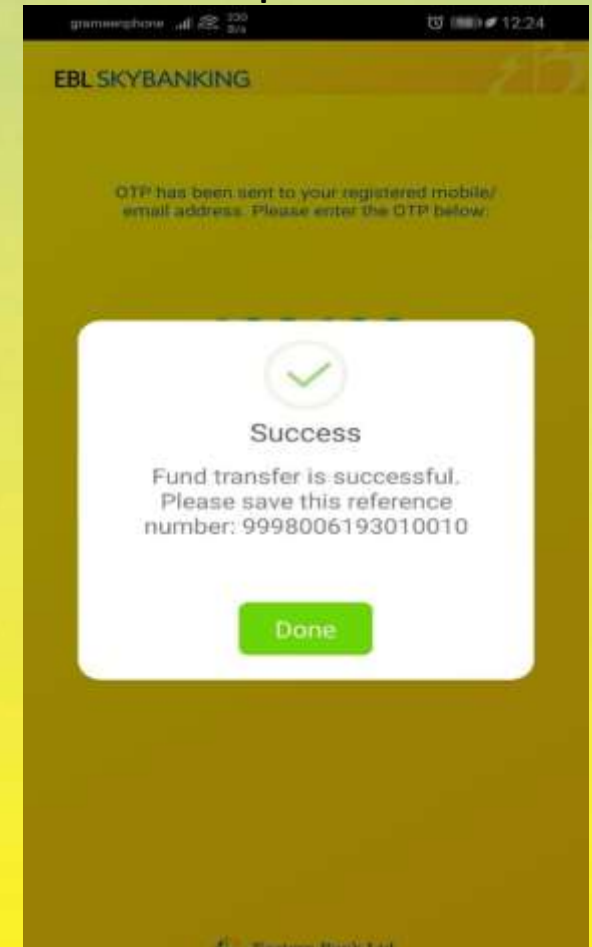
Submit OTP

Didn't receive the OTP?

Resend OTP

Eastern Bank Ltd.

Step 6:



EBL SKYBANKING

OTP has been sent to your registered mobile/ email address. Please enter the OTP below:

Success

Fund transfer is successful. Please save this reference number: 9998006193010010

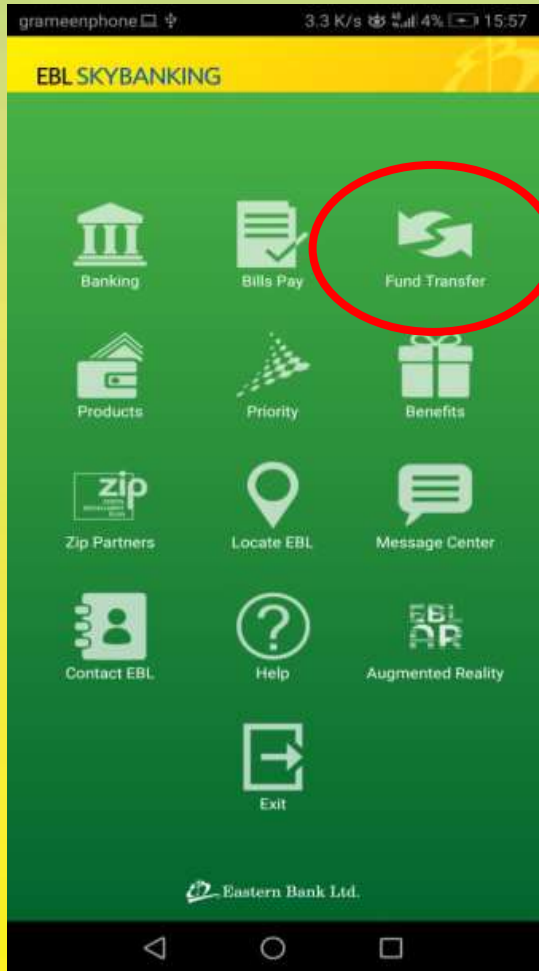
Done

Eastern Bank Ltd.

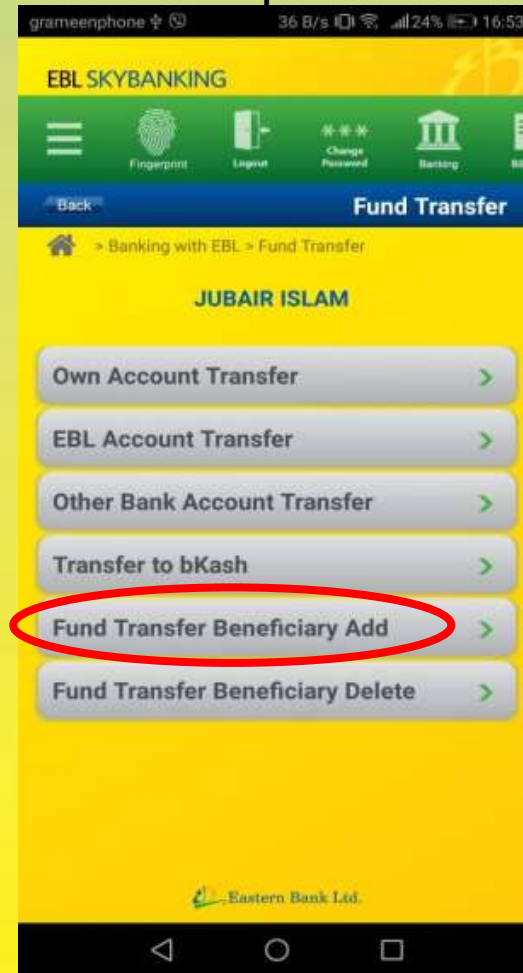
Fund Transfer to Other Bank Account from EBL Credit Card

Beneficiary Add – Other Bank Account

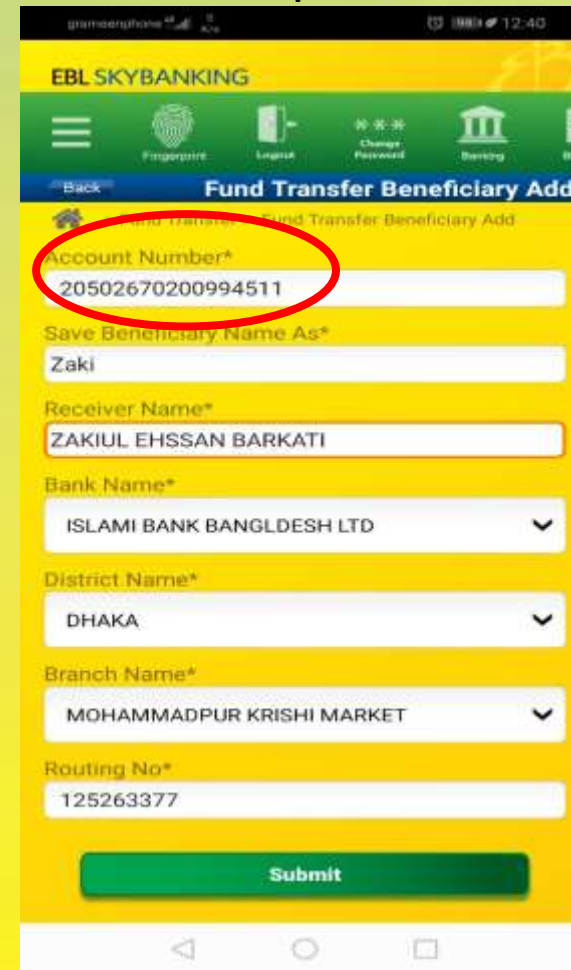
Step 1:



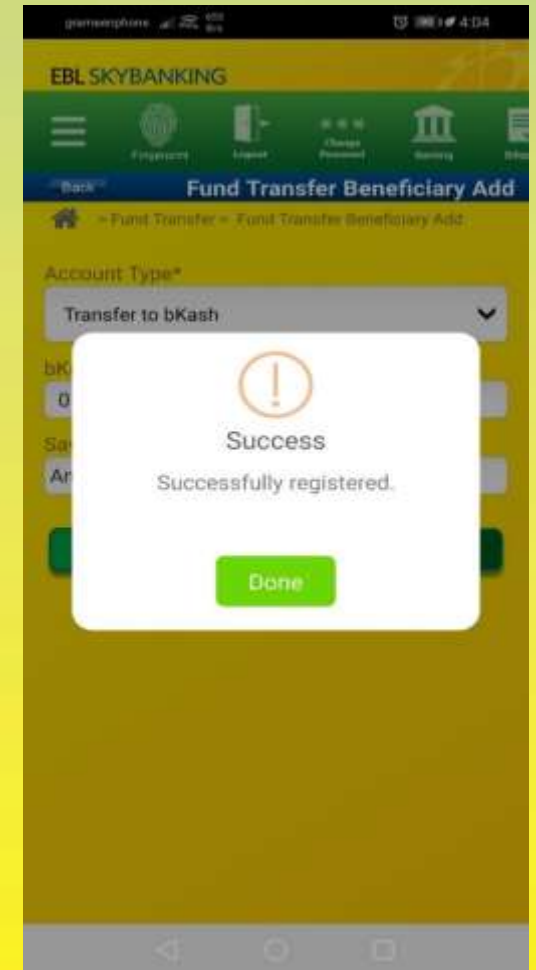
Step 2:



Step 3:

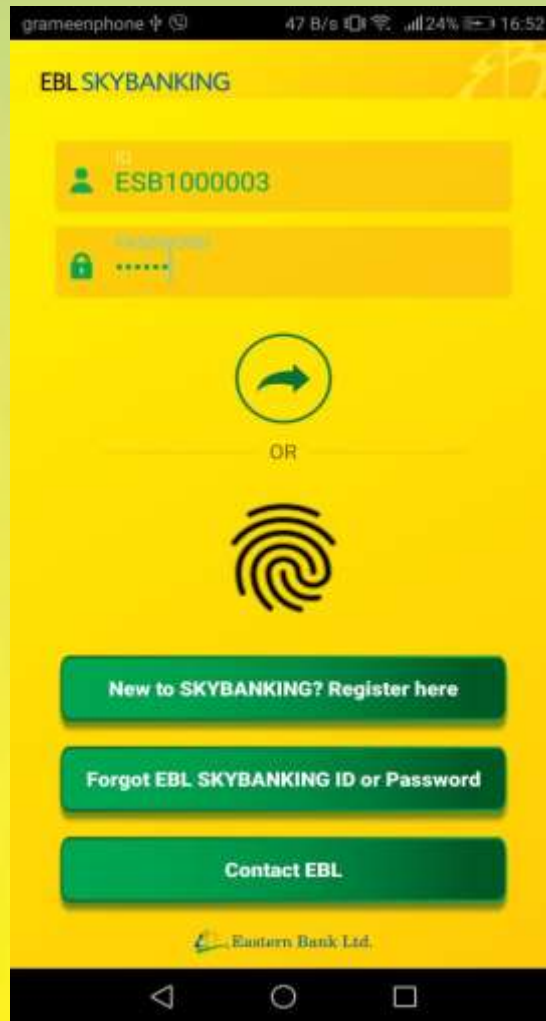


Step 4:

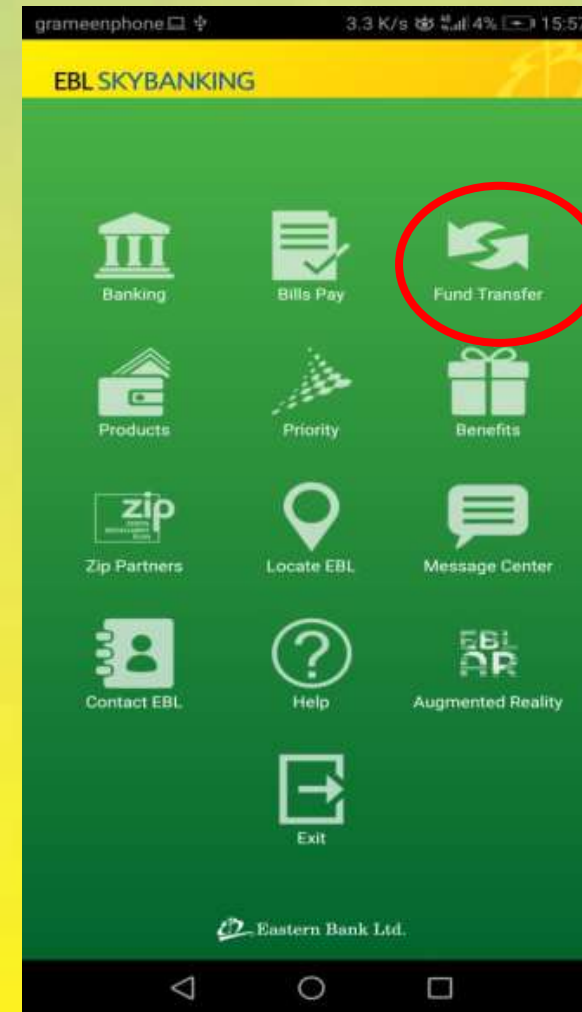


Fund Transfer from EBL Credit Card to Other Bank Account

Step 1:



Step 2:



Fund Transfer from Credit Card to Other Bank Account

Step 3:

EBL SKYBANKING

Other Bank Account Transfer

ACCOUNT/LBID NO*
434978*****0339
Visa Credit Card

Beneficiary Name*
20502670200994511 - Zaki

Receiver Name*
ZAKIUL EHSSAN BARKATI

Destination Account*
20502670200994511

Bank Name*
ISLAMIC BANK BANGLADESH LTD

District Name*
DHAKA

Branch Name*
MOHAMMADPUR KRISHI MARKET

Routing No*
125263377

Amount*
1

Narration
Narration

Next

Step 4:

Account Name
MUSHFIQUR RAHMAN
From Card Number
434978*****0339
To Account
20502670200994511
Transfer Amount
1
Processing Fee
2%
Processing Fee with VAT
0.02
Total Amount
1.02
Available Balance
17523.94
Amount available after transfer
17522.92

Are you sure?

NO YES

Step 5:

EBL SKYBANKING

OTP has been sent to your registered mobile/
email address. Please enter the OTP below:

912874

Submit OTP

Didn't receive the OTP?
Resend OTP

Eastern Bank Ltd.

Step 6:

EBL SKYBANKING

Success

Fund transfer is successful.
Please save this reference
number: 9998006193020018

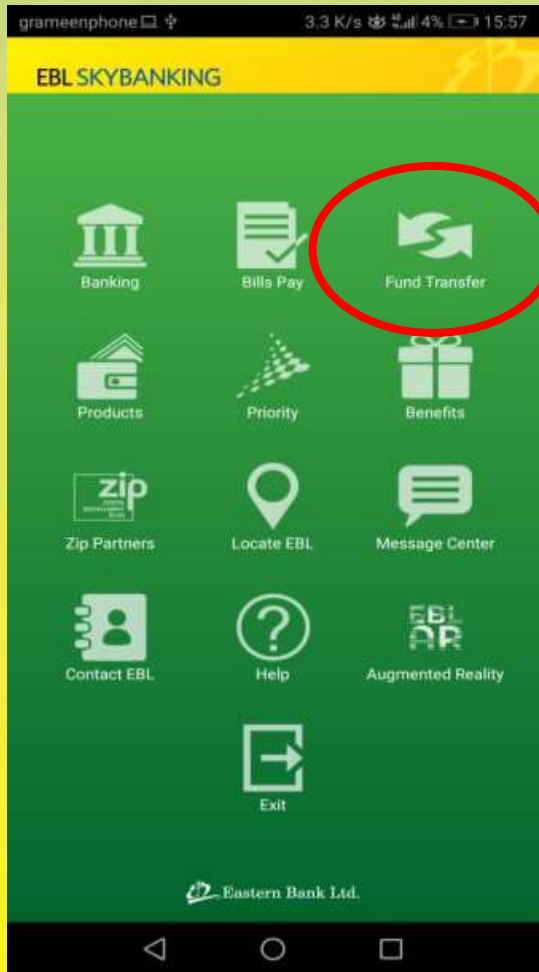
Done

Eastern Bank Ltd.

Fund Transfer to EBL Account from EBL Prepaid Card

Beneficiary Add - EBL Account

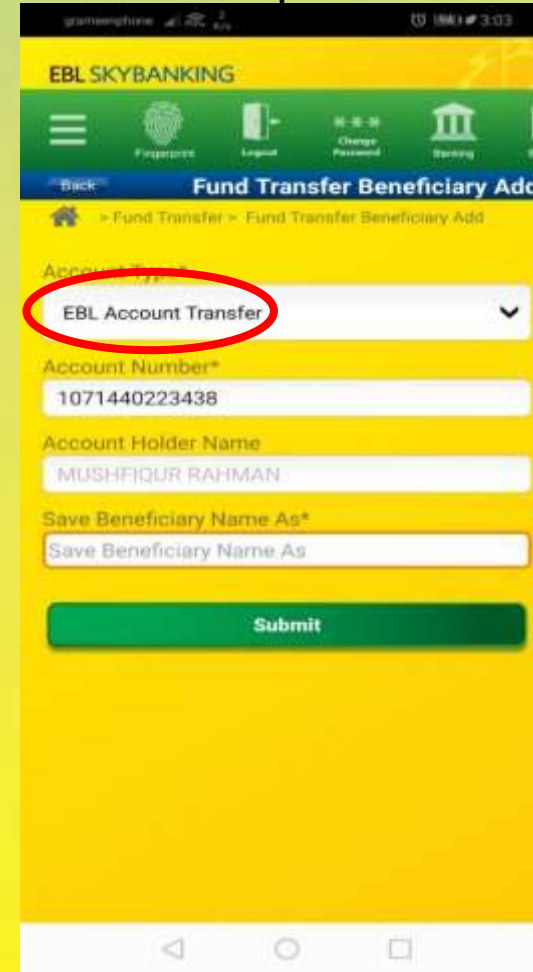
Step 1:



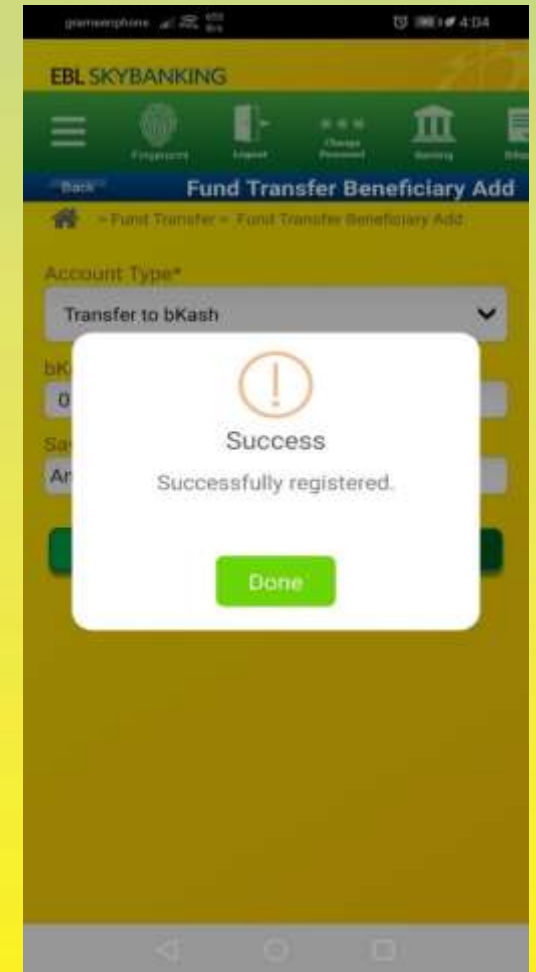
Step 2:



Step 3:

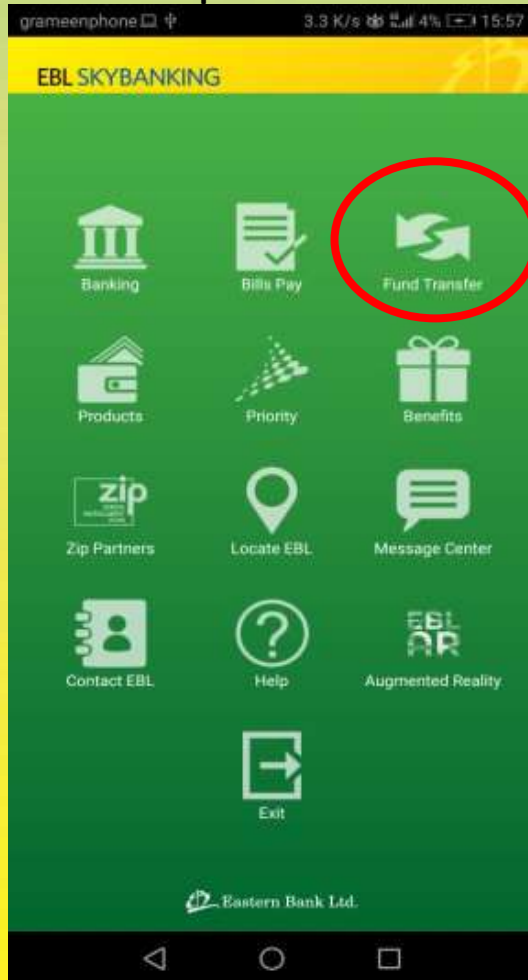


Step 4:

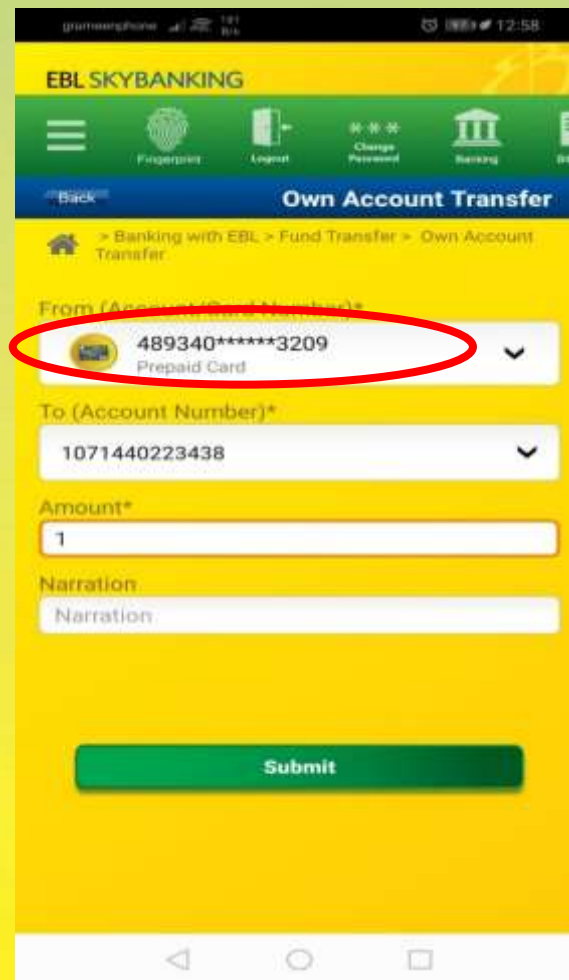


Fund Transfer from EBL Prepaid card to EBL Account

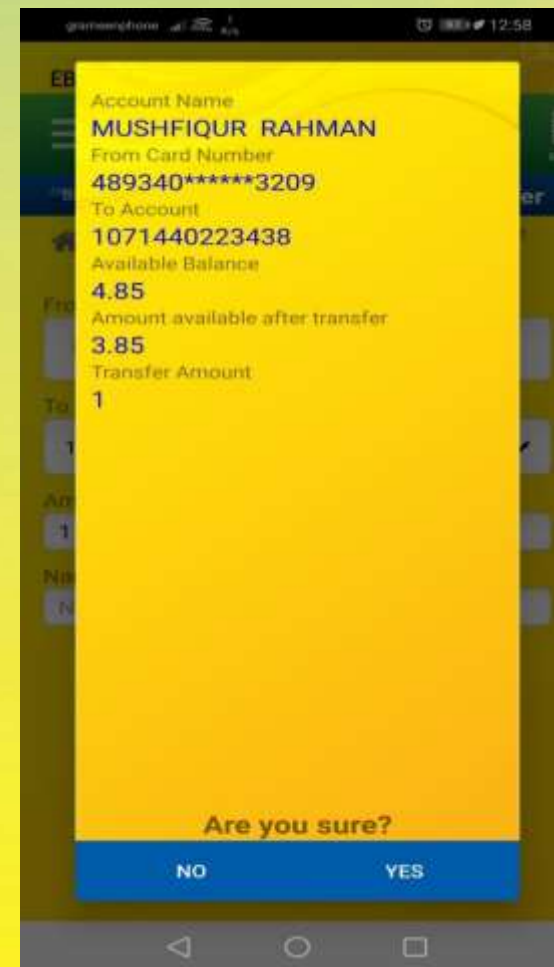
Step 1:



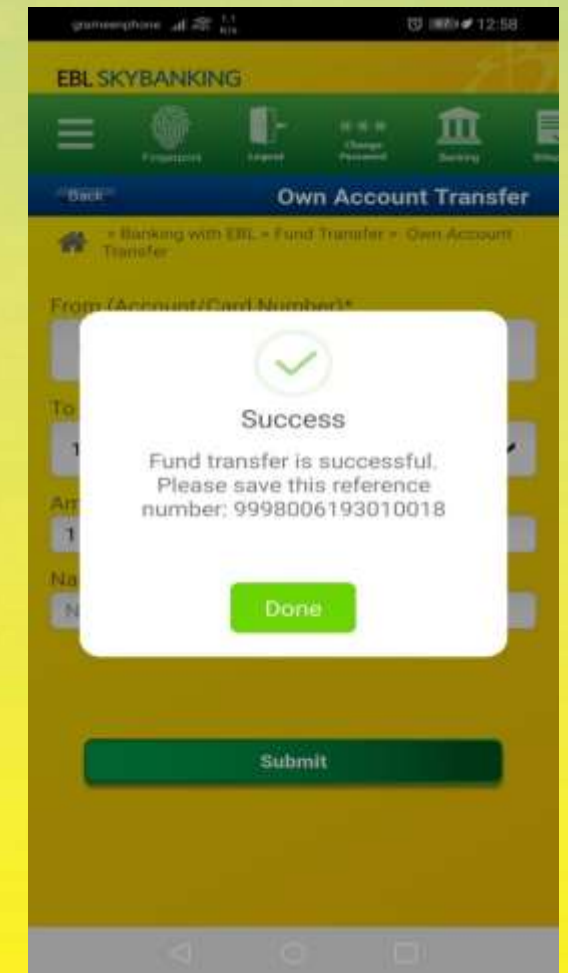
Step 2:



Step 3:



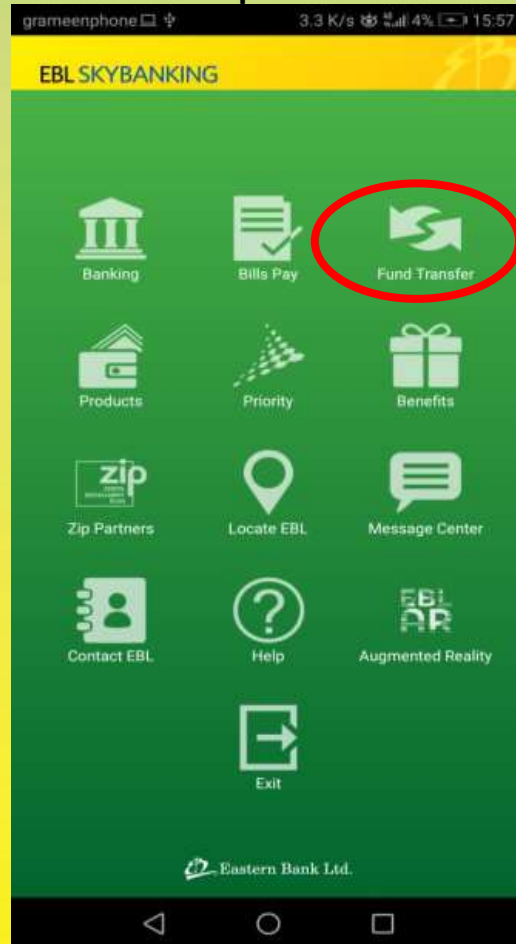
Step 4:



bKash Fund Transfer using EBL Prepaid Card

Beneficiary Add - bKash

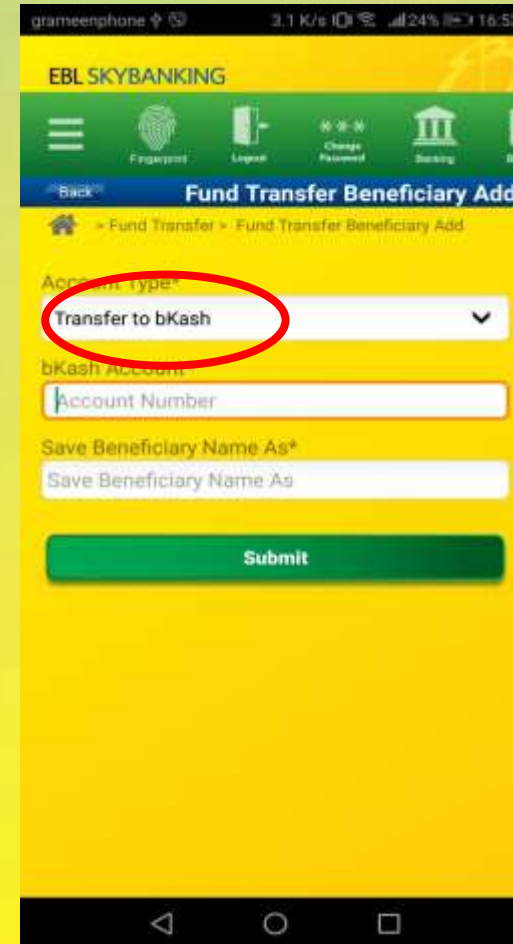
Step 1:



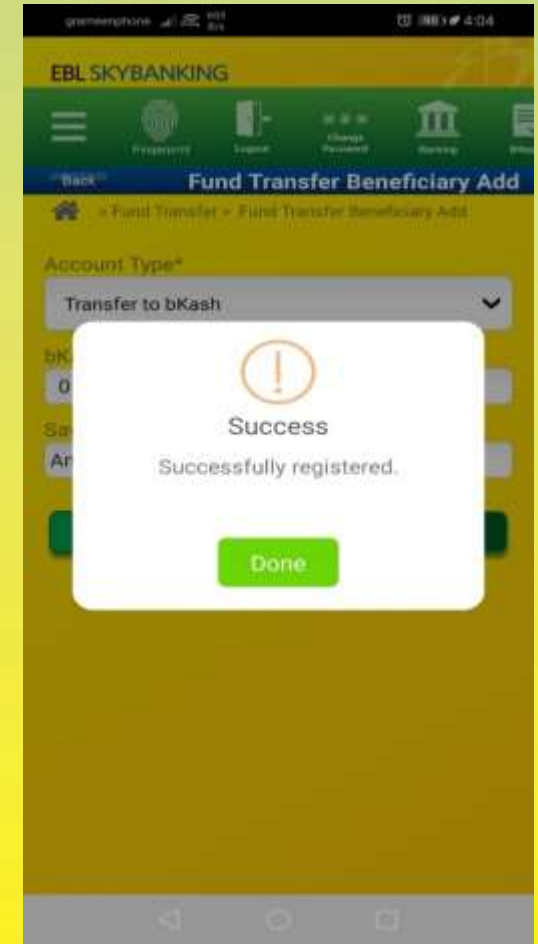
Step 2:



Step 3:

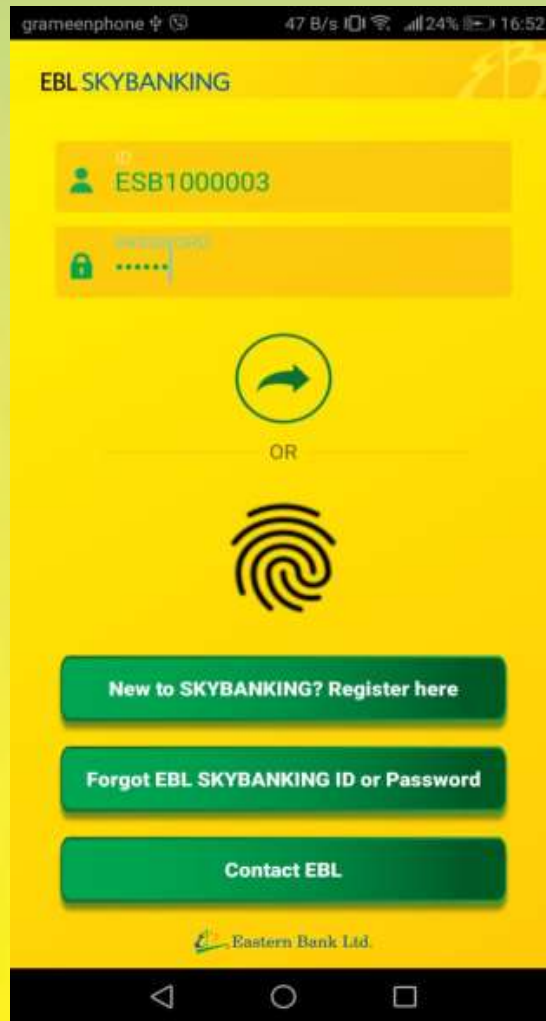


Step 4:

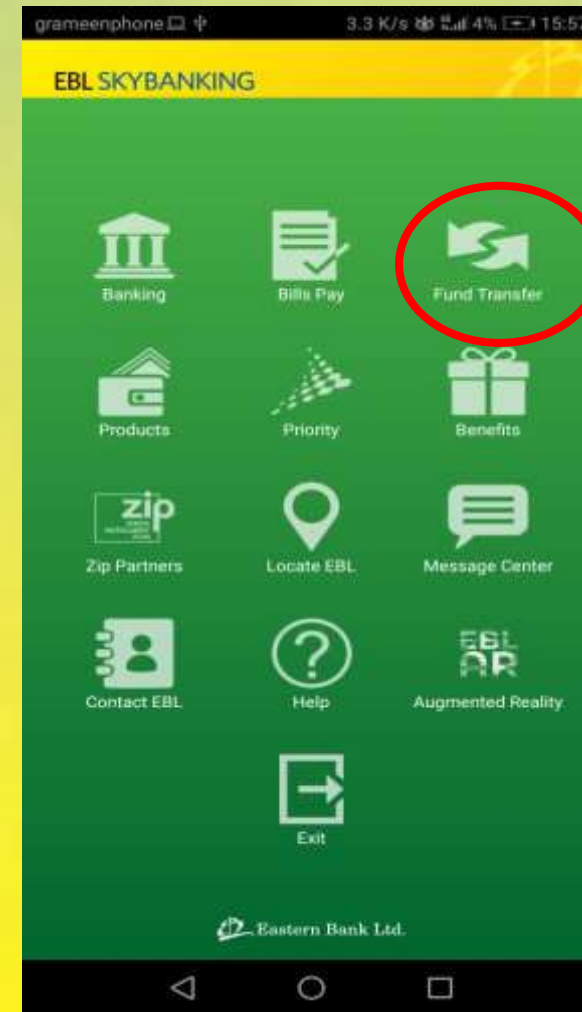


Fund Transfer from EBL Prepaid Card to bkash

Step 1:



Step 2:



Step 3:

EBL SKYBANKING

Back

Transfer to bKash

> Banking with EBL > Fund Transfer > Transfer to bKash

From (Account/Card Number)*

489340*****3209
Prepaid Card

Beneficiary Name*

01723928482 - Anik

bKash number*

01723928482

bKash name*

Mushfiqur Rahman

Amount*

50

Narration

Narration

Next

Step 4:

Account Name
MUSHFIQUR RAHMAN

From Card Number
489340*****3209

bKash Account
01723928482

Name
Mushfiqur Rahman

Available Balance
103.85

Amount available after transfer
53.85

Transfer Amount
50

Are you sure?

NO YES

Step 5:

EBL SKYBANKING

OTP has been sent to your registered mobile/
email address. Please enter the OTP below:

602699

Submit OTP

Didn't receive the OTP?
Resend OTP

Eastern Bank Ltd.

Step 6:

Success

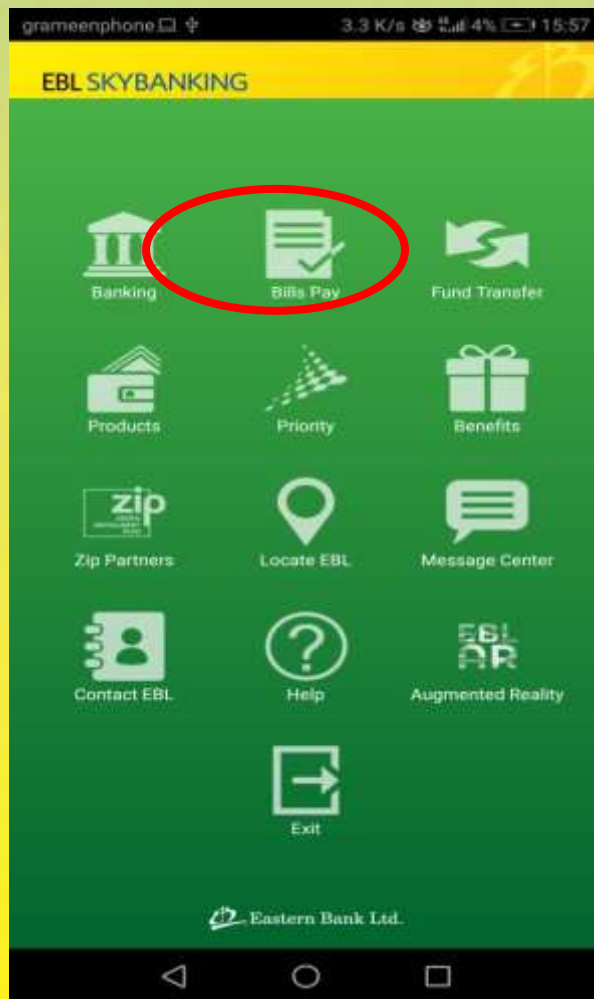
Transfer to bKash is
successful. Please save
this reference number:
6JS1L2V2UZ

Done

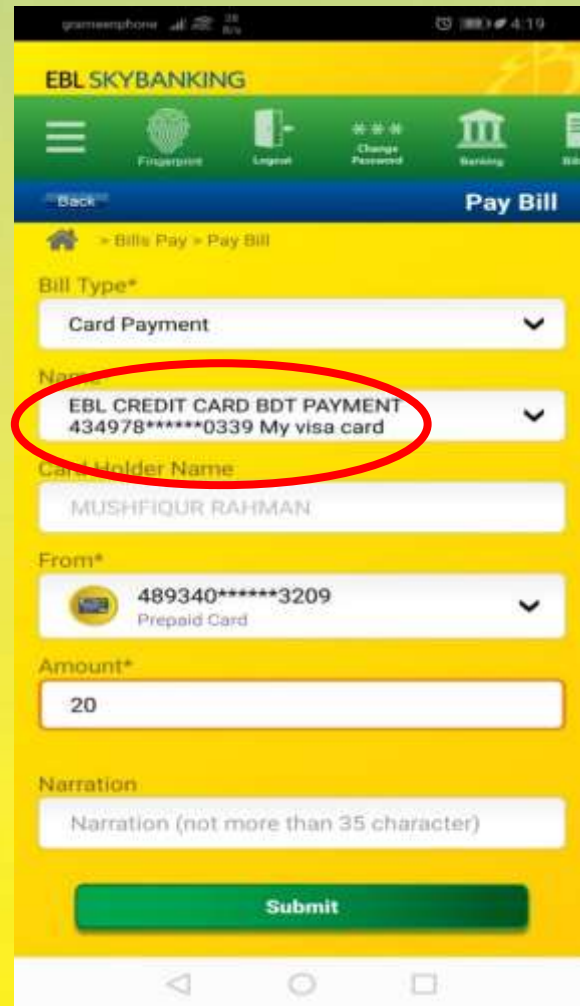
Eastern Bank Ltd.

Card Payment from Prepaid card to Credit card

Step 1:



Step 2:



Step 3:



Step 4:

