

# BML INTERNET BANKING AND MOBILE BANKING FREQUENTLY ASKED QUESTIONS

## BML INTERNET BANKING

BML Internet Banking is a secure, convenient and easy-to-use service to access your Accounts with Bank of Maldives, 24 hours a day, 7 days a week; which lets you carry-out banking at any time and place that suits you.

**With BML Internet Banking** You can make similar transactions to those available at a Branch.

You can:

- Check your Bank of Maldives Account balances.
- View your Account and Credit Card history.
- View your transaction details.
- Make Transfers from your Current, Savings or Credit Card Account (Transfers from Credit Cards will be treated as Cash Advance transactions) to your own and third party Bank of Maldives Current and Savings Accounts.
- Make Payments from your Current or Savings Accounts to your own and third party Bank of Maldives Loan Accounts.
- Make Payment from your Current or Savings Account to your own and third party Bank of Maldives Credit Card Account.
- Top-up from your Current and Savings Account to your own and third party Bank of Maldives MasterCard Prepaid Card.
- Make Domestic Transfers from your Current and Savings Account to Account held at other banks in Maldives.
- Make International Transfers from your Current and Savings Account to Accounts held at banks outside of the Maldives.
- Make Transfers from your Current and Savings Account to all Bank of Maldives Accounts (Current, Savings and Loan) and Cards (Credit and Prepaid) using QuickPay without creating contact.
- Pay bills using BillPAY®.
- Retrieve Credit Account Holder name and Account Currency of Accounts while processing QuickPay and adding Accounts as Contacts.
- Save and Print receipt of transactions processed through BML Internet Banking.
- Define nominees with different access levels.
- Send and receive Bank Mail to and from Bank of Maldives.
- Arrange for regular periodic payments (Standing Orders).
- Request for issuance of new Cheque Book.
- Request for Stop Cheque Payment.
- Request for copy of your last Account Statement.
- Recharge your Prepaid Mobile Phone.

## **BML MOBILE BANKING**

BML Mobile Banking is a secure, convenient service to access your Accounts with Bank of Maldives via mobile device, 24 hours a day, 7 days a week; which lets you carry out banking at any time and place that suits you. BML Mobile Banking does not support dual authorization.

With **BML Mobile Banking** you will be able to;

- Check your Bank of Maldives Account balances.
- View your Account and Credit Card history.
- View your transaction details.
- Make Transfers from your Current, Savings or Credit Card Account (Transfers from Credit Cards will be treated as Cash Advance transactions) to your own and third party Bank of Maldives Current and Savings Accounts.
- Make Payments from your Current or Savings Accounts to your own Bank of Maldives Loan Accounts.
- Make Payment from your Current or Savings Account to your own Bank of Maldives Credit Card Account.
- Top-up from your Current and Savings Account to your own Bank of Maldives MasterCard Prepaid Card.
- Make Domestic Transfers from your Current and Savings Account to Account held at other banks in Maldives.
- Make International Transfers from your Current and Savings Account to Accounts held at banks outside of the Maldives.
- Pay bills using BillPAY® from BML Internet Banking. (Established contacts from BML Internet Banking).
- Recharge your Prepaid Mobile Phone.
- Save and Share receipt of transactions processed through BML Internet Banking and BML Mobile Banking.
- Contact Bank of Maldives.
- View Currency Exchange table.
- View ATM and Branch locations.

### **Who can use BML Internet Banking?**

If you have an account with Bank of Maldives, you can register for BML Internet Banking. You are required to review the Terms and Conditions for using BML Internet Banking. Your use of BML Internet Banking will be considered as your acceptance of BML Internet Banking Terms and Conditions.

### **Who can use BML Mobile Banking?**

If you have registered to BML Internet Banking you can login to BML Mobile Banking.

### **How do I register to BML Internet Banking?**

To register to BML Internet Banking, fill out a BML Internet Banking Access Authority Form and submit it to Bank of Maldives. Forms are available from our Branches. You can also download this form through our website [www.bankofmaldives.com.mv](http://www.bankofmaldives.com.mv)

### **Do I need to register to BML Mobile Banking?**

No. When you register to Maldives Internet Banking you will be automatically registered to BML Mobile Banking as well.

## **How do I login?**

The Bank will provide Access Codes; Login ID to your Mobile Number registered at the Bank and Password to your Email address registered at the Bank; through which you can login to BML Internet Banking. At initial login to BML Internet Banking, you will be prompted to change Access Codes provided by the Bank to Access Codes preferred by you. Access Codes can be changed through BML Internet Banking only.

You can login to BML Mobile Banking using the changed Access Codes.

## **How do I Access new Internet Banking Platform from my Mobile Application?**

When you login to the new Internet Banking from browser, you will have to update Mobile banking application to the latest version from Google Play or Apple Store.

## **What are Access Codes?**

Access Codes comprise of the following codes which are required to log into BML Internet banking:

- Login ID: a confidential alphanumeric code provided by the Bank to an Account Holder or Nominee by the Bank of Maldives through their registered Mobile Number provided to the Bank.
- Password: a confidential alphanumeric provided to an Account Holder or Nominee by the Bank of Maldives through their registered Email address provided to the Bank.

Access Codes must be entered to identify the Account Holder or Nominee when logging in to BML Internet Banking and BML Mobile Banking. Access Codes provided by the Bank must be changed at initial login to Access Codes preferred by the User.

## **Can I change my Access Codes at any time?**

Once Access Codes have been changed to preferred Access Codes by User at initial login to BML Internet Banking, Login ID set by User cannot be changed further, reset requests will prompt User to reset Password only. Password can be changed by User at any time.

## **What are the requirements needed for a password?**

Password should include a minimum of one upper case letter, one lower case letter, one number and one special character and must be 8 - 25 characters in length.

## **How do I reset my Password?**

You can reset Password through BML Internet Banking by clicking Forgot Password Option. To start Forgot Password process, you have to enter your Email address registered at the Bank with Citizen ID. Once the Email address is verified, the Bank will send One Time Password to your Mobile Number registered at the Bank. Once One Time Password is entered, new Password will be sent to your registered Email address and Login ID will be sent to your registered Mobile Number. You may login to BML Internet Banking with new Access Codes received.

## **Are all of my accounts included on the accounts list when I register for BML Internet Banking?**

Yes. All your active Accounts, Loans and Cards will be linked to your BML Internet Banking at the time of registration. Accounts, Loans and Cards which are activated after BML Internet Banking registration will be linked on the next Banking Business Day.

## **How can I view my joint Accounts?**

Joint accounts are grouped based on Joint Customers and are linked to your BML Internet Banking on a profile basis. You may change your Joint Account profile either to View Only or Enable Transaction Processing.

You will not be able to view Joint Account profiles through BML Mobile Banking during initial launch. However, this feature will be made available at a later date.

## **Are there any fees charged for use of BML Internet Banking or BML Mobile Banking?**

There are no fees charged for use of BML Internet Banking or BML Mobile Banking, however charges will apply to other Bank transfers as per Schedule of Charges.

## **How do I add Contacts in BML Internet Banking?**

After logging in to BML Internet Banking, select Add contact under “Contacts” tab. You will be prompted to select Contact Type; BML Account, Domestic Account, International Account and BillPAY. Details to be entered for each Contact Type vary according to the details needed to complete transfer to that Contact Type.

## **How do I add Contacts in BML Mobile Banking?**

After logging in to BML Mobile Banking, select Add contact under “Contacts” tab. You will be prompted to select Contact Type; BML Account and BillPAY. Details to be entered for each Contact Type vary according to the details needed to complete transfer to that Contact Type.

## **How do I get started with Transaction?**

After you login to BML Internet Banking or BML Mobile Banking, select Transfer from Contacts created under Contact tab. To make a transfer, enter required details and press “Review”. You will be prompted to confirm transaction details entered. After confirmation you will receive One Time Password to preferred channel. Once One Time Password is entered, your transaction will be processed. You can make immediate payments or schedule transactions for future dates.

## **Are all transactions real-time?**

When using the Transfers option in BML Internet Banking and BML Mobile Banking, funds will be transferred between BML Accounts immediately. However, due to the additional verification required, transfers to other banks; Domestic and International Transfers, BillPAY, Standing Order and Stop Order processing depends on the cut-off times.

### **How current is my Account Information?**

Your Account balances and transaction list will be updated automatically, with the exception of Credit Cards and International Transfers, where the transactions list will be updated on the following Banking Business Day.

### **What is Quick Pay?**

QuickPay is a function of BML Internet Banking whereby a Bank of Maldives Customer can transfer funds to own and third party Bank of Maldives Accounts and Cards through BML Internet Banking without adding the Customer as a Contact.

### **Are there transfer limits for BML Internet Banking and BML Mobile Banking?**

Yes. Daily transfer limit for BML Mobile Banking and BML Mobile Banking is set for MVR 200,000. You can change your transfer limits by sending a request to the Bank via BML Internet Banking.

### **Can I make International Transfers via BML Mobile Banking?**

No. You cannot process International Transfers from BML Mobile Banking. However, you can process International Transfers through BML Internet Banking.

### **If I make a transfer to the wrong Contact, can I cancel or stop it?**

If you make an immediate transfer, you may not be able to stop the payment. Scheduled transfers may be cancelled before the processing date.

### **What proof do I receive for transfers made via BML Internet Banking and BML Mobile Banking?**

For your security, all transfers require your confirmation before the transaction goes through. Upon clicking "Confirm" on the confirmation page along with One Time Password, the Transaction will be sent for processing. For each transaction a Transaction receipt is generated and you will be given the option to print or save the Transaction Receipt. This receipt is your proof that the instruction was accepted and processed.

### **How can I ensure that the Transaction will be processed correctly?**

Make sure that you enter correct Account number and Transaction Details when creating Contact. To assist you in verifying Account Number, Account Name will be displayed once you enter BML Account Number.

### **What is BillPAY?**

BillPAY is a free service provided to all BML customers, which allows you to make payments 24 hours a day to Billers who have prior agreements with the Bank. Using BillPAY saves you time, by not having to write cheques or wait in queues. It also saves you from paying late payment charges as you can now pay your bill any time convenient to you.

### **Do I need to notify the billers that I will be using your BillPAY service?**

No. Once the relationship is setup and the payment is made, the biller will receive the payment just as if you were paying directly to them.

### **Can I pay other people's bills with BillPAY?**

You can pay other people's bills. BML Internet Banking does not verify the billing account information, and any payment to a valid account with a Biller will be processed. If by mistake a valid account number with a Biller is entered for BillPAY, it will still be processed; as such it is very important that the billing account information is entered correctly.

### **Is there a limit on the number of bills I can pay with BillPAY?**

There is no limit to the number of bills that you can pay with BillPAY as long as you do not exceed the daily transfer limit.

### **How long does it take to realize payment to my account with the biller?**

Bill Payments made through BML Internet Banking and BML Mobile Banking will be processed to the Biller at certain cut-off times every day.

### **Does Bank of Maldives offer a BillPAY guarantee?**

Payments are guaranteed to be accurate and delivered by the due date as long as your accounts are sufficiently funded, all payment information is entered correctly and the payment is scheduled to be made on or before the preceding day of the due date.

### **Is there any option to download Account and Credit Card Statement?**

Yes. Generate History of Account or Credit Card you want to take Statement. When history is generated, you can download statement by clicking Download option. You have the option to download Statement in CSV format or in PDF for Accounts. For Credit Cards Statement can be downloaded in PDF Format only.

Note: Statements downloaded in PDF format are in official Bank format.

### **Can I view my transaction history from BML Mobile Banking and what duration can I view?**

Yes. You can view account history of past 6 months from BML Mobile Banking.

### **What if I forget my Access Codes?**

You can reset your own Access Codes via BML Internet Banking.

OR

Send an email to [customerservice@bml.com.mv](mailto:customerservice@bml.com.mv) or by contacting our Contact Centre at (+960) 333 0200 or sending an SMS to (+960) 799 0200 / (+960) 999 0200, available 24 hours a day, 7 days a week. We will provide you with your User ID and new Password through respective channels.

## **What if I forgot my BML Mobile Banking passcode?**

If you forget your Passcode you can clear saved accounts under Settings and login using your Internet Banking Access Codes and set a new passcode.

## **Can I use BML Internet Banking and BML Mobile Banking outside of Maldives?**

Yes. BML Internet Banking and BML Mobile Banking can be used outside Maldives if you have access to internet service. However, as you are required to enter One Time Password / Verification Code for Third Party Transfers and Payments, your Channel for One Time Password / Verification Code must be set for Email or Security Token.

## **What is a Security Token?**

Security Token is a physical device small enough to be carried in a pocket or purse and designed to be attached to the user's keychain, which generates a random and unpredictable Token Code valid for 30 seconds. To conduct third party transfers and payments, customer simply has to press a button on the token to generate the One Time Password.

## **How do I store my Security Token?**

Make sure you store your Token where it cannot be accessed by anyone else. Never store your Access Codes and Security Token together in the same place. Your Security Token is not waterproof and should not be allowed to come in contact with water.

## **What do I do if my Security Token is lost, stolen or my Access Codes are compromised?**

It is an important condition that you inform the Bank as soon as you become aware that your Security Token has been lost, stolen or your access codes have been compromised. You can inform by contacting our Contact Centre at (+960) 333 0200 or sending an SMS to (+960) 799 0200 / (+960) 999 0200, available 24 hours a day, 7 days a week.

## **What additional features are there for Businesses?**

Businesses and Organizations can create multiple users with different access levels and limits as requested by Business or Organization.

## **Is BML Internet Banking secure?**

Bank of Maldives is committed to making BML Internet Banking safe and secure to provide you with peace of mind when you access your accounts. To ensure the security of your account information, BML Internet Banking uses 128-bit SSL encryption. To help protect your privacy while you are using the service, we will log you out of BML Internet Banking service after 5 minutes of inactivity.

## **Is BML Mobile Banking Application secure?**

Yes. Smartphones such as iPhones and Android have a very controlled and secure operating system. BML Mobile Banking uses 256 bit SSL encryption – which basically encrypts and protects any transmission of data including customer account information. Mobile Banking uses your Username & Password and Passcode for access.

## **Are account details stored on my mobile device or internet browser while using BML Mobile Banking or BML Internet Banking?**

No. Your Personal and Account information is never stored on the phone or internet browser.

## **If I lose my mobile phone, can someone access my BML Mobile Banking accounts?**

No third party can access your locked BML Mobile Banking application unless the Passcode and Internet Banking Access Codes are known. If the mobile device is lost or stolen user should reset the login credentials.

## **How can I download the application?**

BML Mobile Banking application is available for free download from the Google Play and Apple App Store.

## **What security measures does BML Internet Banking use?**

BML Internet Banking uses several different methods to protect your information. All information within BML Internet Banking uses SSL protocol for transferring data. SSL is an encryption that creates a secure environment for the information being transferred between your browser and Bank of Maldives Plc. At a high level, SSL uses public key cryptography to secure transmissions over the Internet. In practice, your browser will send a message via SSL to the bank's server. The bank responds by sending a certificate, which contains the bank's public key. Your browser authenticates the certificate (agrees that the server is in fact Bank of Maldives'), then generates a random session key which is used to encrypt data travelling between your browser and the bank's server. This session key is encrypted using the bank's public key and sent back to the server. The bank decrypts this message using its private key, and then uses the session key for the remainder of the communication.

- Secure Socket Layer (SSL) protects data in three key ways:
- Authentication ensures that you are communicating with the correct server. This prevents another computer from impersonating Bank of Maldives Plc.
- Encryption scrambles transferred data.
- Data integrity verifies that the information sent by you to Bank of Maldives was not altered during the transfer. The system detects if data was added or deleted after you sent the message. If any tampering has occurred, the connection is dropped.

## **What does SSL mean?**

SSL stands for Secure Socket Layer. This technology allows users to establish sessions with Internet sites that are secure, meaning they have minimal risk of external violation. Once inside the BML Internet Banking site, you are secure through our use of SSL technology.

## **What is encryption?**

Encryption is the scrambling of information for transmission back and forth between two points. A key is required to decode the information. When you request information about your accounts, the request is sent encrypted to Bank of Maldives Plc. We then decode your request for information and send it back to you in an encrypted format. When you receive it, your information is decoded so that you can read it. Because your account information is being transmitted between you and Bank of Maldives Plc., encryption protects your account information so it cannot be intercepted and read by a third party.

## What is 128-bit encryption?

There are basically two types of encryption: High and Standard. The difference between these types of encryption is the strength of capability. A High (128-bit) encryption is exponentially more powerful than a Standard (40 or 56-bit) encryption. High or 128-bit encryption means there are septillion possible keys that could fit into the lock that holds your account information, but only one that works for each time you bank online. Bank of Maldives Plc. uses the highest level of encryption (128-bit) to ensure that BML Internet Banking transmissions are secure.

## What are the minimum requirements I need for my computer to Login to BML Internet Banking?

Along with a computer that has Internet access, all you need is an Internet browser that we support. The browser you use must have 128-bit encryption installed. We currently support the following Internet browsers:

- Internet Explorer – Version 8 and above
- Mozilla/FireFox – Version 1.0 and above

## What types of mobile devices support BML Mobile Banking App?

BML Mobile Banking App can be easily accessed with the following devices:

- Apple® iOS 7.0 and higher
- Android™ powered devices with platform 4.1 and higher

## How can I increase my own security when using BML Internet Banking?

Some ways to increase your security are:

- Make your password alpha-numeric, change it periodically and keep it confidential. We strongly suggest you do not share your User ID, Password, PIN or Security Token with anyone. And please know that Bank of Maldives will never request this type of information via email.
- Never click on a link in an email to go to your Internet Banking log into page. Phishing emails will tell you that you must use a link provided to verify or change your account in some way. Bank of Maldives will never send an email asking you to do this, and Bank of Maldives will never ask you for personal or account information. Be aware that fake emails can look quite genuine; appearing as though they are from Bank of Maldives and often includes Bank of Maldives and/or Maldives Internet Banking logos.
- Always access Maldives Internet Banking by typing [www.bankofmaldives.com.mv](http://www.bankofmaldives.com.mv) in to your browser.
- Always make sure you have the latest anti-virus and firewall protection on your computer. This must be updated regularly. We recommend you do not use Maldives Internet Banking until you are sure your antivirus protection is up to date.
- Never share any personal information, especially account numbers, or log into and password information via email.
- Avoid using Maldives Internet Banking on shared computers (e.g. at an Internet cafe) as you may be unable to verify the existence of proper security measures.
- Before you log into Maldives Internet Banking, for security purposes, ensure all other Internet sessions, i.e. browser windows, are closed.
- Remember to close the browser window after you have logged out of Maldives Internet Banking session.
- Contact the 24hrs Fraud Monitoring Unit of Bank of Maldives Card Centre, at 3330290 if you suspect a fraud has occurred
- For further information on security advice and alerts, please visit our Security site, which can be accessed by clicking on the 'Security' button on the Bank of Maldives homepage.

## **What if I have a question about a transaction?**

If you have a question about a transaction you made or you believe an error has occurred, log into BML Internet Banking, select Account and Transaction History, find the transaction which you may have doubt, and contact our Contact Centre at (+960) 333 0200 or sending an SMS to (+960) 799 0200 / (+960) 999 0200, available 24 hours a day, 7 days a week.