Midland Bank Limited (MDB) is offering internet banking called **midland online** using which our honorable customer to cater banking needs from anywhere, anytime using any devices. Currently, we have following services for our customers:

Current Services

- Real Time Account Statement
- Fund Transfer to MDB Accounts.
- Inter Bank Fund Transfer (BEFTN, RTGS & NPSB)
- Fund transfer to bKash
- Cheque book request
- Mobile Top-up Service
- Pay Credit Card Bill
- Utility Bill Payment

How to apply for midland online?

Download the application form from Midland Bank Limited (MDB) website https://www.midlandbankbd.net/internet-banking/ or collect it from the branch and submit the duly signed application form to **any branch** or send the scan copy of the application to our email mdb.online@midlandbankbd.net. On successful processing of the application, you will receive a user Id and a temporary password to login to midland online and to enjoy digital platform of MDB from anywhere, anytime using any devices.

Pre-requisites of midland online (internet banking)

- ➢ Bank Account (SB / CD / SND) with MDB
- ➢ Valid e-mail ID
- ➢ Valid Mobile Number

Download Application Form:

- ➢ midland online is available for Retail / Individual/ Corporate Customers

How to access midland online?

Connect to Internet and open the web browser of your computer. Type **https://ibanking.midlandbankbd.net/** in the address bar of the browser. This is the most secure way to access Internet Banking website. We recommend not to use any links provided from anywhere which claims to take you to midland online. Even do not use search engine results to access midland online.

Head Office, NB Tower, 40/7 Gulshan North Avenue, Gulshan-2, Dhaka 1212, Dhaka, Bangladesh
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How to login midland online?

Put your user id and password in the user id and password fields of midland online login page. If you are logging in for the first time then the system will show you the terms and conditions document, you need to accept the terms and conditions by clicking on '**Accept'** link that should force you to create your own password to access midland online. Upon successful creation of password, it should redirect you to login page to access midland online with your new credential.

How to Change my Password in midland online?

You can change your password from profile management after successful login.

How to reset midland online Password?

You should send password reset request by visiting your account branch or you can drop an email to mdb.online@midlandbankbd.net. Upon completion of processing of your password reset request, you should receive an email that should help you to create your new password by following instructions of the password reset page.

Fees and Charges

midland online is free of cost until further instruction.

Security Tips:

- Do not access your Internet Banking account from a cyber cafe or a shared computer.

- Do a proper Log off from the Internet Banking session. Do not just close your browser.

- Keep your mobile phone safely. Because of midland online send One Time Password (OTP) on your mobile phone for two-factor authentication.

- Do not click any link that takes you to the website. Always type in the correct URL (https://ibanking.midlandbankbd.net/) into the address bar of your browser.

- Disable the "Auto Complete" function of your browser.

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Security Tips (Cont.):

- Use letters, numbers and special characters in your password to make it complex and difficult for others to guess.

- Do not share your Internet Banking login and password with anybody.

- Do not respond to any mails asking for confidential information like PIN, password or account number.

- Always check the last login to your Internet Banking account.

- Check the URL of the web page. When browsing the web, the URLs begin with letters "http". However, over a secure connection, the address displayed should begin with "https" note the "s" at the end.

Do's and Don'ts

Do's

- ✓ Add **midland online** at your Favorite list: We recommend that you bookmark / add the URL to your favorites: **https://ibanking.midlandbankbd.net/** in order to avoid writing full address in time of accessing midland online application.

- ✓ Change your Password: We recommend that you change your password regularly, at least every 30 days or so. To change your password login to https://ibanking.midlandbankbd.net/ and Click on "Change Password" of profile management menu.

- ✓ Proper Log Out: Log out from **midland online** every time after completing your online banking session. Do not close your browser directly without a proper log out.

- ✓ Keep your Internet Banking Password Confidential: We assure you that Midland Bank officials will never ask you for your Internet Banking Password through any medium (via email or phone etc.).

- ✓ Destroy unnecessary financial documents immediately: Destroy pin or password mailers immediately after memorizing them. Never write them down anywhere.

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Do's (cont.)

✓ Disable the "Auto Complete" function of your browser: If you are using Internet Explorer, turn off the 'Auto Complete' function of your browser to prevent your system from remembering Password. To Disable the "Auto Complete" function:

- o Open Internet Explorer. Select Tools? Internet Options? Content (Tab)
- o Click on Settings Button under Auto Complete section
- o De-Select User Names and password on forms check box
- o Click on "OK"

Don'ts

× Do not leave your personal Information lying around at an unprotected place. Always ensure that your cheque books, bank statements, deposit receipts are kept in a secure place.

× Avoid downloading program from unknown sources: Some sources may have hidden forms of spyware or viruses that could compromise the security of your computer.

× Do not open attachment sent through mails, if you don't know the sender.

× Never open email attachments that have file extensions like .exe, .pdf, or .vbs. Such files are usually dangerous.

× Do not keep your computer online when not in use: Either shut down your PC or disconnect it from Internet

× Do not use shared computers: We recommend that you avoid accessing **https://ibanking.midlandbankbd.net/** from a public/ shared computers, e.g.,: cyber cafe etc.

× Please avoid unknown Wi-Fi connections for using midland online.