



Internet Banking: Frequently Asked Questions (FAQ)

1. What is Internet Banking?

Internet Banking, also known as online banking, allows customers to conduct financial transactions via the bank's website or mobile app. This includes checking balances, transferring funds, paying bills, and more.

2. How do I enroll in Internet Banking?

To enroll, visit our TDB website and look for the Internet Banking there are form to download and complete manually. You may need to provide personal information and account details to complete the registration.

3. Is Internet Banking safe?

Yes, Internet Banking is generally safe when you follow best practices, such as using strong passwords, enabling two-factor authentication, and accessing your account only from secure devices and networks.

4. What should I do if I forget my Internet Banking password?

TDB offer a "Forgot Password" link on login page. Follow the prompts to reset your password. You may need to verify your identity using your registered email or phone number.

5. Can I access Internet Banking from my mobile device?

Yes, you can also access your account via a mobile browser. Ensure you are using the right website for security.

6. What services can I access through Internet Banking?

Services typically include viewing account balances, transferring funds between accounts, paying bills, and viewing transaction history.

7. What should I do if I suspect fraud on my account?

Immediately contact TDB customer service to report any suspicious activity. They can help secure your account and investigate the issue.

8. Are there fees associated with Internet Banking?

TDB offer Internet Banking services for free on a local transfer, but charge fees for transfer outside the bank transactions or services. Please check our TDB fee booklet for more details.

9. How do I update my personal information?

You can usually update your personal information, such as your address or phone number, through the Internet Banking portal. Look for the My Preferences menu for Update Contact Details.

10. What if I have trouble accessing my account?

If you're having trouble logging in, double-check your username and password. If you still can't access your account, contact TDB bank's customer support for assistance.

11. How do I ensure my Internet Banking account is secure?

- Use strong, unique passwords.
- Enable two-factor authentication if available.
- Regularly monitor your account activity.
- Avoid accessing your account on public Wi-Fi networks.