

Frequently Asked Questions – A/c opening Online

1. Who can apply for account online?

Any individual who wants to have personal savings and current A/c with Nabil bank can apply for Nabil Bank online A/c and the A/c will be opened in inactive status.

2. How do I apply for an account at Nabil online?

This account can be opened by visiting Nabil Banks' (www.nabilbank.com) web site. Go to **Product & services** then to **deposit products** after that Online A/c opening (Product & Services → Deposit Products → Online A/c opening) and follow the prompts. It only takes a few minutes.

3. Which accounts can I open online?

You will be able to open personal checking & personal savings accounts online.

4. Can I apply for a new account by mail or email?

No. Accounts can only be opened online or in person.

5. How long will it take to complete the online account request/online application?

With the required information available, the application should take you approximately 20 minutes to complete. However, we shall make new A/c available to you by one/two business days.

6. Is there a minimum and maximum balance requirement?

You need to maintain minimum balance of Rs. 500/- at any point of time in both (Checking & Savings) accounts. However, if there is balance less than Rs. 15,000/- in savings account then no interest will be provided. Similarly, if there is a nil balance in the accounts for 3 months, we may close the account.

7. How can I check my balance?

Internet or SMS banking

8. How soon will I be able to operate my account online?

A confirmation that your account has successfully been opened will be emailed to you by our Online Account Team within one/two business days. You can operate your account after submission of required papers to the bank.

9. Is my online application secure?

The security of your personal information and your online banking transactions is of utmost importance to us. We maintain strict security standards and procedures to prevent unauthorized access to your information.

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10. Why do you ask for my e-mail address?

We ask for your e-mail address so that we can send you notice regarding the status of the account opening process and further communications once the account is operative.

11. What can I expect after completing the online opening process?

Once you have submitted your information online and have received notice that your account application has been acknowledged, it will take one/two business day to process your new account. If we have any questions during that time, we will contact you by phone or e-mail you have provided. You need to provide or come up with all the required documents as specified in point no. 12.

12. What do I need to open an account online?

Following documents are required to open online A/c.

<i>Nepalese Resident</i>	<i>Foreign Nationals</i>
<i>KYC/AML form</i>	<i>KYC/AML form</i>
<i>PP size Photograph</i>	<i>PP size Photograph</i>
<i>Citizenship/Passport</i>	<i>Passport</i>
<i>Birth Certificate – For Minor</i>	<i>Birth Certificate – For Minor who doesn't have passport</i>
<i>FCY income source – for FCY account</i>	<i>Valid Visa.</i>
<i>Location Map</i>	<i>Reference from Embassy/ Employer/Institution (Foreign Nationals)</i>
<i>Signature Specimen</i>	<i>Location Map</i>
-	<i>Signature Specimen</i>

13. Why is this information and documentation required?

Government regulations require that we verify your identity before opening an account. We use the information you provide to assist us confirming your identity.

14. When will my new account be activated?

As soon as you submit all the required documents {point no. 12} your account will be activated which will be duly notified by our Online Account Team.

15. When does my new account begin to accrue interest?

Interest bearing accounts will begin accruing interest once the account is open, active and funded with the required amount of fund {refer point no. 6}

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16. How can I transfer/deposit fund in my account if I am abroad?

To make your opening deposit online, you can make a transfer of fund from your existing bank account at another financial institution. The transaction will not take place until your account will remain inactive. For A/c activation {point no. 12}

17. Can I withdraw funds from my Nabil account and remit abroad?

There will be no issue for withdrawal of funds from the account. While remitting funds to abroad we need to have permit from NRB, Central Bank of Nepal.

18. Do I get a debit card against the account applied from abroad?

Any individual who has account with us can apply for debit card. However, we advise abroad staying customer not to opt for debit card because it is of no use other than Nepal and India.

19. Can I open a foreign currency account?

Nepalese citizen working in international organizations and/or a person having certification of foreign currency (FCY) earning are capable to maintain/open FCY account with Nabil Bank.

20. Can a foreign national open account with Nabil?

Foreign nationals holding a valid visa, other than a tourist visa are allowed to open bank account with us.

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