Frequently Asked Questions (BINIMOY)

What is BINIMOY?
- ✓ BINIMOY is a web-based interoperable digital transaction platform where Banks, Mobile Financial Service (MFS) providers and Payment Service Providers (PSP) can instantly exchange funds between them.

Where can I get the BINIMOY service at Unet?
- ✓ After Log in to Unet, tap Fund Transfer option and then select BINIMOY to get access.

How can I get the BINIMOY service?
- ✓ To avail the service, you need to login to your mobile banking apps – **Unet** and register in BINIMOY. During the registration process you need to create a Virtual ID (VID) and set a 6-digit PIN. This virtual ID and PIN needs to be used for fund transfer through BINIMOY.

Is Virtual ID unique for single customer?
- ✓ Yes, Virtual ID is unique for single customer and once you have created a Virtual ID it cannot be modified or deleted.

What services can I get through BINIMOY?
- ✓ You can get the following services through BINIMOY:
    - **Direct Pay (DP):** You can send money from your UCB account to any other Virtual ID.
    - **Request to Pay (RTP):** You can request to another Virtual ID to send money to your account (Virtual ID). The requested amount will be credited to your account subject to acceptance of your sent request.

Note here that, if recipient's Virtual ID is entered incorrectly, the amount paid may go to a wrong Virtual ID. In that case, the correctness of the recipient's virtual ID must be confirmed before any transaction.

Can we transfer/receive fund to/from other bank/MFS/PSP by using same Virtual ID?

- ✓ No, you cannot transfer/receive fund to/from the same Virtual ID. You can only send/receive fund to/from other Virtual ID.

Where do I get a Request to Pay (RTP)?
- ✓ You can see the requested RTPs in the Pending RTP of the BINIMOY. Here you will find following two lists of pending RTPs:
    - Request Received: It covers the RTPs you received from others. You need to respond (Accept/Reject) to these RTPs. If you accept, fund will be transferred to sender's account by debiting your account. If you are not sure about any requests, you should reject it.
    - Request Sent: You will find all the RTP requests you sent to other Virtual IDs with current status.

Is there any time duration to accept a Request to Pay (RTP)?
- ✓ Yes, after initiation of RTP the receiver must respond within 30 minutes.

What is the default account?
- ✓ Default Account need to be set at the time of creating virtual ID.

- ✓ Any payment from your BINIMOY account (Virtual ID) will debit the amount from your default debit account.
- ✓ When someone sends money to your BINIMOY account (Virtual ID), the money will be credited to your designated default credit account.
- ✓ Default account can be changed later.

What is the transaction limit for BINIMOY fund transfer?
- ✓ Current NPSB Transaction Limit up to Tk. 100,000 per transaction and up to Tk. 500,000 per day. However, fund transfer to MFS or PSP also depends on the limit parameter of that MFS or PSP.

What is the basic difference between BINIMOY and RTGS/NPSB/BEFTN?
- ✓ BINIMOY allows fund transfer to Bank to Bank/MFS/PSP where other platforms do not allow fund transfer from Banks to MFS/PSP
- ✓ You have to input beneficiary's account or card no. to make a fund transfer using RTGS/NPSB/BEFTN where you have to input correct Virtual ID instead of account no. or card no. of the beneficiary to make a fund transfer using BINIMOY.

Can I reset my PIN?
- ✓ Yes, you can reset your PIN using the PIN reset option.

What are the charges applicable to avail BINIMOY service in Unet?
- ✓ As per bank schedule of charges.

Where to contact for disputed transactions?
- ✓ For any dispute, immediately contact our 24/7 call center no. 16419.

Who are the other Partner Banks/MFS/PSPs in BINIMOY?
- ✓ Sonali Bank, Pubali Bank, BRAC Bank, Midland Bank, The City Bank, Islami Bank, Dutch-Bangla Bank, Mutual Trust Bank, Mcash, Eastern Bank, Al-Arafah Islami Bank, Rocket, bKash and Tally Pay