

Frequently asked question (FAQ)



How can I get a 2FA Token?

Answer: To get a 2FA token you have to register for 2FA at first. After your successful registration, SEBL representative will contact you. To know more dial 16206.

What if my SEBL 2FA Token isn't working?

Answer: Please dial 16206 for any assistance.

How many times can I attempt to log in before the system locks me out?

Answer: The system will automatically lock you out after 4 unsuccessful authentication attempts. To unlock 2FA Token please dial 16206.

How many times can I use the code displayed on my token?

Answer: Each code may be used for once only.

Can my token run out of codes to display?

Answer: Token produces a new, unique code in every 60 seconds, and continues to do so until expiry. You will receive a replacement token well before the expiry date.

Do I need to use 2FA from the same computer each time?

Answer: No. In fact, the SEBL 2FA token allows you safely to make a transaction from any location.

What if my SEBL 2FA Token is lost, stolen or damaged?

Answer: If your SEBL 2FA Token is lost, stolen or damaged, please dial 16206 for a new one.

Can I perform transaction from abroad?

Answer: Yes, you can perform transaction from abroad, if any queries please dial +88-09-613116206 (from abroad).

