




Others Request Service Journey

1. Login to Online Banking

NEPAL APPLY GET HELP 

Sign in to online banking

Username Case sensitive username

Password Case sensitive password


LOGIN

[Forgot Username/Password?](#) [Security Tips](#)

Please remain vigilant and treat calls, emails or text messages purported to be from the Government or health authorities or the Bank with caution. Fraudsters may be using Covid-19 as an excuse to deceive you or your family members into disclosing financial or banking security information. They may also ask you to click on malicious links via your electronic devices, which can introduce malware into your devices, resulting in data compromise or leading to fraudulent financial transactions. The Bank will not ask you for your financial information, banking ID, PIN or Password. It is also highly unlikely that health authorities will do so, whether for contact tracing or otherwise. When in doubt, please call our Client Care Center immediately if you suspect any unauthorized access or transactions on your account.

[New to online banking?](#)

2) Go to Help and Services

NEPAL ≡ MENU HOME APPLY USEFUL LINKS HELP & SERVICES 

You are in Home

3) Select **Other Request** from Other Banking Services.

Service requests by category

- Account Management ▼
- Card Management ▼
- Loan Management ▼
- Personal Details ▼
- Fixed Deposit ▼
- Other Banking Services ▲

Other Request NEW

4) Request for the service you wish to (If you are unable to find the suitable request under Help and Service) with supportive document and select **Next**.

The screenshot shows the 'Other Request' form at Step 1 of 2, titled 'Enter Details'. The breadcrumb trail is 'You are in Home > Help & Services'. The main heading is 'Other Request'. Below the heading is a progress bar with 'Enter Details' and 'Step 1 of 2'. The question 'What is your request about?' is followed by a note: 'Please select from our range of service requests available under the Help & Service menu. If you are unable to find a suitable request, please describe your request in the section below.' A text input field contains the text: 'Test Request I want the estatment of my Personal Loan from beginning.' Below this is a section for 'Upload Supporting Documents' with a 'Take photo / Upload an image' button. A note states: 'Please refer to the Notes below and provide the necessary information for your request.' A 'NOTES' section contains one note: '1. In order for your request to be processed, please ensure that you have submitted all relevant details.' At the bottom are 'BACK' and 'NEXT' buttons.

5) Select **Submit**.

The screenshot shows the 'Other Request' form at Step 2 of 2, titled 'Review your request'. The breadcrumb trail is 'You are in Home > Help & Services'. The main heading is 'Other Request'. Below the heading is a progress bar with 'Review your request' and 'Step 2 of 2'. The form is divided into two sections: 'REQUEST DETAILS' and 'COMMENTS'. The 'REQUEST DETAILS' section shows 'Other Request'. The 'COMMENTS' section shows 'Test Request I want the estatment of my Personal Loan from beginning.' Below this is a 'NOTES' section with the same note as in Step 1: '1. In order for your request to be processed, please ensure that you have submitted all relevant details.' At the bottom are 'BACK' and 'SUBMIT' buttons.

6) Insert OTP received on your Mobile Number and select **Submit**.

An SMS with OTP has been sent to your mobile number
Enter the 6 digit code sent to ****6494

WYeK - [REQUEST NEW OTP](#)

If you do not receive your OTP within 30 seconds, you may request for another one by clicking on the 'Request New OTP' link.

[BACK](#) [SUBMIT](#)

7) You get confirmation page as below. To check status, go to “Status” tab under Help and Services

You are in Home > Help & Services

Other Request

Your request has been submitted and will be processed.
To check the status, go to the 'Status' tab under Help & Services.

REFERENCE NO: NP2010160549Z67620

[BACK TO HOMEPAGE](#)