How to do self-registration:

1. Visit pib.primebank.com.bd or through our App- ALTITUDE and select “Sign Up” from left panel or select “New user? Sign Up” from right panel.

![Registration Page](image1.png)

2. For downloading the App from Google Play Store for Android and Apple Store for iOS app, you can get the link from pib.primebank.com.bd.

Please see the Google Play and Apple Store linked icon at log-in panel.

![App Store Link](image2.png)

3. Then, from Sign Up for New Customer page, you will get two options.

   i. I have Verification Code-1 and Verification Code-2
   ii. I do not have Verification Code(s)

If your application has already been processed by visiting our branch & you have already received verification codes, please use the “option-i” to input your verifications codes. Then, create your preferred Login ID, Secret PIN and Password.

![SignUpOptions](image3.png)
4. If you are maintaining a “Savings Bank -Individual Operated Account” and want to do Self-registration (opening your ALTITUDE ID by own), please select option-ii: “I do not have Verification Codes”.

5. In Step-1, you need to input your new (13 digit) or old (14 digit) account number.
6. Please accept the Terms and Conditions (T&C): “I accept the Terms & Conditions, click here to read”. You can read the T&C in HTML format by scrolling it down.

7. If your account number is shown as invalid or not applicable for this self-registration process, to know more, please communicate our Contact Center.

8. In Step-2, you can view the account profile where your account title, registered mobile number and email address are available for your confirmation.
9. There will be an option is also to select Fund Transfer -Yes/No. By default, Fund Transfer- “No” is selected. If you choose “Yes”, you can avail all the Fund Transfer facilities available in our ALTITUDE service.
10. If you choose “No”, you can not avail Fund Transfer facilities. You can enable Fund Transfer option later by communicating with our Contact Center from your registered local mobile number or email address.

11. If you select Fund Transfer –“Yes”, then, two different verification codes to be sent to your registered mobile number and email address.
12. If you select Fund Transfer –“No”, then, both the verification codes to be sent to your registered email address.
13. In the verification code(s), your ALTITUDE User ID no. will be available.
14. Then in Step-3, a window to be available to input the verification codes and create your own Login ID, Password and Secret PIN.
15. If you didn’t get any or both of codes, then please communicate our Contact Center from your registered mobile/email to get the desired code.

16. After inputting codes, click on “Next”.
17. Please set your own Login ID, Password and Secret PIN.

Setting Login ID:
- ID length is minimum 6 and maximum 32 character
- You can use Alphabet (A to Z), (a-z), Numeric (0-9)
- You can use both upper & lower case of Alphabet
- You can use only two special character: “.” & “_”
- No space is allowed in the Login ID

Setting Secret PIN: 4 to 8 Digit Length, only Numerical (0-9)

Setting Password:
- Password length is minimum 8 and maximum 32 character
- Your password needs at least 1 upper case, 1 lower case, 1 numeric (0-9) and 1 special character from the below:
- No space is allowed in the password

18. After setting you Login ID, Secret PIN and Password, please click on “Finish”.

19. Now, your ALTITUDE ID has been opened and you can login.
FAQ: (Frequently Asked Questions)

1. I have been maintaining an account in Prime Bank, can I do self-registration?
   Ans: Yes, if you are maintaining a Savings Bank-Individual Operated Account only, then you can do self-registration.

2. To avail this facility, which things do I require to have as a customer?
   Ans: Only 14/13 (old/new) digit account number along with registered email and mobile number.

3. If I sign up by this self-registration process, can I avail all the Fund Transfer Facilities?
   Ans: Yes, if you select Fund Transfer: “Yes” option, you can avail all the available Fund Transfer facilities.

4. Can I do self-registration without accepting the Terms and Conditions (T&C )?
   Ans: No, to do self-registration, you shall have to accept T&C. You may view the detailed T&C by clicking.

5. Can I do self-registration with Fund Transfer-“No” option?
   Ans: Yes, you can. In that case, you cannot avail Fund Transfer facilities. After creating your own ALTITUDE ID, you can enable your Fund Transfer Mode by communicating our Contact Center later from your registered local mobile number or email address.

6. I have not received my verification code(s), how may I get that?
   Ans: Please communicate our Contact Center from your registered local mobile number or email address.

7. I found that my account number/type is not applicable for this self-registration process, what can I do?
   Ans: Please make sure that your account number is valid and Savings Bank with Individual Operated. For more, please communicate with our Contact Center from your registered mobile number or email address.

8. I found that my contact number is not updated while inputting my account number, what can I do?
   Ans: Sorry, your contact information (mobile number and/or email ID) is not updated, please communicate with our Contact Center from your registered mobile number or email address.

9. I have inputted my codes, then how may I set up my Login ID?
   Ans: Setting up for Login ID, you need to follow:
   - ID length is minimum 6 and maximum 32 character
   - You can use Alphabet (A to Z), (a-z), Numeric (0-9)
   - You can use both upper & lower case of Alphabet
   - You can use only two special character: “.” & “_”
   - No space is allowed in the Login ID

   Setting Secret PIN: 4 to 8 Digit Length, only Numerical (0-9)
   Setting Password:
   - Password length is minimum 8 and maximum 32 character
   - Your password needs at least 1 upper case, 1 lower case, 1 numeric (0-9) and 1 special character from the below: ! @ # $ % ^ & * ( )
   - No space is allowed in the password

   Conditions for valid password:

   - PASSWORD must be minimum 8 and maximum 32 characters
   - PASSWORD must have at least 1 upper case character
   - PASSWORD must have at least 1 lower case character
   - PASSWORD must have at least 1 numeric character
   - PASSWORD must have at least 1 special character
   - ! @ # $ % ^ & * ( )