Trust Money Dispute Request From

Trust Money User ID	TBL					
Account/Card Holder Number						
Account/ Card Name						
Beneficiary Bank & a/c Number						
App Mobile Number						
Dispute Amount						
Transaction Date						
Transaction Type			EFTN		bKash		Top-up
			Utility		Card		Others
Remarks						

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Signature

- For User ID Lock & Unlock please contact with Call Center. (Local: 16201, From Overseas: 09612316201)
- Trust-Money app registration using "email address" and getting OTP through email address will work, if email address of the customer added in the permanent address email field of the Account. Customer should contact account opening branch for update/change email address for get the email registration & OTP facility of Trust Money.
- Currently Skitto & MNP number is not allowed for top-up in Trust-Money app
- Other Bank Fund Transfer is BEFTN (Clearing trough Bangladesh Bank) system. Usually it takes 24 hours (working day) to transfer other bank. Before 1PM it will transfer within day, after 1PM it will effect on next working day.