

Frequently Asked Questions (FAQ):

Q1: What is Unet?

A1: Unet is the online internet banking platform for the customers of United Commercial Bank Ltd.

Q2: Do I need to have any account with UCB to register in Unet?

A2: Yes, you must have a retail current/saving account or a credit card with UCB to register in Unet Retail. For SME/Corporate customers, you have to log in to Unet Enterprise Banking.

Please visit for Unet Retail:

- Unet retail web link: <https://unet.ucb.com.bd/login.html#!>
- Unet app for android: <https://play.google.com/store/apps/details?id=bd.com.ucb.unet>
- Unet app for iOS: <https://apps.apple.com/us/app/ucb-unet/id1424329574>

Q3: How can I see my account statement?

A3: Follow below few simple steps to see your account statement:

Step 1: Log in to Unet web or Unet apps

Step 2: Go to Dashboard

Step 3: Select your desired account no. and tap the down arrow to see a mini statement.

Step 4: To see detail account statement tap on right of the account no. in apps or click on the right arrow sign ➡ in web

Step 5: Click on statement

Step 6: Select the date range and then click the search button to generate the statement for the desired duration

Q4: What type of statements I can see?

A4: You can see statements of below accounts:

- All your tagged accounts
- Term Deposit accounts
- Scheme Deposit accounts
- Overdraft accounts
- Loan accounts
- Credit Cards

Q5: Can I download the account statement in my PC or Phone?

A5: Yes, you can download the account statement in your PC or Phone.

Q6: Can I view my available balance without going to account statement?

A6: Yes, you can view your available balance in the Dashboard without going to account statement.

Q7: Is there any charge involved for viewing or downloading the statement?

A7: No, it is free to view or download.

For further query, please call our 24/7 call center at 16419 or email to customerservice.card@ucb.com.bd