



User Guide





Welcome Note

MCB Live is the banks new digital platform offering secure, reliable and seamless means of conducting financial and non-financial transactions. MCB LIVE offers a device agnostic responsive design that works seamlessly across wide array of screens from desktop computer to laptop, tablet or mobile. This guide will help you navigate the system more easily and understand the different features to enhance your interaction with the platform while giving you the advantage of reducing the amount of time you will spend requesting for services via traditional banking means.

Scope

This document serves the purpose of User Guide for MCB Live.

MCB Live offers a wide range of features. For smooth user experience, all the features & steps to access various options have been incorporated in this guide. MCB Live complements individual/retail user experience over mobile apps for Apple iOS, Google Android & Huawei.

Eligibility Criteria

To register for MCB Live, the user must have an MCB Account.

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Key Features

MCB Live offers following services to its users:

- a) Self-Registration
- b) Account Activation
- c) Reset Username & Password
- d) View Accounts Details
 - View transaction history
 - View accounts
 - View Mini statement (Last ten transactions)
 - View the transactions performed in the current month
 - View E-statement (statement of maximum last 3 years can be viewed & downloaded
 - Apply Cheque Book
 - Perform Cheque Inquiry
 - Initiate stop Cheque Request
 - Perform E-statement Subscription & Un-subscription real time
 - Set Account Preference
 - View Notification & Alert

e) Account Setting

- Change Password
- Set OTP Preference
- Set Account Preference
- View Contact Information
- Set Primary Account

f) Funds Transfers

- Perform Beneficiary Addition
- Funds Transfer & Interbank Funds Transfer
- Quick Transfer (without registering the Payee)
- Manage Payee i.e. Pay using the added payee, Edit & Delete Payee
- Give Donations

- g) Bill Payments
 - Educational Institute
 - Utility Companies
 - Mobile Postpaid Bill Payment
 - Perform Top-up
 - I BILL Payments :
 - Other Bank Credit Card Payment
 - I BILL Invoice
 - I BILL Topup

h) Credit Card Services

- Apply New Credit Card
- View Credit card Details
- View Statement
- Perform Card Payment
- Block/ Cancel Card in real time
- Update Limits
- Initiate request for Card Replacement
- Change Pin in real time
- Initiate Request for Supplementary Card
- Track Service Request Related to Credit Card
- i) Debit Card Services
 - View Card Details
 - Allow International Use
 - Allow Ecommerce Use
 - Perform Debit Card Pin Change in real time
 - Temporarily Block & unblock the Card
 - Activate Debit Card

j) Roshan Digital Account (RDA) Services

Note: (Features available for RDA (Resident & Non-Resident users only)

- Investment in Naya Pakistan Certificate
- Initiate Premature Investment Request
- Roshan Equity Investment
 - Open CDC Account
 - Payment to CDC
- Perform Repatriation
- k) Find MCB ATM/Branch Locators
- I) Register Complaints
- m) View & Download Account Maintenance & Tax Certificates
- n) Contact Details

MCB Live Registration & Activation (Local Users)



Step A. Registration

User can register them on MCB Live by simply using MCB Live link https://mcblive.com without visiting Branch or contacting call center

Step 1(A): Login Screen

User to insert https://mcblive.com.pk or download MCB Live Android from Google Play store, iOS app & Huwawei app from App Store/ istore

Select option 'Register Now'



Step 1(B): User Verification Enter the Global ID i.e. CNIC & press submit



Step 1(C): User Verification

A new screen will be displayed, Enter following information

- Enter Mobile Number updated in system
- Confirm Mobile Number
- Select Referred by (Optional)
- Accept the terms & condition (available in English & urdu) & press submit

Note: Incase email/mobile is not registered then relevant error message will be displayed to the user advising them to visit their branch for updation of record.

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Step 1(D): OTP Validation

Enter 6 digits OTP received on registered mobile number or email address & Press submit

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Step 1(E): User ID Creation

A new screen will be displayed, for Creation of User ID

- Enter User Name
- Create Password as per the guidelines displayed on screen
- Confirm Password
- Press submit

Step 1(F): Successful Registration

- User will be registered successfully & user will be intimated via SMS or email
- After completing registration process, user may login by using their chosen username and password.

Note: Please note that financial transaction will be activated after call to the call center or via the activation link which will be sent by the bank after registration to the registered email address.





2.1. Registration & Activation Process

Perquisite for onboarding:

The criteria for registration are as follows: CNIC/ NICOP/POC/POR/SID

MCB Bank Account

Step 1. MCB Live Registration:

- Visit https://mcblive.com.pk or download MCB Live Android from Google Play store, iOS app & Huwaei from App Store or istore.
- Select option 'Register Now'
- Enter Global Id i.e. CNIC
- System will validate the details of the user on the basis of CNIC, user will be asked to enter Mobile number updated in Bank Records
- Email Address or Mobile Number will be verified on the basis of user's information available in Bank's record provided at the time of account opening)
- Select Referred by (it is Optional) & press submit User will review the terms & conditions available in Urdu & English. After reviewing the terms & conditions user should provide consent by marking the check box
- User to Enter 6 digits OTP received on registered email address or Mobile Number
- After the verification user will be registered successfully on MCB Live & user will be intimated via SMS or email

Step 2. MCB Live Activation

Activation of digital banking service can be done through one of the below options:

- a) Service Activation via link (which the user will receive after self-registration within few hours)
- b) Activation via Contact Center

Step2 (a): Activating MCB Digital Banking via Activation Link and Code

Once the user completes the registration process for MCB Live, the system will send a message via SMS/Email within few hours of the registration date containing the activation link and code

The User will click the activation link that will take the user to an activation page. On the same page the User will also be provided security awareness in both English and Urdu Language(s) regarding confidentiality of Username, Password, OTP and other confidential information.

The User will be required to acknowledge understanding and acceptance of security guidelines/awareness message displayed on the activation page in order to proceed with the activation process by pressing the "submit" button

Note: The activation link and code will expire after 24 hours.

In case the user does not open the Activation link within 24 hours, System will send another activation SMS/Email to the user containing the Activation link and code. This activation link and code will also expire after 24 hours.

Note: Automated 03 activation links will be shared with the user after registration each within 24, 48, and 72 hours. The user may contact the call center at any time for activation of service

Step2 (b): Activating MCB Digital Banking via Contact Centre

For activation through MCB call center, the contact center representative will verify the information of the user as per bank policy prior to activation of service.

MCB Live Registration for RDA Users



Types of RDA User:

- Non-Resident RDA Users (Residing abroad)
- Resident RDA users

Note: Registration process of RDA Resident user is similar to local user

3.1. Registration of RDA User (Non-Resident)

Step 1(a): Login Screen

- Visit https://mcblive.com.pk or download MCB Live Android app from Google Play store and iOS app from App Store
- Select option 'Register Now'

Step 1(b): User Verification

- Select option 'Register Now'
- Enter CNIC & press submit



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Step#1(c): User Verification

A new screen will be displayed, User to enter following information

• Enter Email Address/ Mobile Number updated in system

Note: Incase email/mobile is not registered then relevant error message will be displayed to the user advising him to visit his branch for updation of their record

- Confirm Mobile Number
- Select Referred by (Optional)
- Accept the terms & conditions
- Press submit

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Step#1(d): OTP Validation

Enter 6 digits OTP received on registered mobile number or email address & press submit

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Step 1(e): User ID Creation

A new screen will be displayed, for Creation of User ID

- Enter User Name
- Create Password as per the guidelines
- Confirm Password
- Press submit

Step 1(f): Successful Registration

- User will be registered successfully & will be intimated via SMS or email
- After completing registration process, user could login by using his set username and password.

Note: Please note that financial transactions will remain restricted for next 48 hours of registration.





Step 2: MCB Live Activation

RDA Users can activate their MCB Live application as per process mentioned at Page no 15 MCB Live Activation process for RDA Users (Resident & Non Resident)

3.2. Registration of RDA User (Resident)

Step 1(a): Registration:

- The user should visit https://mcblive.com/ or download MCB Live Android from Google Play store and iOS app from App Store
- Select option 'Register Now'



Step 1(b): User Verification

Select option 'Register Now' Enter the Global ID i.e. CNIC Press submit



Step 1(c): User Verification

A new screen will be displayed, Enter following information

Note: Incase email/mobile is not registered then relevant error message will be displayed to the user advising him to visit his branch for demographic updation.

- Enter Mobile Number updated in system
- Confirm Mobile Number
- Select Referred by (Optional)
- Accept the terms & condition
- Press submit

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Step 1(d): OTP Validation

Enter 6 digits OTP received on registered mobile number or email address & press submit

Step 1(e): User ID Creation

A new screen will be displayed, for Creation of User ID

- Enter User Name
- Create Password as per the guidelines
- Confirm Password
- Press submit



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Step 1(f): Successful Registration

- The User will be registered successfully & they will be intimated via SMS or email
- After completing registration process, the user may login by using their chosen username and password.

Note: Please note that financial transaction will be restricted until Activation is done

3.3. MCB Live Activation process for RDA Users (Resident & Non Resident)

Activation of digital banking service can be done through the below process:

 Service Activation via link (which the user will receive after self-registration within few hours)

Activating MCB Digital Banking via Activation Link and Code

- Once the user completes the registration process for MCB Digital Banking, the system will send a message via SMS/Email within few Hours of the registration containing the activation link and code
- The User will click the activation link that will take the user to an activation page. On the same page the User will also be provided security awareness guidelines regarding confidentiality of Username, Password, OTP & other confidential information.
- The User will be required to acknowledge understanding and acceptance of security guidelines/awareness message displayed on the activation page in order to proceed with the activation process by pressing the "submit" button

Note: The activation link and code will expire after 24 hours.

In case the user does not open the Activation link within 24 hours, System will send another activation SMS/Email to the user containing the Activation link and code. This activation link and code will also expire after 24 hours.

Note: Automated 03 activation links will be shared with the user after registration each within 48, 72 and 96 hours. The call Center will be able to send activation links to users at all times.

MCB Live Processes



4.1. Process to Generate OTP

For financial transactions such as Funds Transfer, Bill Payments etc. user will be required to enter six (6) digit numeric One-Time PIN (OTP) as an additional security. This Six Digit OTP is automatically generated by the System; however, if user doesn't receive the OTP in time, on the payment screen user can click on "Resend OTP" button to re-generate the OTP.

Note:

- Non-Resident customers residing abroad can receive OTP on email only
- Resident users (RDA or non RDA) residing in Pakistan can receive OTP & Transactional SMS on both Email & SMS

OTP Medium							
User	SMS	Email	Both Email & SMS				
Resident Local User	~	~					
Resident RDA User	~	~	~				
Non-Resident User	×	\checkmark	×				

4.1.1. Unable to receive OTP SMS on your Mobile?

- Ported mobile network (If you have shifted your mobile number from one network to other): User to Type "MNP" in the message text & send it to MCB short code "9460" to update your mobile network.
- User to ensure network connectivity
- User to ensure Short Code 6222 must not be blocked
- User to ensure that OTP is checked on his registered mobile number

4.2. Login Process.

- Visit https://mcblive.com/
- Enter Registered User Name & Password. After entering the credentials click on 'sign in' option
- MCB Live will login Successfully
- Now, System opens below main "OVERVIEW" screen displaying various options.

Note: Login alert will be sent to the user's registered mobile number on each login.



4.3. Forgot User Name

User can initiate request for receiving the user name on registered mobile number or email address.

- On login screen, Click on Forgot User Name option
- Enter 'Global Id, ATM Card Number, ATM Pin, ATM Card Expiry
- Press Submit'
- Enter 6 digits OTP send on registered email address or mobile number
- Press Confirm, User Name will be send successfully on email or registered mobile number

Note: Non-Debit Card Holders can contact call center (111-000-622) to receive user name on mobile number or email

Step 1: On login screen, Click on Forgot Password option



Step 2: Enter 'Global Id, ATM Card Number, ATM Pin, ATM Card Expiry & Press Submit'



Step 3: Enter 6 digits OTP send on registered email address or mobile number



4.4. Forgot Password

- Click on 'Forgot Password' option
- Enter 'User Name, ATM Card Number, ATM Pin, ATM Card Expiry
- Press Submit'
- Enter OTP of 6 digits & Press Confirm
- Enter 'New Password' & 'Confirm New Password'
- Users password will be reset successfully & SMS of successful password reset will be send on customer registered email or mobile Number

Note: Non Debit Card Holder can contact call center for initiating Forgot Password request

4.5. FAQs

On Login Screen 'FAQ's are placed on bottom left corner



4.6. IBAN Generator

Step 1: On Login screen, click on 'IBAN generator' option available in the bottom menu bar



Step 2: User will be redirected to MCB's official website; user will be required to enter account number to generate IBAN number



Step 3: Enter16 digit account number



Step 4: After entering account number, IBAN number of 24 digits will be created as shown in the screen below

MCB nalas 🖌 🖌 🖸 MCB Bank Bark for Life Personal **IBAN GENERATOR** Bucineeri -Tearury International Bank Account Number (IBAN) Hote Petitano Ecomption Accountituation: 1254267801234567 **Privings Barking** BAN NUMBER PRIM MUCH 1234 3678 9123 4567 For more information about IBAN, please risk here 1 Inter Seattre to Gate Personal **FRO** DEBITOM 8 8 . -

4.7. Contact Us

Step 1: On Login Page, Contact Us icon is available in the bottom menu bar





Option No 2.

Dashboard >> Hamburger (Menu) option >> option 'Contact Us'



Step 2: A dialogue box will be opened with the various options to contact MCB

Option No 2.

Dashboard >> Hamburger (Menu) option >> option 'Contact Us'

- After Login MCB Live, On Dashboard
- Click on the Hamburger (Menu) / three vertical lines option on the top left corner
- From the Hamburger (Menu), select option 'Contact Us'. The relevant Page will be displayed

Step 1: On Dashboard, click on the Hamburger (Menu) / three vertical lines option





Step 3: A dialogue box will be opened with the various options to contact MCB Bank



4.7.1. Mediums to Contact MCB

User can contact MCB through following mediums:

- Call Centre & Email Address
- Social Media
- Facebook
- LinkedIn
- Twitter
- YouTube
- Instagram

4.7.1.1. Contact Information

Click on the 'Contact Us' option available in the bottom menu bar on the login page



4.7.1.2. Facebook

Click on the 'Facebook' icon on the bottom left corner on 'Contact Us' page, user will be redirected to MCB Bank's Official page on Facebook



4.7.1.3. Twitter

Click on the 'Twitter' icon on the bottom left corner on 'Contact Us' page, user will be redirected to MCB Bank's Official account on twitter



4.7.1.4. LinkedIn

Click on the 'LinkedIn' icon on the bottom left corner on 'Contact Us' page, user will be redirected to MCB Bank's Official page on 'LinkedIn'



4.7.1.5. YouTube

Click on the 'YouTube' icon on the bottom left corner on 'Contact Us' page, user will be redirected to MCB Banks Official channel on 'YouTube'



4.7.1.6. Instagram

Click on the 'Instagram' icon on the bottom left corner on 'Contact Us' page, user will be redirected to MCB Official account on 'Instagram'



4.8. Security Center

Step 1: On Login page, there are security guidelines available for users. Click on the 'Security Center' option on the login page



Step 2: A Page will be opened with the 'Security Tips' to create awareness for the users



4.9. Terms & Conditions

Step 1: On MCB Login page, terms & conditions are available for user guidance & information. User at the time of registration accepts the 'Terms' & Conditions'. On Login page, click on the 'Terms & Conditions' option



Step 2: A page will be displayed with 'Terms & Conditions'



4.10. About MCB

Brief information about MCB is available on the login page. On login page, click on 'About MCB' option.

A dialogue box with the information about MCB will be displayed



4.11. ATM/ Branch Locator

Option 1(a): On login page, Click on the top right corner, option 'ATMS/ Branch Locator' is placed



Option 2(a): Login MCB Mobile >> Dashboard >> Hamburger (Menu) option >> Click on ATM Branch Locator

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Option 1(b): ATM Branch locator page will be displayed

Men	About MCB ATM/ Branch Locator	ENG \checkmark
ATM / Branch Locator		
ATM V Search ATM / Branch		
Show nearest ATM / trancnes		

Option 2(b): ATM/Branch locator page will be displayed

MCB		About MCB ATM/ Branch Locator	ENG 🗸
	ATM / Branch Locator		
	ATM V Search ATM / Branch Show nearest ATM / Branches		

4.11.1. How to use ATM/Branch Locator.

On ATM locator screen, enter the city or area. Nearest branch or ATM's will be displayed



Dashboard

On Dashboard following options are available:

- Welcome Message
- User Name
- Last Login Date and Time
- Mail Icon
- English Version
- Search icon
- Hamburger (Menu) Option:
 - Accounts
 - Credit Cards
 - Transfers
 - Bill Payment
 - Certificates
 - Service Request
 - Account Settings
 - Alerts & Notifications
 - Lodge Complaints
 - ATM/ Branch Locator
 - Contact Us
- MCB Logo (Home Button)
- My Accounts:
 - Current & Saving
 - Term Deposits
 - Credit Cards
- Payments:
 - Funds Transfer
 - Bill payment
 - Mobile Top Up
 - Government Payment
 1 BILL
 - Donation
- Mini statement
 - View More
 - List of Available

- Lodge Complaint
- WTH Certificate
- ATM/ Branch Locator
- Quick Links
- RDA
- Favorites
- Account Management
- Payee
- Billers
- Manage Debit Cards
- Promotional Banners on the top of the screen & left bottom corner
- Live Chat

5.1. Dashboard

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Loda.	Call 1 Nov	Course New				Tarstar Car

5.2. Hamburger (Menu) Option

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5.3. Search Icon

Step 1: User can search for the required functionality/ option through the search bar, Click on the Search Icon on the top. List of functionalities/ options available will be displayed



Step 2: Select any option, user will land on relevant page, the relevant page will be displayed

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iew Statement								
Account Details	Vew Statement	Cherg	ue Book Request	Oreque Status inquiry	Stop Cheque Request	04	olt Cards	
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		12-04	BUL PRIMENT DE	ERT MOLUVE - BENEFICIARY	3918640019	CHEF	PH05e51.00	PKR26.027.78
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Accounts

User can view all the accounts tagged with global id on MCB Live

Note: List of Accounts eligible for MCB Live attached as an Annexure A

6.1. Account Details

Following Account Details are being displayed:

- Account Title
- Account Number
- Net Balance
- Account Type
- Account Type Description
- Nick Name
- Holding Pattern
- Branch
- Status
- IBAN
- Available Balance
- Unclear Funds
- Debit Block
- Currency

There are two ways to view Account Details

6.1.1. Account Details by using Hamburger (Menu) Option.

Dashboard >> Hamburger (Menu) Option >> Accounts >> Current & Saving >> Current & Saving Account Details

- Click on 'Hamburger (Menu)', select option 'Accounts'
- Click on option 'Current & saving account', a submenu will be displayed
- Click on option 'Current & saving account Details' from the 'List of activities'
- Details related to accounts will be displayed

Step 1: Click on 'Hamburger (Menu)' Option, select option 'Account' and Click on option 'Current & saving account' from the sub menu then Click on option 'Current & saving account Details'', user will be directed to the relevant screen



Saving & Current Account Details	My Accounts			Payments			Mini Statement
View Statement	Current & Saving	25	>	6	1		Current and Savings 10427755310 N
Cheque Status Inquiry	Term Deposits		>	Funds Transfer	Bill Payment	Mobile Topup	12 Oct IBFT SENDING-MCB PKR100.00 Dr 2021 LIVE
Cheque Book Request	Credit Card		>				12 Oct BILL PAYMENT DEBIT PKR200.00 Dr 2021 MCB LIVE
Stop Cheque Request				Cond	184	Denations	12 Oct FUNDS TRANSFER PKR2.00 Cr
Debit Cards				Paymonts		Consolid	Account Statement View / Subscription
	What's New?			Quick Links			
	9		æ		=		
	Lodge Complaint	WHT Certificate	ATM/Branch Locator	RDA	Manage Debit Cards	Account Managem	
	your complaints with no hassle and ease of few clicks	Withholding Tax certificates are just a click away	ATMs/Branches near your area anywhere anytime		æ		
	Lodge	Get it Now	Locate Now	►avontes	Payees	Billers	Top to Livel

Step 2: Select the account number against which user wants to review account details

Choose Account

Select Appount

10427755331007354

Piccol Canal

6.1.2. Account Details by Using Dashboard

- On dashboard, under 'payment' section, click on 'Current & Saving Accounts'
- Click on the three vertical dots on the right side, a submenu will be displayed
- From the submenu, click on option 'Account Details'
- Details related to accounts will be displayed



Step 3: Details of the account will be displayed

Account Details	View Statement	Checke Book Request	beque Matus Impuly	Stop Cheque Request Debit Canto
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Step 2: Then from the sub menu select option 'Account Details'


Step 3: Details related to accounts will be displayed

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图 Contact Us		no hassle and ease of few clicks	are just a click away	anywhere anytime		B	Sto	
About MCB		Lodge	Get it Now	Locate Now	Favorites	Payees	Billers	Tip to Live 420

6.2. Mini Statement (Last 10 Transactions)

User can view last ten transactions against the Account On dashboard, select the account number, last ten transactions against the account will be displayed

6.3. View Transaction Details

In the statement user can view the debit & credit transactions along with their description. User can also download the statement in PDF or CSV format. Statement can be viewed & downloaded for following periods:

- Current Month
- Previous Month
- Previous Quarter
- Date Range

Note: E-statement of Maximum last three years can be viewed & downloaded

6.3.1. View transaction Details by using Hamburger (Menu) Option

Dashboard >> Hamburger (Menu)Option >> Accounts >> Current & Saving >> View Statement

- Click on Hamburger (Menu)option, select 'Accounts' option
- Click on option 'Current & Saving Accounts'
- From the sub menu bar select option 'view statement'



Step 2: Step No 2. From the sub menu bar select option 'view statement'

Step 1: Click on Hamburger (Menu)option, select 'Accounts' option

Step 3: Select the account, statement will be displayed

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+ W 101 801	had London Wington mannam Frankran Will han bage 👘 barbar 🔶 Sarawa 👹 2022	

6.3.2. View transaction Details by using option from Dashboard

Dashboard >> My accounts Section >> Current & Saving >> select the 3 dots on the rights side of account number >> list of activities user can perform with account will be displayed >> select 'View Statement'

- On dashboard, click on option 'Current & Saving Accounts'
- Click on the three vertical dots against the select account number
- From the submenu select the option 'View Statement'

Step 1: On dashboard, click on option 'Current & Saving 'and Click on the three vertical dots against the selected account you want to view the statement.





Step 3: Details of the account will be displayed

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Account Details	View Statement	Dep	ue Book Request	Dreque Status In	ary be	p Chaque Request	Debit Gards	
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Step 2: From the submenu select the option 'View Statement'

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		12-04	BILL PROMENT DE	BIT MCB LIVE - BENEFICIARY 2 Organise	3918045214	Debit	PKR201.00	PKR27.827.71
		10-0x1 2021	BUL PRIMENT DE	BIT MOBILIVE - BENETICIARY 2 Originator	3918540819	Cutor	PH01452.00	PHR28.027.78
		12:0:0	BFT SENDING M	CB LME - NOOR UL AIN - MCB - R UL AIN - 1542/79531007314	3910561714	Debil	PHORESOE 000	PHR28.477.78

6.4. View E-statement

Statement can be viewed & downloaded for the following period:

- Current Month
- Previous Month
- Previous Quarter
- Date Range

Note: E-statement of Maximum last three years can be viewed & downloaded

6.4.1. Current Month

On view statement screen, click on 'view option' from the list select the option 'Current Month'. Statement of Current month will be displayed.

Note: By default statement of current month is displayed

View Statement							
Account Details New Statement	Owi	ve Book Request	Oregan Status In	the state	p Cheque Request	Debit Carits	
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B tuberte/Unsubsche for a Datement	00 9ep 2021	INTERBANK FUN	O SENDING PEE MEL	367620067	CHOR	PH0R0.50	P4885-05-07
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	08 Sep 2021	INTERBANK FUN	D BENOING FEE MIR.	30101404	Debit	PH/R50.00	PKR55.575.57
	OR Seg	INTERBANK FUN - QURAT UL AN - Albereka Bank - Q	OS SENDING MOBILE OTIDATIONO MOBILE URATI UL ANI -	-		Building and St.	August 214 17

6.4.2. E-statement for Previous Month

On view statement screen, click on 'view option' from the list select the option 'Previous Month'. Statement of Previous month will be displayed. **Note:** By default statement of current month is displayed

ïë)							Welcome, NOOR L Last login 09 Sep (
View Statement							
Account Details View	Statement Cheq	ue Book Request	Cheque Status In	quiry St	op Cheque Request	Debit Cards	
Account Number 1042775531007314 Balance : PR054,178.07	Account TR NOOR UL A	tie IN	Opening Balance PKR150.051.73		Closing Balance 9KR54,178.07		Download V
View Options	Date	Description		Reference No	Transaction Type	Amount	Balance
Previous Month	09 Sep	INTERBANK FUNC	SENDING FEE-MBL	3876618082	Debit	PKR1.00	PKR54,178.07
Previous Month Previous Quarter Date Range	09 Sep 2021	INTERBANK FUNC - NOOR UL AIN - 0 Microfinanc - NOOI 03347101051 - Tel Originator : - NOOF 104277553100731	05 SENDING-MOBILE 13347101051 - Telenor R UL AIN - enor Microfinanc - R UL AIN - 4	3876617759	Debit	PKR1,000.00	PKR54,179.07
Bubscribe/Unsubscribe for e-S	Statement 2021	INTERBANK FUNC	SENDING FEE-MBL	3876320867	Debit	PKR0.50	PKR55,179.07
	08 Sep 2021	INTERBANK FUNC - NOOR UL AIN - 0 Microfinanc - NOOI 03347101051 - Tel Originator : - NOOF 104277553100731	DS SENDING-MOBILE 13347101051 - Telenor R UL AIN - enor Microfinanc - R UL AIN - 4	3876320827	Debit	PKR500.00	PKR55,179.57
	08 Sep 2021	INTERBANK FUNC	SENDING FEE-MBL	3876144546	Debit	PKR50.00	PKR55,679.57
	08 Sep 2021	INTERBANK FUNC - QURAT UL AIN - Albaraka Bank - QU 0102474918013 - NOOR	DS SENDING-MOBILE 0102474918013 - JRAT UL AIN - Nbaraka Bank - 214 AM	3876143357	Debit	PKR50,000.00	PKR55,729.57

6.4.3. E-statement for Previous Quarter

On view statement screen, click on 'view option' from the list select the option 'Previous Quarter. Statement of Previous Quarter will be displayed. **Note:** By default statement of previous month will be displayed

≡ Live>							9 (All ENO V ESO Welcome, NOOR UL AIN V
	View Statement							
	Account Details View Statement	Chec	ue Book Request Cheque Status I	squiry Sto	p Cheque Request	Debit Cards		
	Account Number 1042775531007314 Baterice: Pr054.136.07	Account To NOOR UL J	Be Opening Belance INI Proktob.081.73	0	losing Balance (R54,178.07			
	View Options	Date	Description	Reference No	Transaction Type	Amount	Balance	
	Transaction	09 Sep 2021	INTERBANK FUND SENDING FEE-MBL	3876618082	Debit	PKR1.00	PKR54,178.07	
	All V Accily Fiber Reset	09 Sep 2021	INTERBANK FUNDS SENCING-MOBILE - NOOR UL AIN - 03347191051 - Telenor Microfinanc - NOOR UL AIN - 03347101051 - Telenor 03347101051 - Telenor Microfinanc - Organator - NOOR UL AIN - 1942275531007314	3676617759	Debit	PKR1,000.00	PKR54,179.07	
	Subscribe Unsubscribe for e-Statement	05 Sep 2021	INTERBANK FUND SENDING FEE-MBL	3876320867	Debit	PKR0.50	PKR55,179.07	
		08 Sep 2021	INTERBANK FUNDS SENDING-MOBILE - NOOR UL AIN - 03347191051 - Telenor Microfinanc - NOOR UL AIN - 03347101051 - Telenor Microfinanc - Organizor - NOOR UL AIN - 1942775511007314	3476320427	Debit	PKR500.00	PKR55.179.57	
		08 Sep 2021	INTERBANK FUND SENDING FEE-MEL	3876144546	Debit	PKR50.00	PKR55,679.57	
		08 Sep 2021	INTERBANK FUNDS SENDING-MOBILE - OURAT UL AN- 0102474010013 - Abavaka Bank - OURAT UL AN - 0102474910013 - Abavaka Bank - Originator - NOOR UL AN - 194277551007314	3476143357	Debit	PKR50.000.00	PKR55.729.57	
		03 Sep 2021	FEDERAL EXCISE DUTY TAX	3870452601	Debit	PKR0.16	PKR105,729.57	
		03 Sep 2021	SMS ALERT FEE Originator : -	3870452900	Debit	PKR1.00	PKR105,729.73	
		01 Sep 2021	INTERBANK FUNDS RECEIVING - Originator : - SYED ALI ABBAS - PK37MEZN0001540104661096	3567666464	Credit	PKR5,704.00	PKR105,730.73	
		01 Sep 2021	INTERBANK FUND SENDING FEE-MBL	3566164429	Debit	PKR25.00	PKR100,026.73	
		Page 1	of 2 (1-10 of 11 dems) x < 1 2	k c				

6.4.4. E-statement for specific Date Range

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On view statement screen, click on 'view option' from the list select the option 'Date Range'.

Note: By default statement of previous month will be displayed

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View Statement							
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Subscribe Unsubscribe for e-Statement	06 Sep INTERBANK PUN 2021 Original	ID SENDING FEE-MEL M	76329967	Debit	PKR0.50	PKR55.178.07	
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	03 Sep SMS ALERT FEE	······ Originator · M	70452900	Debi	PKR1.00	PKR 105,729.73	
	01 Sep In/TERBANK Puts 2021 PR37/ME2900015	05 RECEIVING - D ALI ABBAS - 38 40104681898	67665454	Credit	PKR5.704.00	PKR106.736.73	
	01 Sep INTERBANK PUR	O SENDING PEE-MEL	65164429	Debit	PKR25.00	PKR100.026.73	

Select the period i.e. date, month & year. After selecting the desired transaction period, click on 'Apply Filter'. Transaction details of the selected period will be displayed

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	Date To 10 Sep 2821	09 Sep 2021	Microfinanc - NOOR UL, AlM - 03347101051 - Telenor Microfinanc - Originator - NOOR UL, AlM - 1942775531007314	3676617759	Cwbit	PKR1,000.00	PKR54,179.87	
	Transaction	08 Sep 2021	INTERBANK FUND SENDING FEE-MEL	3675320067	Cebit	PKR0.50	PKR55,179.07	
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	BUI Subscribe Unsubscribe for e-platement	08 Sep 2021	INTERBANK FUND SENDING FEE-MEL	3075144546	Debit	PK/R58.00	PK/R55.679.57	
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		03 Sep 2021	FEDERAL EXCISE DUTY TAX	3875452901	Debit	PKR0.16	PKR105.729.57	
		03 Sep 2021	SMS ALERT FEE Originator : -	3679452600	Cebit	PKR1.00	PKR105.729.73	
		01 Sep 2021	INTERBANK FUNDS RECEIVING - Originator - SYED ALI ABBAS - PROTMEZNO01540104061096	3067666464	Credit	PKR5,704.00	PKR105,730.73	
		01 Sep 2021	INTERBANK FUND SENDING FEE-MEL	3556164429	Cebit	FW3R25.00	PKR100,826.73	

Note: E-statement of maximum last 3 years can be downloaded)

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6.4.5. E-statement for specific Transaction Type

E-statement can be viewed & downloaded for following transaction Types:

- Debit
- Credit

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	View Statement								
	Account Details View Sta	Associated and	Cheque Br	ok Request Cheque Status I	iquity 1	top Cheque Request	Debit Cards		
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	Debits Only	-	6 Sep (81) 021	ERBANK FUND SENDING FEE-MBL	3874320067	Debil	PKR0 50	PKR55.178.07	
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		00 20	6 Sep IN1 021	ERBANK PUND SENDING FEE-MBL	3076164546	Debit	PKR50.00	PKR55.679.57	
		82	6 Sep AB 021 011 06	ERBANK FUNDS SENDING-ARDBILE URAT UL AIN - 0102474010013 - anka Bank - CURAT UL AIN - Q474910013 - Albaraka Bank - gentitr - NICOR UL AIN - 2775531007314	3076143387	Debit	PK250,000.00	PKR65,729.57	
		01 20	0 Sep FB 021 On	DERAL EXCISE DUTY TAX	3870453904	Debit	PKR0.16	PKR105,729.57	
		01 20	9 Sep SM 921 -	S ALERT FEE Originator :-	3070452900	Debit	PKR1.00	PKR105,729.73	
		02	1 Sep INT 021 PK	ERBANK PUNDS RECEIVING - prator : - SYED AU ABBAS - 17ME2N0001540104661096	3067666464	Credit	PHIR5,704.00	PKR105,730.73	
		0	1 Sep (8/1	ERBANK FUND SENDING FEE-MBL	3006154429	Debit	PKR25.00	PKR108.028.73	

6.4.5.1. E-statement (Debit Transactions)

Step A: Click on 'Transaction', select the option 'Debit'

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Step B: Select the transaction type 'Debit', click on 'Apply Filter'. E-statement will be displayed for the selected transaction Type.

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		05 5ep 2921	INTERBANK PUNC Degenator :	SENDING FEE-MEL	3076144546	Debit	PKR50.00	
		06 Sep 2921	INTERMANIK PUNC AIRI - 01024749100 - 0102474910013 - UL AIRI - 10427755	S SENDING-MOBILE - CURAT UL 13 - Albaraka Bank - GURAT UL AN Abaraka Bank - Organator - NOOR 31007314	3674143357	Debit	PKR50,000.00	
		03 5ep 2921	FEDERAL EXCISE	DUTY TAX Originator	3070452601	Debit	PKR0.16	
		03 Sep 2921	SMS ALERT FEE	····· Originator : ··	3670452600	Debit	PKR1.00	
		01 Sep 2921	INTERBANK FUNC	SENDING FEE-MEL	3060164429	Debit	PK825.00	
		01 Sep 3921	INTERBANK FUNC ABBAS - 81540104 ABBAS - 81540104 NOOR UL AN - 10	IS SENDING-MOBILE - SYED ALI 661036 - Meecan Bank - SYED ALI 661036 - Meecan Bank - Originator 42775531087314	3000124314	Debit	PH3650.000.00	
		Page 1	of 1 (1-10 of 10-8em	x (1) x				

6.4.5.2. E-statement (Credit Transactions)

Step A: On view statement screen, select the transaction Type 'Credit

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Step B: After selecting the transaction type click on 'Apply Filter'. E-statement will be displayed for the selected transaction Type.

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6.4.6. Download E-Statement

Step A: On view statement screen, click on the option 'Download' on the left side

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view statement							
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Step B: Select the file format i.e. PDF **Note:** E-statement in PDF or CSV can be downloaded

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Step C: File will be downloaded; a disclaimer guiding how to open the file will be displayed and opened a downloaded file.





Step D: . Enter the last four digits of the account



Step E: E-statement of the specified period will be displayed

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Cheque Book Request



Using MCB Live user can apply for a new Cheque book online from the comfort of their home. This feature will be enabled only for those accounts for which cheque book facility is enabled. Cheque book is delivered to user's parent branch. User is notified through SMS alert when to collect the cheque book.

Note: For RDA user's cheque book will be delivered to 1388 DHA Branch List of Accounts against which Cheque book can be issued attached an **Annexure A.**

7.1. Option A. Cheque Book Request by Using Dashboard

Dashboard >> My Account >> Current & Saving Accounts >> Click on 3 vertical Buttons >> select 'Cheque Book Issuance' Option

- On Dashboard, under 'My Accounts' section
- Click on option 'Current & Saving'
- Click on the three vertical dot against the selected / desired account
- Select the 'Cheque Book Request' option
- Cheque Book Request Page will be displayed

Step B: Click on the three vertical dot against the selected/ desired account



Step A: Click on Option Current & Saving Account



Step C: Select the 'Cheque Book Request' option



Step D: Cheque Book Request Page will be dislayed

Step A: Select the account against which 'Cheque Book Request' to be initiated



Account Details Vew Statement Oregan Box	Request Chegar Status Inquiry	Stop Dargue Request Debit Cards
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7.2. Option B. Cheque Book Request by Using Hamburger (Menu) Option Dashboard >> Hamburger (Menu) >> Accounts >> Current & Saving >> Cheque Book Issuance

- On Dashboard Click on Hamburger (Menu) Option
- Click on option 'Accounts' under Hamburger (Menu) option
- Click on option 'Current & Saving'
- Select option 'Cheque Book Request'
- Cheque Book Request Screen will be displayed

7.3. Steps for initiating Cheque Book Request

Select the account number against which user need to initiate cheque book request.

- No. of leaves that are allowed against selected account types will be displayed, select the no. leaves. & press submit
- Request will be initiated successfully

Following steps are to be followed to initiate online request of cheque book through MCB Live.

Step B: Select the no. of leaves, Verify the delivery location, view disclaimer, cheque book charges & press submit





Step C: Verify the details & press Confirm:

Step E: On clicking submit, Cheque Book Request will be initiated successfully & on screen confirmation for cheque book initiation will be displayed along with the reference number. Further User will receive SMS of successful cheque book request initiation on email address or Mobile Number.

A collegion cole has been sent to pure solution of while contex and/o allows as per poor preferred UV mode. Plane once the same code being to complete the process

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Note: User to visit branch to pick the cheque book



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Step D: Enter 6 digit OTP received on registered email address

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Cheque Status Inquiry



User can check the status of cheque by simply entering the cheque number

8.1. Option 1. Cheque inquiry status by using dashboard option Dashboard >> Accounts >> Current & Saving Accounts >> Click on 3 vertical Buttons >> select 'Cheque Book Issuance' Option

Step A: Click on 'Current & Saving' option



Step B: Click on the three vertical dots against the selected account, submenu will be displayed



Step C: Select option 'Cheque Status Inquiry'



Step D: Cheque Status inquiry Page will be displayed



8.2. Option 2. Cheque inquiry status by using Hamburger (Menu) option Dashboard >> Hamburger (Menu) Option >> Current & Saving Accounts >> Cheque Status inquiry

Step A: Click on Dashboard option



Step B:	Click	on	option	'Accounts'
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Step C: Click on option 'Current & Savings', a sub menu bar will be displayed

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Step D: Select the option Cheque Status Inquiry

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Step E: Select the account number against which cheque status inquiry to be done.

8.3. Steps to perform Cheque Status Inquiry

User can inquire about the status of Cheque online, simply by entering the Cheque number of selected account and press the submit button. The status of cheque will be displayed at bottom accordingly.

Step A: Click on Hamburger (Menu) option, select option 'Current & Saving Account'. From the sub menu bar, click on option 'Cheque Status Inquiry'





Step F: On Screen, 'Cheque Status Inquiry' page will be displayed



Step B: Then user is required to enter the "Cheque Number" and click on "Submit" button as shown in following screen:

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Step C: On screen status of the cheque can be displayed i.e. Cancelled, Stopped, used or unused.

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Step A: Click on option 'Current & Saving'

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8.4. Stop Cheque Request

Stop Cheque Request option can be accessed by following ways:

8.4.1. Stop cheque request by using dashboard option

Dashboard >> My Accounts >> Current & Saving Accounts >> Click on 3 vertical Buttons >> select 'Stop Cheque' Option

- Click on option 'Current & Saving'
- Click on the three vertica dot against the seected/ desired account Select the 'Stop Cheque Request Page' option Stop Cheque Request Page will be dislayed

Step B: Click on the three vertical dot against the selected / desired account



Step C: Select the 'Stop Cheque Request' option from the submenu



Step D: Stop Cheque Request Screen will be dislayed

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8.4.2. Stop cheque request by using Hamburger (Menu) option

Dashboard >> Hamburger (Menu) >> Accounts >> Current & Saving >> 'Stop Cheque Request'

On Dashboard Click on Hamburger (Menu) Option Click on option 'Current & Saving' Select option 'Stop Cheque Request' Cheque Book Request Screen will be displayed

Dashboard >> Accounts >> Current & Saving Accounts >> Click on 3 vertical Buttons >> select 'Stop Cheque' Option

Step A: On Dashboard Click on Hamburger (Menu) Option



Step B: Click on option 'Current & Saving'



Step D: Cheque Book Request Screen will be displayed

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Step C: Select option 'Stop Cheque Request'



8.4.3. Steps to initiate "Stop cheque request"

Step A: Enter the cheque number, specify reason & Press Submit



Step C: Enter the 6 digit OTP received on registered mobie number or email address

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Step B: Verify the details & press submit

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Step D: Cheque Stop Request will be initiated successfully



E-statement subscription & un-subscription



9.1.1. E-statement subscription & un-subscription by using Hamburger (Menu) Option

Dashboard >> Hamburger (Menu) Option >> Accounts >> Current & Saving >> View Statement >> E-statement Subscription & Un-subscription

Step A: On dashboard, click on Hamburger (Menu) option. Select the option 'Accounts', sub menu bar will be displayed

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Step B: Click on option 'Current & Saving Accounts'



Step C: From the sub menu bar select option 'view statement'



Step D: Select the account against which statement to be view, View statement page will be displayed



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Step E: Click on 'Subscription/ Un-subscription for e-statement', a dialogue box will open

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9.2. E-statement subscription & un-subscription by using dashboard Option Dashboard >> Current & Saving >> select the 3 dots on the rights side of account number >> list of activities user can perform with account will be displayed >> select 'View Statement'

Step A: On dashboard, click on option 'Current & Saving Accounts'



Step B: Click on the three vertical dots against the selected account number

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Step C: From the submenu select the option 'View Statement'



Step D: View Statement Page will be displayed

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Step E: Click on 'Subscription/ Un-subscription for e-statement', a dialogue box will open

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9.3. E-statement subscription & un-subscription by using View mini statement Mini statement >> select view more option in the end of the mini statement section >> Subscription/ Un-subscription for e-statement

Step A: Select view more option in the end of the mini statement section, View statement screen will be displayed



Step B: From the submenu select the option 'View Statement'

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Step C: Click on 'Subscription/ Un-subscription for e-statement', a dialogue box will open

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9.4. E-statement subscription Process

Step A: On View statement screen, Click on 'Subscription/ Un-subscription for e-statement', a dialogue box will open

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Step B: A dialogue will be displayed on screen, with users selected 'Account Number', email address updated in Branch at the time of account opening, drop down menu to select the frequency of receiving e-statement and Terms & conditions.





Step C: Select the frequency for receiving e-statement. User can subscribe e-statement weekly, monthly, fortnightly & quarterly'

Note: Incase email address is not updated in system & not reflecting under field 'email Id'. User to visit branch to get the email address updated in system.



Step E: After clicking on button 'Subscribe', users e-statement will be subscribed successfully. User will be intimated of successfully e-stament sunscription via SMS or email

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Step D: View the terms & conditions & Click on option 'Subscribe'



9.5. E-statement un-subscription Process

Step A: On View statement screen, Click on 'Subscription/ Un-subscription for e-statement', a dialogue box will open

Note: Incase email address is not updated in system & not reflecting under field 'email Id'. User to visit branch to get the email address



Step C: After clicking on option 'Unsubscribe', service will be unsubscribed successfully. User will receive intimation via SMS & email of successfully e-statement un-subscription

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Step B: Click on option 'unsubscribe'



Debit Card

MCB Bank Limited

MCB Live User Guide

User can view all active & temporarily blocked debit cards tagged with his accounts via MCB Live.

10.1. View Debit Card details by using Hamburger (Menu) option

Dashboard >> Hamburger (Menu) Option >> Accounts >> Current & Saving Accounts >> Debit Cards

Step A: Click on 'Hamburger (Menu) ', select 'Accounts'

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Step B: A list will be displayed, Click on option 'Current & Saving Accounts'. A sub menu will be displayed

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Step C: Click on option 'Debit Card', from the submenu

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Step D: Select the desired account number against which user wants to view the Debit Cards



Step E: Debit Cards tagged with the selected accounts will be displayed



Step A: On Dashboard under the 'Accounts' Section, click on option 'Current & Saving Accounts'



10.2. View Debit Card details by using dashboard.

Dashboard >> Account Section >> Click on option 'Current & Saving Accounts' >> click on three vertical dots >> Submenu select 'Debit Card'

- On Dashboard under the 'Accounts' Section, click on option 'Current & Saving Accounts'
- Click on the three vertical dots on the right side
- From the sub menu select the option 'Debit Cards'
- Details related to accounts will be displayed

Step B: Click on the three vertical dots on the right side



Step C: From the sub menu select the option 'Debit Cards'

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10.3. View Debit Card details by using quick links Step A: Dashboard >> Quick Links section, select 'Manage Debit Cards'



Step D: Debit Cards tagged with the selected accounts will be displayed



Step B: Click on the three vertical dots on the right side



10.4. Manage Debit Cards

User can perform following activities on Debit Card

- Activate
- Temporary Block

Allow international useAllow ecommerce use



Step B: A dialogue box will be dispalyed, create 4 digit pin by entering new pin & re-entering new pin. Press Submit.



10.4.1. Activate Debit Card

User can activate his/her Debit Card via MCB Live

Step A: On Manage Debit Card screen, turn on the Debit Card 'Activate' button



Step C: Enter OTP of 6 digits send on registered email address or SMS

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Step D: Debit Card will be activated successfully & user will be intimated via SMS or email

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10.4.2. Temporarily block Debit Card

User can temporarily block or unblock the Debit Card via MCB Live

Steps to temporarily block Debit Card

- On Dashboard, Click on 'Manage Debit Card' Option available under 'Quick Links' Section
- Select Account Number
- Debit Card screen will be displayed with a 'image of Debit Card' along with Card Status & 'Manage Card' Option
- Click on 'Manage Card' Option available on the virtual card being display
- A New Screen will be displayed with following options with their status
 - Temporary Block
 - Allow International Use
 - Allow E-commerce Use
- On the right side of the 'Temporary Block' Option, turn the Allow button On
- A dialogue box will be displayed asking for confirmation for Debit Card Blocking, Press 'Yes'
- Debit Card Will be blocked successfully
- SMS of successful blocking of Debit Card will be send on Users registered email address

Step A: On Debit Card Screen, Click on 'Manage Card' Option available on the virtual card being displayed

Step B: On manage Debit Card Screen, on the right side of the 'Temporary Block' Option turn the Allow button on

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Manage Debit Card

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Step C: A dialogue box will be displayed asking for confirmation for Debit Card Blocking, Press 'Yes'

Back Card

ve you sure you waint to temporarily block your card?

10.4.3. Temporary unblock Debit Card

Steps to Temporary Un-Block the Debit Card

- On Dashboard, Click on 'Manage Debit Card' Option available under 'Quick Links' Section
- Select Account Number
- Debit Card screen will be displayed with an 'image of Debit Card' along with Card Status & 'Manage Card' Option
- Click on 'Manage Card' Option available on the virtual card being displayed
- A New Screen will be displayed with following options with their status
 Temporary Block
 - Allow International Use
 - Allow E-commerce Use
- On the right side of the 'Temporary Block' Option, turn the Allow button Off
- A dialogue box will be displayed asking for confirmation for Debit Card Blocking, Press 'Yes'
- Enter 6 digit OTP send on registered email address press confirm
- Debit Card Will be unblocked successfully
- SMS of successful unblocking of Debit Card will be send on Users registered email address

Step A: Click on 'Manage Card' Option available on the virtual card being display

Step D: Debit Card will be blocked successfully & SMS of successful blocking of Debit Card will be send on Users registered email address

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Step B: On the right side of the 'Temporary Block' Option, turn the Allow button off

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Step C: Enter 6 digit OTP send on registered email address press confirm

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Step D: Debit Card will be unblocked successfully

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10.4.4. Allow international usage on Debit Card

User can activate debit card for international usage

- On Dashboard, Click on 'Manage Debit Card' Option available under 'Quick Links' Section
- Select Account Number
- Debit Card screen will be displayed with an 'image of Debit Card' along with Card Status & 'Manage Card' Option
- Click on 'Manage Card' Option available on the virtual card being displayed
- A New Screen will be displayed with following options with their status
 Temporary Block
 - Allow International Use
 - Allow E-commerce Use
- Turn on the 'Allow'' button on the right side of the 'Allow International Use' Option
- Enter the OTP send on registered mobile number or email address
- Internal Usage will be activated successfully
- SMS of successful International Usage activation will be send on Users registered email address or mobile number
Step A: Click on 'Manage Card' Option available on the virtual card being displayed

Step C: Enter the OTP received on registered mobile number or email address



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Step B: Turn on the 'Allow'' button on the right side of the 'Allow International Use' Option



Step D: International Usage will be activated successfully & SMS of successful International Usage activation will be send on Users registered email address or mobile number

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10.4.5. International usage de-activation on Debit Card

- On Dashboard, Click on 'Manage Debit Card' Option available under 'Quick Links' Section
- Select Account Number
- Debit Card screen will be displayed with an 'image of Debit Card' along with Card Status & 'Manage Card' Option
- Click on 'Manage Card' Option available on the virtual card being displayed
- A New Screen will be displayed with following options with their status
 Temporary Block
 - Allow International Use
 - Allow F-commerce Use
- Turn off the 'Allow'' button on the right side of the 'Allow International Use' Option
- Enter the OTP send on registered mobile number or email address
- Internal Usage should be de-activated successfully
- SMS of successful International Usage de-activation will be send on Users registered email address or mobile number

Step B: Turn off the 'Allow'' button on the right side of the 'Allow International Use' Option



Step A: Click on 'Manage Card' Option available on the virtual card being displayed



Step C: Enter the OTP send on registered mobile number or email address



Step D: International Usage should be de-activated successfully & SMS of successful International Usage de-activation will be send on Users registered email address or mobile number

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10.4.6. Allow E-commerce use on Debit Card

User can activate or deactivate Ecommerce session via MCB Live

- On Dashboard, Click on 'Manage Debit Card' Option available under 'Quick Links' Section
- Select Account Number
- Debit Card screen will be displayed with an 'image of Debit Card' along with Card Status & 'Manage Card' Option
- Click on 'Manage Card' Option available on the virtual card being displayed
 Temporary Block
 - Allow International Use
 - □ Allow E-commerce Use
- A New Screen will be displayed with following options with their status
- Turn on the 'Allow'' button on the right side of the 'Allow International Use' Option
- Enter the OTP send on registered mobile number or email address
- E-commerce Usage will be activated successfully
- SMS of successful E-commerce activation will be send on Users registered email address or mobile number

Step A: Click on 'Manage Card' Option available on the virtual card being displayed

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Step B: Turn on the 'Allow'' button on the right side of the 'Allow International Use' Option



Step C: Enter the OTP send on registered mobile number or email address

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10.4.7. Ecommerce session De-activation on Debit Card

- On Dashboard, Click on 'Manage Debit Card' Option available under 'Quick Links' Section
- Select Account Number
- Debit Card screen will be displayed with an 'image of Debit Card' along with Card Status & 'Manage Card' Option
- Click on 'Manage Card' Option available on the virtual card being displayed
 Temporary Block
 - Allow International Use
 - Allow Ecommerce Use
- A New Screen will be displayed with following options with their status
- Turn off the 'Allow'' button on the right side of the 'Allow International Use' Option
- Enter the OTP send on registered mobile number or email address
- E-commerce Usage should be activated successfully
- SMS of successful E-commerce de-activation will be send on Users registered email address or mobile number

Step D: E-commerce Usage will be activated successfully

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Step A: Click on 'Manage Card' Option available on the virtual card being displayed



Step B: Turn off the 'Allow'' button on the right side of the 'Allow International Use' Option

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Step C: Enter the OTP send on registered mobile number or email address

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10.5. Debit Card PIN Change

User can change their Debit Card Pin via MCB Live

- On dashboard, click on 'Manage Debit Card' option under quick links
- Select the account number against which user wants to initiate Debit Card Change request
- Click on 'Change Debit Card' option on the menu bar
- Create a new pin by entering the old pin, new pin & reconfirming the new pin
- Enter OTP 0f 6 digits send on registered email address, debit card pin will be changed successfully
- Debit card pin will be changed successfully

Step A: Click on 'Change Debit Card' option on the menu bar

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Cana	Data			Next, enter: mobile phon	the OTP received on your eleman	
				NOTE: New PIN with an	er share your debit card yone including bank	

Step B: Create a new pin by entering the old pin, new pin & reconfirming the new pin

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here and	Back.			fanal, enter the	CTF worked on your mobile phonenenali
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Step C: Enter the OTP send on registered mobile number or email address



Step D: Debit Card PIN changes successfully

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Transfers

11.1. Manage Payee

The pre-requisite for transferring funds (Intra & Interbank) is to "Add Payee". Once New Payee added successful, it will automatically become available in list of "Existing Payee".

Note:

Migrated Users: MCB Mobile user migrated to MCB Live will be able to view the list of already added beneficiary.

New Users: New user registered for MCB Live needs to add the beneficiary

11.1.1. Option A. Dashboard>> Quick Links >> Select option 'Manage Payee'

Step A: On dashboard, from the 'Quick Links' Sections click on option 'Manage Payee'

Step B: A Screen will be displayed with the added beneficiaries

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Step C: A screen will be displayed with all the added payees. User can perform following action on the added payees

- Pay: Allows user to Perform Payment using the already added payment)
- Edit: Allows user to change the nick name of the added payee)
- Delete: Allows user to delete the already added Payee

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11.1.2. Option B. Dashboard>> Hamburger (Menu) Option >> from the submenu, select option 'Transfers' >> select option 'Manage Payee'Step A: On dashboard, click on the Hamburger (Menu) option

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Step B: From the Hamburger (Menu) option, click on option 'Transfers'



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Step D: Manage Payee screen will be displayed.

A screen will be displayed with all the added payees. User can perform following action on the added payees

- Pay: Allows user to Perform Payment using the already added payment)
- Edit: Allows user to change the nick name of the added payee)
- Delete: Allows user to delete the already added Payee

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11.2. Manage Payee Activities

- Following activities can be performed on the added BeneficiariesPay Allows user to Perform Payment using the already added payment)
- Delete Allows user to delete the already added Payee
- Edit Allows user to change the nick name of the added payee)

Step B: Click on the three vertical dots, sub menu will be displayed

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11.2.1. Pay

Step A: Click on the drop down arrow against the added Payee

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Step C: From the submenu click on option 'Pay'

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Step D: After clicking on 'Pay', a screen will be displayed with beneficiary details (Account Number, Account Name & Payee Type), source account list, and purpose of transaction & amount field

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Step F: Verify the details & press confirm

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Step E: Verify the beneiciary details, select the source accunt, purpose of payment, enter the desired amount & click on 'Pay'



Step G: Enter the 6 digit OTP send on registered mobile number or email address



Step H: After entering OTP, Payment will be initiated successfully. On screen confirmation of successful payment will be displayed & user will receive intimation via SMS & email

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Step B: Click on the three vertical dots a sub menu will be displayed, select the option 'Edit/ View'

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11.2.2. Edit

Step A: Click on the drop down arrow against the added Payee

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Step C: Click on the 'Pencil' icon on the right of the 'Payee Name' to edit the payee name



Step D: Edit the nick name & press submit.

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Step E: Verify the details & press confirm

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11.2.2.1. Edit the 'Monthly & Daily Limits' for the 'Payee' already added

User can assign the daily & monthly limits to the sepcific 'Payee'/ 'Beneficiary'

On Dasboard, click on Hamburger (Menu) option. Select the option 'Transfer', from the submenu click on 'Manage Payee' option. On 'Manage Payee' screen, list of all the added beneficiarues wil be dispalyed

Step A: Click on the arrow option on the right side of the added beneficiary, details of the beneficiary will be dispalyed

Monthly Limit

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Daily Limit



Step B: After setting the limit click on the 'Save' icon, limits will be set



Remove the assigned Limits

Step A: User to click on 'Remove Limits' a dialogue box will be displayed

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Step B: Select the limit to be removed i.e. Monthly Limit

Note: Only 1 Limit can be removed at a time. User can either remove monthly or daily iimit.



Step C: After tick marking the box, press 'ok'



Step D: Limit will be removed successfully



11.2.3. Delete Payee

User can delete the added payee from the list of beneficiaries already added.

Step A: On Dasboard, click on Hamburger (Menu) option. Select the option 'Transfer', from the submenu click on 'Manage Payee' option.

Step B: On 'Manage Payee' screen, list of all the added beneficiaries wil be displayed

Step C: Click on the arrow option on the right side of the added beneficiary, details of the beneficiary will be dispalved

Step D: Click on the three vertical buttons on the left side, from the sub menu select option 'Delete'

Step E: A dialogue box will be displayed asking for confirmation for beneficiary deletion, click on submit

Step F: Selected Beneficiary will be deleted successfully, on screen confirmation of beneficiary will be displayed & user will be intimated via SMS or Email

Donations 11.3.

11.3.1. Option A. Pay donations through Hamburger (Menu) Option

Dashboard >> Hamburger (Menu) Option >> Click on 'Transfers' >> from the submenu click on option 'Donations' >> Donation screen will be displayed

Step A: From the Hamburger (Menu) option, click on option 'Transfers'

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Step B: From the submenu clicks on option 'Donation'

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Step C: Donation screen will be displayed



11.3.2. Option B. Pay donations through Dashboard

Step A: Dashboard >> from the 'Payment' section select the option 'Donation'



11.3.3. Steps to pay donations

Step A: Click on Donation option, Fields to enter the details should be displayed to the user

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Step B: Select the desired 'Donation Company' Name from the 'Donation Company List', Select the source Account, enter amount, Enter Remarks (Optional) and press 'Pay





Step C: On next screen details of the transaction should be displayed, review the Account title of the Donation Company & press submit

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Step E: Enter the OTP & Press submit

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Step D: Enter OTP of 6 digits received on registered mobile number/ email

Step F: Donation will be done successfully, confirmation of successful donation payment should be displayed to the user & user should be intimated via registered SMS or email

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11.4. Favorites

There are two ways to access the Donation option

11.4.1. Option A. Hamburger (Menu) Option

Dashboard >> Hamburger (Menu) Option >> Click on 'Transfers' >> from the submenu click on option 'Favorites' >> Donation screen will be displayed **Step A:** On Dashboard, click on Hamburger (Menu) option



Step B: From the Hamburger (Menu), cick on option 'Transfers', a submenu will be displayed

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Step C: From the submenu, cicks on option 'Favourites'



Step D: Favorites' screen will be displayed, with payee/ transaction added as Favorite



11.4.2. Option B. Dashboard from quick link option

Dashboard >> from the 'Quick Links' section select the option 'Favorites' **Step A:** On dashboard screen, from the quick links session, click on 'Favorites' option



Step B: Favorites' screen will be displayed, with payee/ transaction added as Favorite

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11.4.3. How to add Payee/Transaction as favourite

Option A: After successful funds transfer on confirmation screen, option 'Add Favourite' will be displayed

Option B: Click on option 'Add Favourite', a dialogue will be displayed on screen asking for confirmation for adding the payee/ transaction as 'Favourite'. Press 'ok'.

Option C: After clicking on 'Ok' Payee/ transaction will be added as 'Favourite' & on screen confirmation of beneficiary addition will be displayed. User will be intimated via SMS or email of successful addition of payee/ transaction as Favourite

11.5. Beneficiary addition

There are three ways to access the 'Add Payee' option

11.5.1. Option A. Hamburger (Menu) Option (Funds Transfer)

Dashboard >> Hamburger (Menu) Option >> Transfers >> Funds Transfer >> in the helping box on the left side, select option 'Add Payee' is reflecting

Step A: On dashboard, click on 'Hamburger (Menu) ' option. click on option 'Transfers', a submenu will be displayed



Step B: From the submenu, select option 'Funds Transfer'



Step C: On Funds Transfer screen, on the left side helping box, select option 'Add New Payee'



11.5.2. Option B. Hamburger (Menu) Option (Manage Payee)

Dashboard >> Transfers >> Manage Payee >> in the helping box on the left side option 'Add Payee' is reflecting

Step A: On dashboard, click on 'Hamburger (Menu) ' option. click on option 'Transfers', a submenu will be displayed



Step B: From the submenu, select option 'Manage Payee'



Step C: On Manage Payee screen, select the option 'Add New Payee' on the left side helping box

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11.5.3. Option C. Quick links Option (Manage Payee)

Dashboard >> Quick Links >> Manage Payee >> on the helping box in the left side option 'Add Payee' is reflecting

Step A: On dasboardm from the quick links select the option 'Manage Payee' screen which will be displayed.



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11.5.3.1. Beneficiary addition within MCB Bank **Step A:** Click on option 'Add New Payee'



Step C: Enter the 16 digit account number

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Step B: Add Payee screen will be displayed



Step D: Verify the account title & press confirm



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Step E: Enter 6 digit OTP received on registered email address on mobile number

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Step F: After entering 6 digit OTP, payment will be initiated successully & user will be intimated via SMS or email



Step A: Click on 'Add New Payee' option, a screen will be displayed as shown below

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Step B: User to enter Payee Name, select the option 'Other Bank' for performing inter bank funds transfer, from the 'Select Bank' field select the desired 'Bank Name', enter the account number as per IBFT gudilines, enter the nickname & press Confirm





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Add Payee	
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Step C: After entering 6 digit OTP, payment will be initiated successully & user will be intimated via SMS or email

Step D: Click on 'Add New Payee' option, a screen will be displayed as shown below

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Step E: User to enter Payee Name, select the option 'Other Bank' for performing inter bank funds transfer, from the 'Select Bank' field select the desired 'Bank Name', enter the account number as per IBFT gudilines, enter the nickname & press Confirm





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Step F: On manage Payee screen & in the list of existing beneficiary added beneficiary will be dispalyed

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Step G: On MCB Live, user will receive notification of successful beneficiary addition



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Step B: User to enter Payee Name, select the option 'Other Bank' for performing inter bank funds transfer, from the 'Select Bank' field select the desired 'Bank Name', enter the account number as per IBFT gudilines, enter the nickname & press Confirm





Step C: On next screen details will be displayed, verify the account title of the beneficiary. After verifying the details, press confirm

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Step E: Beneficiary will be added successfully. User will be intimated by email or SMS on his registered email address/ mobile number

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Step D: 6 digit OTP will be send to the user for verification, user to enter the OTP & press submit



11.6. Funds Transfer

User can perform payment using the already added beneficiary



11.6.1. Option A. Funds Transfer through Hamburger (Menu) option

Dashboard >> Hamburger (Menu) option >> Click on 'Transfer option' >> from the submenu, click on 'Funds Transfer' option >> Funds Transfer screen will be displayed **Step A:** On dashboard, User to click on the Hamburger (Menu) / three vertical lines

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Now Lodge your complaints with no	Your Withholding Tax certificates are	Locate ATMs/Branches					
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Lotes	Get it Now	Locate Now	Favorites	Manage Payees	Manage Billers	Tap to Live!	4.20

Step B: From the Hamburger, user to click on the option 'Transfers', a sub menu list will be displayed



Step C: From the submenu list, select the option 'Funds Transfer'



Step D: Funds transfer screen will be displayed

11.6.2. Option B. Funds Transfer through Dashboard

Dashboard >> from the 'Payment Section' select 'Funds Transfer' option >> Funds Transfer screen will be displayed

Step A: On dashboard, from the payment section click on the option 'Funds Transfer'



Step E: List of already added beneficiaries will be displayed



11.6.3. Steps to perform Funds Transfer using the 'Existing Beneficiary'

User can perform payment to the added beneficiary (within Bank or other Bank). Under Payee list, the entire added beneficiary list will be displayed. User will select the desired Payee, verify the details, enter the amount to transfer & press confirms & enters OTP of 6 digits. After entering OTP transaction will be initiated successfully. User will be informed via SMS or email

Note: in case of migrated user, list of all the added beneficiary in the MCB Mobile or MCB Internet Banking will be migrated to new app & will be visible to the user. User can perform payment using the migrated beneficiaries

11.6.3.1. Funds Transfer within MCB Bank

Step A: From the 'Payee' list select the desired beneficiary, verify the details of the added beneficiary & enter the desired amount. Then Press confirm

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Step C: User to enter OTP of 6 digits send on the registered mobile number or email address

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Step B: On next screen details of the payee will be displayed, press confirm after verifying the amount & account title

Step D: After entering OTP, transaction will be performed successfully. An onscreen confirmation will be displayed & user will be informed via SMS or email

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11.6.3.2. Funds Transfer to other Bank (IBFT

Step A: From the 'Payee' list select the desired beneficiary, verify the details of the added beneficiary & enter the desired amount. Then Press confirm

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Step B: On next screen details of the payee will be displayed, press confirm after verifying the amount & account title



Step C: User to 6 digits OTP send on the registered mobile number/ email address



Step D: After entering OTP, transaction will be performed successfully. An onscreen confirmation will be displayed & user will be informed via SMS or email.

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11.6.3.3. Funds Transfer to other Bank (IBFT) using IBAN number



Step B: On next screen details of the payee will be displayed, press confirm after verifying the amount & account title



Step C: User to enter OTP of 6 digits send on the registered

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Step D: After entering OTP, transaction will be performed successfully. An onscreen confirmation will be displayed & user will be informed via SMS or email

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11.7. Quick Transfer

User can perform funds transfer without adding the beneficiary.

Quick Transfer option can be accessed through below paths

- Dashboard >> Hamburger (Menu) >> Transfers >> Quick Transfer
- Dashboard >> Transfers >> Funds Transfer >> in the helping box on the left side option 'Quick Transfer' is reflecting
- Dashboard >> Payment section >> Funds Transfer option

11.7.1. Option A. Quick transfer by using Hamburger (Menu) option

Step A: On Dashboard, click on the 'Hamburger (Menu)' option and select the option 'Transfers'



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Step B: From the submenu, select the option 'Quick Transfer'

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11.7.2. Option A. Quick transfer by using Hamburger (Menu) option (Funds Transfer) **Step A:** On dashboard, click on Hamburger (Menu) option on the top left corner with the MCB Live Logo

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Step B: From the Hamburger (Menu) option, click on option 'Transfers', a submenu will be displayed

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Step C: From From the submenu, select option 'Funds Transfer'



Step D: On funds transfer screen, in the helping text on the right side, click on option 'Quick Transfer

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11.7.3. Option A. Quick transfer by using Dashboard (Payment Section) **Step A:** On dasboard, in the payment section click on 'Funds Transfer' option



Step E: Quick Transfer screen will be displayed



Step B: On funds transfer screen, in the helping text on the right side, click on option 'Quick Transfer


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11.8.1. Quick transfer within MCB Bank

Step A: On Quick Transfer screen following fields will be displayed, user to enter the account number, desired amount & press confirm

Quick Transfer within MCB		
Autoc transfer within MCB Presenting Description Description <th><image/><section-header><section-header><section-header><text><text><text></text></text></text></section-header></section-header></section-header></th> <th></th>	<image/> <section-header><section-header><section-header><text><text><text></text></text></text></section-header></section-header></section-header>	

Step B: On next screen, details of the added beneficiary will be displayed. User to veriy the account tile & press confirm

11.8. Steps to perform Quick Transfer

N N

Quick Transfer within MCB

Carpine Prints

User can transfer the funds to own account, other account within mcb & other bank account without adding the beneficiary in three simple clicks

transfer funds without jubling pau



Step C: User to enter OTP of 6 digits received on users registered email address or mobile number

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Step D: Funds will be transferred within MCB Successfully & user will be intimated via SMS or email

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Step E: On MCB Live, Notification of successful beneficiary addition will be displayed

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11.8.2. Quick transfer to other bank (IBFT) via account number

Step A: On Quick Transfer screen, for IBFT to other bank select the option 'Other Bank'

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Quick Transfer within MCB	
Number Number <th>1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</th>	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Step C: Select the desired IBFT Bank Name, enter account account number as per the IBFT guidleines & enter amount. Then press confirm

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Step B: After selecting the option 'Other Bank' list of Banks will be displayed



 $\ensuremath{\textit{Step D:}}$ On next screen details of the payee will be displayed, verify the account title & press confirm



Step E: After pressing confirm, user will receive OTP of 6 dgits on registered mobile number or email address

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Step F: Funds transfer will be done successfully & user will be intimated via SMS or email



Step A: On Quick Transfer screen, for IBFT to other bank select the option 'Other Bank'

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Step B: After selecting the IBFT category, select 'IBAN' option.





Step C: Enter 16 digits of IBAN number. Then press confirm

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Step D: On next screen details of the payee will be displayed, verify the account title & press confirm

Step E: After pressing confirm, user will receive OTP of 6 dgits on registered mobile number or email address

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Step F: Funds transfer will be done successfully & user will be intimated via SMS or email





Payments

MCB Bank Limited

MCB Bank Limited MCB Live User Guide

User can perform payment to different categories & a large number of Biller

12.1. Pay Bills.

12.1.1. Option A. Pay bills via using Hamburger (Menu) options. Dashboard >> Hamburger (Menu) Option >> Bill Payment >> Payment screen will be displayed

Step A: On Dashboard, user to click on Hamburger (Menu)option/ three vertical lines on the top left corner with the MCB Logo

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Step B: Select the option 'Bill Payment'

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Step C: From the sub menu click on option 'Pay Bills'

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Step D: Pay Bill screens will be displayed. User can select the desired category of Bill Payment & initiate transaction



12.1.2. Option B. Pay bills via using Dashboard

Dashboard >> Payment Section 'Bill Payment' option **Step A:** On Dasboard, in the 'Payment' section, click on option Bill Payment







Step B: Pay Bill screens will be displayed. User can select the desired category of Bill Payment & initiate transaction

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12.2. Steps to perform bill payment

12.2.1. Utility bills payment

Step A: On Pay Bill screen, select the 'Category' of the Biller



Step B: List of added beneficiaries under the selected category will be displayed, select the desired 'beneficiary' & click on Pay



Step C: On next screen details of the added Biller will be displayed, verify the details & press confirm

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Step E: Enter the 6 digit OTP received on registered email address

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Step D: On next screen, again verify the details & press confirm



Step F: After entering the OTP, Bill Payment will be done successfully & user will be intimated via SMS or Email



12.2.2. Mobile Top Ups

Step A: On Dashboard, click on option 'Mobile Top-Up'



Step B: On pay Bill Screen, category 'Telco' will be auto selected & List of added beneficiaries under the selected category will be displayed, select the desired 'beneficiary' & click on Pay

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Step C: Details of the beneficiary will be displayed, after verifying the details, press confirm

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Step D: On next screen, again verify the details & press confirm



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Step E: Enter the OTP of 6 digits received on registered email address

12.2.3.	Government Payments
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Step A: On Dashboard, click on option 'Government Payment'



Step F: After entering the OTP, Mobile Top-Up will be done successfully & user will be intimated via SMS or Email





Step B: On pay Bill Screen, category 'Telco' will be auto selected & List of added beneficiaries under the selected category will be displayed, select the desired 'beneficiary' & click on Pay



Step C: Details of the beneficiary will be displayed, after verifying the details, press confirm

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Step D: On next screen, again verify the details & press confirm



Step E: Enter the OTP of 6 digits received on registered email address

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Step F: After entering the OTP, Government Payment will be done successfully & user will be intimated via SMS or Email



12.3. Add New Biller

12.3.1. Option A. Dashboard >> Hamburger (Menu) option >> Bill Payment >> Add Biller

Step A: On dashboard screen, select the Hamburger (Menu) option on the top left corner and select the option 'Bill Payment'

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Step B: From the submenu select the option 'Add Biller'

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Step C: Add Biller Screen will be displayed





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 $\label{eq:step D: User after selecting the desired category can add the Biller$

12.3.2. Option A. Dashboard >> Hamburger (Menu) option >> Bill Payment >> Pay Bills

Dashboard >> Hamburger (Menu) option >> Bill Payment >> Pay Bill >> in the helping box on the right side option 'Add Biller' can be accessed **Step A:** On dashboard screen, select the Hamburger (Menu) option on the top left corner

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Step C: From the submenu select the option 'Pay Bill'



Step B: From the Hamburger (Menu) option, select the option 'Bill Payment'

Step D: On the Pay Bills screen, select the option 'Add Biller' in the helping box on the right side

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12.4. Steps to Add the Biller.

12.4.1. Biller Addition Utility Bill Payment

Step A: On Pay Bill Screen, select the 'Category' of the Bill Payment



Step B: After selecting the Payment Category list of available billers under that cateory will be displayed



Step C: Select the desired Biller & enter consumer number as per the Biller guidelines



Step D: After entering the Consumer number, validate the Bill by clicking on validate button

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Step E: On clicking on 'Validate' details of the biller will be displayed i.e. Csutomer Name, Bill Due date, Bill Amount before due date & after due date, amount payable, After validating the bill details click on Confirm



Step F: Verify the Bill Details & press confirm

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Step G: Enter OTP of 6 digits received on registered mobile number & email address

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Step H: After entering the OTP, beneficiary will be added successfully. User will receive intimation via SMS or email

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Step B: List of the telco complany will be displayed, under field 'Biller Name'. Select the desired 'Telco Company'



12.4.2. Biller Addition Mobile Top Up

Step A: On Add Biller Screen, select the 'Category' of the 'Telco'



EM Add Biller And Biller Tay Bills Quick Bill Pay 184 **Harape Silers** Category Teles. Sile Same 100 MORE IN THE FAID Decided to make bill payment via MCB Live? Great! Siller Type Quilt Rame Rick Barler The first play is to regardler your tabler who you pay troupwetty. Centre a tabler is regardlered after sourcement valuation, you are ad set to pay the bit in the clock. 03000021241 lither Medicantee Michigani should be unique Simply sense the Siller and MCB Line will show you file Sill amount (where applicable) if any day for payment All falls payments are instant and secured using One Tens **BEFayment Guidews** Pay Dills have Deat Tax

Step C: Enter the Mobile Number & Nickname

Step D: Validate the Biller, after validation click on 'confirm'

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Step E: On next screen details of the Billers will be displayed for verification. Press confirm



Step G: Beneficiary will be added successfully

heet Const





Step F: An OTP of 6 digits will be sedn on users registered mobile number or email address. Enter the OTP & press confirm

12.4.3. Add Government Bill Payments

Step A: On Add Biller Screen, select the 'Category' of the ''Govt. Payment'



Step B: List of the Government companies will be displayed, under field 'Biller Name'. Select the desired 'Government Company'



Step D: After entering the details, validate the PSID entered





Step C: Enter the PSID generated via relevant portal & nick name

Step E: Details against the entered PSID will be displayed. Verify the details & press confirm

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Step F: On next screen, again perform verification & press confirm

Step G: Enter the OTP of 6 digits received on registered mobile number or email address

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Step H: Beneficiary will be added successfully & user will be intimated via SMS or email





Step I: The added beneficiary can be viewed on added beneficiary list

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12.5. Quick Bill Pay

- User can perform Bill Payment without addition of the beneficiary by simply selecting the biller category & entering consumer number/ mobile number/ Other bank credit card number.
- After entering the consumer number, user to enter OTP received on registered email address or mobile number
- Payment will be done successfully

Step A: On dashboard, click on the Hamburger (Menu) option on the top left corner



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Step B: From the Hamburger (Menu) , click on 'Bill Payment' option

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Step D: Quick Bill Pay screen will be displayed

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Step C: From the sub category, click on option 'Quick Bill Pay'

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Step E: Select the Biller Category



Step F: After selecting the biller category, list of the Biller names will be displayed

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Step H: After validation of consumer number verify the amount to be paid & press submit

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Step G: Enter the consumer number, select the account & validate the consumer number



Step I: Verify the Bill details again & press submit



Step J: Enter 6 digit OTP received on registered email address or mobile number

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Step K: Payment will done successfully & user will be intimated via SMS or email

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12.6. 1Bill

Bill is the Biller of 1-Link. It consists of three categories:

- 1 BILL Invoice
- 1 BILL Top Up
- Other Bank Credit Card Payment

12.6.1. Option A. Dashboard >> Payment Section >> 1 Bill

Step A: On Dashboard, under 'Payment' section select the option 1 BILL for quick Payment



Step B: 1 BILL Screen will be displayed

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12.6.2. Option B. Dashboard >> Hamburger (Menu) Option >> Payment >> 1 Bill Step A: On Dashboard, click on the Hamburger (Menu) option on the top left corner

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Step C: From the sub menu, select the option '1 BILL'



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Step D: 1 BILL Screen will be displayed

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12.6.3. Option B. Dashboard >> Hamburger (Menu) Option >> Pay bill Dashboard >> Hamburger (Menu) option >> Pay Bill >> Category LOV >> 1 Bill option **Step A:** On Dashboard, from the Hamburger (Menu) select the 'Bill Payment' option and from the Sub menu, clicks on 'PayBill'

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Step B: PayBills Screen will be displayed



MCB Bank Limited

MCB Bank Limited MCB Live User Guide

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Step C: From the list of category select the '1 BILL' option

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Manage Billers

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Quick Bill Pay

12.6.4. Bill Invoice Beneficiary Addition

1 Bill paymnet can be done via quick pay option without adding the beneficiary or user can added the beneficiary to perform payment

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Step B: Select '1 Bill Invoice' from the 1 Bill 3 categories

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Step D: After validation of the biller, details of the biller will be displayed verify the details & initiate payment by pressing 'Confirm'

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Step C: Enter the Consumer number, nick name & validate the biller



Step E: Validate the details again & press confirm



Step F: Enter OTP of 6 digits received on registered email address or mobile number

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Step G: Biller will be added successfully & user will be notified via SMS or email



12.6.5. Bill Top-Up Beneficiary Addition

Step A: On add biller screen, select the biller category '1BILL'

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Step B: Select '1 Bill Top-Up' from the 1 Bill (3 categories)



Step C: Enter the Consumer number, nick name & validate the biller



Step E: Enter OTP of 6 digits received	d on registered email address or
mobile number	

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Step D: Validate the details again & press confirm



Step F: Biller will be added successfully & user will be notified via SMS or email



12.6.6. Other Bank Credit Card Payment Beneficiary Addition **Step A**

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Step B



Step D



Step E

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12.7. Manage Billers

User can view, edit & delete the beneficiary from the existing beneficiary list

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12.7.1. Delete Added Biller.

12.7.1.1. Option A. Dashboard >> Manage Biller >> list of added beneficiaries **Step A:** On dashboard click on option 'Manage Biller'. List of added beneficiaries will be displayed



Step B: Click on 'Delete' button



Step C: A diaogue box wil be dispalyed on screen. Click on OK



12.7.1.2. Dashboard >> Hamburger (Menu) >> Bill Payment >> Pay Bill

Dashboard >> Hamburger (Menu) >> Bill Payment >> Pay Bill >> select the added Biller >> Click on three vertical dots >> select option delete

Step A: On dashboard, click on the Hamburger (Menu)option on the top left corner with the MCB logo



Step D: Beneficiary will be deleted successfully



Step B: Click on option 'Bill Payment', a submenu will be displayed



Step C: From the submenu, click on option 'PayBill'

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Step E: Select the desired	category, bille	rs added	under	the	selected	category	will
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Step D: Categories of bill payment will be displayed



Step F: Click on the three vertical dots on the right side of the biller. A submenu will be dispalyed, select option 'Delete Biller'

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Step G: On screen a dialogue box will be displayed asking for confirmation for beneficiary deletion. Click on Ok.

<image>

Step H: Beneficiary will be deleted successfully & user will be intimated via SMS or email



12.7.2. Edit the Beneficiary Details

Step A: On manage Payee, screen, the nickname is screen is editable

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Step B: Enter the new nickname & press confirm


Step C: Enter OTP of 6 digits & press confirm

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Step D: Nickname will be updated successfully

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Certificates

User can view & download following certificate

With-holding Tax Certificate

13.1. Option A. Dashboard>> click on section 'What's New' >> WHT Certificate **Step A:** On dashboard, user to click on 'WHT Certificate' option under What's New Section

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Step B: User can view the 'With holidng Tax Certificate' Screen

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13.2. Option B. Dashboard>> Hamburger (Menu) Option>> Certificates>> WHT Certificate

Step A: On dashboard, click on the Hamburger (Menu) option. From the Hamburger (Menu) click on option 'Certificate'



Step B: From the submenu selects the option 'Withholding Tax'



Step C: Withholding Tax Certificate Screen will be displayed

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Step B: Certificate will be downloaded, right click on the document downloaded & click on open. File wil be displayed.

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Step C: User can view the with holding tax certificate

13.3. Steps to view & download Withholding Tax Certificate

Step A: On Withholding Tax Certificate Screen, select the account number against which user wants to download the certificate & select the fiscal year. After selecting the required details, press confirm

Note: User can download the Withholding tax certificate for last 5 years

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Complaint Lodgment



14.1. Option A. Dashboard>> under section 'What's New', click on 'Complaint Lodgment' option

Step A: On Dashboard, click on option 'Complaint Lodgment' under what's new section

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14.2. Option B. Dashboard>> Hamburger (Menu) option >> Complaint management **Step A:** On Dashboard, click on the Hamburger (Menu) option



Step B: From the Hamburger (Menu) option click on 'Complaint Lodgment' option





Step C: On Dashboard, click on option 'Complaint Lodgment' under what's new section

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Step A: On dashboard, under Hamburger (Menu) option click on option 'Lodge Complaint'

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Step B: Complaint Lodgment screen will be displayed

14.3. Steps to lodge Complaint

User can lodge complaint using MCB live by selecting the complaint category & type. Once the complaint request is initiated, user will receive intimation via SMS or email of successful initiation of complaint request. Once the complaint lands on bank email address info@mcb.com.pk complaint will be registered on portal & user will receive the complaint number

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	Complaint Lodgment	
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Step C: Select the product service from the available list of services

Step E: Enter the complaint details under 'Complaint Description' Box

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Step D: Once the product/ service is selected, complaint category type will be displayed. User to select the complaint type



Step F: Complaint request will be initiated



Account Setting



MCB Bank Limited

MCB Live User Guide

Under Account settings user can access following option:

- Profile
 - My Profile
 - Primary Account Number
 - Settings (Set OTP Preference)
- Change Password
- Account Limits
- Session History

15.1. Profile

15.1.1. My Profile

Under Profile user can view the contact information

- On dashboard, click on the Hamburger (Menu) option. Select the option 'Account Settings'
- Profile screen will be displayed. On profile screen, contact information of the user will be displayed

Step B: From the menu, click on option 'My Profile'



Step A: On dashboard, click on the Hamburger (Menu) option. Select the option 'Account Settings'

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Step C: Profile screen will be displayed. On profile screen, contact information of the user will be displayed

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15.1.2. Primary Account Number

Step A: On dashboard, click on the Hamburger (Menu) option. Select the option 'Account Settings'

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Step C: Under My Profile, click on 'Primary Account Number'

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Step B: From the submenu, click on 'My Profile' option.



Step D: On 'Primary Account Number' screen, the list of accounts tagged with user id will be displayed & user with multiple accounts can select one account as primary & press confirm

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Step E: Enter the OTP of 6 digits received on registered email address or SMS

Step G: Account will be set as primary & will be displayed on top of the account list

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Step F: Account will be set as primary

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15.1.3. Setting (Set OTP Preference)

User can set the OTP Preference on below mediums

- SMS
- Email
- Both

Note: Incase mobile number or email address is not updated in system user to visit branch to get the details update

Following RDA users with the specific account types can set the OTP Preference

User	Account Type	OTP Preference
Non-Resident RDA	OPP	Can receive OTP
Non-Resident RDA	OPF	via email only
Non-Resident RDA	OPS	
Non-Resident RDA	OFS	
Resident RDA	RFS	Can set mobile number
Resident RDA	RFC	as OTP Preference

Step B: Under My Profile, click on 'Primary Account Number'



Step A: From the submenu, click on My Profile option

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Step C: On settings screen, Three OTP preference mode will be displayed & User to select the desired OTP preference mode & press submit

Step D: Enter OTP received on registered email address & press submit

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15.2. Change Password

Step A: On dashboard, click on the Hamburger (Menu) option. Select the option 'Account Settings'

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Step E: OTP Preference will be set successfully

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Step B: Under submenu click on option 'Change Password'



Step C: On Change password screen, user will be asked to enter old password, new password & confirm password

Step D: Enter OTP of 6 digits received on registered email address or SMS

Step E: Password will be reset successfully & user will be intimated via SMS	3
or email.	

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15.3. My Limits

User can view the limits assigned by the bank. **Note:** User can update the limits within the assigned limit by the bank

Step A: On dashboard, click on the Hamburger (Menu) option. Select the option 'Account Settings'



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Step B: Under submenu click on option 'My Limits'

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Step C: Limits screen will be displayed, select the relevant transaction

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Step D: Click on 'Concolidatied Limits' to view the limits

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Step E: Select the option 'Consolidated & transaction groyuop Limit' to view the limits

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15.3.1. Steps to set the Limit

Step A: Click on 'Edit' option, a dialogue box will be dispalyed, enter the transaction count & transaction amount to set the limit



Step B: Limits will be set successfully



15.3.2. Steps to remove the Limit

Limits can be reset to original banks limits on one click Click on option 'Reset to Bank Limit', limits will be reste successfully

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15.4. Session History

User can view the last ten transaction (Financial & non0finacial transaction) performed against the account

Steps to view Session History

- On dashboard, click on the Hamburger (Menu) option. Select the option 'Account Settings'
- From the submenu, clicks on option 'Session History'
- List with date & time of last 10 logins will be displayed
- Click on any of the transaction, details of the transaction will be displayed

Notification & Alerts



= 🔝

16.1. Option A. By Using Dashboard

Dashboard >> Mail icon on the top right corner>> Notification & alerts will be displayed Step A: On dashboard, there is a mail icon. By clicking on it user can view the alerts & notification and Select the option 'Alerts', list of all the alerts will be displayed

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Credit Card		>				12 Oct IBFT SENDING-MCB LIVE PKR100.00 Dr 2021
						12 Oct BILL PAYMENT DEBIT MCB LIVE PKR200.00 Dr
			Government Payments	181	Donations	View / Subscribe Account Statement
What's New?		0	Quick Links			
6				=		
Lodge Complaint	WHT Certificate	ATM/Branch Locator	Roshan Digital Account	Manage Debit Cards	Account Management	
complaints with no hassle and ease of few clicks	Tax certificates are just a click away	ATMs/Branches near your area anywhere anytime		5	5	
	and the second se	and and	Favorites	Manage Payees	Manage Billers	Top to Live!

Step B: List of Alerts will be displayed

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Alerts	
Arente Methilizations	
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C Subject	Restrict
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MCB Lies - Inter Bank Funds Transfer Secondal	12 Col 2001 (0.01.12 AM
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MCB Line - Funds Transfer Successful	11 Oct 2021 08:55:00 PM
MCB1/ve - Payer Added Second Adv	11 Oct 2021 08:51-41 PM
MCB Digital Banking - Prover Added Successfully	11 Oct 2021 00:30:11 PM
MCB Like - BR Payment Successful	11 Oct 2021 07:00:50 PM
MCB Live - Paper Removed Succeedady	11 Oct 2021 06:36:10 PM
MCB Live - Inter Bank Pands Transfer Successful	10 Oct 2021 02:53:29 PM

Step C: User can click on Notification option to view Notification if any send by branch



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INCELLIN - Inter Earth Funds Transfer Successful	11 Oct 2021 05:00:11 PM
MOB Live - Funds Transfer Soccessful	11 Oct 2021 08:55:08 PM
WOB Chr Payme Added Successfully	11 Oct 2521 00:51:41 PM
MCB Ogtal Sanking - Payee Added Successfully	11 Oct 2021 00:31:11 PM
MCB Line - BB Payment Successful	19 Opt 2021 07:03:59 PM
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Step D: Cllick on 'Notification', list of notification send by the branch will be displayed

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Notifications			
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	Subject	Received	
No item in notifications			
Page 1 (0 of 0 farms)	x < 1 > x		
	@ 1947-3021 MCSI Bank Limited. All rights reserved Download I		

Step B: Click on Alerts



16.2. Option B. By Using Hamburger (Menu) Option

Dashboard >>Hamburger (Menu) option >> Alerts & Notification **Step A:** On Dashboard, click on the Hamburger (Menu) option on the top left corner. From Hamburger (Menu)click on 'Alerts & Notification' option

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And With Desi		Rent .	Destinal	Look	Favorbas	Payment	(Blen	basie 👯

Step C: List of Alerts will be displayed

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O MCE Line - ER Payment Successful	12 Oct 2021 01:58:57 AM
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INCE Line - Inter Bank Funds Transfer Successful	11 Oct 2021 05:00:11 PM
INCELLie - Funds Transfer Successful	11 Oct 2021 08:55:00 PM
INCE Law - Payse Added Successfully	11 Oct 2021 08:55-81 PM
D ICE Optic Serving - Pryori Attict Successfully	18 Oct 2021 08:31:15 PM
D MCB Cire - Bill Payment Successful	18 Dec 2021 07:00:59 PM
WCB Live - Payers Reneved Second My	11 Oct 2021 06:36:10 PM
D MCRUke - Inter Bank Funds Transfer Transfer Transfer	10 Oct 2021 102 53 29 PW

Step D: Click on 'Notification', list of notification send by the branch will be displayed

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Alerts Notifications			
	Subject	Received	
No item in notifications Page 1 (0 of 0 items) K	t 1 > - X		
	© 1947-2021 MCB Bank Limited. All rights reserved Download	ACE Live App 🖉 Register 🖉 Sector	

My Accounts		Payments			Mini Statement		
Current & Sevings	Savings >		I		General and Savings		
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Credit Card				11	10 Det IMPT VENDINGLACE UND PHONODOD		
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Salard Doublast	Catero .	Feories	Manage Payees.	Manage Sillers	Nymiter #20		

16.3. Steps to view Alerts

Whenever user performed any transaction on portal, Alerts will be received on MCB Live

Step A: On dashboard, click on mail icon. List of notifications will be displayed

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Credit Card		¥ -	-		CB Live - Funds Transfer	-	28.648	PHR100.00 Dr
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What's New?		1107	Quick Links					
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244	Quantized	Laure	Ferotes	Manage Payers	Manager Billers		Speciel	430

Step B: Click on view all, all the list of Alerts will be displayed



Step C: List of alerts received against beneficiary addition or financial transaction will be displayed, click on the desired transaction

9	Q, ING V (B) Welsome, NOOR LLAN (
Alerts	
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0 11	
O Subject	Received
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D MCD Down reason reasons Successful	11 Oct 2021 OR 06 39 PM
MCB (see - inter Bank Funds Transfer Successful	11 Oct 2021 Dis 00:11 PM
D MOB Live - Funds Transfer Successful	11 Oct 2021 08:55:08 PM
D MSE Los - Payer Added Successfully	11 Cut 2021 08:51.41 PM
MCB Digite Barrierg - Payer Added Successfully	11 Oct 2021 08:31:11 PM
D MOI Live - Bit Payment Successful	11 Ckit 2021 07:03 89 /98
MCB Live - Payer Removed Successfully	11 Cwi 2021 06:36:10 PM
D MCB Lve - Inter Bark Funds Transfer Successful	10 Oct 2021 02:53 29 PM
MOB Live - Inter Bank Funds Trender Bacansalal	10 Get 2021 10 29 26 AM
Page 1 at 3 (5-10 or 22 minut)	

16.4. Steps to Delete Alerts

User can delete the single alert by clicking on the specific alert & on the screen where details of the transactions are displayed, click on button delete 'Alert' will be deleted

16.4.1. Deletion of Single Alerts

Step A: User can delete the single alert by selecting he specific alert & on screen, click on option 'delete' alert will be deleted successfully



Step D: Details of the transaction will be displayed

= 🚯		Q ING V 8. WHICH NOOR LLAN
Alerts		
Alerts (21)	Rotfications	
		test fact
		12 0013021080123444
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For any query or su	pport, paeaee email us at introğencis com pa or cast us at 111 000-022	
Thank you for better	ng viti MCB Bark	
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ver	5	
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C	8	
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0	MCB Live - Payer Added Successfully	11 Oct 2021 08:81:41 PM
0	MGB Clight Barling - Payre Added Successfully	11 Oct 2021 08:31:11 PM
0	MCB Low - Bit Payment Successful	11 Out 2021 67:00:69 PM
U	MOE Live - Payer Removed Successfully	11 Get 2021 D6:38:10 PM
0	MCR Live - other Bank Funds Transfer Successful	10 Citt 2021 02:63:29 PM
Q	MCB Lok - Inter Bank Funds Transfer Successful	10 Get 2021 10:29/26.AM
	A ALL DEPENDENT OF A LOCAL AND A	

Step B: Click on delete option, a dialogue box will be displayed

6.4.2.	Deletion	of Alerts	in Bulk
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Step A: On the alerts page, select the transactions to be deleted

<u>6</u>		Q ING V 20 VIEW NOOR ULAN
Alerts		
Alwita (22)	Rothatore	
		Date: Date:
		12 CHI 2001 IN 29 ST AM
One Culturet.		
You have successful	paid Ph(1451 31 from Acid X0000000000071%) to SNGPL due Northern Casi Payments Landed Saving Consumer No. 6116272003	
Defails below		
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C Subject	Received
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MCD Low - Inter Bank Funds Transfer Successful	11 Oct 2021 04:00:11 PM
MCB Lee - Funds Transfer Successful	11 Oct 2021 08:58:08 PM
MCB Live - Payw Added Secondally	11 Oct 2021 08 Study PM
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MCB Lve - Hite Berk Funds Transfer Sisceredal	18 Oct 3821 62:53:29 PM
MCB Lve - Her Bark Funds Transfer Successful	10 Get 2021 10 20 26 AM
Page 1 473 (5.18.0127 ment)	

Step C: Click on confirm, alert will be deleted successfully



Step B: A dialogue box will be displayed, press confirm alert will be deleted successfully



Forex Calculator



User can use forex calculator to calculate the amount from following currencies in PKR:

- Swiss Franc
- Emirati Dirham
- Hong Kong Dollar
- Qatari Riyal
- EURO
- Danish Krone
- Saudi Riyal
- Malaysian Ringgit
- United States Dollar
- Canadian Dollar
- Norwegian Krone
- Thai Baht
- Chinese Yuan
- Australian Dollar
- Singapore Dollar
- Japanese Yen
- Great British Pound
- Omani Riyal
- Pakistani Rupee
- Swedish Krona
- Kuwaiti Dinar
- Bahraini Dinar

17.1. Steps to use Forex Calculator

Step A: On dashboard, under 'My Accounts' section click on option 'Current & Savings'



Step B: Account tagged will be displayed, click on the forex calculator option



Step C: Forex calculator screen will be displayed

Step E: Rate in of the specific currency in PKR currency will be displayed

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Forex Calculator	
Poin Current Arrenge Currenty	
Annual Customer Custo	Forex Calculator Early name things converse calculations are per periodicity foreign exchange rates with MCB Banks calculory converse
Current Dark	

Step D: User to select the currency from which the amount is to be converted in PKR, enter amount & press confirm

Forex Calculator		
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Roshan Digital Account (RDA)



Non RDA users cannot access the RDA functionalities only following users with below account can access the RDA features

Note: Non-Resident RDA account holders will receive OTP & transactional alerts on Email address only. Whereas Resident RDA account holders can receive OTP & Transactional aerts on SMS & email address depends on OTP preference

Sr. No	User	Account Types
1	Non-Resident Roshan Digital Account Holders	OPP
2		OPF
3		OPS
4		OFS
5	Resident Roshan Digital Account Holder	RFS
6		RFC

Roshan Digital account holder can access the following options

- Naya Pakistan Certificate
- Premature Encashment
- Roshan Equity
- CDC Payment
- Repatriation
- Roshan Samaji Khidmat

18.1. Naya Pakistan Certificate

User can invest in NayaPakistan Certificate in following currencies only

- PKR
- USD
- EUR
- GBP

Users with account in PKR currency can invest in PKR currency only. Users with multicurrency account i.e. GBP, EUR, USD, AED, SAR, CAD, CHF, CNY, Pecan invest in only GBP, EUR & USD currency

Step A: On dashboard, click on the RDA option available under 'Quick links' section



Step B: All the functionalities available for RDA users will be displayed, Click on 'Naya Pakistan Certificate' option

	C, INC V. K. WINNING, M. POWARD, SAND HASSA
Roshan Digital Account	
Naya Pakotan Centricata	5
Prenature Encashment	8
Roshan Eguly investment	¥.
Payment To COC	8
Repartation	Σ.
Rohar Samaj Khdhat	2
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Step C: NayaPakistan Screenwill be displayed

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Latest Investment Nation 1992. Information Document	
Preset Canal Back	

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Nouron Account	
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Please sole that any investment you make is not absolute from your answer at the time of initiation of the investment impant. Your assume balance will only be spatiated once your request the investment has been substantially investment and approval.	invest in the "Hope Policies Cothates" sectorely
Product Type	through your Hosten Depter Account for Accentre Hearts and play an Instrumental rule is the progress of your
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Minimum Investment Amount should be PEDINE,000.00 with institutes of 10000.	
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Step D: Select the source account, Product Type (Conventional or shariah), Desposit Tenor, enter amount as per provied guidelines & press confirm **Note:** Incase of source account in PKR currency, Investment currncy will be auto selected in PKR

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Investment in Naya Pakistan Certificate	
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3 Youn	

Step E: Verify the details & press confirm



Step F: Enter the OTP received on registered email address & press confirm

18.1.1. Investment in Naya Pakistan currency in Multi currency i.e. USD

- User having any FCY account can purchase certificates in GBP, EUR & USD.
- A drop down menu will be displayed to select the investment currency

Step A: On dashboard, click on the RDA option available under 'Quick links' section



Step B: All the functionalities available for RDA users will be displayed, Click on 'NayaPakistan Certificate' option

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3
1



Step G: After entering OTP request will be successfully initiated. Once the branch process the request user will be informed via email

= 😖		Q. Des v 2. Precome MCANAMAD SAAD HASSAN
Investment in Naya	Pakistan Certificate	
Continuation Request submitted successfully		
Reference Number PC2007004522040		
Account Title NOOR16 AN	Account Bartley	
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Investment Carnetzy PNR	Investment Antonint PVCR100.000.00	
Ryle: You eventment request has been into	utel. Ona	
the regard has been naccentuly on the branch, you will be informed rue and	somed to ef	
What would you live to do next?		
Go To Cestibuard Have Payment	Options	

Step C: NayaPakistan Screenwill be displayed

Step E: Verify the details i.e. bid, offer, applied rate & converted amount & provide consent.After verification & providing consent press confirm **Note:** system will not allow user to proceed further without providing consent

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Investment in Naya Pakistan Certificate

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CBP v CBP USD USD CMP USD CMP V V V V V V V V V V V V V	
Latest Investment Rates MPC Information Document	

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Step D: Select the source account, Product Type (Conventional or shariah), Desposit Tenor, enter amount as per provied guidelines, Investment Currency & press confirm

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5 Years	



Step F: Enter the OTP recived on registered email address & press confirm

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Step G: After entering OTP request will be successfully initiated. Once the branch process the request user will be informed via email

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On the Dantesand	Mass Payment Options	

18.2. Premature Encashment

RDA Users can initiate premature encashment request via MCB Live

Note: Naya Pakistan Certificate with Product shariah can be premature after 1 Month only

Steps to initiate Premature Encashment Request

- On dashboard user will click on RDA option available under 'Quick Link' section
- From the RDA functionalities, select the option 'Premature Encashment', Premature encashment screen will be displayed
- Select the IPS account against which premature encashment request to be initiated, account title against the selected account will be displayed, select the product Type (Conventional or Shariah). After providing the required information, click on 'View Certificate'
- IPS Certificate against the selected IPS account will be displayed, select the desired IPS certificate & review the terms & conditions. After accepting the terms & condition, click on 'Proceed'.
- Enter OTP of 6 digits send on registered email address & press confirm
- Premature Encashment Request will be initiated successfully & user will receive confirmation via email

Step A: On dashboard user will click on RDA option available under 'Quick Link' section



Step B: From the RDA functionalities, select the option 'Premature Encashment'

	C. END V. ES Webcame, MUHAMANA SAAD HASSAN Lastage 14 cd 1017 46
Roshan Digital Account	
Neys Pakstan Certificate	3
Prenetive Encentment	8
Rosher Equily Investment	¥0
Payment To CDC	2
Regultation	E.
Rodun Samaj Kotman	5 .

Step C: Premature encashment screen will be displayed

Step D: Select the IPS account against which premature encashment request to be initiated, account title against the selected account will be displayed, select the product Type (Conventional or Shariah). After providing the required information, click on 'View Certificate'

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	Premature Encashment NPC		
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	Certificate Type		
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Step E: IPS Certificate against the select IPS account will be displayed, select the desired IPS certificate & review the terms & conditions. After accepting the terms & conditions. Press submit

12				G. INC. Y. E. WARDING COMMUNICATION		= 53
	Premature Encashn	nent NPC			1	
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Step F: View Terms & Condition



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Step G: Verify the details & press confirm





Step H: Enter OTP of 6 digits send on registered email address & press confirm

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	the start sector (PPF) 4 Since a process investments 4 Since a process are strating approved instance	

Step I: Premature Encashment Request will be initiated successfully & user will receive confirmation via email

≡ 🚮			Q, ENC ∨ Melcorme, ZOHAUB TASSAWAR ⊕
	Premature Encashment	IPC	
	Confirmation Request Submitted Successfully		
	Certificate No. NPC0000330	Account 000000000008	
	Certificate Type Shariah	Source Account	
	SBP Security Code 725000-198	Face Value of Investment EUR5.000.00	
	Issuance Date 05 Jul 2021	Maturity Date 05 Jul 2024	
	Tenor 30 months months		
	Note Once the request is accepted by the branch, customer will be informed via email.		
	What would you like to do next?		
	Go To Dashboard More Payment Options		
		8 1917 3021 MCB flark Limited. All radius researced Directions MCB Line Ages 🔮 Review (Processory)	-

18.2.1. Premature Encashment Request of Product Type Conventional

- On dashboard user will click on RDA option available under 'Quick Link' section
- From the RDA functionalities, select the option 'Premature Encashment', Premature encashment screen will be displayed
- Select the IPS account against which premature encashment request to be initiated, account title against the selected account will be displayed, select the product Type (Conventional or Shariah). After providing the required information, click on 'View Certificate'
- IPS Certificate against the select IPS account will be displayed, select the desired IPS certificate & review the terms & conditions. After accepting the terms & condition, click on 'Proceed' button
- Enter OTP of 6 digits send on registered email address & press confirm
- Premature Encashment Request will be initiated successfully & user will receive confirmation via email

Step A: On dashboard user will click on RDA option available under 'Quick Link' section, From the RDA functionalities, select the option 'Premature Encashment', Premature encashment screen will be displayed

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	Premature Encashment NPC		
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Step B: Select the IPS account against which premature encashment request to be initiated, account title against the selected account will be displayed, select the product Type (Conventional). After providing the required information, click on 'View Certificate'

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Step C: IPS Certificates against the select IPS account will be displayed, select the desired IPS certificate & review the terms & conditions. After accepting the terms & condition

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Step D: Review & Accept T&Cs



Step E: Verify the details & press confirm


Step F: Enter OTP of 6 digits send on registered email address & press confirm

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Step G: Premature Encashment Request will be initiated successfully & user will receive confirmation via email

18.3. Roshan Equity Investment

- On dashboard, click on the RDA option available under payment section
- Select the option 'Roshan Equity' from the RDA list
- After selecting the Roshan Equity option, Disclaimer/ notice by CDC will be displayed in English by default. User can review the terms & condition in Urdu too. Provide consent by selecting 'I accept' & click on Proceed
- Terms & condition will be displayed, after reviewing the terms. Provide consent & click on proceed further
- On Next screen List of Broker, terms & condition of CDC & source account.

Note: Only RDA account in PKR currency will reflecting in the account list i.e. Account Type (OPP & OPS) will reflect in the list only. Provide consent & click on submit

 Request will be initiated successfully. Once the request is processed by CDC, users account will be opened

Step A: On dashboard, click on the RDA option available under payment section





Step B: Select the option 'Roshan Equity' from the RDA list

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Step C: After selecting the Roshan Equity option, Disclaimer/ notice by CDC will be
displayed in English by default. User can review the terms & condition in Urdu too.SProvide consent by selecting 'I accept' & click on ProceedTr

Step D: Terms & condition will be displayed, after reviewing the terms. Provide consent & click on proceed further

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Step E: On Next screen List of Broker, terms & condition of CDC & source account. **Note:** Only RDA account in PKR currency will reflecting in the account list i.e. Account Type (OPP & OPS) will reflect in the list only. Provide consent & click on Submit

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Step F: Verify the details & press confirm

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Step G: Request will be initiated successfully. Once the request is processed by CDC, users account will be opened



18.4. Payment to CDC

CDC investment can initiated by RDA account in PKR currency only **Step A:** On dashboard, click on the RDA option available under payment section



Step C: Select the account number, enter amount & click on 'Pay'

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Step B: Select the option 'CDC Payment' from the RDA list

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Step D: Verify the details & press confirm



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Step E: On dashboard, click on the RDA option available under payment section

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18.5. Repatriation

Step A: On dashboard, click on 'Repatriation' the RDA option available under payment section



Step F: Select the option 'CDC Payment' from the RDA list

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Step B: Select the option 'Repatriation' option from the RDA list

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Step C: Repatriation screen will be displayed

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Step D: Enter the required information & select the currency in which user wants to repatriate funds. Press Submit after entering all the details

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Step E: On next screen details will be displayed, verify the bid, offer, applied & converted amount. Provide consent before proceeding by marking check and press Confirm

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Step F: Enter OTP of 6 digits received on email



Step G: Repatriation request will be initiated successfully & will be processed by the branch with 2 working days

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18.6. Roshan Samaji Khidmat

User can perform Donation to the Donation Billers available under Roshan Samaji Khidamt Tab

Step A: On dashboard, click on the RDA option available under payment section

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Step B: Select the option 'Roshan Samaji Khidmat' option from the RDA list

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Step C: Donation Screen will be displayed



Step D: Select the Donation Company, source account; enter Amount & Press 'Pay'

Step F: Enter OTP of 6 digits received on registered email address & press confirm

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Step E: On Next screen details will be displayed, after verifying the bid, offer, applied & converted amount provide consent & press confirm

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Step G: Donation request will be initiated successfully & funds will be credited to donation company in real time

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Annexures

MCB Bank Limited MCB Live User Guide

	Annexure - A Accounts eligible for MCB Live						
Sr No.	Account Type	Account Type Description	Account Category	Cheque Book Available (Yes or No)	Criteria (Transactional Rights/ View Only Rights)		
1	OPF	MCB ROSHAN DIGITAL FCY CURRENT	CURRENT	YES	Transactional Rights		
2	RFC	MCB ROSHAN DIGITAL FCY RESIDEN	CURRENT	YES	Transactional Rights		
3	OPP	MCB ROSHAN DIGITAL PKR CURRENT	CURRENT	YES	Transactional Rights		
4	OFS	MCB ROSHAN DIGITAL FCY SAVINGS	SAVING	YES	Transactional Rights		
5	RFS	MCB ROSHAN DIGITAL FCY RESIDEN	SAVING	YES	Transactional Rights		
6	OPS	MCB ROSHAN DIGITAL PKR SAVINGS	SAVING	YES	Transactional Rights		
7	ARA	MCB ASAAN REMITTANCE ACCOUNT	CURRENT	YES	Transactional Rights		
8	BUR	BURQRAFTAAR REMITTANCE ACCOUNT	CURRENT	YES	Transactional Rights		
9	ASA	ASAAN SAVING ACCOUNT	SAVING	YES	Transactional Rights		
10	ESA	ENHANCED SAVINGS ACCOUNT	SAVING	YES	Transactional Rights		
11	RMA	RUPPE MAXIMISER ACCOUNT	SAVING	YES	Transactional Rights		
12	ACA	ASAAN CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
13	BBA	BASIC BANKING ACCOUNT	CURRENT	YES	Transactional Rights		
14	BUS	BUSINESS ACCOUNT DEPOSITS	CURRENT	YES	Transactional Rights		
15	C4C	CASH 4 CASH SECURED OVER DRAFT	CURRENT	YES	Transactional Rights		
16	CUR	CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
17	KCA	MCB FUN CLUB - CURRENT	CURRENT	YES	Transactional Rights		
18	LCA	MCB LADIES CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
19	LIF	FREE LIFE INSURANCE - CURR A/C	CURRENT	YES	Transactional Rights		
20	MLA	MOTHERLAND ACCOUNT	CURRENT	YES	Transactional Rights		
21	ONE	MCB ONE CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
22	PCA	PENSIONERS CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
23	RIC	REVOLVING INSTANT CASH	CURRENT	YES	Transactional Rights		
24	ROD	REVOLVING OVERDRAFT FACILITY	CURRENT	YES	Transactional Rights		
25	SBA	SMART BUSINESS ACCOUNT	CURRENT	YES	Transactional Rights		
26	SCA	SALARY CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
27	SCC	SENIOR CITIZEN CURRENT ACCOUNT	CURRENT	YES	Transactional Rights		
28	365	PLS 365 SAVING ACCOUNT	SAVING	YES	Transactional Rights		

MCB Bank Limited

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Sr No.	Account Type	Account Type Description	Account Category	Cheque Book Available (Yes or No)	Criteria (Transactional Rights/ View Only Rights)
29	GLD	365 SAVING GOLD ACCOUNT	SAVING	YES	Transactional Rights
30	KBA	KHUSHALI BACHAT ACCOUNT	SAVING	YES	Transactional Rights
31	KSA	MCB FUN CLUB - SAVING	SAVING	YES	Transactional Rights
32	MEA	PLS SALARY GOLD ACCOUNT	SAVING	YES	Transactional Rights
33	MSM	MCB SAVING MAXIMIZER ACCOUNT	SAVING	YES	Transactional Rights
34	MSX	PLS SAVING XTRA DEPOSITS ACCOU	SAVING	YES	Transactional Rights
35	PLS	PROFIT AND LOSS SAVING ACCOUNT	SAVING	YES	Transactional Rights
36	PSA	PENSIONERS SAVING ACCOUNT	SAVING	YES	Transactional Rights
37	SCS	SENIOR CITIZEN SAVING ACCOUNT	SAVING	YES	Transactional Rights
38	SSA	SMART SAVINGS ACCOUNTS	SAVING	NO	Transactional Rights
39	SSF	SMART SAVINGS FOREIGN ACCOUNTS	SAVING	YES	View Only Rights
40	NFS	NEW FOREIGN CURRENCY SAVING AC	SAVING	YES	View Only Rights
41	NFC	FOREIGN CUR CURRENT	CURRENT	YES	View Only Rights

Glossary:

Words	Meaning
MCB Live	MCB Live refers to the digital service provided to its user via Mobile App & Web Portal
Hamburger (Menu)	Hamburger (Menu) refers to the drop down menu present on dashboard with list of functionalities available on MCB Live
OTP	One Time Password send to users for security reason while performing registration, adding beneficiary or performing any financial activity
Nick Name	Nickname refers to a short and easy-to-remember word which can be defined for a Payee's Account Number/ or for a payment to a Utility/Mobile Company. Defining a nickname for a Bank Account number or payment to a utility/mobile company helps the users to avoid typing complete Consumer Number and Utility/Mobile Company name every time.
Payee	Payee means beneficiary i.e. any person/company user is transferring fund to
My Limits	Limit(s) refers to the count & amount of transactions user can perform. Limits are assigned by the bank. User can edit the limits within the assigned bank limits