



MANUAL FOR MTB SOCIAL MEDIA BANKING

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VERSION HISTORY

Version No	Modified Date	Modified by	Reason
1.0	7-July-2021	Digital Banking Team	Created

Table of Contents

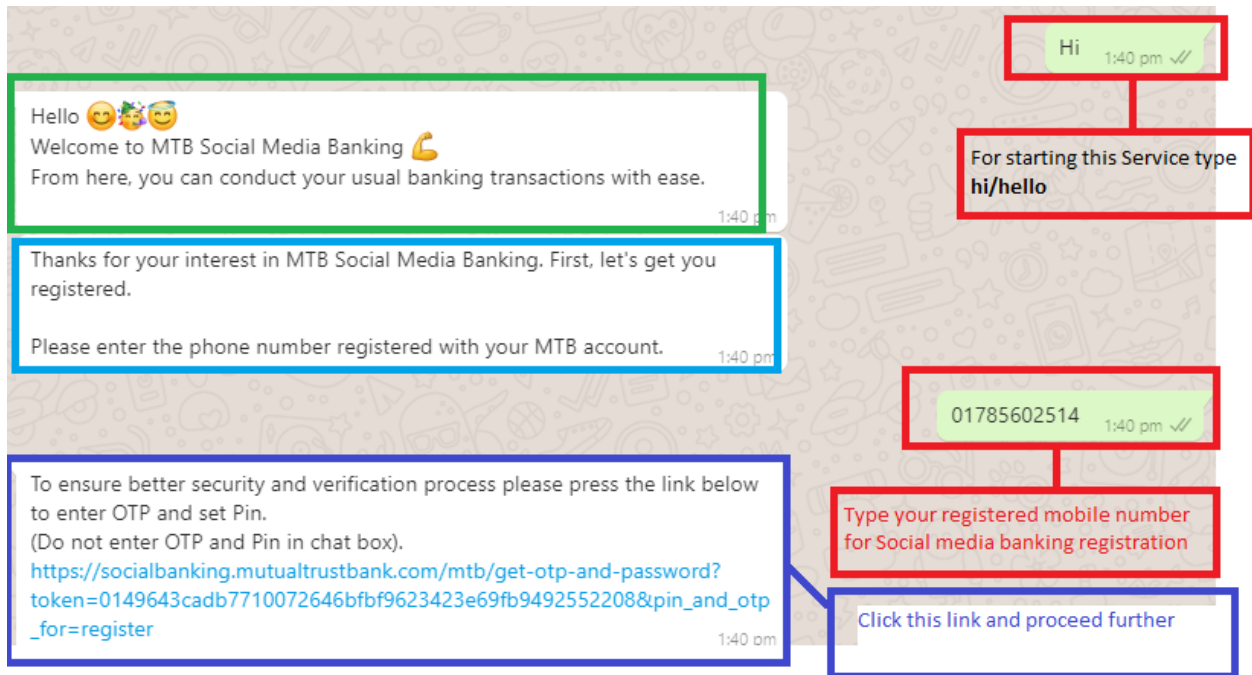
1. WhatsApp Features:	4
1.1. Registration Process:	4
1.2. Account Balance Check:	7
1.3. Credit Card Outstanding:	9
1.4. Credit Card Last 5 Transactions:	10
1.5. Mobile Recharge:	12
1.6. Own Bank Fund Transfer:	14
1.6. Pin Reset:	14
2. Viber Features:	15
2.1. Registration Process:	15
2.2. Account Balance Check:	19
2.3. Account Last 5 Transactions:	20
2.4. Card Last 5 Transactions:	21
2.5. Pin Reset:	22
3. Facebook Messenger:	23
3.1. Registration Process:	23
3.2. Account Balance Check:	25
3.3. Account Last 5 Transactions:	26
3.4. Card Outstanding Balance:	27
3.5. Card Last 5 Transactions:	28
3.6. Pin Reset:	29

1. WhatsApp Features:

Customer can complete registration using any one platform of MTB Social Media Banking.

1.1. Registration Process:

- Save this number **+88 01799983999** in your mobile phone and Start Service by typing **hi/hello**.
- Enter Mobile which is registered with MTB Account.
- Click on OTP and PIN Set web view link.
- Enter OTP.
- Click on Submit.
- Set 4 digit Pin.
- Click on Submit.



Hi 1:40 pm ✓✓

For starting this Service type hi/hello

Hello 🤗🤗
 Welcome to MTB Social Media Banking 🤖
 From here, you can conduct your usual banking transactions with ease. 1:40 pm

Thanks for your interest in MTB Social Media Banking. First, let's get you registered.
 Please enter the phone number registered with your MTB account. 1:40 pm

01785602514 1:40 pm ✓✓

Type your registered mobile number for Social media banking registration

To ensure better security and verification process please press the link below to enter OTP and set Pin.
 (Do not enter OTP and Pin in chat box).
https://socialbanking.mutualtrustbank.com/mtb/get-otp-and-password?token=0149643cadb7710072646bfb9623423e69fb9492552208&pin_and_otp_for=register 1:40 pm

Click this link and proceed further



Enter OTP and Password Here

Enter OTP Here



Enter OTP Here

Enter OTP that is send to your registered number number

Submit

Click Submit

Resend OTP

Cancel

Create Pin Number for Your Account



Your account has been verified.

PIN*

Enter 4 digit pin

Re-Enter PIN*

☒ I have read, understood and agreed to the [terms and conditions](#)

Click terms and conditions check box

Submit

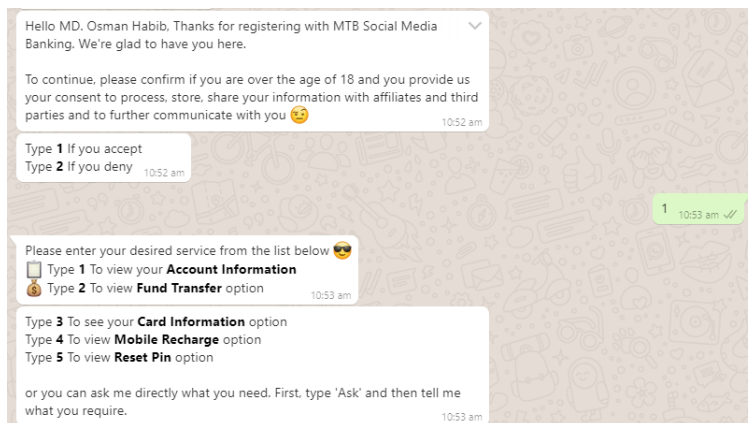
Click "Submit"



PIN set up Successful.
 Please close the webview to continue with the bot.

Got It

After Successful Registration Process customer will be able get all services of MTB Social Media Banking.



1.2. Account Balance Check:

- Type 1 To view your Account Information
- Please select the account by replying with the serial number from the list below.
- Please select your desired service:
- Type 1 To Check Account Balance

Please enter your desired service from the list below

Type 1 To view your **Account Information**
 Type 2 To view **Fund Transfer** option

Type 3 To see your **Card Information** option
 Type 4 To view **Mobile Recharge** option
 Type 5 To view **Reset Pin** option

or you can ask me directly what you need. First, type 'Ask' and then tell me what you require.

1 11:36 am ✓

Please select the account by replying with the serial number from the list below.
 1: ***5297
 2: ***1762

Type E To Exit
 Type H To Go to Home Menu

1 11:37 am ✓

Please Enter MTB To Account No

or
 Type H To return to Main Menu
 Type E To Exit
 Type B To return to Account Menu

or you can ask me directly what you need. First, type 'Ask' and then tell me what you require.

11:48 am

00460310074985 11:48 am ✓

Please Enter Transfer Amount (BDT)
Daily transaction limit (Min : BDT 1, Max : BDT 5000)

or
 Type H To return to Main Menu
 Type E To Exit
 Type B To return to Account Menu

or you can ask me directly what you need. First, type 'Ask' and then tell me what you require.

11:48 pm



Please select your desired service:
Type **1** To Check Account Balance
Type **2** To view Last 5 Transactions
Type **H** To return to Main Menu
Type **E** To Exit

or you can ask me directly what you need. First, type 'Ask' and then tell me what you require.

11:41 am

2 11:42 am ✓✓

Account No: ***5297

Account Last 5 transactions:

- Transaction Date: 03/06/21
- Transaction Type: DR
- Amount: BDT 2500.00
- Remarks: CW-MTB TOWER BRANCH R-000072725619-747020-803072

- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 1500.00
- Remarks: CW-MTB TOWER BRANCH R-000072648075-713740-783152

Your fund transfer information are given by ✓
From Account: ***5297
To Account: 00460310074985
Amount: 1

11:42 am

Please check the transfer information.

Type **1** To confirm
Type **2** To cancel
Type **H** To return to Main Menu
Type **E** To Exit
Type **B** To return to Account Menu

or you can ask me directly what you need. First, type 'Ask' and then tell me what you require.

11:42 am

1 11:42 am ✓✓

To ensure better security and verification process please press the link below to execute MTB to MTB Fund Transfer.
(You'll have to provide the OTP sent to your phone and the 4-digit PIN you previously set).

<https://socialbanking.mutualtrustbank.com/mtb/get-otp-and-password?>

Activate Windows

Enter OTP and Password Here



Enter OTP Here

Enter PIN Here

Submit

Resend OTP

Cancel

Enter OTP, thst is send to your registered mobile number

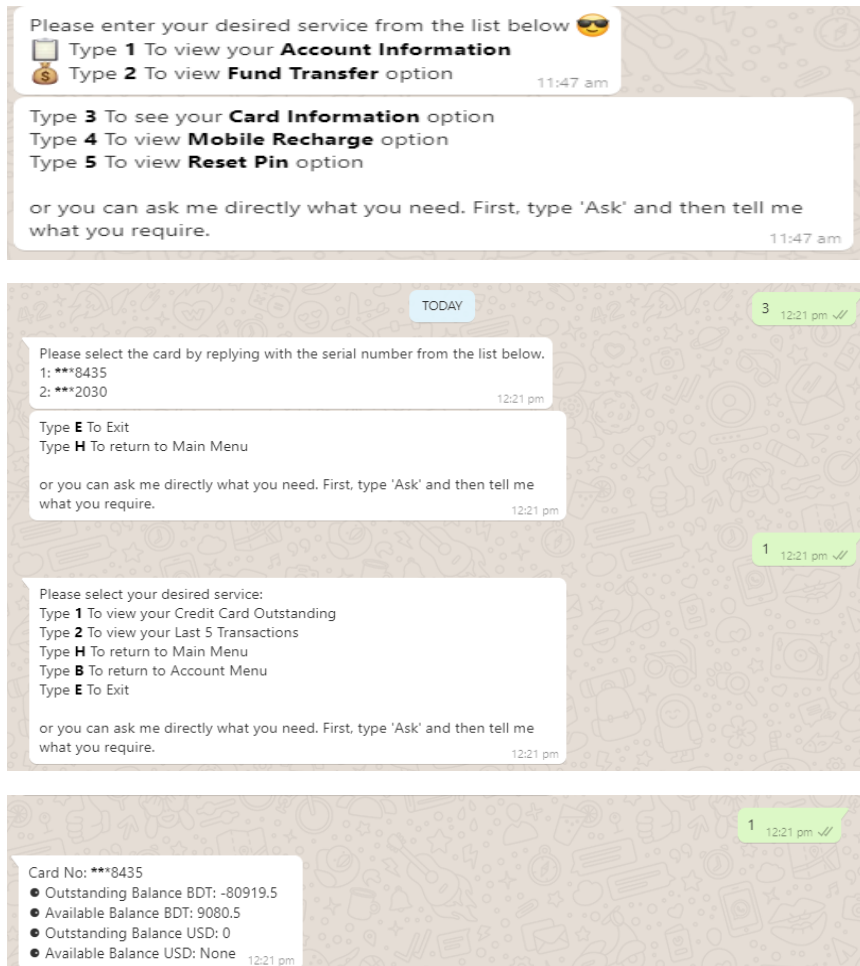
Enter your 4 digit Pin

Click Submit

MTB Fund Transfer Successful.
MTB FT Transaction Id: MSMB637581595145584340

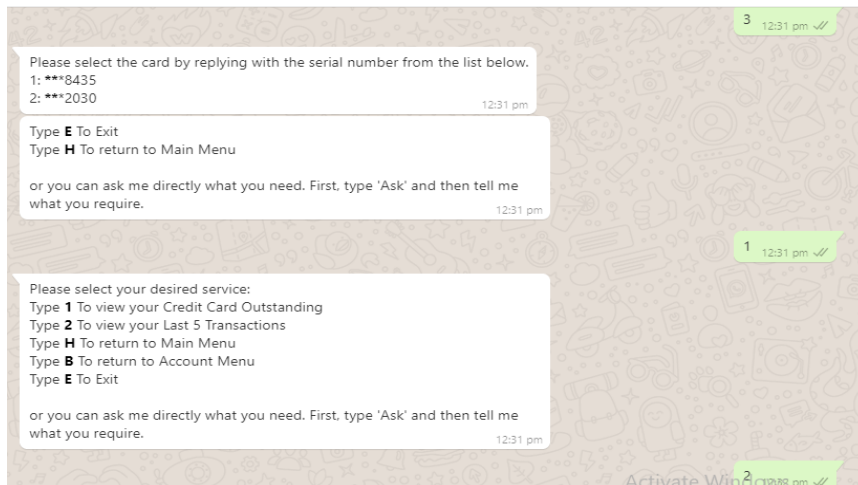
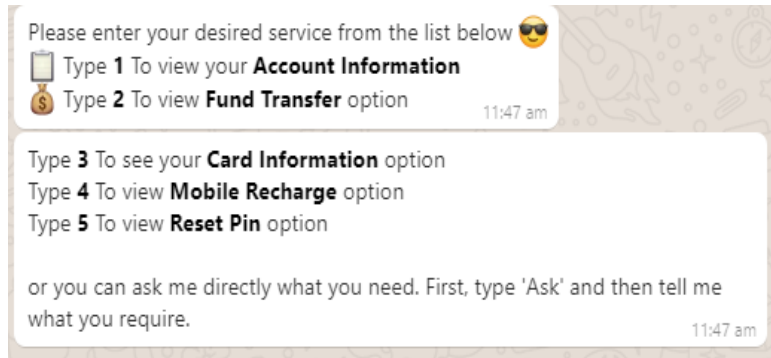
1.3.Credit Card Outstanding:

- Type 3 To see your Card Information option
- Please select the card by replying with the serial number from the list below.
- Please select your desired service:
- Type 1 To view your Credit Card Outstanding



1.4. Credit Card Last 5 Transactions:

- Type 3 To see your Card Information option
- Please select the card by replying with the serial number from the list below.
- Please select your desired service:
- Type 2 To view your Last 5 Transactions



- Transaction Date: 03/06/21
- Transaction Type: DR
- Amount: BDT 2500.00
- Remarks: CW-MTB TOWER BRANCH R-000072725619-747020-803072

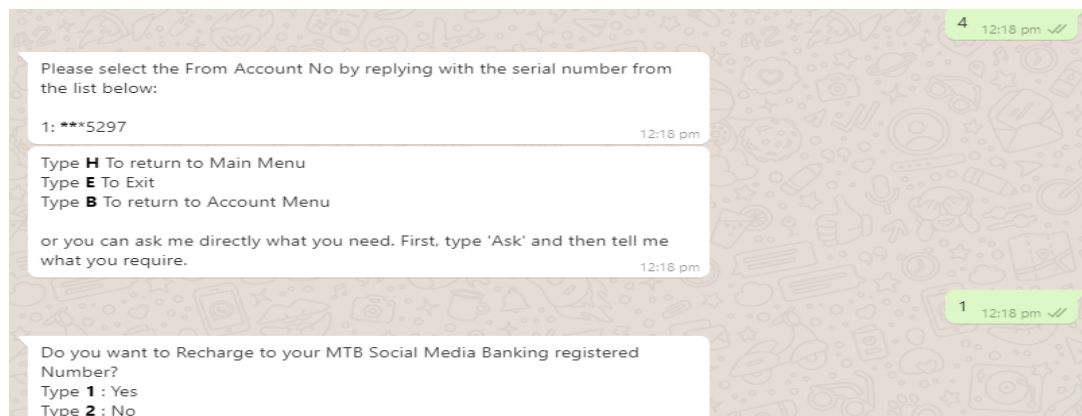
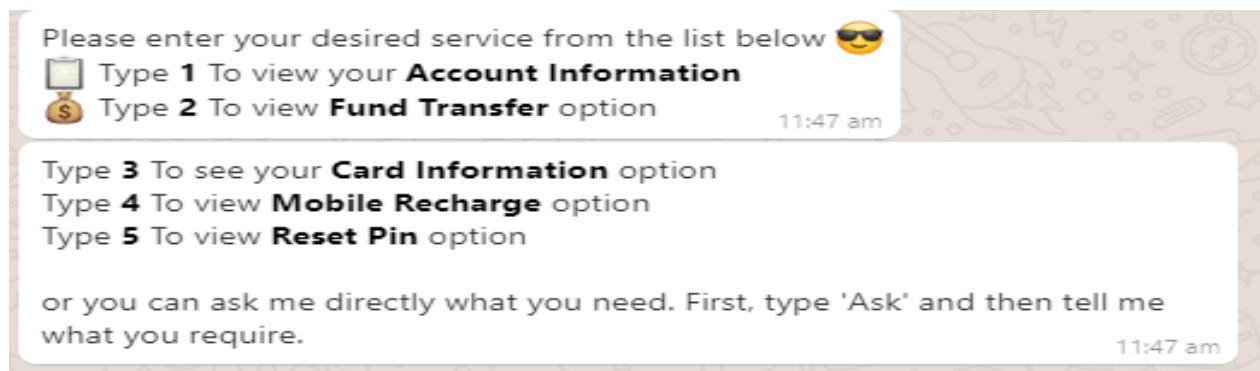
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 1500.00
- Remarks: CW-MTB TOWER BRANCH R-000072648075-713740-783152

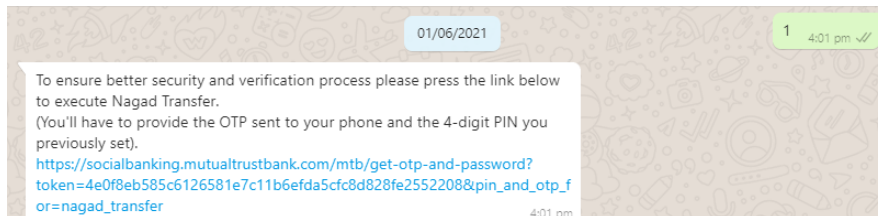
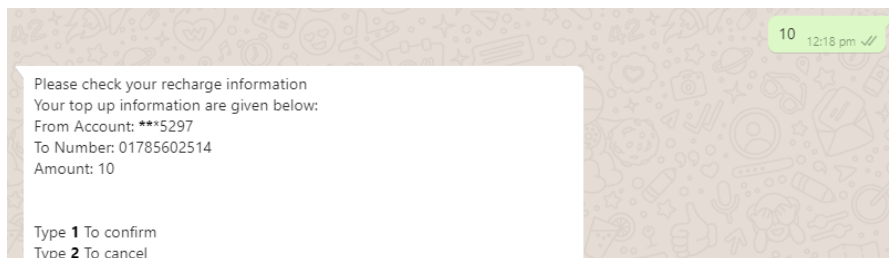
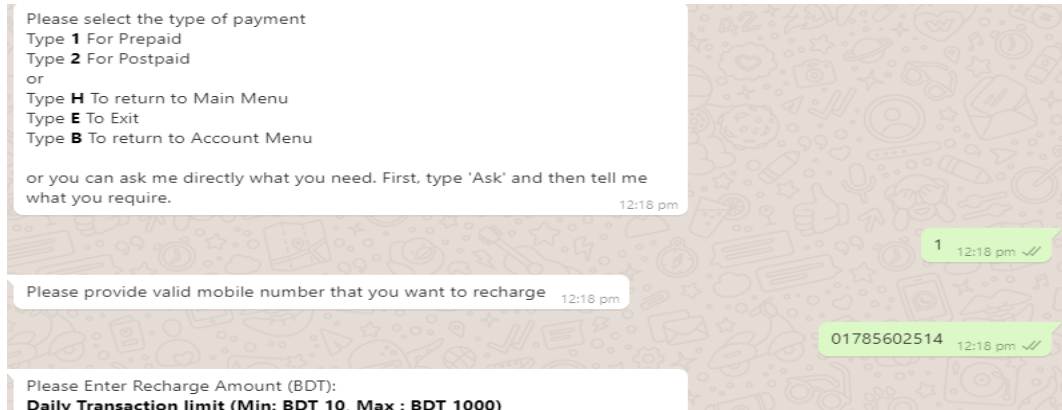
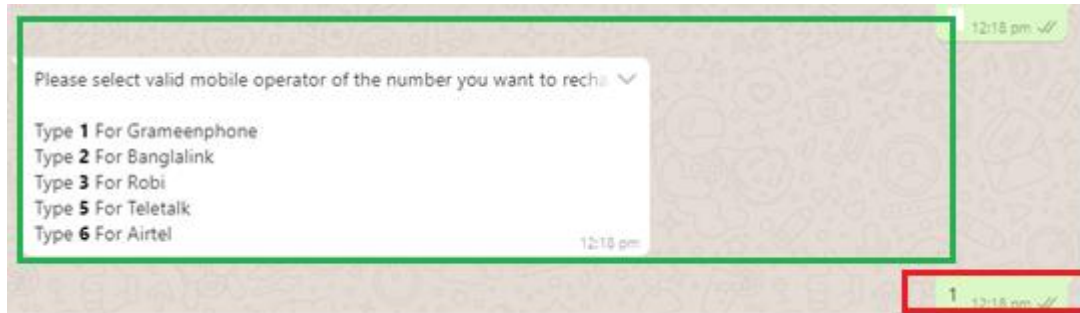
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 25000.00
- Remarks: IBT/Card Payment/512778%2030/BDT

- Transaction Date: 02/06/21
- Transaction Type: CR
- Amount: BDT 35000.00
- Remarks: FUND TRANSFER

1.5. Mobile Recharge:

- Type 4 To view Mobile Recharge option
- Please select the From Account No by replying with the serial number from the list below:
- Do you want to recharge to your MTB Social Media banking registered Number? **Yes : Type 1**
No Type : 2
- Please select valid mobile operator of the number you want to recharge:
- Please select the type of payment
- Please provide valid mobile number that you want to recharge
- Please Enter Recharge Amount (BDT):
- Please check your recharge information: **Type : 1 to confirm**
- Click on web view link to enter OTP and Pin.
- After Successful Top up Customer will receive Recharge Transaction Id.





Enter OTP and Password Here



Enter OTP, that is send to your registered mobile number

Enter your 4 digit Pin

Click Submit

Mobile Recharge Successful.Mobile Recharge Transaction Id:
MSMB637587515671722045

12:19 pm

1.6. Own Bank Fund Transfer:

Please select type of transfer by replying with the serial number below:

Type **1** MTB to MTB Fund Transfer

Type **H** To return to Main Menu

Type **E** To Exit

Type **B** To return to Account Menu

1.7. Pin Reset:

- Type 5 To view Reset Pin option
- Click on web view link to enter OTP and enter security question answer.
- After successful Pin Reset customer will get successful pin reset message.

Please enter your desired service from the list below 🤖

☐ Type **1** To view your **Account Information**
☐ Type **2** To view **Fund Transfer** option

12:48 pm

Type **3** To see your **Card Information** option
 Type **4** To view **Mobile Recharge** option
 Type **5** To view **Reset Pin** option

or you can ask me directly what you need. First, type 'Ask' and then tell me what you require.

12:48 pm

5 12:48 pm ✓✓

To ensure better security and verification process please press the link below to reset your pin for further usage.

<https://socialbanking.mutualtrustbank.com/mtb/get-questions?token=ec49bfc27af3688a5cc0dcedfef6cbb69369b63b2552208>

12:49 pm



Full Account Number*

Enter your full account number here

NID*

Enter your NID here

Father Name*

Enter your Father Name here

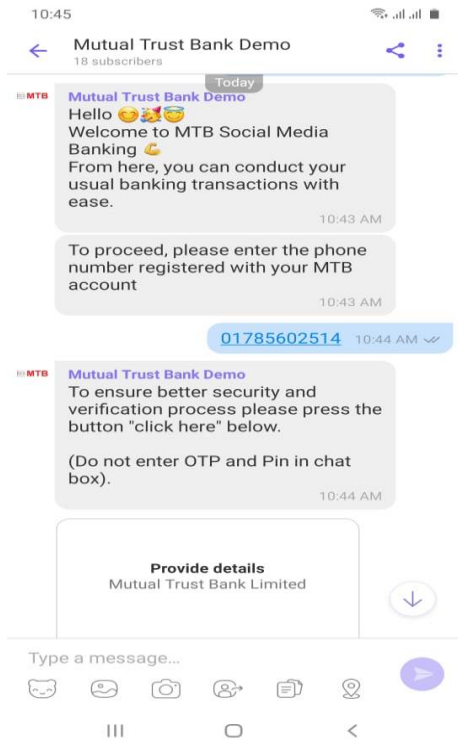
Submit

Cancel

2. Viber Features:

2.1. Registration Process:

- Click this link <https://cutt.ly/AbzxSYn>
- Start Service by typing **hi/hello**.
- Enter Mobile which is registered with MTB Account.
- Click on OTP and PIN Set web view link.



- Enter OTP
- Click on Submit.
- Set 4 digit Pin.
- Click on Submit



Enter OTP and Password Here

Enter OTP Here



Enter OTP Here

Enter OTP that is send to your registered number number

Submit

Click Submit

Resend OTP

Cancel

Create Pin Number for Your Account



Your account has been verified.

PIN*

....

Enter 4 digit pin

Re-Enter PIN*

....

☒ I have read, understood and agreed to the [terms and conditions](#)

Click terms and conditions check box

Submit

Click "Submit"



PIN set up Successful.
Please close the webview to continue with the bot.

Got It

After Successful Registration Process customer will be able get all services of MTB Social Media Banking.

Hello 🤖👋
Welcome to MTB Social Media Banking 🤖
From here, you can conduct your usual banking transactions with ease.

11:09 AM

Please enter your desired service from the list below 🤖

11:09 AM

Type a message...





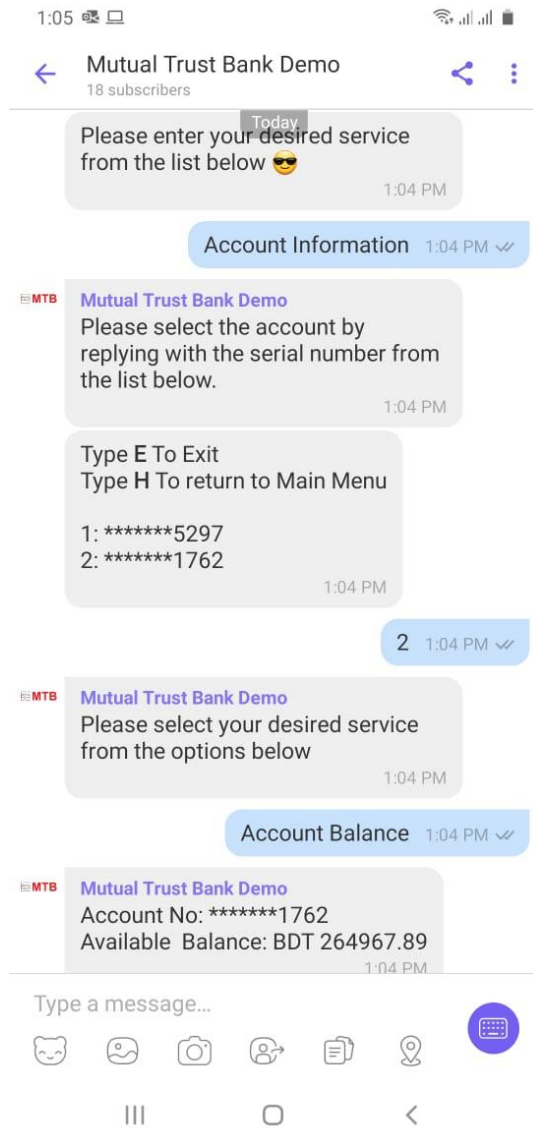




Account Information	Card Information
Back	Reset Pin

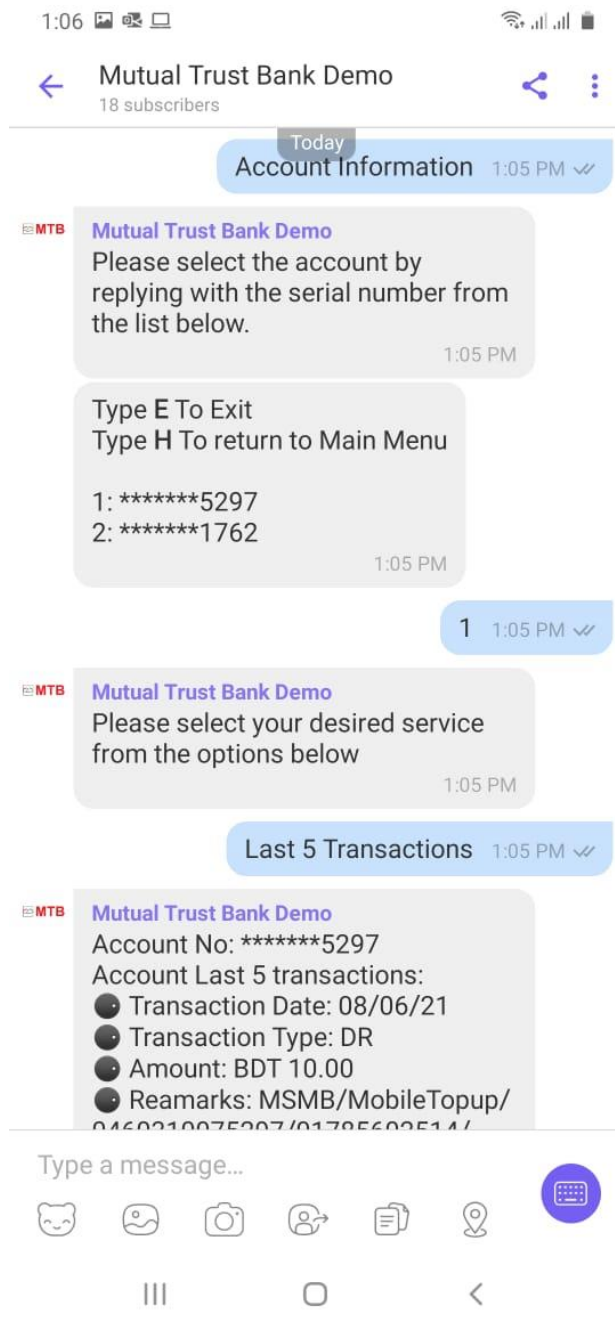
2.2.Account Balance Check:

- Click on Account Information.
- Select Account by replying serial no.
- Click on Account Balance.



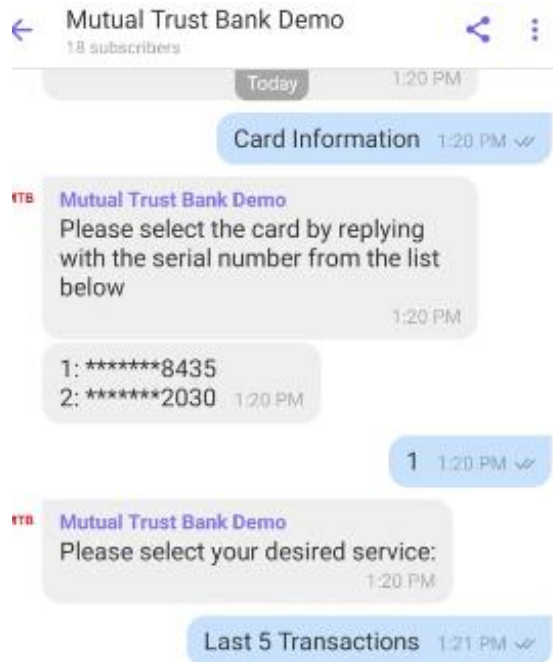
2.3.Account Last 5 Transactions:

- Click on Account Information.
- Select Account by replying serial no.
- Click on Last 5 Transactions.



2.4. Card Last 5 Transactions:

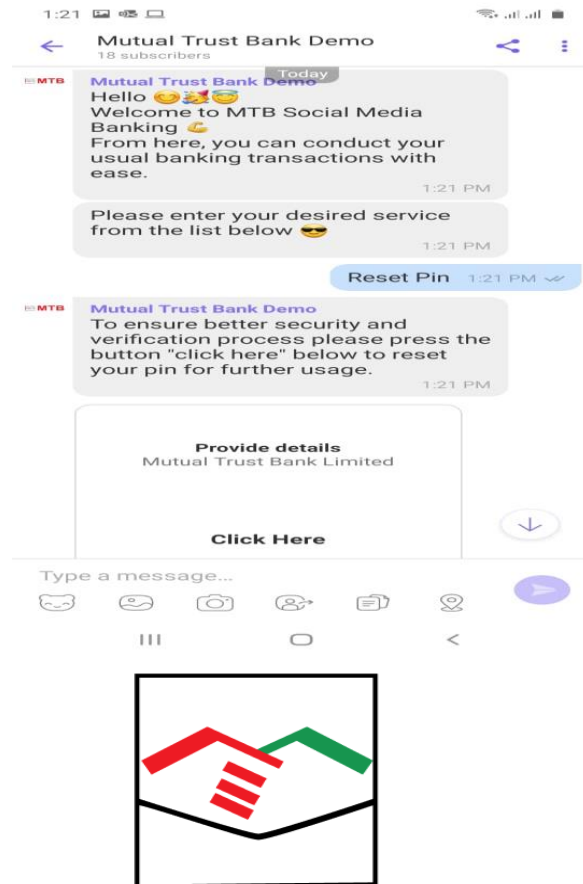
- Click on Card Information.
- Select card by replying serial no.
- Click on Last 5 Transactions.



- Transaction Date: 03/06/21
- Transaction Type: DR
- Amount: BDT 2500.00
- Remarks: CW-MTB TOWER BRANCH R-000072725619-747020-803072
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 1500.00
- Remarks: CW-MTB TOWER BRANCH R-000072648075-713740-783152
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 25000.00
- Remarks: IBT/Card Payment/512778%2030/BDT
- Transaction Date: 02/06/21
- Transaction Type: CR
- Amount: BDT 35000.00
- Remarks: FUND TRANSFER

2.5. Pin Reset:

- Click on Reset Pin
- Click on web view link to enter OTP and enter security question answer.
- After successful Pin Reset customer will get successful pin reset message.



Full Account Number*

Enter your full account number here

NID*

Enter your NID here

Father Name*

Enter your Father Name here

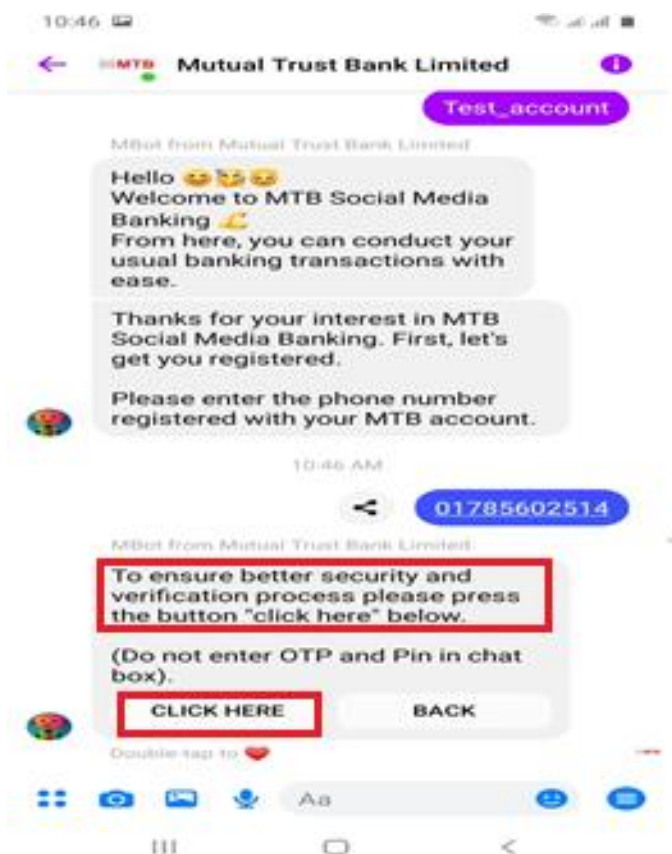
Submit

Cancel

3. Facebook Messenger:

3.1. Registration Process:

- Go to MBot clicking <http://m.me/Mutual.Trust.Bank>
- Get started by typing Hi/Hello
- Select the button "Let's Bank"
- Enter registered mobile number
- Click on OTP and PIN Set web view link
- Enter OTP, Set PIN and Submit
-





Enter OTP and Password Here

Enter OTP Here



Enter OTP Here

Enter OTP that is send to your registered number number

Submit

Click Submit

Resend OTP

Cancel

Create Pin Number for Your Account



Your account has been verified.

PIN*

Enter 4 digit pin

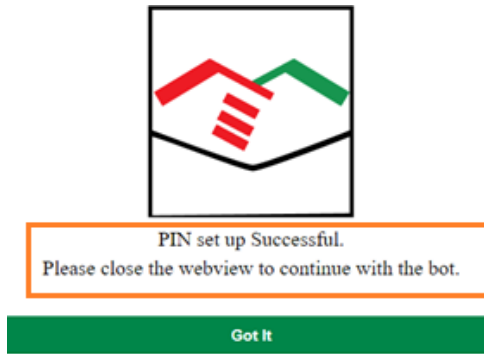
Re-Enter PIN*

☒ I have read, understood and agreed to the [terms and conditions](#)

Click terms and conditions check box

Submit

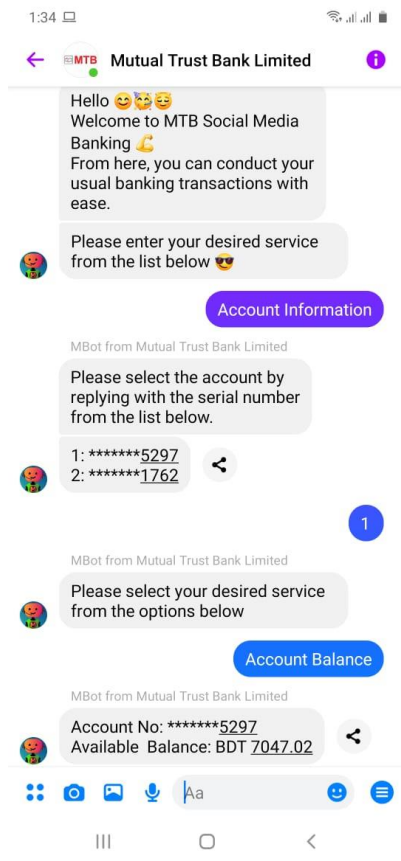
Click "Submit"



After Successful Registration Process customer will be able get all services of MTB Social Media Banking.

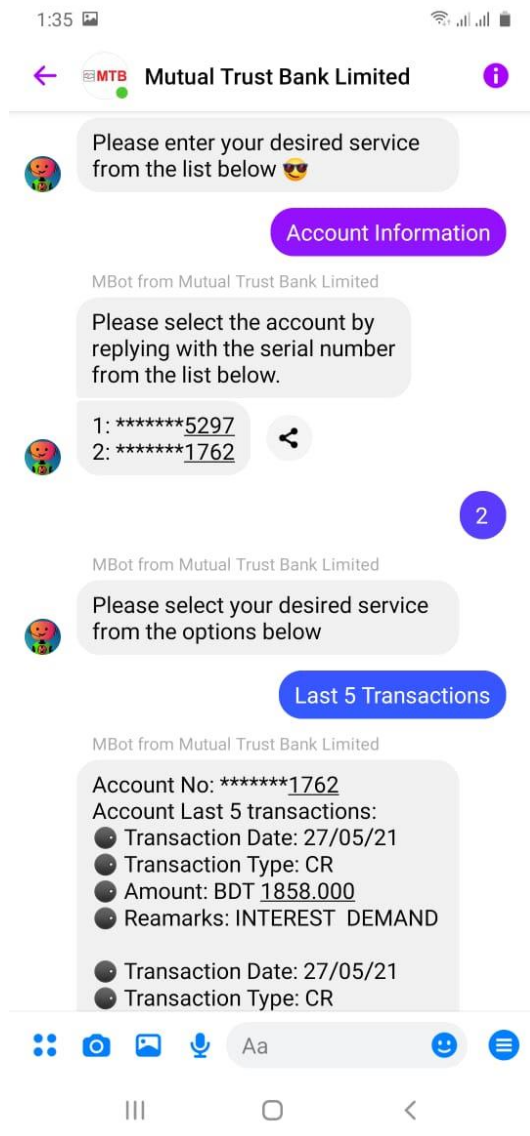
3.2.Account Balance Check:

- Click on Account Information.
- Select Account by replying serial no.
- Click on Account Balance.



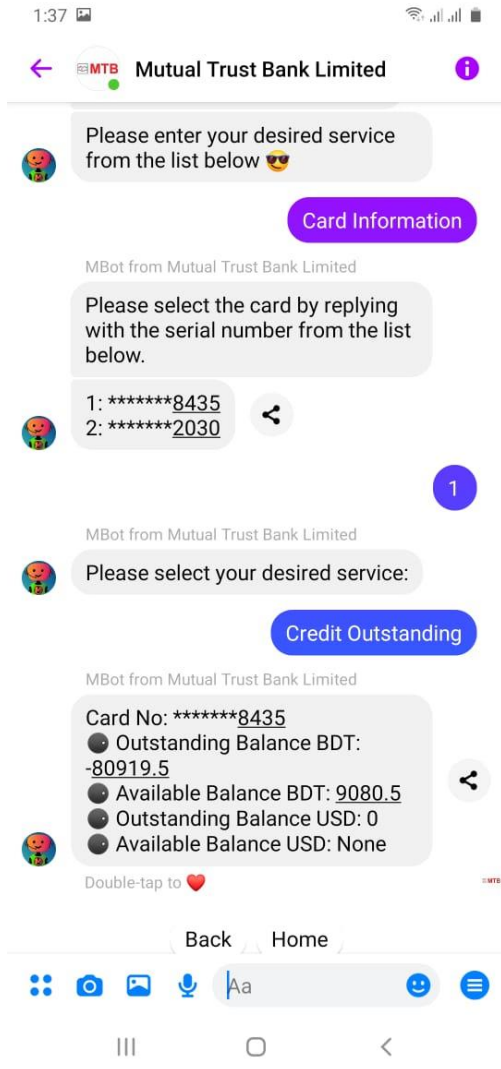
3.3.Account Last 5 Transactions:

- Click on Account Information.
- Select Account by replying serial no.
- Click on Last 5 Transactions.



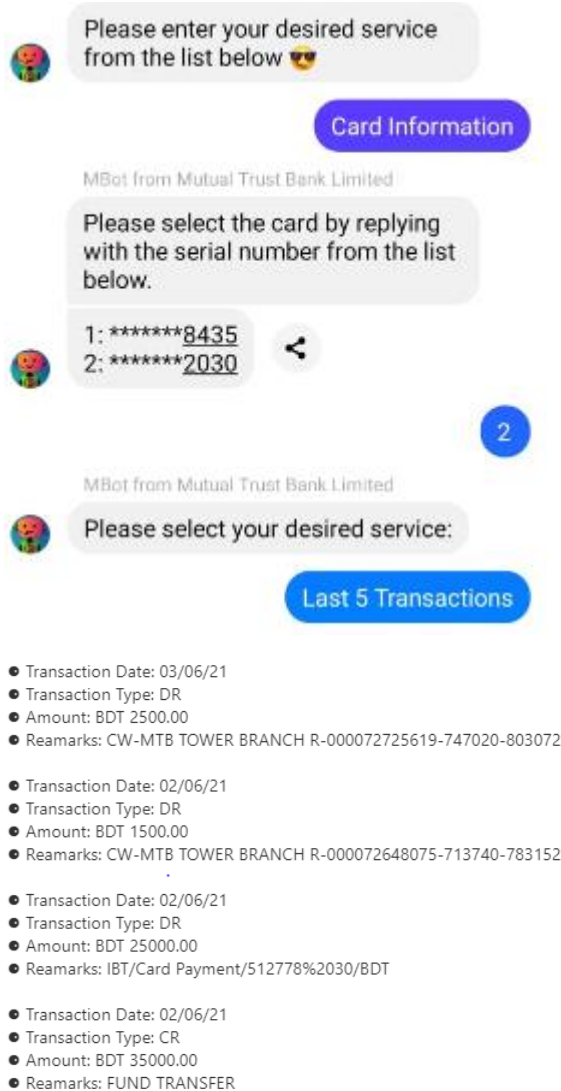
3.4. Card Outstanding Balance:

- Click on Card Information.
- Select card by replying serial no.
- Click on Credit Outstanding.



3.5. Card Last 5 Transactions:

- Click on Card Information.
- Select card by replying serial no.
- Click on Last 5 Transactions.



The screenshot shows a WhatsApp chat with a bot from Mutual Trust Bank Limited. The bot asks the user to enter a desired service from a list. The user selects 'Card Information'. The bot then asks the user to select a card by replying with the serial number from a list. The user selects '1: *****8435'. The bot then asks the user to select a desired service. The user selects 'Last 5 Transactions'. The bot then displays the last 5 transactions of the selected card.

Please enter your desired service from the list below 🤖

Card Information

MBot from Mutual Trust Bank Limited

Please select the card by replying with the serial number from the list below.

1: *****8435
 2: *****2030

2

MBot from Mutual Trust Bank Limited

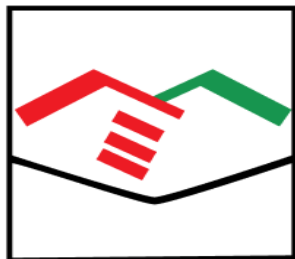
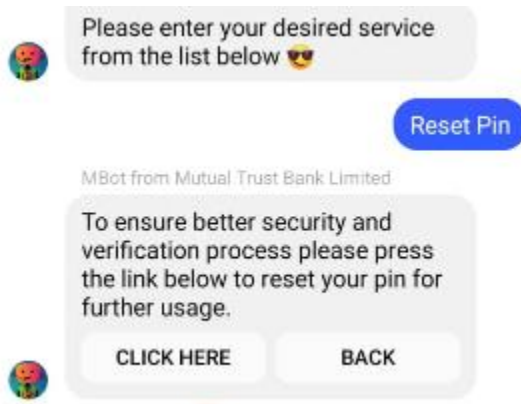
Please select your desired service:

Last 5 Transactions

- Transaction Date: 03/06/21
- Transaction Type: DR
- Amount: BDT 2500.00
- Remarks: CW-MTB TOWER BRANCH R-000072725619-747020-803072
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 1500.00
- Remarks: CW-MTB TOWER BRANCH R-000072648075-713740-783152
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 25000.00
- Remarks: IBT/Card Payment/512778%2030/BDT
- Transaction Date: 02/06/21
- Transaction Type: CR
- Amount: BDT 35000.00
- Remarks: FUND TRANSFER

3.6. Pin Reset:

- Click on Reset Pin
- Click on web view link to enter OTP and enter security question answer.
- After successful Pin Reset customer will get successful pin reset message.



Full Account Number*

Enter your full account number here

NID*

Enter your NID here

Father Name*

Enter your Father Name here

Submit

Cancel