

MANUAL FOR MTB SOCIAL MEDIA BANKING

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VERSION HISTORY

Version No	Modified Date	Modified by	Reason
1.0	30-Jun-2021	Digital Banking Team	Created

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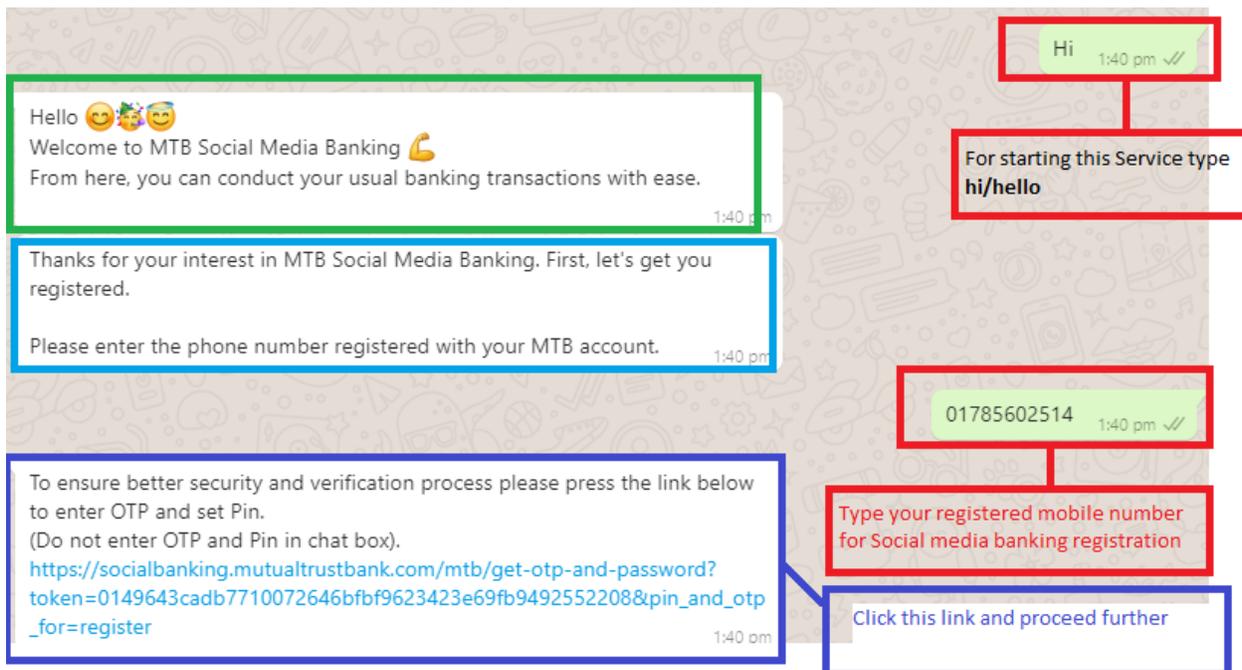
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1. WhatsApp Features:

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.



The screenshot shows a WhatsApp chat interface with the following messages and annotations:

- Message 1 (Green box):** "Hi" (1:40 pm, read). **Annotation:** "For starting this Service type hi/hello".
- Message 2 (Green box):** "Hello 🤗🥳🥳
Welcome to MTB Social Media Banking 🙌
From here, you can conduct your usual banking transactions with ease." (1:40 pm). **Annotation:** "For starting this Service type hi/hello".
- Message 3 (Blue box):** "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). **Annotation:** "Type your registered mobile number for Social media banking registration".
- Message 4 (Green box):** "01785602514" (1:40 pm, read). **Annotation:** "Type your registered mobile number for Social media banking registration".
- Message 5 (Blue box):** "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). **Annotation:** "Click this link and proceed further".

Enter OTP and Password Here

Enter OTP Here



Enter OTP Here

Submit

Resend OTP

Cancel

Enter OTP that is send to your registered number number

Click Submit

Create Pin Number for Your Account



Your account has been verified.

PIN*

Re-Enter PIN*

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

Submit

Enter 4 digit pin

Click terms and conditions check box

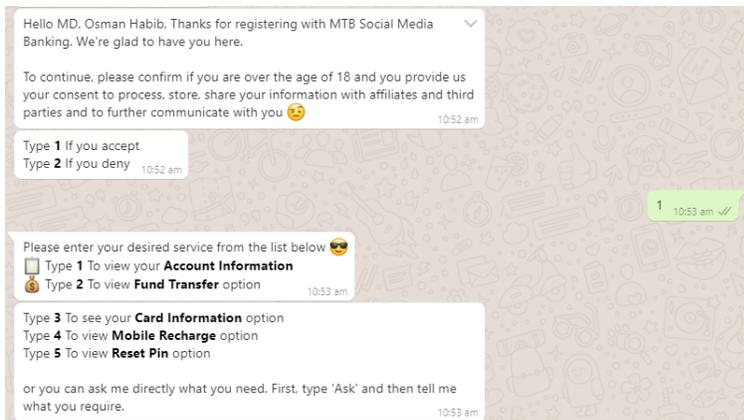
Click "Submit"



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

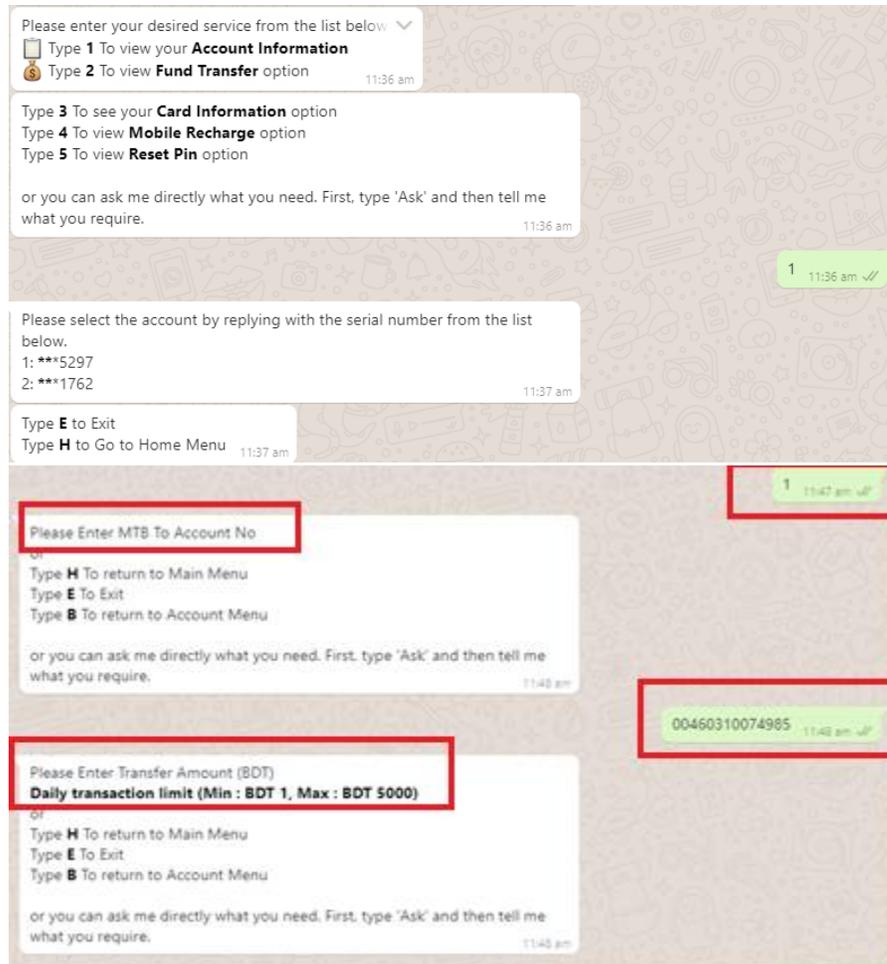
Got It

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 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 below ✓
 From Account: ***5297
 To Account: 00460310074985
 Amount: 1 11:43 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. 11:43 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?>

1 11:43 am ✓

1 11:43 am ✓

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. Nagad Fund Transfer:

- Type 2 To view Fund Transfer
- Please select type of transfer by replying with the serial number below:
- Type 2 To Nagad Transfer
- Please select the From Account No by replying with the serial number from the list below:
- Do you want to transfer fund to your MTB Social Media banking registered Number? **Yes: Type 1 No : Type 2**
- Please Enter Transfer Amount (BDT)
- Please check the transfer information.
- Type 1 to confirm.
- Click on web view link to enter OTP and Pin.
- After Successful Fund Transfer Customer will receive Nagad Transaction Id.

Please enter your desired service from the list below 🤖

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

11:47 am

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.

11:47 am

2 4:00 pm ✓

Please select the From Account No by replying with the serial number from the list below:

1: ***5297 4:00 pm

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.

4:00 pm

1 4:00 pm ✓

Do you want to transfer fund to your MTB Social Media Banking registered Number?
 Type **1** : Yes
 Type **2** : No

1 4:01 pm ✓

Please Enter Transfer Amount (BDT)
Daily Transaction limit (Min : BDT 50, Max : BDT 3000)

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.

4:01 pm

50 4:01 pm ✓

Your nagad transfer information are given below:
 From Account: ***5297
 To Account: 01785602514
 Amount: 50 4:01 pm

Please check the transfer information.

Type **1** To confirm
 Type **3** To cancel

01/06/2021 1 4:01 pm ✓

To ensure better security and verification process please press the link below to execute Nagad 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?token=4e0f8eb585c6126581e7c11b6efda5cfc8d828fe2552208&pin_and_otp_f or=nagad_transfer

4:01 pm

Enter OTP and Password Here



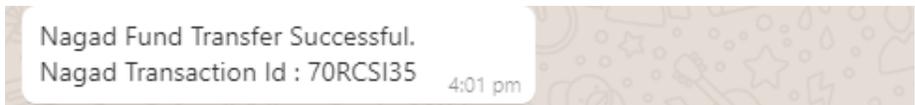
Enter OTP Here Enter OTP, that is send to your registered mobile number

Enter PIN Here Enter your 4 digit Pin

Submit Click Submit

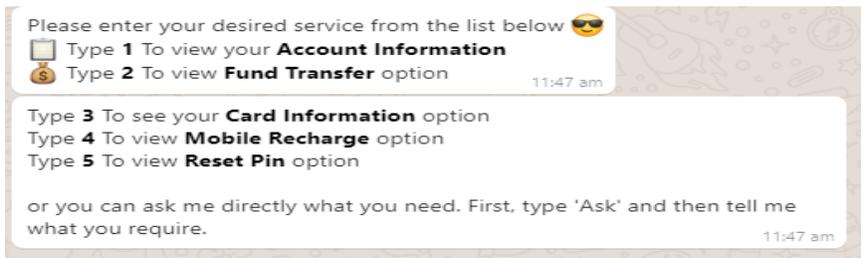
Resend OTP

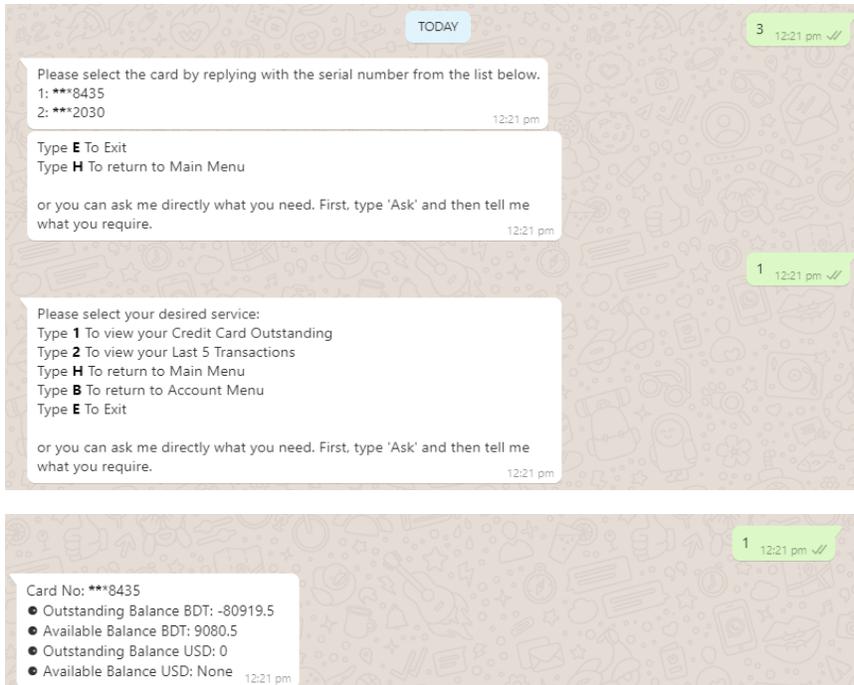
Cancel



1.4. Credit Card Outstanding:

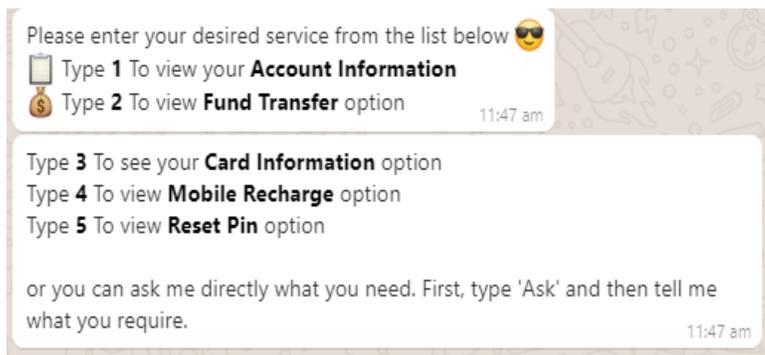
- Type 3 To see your Card Information option
- Please select the card by replying with the serial number from the list below.
- Please select your desired service:
- Type 1 To view your Credit Card Outstanding

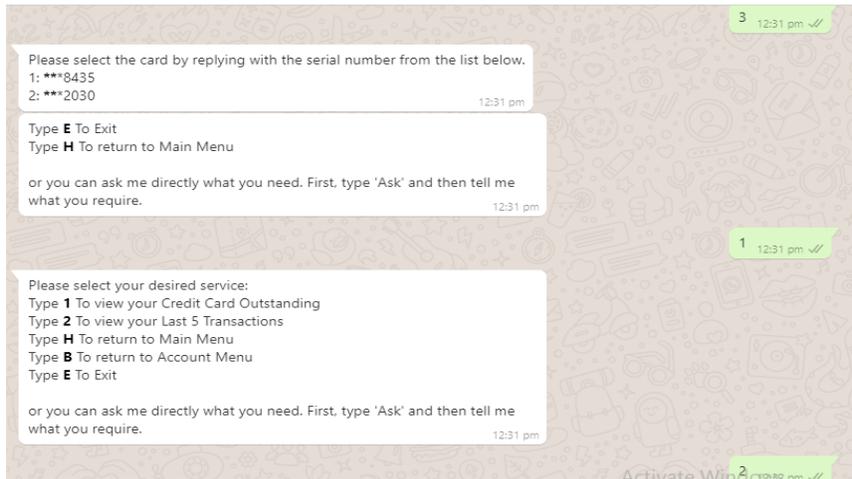




1.5. Credit Card Last 5 Transactions:

- 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

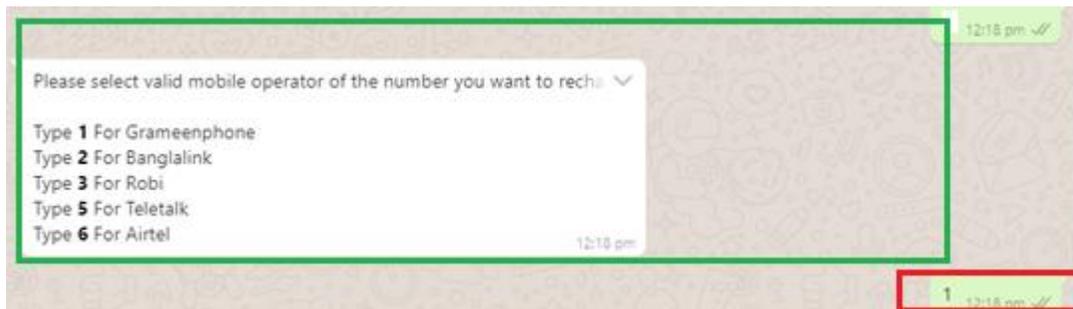
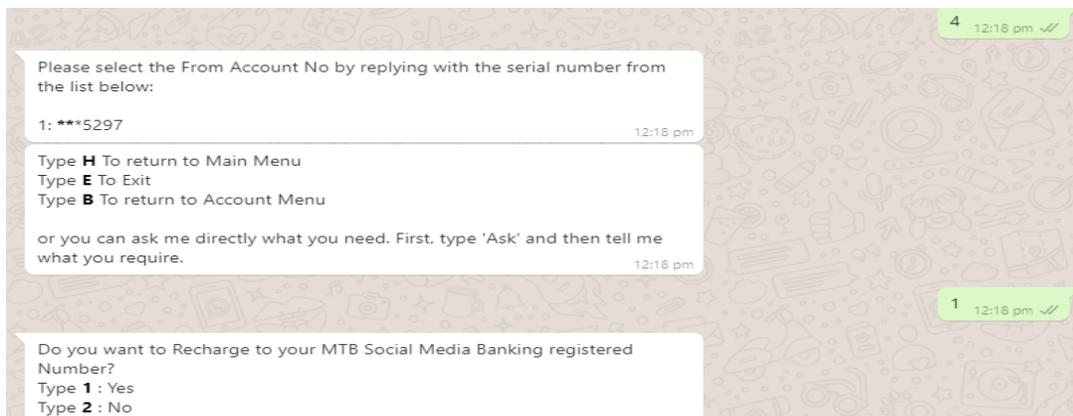
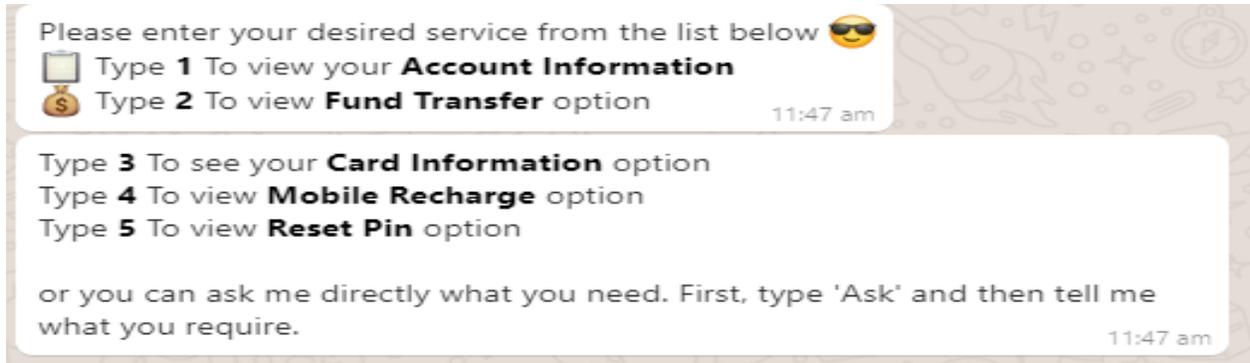
- Transaction Date: 02/06/21
- Transaction Type: DR
- Amount: BDT 25000.00
- Remarks: IBT/Card Payment/512778%2030/BDT

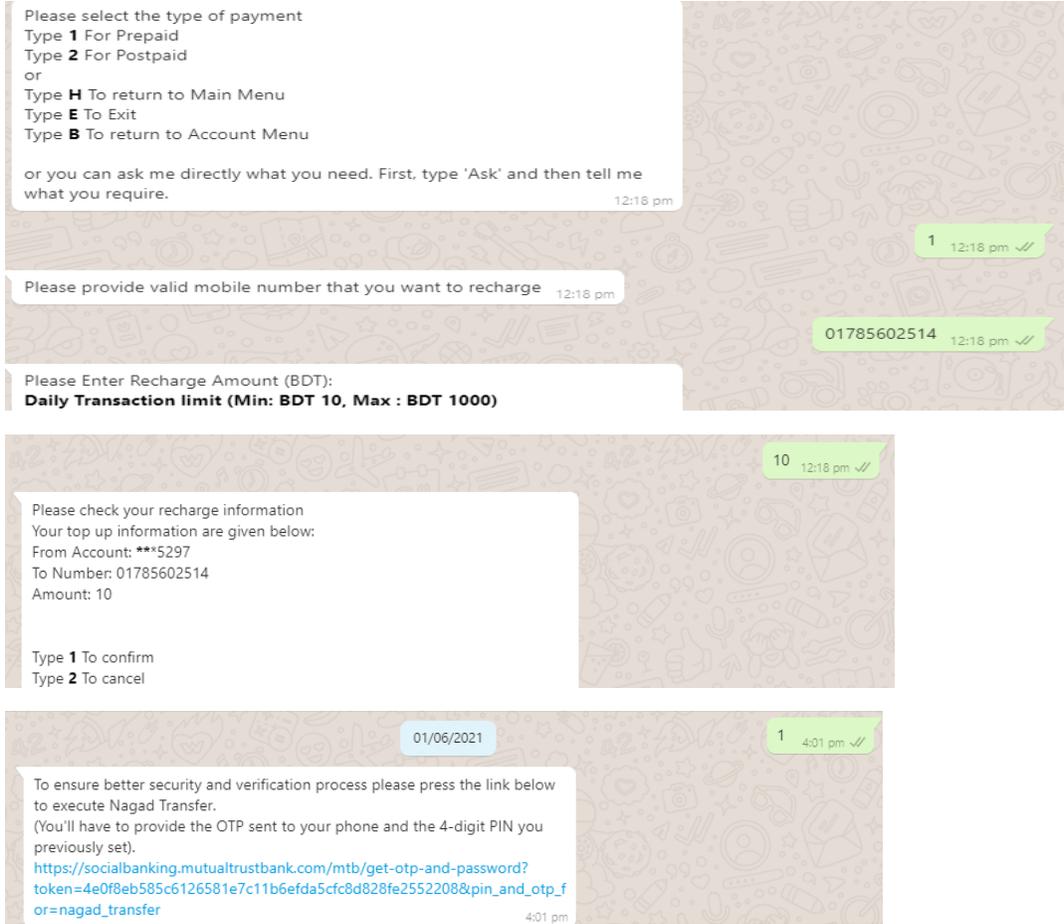
- Transaction Date: 02/06/21
- Transaction Type: CR
- Amount: BDT 35000.00
- Remarks: FUND TRANSFER

1.6. Mobile Recharge:

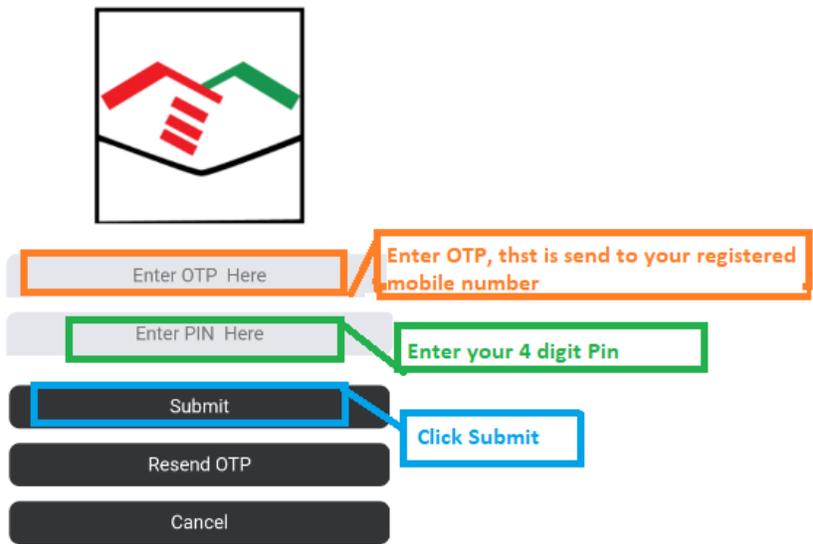
- Type 4 To view Mobile Recharge option
- Please select the From Account No by replying with the serial number from the list below:
- Do you want to recharge to your MTB Social Media banking registered Number? **Yes : Type 1**
No Type : 2
- Please select valid mobile operator of the number you want to 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.





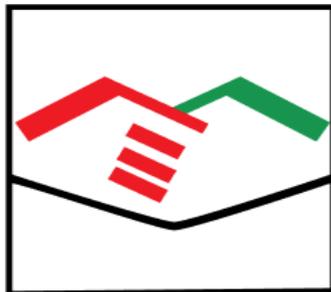
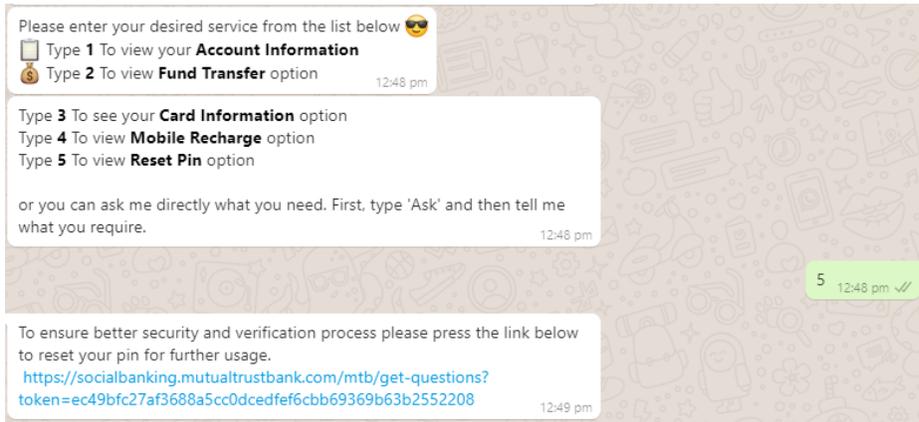
Enter OTP and Password Here



Mobile Recharge Successful. Mobile Recharge Transaction Id: MSMB637587515671722045 12:19 pm

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.



Full Account Number*

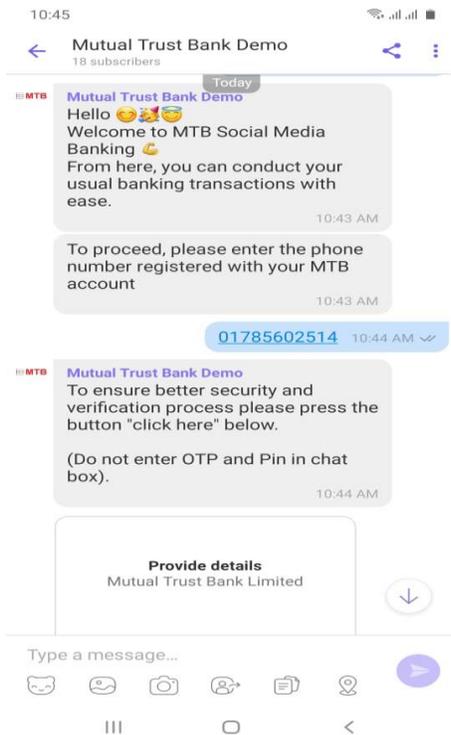
NID*

Father Name*

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

Submit

Resend OTP

Cancel

Enter OTP that is send to your registered number number

Click Submit

Create Pin Number for Your Account



Your account has been verified.

PIN*

Re-Enter PIN*

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

Submit

Enter 4 digit pin

Click terms and conditions check box

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

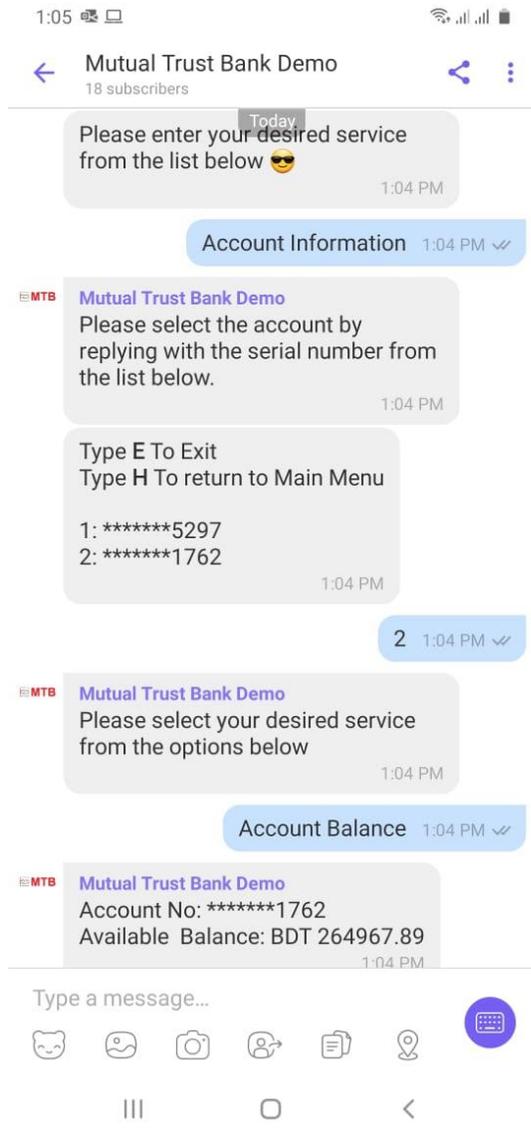
Card Information

Back

Reset Pin

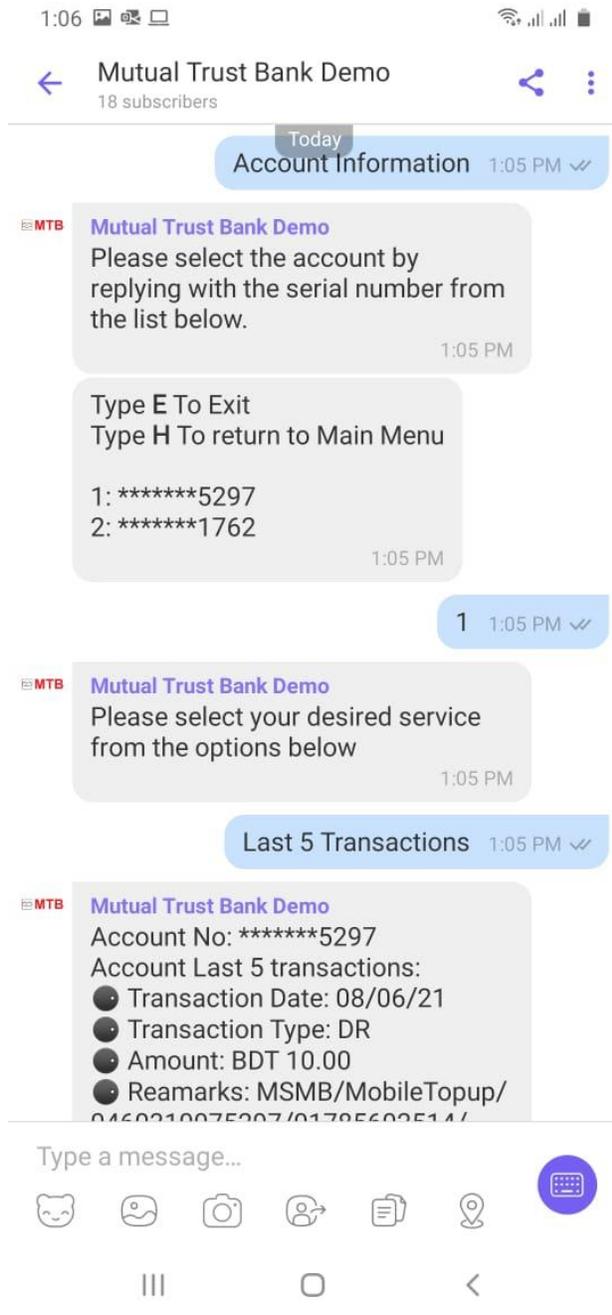
2.2. Account Balance Check:

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



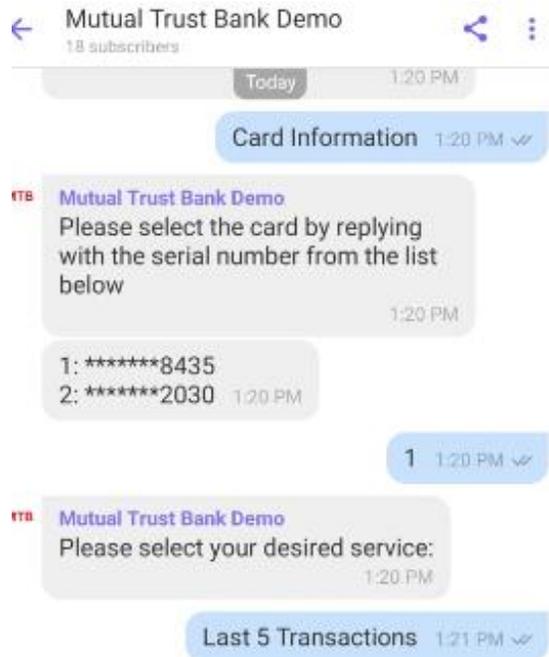
2.3. Account Last 5 Transactions:

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



2.4. Card Last 5 Transactions:

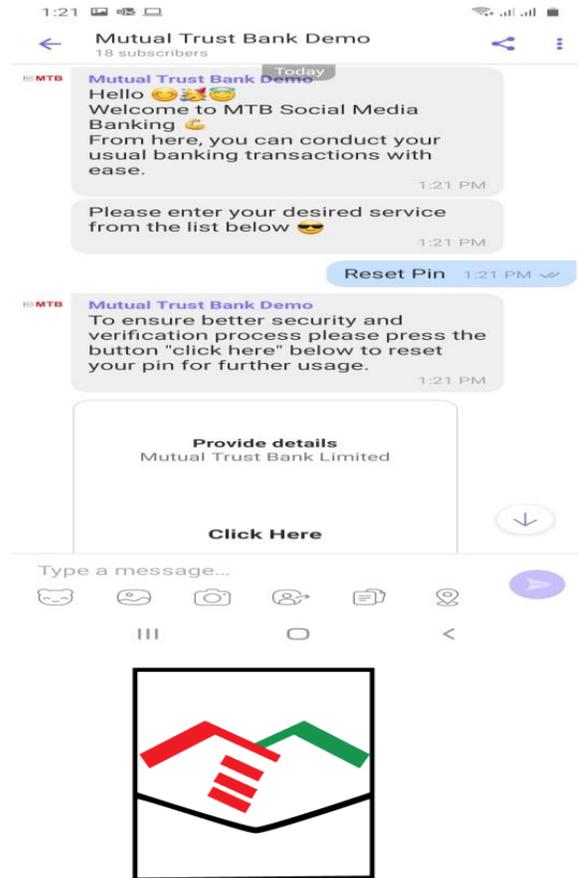
- Click on Card Information.
- Select card by replying serial no.
- Click on Last 5 Transactions.



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

NID*

Father Name*

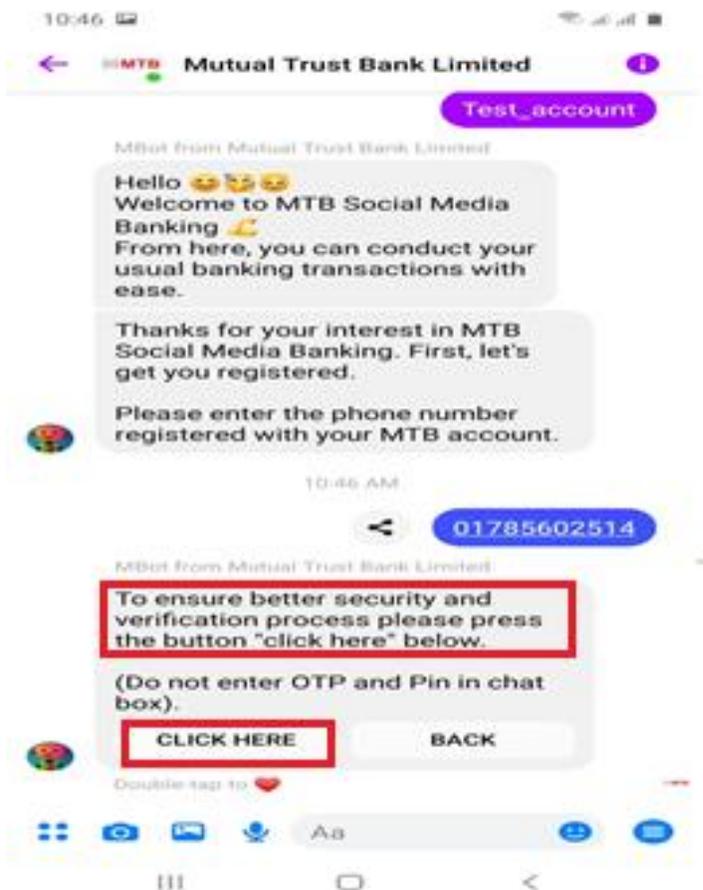
Submit

Cancel

3. Facebook Messenger:

3.1. Registration Process:

- Please go to our mbot/Facebook messenger <http://m.me/Mutual.Trust.Bank>
- **Get started by typing Hi/Hello**
- **Select the button "Let's Bank"**
- 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

Submit

Resend OTP

Cancel

Enter OTP that is send to your registered number number

Click Submit

Create Pin Number for Your Account



Your account has been verified.

PIN*

Re-Enter PIN*

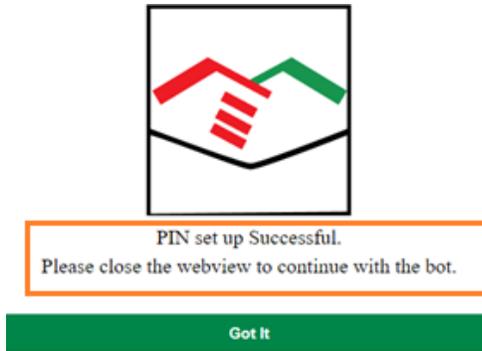
I have read, understood and agreed to the [terms and conditions](#)

Submit

Enter 4 digit pin

Click terms and conditions check box

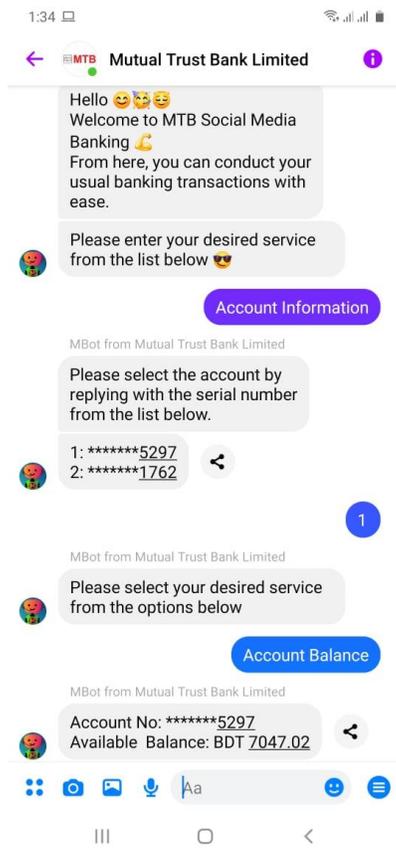
Click "Submit"



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

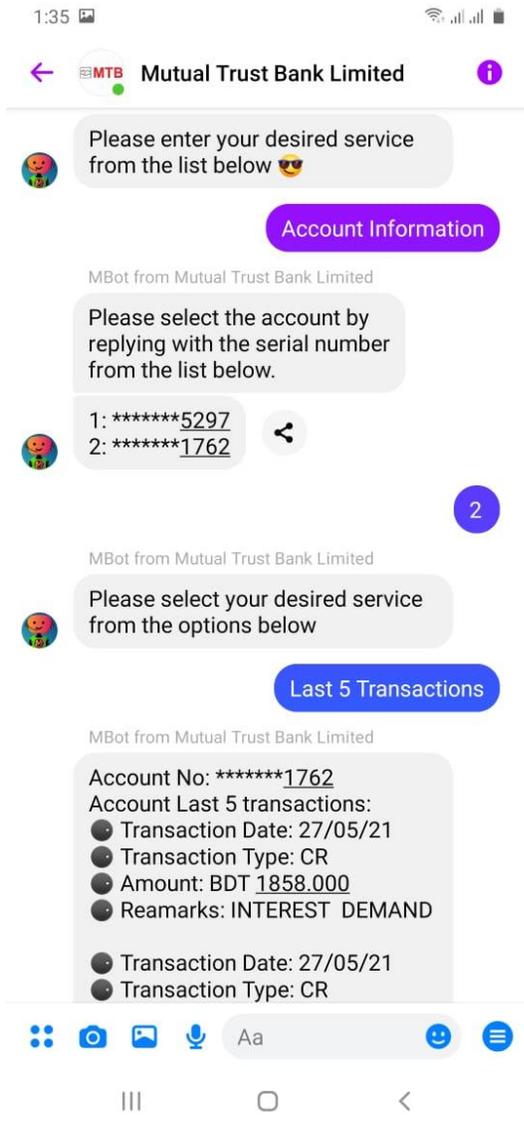
3.2. Account Balance Check:

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



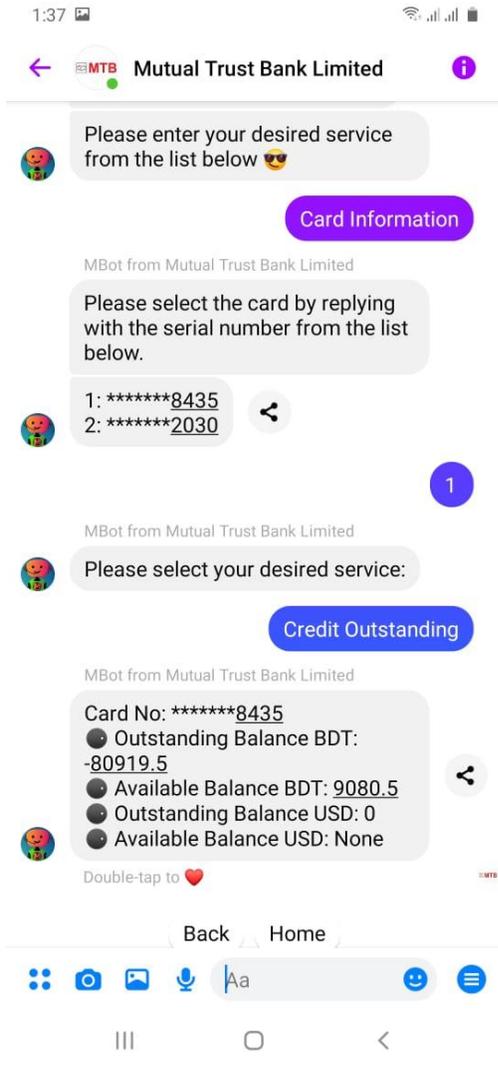
3.3. Account Last 5 Transactions:

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



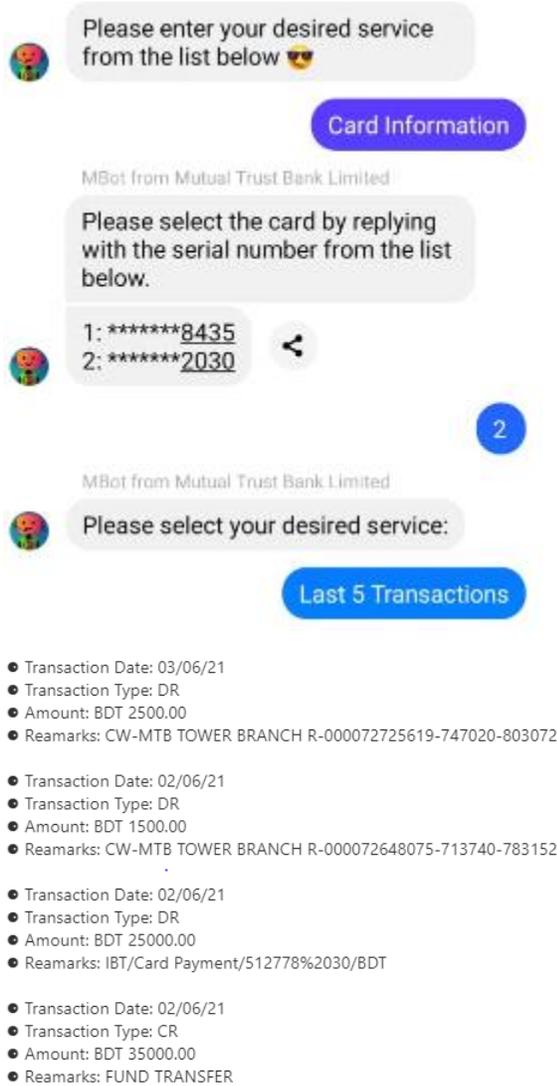
3.4. Card Outstanding Balance:

- 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 chatbot interface with the following steps:

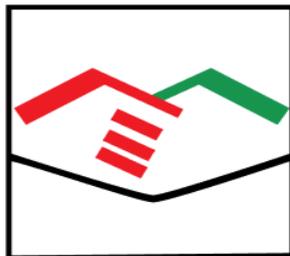
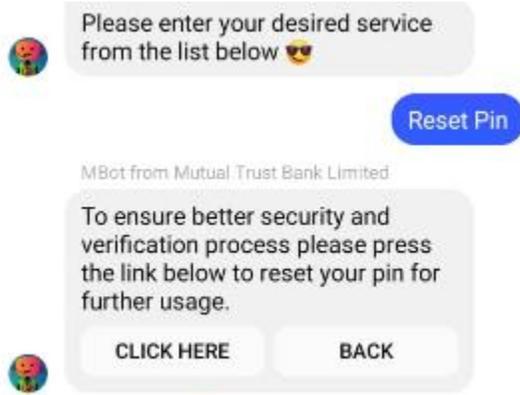
- The chatbot asks: "Please enter your desired service from the list below 🤖". A blue button labeled "Card Information" is selected.
- The chatbot says: "MBot from Mutual Trust Bank Limited".
- The chatbot asks: "Please select the card by replying with the serial number from the list below." Two options are listed:
 - 1: *****8435
 - 2: *****2030
 A blue button labeled "2" is selected.
- The chatbot says: "MBot from Mutual Trust Bank Limited".
- The chatbot asks: "Please select your desired service:". A blue button labeled "Last 5 Transactions" is selected.

The "Last 5 Transactions" list is as follows:

- 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*

NID*

Father Name*