

User Manual of MTB NRB Account opening through digital onboarding platform

Step 01: At first, applicant need to click on the “Apply Now” button to begin the MTB NRB Account opening process.

Step 02: Applicant have to register by inputting the following information:

1. Select present country of resident
2. Customer Name
3. e-mail and Mobile number
4. Password

After provided the above information, applicant need to click on “Register” button to proceed further.

Step 03: After clicking the register button, an OTP will be sent to the applicant's registered email. Applicant need to enter the OTP in the verification field for email ID confirm.

OTP Verification

OTP has been sent to your Email Address.
maha*****3@gmail.com

OTP *

Verify

Not received the OTP code ? [88 Seconds]

Step 04: Applicant need to accept MTB's Terms and Conditions to move forward.

Terms & Conditions

Dear Sir,

Please open and/or continue the MTB account(s) in my/our name(s) on the terms and conditions set out below. In consideration of Mutual Trust Bank PLC ("the Bank") opening and/or continuing any MTB accounts and providing banking services and facilities to me/us, I/we ("the Customer(s)") agree to be bound by these terms and conditions. These terms and conditions shall apply to each and every account of whatever nature hereafter, opened or continued in the same name(s) by the Bank.

TERMS AND CONDITIONS

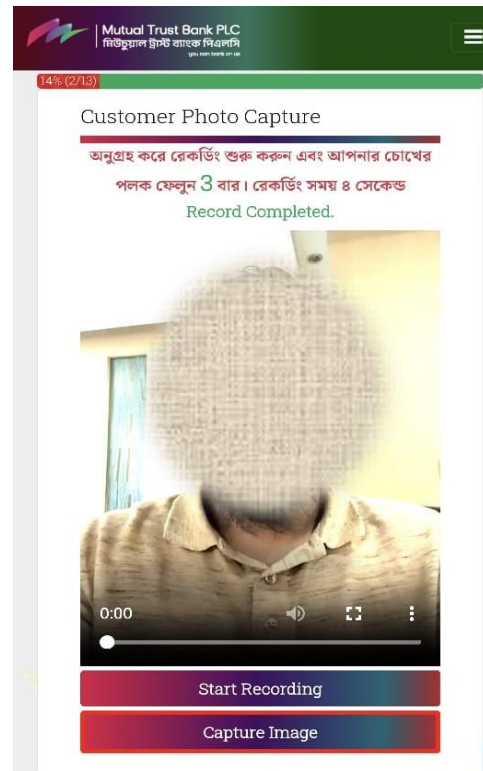
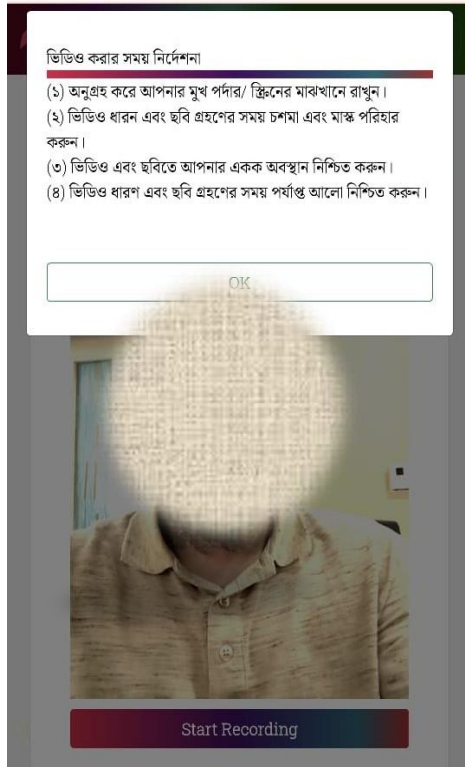
Where the account is opened by more than one person, "I", "Me" or "My" shall read as "We", "Us" or "Our". The terms and conditions shall bind each one individually or anyone or more or all of them collectively, and all agreements, obligations and liabilities of the joint Customers are joint and several.

Identity Verification and Source of Fund:

I do hereby declare that I have read and fully understood all the terms and conditions contained hereinabove and do hereby accept and agree to all the terms and conditions.

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Step 05: Click “Start Recording” to record a 4-second live video as instructed. Then, click “Capture Image” to take a live photo.



Step 06: Identity Capture-Applicant need to answer the following question “Do you have a National Identification Document (NID)?”. Based on that, applicant need to upload NID front and back page or Passport 1st and 2nd page separately.

Identity Capture (Image size less than 5MB)

Maximum file/image size 5mb and acceptable image format .jpeg, .jpg, .png

Do you have a National Identification Document (NID)? *

Yes No

Passport First Page(upload/capture) *

Browse... og.png

Passport Last Page(upload/capture) *

Browse... og.png

Upload

Step 07: Depending on the above-mentioned question, applicant need to enter NID or passport number as well as Date of Birth to proceed further.

Identity Verification

Identity Number *
EB000001

Date of Birth *
27 Jun 1989

[Try Again](#) [PROCEED](#)

Step 08: Applicant need to input the required information in the respective fields of “Customer Information” page along with any local source of amount to be deposited in the account.

Customer Information

Name * MD MAHADI HASAN	Account Title * MD MAHADI HASAN	
First Name * MD MAHADI	Last Name * HASAN	
Customer's Father Name * MD HANIF	Customer's Mother Name * BEGUM	
Marital Status * Married	Spouse Name * AKTER	Gender * Male
Occupation * Others	Name of Organization NA	Designation NA
Identity Number * EB000001	Date of Birth * 06/27/1989	Valid Passport Number * EB000001
Passport Issue Date * 01/04/2025	Passport Expiry Date * 01/04/2034	Visa Issued By * CANADA
Visa Details * 123456	Visa Issue Date * 16/04/2025	Visa Expiry Date * 31/05/2027
Monthly Income (BDT) * 1000000	Source(s) of Fund * SALARY	

Please mark the followings, if any local (Bangladesh) source of amount to be deposited into your account:

- Dividend and interest income on investments in shares and securities
- Income from landed property and agricultural rent
- House rent and sale proceeds of properties on the basis of documentary evidence
- Sale proceeds of shares of public limited companies and/or securities of the Government
- Others local source of credit (please specify):

Country of Residence * CANADA	Country of Birth * BANGLADESH	TIN ID TIN ID
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Step 09: Applicant need to enter the Present, Permanent and Professional address along with FATCA declaration as required.

Mutual Trust Bank PLC
মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড

Back Office Md Mahadi Hasan Change Password Logout

Customer Address

Present Address	Permanent Address
<input type="checkbox"/> (same as Present address)	
Country * CANADA	Country * BANGLADESH
Address Line 1 * 123	Address Line 1 * 95
Address Line 2 * ABC	Address Line 2 * SADAR
City * Toronto	District CUMILLA
State/Province/Region * Toronto	Upazilla/Thana CUMILLA SADAR
ZIP/Postal Code * 416	Post Code CUMILLA SADAR-3500
Residential Status * Non Resident Bangladeshi	

Professional Address

same as present address same as permanent address

Country CANADA	Address Line 1 XYZ
Address Line 2 Address Line 2	City Toronto
State/Province/Region Toronto	ZIP/Postal Code 416

Foreign Account Tax Compliance Act (FATCA) Status Declaration:

Are you US Citizen ? * No	Social security number or Employer Identification Number	
Do you have U.S. Green Card ? No	W-9 form taken ? No	US address/phone/e-mail ? No
US Address	Power of Attorney given to someone ? No	
is Staying in U.S. for 183 days ? No	Receiving Payments Sourced from U.S.A. ? No	

Preferred Communication Address *

Present Address Permanent Address Professional Address

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Digital Banking Division, MTB.

Step 10: Applicant need to select “Preferred Branch” and “Account Type” to continue.

Account Type

Savings Account

Preferred Branch *
Cumilla Branch

Account Type *
MTB NRB ACCOUNT

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Step 11: Applicant need to select desire banking facilities like; Internet Banking enrollment, Debit Card and Cheque Book. Also need to agree the TP profile to proceed on the next step.

Bank Facilities

Purpose of opening Account * Savings **Currency *** BDT

Mode of Operation * Singly **Internet Banking *** Yes

Debit Card * Select One **Cheque Book *** No

Internet Banking User ID
ja

[View Transaction Profile Agreement](#)

I am agreed with the mentioned Transaction Profile (TP)

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Step 12: Applicant need to input the required information in the respective fields of “Nominee information” page

Nominee Information

Name as per NID or Passport *	<input type="text" value="MD"/>	Date of Birth *	<input type="text" value="10/08/1990"/>
Relationship with Applicant *	<input type="text" value="Brother"/>	Percentage *	<input type="text" value="100"/>
Nominee ID Type *	<input type="text" value="Passport Number"/>	Nominee Gender *	<input type="text" value="Male"/>
Nominee ID Number *	<input type="text" value="BW0670207"/>	Mobile No. *	<input type="text"/>
Passport Expiry Date *	<input type="text" value="13/01/2033"/>	Nominee Father Name *	<input type="text" value="FFFF"/>
Nominee Mother Name *	<input type="text" value="MMMM"/>		

same as A/C present address same as A/C permanent address

Address Line 1(40 Characters) *	<input type="text" value="Kanagawa ken,Kohoku Ku,"/>	Address Line 2(40 Characters) *	<input type="text" value="San CradShinYokohama"/>
Country *	<input type="text" value="BANGLADESH"/>	District *	<input type="text" value="DHAKA"/>
Thana *	<input type="text" value="RAMNA"/>	Post Code *	<input type="text" value="SHANTINAGR TSO 1217"/>

Is Nominee an account holder of MTB?

Account Number of MTB

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Step 13: Applicant need to upload all the necessary supporting documents.

Special Instructions:

- Please sign clearly on white paper and upload the signed document.
- [Download](#) the W-9 Form, Fill up, and then upload the final document.
- [Download](#) the letter of Declaration & Email Indemnity, complete it with signature, and then upload the final document.

Required Documents

Maximum file/image size 5mb and acceptable file/image format .jpeg, .jpg, .png, .pdf.

ID	Name	Upload File	Status
1	Valid Bangladeshi MRP/e-Passport *	Choose Files 2 L	✓
2	NID/Smart Card of the applicant, if available	Choose Files 2 L	✓
3	For foreign passport, proof of Bangladeshi origin (e.g. No Visa Required to visit Bangladesh/Old passport/NID/BRC)	Choose Files No	
4	Valid Visa/Work Permit/Resident Permit copy duly signed by the applicant *	Choose Files 2 L	✓
5	Income proof document (e.g. Pay Slip or Salary Certificate or Contract paper or Bank statement or Commercial licenses or income declaration (any one) *	Choose Files 2 L	✓
6	Applicant Signature (as per passport) *	Choose Files Sig	✓
7	Copy of Utility Bills of permanent address of the applicant. *	Choose Files Ut	✓
8	Proof of income tax return submission (if available)	Choose Files No	
9	Nominee photo *	Choose Files No	✓
10	Nominee NID or Passport *	Choose Files 2 L	✓
11	Any other declaration document	Choose Files No	
12	Letter of Declaration and Email Indemnity *	Choose Files 2 L	✓

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Step 14: Applicant can review the inputted information on the “Preview” screen. If any modification required then click the edit button to proceed for the necessary changes.

Preview

- EKYC TYPES
- CUSTOMER INFORMATION**
- CUSTOMER ADDRESS
- BANK FACILITIES
- NOMINEE INFORMATION
- ATTACHMENTS

SAVE & NEXT

Step 15: Applicant need to click on “Create Customer ID” to proceed with the MTB NRB Account creation.



Step 16: Applicant will receive a confirmation message on-screen and via registered email once the account is successfully opened.

