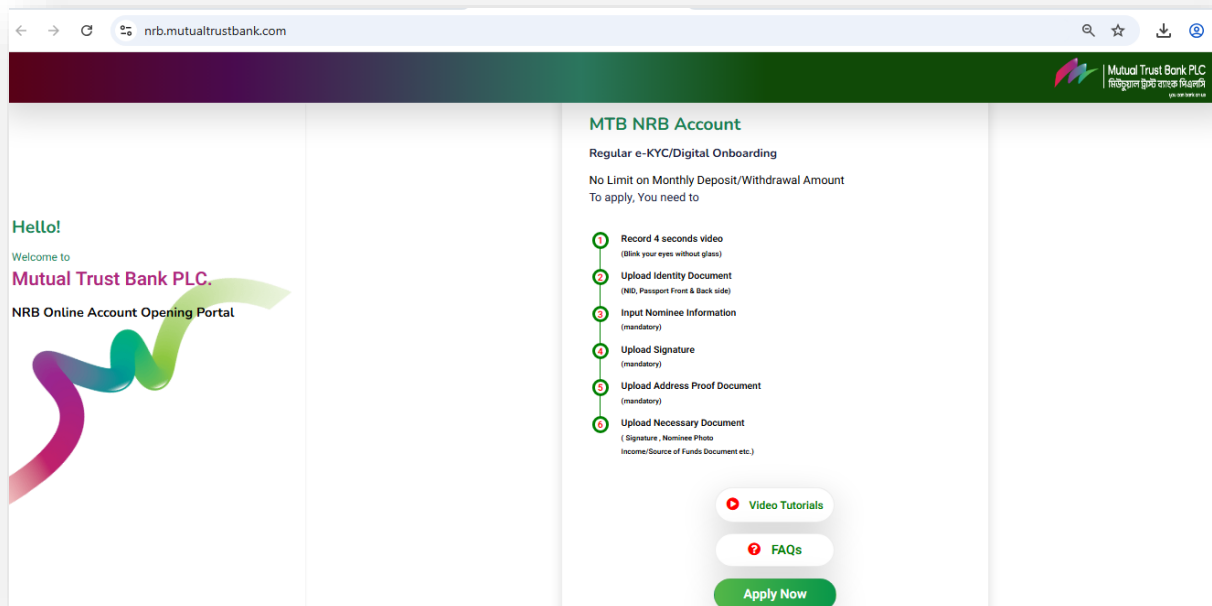


User Manual of MTB NRB Account opening through digital onboarding platform

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



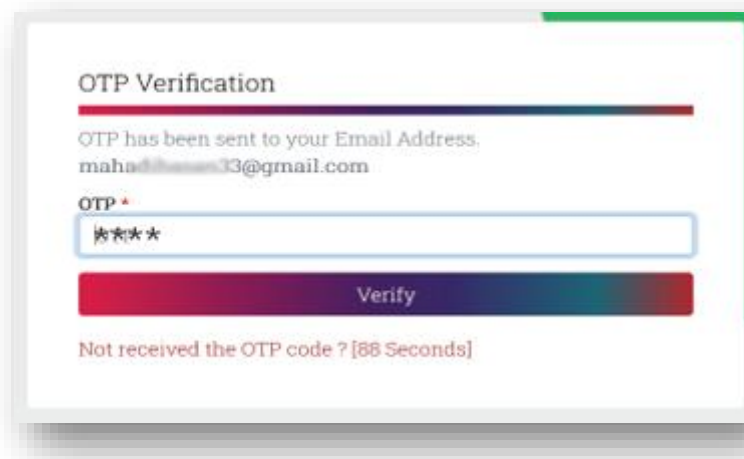
Step 02: Applicant have to register by inputting the following information:

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.

A screenshot of a registration form titled 'Register Here for NRB A/C Open'. The form contains the following fields: 'Present Country of Resident' (dropdown menu showing 'CANADA'), 'Customer Name (In English)' (text input with 'Md Mahadi Hasan'), 'Email' (text input with 'mahad@...@gmail.com'), 'Mobile Number' (text input with '+1' and '12345678'), 'Password (minimum 6 digit with special character)' (password input with '*****'), and 'Confirm Password' (password input with '*****'). A red 'Register' button is at the bottom. Below the button, it says 'Already registered? Login Here'. At the very bottom, it states 'You need to upload/take photo of the following documents to open A/C.' followed by a bulleted list: NID of the applicant if available, Applicant Passport copy, Valid Visa/Resident Permit copy, Source of income: Pay Slip/Salary Certificate/Contract paper/Commercial licenses/income declaration(any one), Present address proof of document (any one): Work ID/ Driving License/ or any other valid document, Utility Bills copy (permanent address), Applicant signature, and Nominee photo.

Step 03: after clicking the register button, an OTP will be sent to the applicant's registered email. Enter the OTP in the verification field to confirm your identity.

A screenshot of an OTP verification screen. At the top, it says "OTP Verification" with a red progress bar. Below that, it states "OTP has been sent to your Email Address, mahad@...3@gmail.com". There is a text input field for the OTP, with a red asterisk and four asterisks (****) as a placeholder. Below the input field is a red "Verify" button. At the bottom, it says "Not received the OTP code ? [88 Seconds]" in red text.

OTP Verification

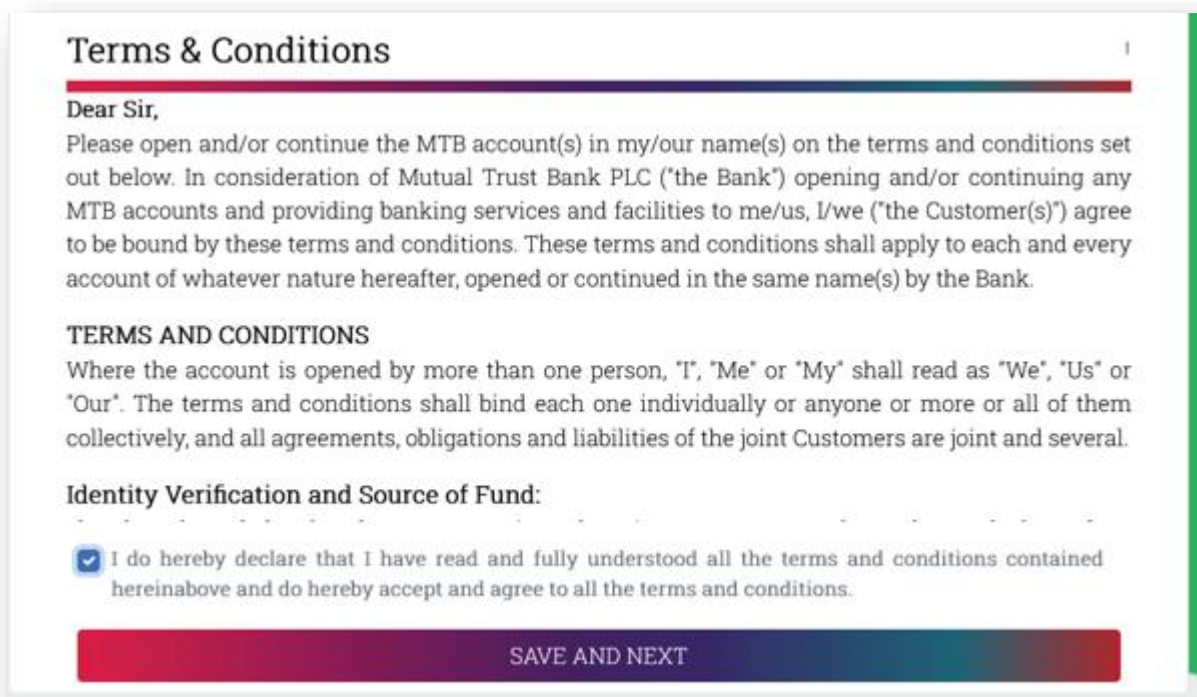
OTP has been sent to your Email Address,
mahad@...3@gmail.com

OTP *

Verify

Not received the OTP code ? [88 Seconds]

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

A screenshot of a "Terms & Conditions" screen. The title "Terms & Conditions" is at the top with a red progress bar. Below the title, it says "Dear Sir," followed by a paragraph of text. Then, there is a section titled "TERMS AND CONDITIONS" with another paragraph. Below that, it says "Identity Verification and Source of Fund:". At the bottom, there is a checkbox with a blue checkmark and a red "SAVE AND NEXT" button.

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

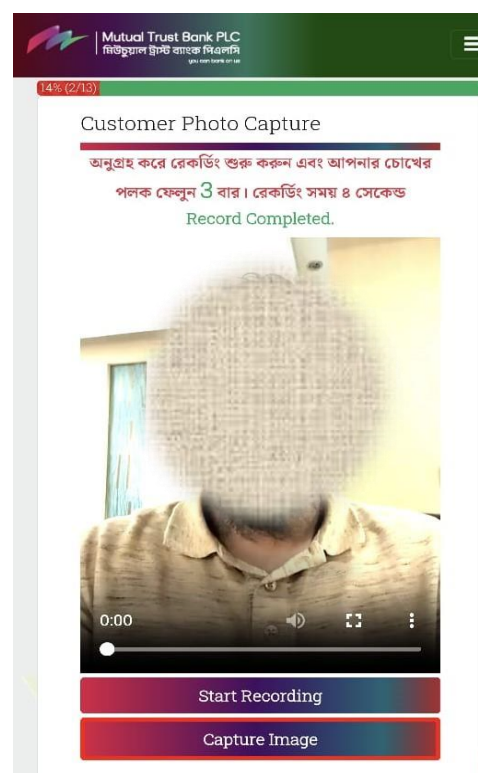
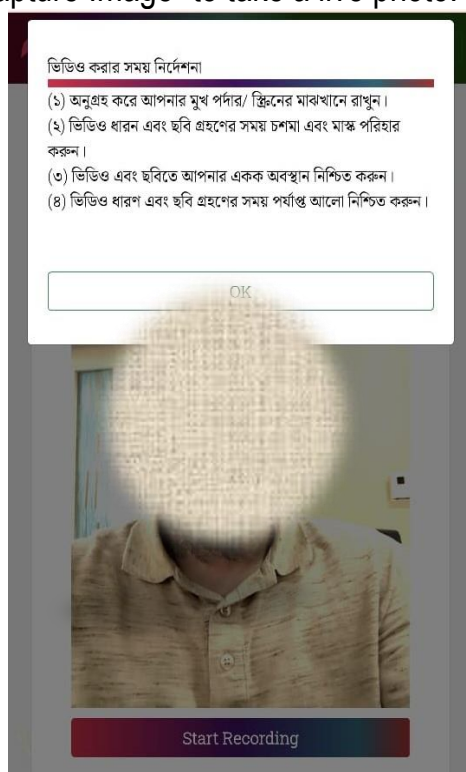
Where the account is opened by more than one person, "I", "Me" or "My" shall read as "We", "Us" or "Our". The terms and conditions shall bind each one individually or anyone or more or all of them collectively, and all agreements, obligations and liabilities of the joint Customers are joint and several.

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.

SAVE AND NEXT

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: 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: Application 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

First Name *

MD MAHADI

Customer's Father Name *

MD HANIF

Marital Status *

Married

Occupation *

Others

Identity Number *

EB000001

Passport Issue Date *

01/04/2025

Visa Details *

123456

Monthly Income (BDT) *

1000000

Account Title *

MD MAHADI HASAN

Last Name *

HASAN

Customer's Mother Name *

BEGUM

Spouse Name *

AKTER

Name of Organization

NA

Date of Birth *

06/27/1989

Passport Expiry Date *

01/04/2034

Visa Issue Date *

16/04/2025

Gender *

Male

Designation

NA

Valid Passport Number *

EB000001

Visa Issued By *

CANADA

Visa Expiry Date *

31/05/2027

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):

Specify here...

Country of Residence *

CANADA

Country of Birth *


BANGLADESH

TIN ID

TIN ID

SAVE & NEXT

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
১৯৯৮ সাল থেকে

Back Office Md Mahadi Hasan Change Password Logout

Customer Address

Present Address

Country *

CANADA

Address Line 1 *

123

Address Line 2 *

ABC

City *

Toronto

State/Province/Region *

Toronto

ZIP/Postal Code *

416

Residential Status *

Non Resident Bangladeshi

Permanent Address

☐ (same as Present address)

Country *

BANGLADESH

Address Line 1 *

95

Address Line 2 *

SADAR

District

CUMILLA

Upazilla/Thana

CUMILLA SADAR

Post Code

CUMILLA SADAR-3500

Professional Address

☐ same as present address

Country

CANADA

Address Line 2

Address Line 2

State/Province/Region

Toronto

Address Line 1

XYZ

City

Toronto

ZIP/Postal Code

416

same as permanent address

Foreign Account Tax Compliance Act (FATCA) Status Declaration:

Are you US Citizen ? *

No

Do you have U.S. Green Card ?

No

US Address

is Staying in U.S. for 183 days ?

No

Preferred Communication Address *

☐ Present Address

☒ Permanent Address

☐ Professional Address

Social security number or Employer Identification Number

W-9 form taken ?

No

US address/phone/e-mail ?

No

Power of Attorney given to someone ?


No

Receiving Payments Sourced from U.S.A. ?

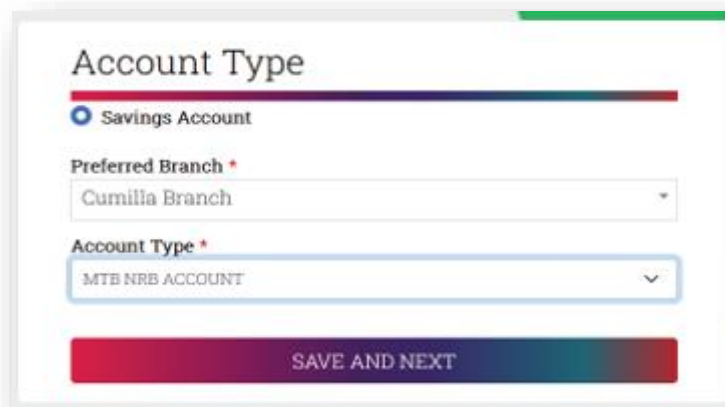
No

SAVE & NEXT

Digital Banking Division, MTB.

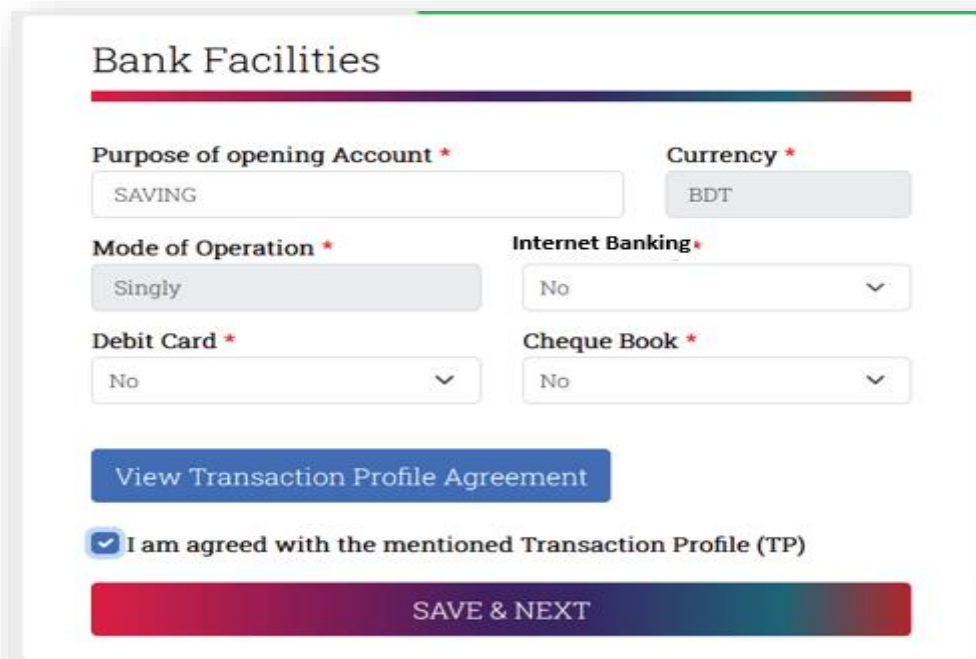


Step 10: Applicant need to select “Preferred Branch” and “Account Type” to continue.



The screenshot shows a form titled "Account Type". At the top, there is a radio button labeled "Savings Account" which is selected. Below this, there are two dropdown menus. The first is labeled "Preferred Branch *" and has "Cumilla Branch" selected. The second is labeled "Account Type *" and has "MTB NRB ACCOUNT" selected. At the bottom of the form is a large red button labeled "SAVE AND NEXT".

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



The screenshot shows a form titled "Bank Facilities". It contains several fields and a checkbox. The "Purpose of opening Account *" field has "SAVING" selected. The "Currency *" field has "BDT" selected. The "Mode of Operation *" field has "Singly" selected. The "Internet Banking *" field has "No" selected. The "Debit Card *" field has "No" selected. The "Cheque Book *" field has "No" selected. Below these fields is a blue button labeled "View Transaction Profile Agreement". At the bottom, there is a checked checkbox labeled "I am agreed with the mentioned Transaction Profile (TP)". At the very bottom is a large red button labeled "SAVE & NEXT".

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

Nominee Information

Name *		Date of Birth *	
AKTER		06/02/1993	
Relationship with Applicant *	Percentage *	Nominee Gender *	
Spouse	100	Female	
Nominee ID Type *	ID Number *	Mobile No. *	
NID/Smart Card(Only for Bangla)	100000121	01234567891	
Nominee Father Name *		Nominee Mother Name *	
HASHEM		BEGUM	
<input type="checkbox"/> same as A/C present address <input checked="" type="checkbox"/> same as A/C permanent address			
Address Line 1(40 Characters) *		Address Line 2(40 Characters) *	
96		SADAR	
Country *	District *		
BANGLADESH	CUMILLA		
Thana *	Post Code *		
CUMILLA SADAR	CUMILLA SADAR-3500		
Is Nominee an account holder of MTB?			
Account Number of MTB			
Account Number of MTB			
SAVE & NEXT			

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 *	<input type="button" value="Browse..."/> o..	✓
2	NID/Smart Card of the applicant, if available	<input type="button" value="Browse..."/> -	
3	For foreign passport, proof of Bangladeshi origin (e.g. No Visa Required to visit Bangladesh/Old passport/NID/BRC)	<input type="button" value="Browse..."/> -	
4	Valid Visa/Work Permit/Resident Permit copy duly signed by the applicant *	<input type="button" value="Browse..."/> o..	✓
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) *	<input type="button" value="Browse..."/> o..	✓
6	Applicant Signature (as per passport) *	<input type="button" value="Browse..."/> o..	✓
7	Copy of Utility Bills of permanent address of the applicant. *	<input type="button" value="Browse..."/> o..	✓
8	Proof of income tax return submission (if available)	<input type="button" value="Browse..."/> -	
9	E-mail Indemnity for communication and accepting instruction over e-mail. *	<input type="button" value="Browse..."/> o..	✓
10	W9 Form if US Resident or US Citizen	<input type="button" value="Browse..."/> -	
11	Nominee photo *	<input type="button" value="Browse..."/> o..	✓
12	Nominee NID or Passport *	<input type="button" value="Browse..."/> o..	✓
13	Any other declaration document	<input type="button" value="Browse..."/> -	
14	Letter of Declaration and Email Indemnity *	<input type="button" value="Browse..."/> o..	✓

SAVE & NEXT

Step 14: Applicant can review the entered information on the “Preview” screen. Make edits if needed.

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.

