

## Digital Onboarding of Customers

### Eligibility Criteria

In initial phase, customer Digital onboarding is currently available:

1. On Web portal
2. For Adult Individuals
3. Resident Pakistani
4. Salaried class only
5. with firm signatures as per their valid CNIC/SNIC

### A. Customer Request Initiated

1. Customer shall visit MCB Islamic Bank Official website to initiate request for account opening digitally.
2. On selection of relevant tab, Customer shall be redirected to Digital Account Opening page.
3. At first a popup screen appears which contains some initial requirements (Eligibility Criteria) and important information
4. Customer shall go through the following steps for opening an account:
  - 4.1. Select the option for opening Current or Savings account.
  - 4.2. Opt for the product out of the available account class.
  - 4.3. On selection of product, related Key Fact Sheet will be displayed for customer review and acceptance. Customer can move to next screen only if accept KFS.
  - 4.4. Customer would be moved to identity verification screen, would enter name CNIC no email address etc.
  - 4.5. Two different OTPs shall be sent to customer mobile number and email
  - 4.6. After inputting correct OTPs, customer will move to next screens one by one i.e. Personal, Professional and Next of Kin. He shall enter related info and click save and next for next screen.
  - 4.7. Upload scanned copies of CNIC/SNIC, Proof of Income, and Signatures (on plain white paper with blue or black ink only) and other related documents in PDF/JPG (Annexure A) within prescribed file size limit as recommended on screen. (signature shall be as per CNIC must be uploaded in colored form)
  - 4.8. After uploading required documents customer shall accept SBP's prescribed undertaking and customer declaration / consent digitally. Upon acceptance move to Terms and Conditions screen for customer's review and acceptance.
  - 4.9. On accepting Terms and Conditions, customer will be asked by the browser to allow the usage of his/her location coordinates and camera. On customer's consent, his/her live picture will be captured
  - 4.10. Upon satisfaction, customer shall press the "Submit Application" button, to submit account opening request to his/her selected branch.
  - 4.11. MCB Islamic Phone Banking Team shall be available 24/7 for customer facilitation
  - 4.12. The Application along with supporting scanned documents would reflect in MDRS module for account opening.

### B. Resume Application

In case Customer leaves DOB portal during the account opening process, the pending request can be resumed by pressing "Resume" button of saved application option available at front screen

### **C. Request Tracking by Customer**

Customer may check status of his/her account opening request in Digital Portal by giving his/her CNIC number as a tracking number. On giving customer CNIC number, it will intimate that his/her account is in process.

### **D. TATs**

1. TAT for new Account opening request will be 2 working day from the date of completion of all requirements.

### **E. Request Processing at Branch**

1. In case customer does not qualify for the criteria, Branch shall send an email intimating about same.
2. Where customer is verified as eligible for opening required product category account, Branch / shall process the case.
3. In case of discrepancy (ies) in submitted information/documents, Branch shall send email to customer
4. Customer shall submit rectified information/document via portal to Branch
5. KYC/CDD of customer will be performed by Branch on call with customer.
6. In case the customer is assessed to be PEP / high risk, Branch shall carry out EDD of the customer and obtain required approvals.
7. Upon rectification of data by the customer (if needed) and successful verification, generate Account Number in system.
8. Branch shall upload supporting documents and approvals (where required) in MDRS for CAOD's post account opening review.

### **F. Review at Centralized Account Opening Department (CAOD)**

1. CAOD shall review the account information / documentation. For any further document or information required from customer, CAOD shall mark account as discrepant and require documents/information from Branch.
2. Branch shall send email to customer,
3. Customer shall submit rectified information/document to Branch,
4. Branch shall upload rectified documents for COAD Review.
5. When satisfied, CAOD shall activate the account within 2 working days upon completion of complete set of documents:

### **G. Post Account Opening activities**

1. After opening of Account, branch will send an email for intimation of account number on customer registered email address requesting him to visit the selected branch for Biometric Verification and opting for account related services.
2. Customer shall visit selected branch for biometric verification within 60 days of Account Opening,
3. Customer can opt for Cheque Book, SMS subscription, Debit card by visiting his/her selected Branch at the time of biometric verification.
4. After successful biometric verification, account is regularized in system.
5. At any stage, customer fails to provide information/ documents required by the Bank, branch shall close the request in 30 days from last activity by the customer,
6. If customer don't visit selected branch for biometric verification within 50 days, an account debit blocking intimation will be sent to customer's email address



7. On completion of 60 days, No debit restraint shall be marked on account under intimation email to customer.
8. After successful biometric verification, No debit restraint shall be removed from customer's account to allow execution of transactions.