



## Frequently Asked Questions (FAQs)

- 1. What is MCB Islamic Bank's Digital Onboarding Portal?**  
Applying for a New Account and Opening of online account
- 2. What services can be availed through MCB Islamic Bank's Digital Onboarding?**  
Currently customers can avail the following services through MCB Islamic Bank's Digital Onboarding portal:
  - Applying for a New AccountMore services will be added to the MCB Islamic Bank's Digital Onboarding portal soon.
- 3. How can individuals apply for MCB Islamic Bank's Digital Account?**  
Customers can apply for a new account by visiting the MCB Islamic Bank's Digital Onboarding portal at **(portal link)**.
- 4. Under what mode(s) of banking is MCB Islamic Bank's Digital Onboarding portal available?**  
MCB Islamic Bank's Digital Onboarding is available under Islamic Banking mode.
- 5. What services can be availed by new-to-bank (NTB) customers through MCB Islamic Bank's Digital Onboarding portal?**  
Currently, NTB customers can only apply for a new account through MCB Islamic Bank's Digital Onboarding portal.
- 6. What services can be availed by existing bank (ETB) customers through MCB Islamic Bank's Digital Onboarding portal?**  
Currently, ETB customers can avail the following service through MCB Islamic Bank's Digital Onboarding portal:
  - Applying for a another New Account
- 7. Who can apply for an Account through MCB Islamic Bank's Digital Onboarding portal?**  
A Pakistani resident who is salaried can apply, in individual capacity, for new account through MCB Islamic Bank's Digital Onboarding portal.
- 8. Are there any charges to apply for an account through MCB Islamic Bank's Digital Onboarding portal?**  
Account Opening through MCB Islamic Bank's Digital Onboarding Portal is being offered free of cost. There shall be no hidden or additional charges whatsoever, however, charges for any additional services opted at the time of account opening such as Debit Card, Cheque Book, SMS Alerts, etc. shall apply as per the existing Schedule of Charges (SOC) customer will visit any MCB Islamic Branch..
- 9. What type of accounts are offered through MCB Islamic Bank's Digital Onboarding portal?**  
MCB Islamic Bank's offers multiple Current & Saving Account variants for customers through Digital onboarding portal.



**10. Which currencies are available for onboarding through MCB Islamic Bank's Digital Onboarding portal?**

At present, MCB Islamic Bank's is offering Accounts through MCB Islamic Bank's Digital Onboarding portal in following currencies:

- Pakistani Rupees (PKR)
- United States Dollar (USD)
- Great Britain Pound (GBP)
- Euro (EUR)

**11. What Islamic (Shari'ah Compliant) products are being offered for onboarding through MCB Islamic Bank's Digital Onboarding portal?**

Currently, the following Islamic Products are available for onboarding through MCB Islamic Bank's Digital Onboarding portal:

**Current Accounts**

- MIB Hidayat Current Account (HCA)
- MIB Asaan Current Account (ACA)
- MCB Islamic Asaan Remittance Current Account (ARC)
- MIB Basic Banking Account (BBA)
- MCB Islamic Asaan Digital Current Account
- MCB Islamic Asaan Digital Remittance Current Account
- MCB Islamic Freelancer Digital Current Account

**Saving Accounts**

- MIB Barkat Saving Account (HPS)
- MIB Barkat Saving Plus Account (HP1)
- MIB Barkat Saving Premium Account (HP2)
- MIB Barkat Super Saving Account (HP3)
- MIB Imaan Saving Account (HSA)
- MIB Asaan Saving Account (ASA)
- MCB Islamic Asaan Remittance Saving Account (ARS)
- MIB Atfaal Saving Account (ATS)
- MCB Islamic Rozana Bachat Saving Account (RBS)
- MCB Islamic Rozana Bachat Saving Plus Account (RBP)
- MCB Islamic Rozana Bachat Saving Premium Account (RSP)
- MIB Rozana Bachat Super Saving Account (RSS)
- MCB Islamic Shandaar Account (MSA)
- MCB Islamic Asaan Digital Saving Account
- MCB Islamic Asaan Digital Remittance Saving Account
- MCB Islamic Freelancer Digital Saving Account

**12. In case the customer is salaried person, what documents shall be required as proof of their income?**

- Latest Salary Slip, OR
- Current Salary Certificate



**13. What is the end-to-end process for Account Opening through MCB Islamic Bank's Digital Onboarding Portal?**

A Customer can open a bank account through MCB Islamic Bank's Digital Onboarding portal in three simple steps:

- **Step 1:** Customer will fill up the Digital Account Opening form and submit it along with required documents on MCB Islamic Bank's Digital Onboarding portal. One of MCB Islamic Bank's representatives shall review the form and activate the account, in case of no discrepancies.
- **Step 2:** Customer will be required to visit his selected branch of MCB Islamic Bank for biometric verification within 60 calendar days from the date of Account Opening otherwise a debit block will be marked on this bank account of customer.
- **Step 3:** Once the biometric verification is completed, the bank account will be regularized and operational, and customers can start enjoying Bank's unmatched product offerings and services.

**14. Why is my cell phone number not being verified and returning an error when the same is active and in my personal use currently?**

To validate your credentials, Customers are required to apply for a MCB Islamic Bank's Digital account using the cell number registered against their own CNIC number with Pakistan Telecommunication Authority (PTA). In case of an error, Customers are requested to kindly enter the mobile phone number registered in their names only.

**15. What is the turnaround time for Account Opening through MCB Islamic Bank's Digital Onboarding portal?**

In case, all the required information and documentation is provided and there are no discrepancies, after the submission of application on Digital Onboarding portal, MCB Islamic Bank's shall activate the bank account within 2 working days.

**16. What shall happen to my account application in case if it is marked discrepant?**

In case if the account has been marked discrepant, because all the required information and documentation is not provided, customers shall receive an email detailing discrepancies within 2 working day from the date of submission of bank account application on the portal along with a link to resolve discrepancy(ies). Customer can resolve the relevant discrepancy (ies) and re-submit the account application for the Bank to review again and activate the account at its earliest.

**17. How can I get my account biometrically verified?**

You can get your MCB Islamic Bank's Digital Account biometrically verified by visiting your selected MCB Islamic Bank's Branch within 60 days from the date of account activation.

**18. What shall happen to my account in case if I am unable to get my account verified within 60 days?**

In case if the account is not biometrically verified within 60 calendar days from account activation, the same shall be temporarily blocked for any debit transactions.



**19. How can I get my account re-activated in case if not biometrically verified within 60 calendar days from initial activation?**

Any temporary blocked account shall be automatically activated and regularized and operational upon biometric verification and all transactional restrictions placed earlier shall be removed.

**20. Do I need to visit my selected branch for document verification?**

You are not required to visit any MCB Islamic Bank's branch for physical verification of your documents.

**21. Can I avail Cheque Book, Debit Card, SMS Alerts, and other facilities prior to getting my account biometrically verified?**

All services and offerings offered by MCB Islamic Bank shall only be available after the account has been biometrically verified.

**22. Where will the Cheque Book and Debit card be delivered?**

The Cheque Book shall be collected by you as per existing process from your selected branch, selected by you at the time of submission of Digital Onboarding application. Debit Card will be couriered to your registered mailing address.

**23. How can I get my Debit Card and Cheque Book activated?**

At the time of collection of Cheque Book, MCB Islamic Bank's representative, prior to handing the Cheque Book over to you will get Cheque Book activated for you. At the time of collection of Debit Card, you can get it activated from the branch; PIN will then be generated by you through MCB Islamic Bank's ATM or you can activate it through our helpline 042-111-222-642.

**24. How shall I get the credentials for MCB Islamic Bank's Internet Banking and Mobile App?**

Customer can sign up for MCB Islamic Bank's Internet Banking and mobile app themselves once the bank account is active. ~~& Debit Card is issued.~~ Upon signing up, you will be required to set your personalized credentials in order to access MCB Islamic Bank's Internet Banking and App.

**25. How can I link my MCB Islamic Bank's Digital Account in case if I am an existing customer of MCB Islamic Bank's?**

MCB Islamic Bank's Internet Banking/Mobile app automatically links any new account of existing customer with previous existing ones.

**26. How can I get any information provided at the time of Account Opening amended in MCB Islamic Bank's records?**

Customers can get the information amended by visiting his/her selected MCB Islamic Bank's branch to have the information updated.



**MCB Islamic Bank Ltd.**

بائبرکت سے بینکار کے، ہمارے ذمہ دار کے

**27. Shall Zakat be deductible on my MCB Islamic Bank's Digital Account?**

Yes, Zakat shall be deductible on all Saving Accounts. In order to request for Zakat exemption, kindly upload the Zakat Declaration Form (CZ50) prior to 1st of Shabaan on the portal.

**28. Shall taxes apply on my MCB Islamic Bank's Digital account?**

All taxes shall apply as per the latest Finance Bill.

For any further queries, feel free to write to us at [info@mcbislamicbank.com](mailto:info@mcbislamicbank.com) or contact us at our 24/7 helpline number **042-111-222-642**.