

MCB Islamic Foreign Exchange Portal

User Manual for Customers

1. Customer will be required to visit MCB Islamic Banks's corporate website www.mcbislamicbank.com and click on the MCB Islamic Foreign Exchange Portal link as below:

<https://www.mcbislamicbank.com>

2. After clicking the MCB Islamic Foreign Exchange Portal link, system will take the user to the below mentioned page for new customer registration or login to existing customers for submission of FX Cases.



- For registration purpose, new users will click on “Sign Up” tab and the system will open the following Customer “Sign Up” page:

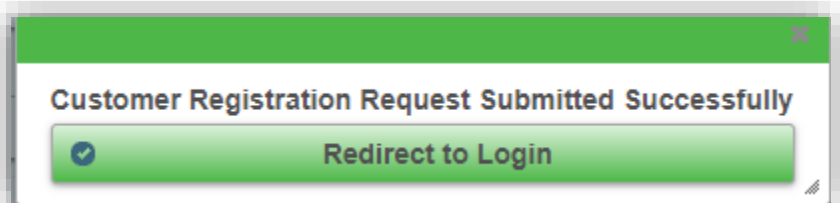
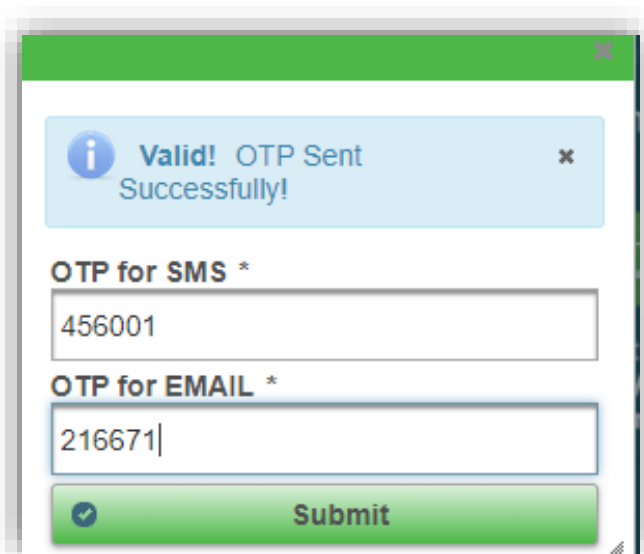


User will be required to select Branch Code from drop down menu (LOV).

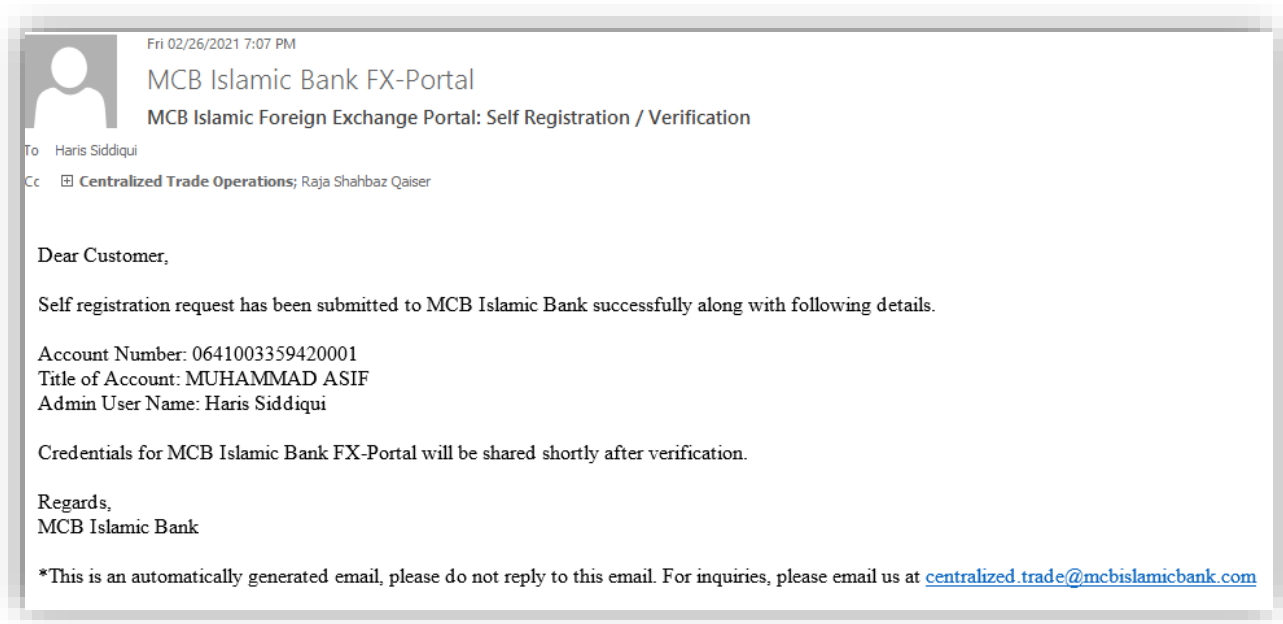
Users will insert their complete 16-digit account number along. Title of Account, will be fetched automatically with respect to account number from Bank’s system.

Customer will add desired Brief Profile, customer name (Nominated User), phone No. Mobile No. and email address information, and after Accepting Terms & Conditions, customer will submit request for registration. The customer’s registration request will be processed.

- After Submission of Registration Form, customer will receive OTP on registered Mobile Number and email for verification / Authentication.



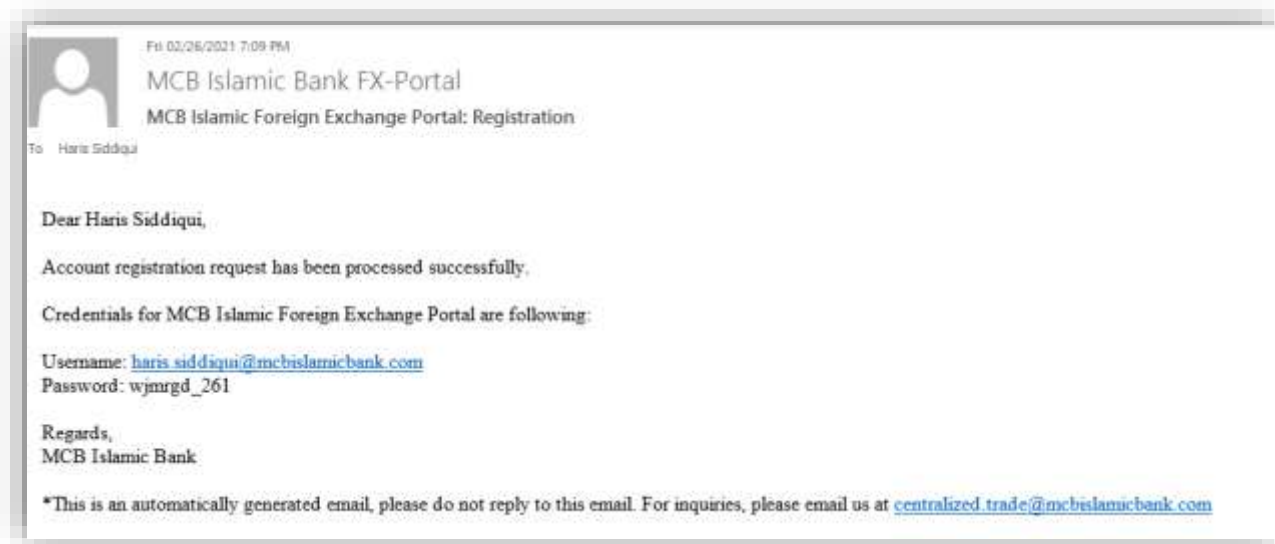
On successful verification of OTP number, Customer will receive login credentials on their registered email address.



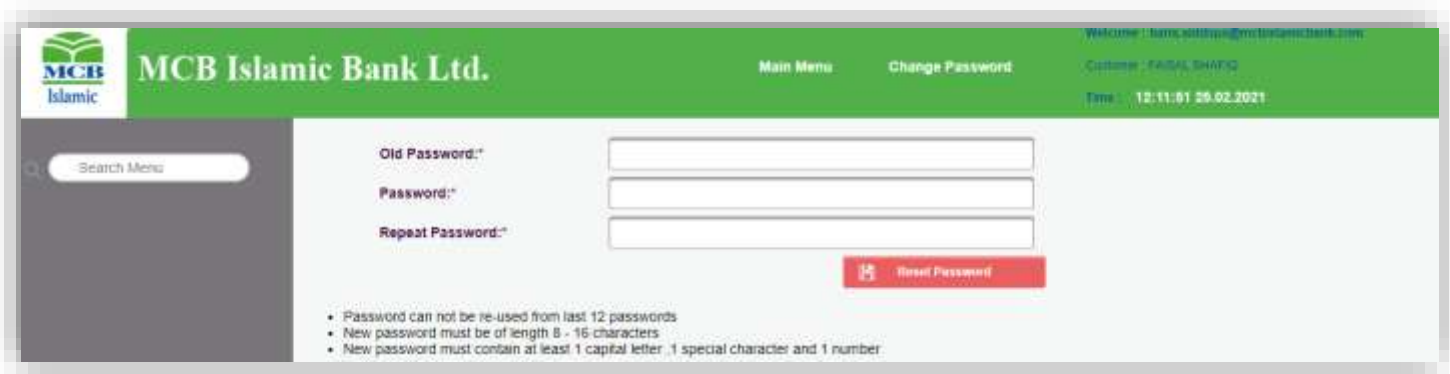
Note: After submission of online registration, customer should submit registration form to respective parent branch as available in “Annexure-I” duly approved by authorized signatories of Account along with CNIC copy/copies of nominated users for Bank’s verification.

For Singly Operated/Sole Proprietorship account, only account holder have the authority to register at portal himself as well as nominated user in registration shall only be the account holder himself.

After Bank Verification Customer will receive following **Credentials** e-mail.



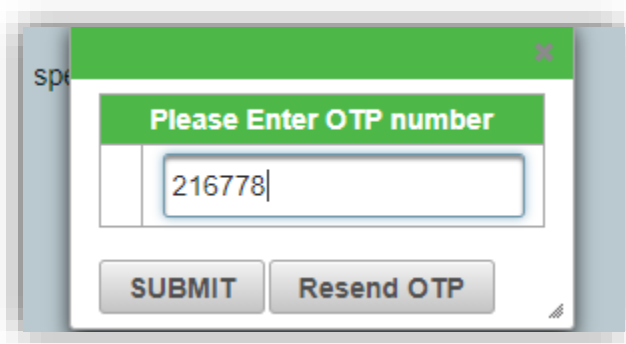
5. After logging in successfully, Customer will be required to change their password after their first login.



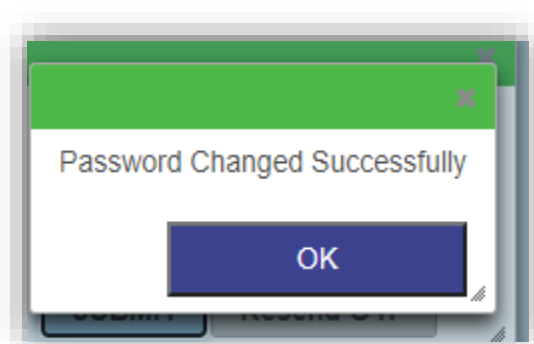
The screenshot shows the 'Change Password' page of the MCB Islamic Bank website. The header includes the bank logo, name, and navigation links for 'Main Menu' and 'Change Password'. The user is identified as 'FADAL SHAFIQ' and the time is 12:11:01 on 26.02.2021. The form contains three input fields: 'Old Password:', 'Password:', and 'Repeat Password:'. A red 'Reset Password' button is located below the fields. A list of password requirements is provided at the bottom:

- Password can not be re-used from last 12 passwords
- New password must be of length 8 - 16 characters
- New password must contain at least 1 capital letter , 1 special character and 1 number

On changing password, Customer will receive an OTP Number on his E-mail Address



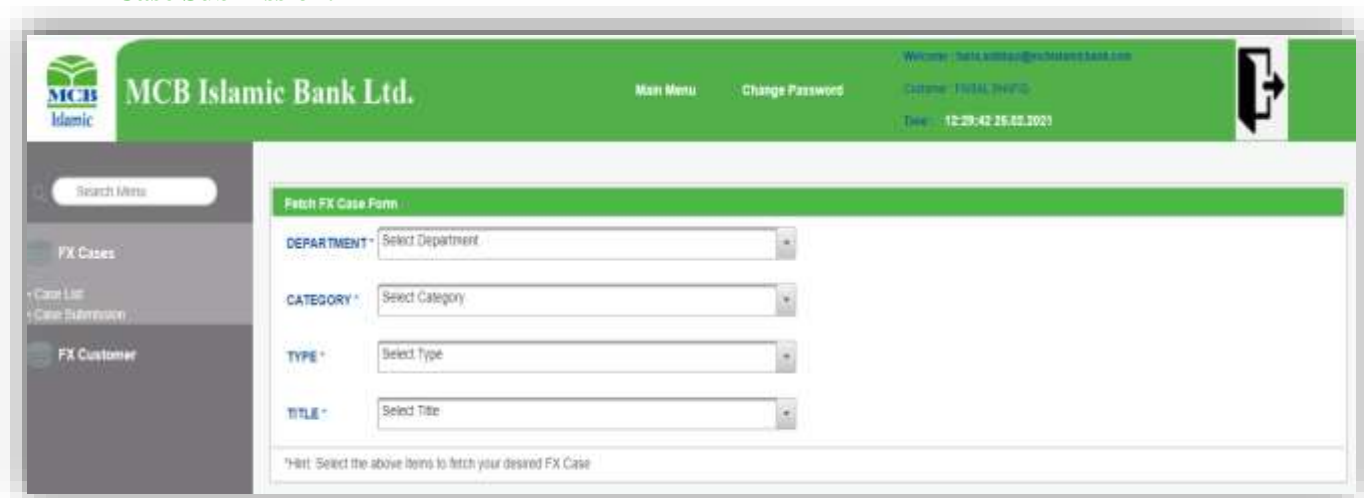
The screenshot shows a dialog box titled 'Please Enter OTP number'. It features a text input field containing the number '216778'. Below the input field are two buttons: 'SUBMIT' and 'Resend OTP'.



The screenshot shows a dialog box titled 'Password Changed Successfully'. It contains a single blue button labeled 'OK'.

6. the following main screen will be displayed for customer to initiate and submit their cases and also add user for case registration for the same:

Case Submission:

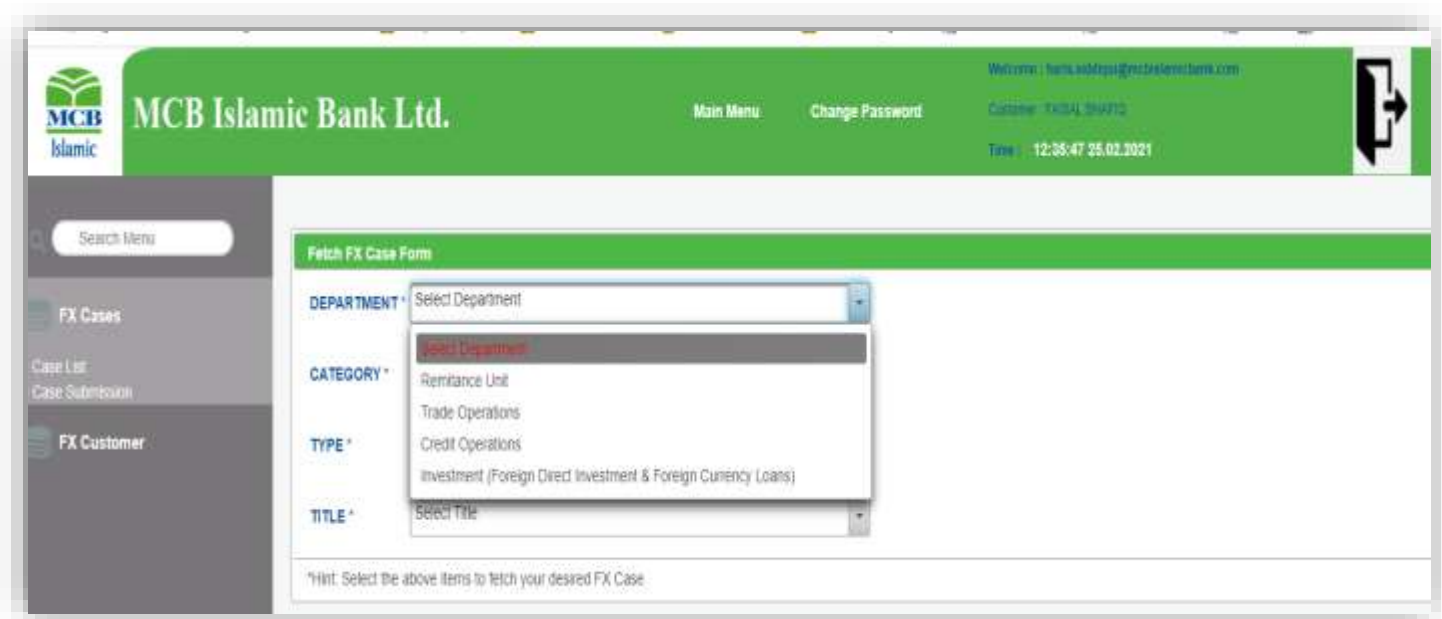


The screenshot displays the 'Fetch FX Case Form' page. The header is consistent with the previous screenshots. The main content area contains a form with four dropdown menus: 'DEPARTMENT*', 'CATEGORY*', 'TYPE*', and 'TITLE*'. Below the form, a note states: '*Hint: Select the above items to fetch your desired FX Case'. The left sidebar shows navigation options for 'FX Cases', 'Case List', 'Case Submission', and 'FX Customer'.

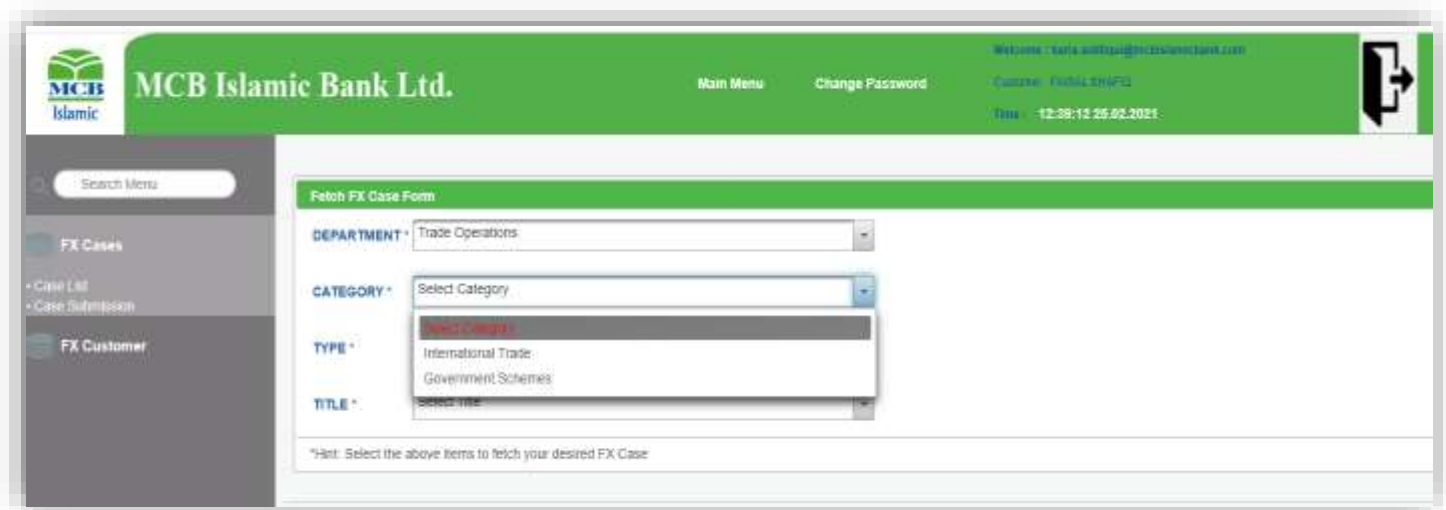
User Addition:



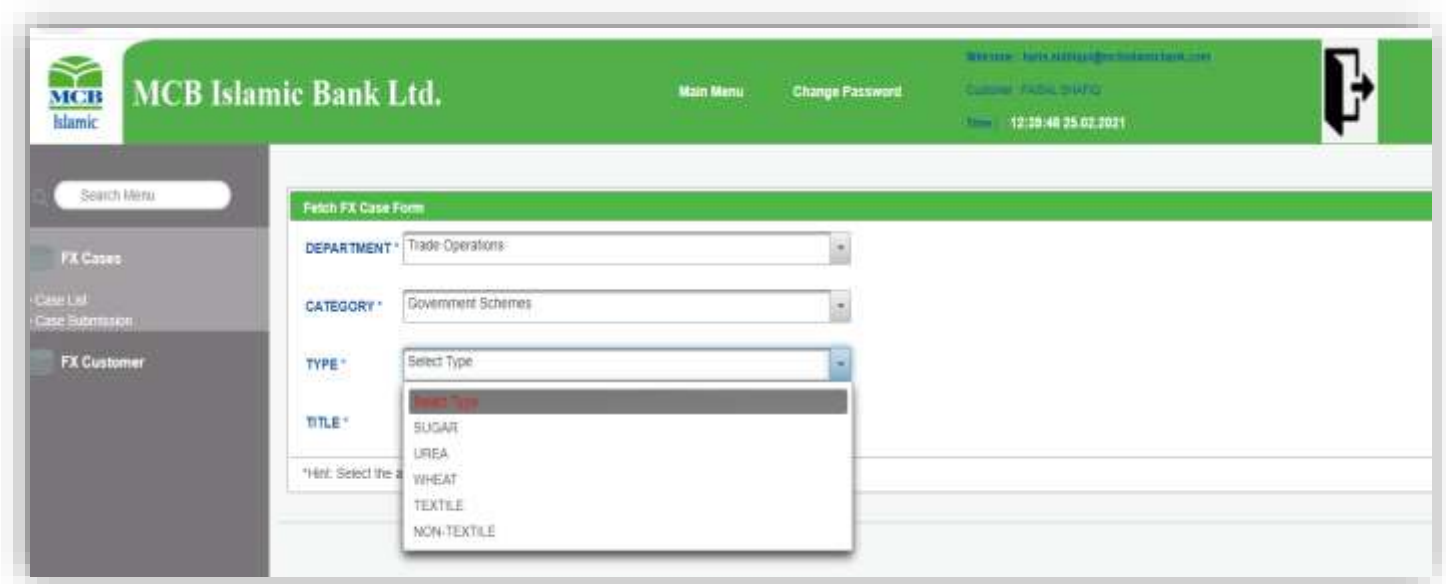
7. Users will be required to select the Department from the list of values:



8. After selecting the Department, users will be required to select the Category from the LOV as highlighted below:

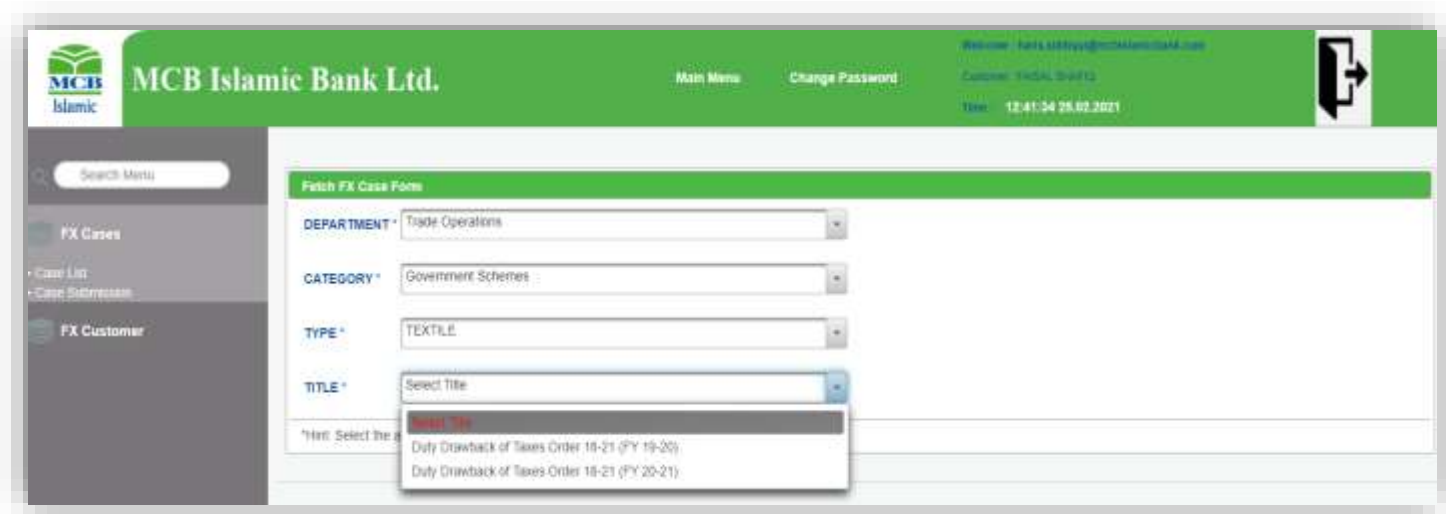


9. After selecting the Category, users will be required to select the Case Type from the LOV as highlighted below



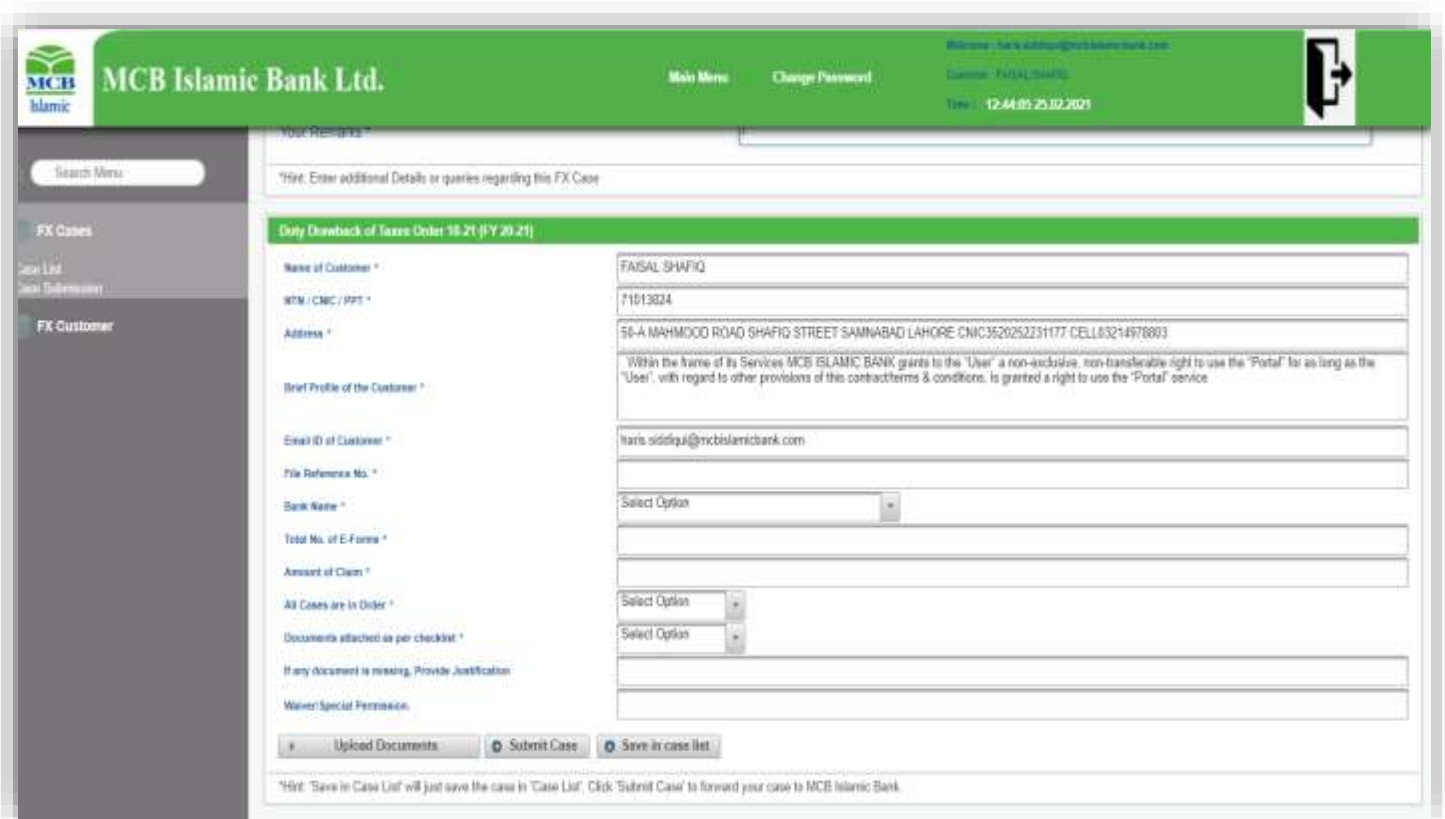
The screenshot shows the 'Fetch FX Case Form' interface. The 'DEPARTMENT' dropdown is set to 'Trade Operations' and the 'CATEGORY' dropdown is set to 'Government Schemes'. The 'TYPE' dropdown is open, showing a list of options: SUGAR, UREA, WHEAT, TEXTILE, and NON-TEXTILE. The 'TITLE' field is currently empty. A hint below the title field reads: '*Hint: Select the...'. The top navigation bar includes the MCB Islamic logo, 'Main Menu', 'Change Password', and user information: 'User: hris.ahmad@mcblsmbank.com', 'Custom: FASAL SHAFIQ', and 'Time: 12:29:48 25.02.2021'.

10. After selecting the Case Type, users will be required to select the Case Title from the LOV as highlighted below



The screenshot shows the 'Fetch FX Case Form' interface. The 'DEPARTMENT' dropdown is set to 'Trade Operations' and the 'CATEGORY' dropdown is set to 'Government Schemes'. The 'TYPE' dropdown is set to 'TEXTILE'. The 'TITLE' dropdown is open, showing a list of options: Duty Drawback of Taxes Order 18-21 (FY 19-20) and Duty Drawback of Taxes Order 18-21 (FY 20-21). The 'TITLE' field is currently empty. A hint below the title field reads: '*Hint: Select the...'. The top navigation bar includes the MCB Islamic logo, 'Main Menu', 'Change Password', and user information: 'User: hris.ahmad@mcblsmbank.com', 'Custom: FASAL SHAFIQ', and 'Time: 12:41:04 25.02.2021'.

- After selecting the Case Title, the system will display the case form for users to fill. This form will be different based on the Case Title selected by the user.



MCB Islamic Bank Ltd.

Home - faizal.siddiqi@mcbslamicbank.com
 Current - Faizal Siddiqi
 Time - 12:44:05 25.02.2021

Search Menu

FX Cases
 Case List
 Case Submissions
 FX Customer

Your Remarks *

*Hint: Enter additional Details or queries regarding this FX Case

Daily Drawback of Taxes Order 18-21 (FY 20-21)

Name of Customer * FAISAL SHAFIQ
 NTN / CNIC / PPS * 71013024
 Address * 50-A MAHMOOD ROAD SHAFIQ STREET SAMNABAD LAHORE CNIC3620252231177 CELL03214970003
 Brief Profile of the Customer *
 (Within the frame of its Services MCB ISLAMIC BANK grants to the 'User' a non-exclusive, non-transferable right to use the 'Portal' for as long as the 'User', with regard to other provisions of this contract/terms & conditions, is granted a right to use the 'Portal' service.
 Email ID of Customer * faizal.siddiqi@mcbslamicbank.com
 File Reference No. *
 Bank Name * Select Option
 Total No. of E-Forms *
 Amount of Claim *
 All Cases are in Order * Select Option
 Documents attached (a per checklist) * Select Option
 If any document is missing, Provide Justification
 Waiver/Special Permission

Upload Documents Submit Case Save in case list

*Hint: 'Save in Case List' will just save the case in 'Case List'. Click 'Submit Case' to forward your case to MCB Islamic Bank.

- Users will be required to attach all required documents using upload documents section.
- Users can also save the form to complete later using save in case list or
- Users will submit the request if all required information has been provided.



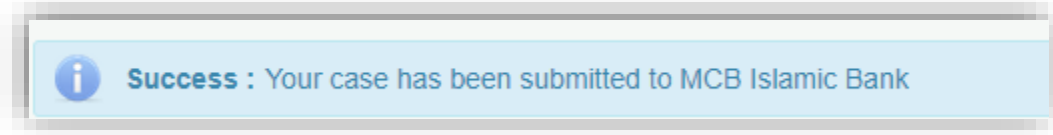
Document Title	Document	Size/Type	Uploaded Date	Actions
Annexure B1 *	Uploaded	912 KB - PDF	Feb 25, 2021	Choose View Remove
Any Other Document	Pending	912 KB - ANY		Choose View Remove
Any Other Document 2 *	Uploaded	912 KB - ANY	Feb 25, 2021	Choose View Remove
Any Other Document 3 *	Uploaded	912 KB - ANY	Feb 25, 2021	Choose View Remove
Any Other Document 4 *	Uploaded	912 KB - ANY	Feb 25, 2021	Choose

Hint: "" Indicates mandatory Documents

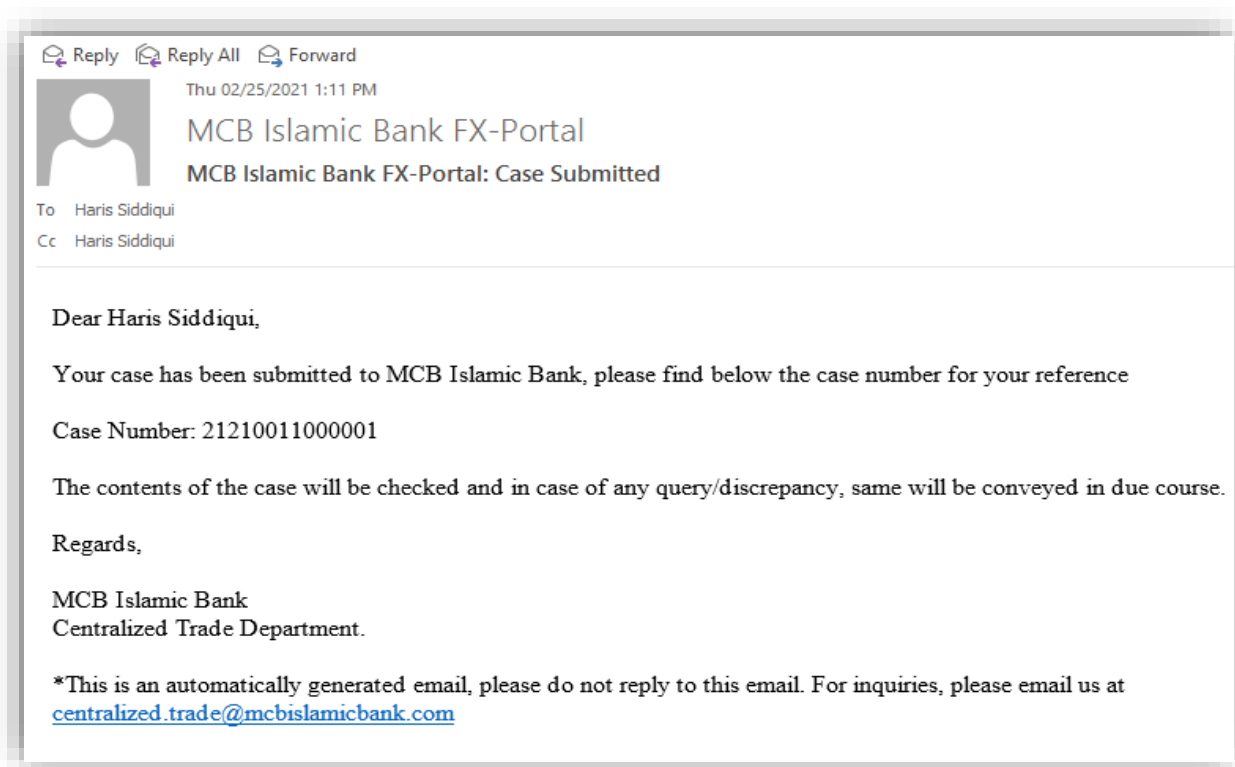
15. Your remarks option is mandatory before submitting case to MCB Islamic Bank.



On inputting remarks, User will receive a success message and confirmation e-mail.



16. Same will be acknowledged also through automatic e-mail generation from MCB Islamic Bank FX-Portal



17. User can view updated Status s of all case from MCB Islamic Bank



Note: New case input time to customer from 9:00 AM to 5:00PM. However, MCB Islamic Bank FX-Portal is available 24/7 for customer Registration.

Annexure-I



MCB Islamic Bank Ltd.

MCB Islamic Foreign Exchange Portal REGISTRATION FORM FOR INDIVIDUAL/ENTITY ACCOUNTS

Please fill out the form in BLOCK LETTERS

Date _____

Individual Account Details

Account Maintaining Branch name _____ Code _____

Account Number IBAN (24 Characters) _____

Account title _____

ID/CNIC # _____ Cell Number _____

E-Mail Address _____

(This e-mail address will be used for sharing of first time password and all communications related to the MCB Islamic Foreign Exchange Portal)

Entity Account Details

Account Maintaining Branch name _____ Code _____

Account Number IBAN (24 Characters) _____

Account title _____ NTN/Registration # _____

Nominated User Details (for use of MCB Islamic Foreign Exchange Portal on Behalf of Entity)

Title: _____ First Name: _____ Middle Name: _____ Last Name: _____

Designation: _____ Department: _____

ID/CNIC # _____ Cell Number _____

E-Mail Address _____

(This e-mail address will be used for sharing of first time password and all communications related to MCB Islamic Foreign Exchange Portal)

***Please provide CNIC/ID Copy of the Nominated User.**

Undertaking by Account Holder/Authorized Signatory(ies)

I/We confirm that I/we am/are the Authorized Signatory (ies) of the account as per the authority delegated to me/us through the provisions of the account. Being the signatory of entity account, I/we authorize the person, whose details are appended above, to register, login and operate the MCB Islamic Foreign Exchange Portal (Portal) on my/our and/or on behalf of the entity. I/we undertake to bear the ultimate responsibility for the use of the portal by me/us or by the nominated user and further undertake to inform the Bank in case of any change in the nominated user's eligibility, cessation or replacement. I/we further confirm, declare and accept the following:

- I/We have read and understood the "Terms and Conditions for MCB Islamic Foreign Exchange Portal" (the "T&Cs" reproduced herein) and I/we duly acknowledge and accept that irrespective of any authorization/delegation to the person(s) named above, I/we shall always be bound by the T&Cs;*
- I/we acknowledge that although I/we are authorizing the person(s) named above to act on my/our behalf, I/we shall continue to be personally/jointly/severally liable for any/all transaction(s) carried about by Nominated User named above or any other User nominated at a later stage.*
- Any act(s) regarding usage of Portal done by the Nominated User named above shall always be construed as though the acts were carried out by myself/ourselves and in case any loss or damage is suffered by the Bank, or any claim is made against the Bank due to unauthorized/illegal/unlawful/fraudulent usage of the Portal either by the Nominated User named above or by any other person, I/we shall keep the Bank fully indemnified.*

Authorized Signatory Name _____ Authorized Signatory Name _____

Authorized Signatory Name _____ Authorized Signatory Name _____



For MCB Islamic Bank Use Only

- Signature Verified
- CNIC/Identity document of customer is valid
- Copy of CNIC of Nominated User available & valid
- Nominated User's NADRA Verisys Performed
- Name Screening of Nominated User Performed

Comments (if any) _____

Branch Operations Manager

Branch Manager

For MCB Islamic Bank Use Only

User ID Creation Date: _____

Staff Name: _____

Assigned User ID: _____

Signatures: _____