Trust Money

User Manual

Content

1. Download

Search "Trust-Money" through Apple Store or Google Play for downloading or Scan below QR code for App Store or Play Store.
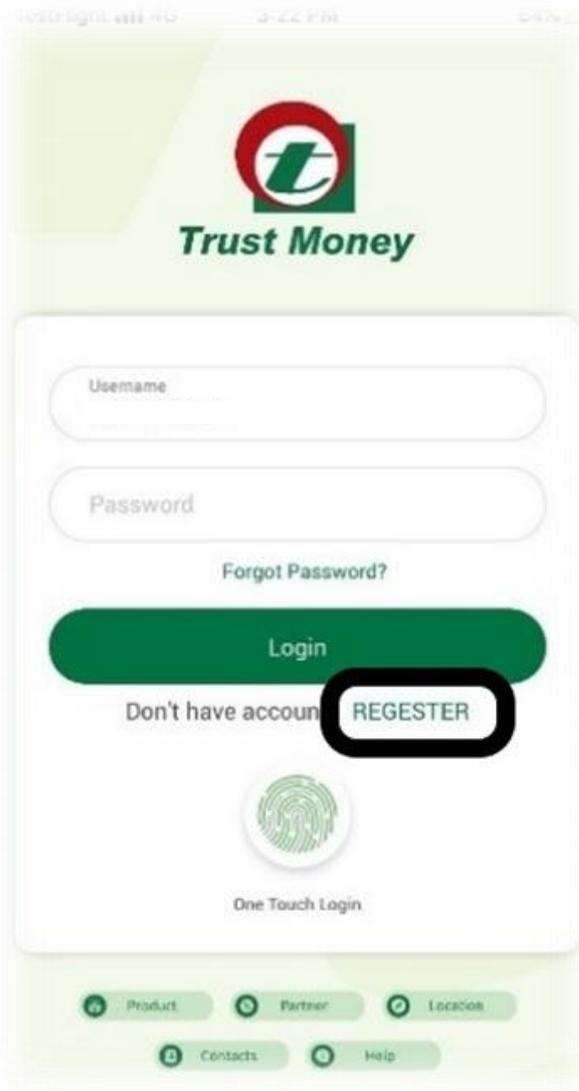
2. Registration

Please ensure the following are at hand before you proceed:

• Your Account Number.
• Your Credit Card Details (Number, Expiry Date)
• Your registered mobile number and e-mail ID
• Mobile phone with the number registered with the bank to receive OTP

(If your contact details have not been updated, please visit your nearest branch to update these KYC details before you register for Trust-Money mobile banking services.)

Step 1 - Click on REGESTER

Step 2 - Choose Registration Option (Account Number or Card Number)
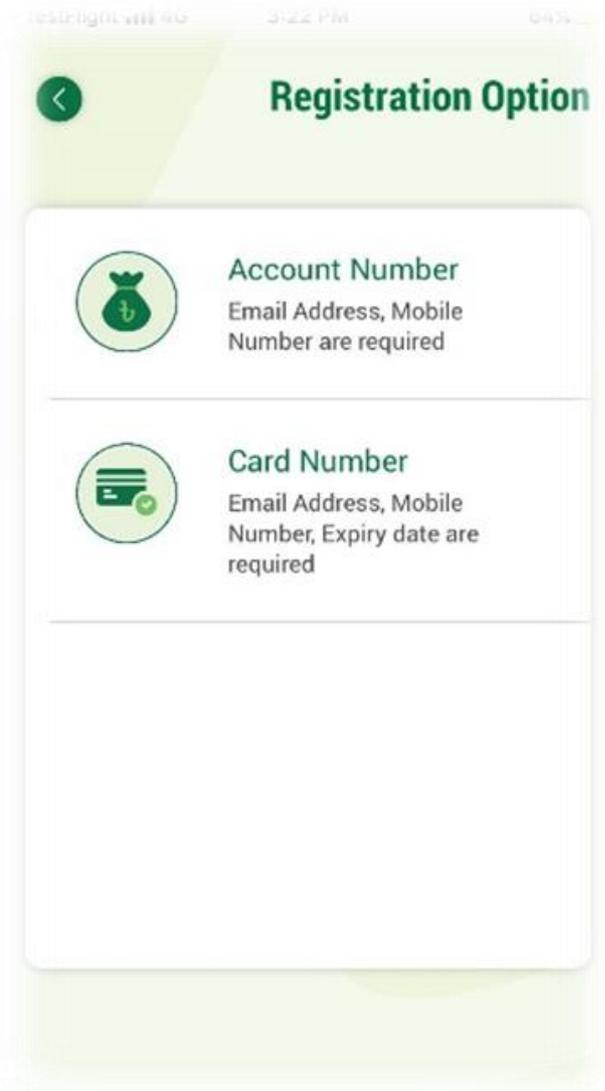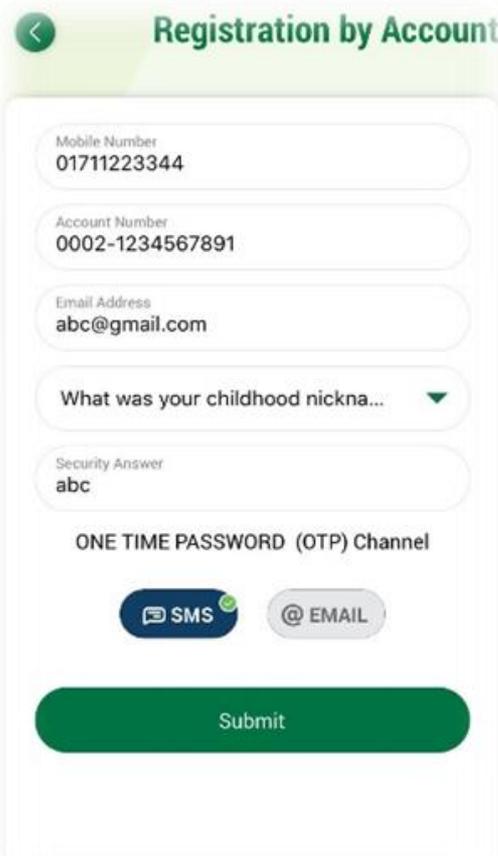
Registration by Account 2.1

Step 3 - Registration by Account:
Step 4 - Insert Mobile Number, Account Number, Select Security Question and insert Answer.

Step 5 - Choose OTP Channel & Click Submit Button.
Step 6 - You will get OTP from TBL-Digital Banking
Step 7 - Insert OTP

Step 8 - After insert OTP, you will get SMS from TBL-Digital Banking.

Thanks for registering at TBL-Digital Banking. After verification you will get user id & password. For any query please call at 16201

Step 9 - After verification, confirmation SMS will get from TBL-Digital Banking with USER & Temporary Password within 72 hours.
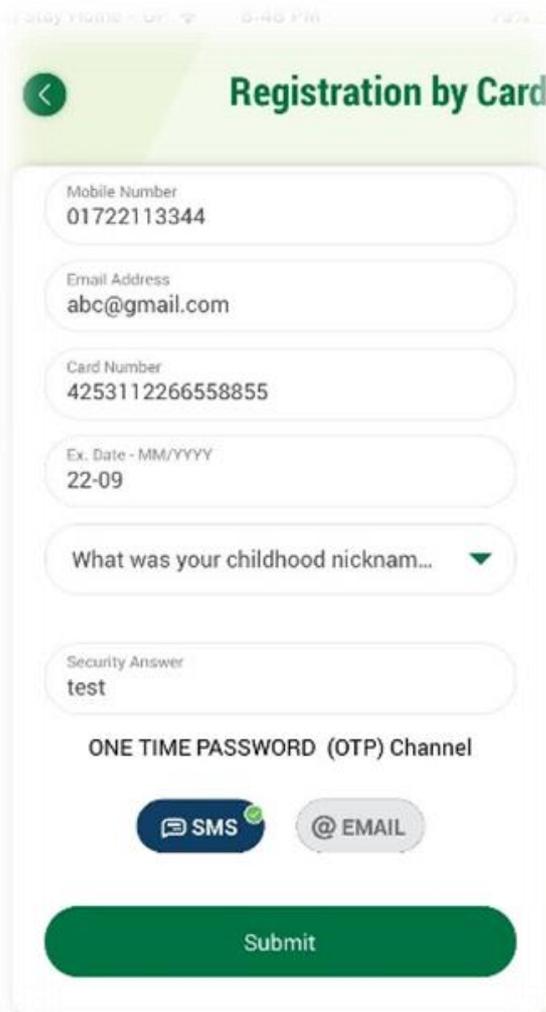
Congrats! TBL-Digital Banking A/C reg. is successful. Your User ID is TBL1000226 and temp. password is 7367930. Enjoy Digital Banking with Trust Bank.

Step 10 - Login with USER & Temporary password. Please note that first time password change is mandatory.

Registration by Card 2.2

Step 3 - Registration by Card
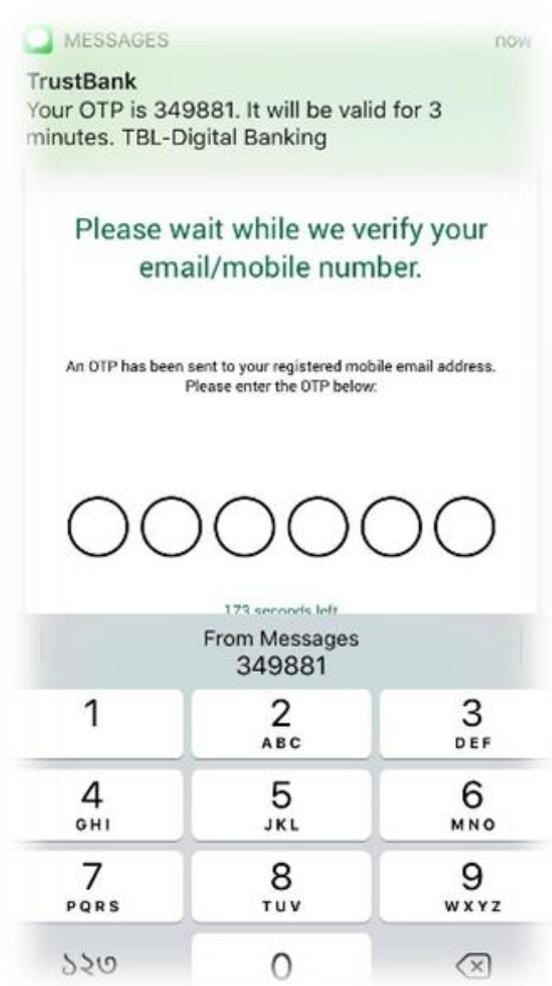**Step 4 -** Insert Mobile Number, Account Number, Select Security Question and insert Answer.

Step 5 - Choose OTP Channel & Click Submit Button.
Step 6 - You will get OTP from TBL-Digital Banking
Step 7 - Insert OTP

Step 8 - After insert OTP, you will get confirmation SMS from TBL-Digital Banking.

Thanks for registering at TBL-Digital Banking. After verification you will get user id & password. For any query please call at 16201

Step 9 - After verification another SMS will get from TBL-Digital Banking with USER & Temporary Password within 72 hours.

Congrats! TBL-Digital Banking A/C reg. is successful. Your User ID is TBL1000226 and temp. password is 7367930. Enjoy Digital Banking with Trust Bank.

Step 10 - Login with USER & Temporary password. Please note that first time password change is mandatory.

3. Account/Card List & Details

3.1 Account List & Details

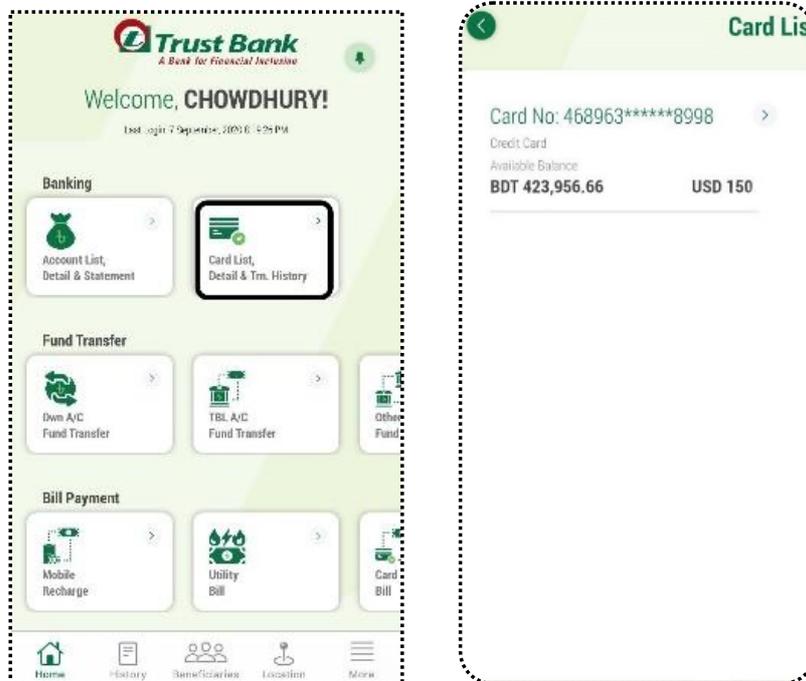**Step 1 -** After Login Trust-Money App, in Banking Section Click on Account List & Details icon.
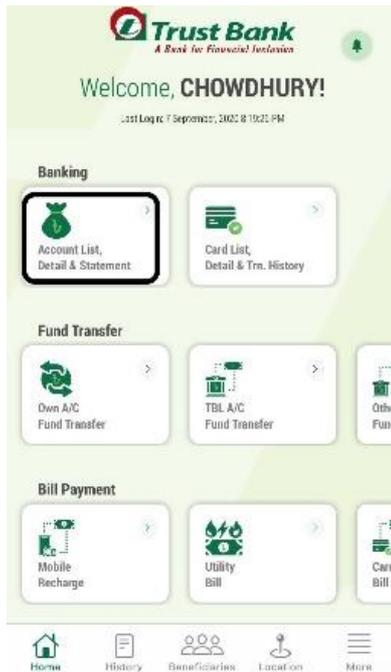
Step 2 - Your all Account will be shown in Account List under same CIF
Step 3 - Click on Account, Statement will be show (Last 15 Days)

3.2 Card List & Details

Step 1 - After Login Trust-Money App, in Banking Section Click on Card List Details icon.

Step 2 - Your Credit Card Balance (BDT & USD) will be shown
Step 3 - Click on Card No, Card Details will be shown.

4. Fund Transfer

4.1 Own A/C Transfer

Step 1 - Select Source Account

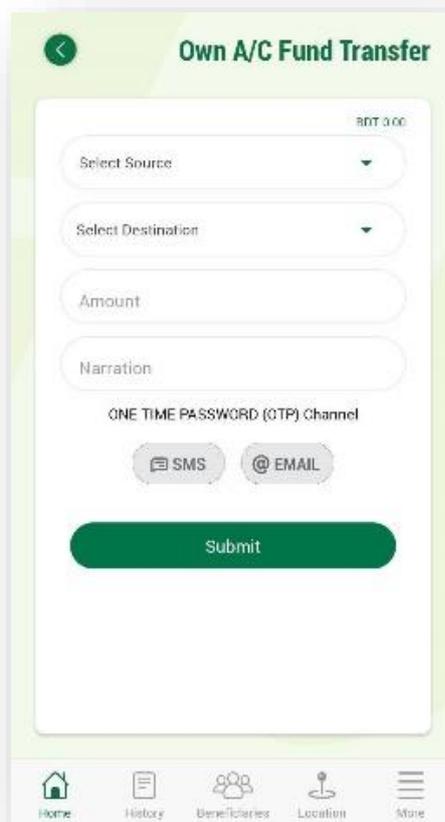**Step 2 -** Destination Account (Accounts Under Same CIF)

Step 3 - Amount

Step 4 - Narration

Step 5 - Choose OTP Channel & Click Submit Button.

Step 6 - You will get OTP from TBL-Digital Banking.

Step 7 - After Insert OTP, Transaction Successful Massage Will Appear.

4.2 TBL Account Fund Transfer

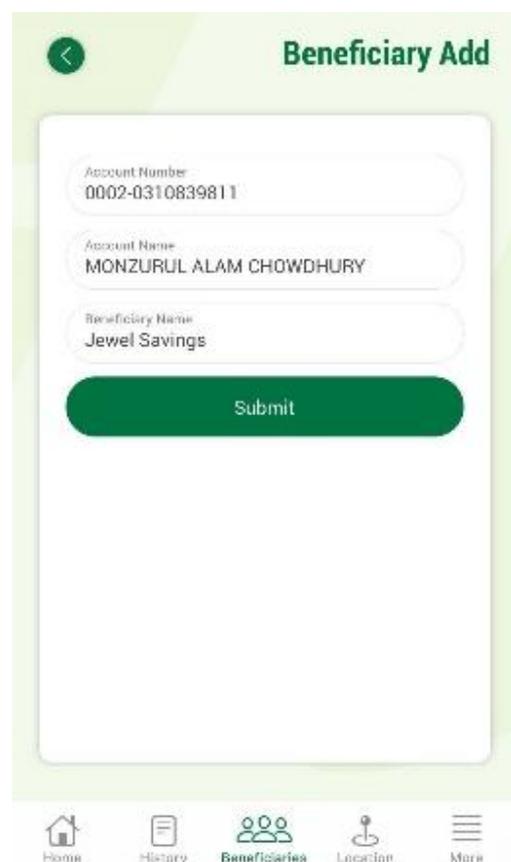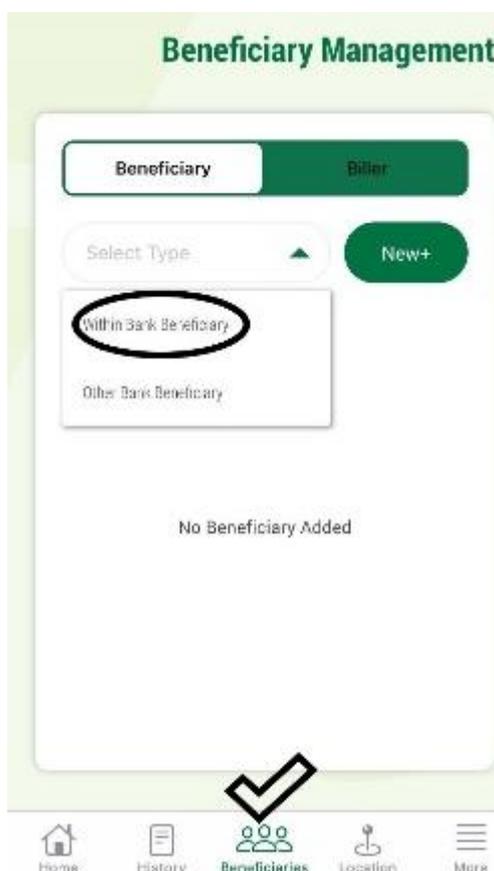First Time Beneficiary add is Mandatory for TBL account Fund Transfer.

Step 1 - Click on Beneficiary icon
Step 2 - Select Type & Click on NEW Button
Step 3 - Insert TBL account number, Name will automatically appear.
Step 4 - Insert Beneficiary name then Submit Button
Step 5 - Successfully Added Your Beneficiary Account Massage will appear.

Click on TBL A/C Fund Transfer Icon.

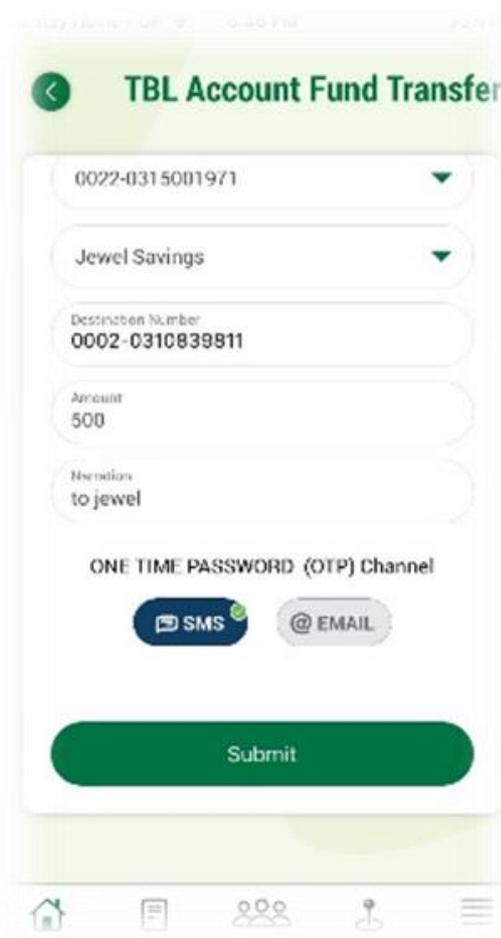**Step 1 -** Select Source Account
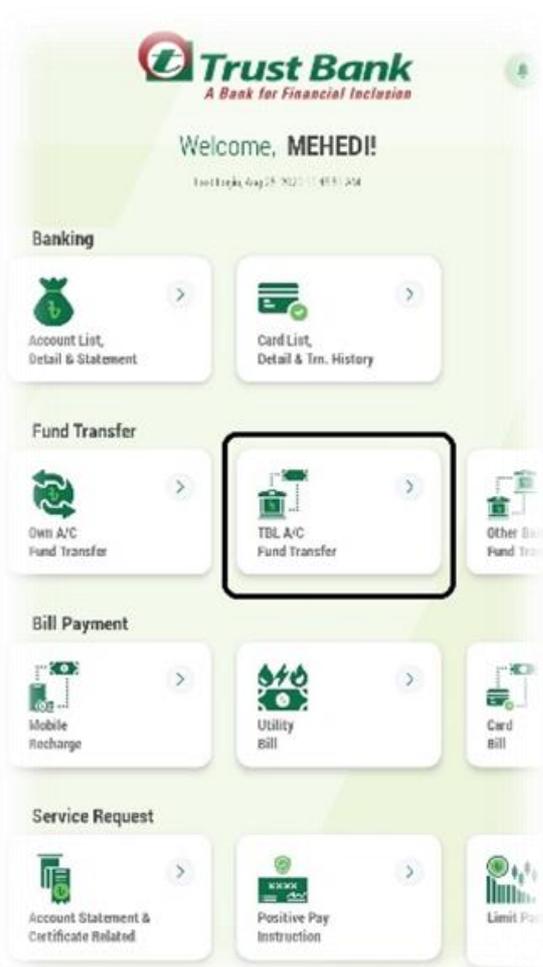**Step 2 -** Destination Account
Step 3 - Amount
Step 4 - Narration
Step 5 - Choose OTP Channel & Click Submit Button.
Step 6 - You will get OTP from TBL-Digital Banking.
Step 7 - After Insert OTP, Transaction Successful Massage Will Appear.

4.3 TBL Account to Other Bank (BEFTN)

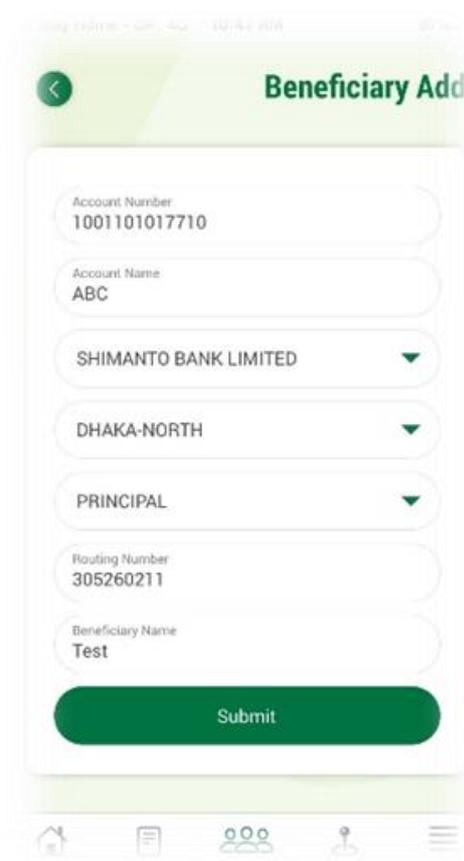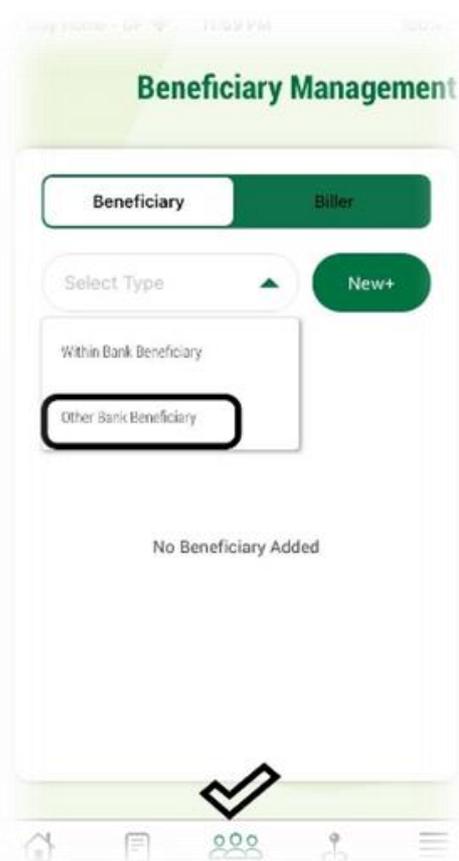First Time Beneficiary add is Mandatory for TBL account to Other Bank Transfer (BEFTN)

Step 1 - Click on Beneficiary icon
Step 2 - Select Type & Click on NEW Button
Step 3 - Insert TBL account number, Name will automatically appear.
Step 4 - Insert Beneficiary name then Submit Button
Step 5 - Successfully Added Your Beneficiary Account Massage will appear.

Click on Other Bank Fund Transfer Icon.

Step 1 - Select Source Account

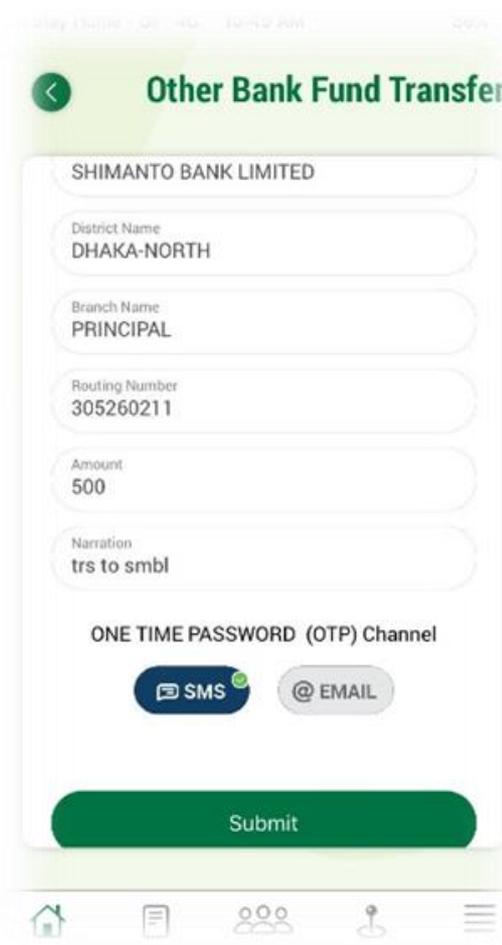**Step 2 -** Destination Account from Drop Down List (Beneficiary List)
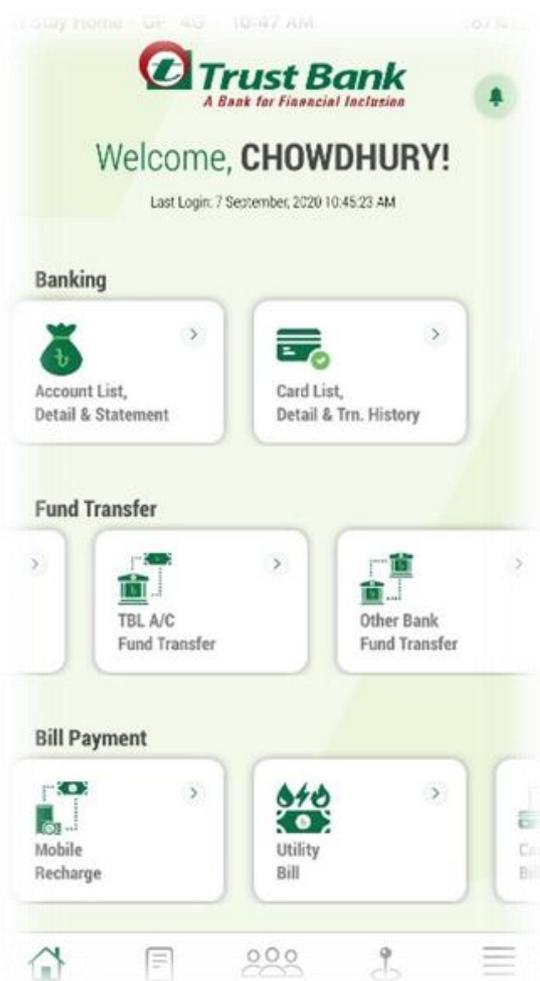
Step 3 - Insert Amount

Step 4 - Narration

Step 5 - Choose OTP Channel & Click Submit Button.

Step 6 - You will get OTP from TBL-Digital Banking.

Step 7 - After Insert OTP, Transaction Successful Massage Will Appear.
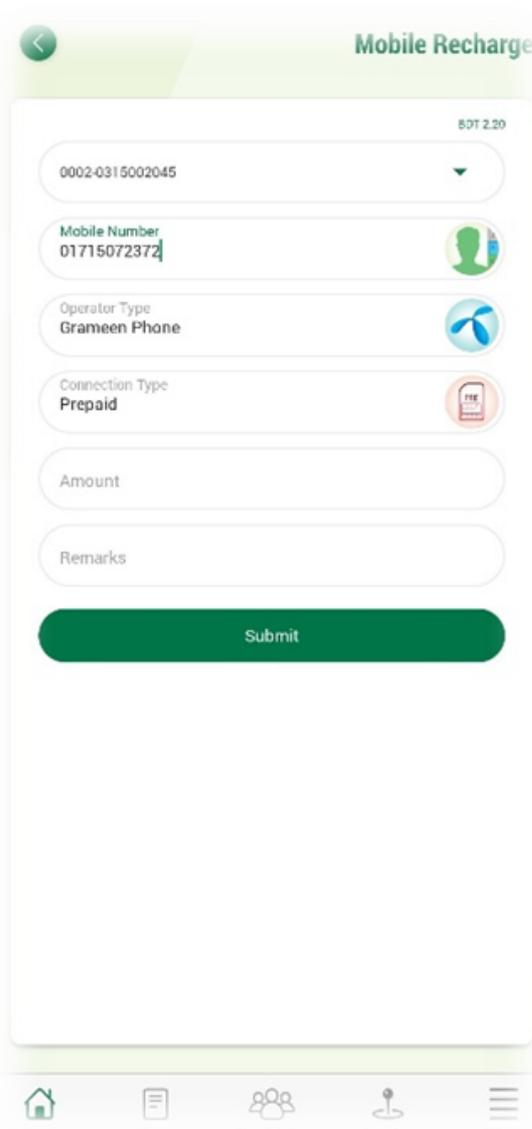
5. Bill Payment

5.1 Mobile Recharge

Step 1 - Select Source Account

Step 2 - Type Mobile Number or Select from Mobile Contact

Step 3 - Insert amount For Prepaid (50 BDT to 1000 BDT) &

Post Paid (50 BDT to 3000 BDT)

Step 4 - Remarks

Step 5 - Click on Submit Button, Mobile Recharge Successful Massage Wil Appear.

5.2 Utility Bill (DESCO & DPDC)

Step 1 - Select Source Account
Step 2 - For DESCO Bill payment insert DESCO Bill Number or Insert DPDC Bill Number for DPDC Bill Payment
Step 3 - Remarks
Step 4 - Choose OTP Channel & Click Submit Button.
Step 5 - After Submit Button You Will Get Bill Information
Step 6 - After Submit Button You will get OTP from TBL-Digital Banking.
Step 7 - After Insert OTP, Transaction Successful Massage Will Appear.

5.3 Credit Card Bill Payment (BDT)

First Time Biller add is necessary for TBL account to Credit Card Bill Payment (BDT)

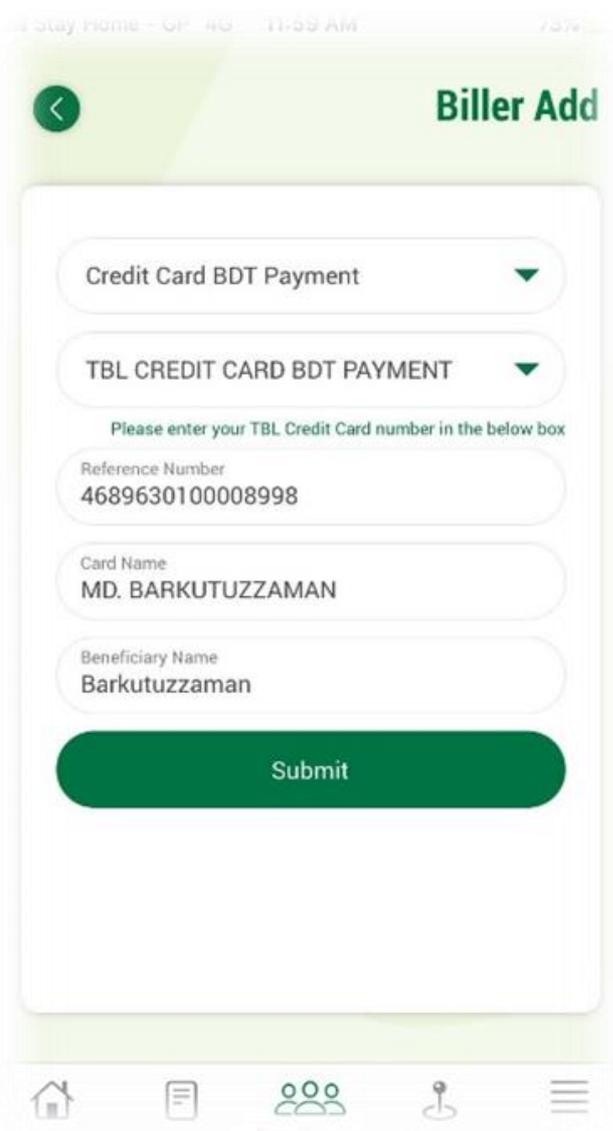**Step 1 -** Click on Beneficiaries icon then Select Biller
Step 2 - Select Credit Card BDT Payment Then Click New Button
Step 3 - Select Biller Type & Biller Name
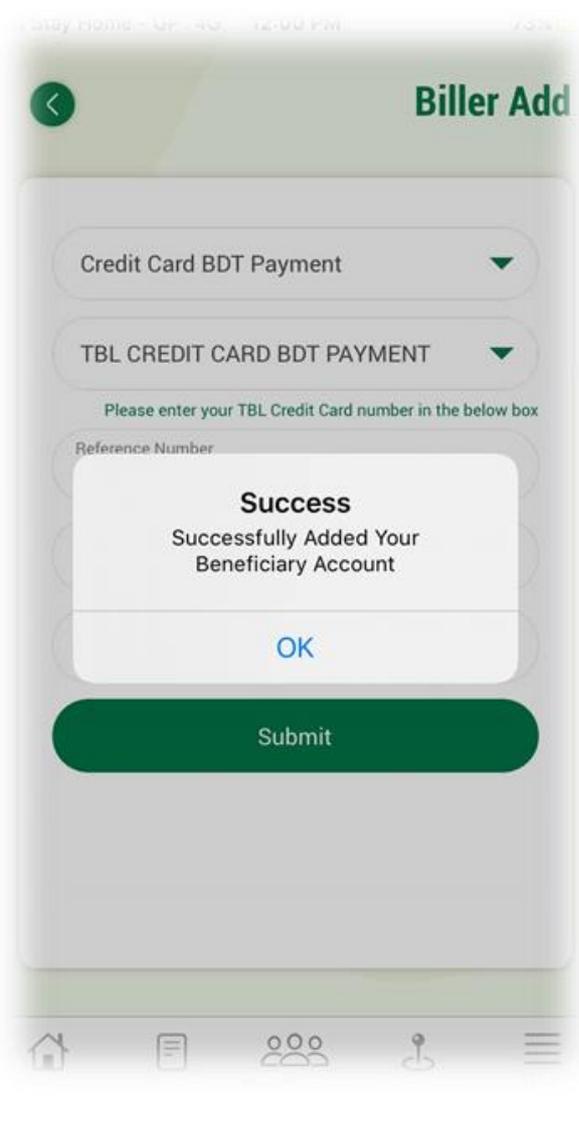**Step 4 -** Insert 16 Digit Card Number, Card Name Will Automatically Appear
Step 5 - Insert Beneficiary Name Then Click Submit Button
Step 6 - Successfully Massage Will Appear.

Click on Card Bill Icon.

Step 1 - Select Source Account

Step 2 - Destination Account from Drop Down List (Beneficiary List)

Step 3 - Insert Amount

Step 4 - Narration

Step 5 - Choose OTP Channel & Click Submit Button.

Step 6 - Bill Payment Information Will Appear

Step 6 - You will get OTP from TBL-Digital Banking.

Step 7 - After Insert OTP, Transaction Successful Massage Will Appear.

6. bKash Payment

Step 1 - Click on **Bkash** Icon

Step 2 - First Time Beneficiary Add is Mandatory for Transaction. Go to bKash **Beneficiary Add Menu**

Step 3 - Insert bKash Account Number, Beneficiary Name then Click on Submit Button.

Step 4 - After Successfully Add Beneficiary List, Check Name from Beneficiary List.
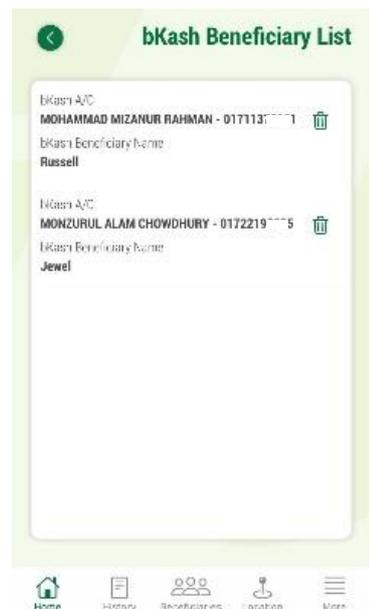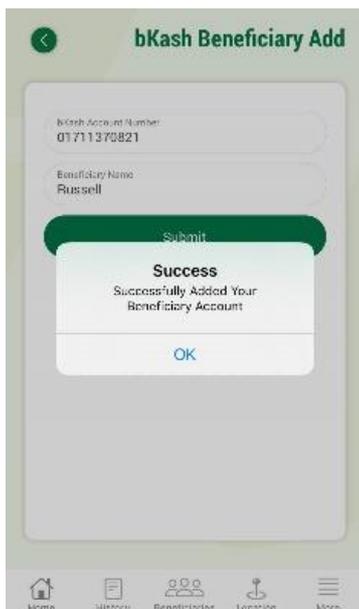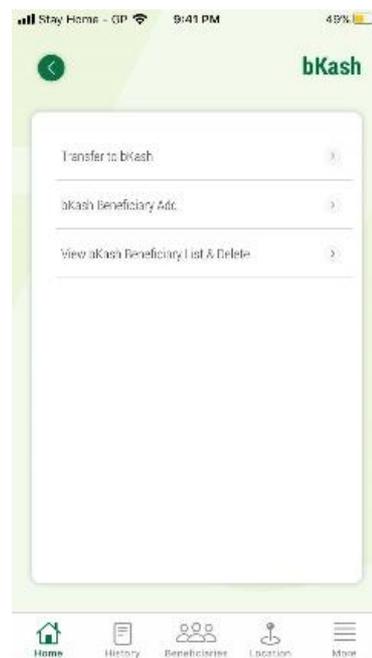
Step 5 - Now Go To "**Transfer to bKash**"
Step 6 - Select bKash Account Number
Step 7 - Select Source Account, Insert Amount and Remarks
Step 8 - Successful Transaction Massage Will Appear.

FAQ

What is Trust-Money APPS?

Trust-Money mobile banking apps allow you to perform your banking via an application designed specifically for your phone or tablet.

What services are available on my Trust-Money Mobile App?

With the Trust-Money mobile banking app, you can perform the following functions:

- Fund Transfer (TBL Account to TBL Account)
- Fund Transfer (TBL Account to Other Bank Accounts / Cards)
- Credit card bill payment
- Utility Bill Payment: DPDC and DESCO
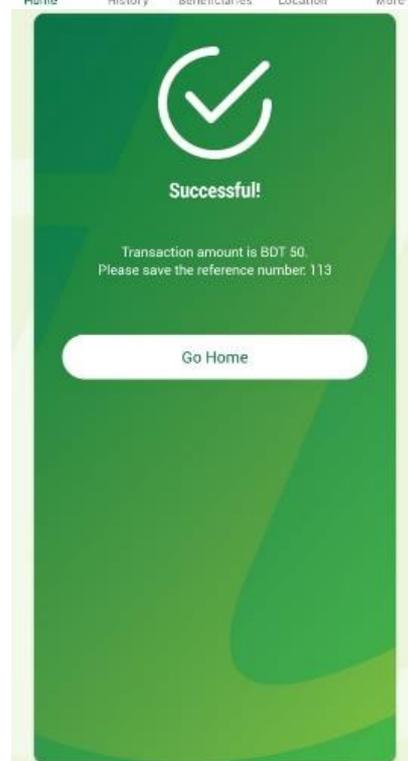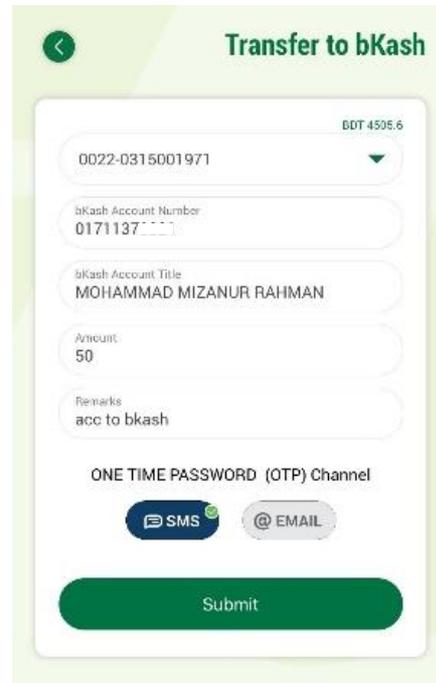- Fund Transfer to bKash Account
- Mobile Top-up (All Telco)
- Fingerprint Login
- Account Information (Balance, Details & Statement)
- Credit Card Balance (BDT & USD)
- Product Information
- Benefit Partner List
- TBL Location
- Customer Service & Contact TBL

What if I forget my USER & PASSWORD?

Click on the Forgot PASSWORD link on the APP, then click on Reset Option (Account Number/ Card No) After fill-up Account / Card Information, select OTP channel then submit. You will get your User Name & Temporary Password from Trust-Bank SMS/Email.

What do I do when my mobile phone is missing?

Your APP can only access by a user who knows your User & Password. A profile can however be deactivated if you call the call center.

What if I forget my Security Question?

Click on Forgot Password link from Trust-Money Login Screen, Select Reset Option (Account/Card Number) Then click on "Forgot Security Question" Select Option (Account/Card Number), Insert Mobile Number & Account/Card Number) Then Click Submit Button. You will get SMS & Email from Trust Bank with your Security Question and Answer.

Which devices are supported for using Trust Money APPS?

TRUST Money Apps is available on Android and Apple iOS. Any user having Smartphone with Android Operating System (Version 4.2 or above) or with Apple iOS Device (Version 13.4 and above) will be able to run this App on his/her device.

Is Trust Money APPS secured?

We want to ensure that Trust-Money Apps is Highly Secured and 2FA authentication is enable.

Where can I get Help?

Please call 16201, for overseas call 09612316201 and Email: app.support@tblbd.com