



***Trust Money***

**User Manual**

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# 1. Download

Search “Trust-Money” through Apple Store or Google Play for downloading or Scan below QR code for App Store or Play Store.



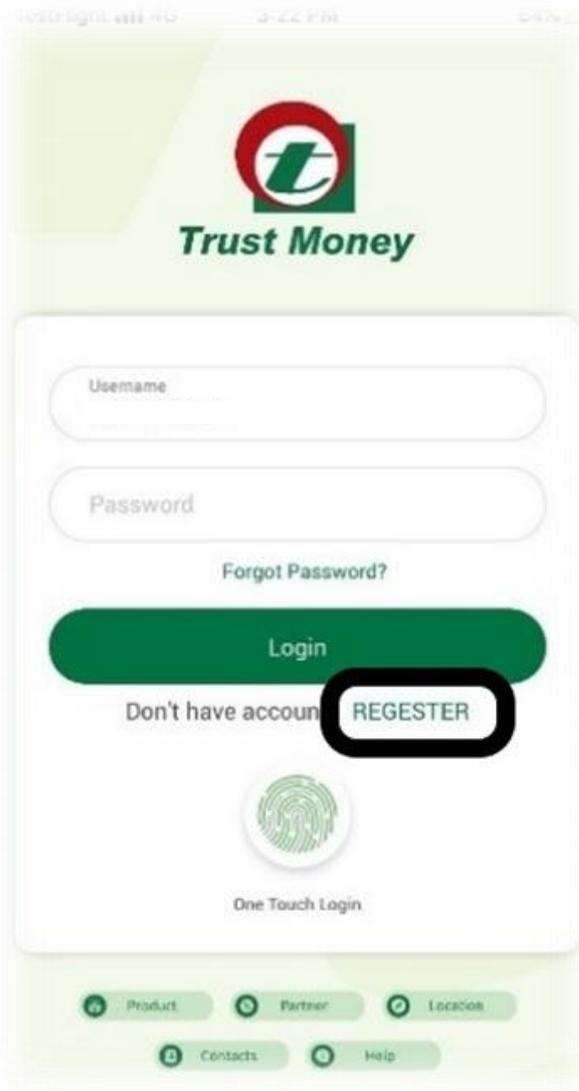
## 2. Registration

Please ensure the following are at hand before you proceed:

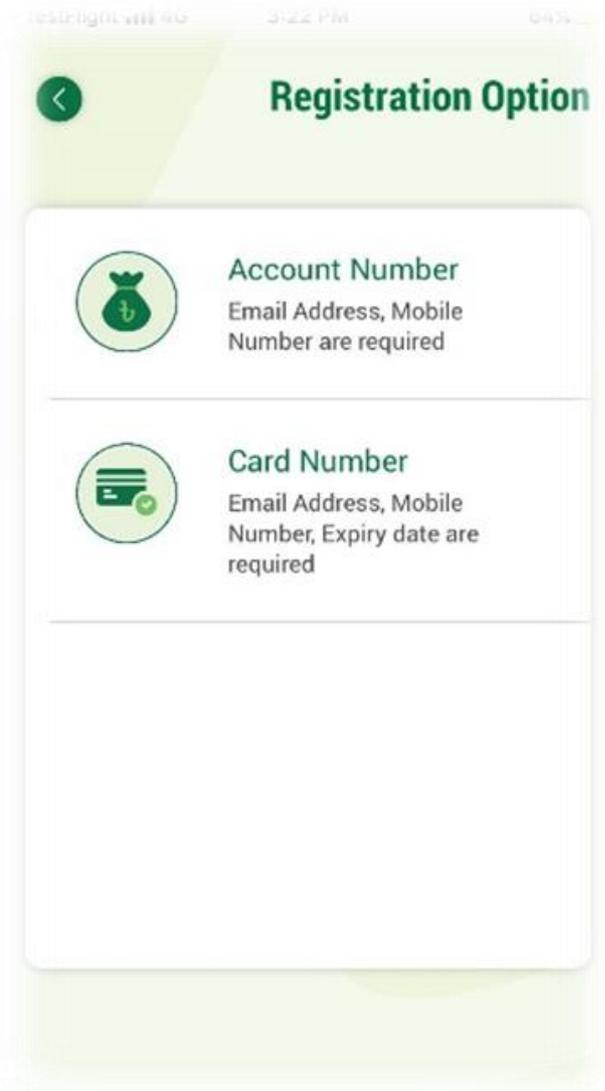
- Your Account Number.
- Your Credit Card Details (Number, Expiry Date)
- Your registered mobile number and e-mail ID
- Mobile phone with the number registered with the bank to receive OTP

(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 REGISTER



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



# Registration by Account 2.1

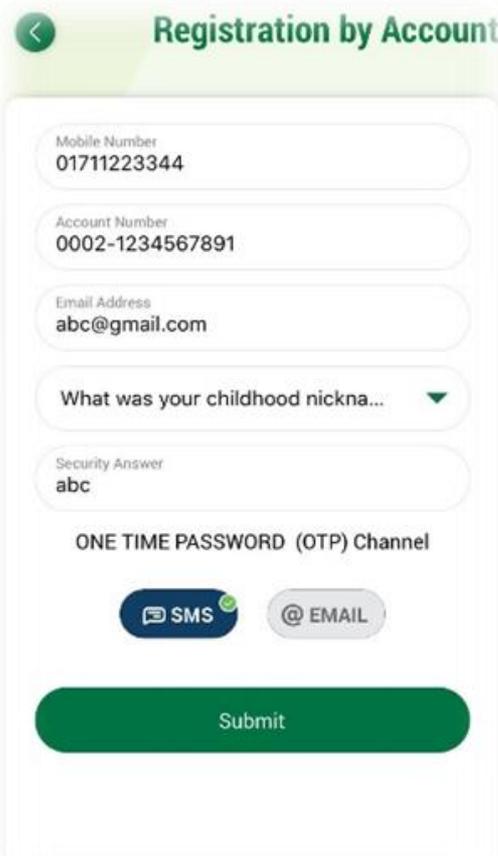
**Step 3** - Registration by Account:

**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



The image shows a mobile application screen titled "Registration by Account". It features several input fields: "Mobile Number" with the value "01711223344", "Account Number" with "0002-1234567891", "Email Address" with "abc@gmail.com", a dropdown menu for "What was your childhood nickna...", and "Security Answer" with "abc". Below these fields, there is a section for "ONE TIME PASSWORD (OTP) Channel" with two buttons: "SMS" (highlighted in green) and "EMAIL". A large green "Submit" button is at the bottom.



**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](tel:16201)

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

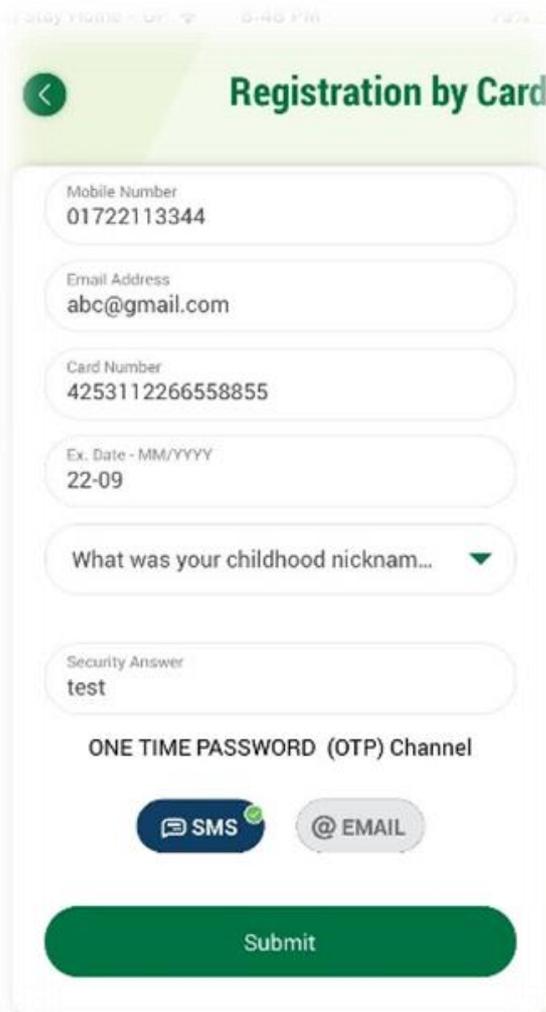
Congrats! TBL-Digital Banking A/C reg. is successful. Your User ID is TBL1000226 and temp. password is 7367930. Enjoy Digital Banking with Trust Bank.

**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.

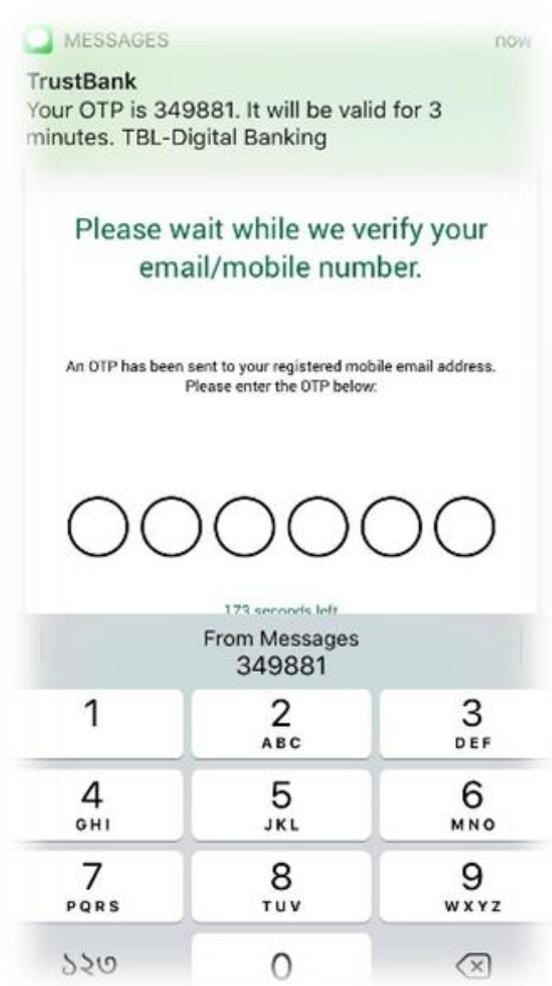


The image shows a mobile app registration screen titled "Registration by Card". It features several input fields: "Mobile Number" (01722113344), "Email Address" (abc@gmail.com), "Card Number" (4253112266558855), and "Ex. Date - MM/YYYY" (22-09). There is a dropdown menu for "What was your childhood nicknam...". Below this is a "Security Answer" field with the text "test". At the bottom, there is a section for "ONE TIME PASSWORD (OTP) Channel" with two buttons: "SMS" (selected) and "@ EMAIL". A large green "Submit" button is at the very bottom.

**Step 5** - Choose OTP Channel & Click Submit Button.

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

**Step 7** - Insert OTP



The image shows a mobile app screen for OTP verification. At the top, it says "MESSAGES" and "TrustBank". Below that, it says "Your OTP is 349881. It will be valid for 3 minutes. TBL-Digital Banking". The main text says "Please wait while we verify your email/mobile number." Below this, it says "An OTP has been sent to your registered mobile email address. Please enter the OTP below." There are six empty circles for entering the OTP. At the bottom, there is a numeric keypad with a timer showing "173 seconds left" and "From Messages 349881".

**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](tel:16201)

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

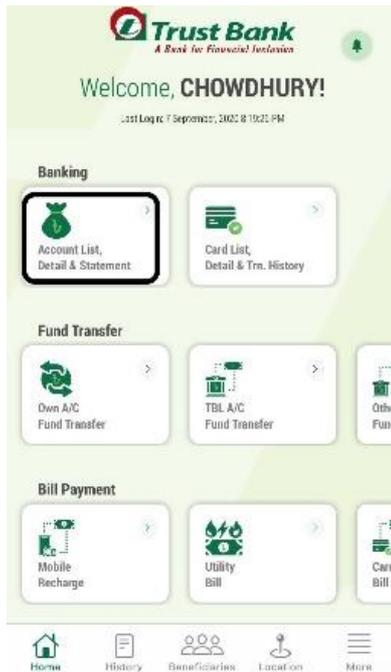
Congrats! TBL-Digital Banking A/C reg. is successful. Your User ID is TBL1000226 and temp. password is 7367930. Enjoy Digital Banking with Trust Bank.

**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.



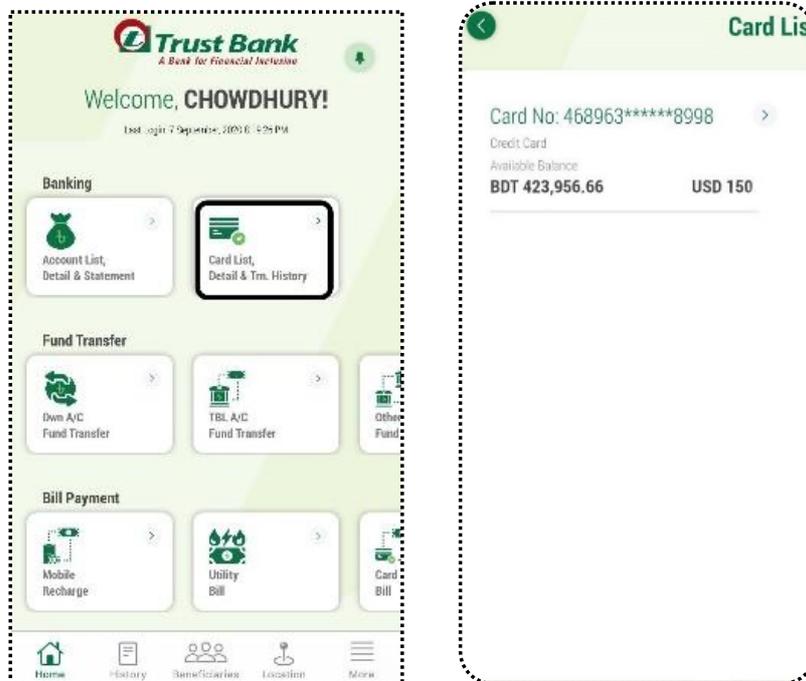
**Step 2** - Your all Account will be shown in Account List under same CIF

**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)

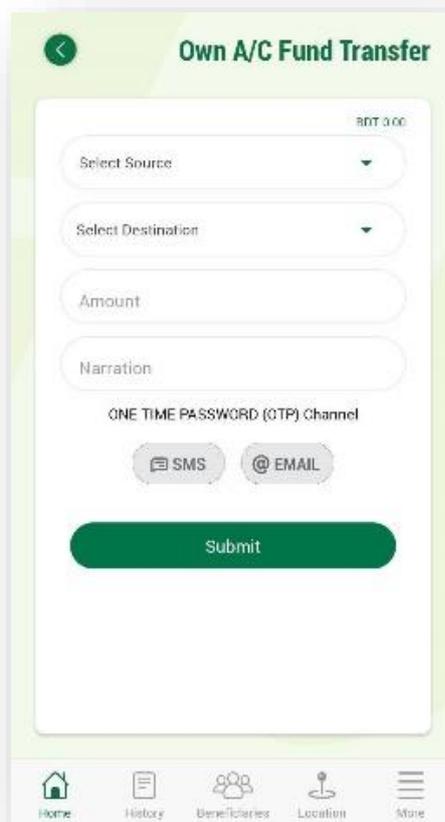
**Step 3** - Amount

**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 Message Will Appear.



The screenshot displays the 'Own A/C Fund Transfer' screen in a mobile application. At the top, there is a back arrow and the title 'Own A/C Fund Transfer'. Below the title, the currency is set to 'BDT 0.00'. The form contains four input fields: 'Select Source' (a dropdown menu), 'Select Destination' (a dropdown menu), 'Amount', and 'Narration'. Below these fields, there is a section for 'ONE TIME PASSWORD (OTP) Channel' with two buttons: 'SMS' and 'EMAIL'. A large green 'Submit' button is positioned at the bottom of the form. At the very bottom of the screen, there is a navigation bar with five icons: 'Home', 'History', 'Beneficiaries', 'Location', and 'More'.

## 4.2 TBL Account Fund Transfer

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

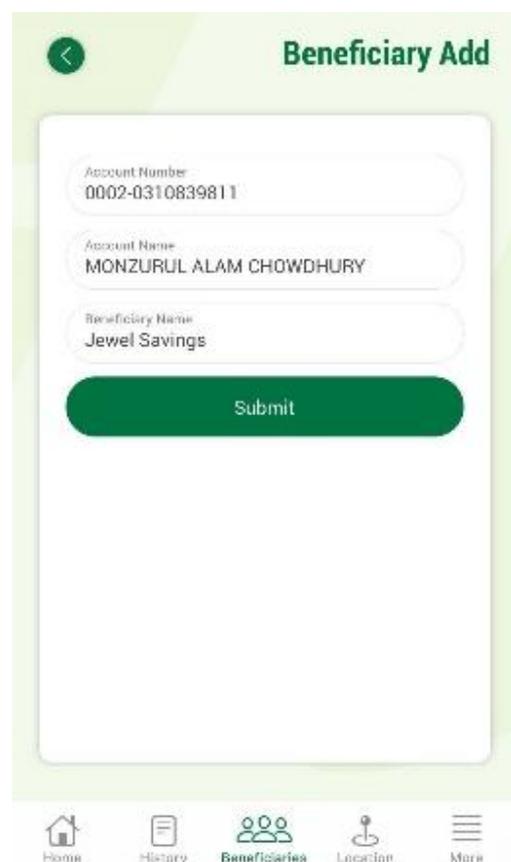
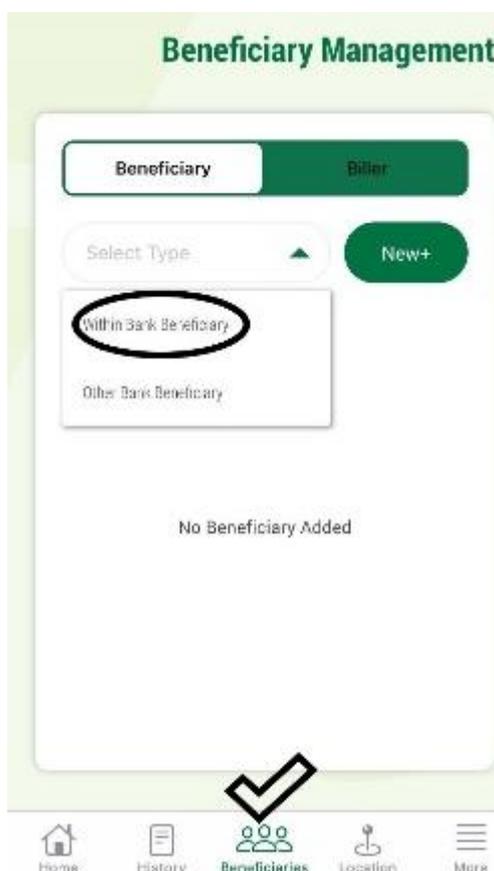
**Step 1** - Click on Beneficiary icon

**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 Message will appear.



## Click on TBL A/C Fund Transfer Icon.

**Step 1** - Select Source Account

**Step 2** - Destination Account

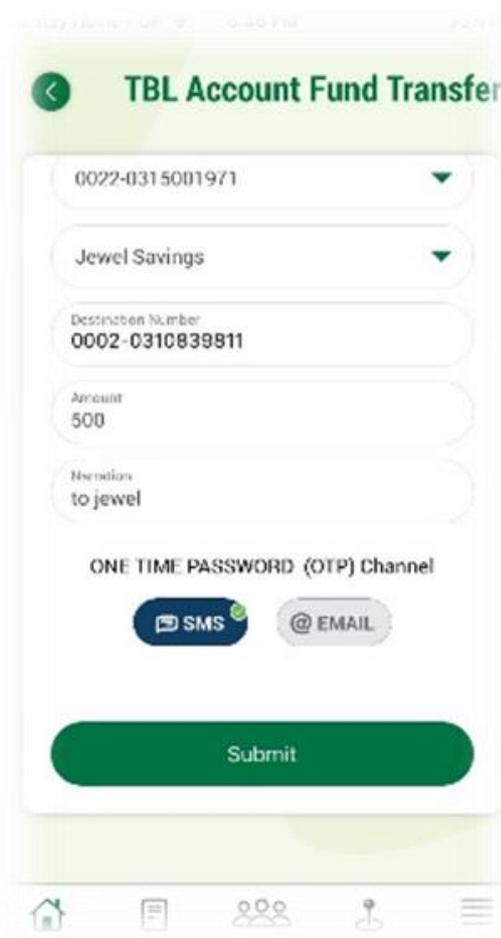
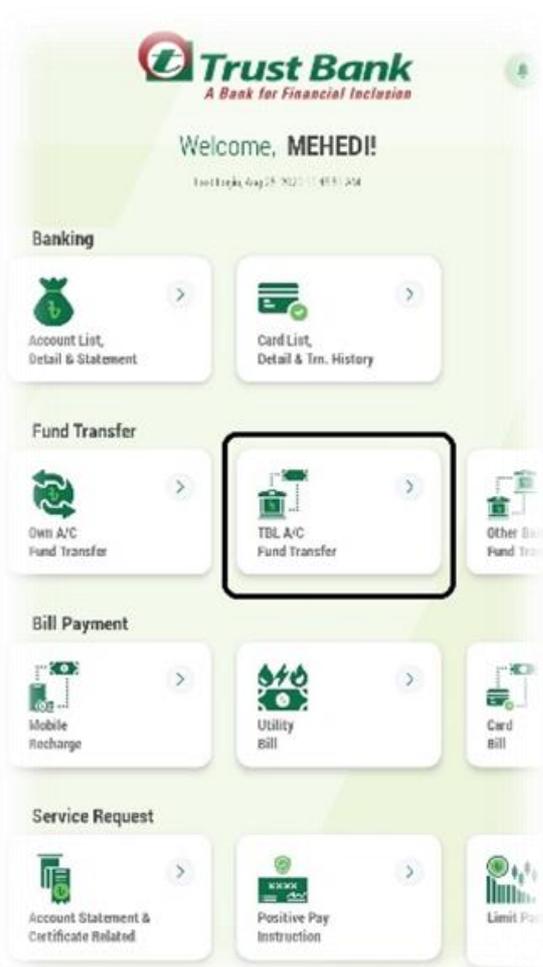
**Step 3** - Amount

**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 Message Will Appear.



## 4.3 TBL Account to Other Bank (BEFTN)

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

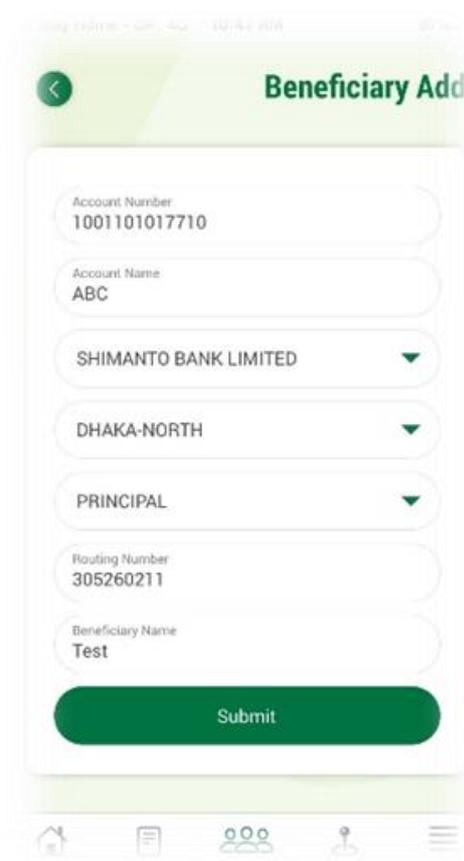
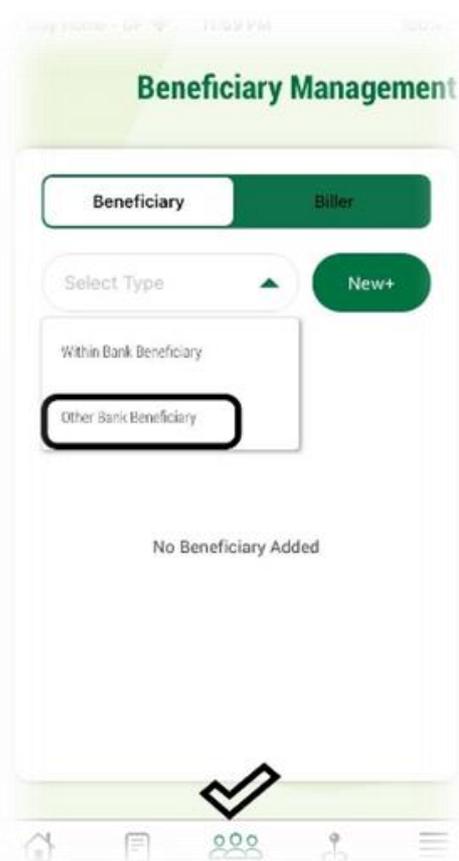
**Step 1** - Click on Beneficiary icon

**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 Message will appear.



## Click on Other Bank Fund Transfer Icon.

**Step 1** - Select Source Account

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

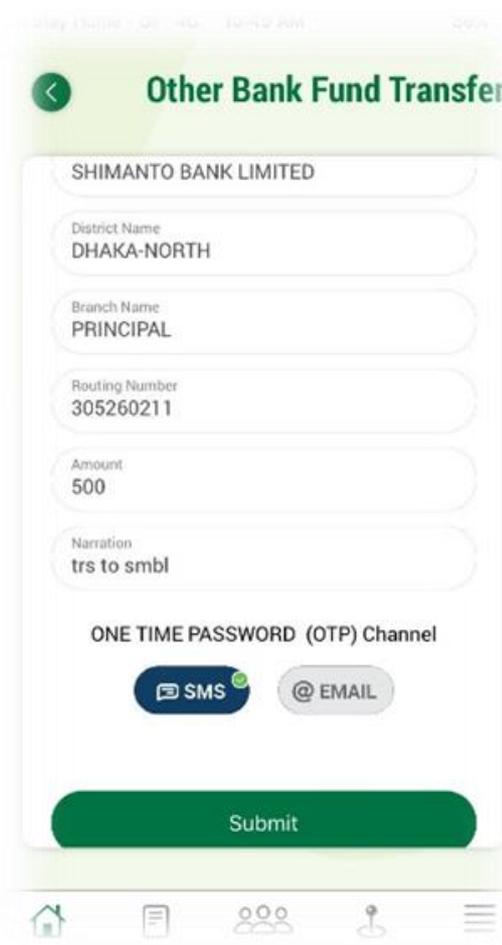
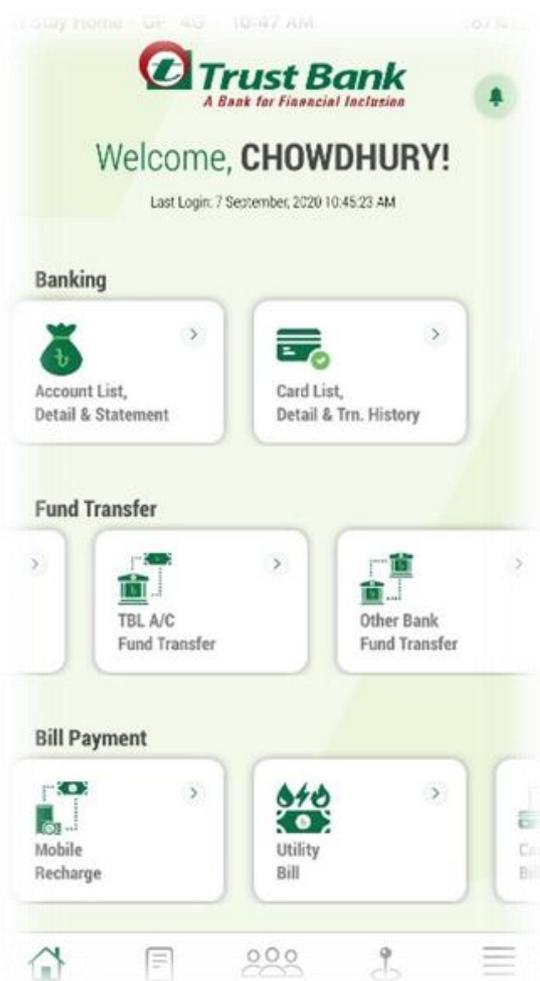
**Step 3** - Insert Amount

**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 Message Will Appear.



# 5. Bill Payment

## 5.1 Mobile Recharge

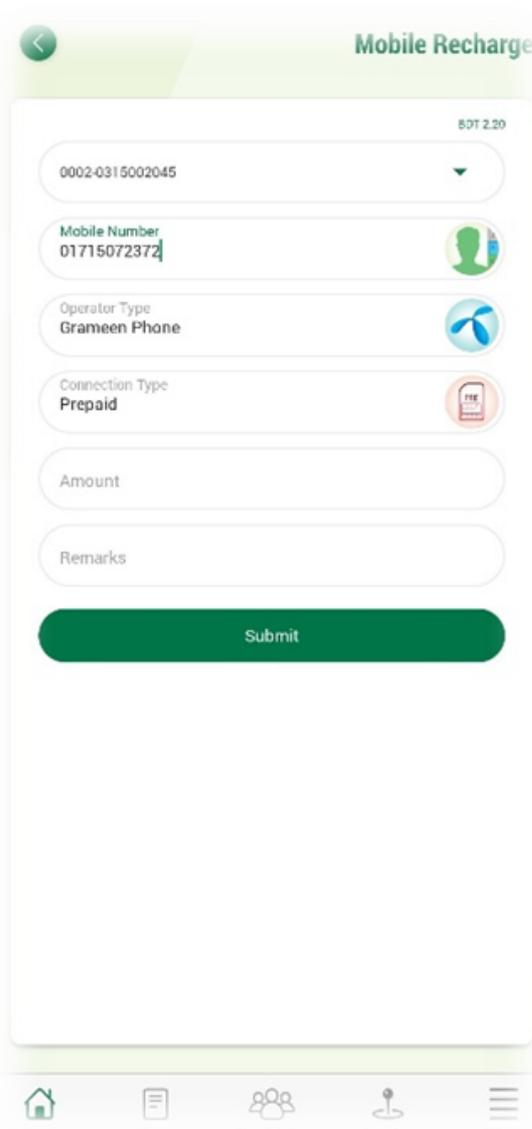
**Step 1** - Select Source Account

**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 Message Wil Appear.



The screenshot shows a mobile application interface for a 'Mobile Recharge' form. At the top, there is a back arrow and the title 'Mobile Recharge'. Below the title, the amount 'BDT 2.20' is displayed. The form contains several input fields: a dropdown menu with '0002-0315002045', a 'Mobile Number' field with '01715072372' and a contact icon, an 'Operator Type' field with 'Grameen Phone' and a Grameen Phone icon, a 'Connection Type' field with 'Prepaid' and a prepaid icon, an 'Amount' field, and a 'Remarks' field. A green 'Submit' button is at the bottom of the form. At the very bottom of the screen is a navigation bar with icons for Home, Lists, Contacts, Location, and Menu.



## 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 Message Will Appear.

Stay Home - GP, 4G 11:32 AM 63%

DESCO

BDT 7505.6

0022-0315001971

Desco Bill Number  
082033051520

Remarks  
Sep20

ONE TIME PASSWORD (OTP) Channel

SMS EMAIL

Submit

Stay Home - GP, 4G 11:31 AM 63%

DESCO

Trust Money

Desco Account Number 33051520

Desco Bill Number 082033051520

Due Date 27-SEP-20

Zone Code 24

Desco Bill Amount 20522

Submit

## 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

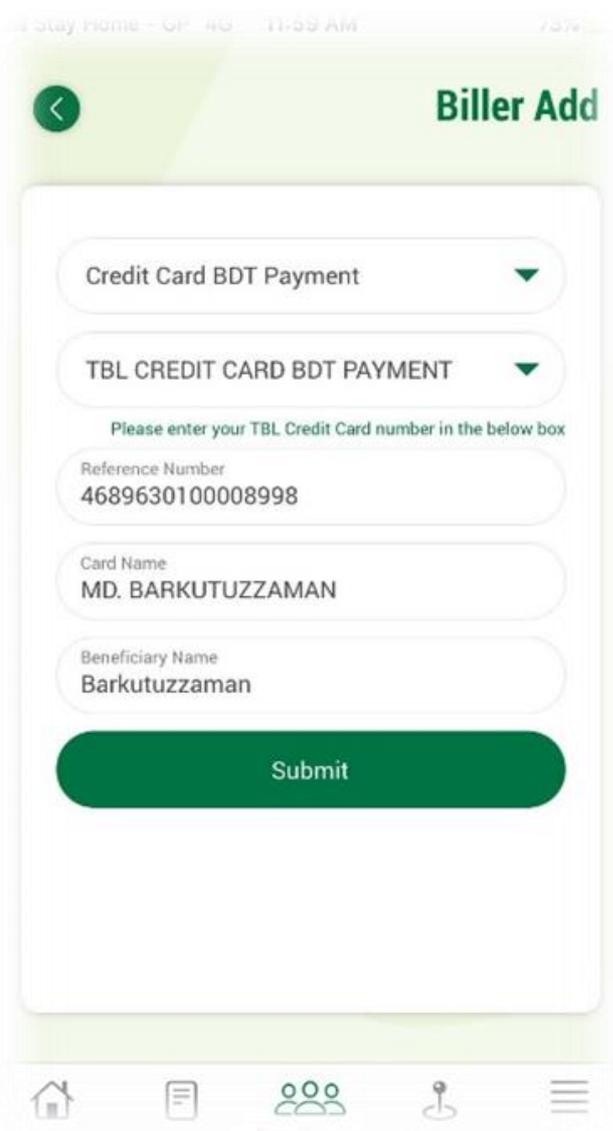
**Step 2** - Select Credit Card BDT Payment Then Click New Button

**Step 3** - Select Biller Type & Biller Name

**Step 4** - Insert 16 Digit Card Number, Card Name Will Automatically Appear

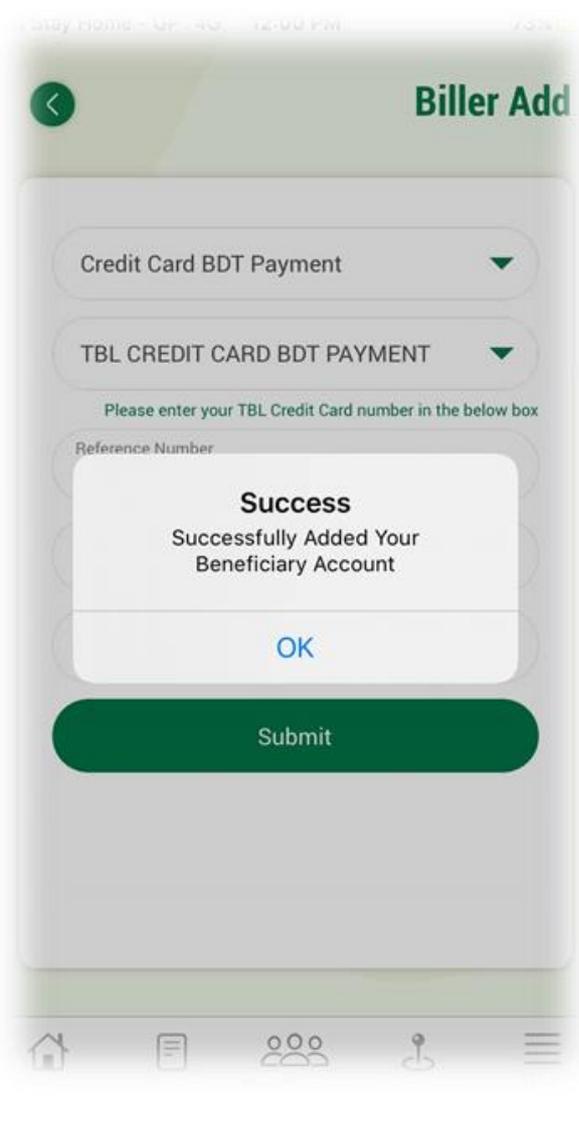
**Step 5** - Insert Beneficiary Name Then Click Submit Button

**Step 6** - Successfully Message Will Appear.



The screenshot shows the 'Biller Add' form in the app. The form is titled 'Biller Add' and has a back arrow on the left. It contains the following fields and options:

- A dropdown menu with 'Credit Card BDT Payment' selected.
- A dropdown menu with 'TBL CREDIT CARD BDT PAYMENT' selected.
- A text prompt: 'Please enter your TBL Credit Card number in the below box'.
- A text input field for 'Reference Number' containing '4689630100008998'.
- A text input field for 'Card Name' containing 'MD. BARKUTUZZAMAN'.
- A text input field for 'Beneficiary Name' containing 'Barkutuzzaman'.
- A green 'Submit' button at the bottom.



The screenshot shows the 'Biller Add' form in the app, but it is dimmed. A success message is displayed in the center of the screen:

**Success**  
Successfully Added Your Beneficiary Account

Below the message is an 'OK' button and a green 'Submit' button at the bottom.

## 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 Message Will Appear.

**Credit Card BDT Payment**

0022-0315001971

Barkutuzzaman

Destination Number  
4689630100008998

Amount  
5

Narration  
live test

ONE TIME PASSWORD (OTP) Channel

SMS @ EMAIL

Submit

**Credit Card BDT Payment**

**Trust Money**

Account Name ALAM CHOWDHURY

Source Account 0022-0315001971

Destination Card 468963\*\*\*\*8998

Available Balance BDT 7505.6

Amount Available After Transfer BDT 7500.6

Submit

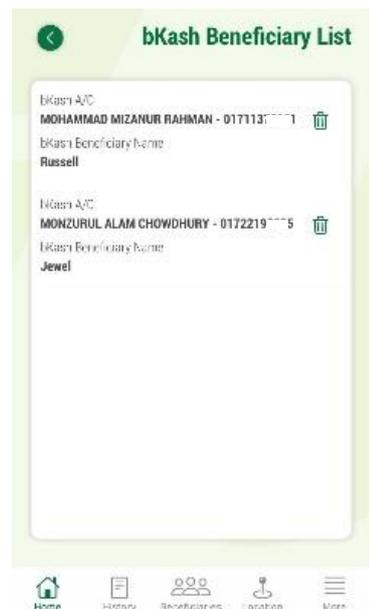
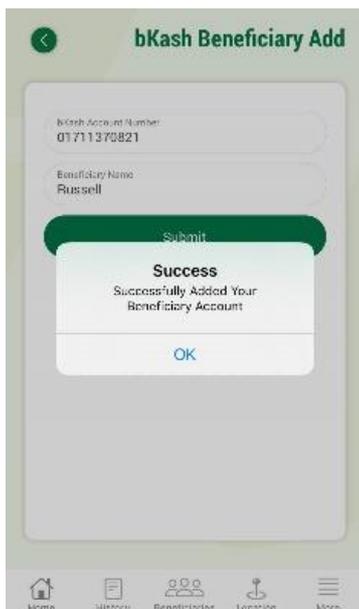
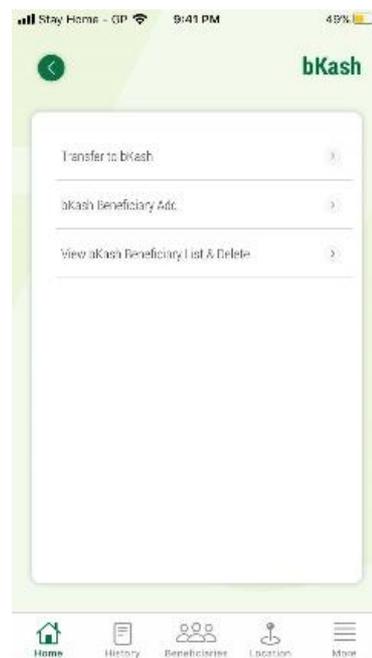
## 6. bKash Payment

**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.

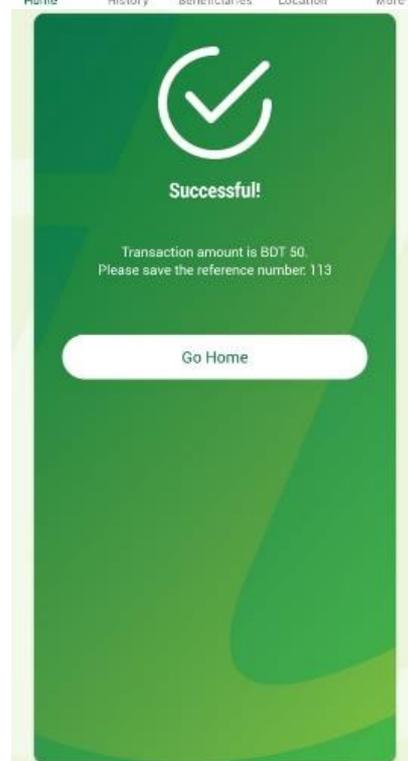
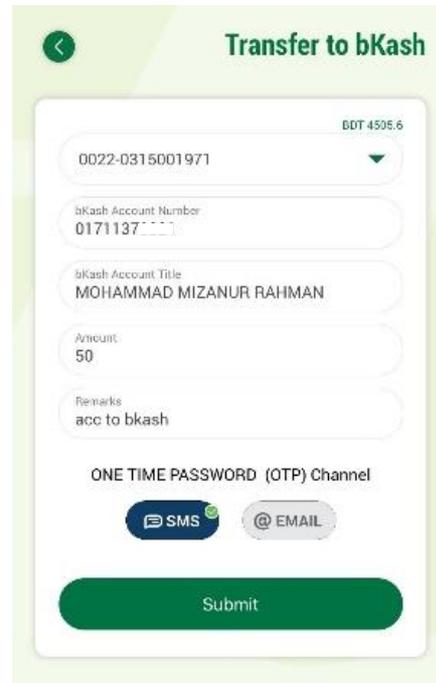


**Step 5 - Now Go To “Transfer to bKash”**

**Step 6 - Select bKash Account Number**

**Step 7 - Select Source Account, Insert Amount and Remarks**

**Step 8 - Successful Transaction Message 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](mailto:app.support@tblbd.com)