



ធនាគារ អេស ប៊ី អាយ លី ហ្គោរ
SBI LY HOUR Bank

សេចក្តីណែនាំ
ស្តីពី
របៀបប្រើប្រាស់កម្មវិធីធនាគារចល័ត
អេស ប៊ី អាយ លី ហ្គោរ

**SBI LY HOUR Mobile Banking
Application User Guide**

Prepared by Digital Banking Development Department

No:

Date:

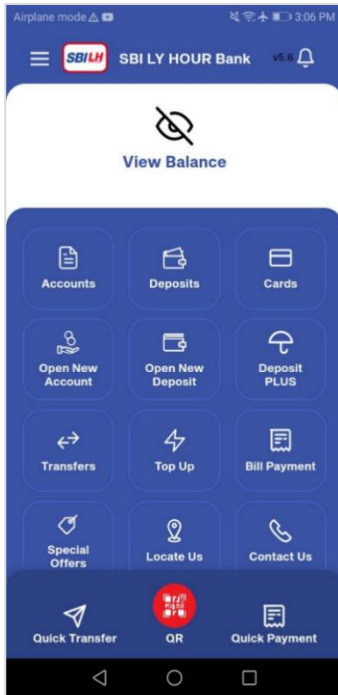
Contents

1. OVERVIEW OF MOBILE BANKING.....	1
2. HOW TO INSTALL MOBILE BANKING OF SBI LY HOUR BANK	2
3. HOW TO REGISTER SBI LY HOUR MOBILE BANKING	2
3.1 REGISTRATION FOR NEW CUSTOMER	2
3.2 REGISTRATION FOR AGENT	4
4. FIRST TIME LOGIN WITH SBI LY HOUR MOBILE BANKING FOR EXISTING CUSTOMER.....	6
5. HOW TO VIEW ACCOUNT DETAILS	9
6. HOW TO VIEW DEPOSIT DETAILS.....	9
7. OPEN NEW SAVING ACCOUNT	10
8. OPEN NEW DEPOSIT ACCOUNT	11
9. OPEN DEPOSIT PLUS	12
9.1 OPEN DEPOSIT PLUS FOR OWN.....	12
9.1 OPEN DEPOSIT PLUS FOR THIRD PARTY	14
10. FUND TRANSFERS	17
10.1 TRANSFER TO OWN ACCOUNT	17
10.2 TRANSFER TO OTHER ACCOUNT	18
10.3 TRANSFER TO MOBILE NUMBER	19
10.4 TRANSFER TO LY HOUR 9 DIGIT CODE.....	20
11. HOW TO TOP UP	21
11.1 TOP UP BY PINLESS.....	21
11.2 TOP UP BY PIN.....	22
12. HOW TO BILL PAYMENT	23
12.1 BILL PAYMENTS	23
12.2 LOAN PAYMENTS.....	24
13. VIEW SPECIAL OFFERS	26
14. HOW TO FIND LOCATE US.....	26
15. HOW TO CHECK CONTACT US.....	27
16. HOW TO CHANGE NEW PASSWORD.....	27
17. HOW TO UPDATE MANAGE LIMITS.....	28
18. ACTIVATE TOUCH ID.....	29
19. CHANGE LANGUAGE	30
20. VIEW PROFILE DETAILS	31
21. HOW TO CREATE TEMPLATE OF FUND TRANSFER	32
22. HOW TO CREATE TEMPLATE OF BILL PAYMENT	33
23. HOW TO GENERATE QR CODE	35
24. HOW TO SCAN QR CODE	36

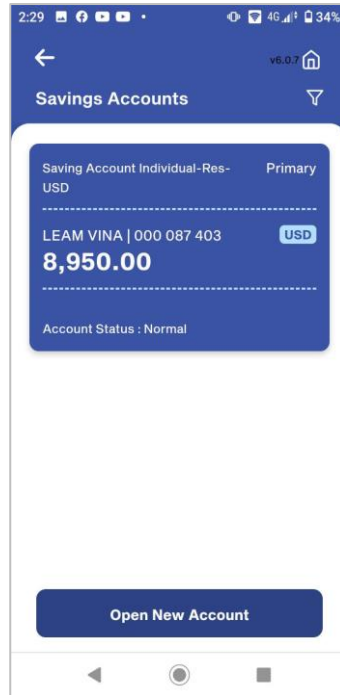
25. HOW TO QUICK PAYMENT.....	38
26. HOW TO QUICK TRANSFER	39
27. HOW TO TRANSFER TO BAKONG	41
27.1. TRANSFER TO BAKONG WALLET.....	41
27.2. TRANSFER TO BAKONG Other Bank Account.....	42
28. CARD	43
28.1 View Card Details.....	43
28.2 View and Download Transaction History.....	43
28.3 Card Activation	45
28.4 Block Card.....	46
28.5 Unblock Card.....	47
28.6 Set Card PIN	48
28.7 View/Download Credit Card Billing Statement and Insurance Certificate.....	49
28.8 Pay Credit Card Bill	50
28.8.1 Pay Credit Card Bill for Own Card	50
28.8.1 Pay Credit Card Bill for Other Card.....	52

1. OVERVIEW OF MOBILE BANKING

Dashboards



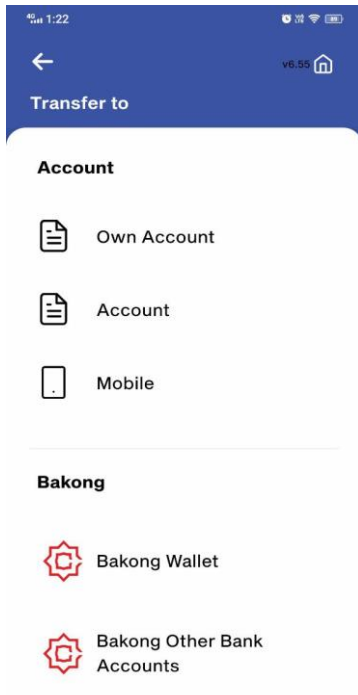
View Saving Accounts



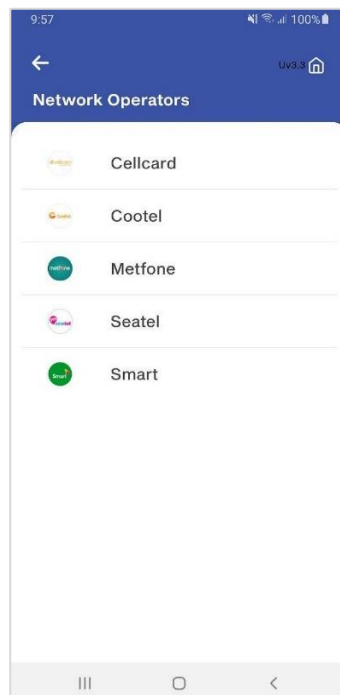
View Deposit Accounts



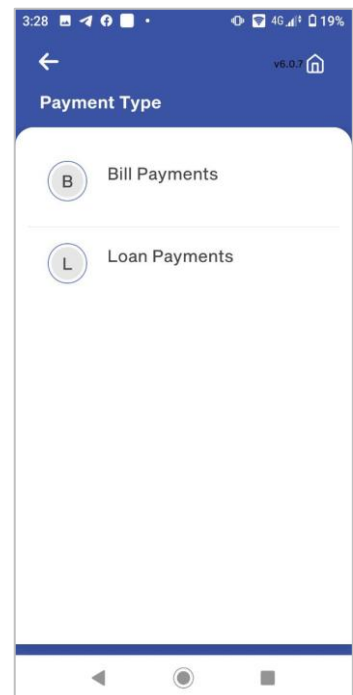
Transfers



Top Up



Bill Payment



2. HOW TO INSTALL MOBILE BANKING OF SBI LY HOUR BANK

Note: Mobile banking of SBI LY HOUR Bank is available follow generation listed below:

- Android phone is available from **8.0** version up
- iPhone (iOS) is available from **11.0** version up
- Currently, SBI LY HOUR Bank is available download in **Play Store, App Store, App Gallery** and available only in the Cambodia
- Open **App Store** for iOS/iPhone and type a name **SBI LY HOUR Bank** into search box for finding, after that click on **Get** button to installation above bank application.
- Open **Play Store** for android and type a name **SBI LY HOUR Bank** in search box to find, after that click on **Install** button for installation above bank application.
- Open **App Gallery** for Huawei and type a name **SBI LY HOUR Bank** in search box to find, after that click on **Install** button for installation above bank application.

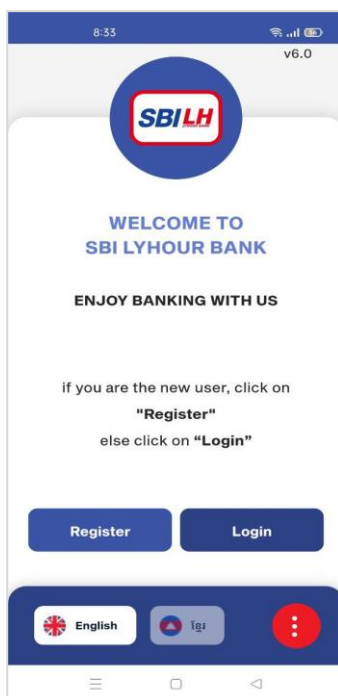


3. HOW TO REGISTER SBI LY HOUR MOBILE BANKING

3.1 REGISTRATION FOR NEW CUSTOMER

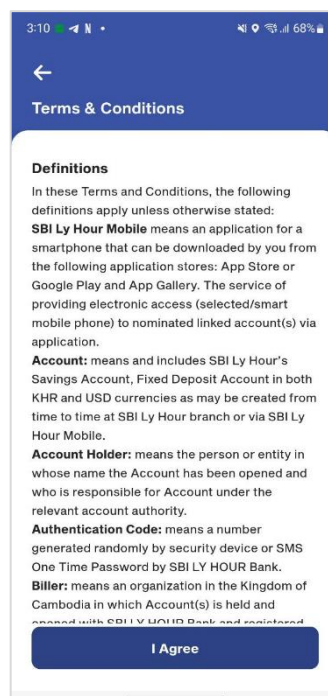
Step 1

Click on **Register**



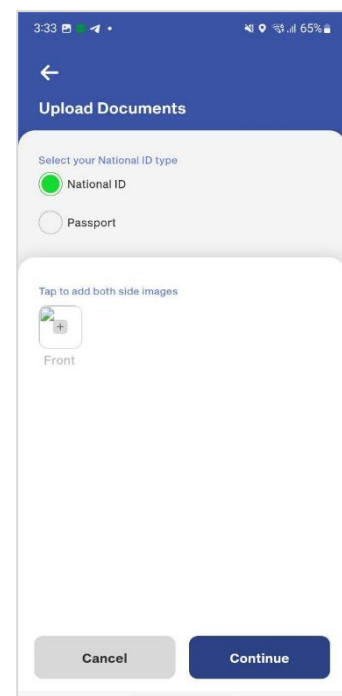
Step 2

Terms & Conditions and click **I Agree**



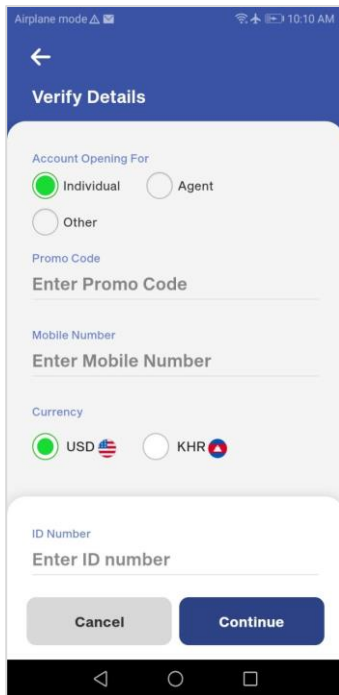
Step 3

Select national ID type and click **Continue**



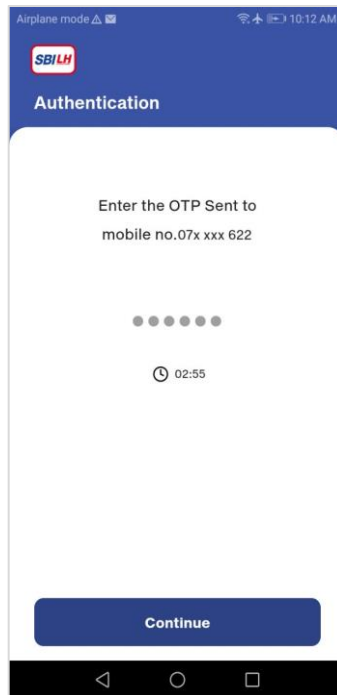
Step 4

Select individual account type, enter confidential information, and click **Continue**



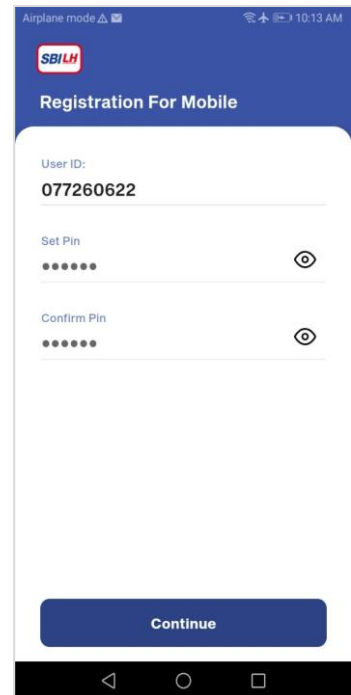
Step 5

Please enter 6-digits password sent to your phone and click **Continue**



Step 6

Please set 6-digits password and click **Continue**



Step 7

Click on **Continue** for activate face ID



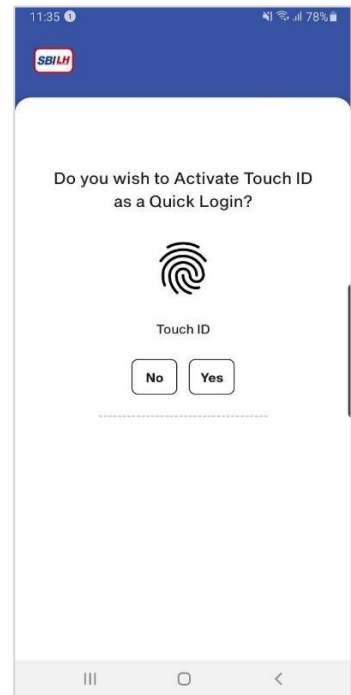
Step 8

Please capture your face ID by follow below screen reference



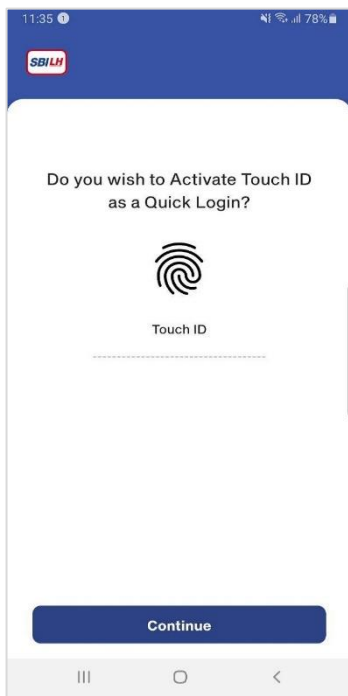
Step 9

Click on **Yes** for activate touch ID



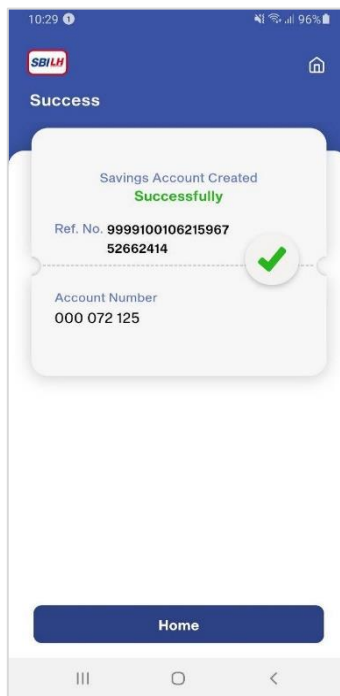
Step 10

Please scan your fingerprint



Step 11

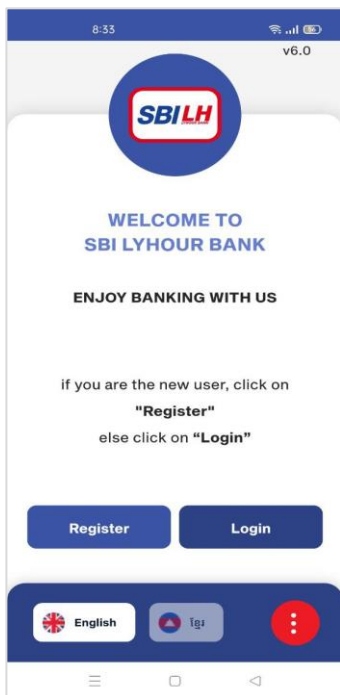
Saving account created **successfully**



3.2 REGISTRATION FOR AGENT

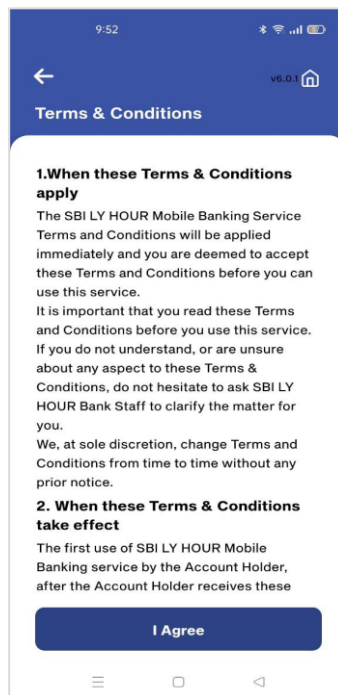
Step 1

Click on **Register**



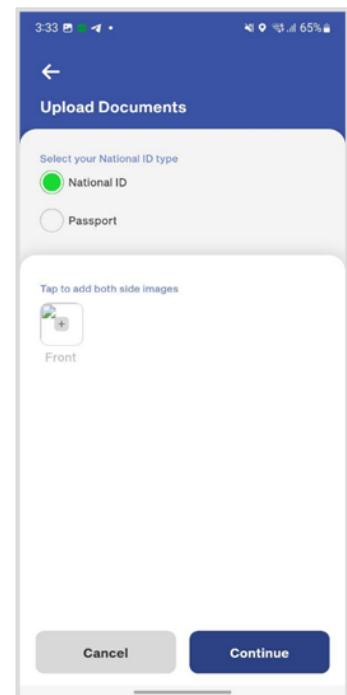
Step 2

Please read terms & conditions and click **I Agree**



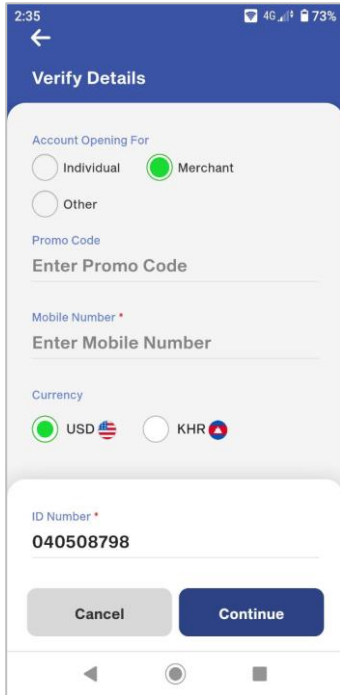
Step 3

Please select your national ID type



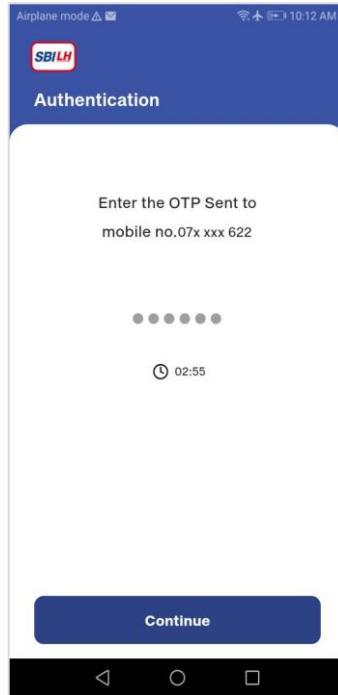
Step 4

Please select Merchant, fill in personal information, and click **Continue**



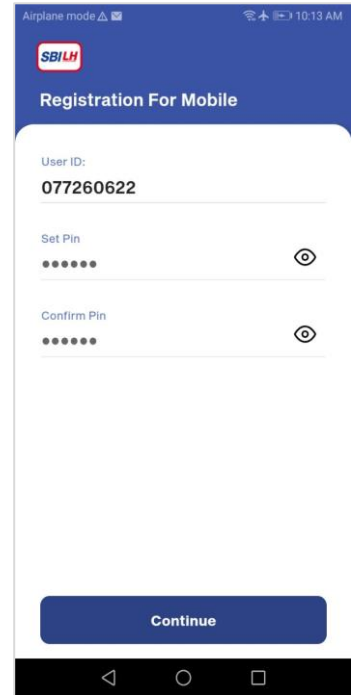
Step 5

Please enter the 6-digits password sent to your phone and click **Continue**



Step 6

Please enter the 6-digits password and click **Continue**



Step 7

Click on **Continue** activate your face ID



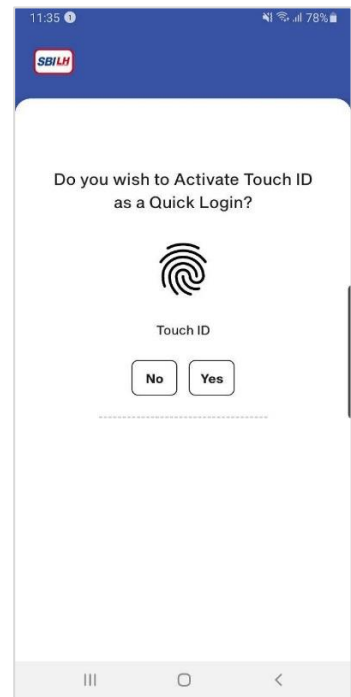
Step 8

Please capture your face ID follow below screen reference



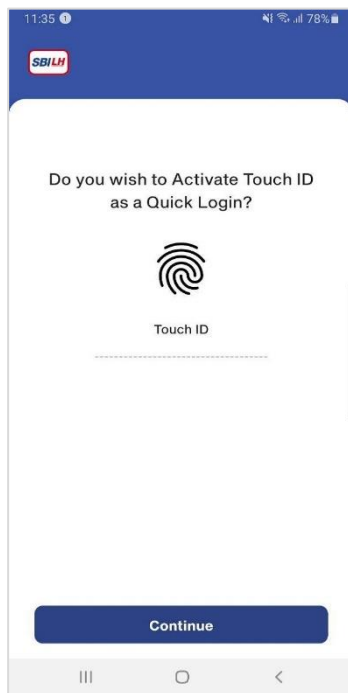
Step 9

Click on **Yes** for activate touch ID

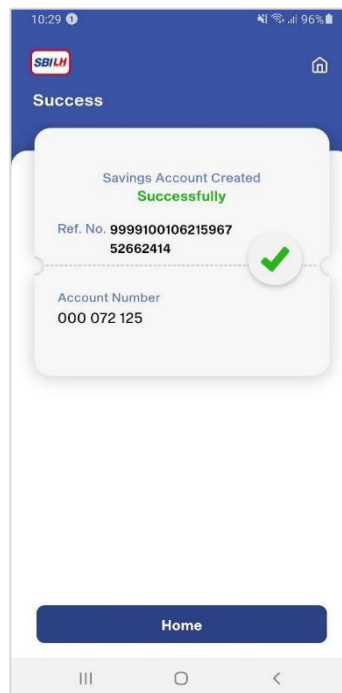


Step 10

Please activate your touch ID

**Step 11**

Saving account created successfully

**Note:**

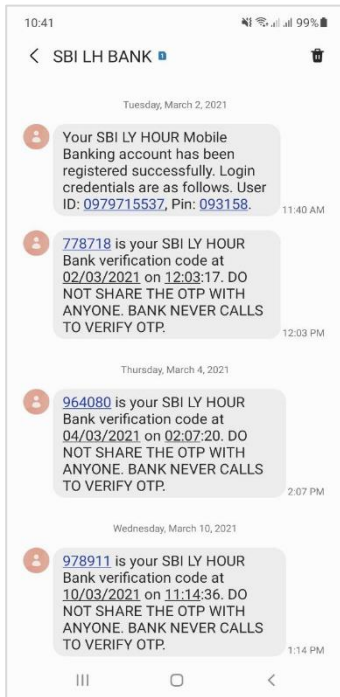
- 6-digits password use for authorizing on transaction of mobile banking.
- 6-digits password can only be used on one mobile phone.
- Fingerprint scanning function may work depending on the type of phone user.
- For one account cannot operate on two different phones at the same time.

4. FIRST TIME LOGIN WITH SBI LY HOUR MOBILE BANKING FOR EXISTING CUSTOMER

For the existing customer who wants to use the mobile banking with SBILH, you must go to any branches of SBILH to activate your saving account for using the SBILH Mobile Banking. After activating your saving account, you will receive the SMS with the phone number that your mobile banking account had been registered successfully.

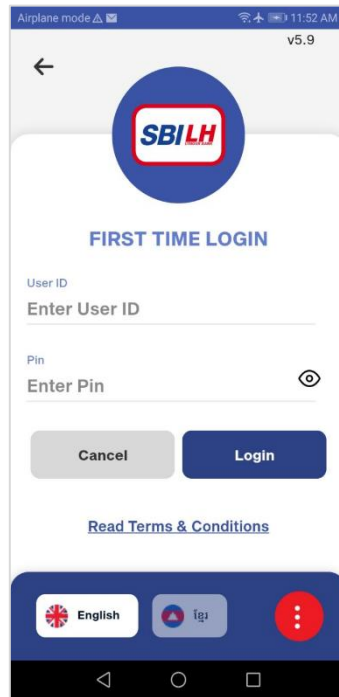
Step 1

Received SMS From SBILH Bank with User ID and PIN



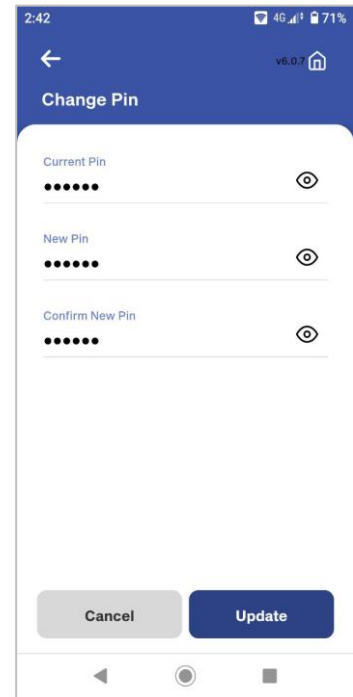
Step 2

Login with **Username** and **PIN**



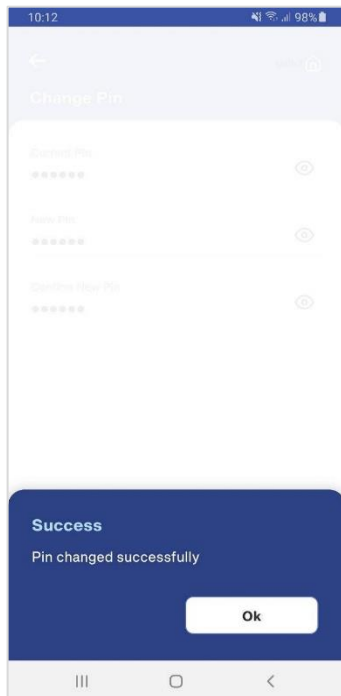
Step 3

Change Your PIN and Click Update



Step 4

Pin changed successfully



Step 5

Please activate face ID as a quick login and **Continue**



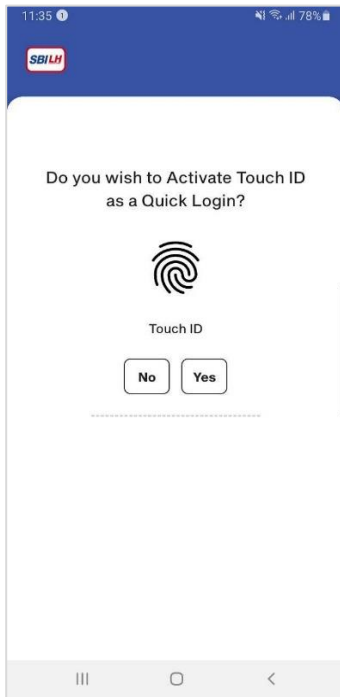
Step 6

Capture Your Face ID



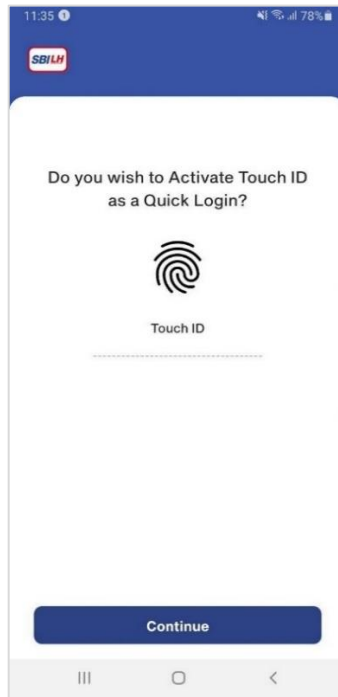
Step 7

Click **Yes** to Activate Touch ID as a quick log in



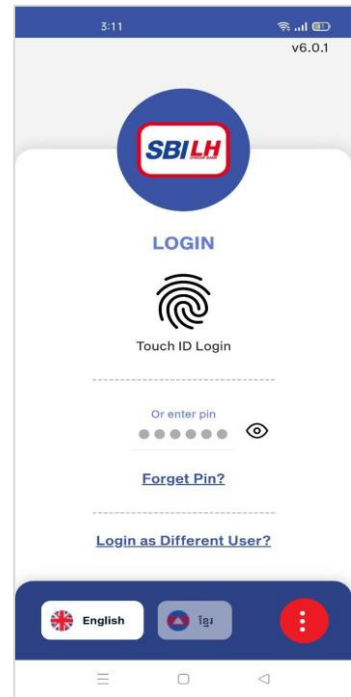
Step 8

Scan Your Touch ID Into Your Device and **Continue**



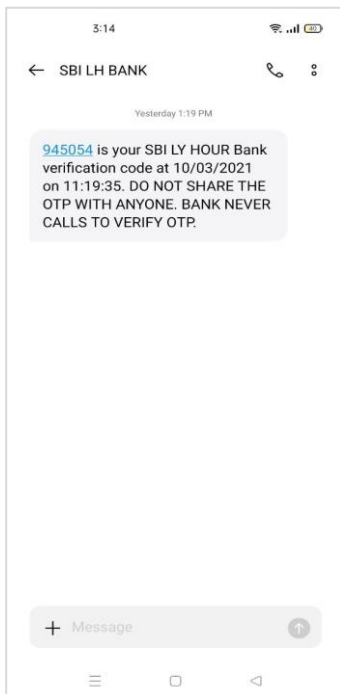
Step 9

Login Dashboard



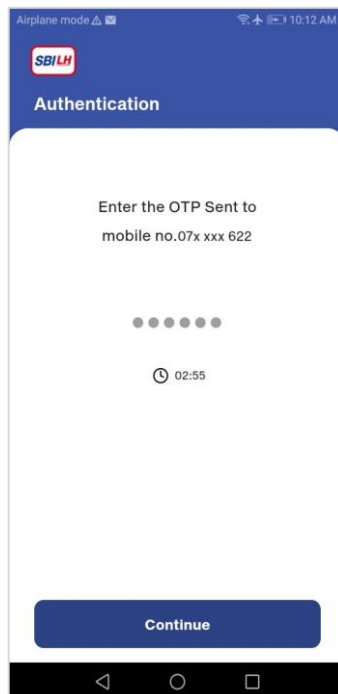
Step 10

Bank SMS will send to your phone again for confirm



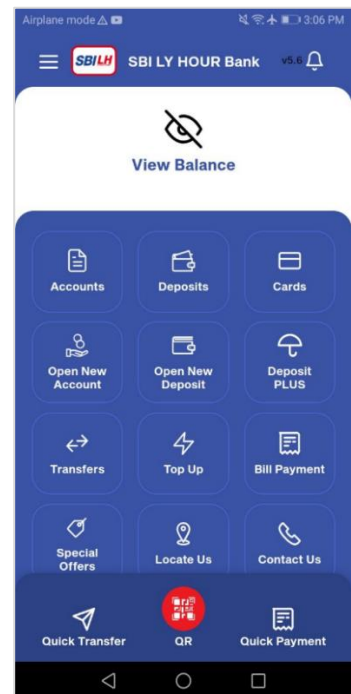
Step 11

Enter 6-digit get from bank SMS



Step 12

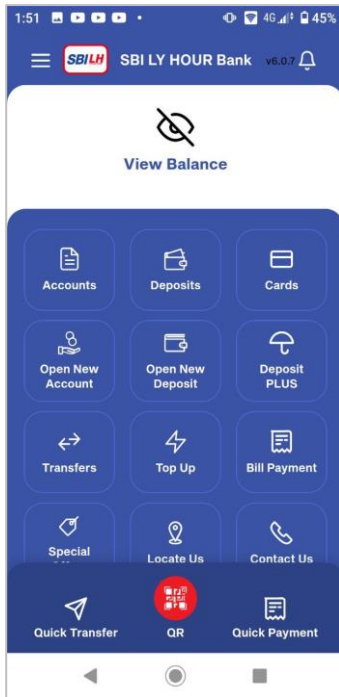
Login was success



5. HOW TO VIEW ACCOUNT DETAILS

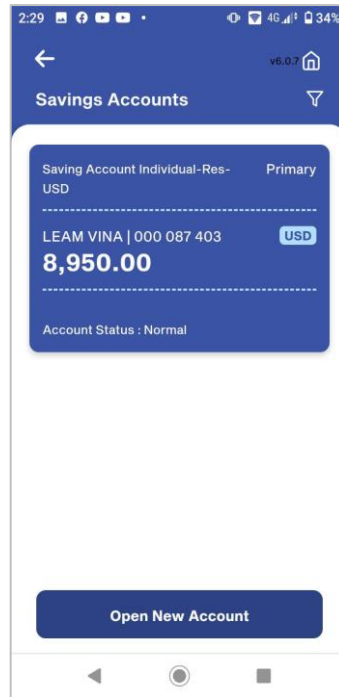
Step 1

Click on **Accounts**



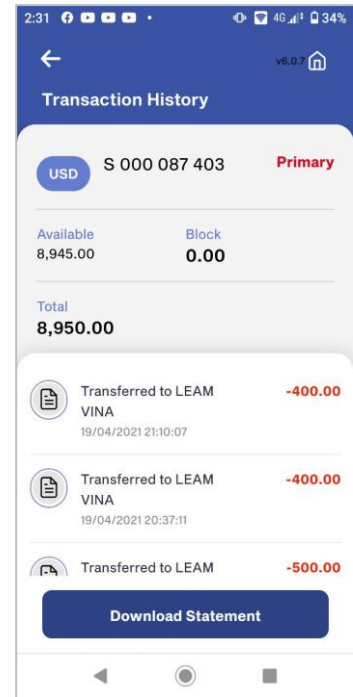
Step 2

Click on any of your account number



Step 3

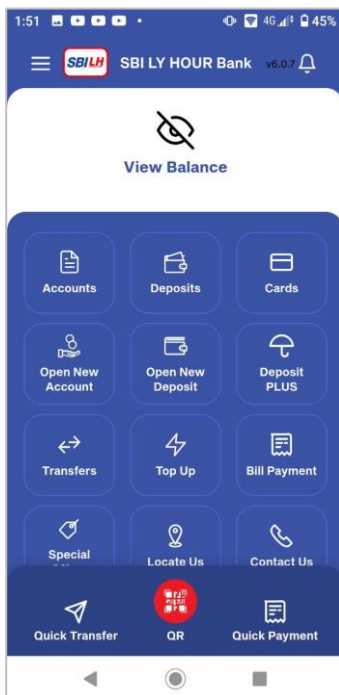
Click on **Download Statement** for download account statement



6. HOW TO VIEW DEPOSIT DETAILS

Step 1

Click on **Deposits**



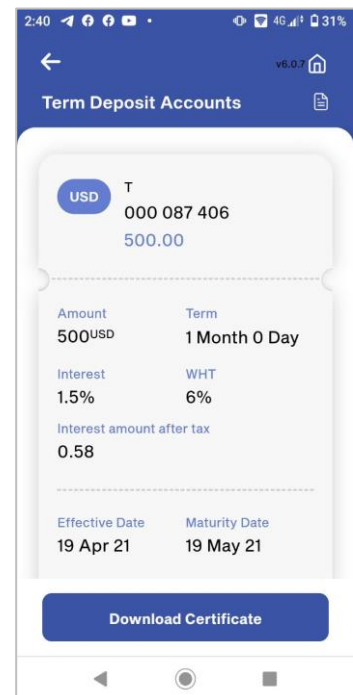
Step 2

Click on any of your deposit



Step 3

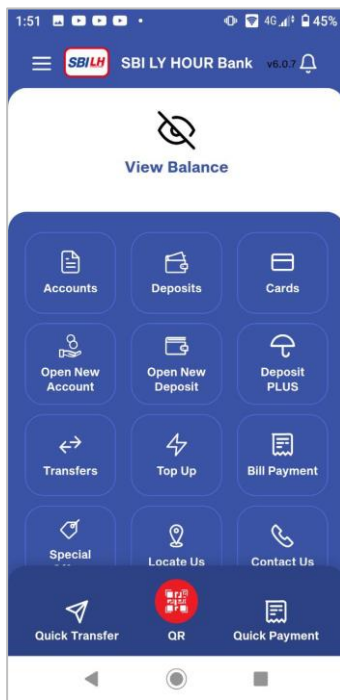
View deposit details



7. OPEN NEW SAVING ACCOUNT

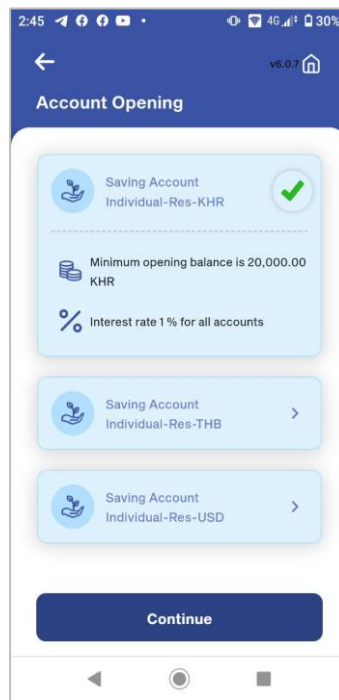
Step 1

Click on **Open New Account**



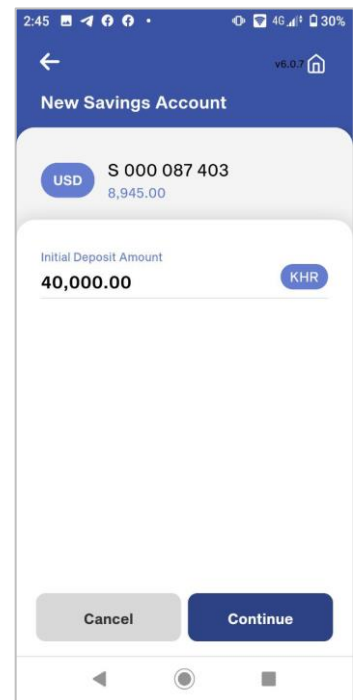
Step 2

Select account opening and check condition then click on **Continue**



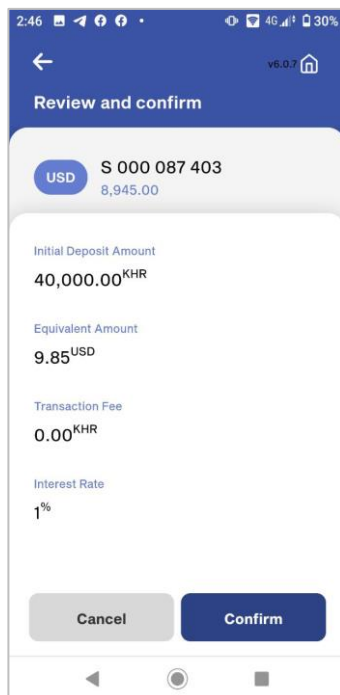
Step 3

Enter amount and click **Continue**



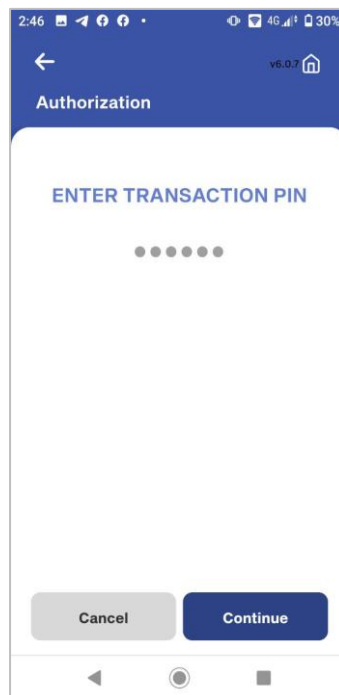
Step 4

Review and Confirm then click **Continue**



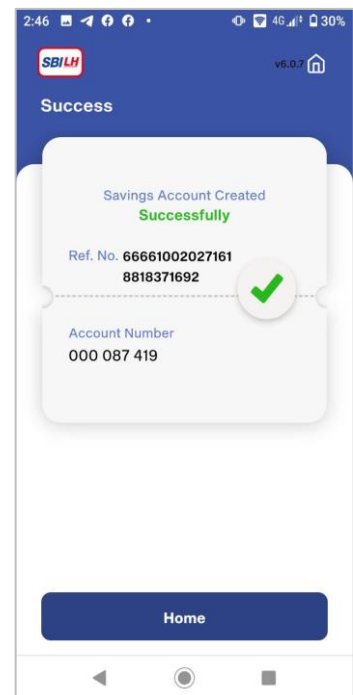
Step 5

Enter 6-digits password



Step 6

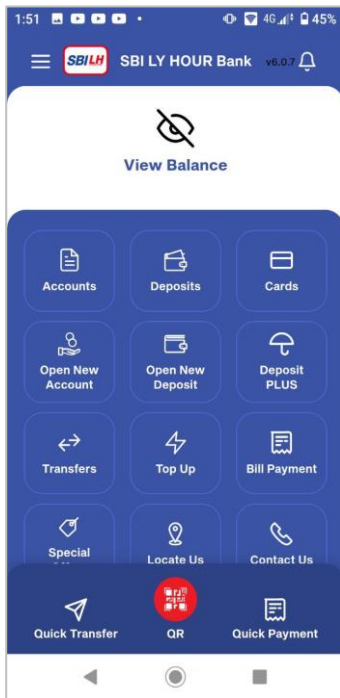
Saving account created **successfully**



8. OPEN NEW DEPOSIT ACCOUNT

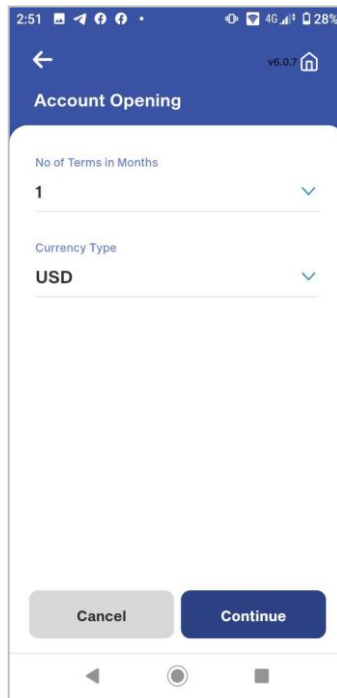
Step 1

Click on **Open New Deposit**



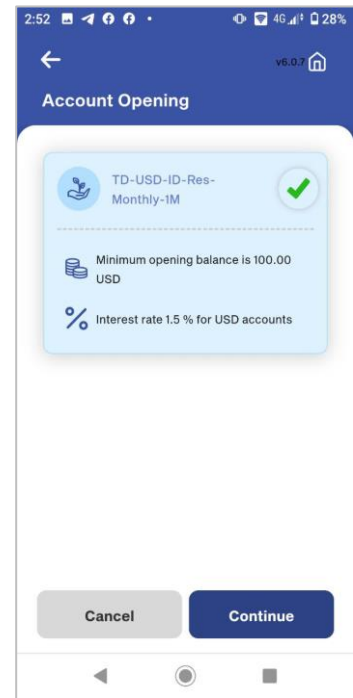
Step 2

Select term in months and currency type then click **Continue**



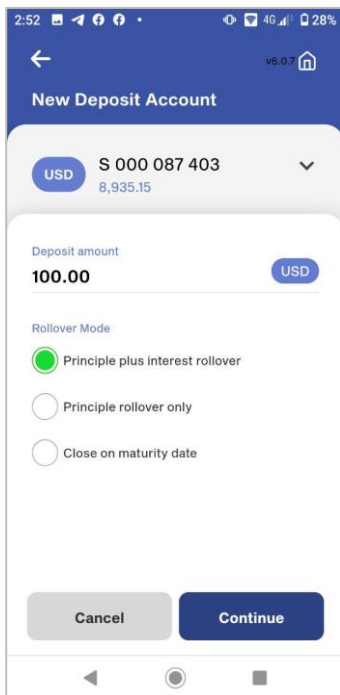
Step 3

Click on account selected and check details Then click **Continue**



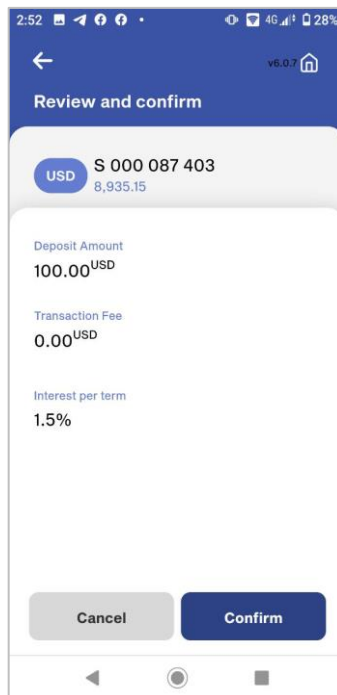
Step 4

Enter amount and click **Continue**



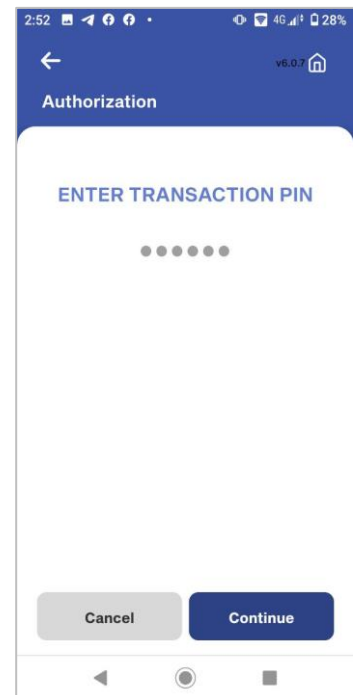
Step 5

Review and confirm then click **Continue**



Step 6

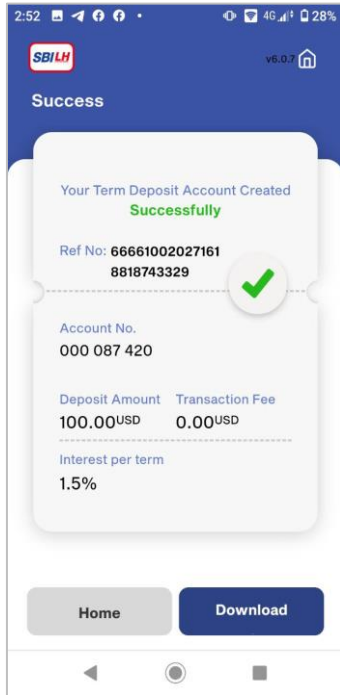
Enter 6-digits password



Step 7

Term deposit account created

Successfully

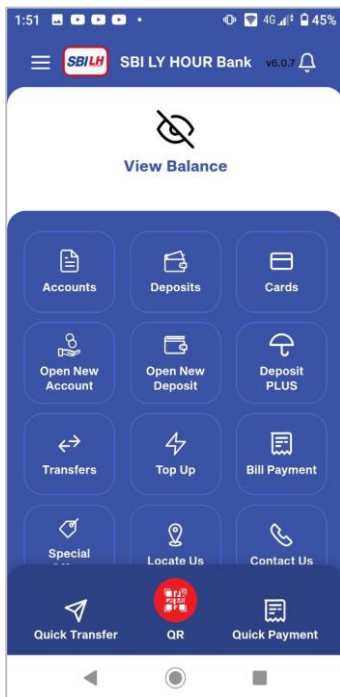


9. OPEN DEPOSIT PLUS

9.1 OPEN DEPOSIT PLUS FOR OWN

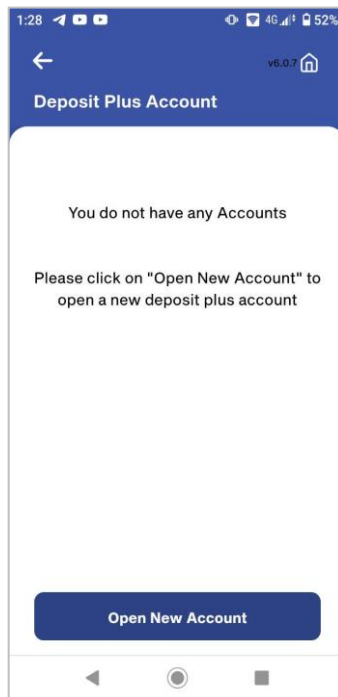
Step 1

Click on **Deposit Plus**



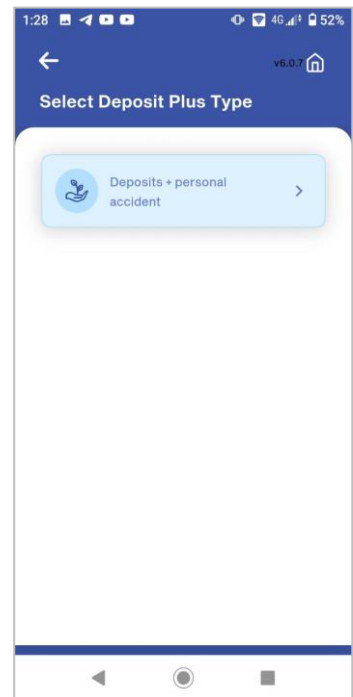
Step 2

Click on **Open New Account**



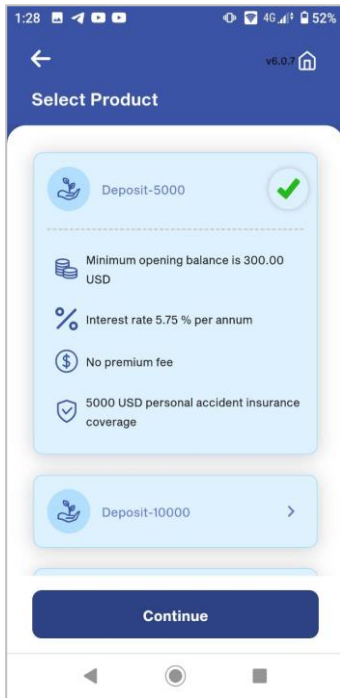
Step 3

Select deposit plus type



Step 4

Select product and check condition then **Continue**



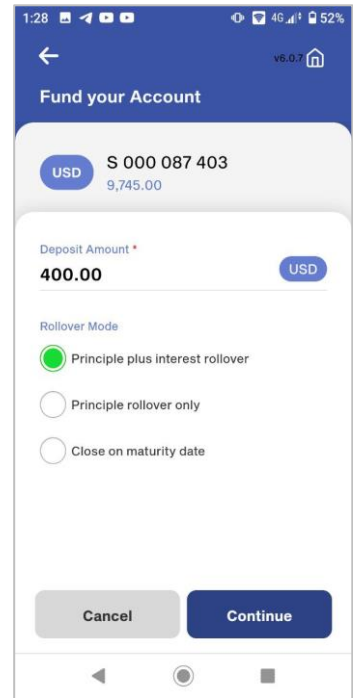
Step 5

Select open account for own by click on **Own**



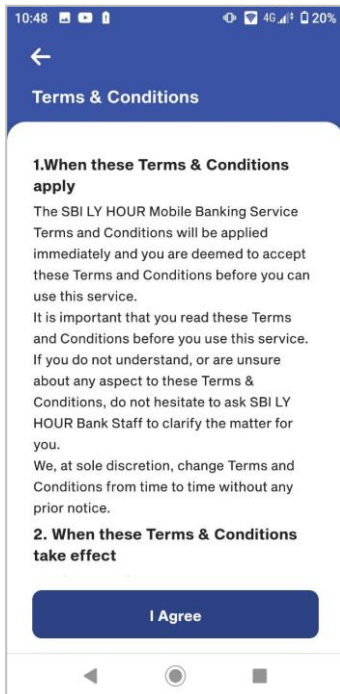
Step 6

Enter amount and select rollover mode then click on **Continue**



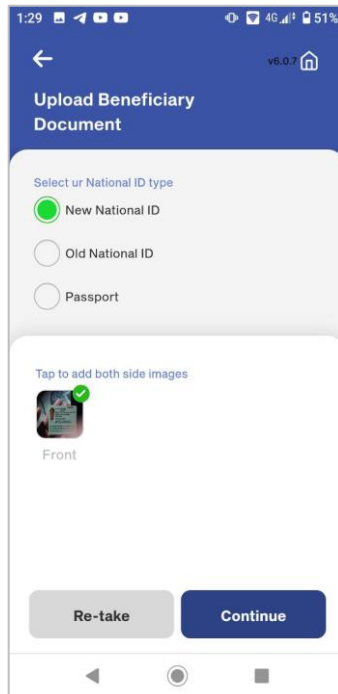
Step 7

Read terms and conditions then click on **I Agree**



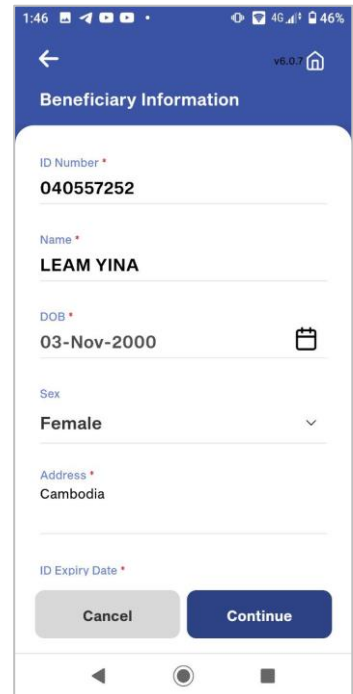
Step 8

Select national ID type and add both side image



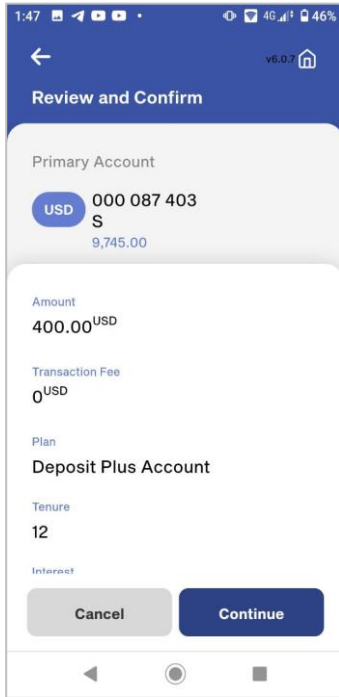
Step 9

Fill in personal information



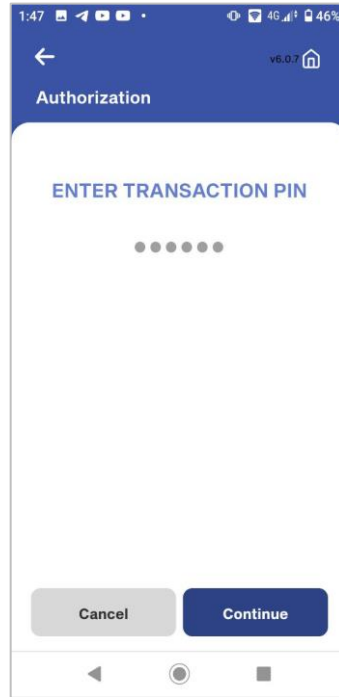
Step 10

Review and condition then click on **Continue**



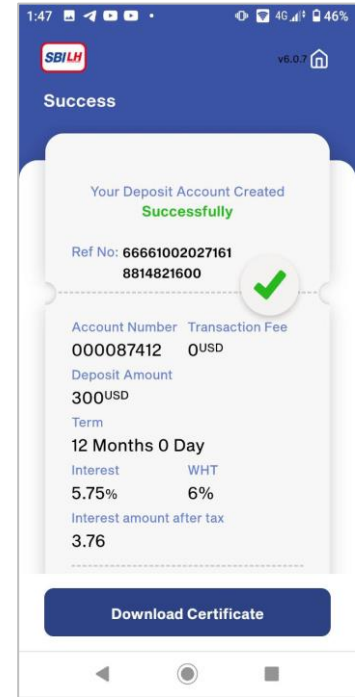
Step 11

Enter 6-digits password



Step 12

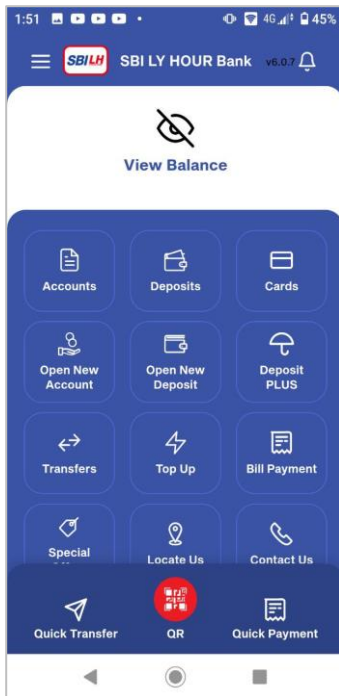
Deposit account created **Successfully**



9.1 OPEN DEPOSIT PLUS FOR THIRD PARTY

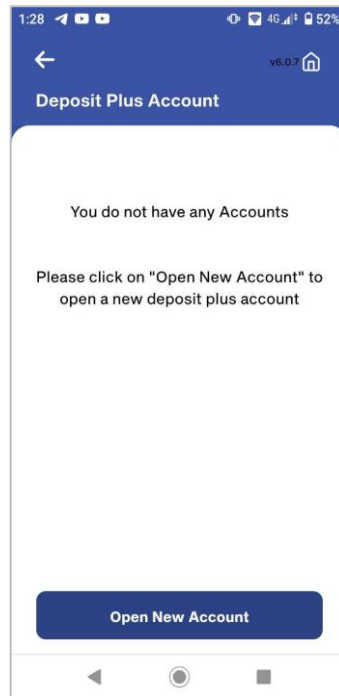
Step 1

Click on **Deposit Plus**



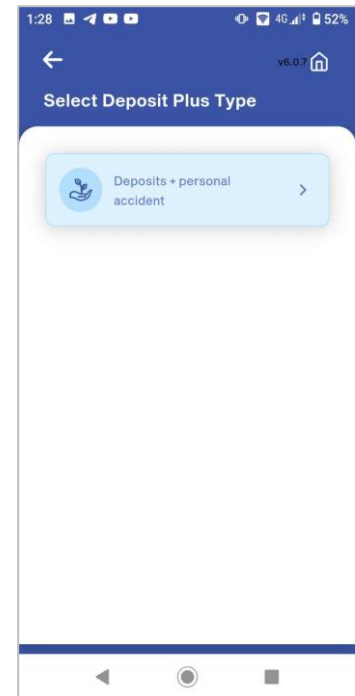
Step 2

Click on **Open New Account**



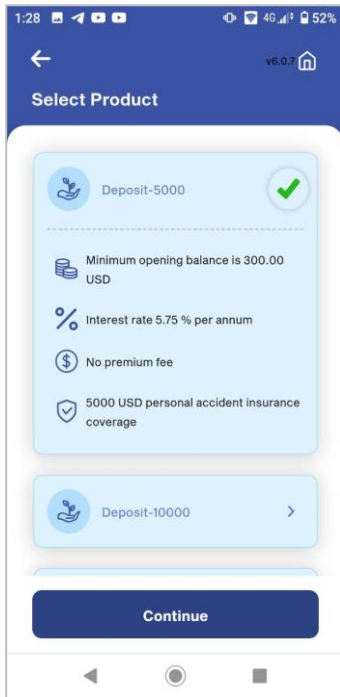
Step 3

Select deposit plus type



Step 4

Select product and check condition then click on **Continue**



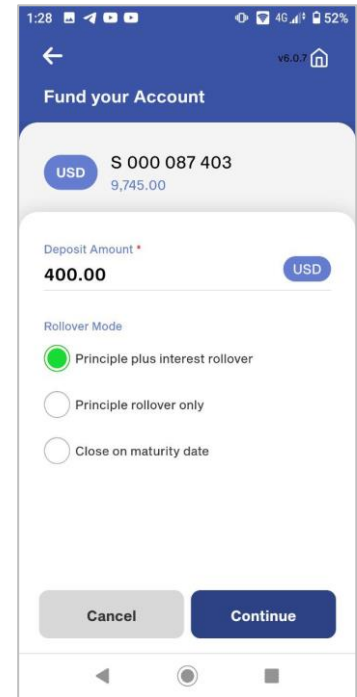
Step 5

Select open account for **Third Party**



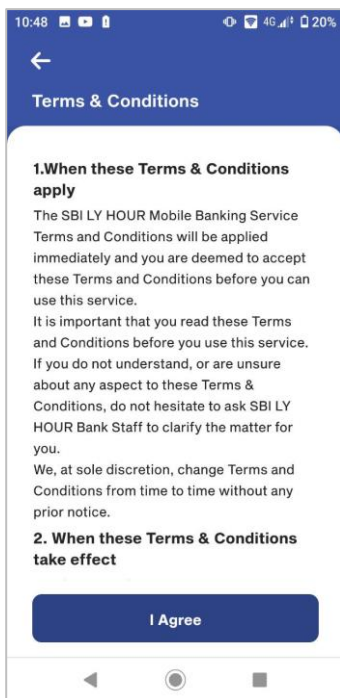
Step 6

Enter amount and select rollover mode then click on **Continue**



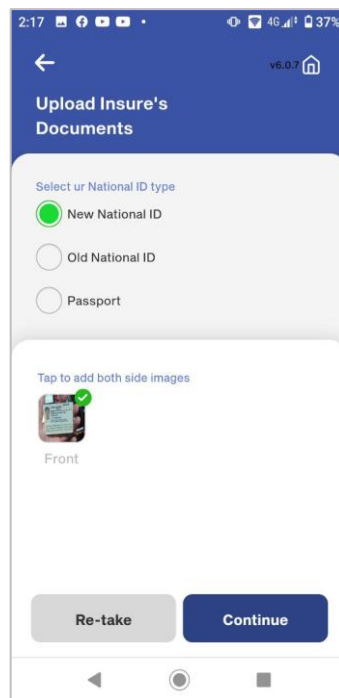
Step 7

Read terms and conditions then click on **I Agree**



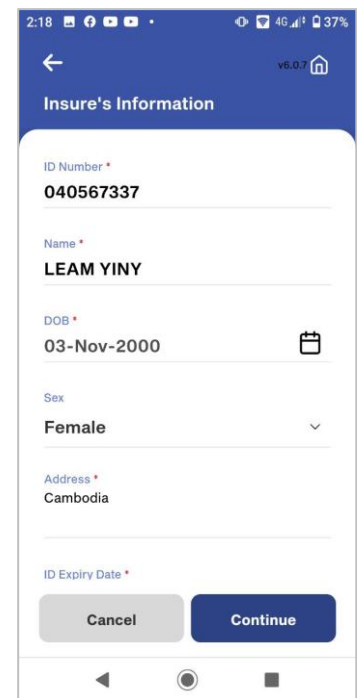
Step 8

Select national ID type and add both side image



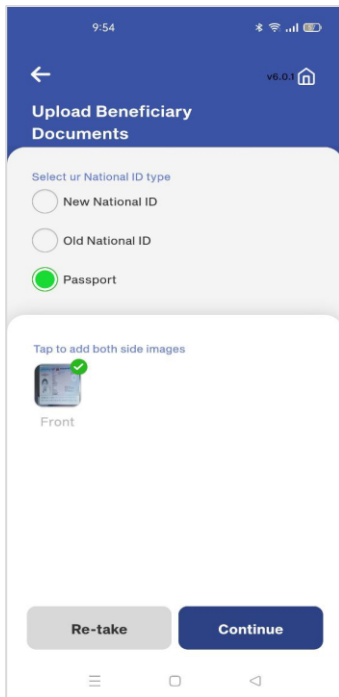
Step 9

Enter insurer's information



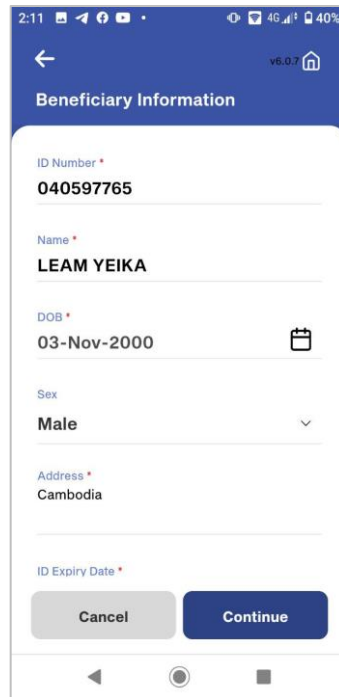
Step 10

Select national ID type and add image of beneficiary documents and click **Continue**



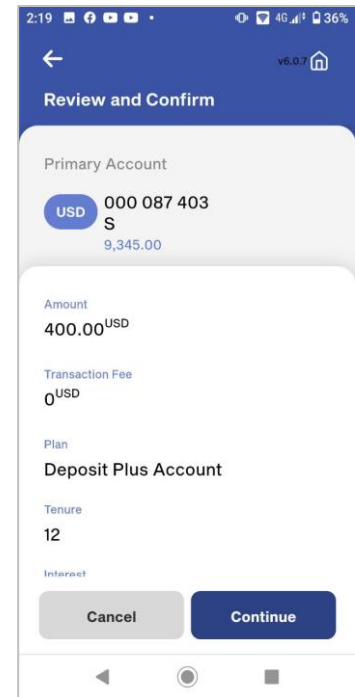
Step 11

Enter beneficiary information and click on **Continue**



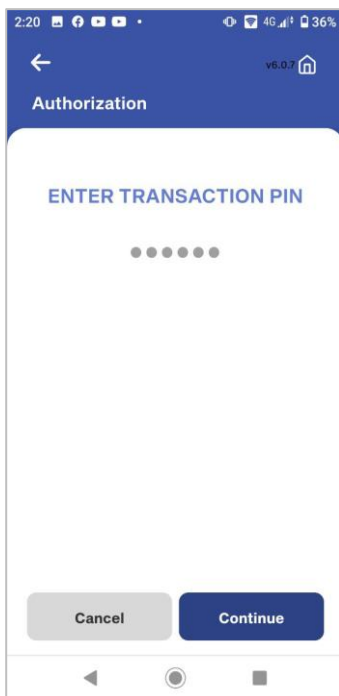
Step 12

Review and confirm then click on **Continue**



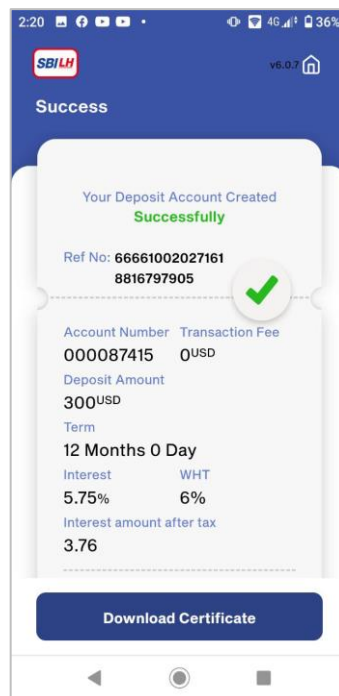
Step 13

Enter 6-digits password



Step 14

Deposit account created **Successfully**

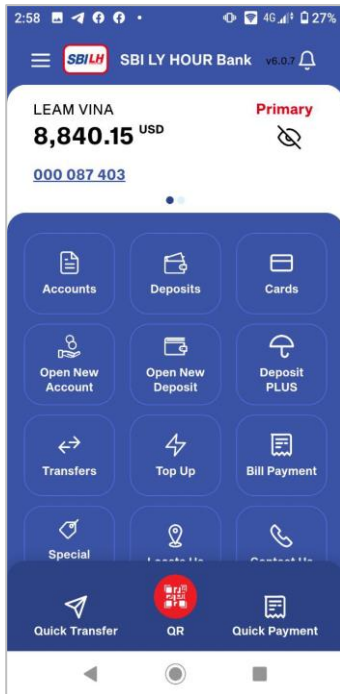


10. FUND TRANSFERS

10.1 TRANSFER TO OWN ACCOUNT

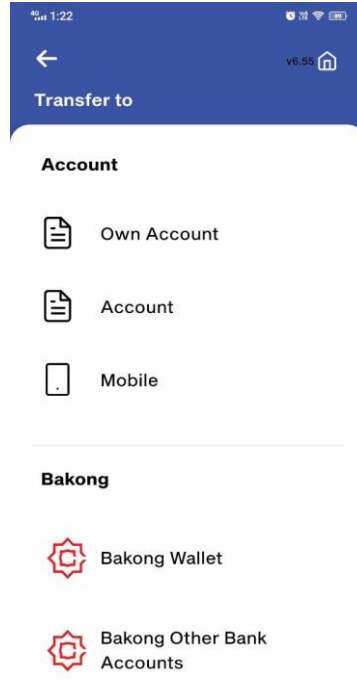
Step 1

Click on **Transfers**



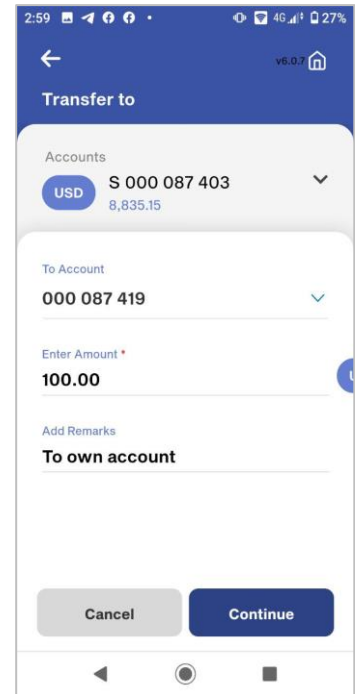
Step 2

Select transfer to **own account**



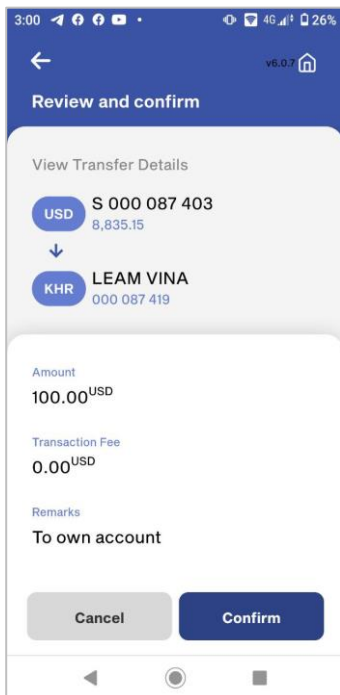
Step 3

Select account type and enter



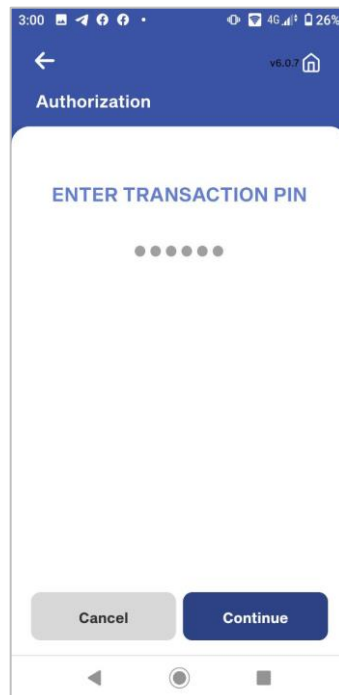
Step 4

Review and confirm then click on **Continue**



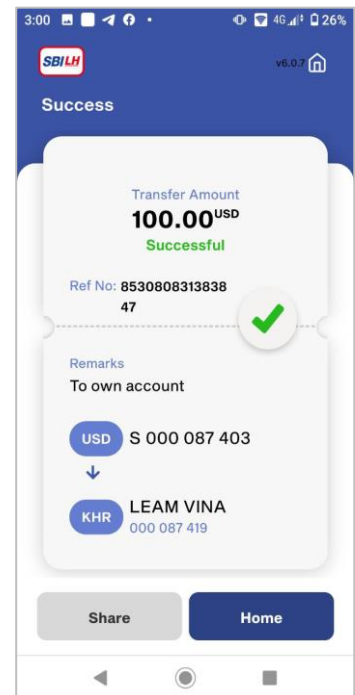
Step 5

Enter 6-digits password



Step 6

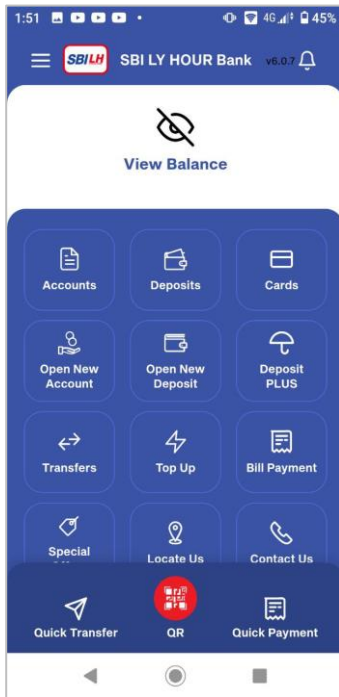
Transaction are **successfully**



10.2 TRANSFER TO OTHER ACCOUNT

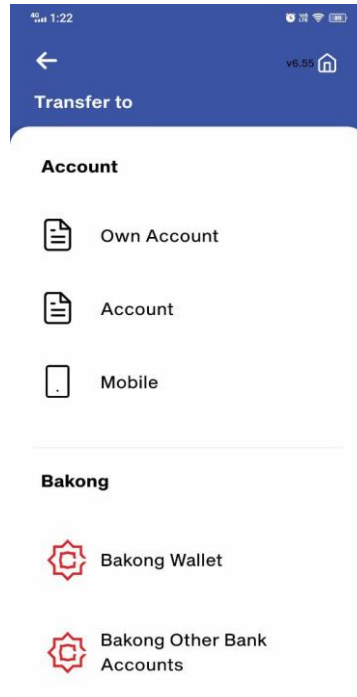
Step 1

Click on **Transfers**



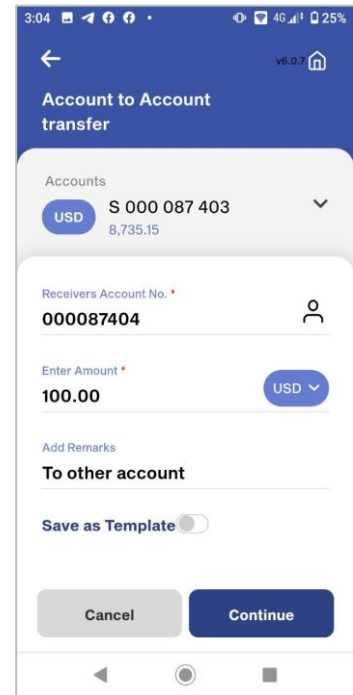
Step 2

Select transfer to **Accounts**



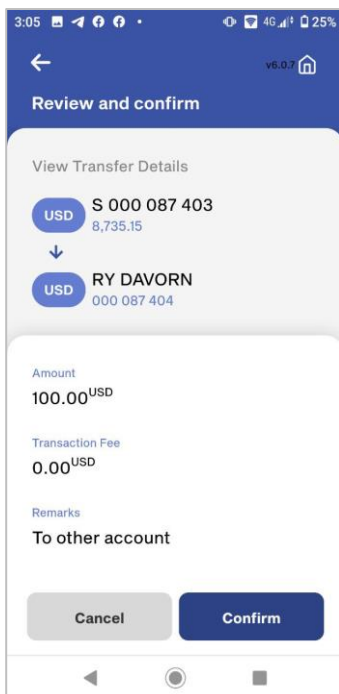
Step 3

Select account type and enter amount



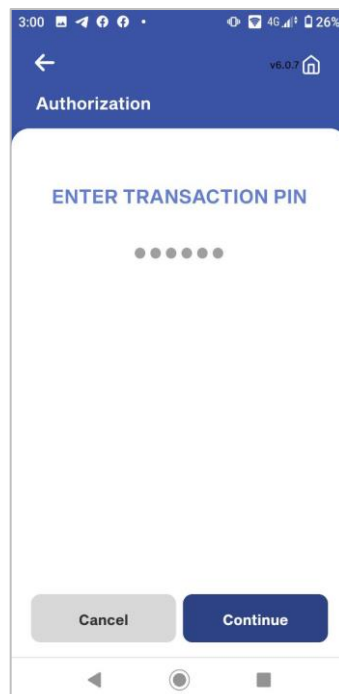
Step 4

Review and confirm then click on **Continue**



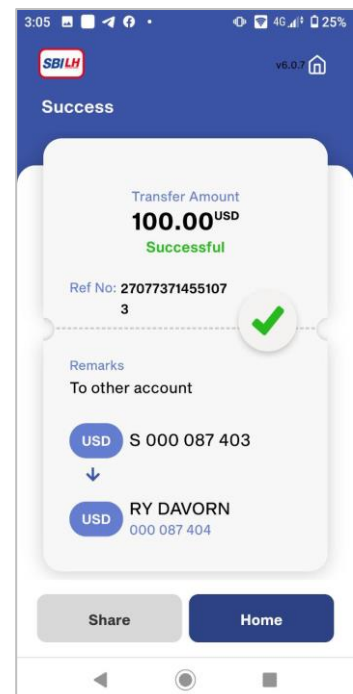
Step 5

Enter 6-digits password



Step 6

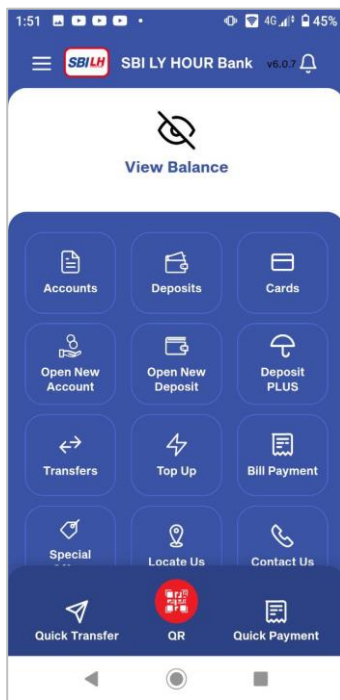
Transaction are **Successfully**



10.3 TRANSFER TO MOBILE NUMBER

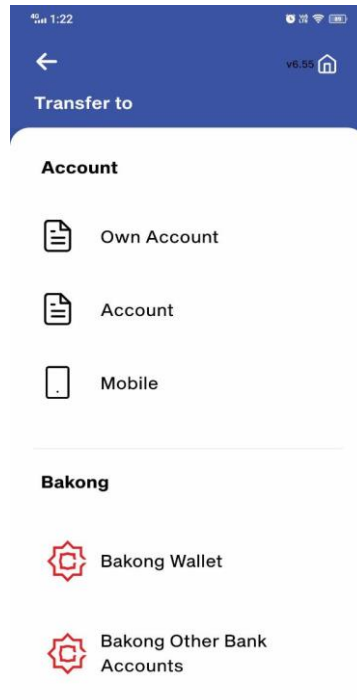
Step 1

Click on **Transfers**



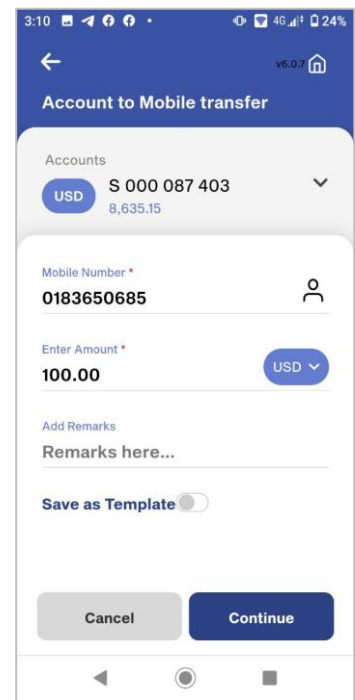
Step 2

Select transfer to **Mobile**



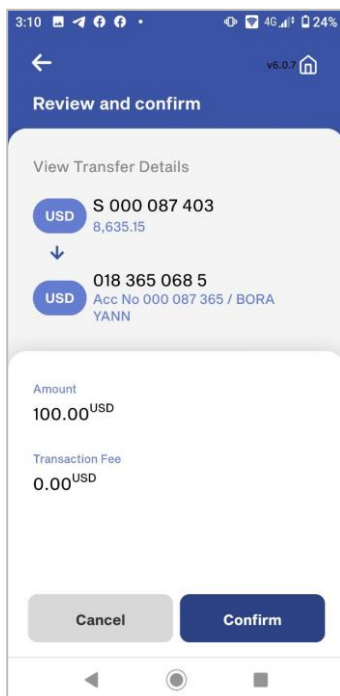
Step 3

Input Phone Number and enter amount



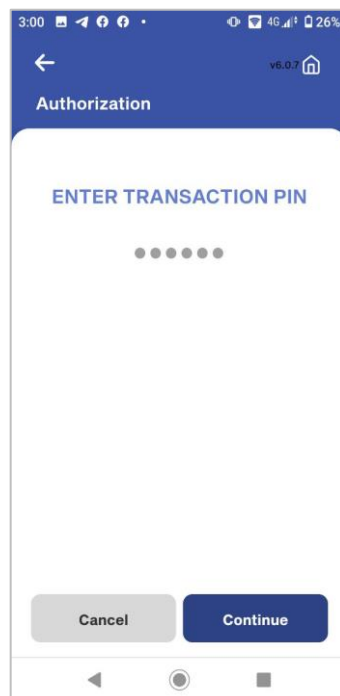
Step 4

Review and confirm then click on **Continue**



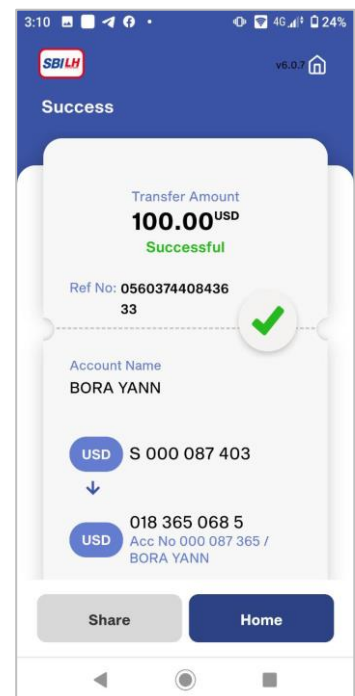
Step 5

Enter 6-digits password



Step 6

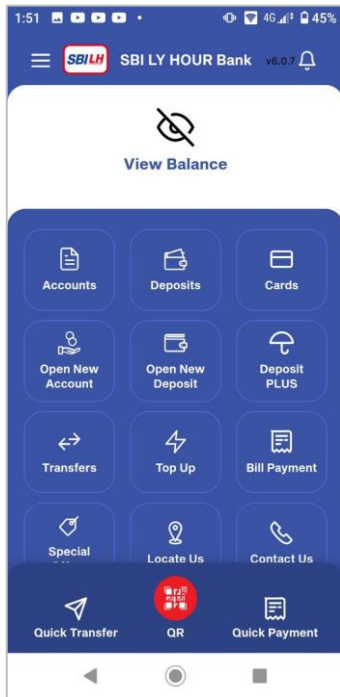
Transaction are **Successfully**



10.4 TRANSFER TO LY HOUR 9 DIGIT CODE

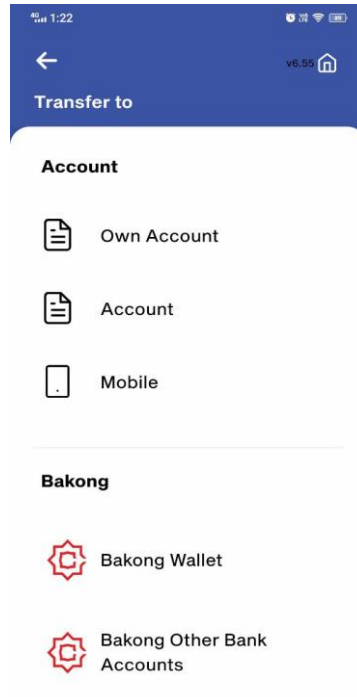
Step 1

Click on **Transfers**



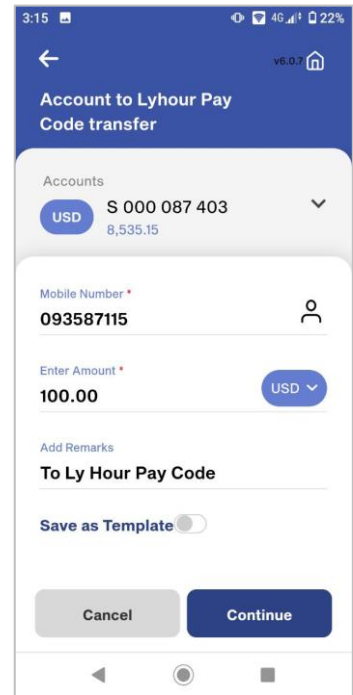
Step 2

Select transfer to **Ly Hour Pay Code**



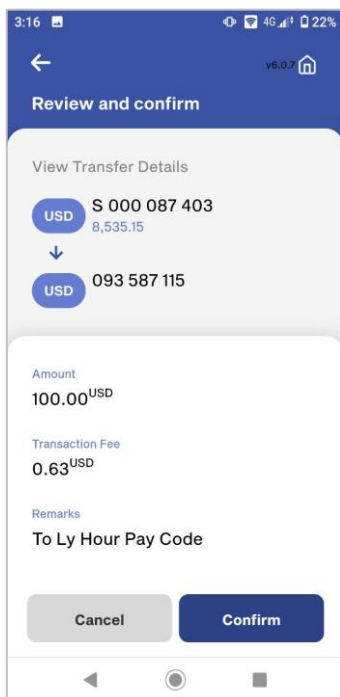
Step 3

Input Phone Number and enter amount



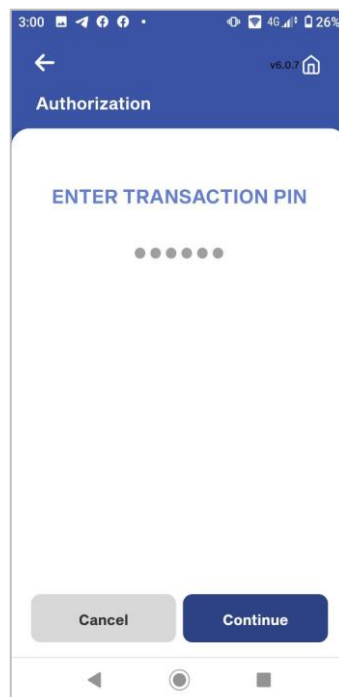
Step 4

Review and confirm then click on **Continue**



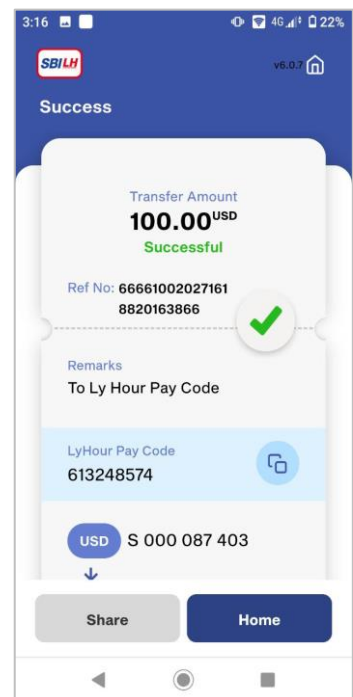
Step 5

Enter 6-digits code



Step 6

Transaction are **Successfully**

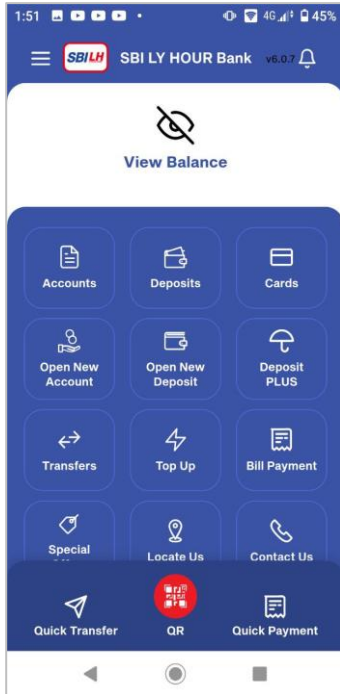


11. HOW TO TOP UP

11.1 TOP UP BY PINLESS

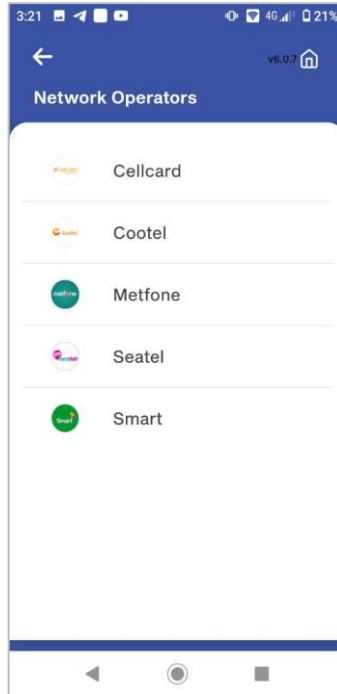
Step 1

Click on **Top Up**



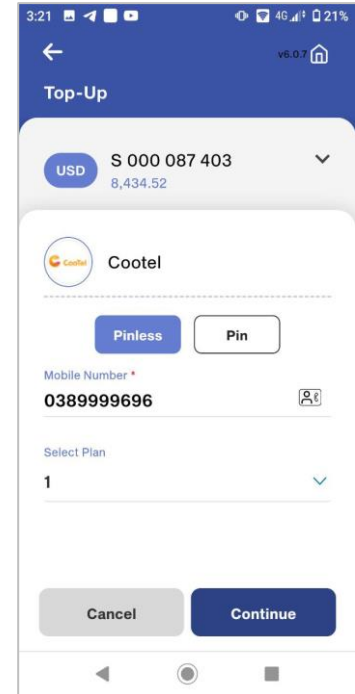
Step 2

Select **Network Operators** type



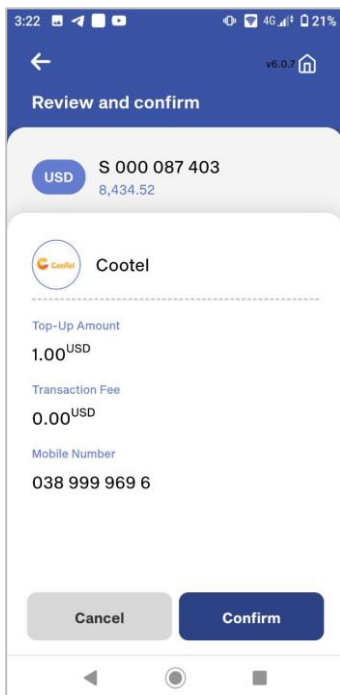
Step 3

Select **Pinless** and enter **Amount**



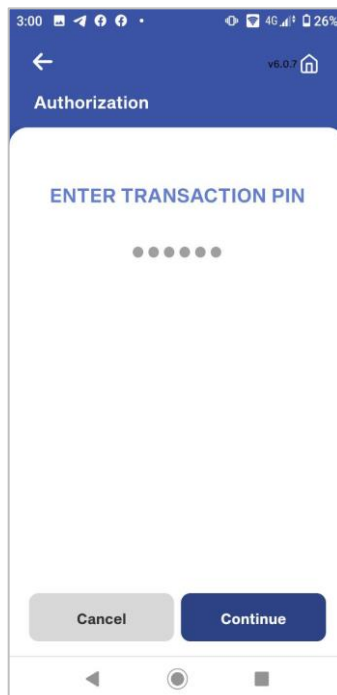
Step 4

Review and confirm then click on **Continue**



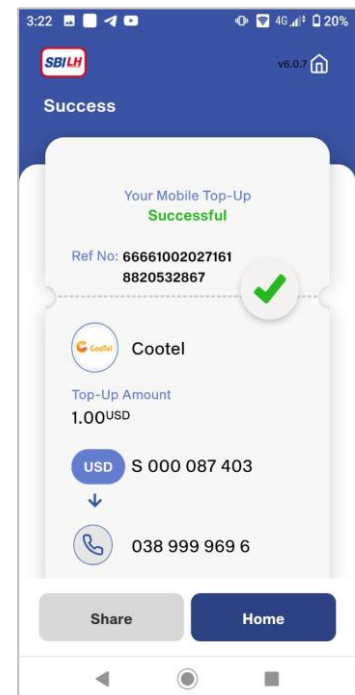
Step 5

Enter 6-digits password



Step 6

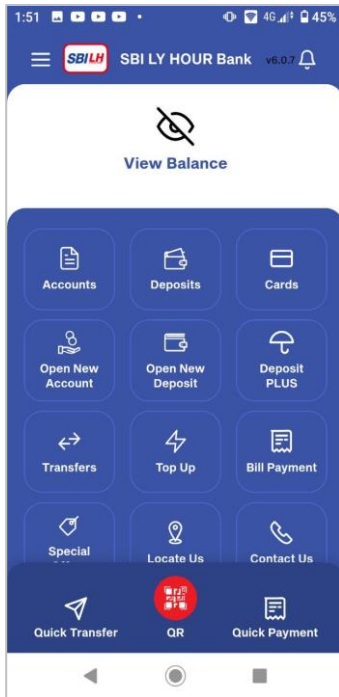
Mobile top up is **Successfully**



11.2 TOP UP BY PIN

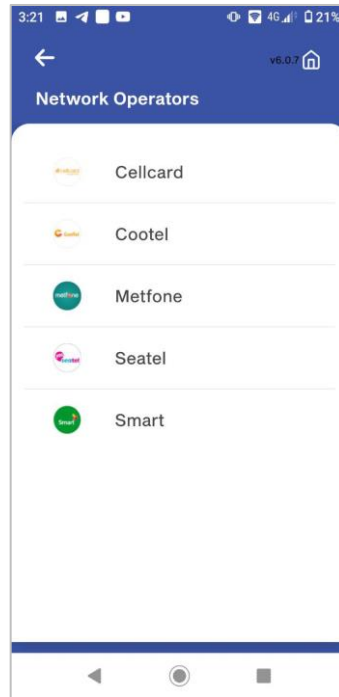
Step 1

Click on **Top Up**



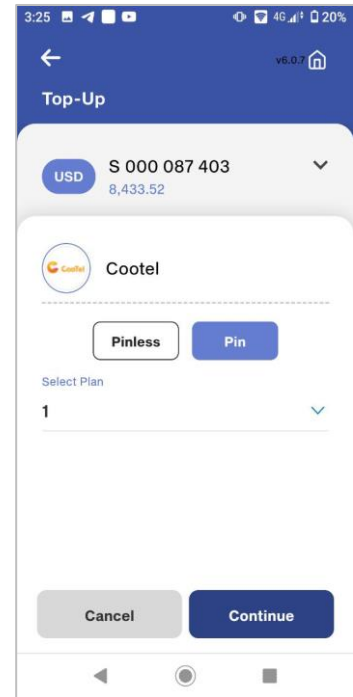
Step 2

Select **Network Operators** type



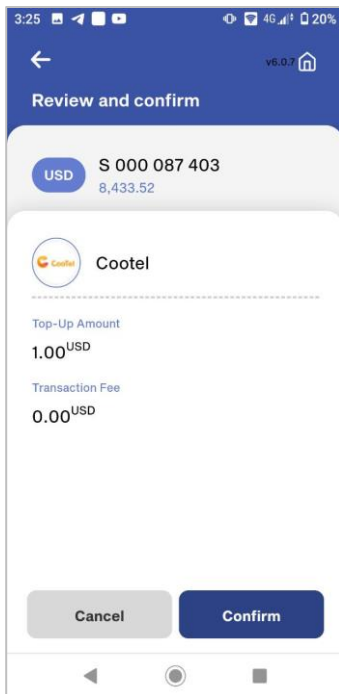
Step 3

Select **Pin** and enter **Amount**



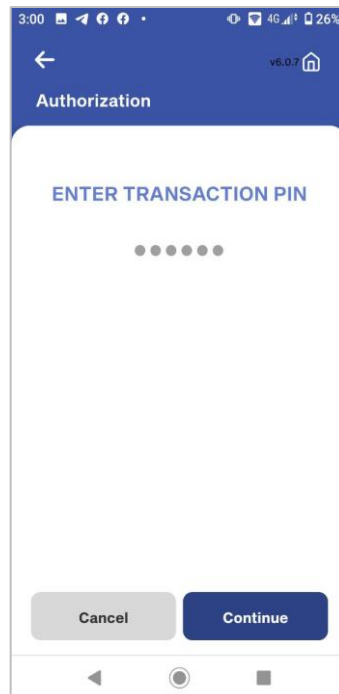
Step 4

Review and confirm then click on **Continue**



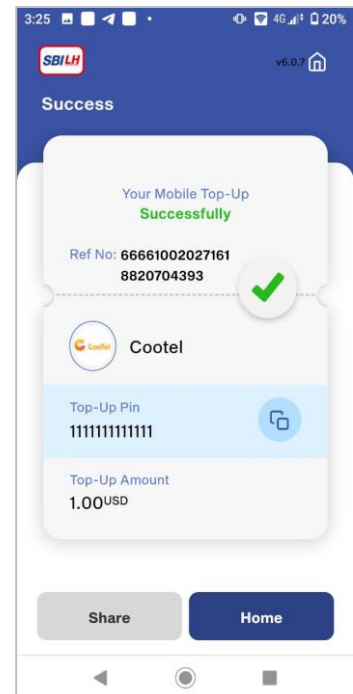
Step 5

Enter 6-digits password



Step 6

Mobile top up is **Successfully**

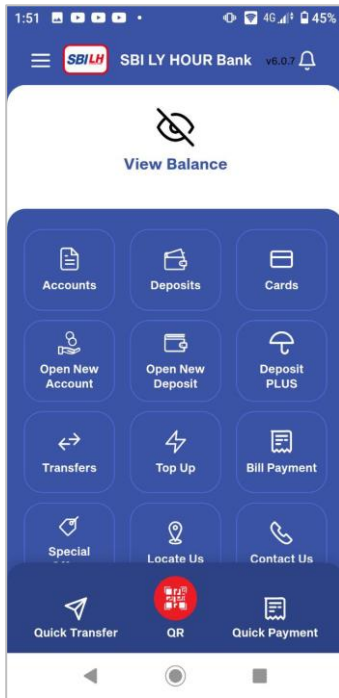


12. HOW TO BILL PAYMENT

12.1 BILL PAYMENTS

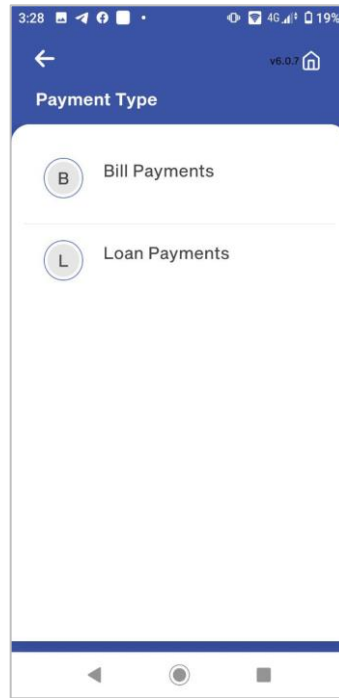
Step 1

Click on **Bill Payment**



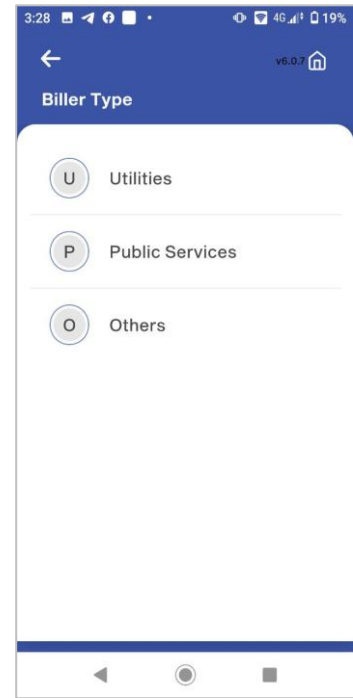
Step 2

Please select **Payment type**



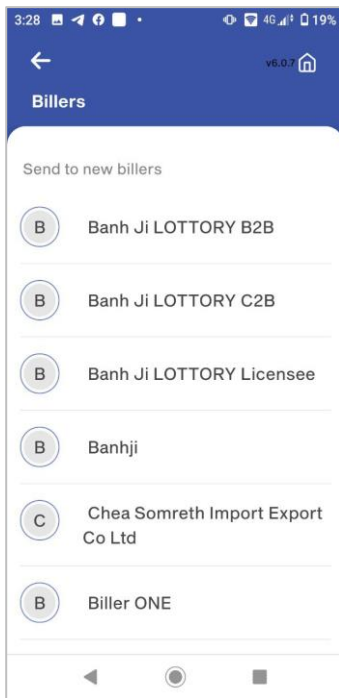
Step 3

Please select **Biller type**



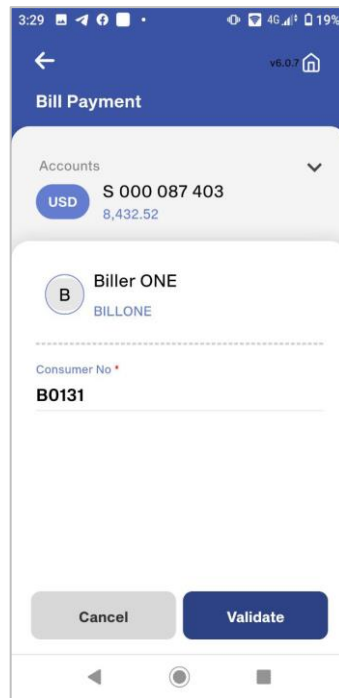
Step 4

Please select **Billers** for sending



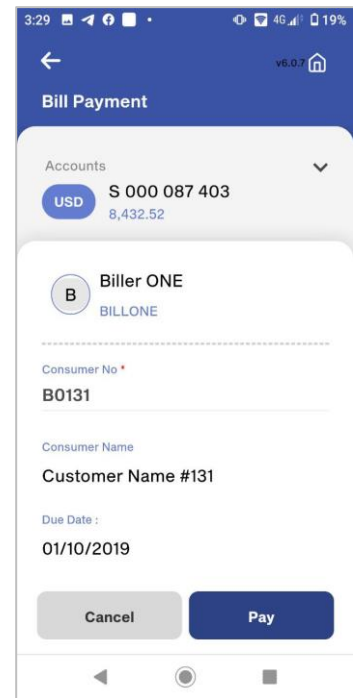
Step 5

Please enter **Consumer No**



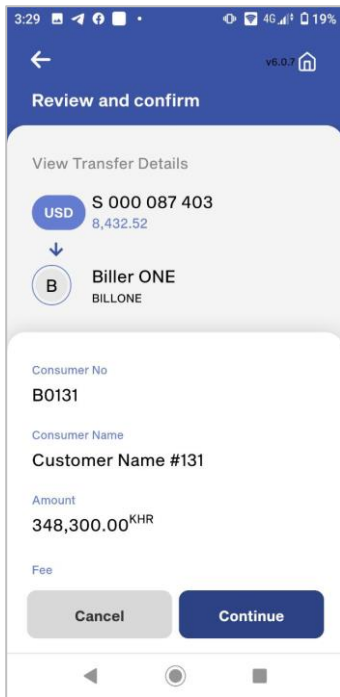
Step 6

Please check amount and click on **Pay**



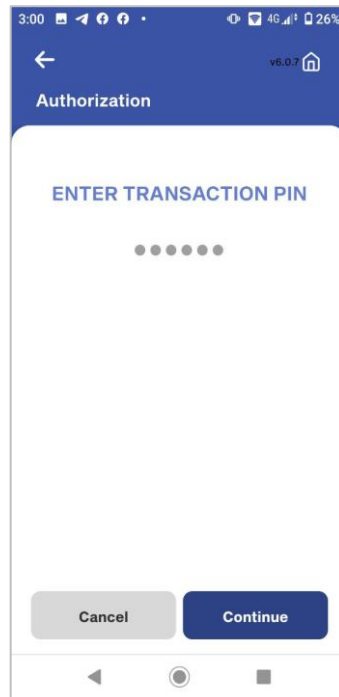
Step 7

Please review and confirm then click on **Continue**



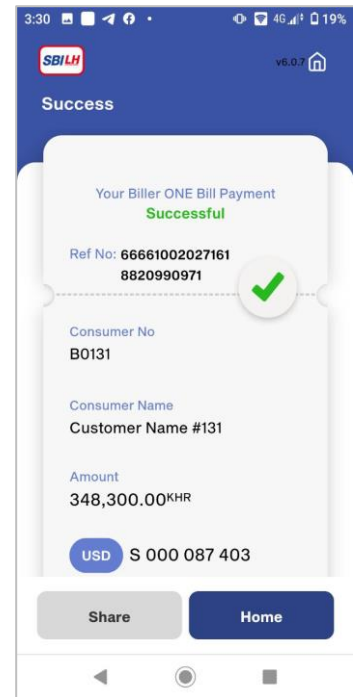
Step 8

Enter 6-digits password



Step 9

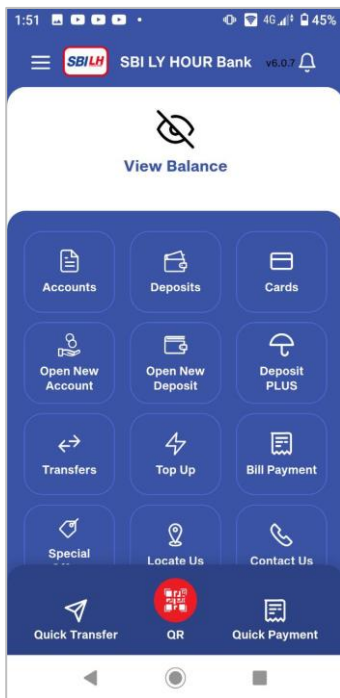
Bill Payment are **Successfully**



12.2 LOAN PAYMENTS

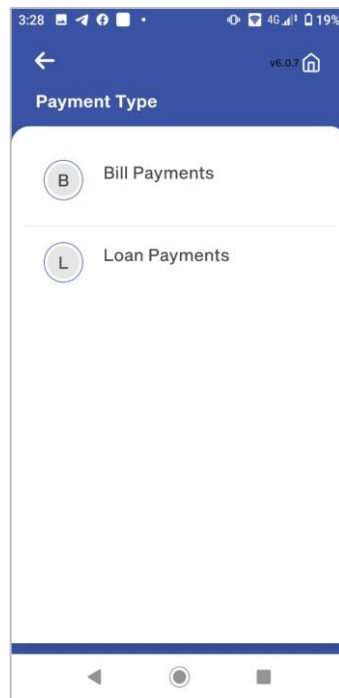
Step 1

Click on **Bill Payment**



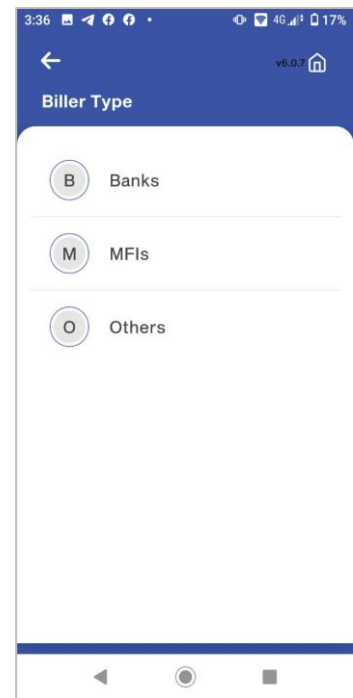
Step 2

Please click on **Payment type**



Step 3

Please select **Biller type**



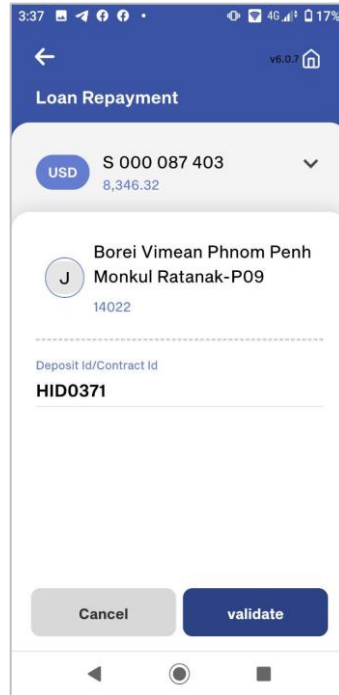
Step 4

Please select any of **Institution**



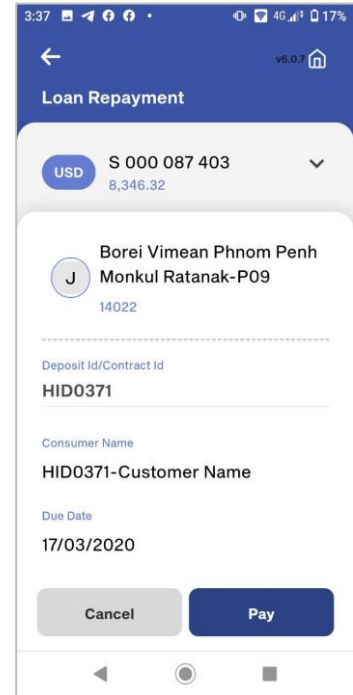
Step 5

Please enter **Deposit Id** or **Contact Id**



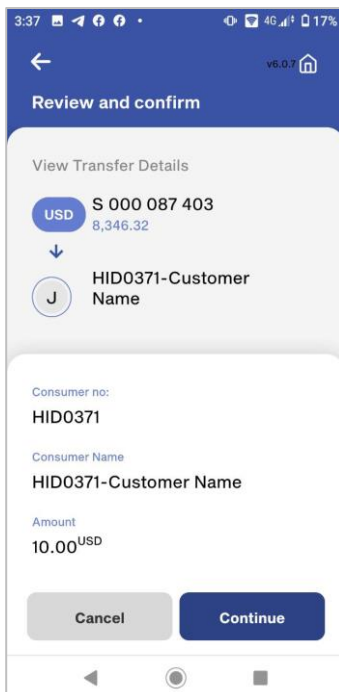
Step 6

Please check on **Amount** and click on **Pay**



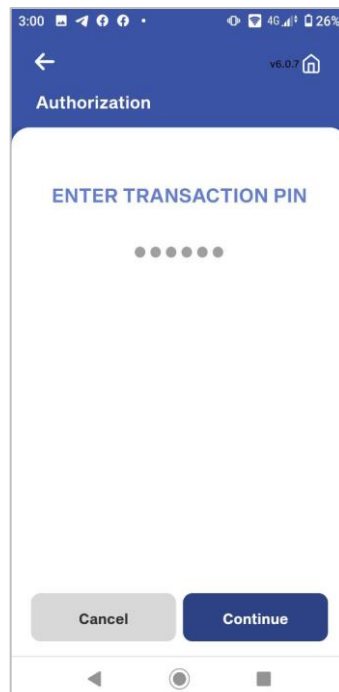
Step 7

Review and confirm then click on **Continue**



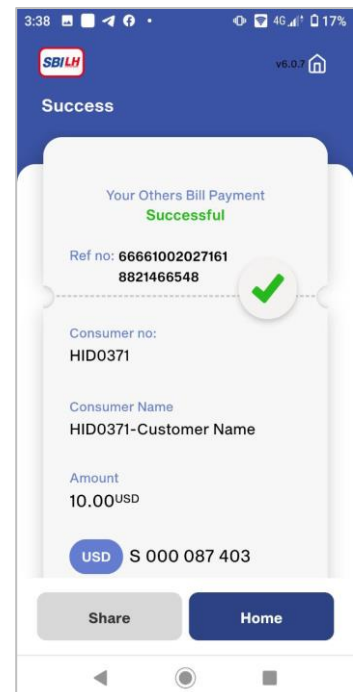
Step 8

Enter 6-digits password



Step 9

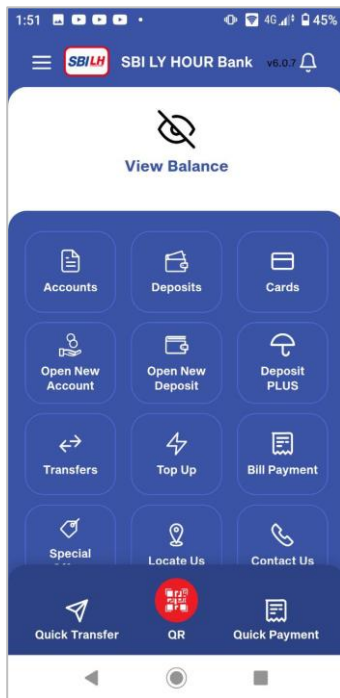
Bill Payment are **Successfully**



13. VIEW SPECIAL OFFERS

Step 1

Click on **Special Offers**



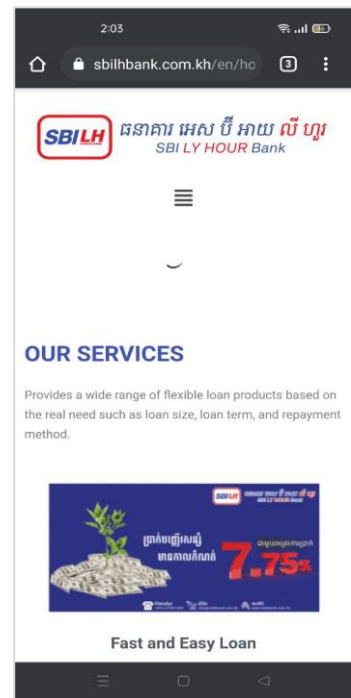
Step 2

Select any of special offers for view details



Step 3

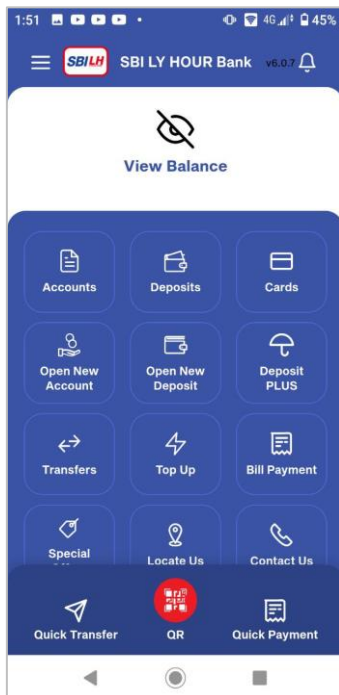
Link to advertise page



14. HOW TO FIND LOCATE US

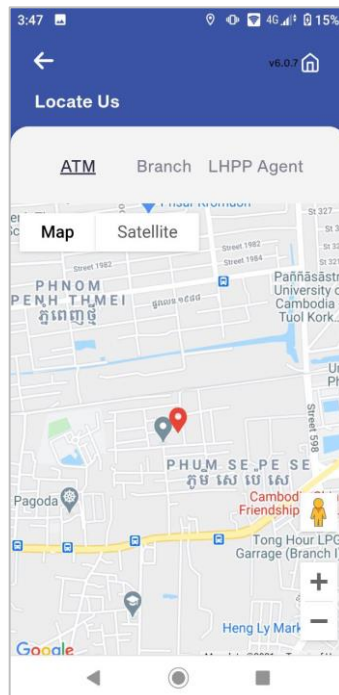
Step 1

Click on **Locate Us**

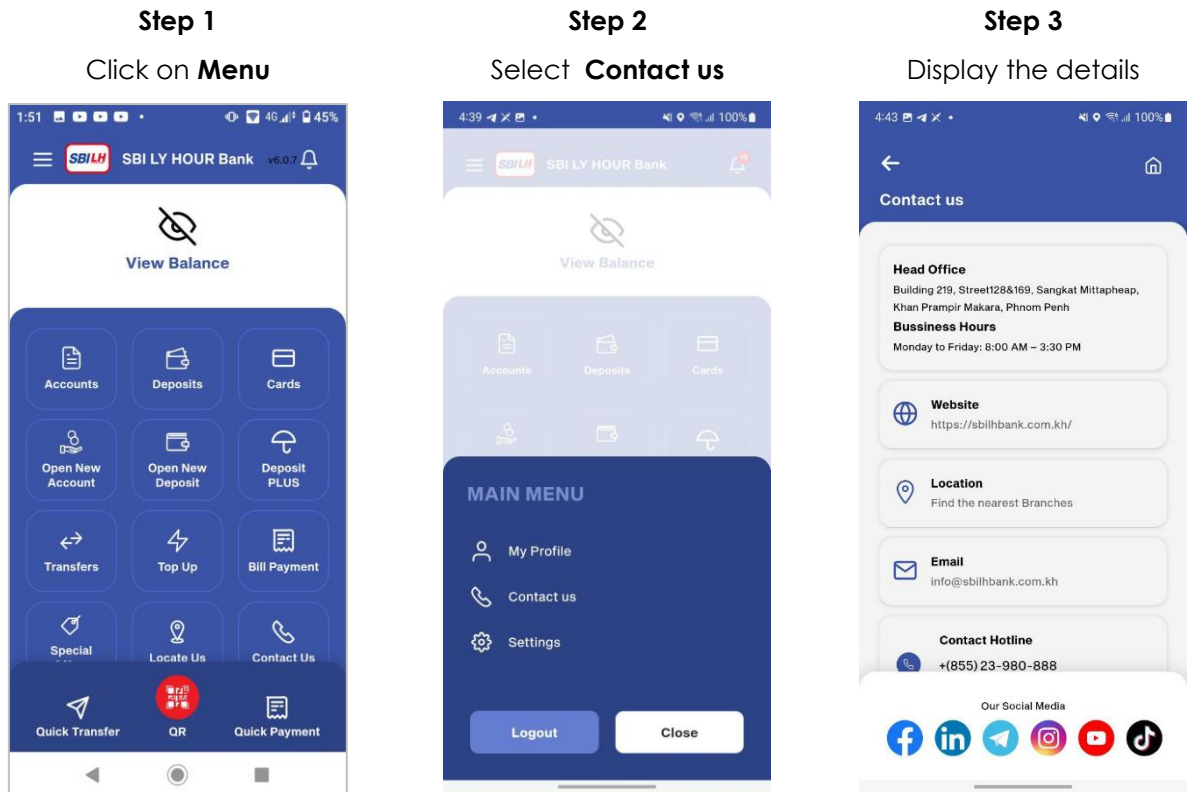


Step 2

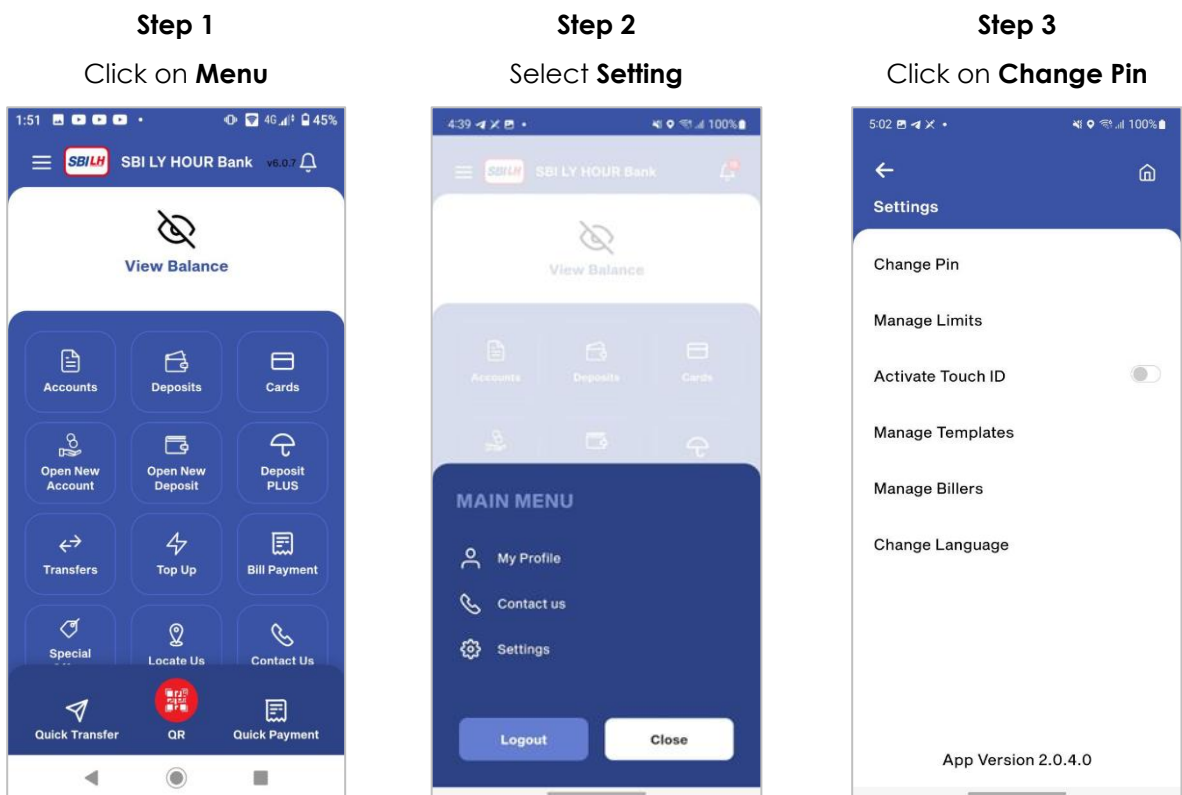
Select location type



15. HOW TO CHECK CONTACT US

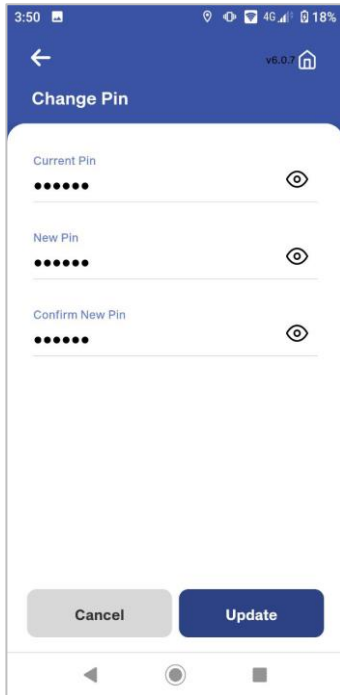


16. HOW TO CHANGE NEW PASSWORD



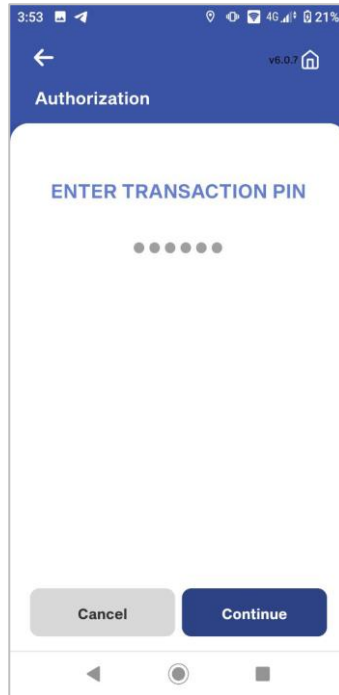
Step 4

Enter **Current Pin** and **New Pin** with **Confirm New Pin** then click on **Update**



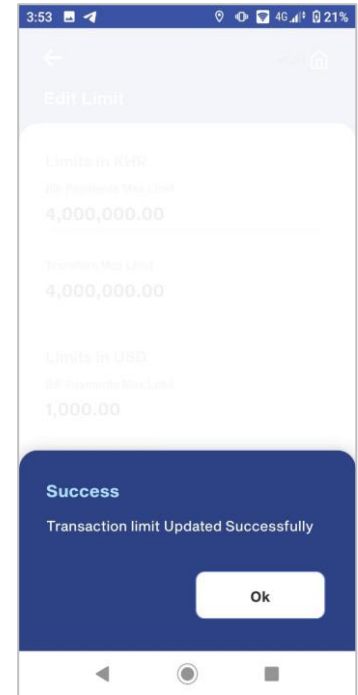
Step 5

Enter authorization



Step 6

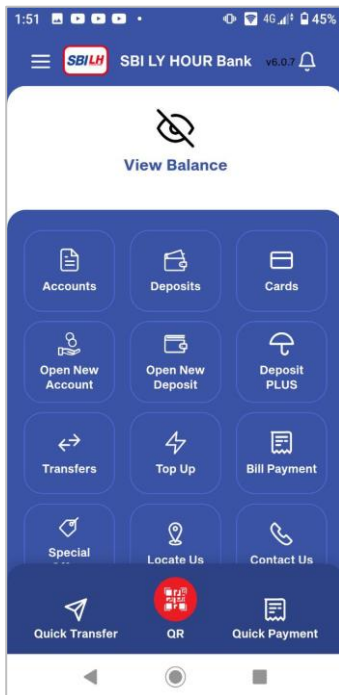
Pin updated successfully



17. HOW TO UPDATE MANAGE LIMITS

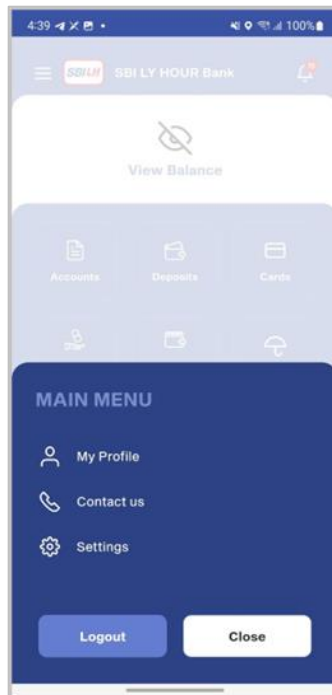
Step 1

Click on **Menu**



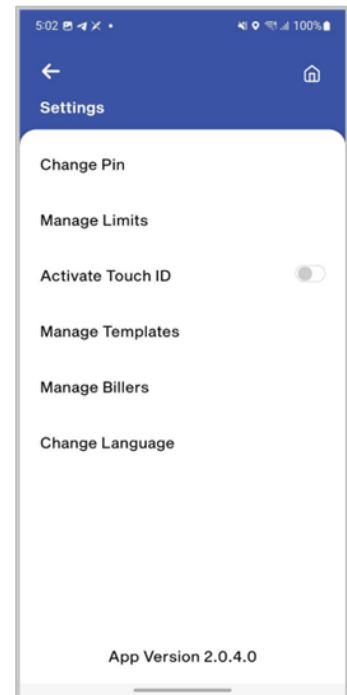
Step 2

Select **Settings**



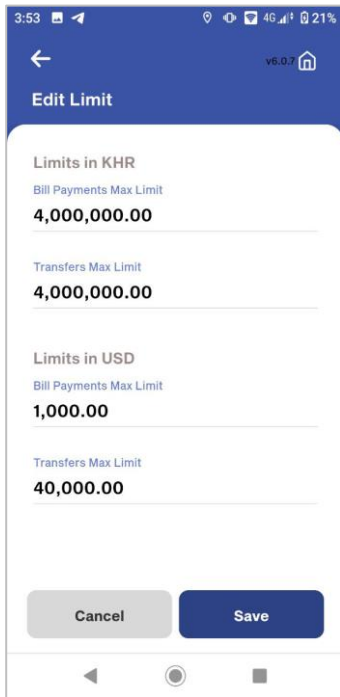
Step 3

Click on **Manage Limits**



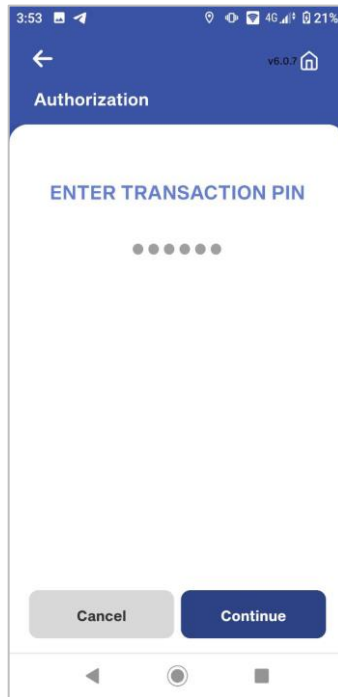
Step 4

Set amount limit



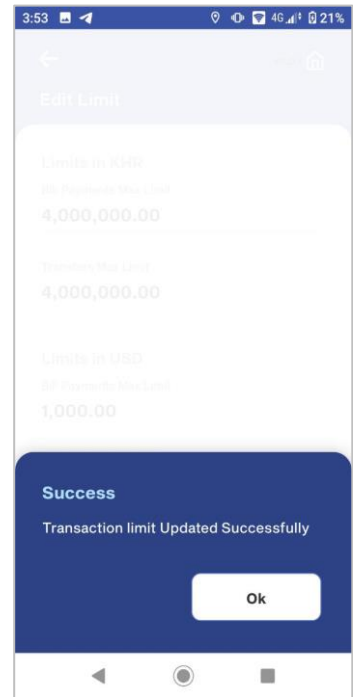
Step 5

Enter authorization



Step 6

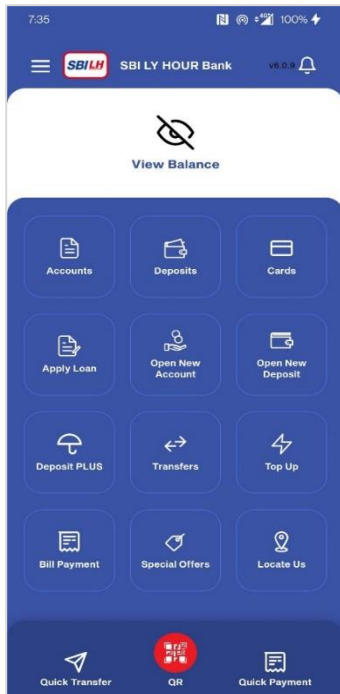
Limit updated **Successfully**



18. ACTIVATE TOUCH ID

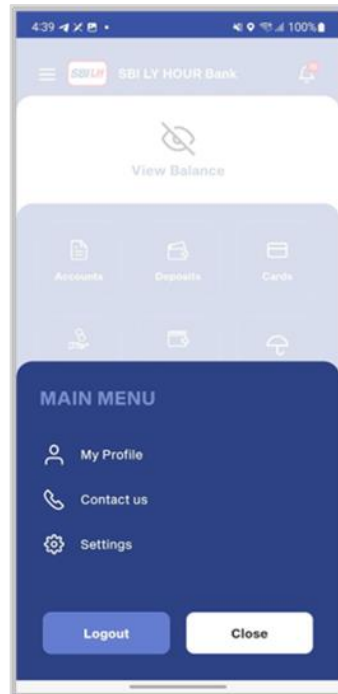
Step 1

Click on **Menu**



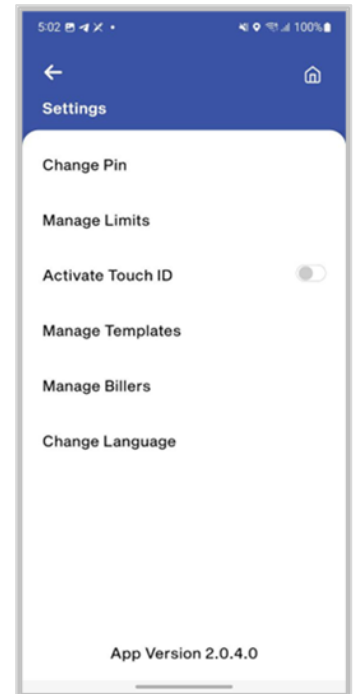
Step 2

Select **Setting**



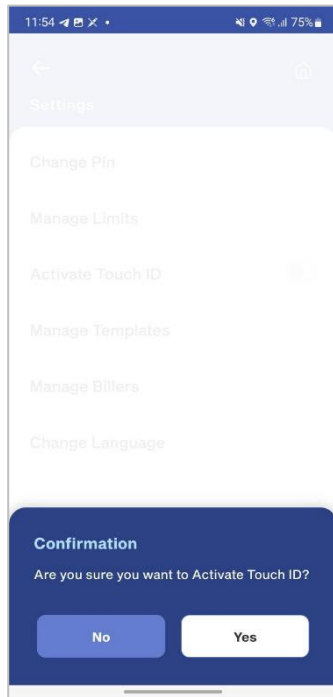
Step 3

Click on **Activate Touch ID**



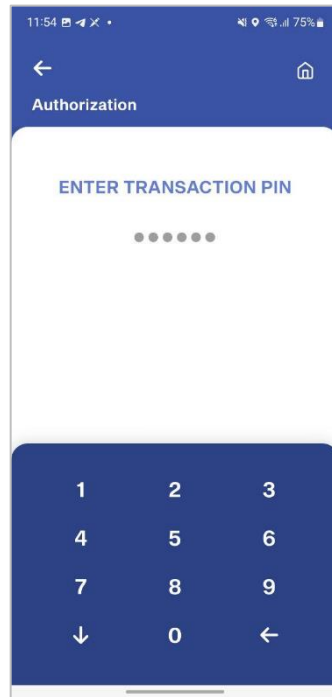
Step 4

Click on **Yes**



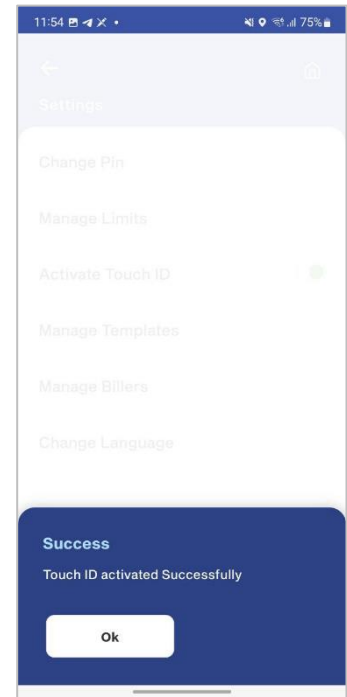
Step 5

Enter authorization



Step 6

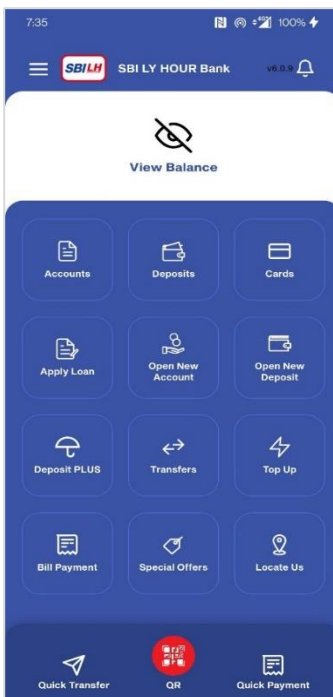
Touch ID Activated **Successfully**



19. CHANGE LANGUAGE

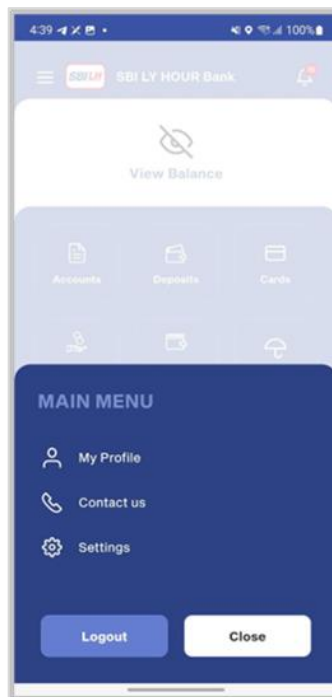
Step 1

Click on **Menu**



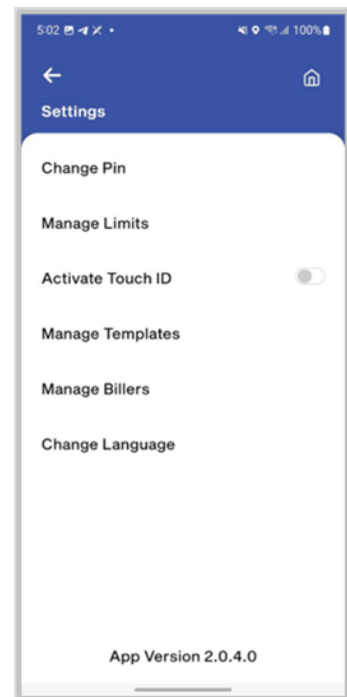
Step 2

Select **Setting**



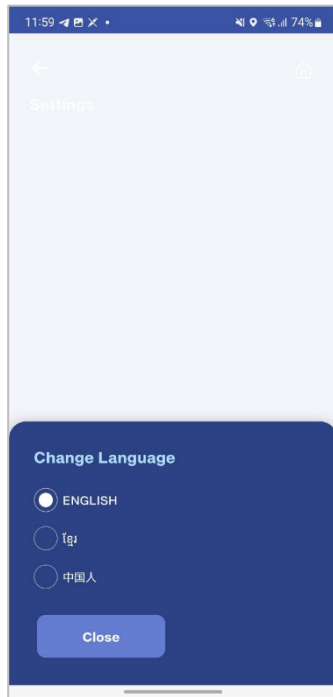
Step 3

Click on **Change Language**



Step 4

Select Language



Step 5

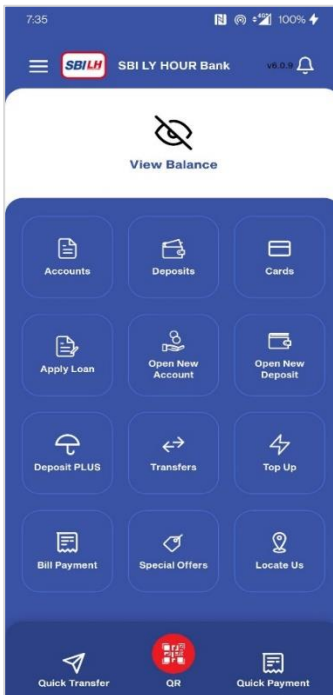
Change Language
Successfully



20. VIEW PROFILE DETAILS

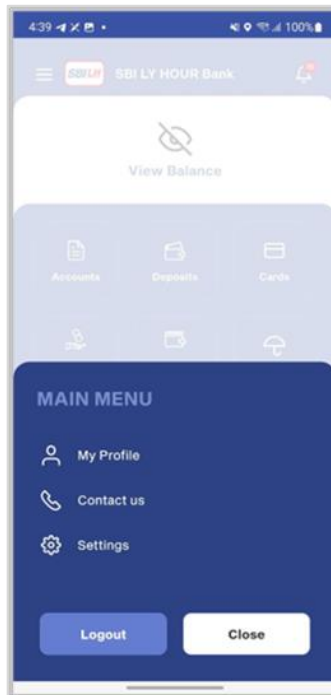
Step 1

Click on **Menu**



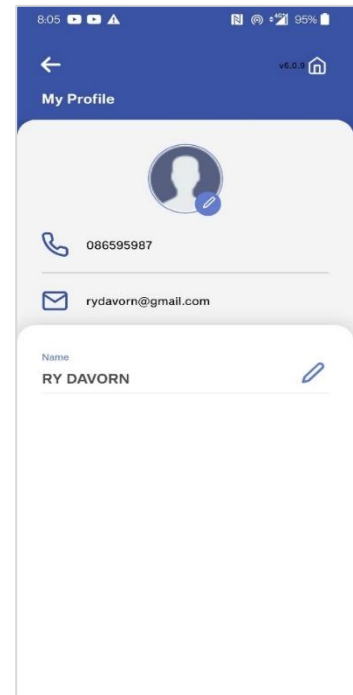
Step 2

Select **My Profiles**



Step 3

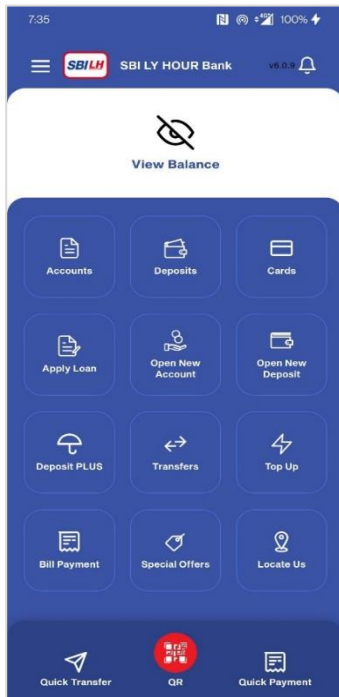
Show **My Profile** details



21. HOW TO CREATE TEMPLATE OF FUND TRANSFER

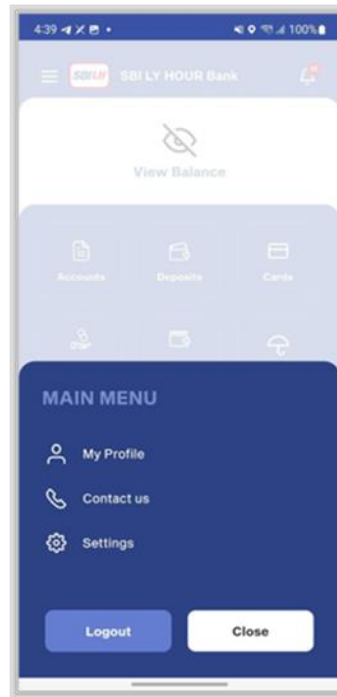
Step 1

Click on **Menu**



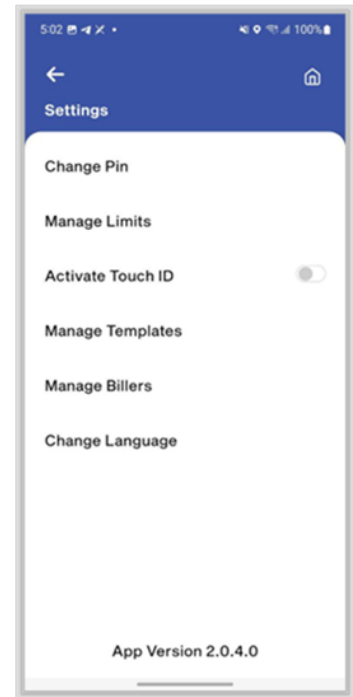
Step 2

Select **Settings**



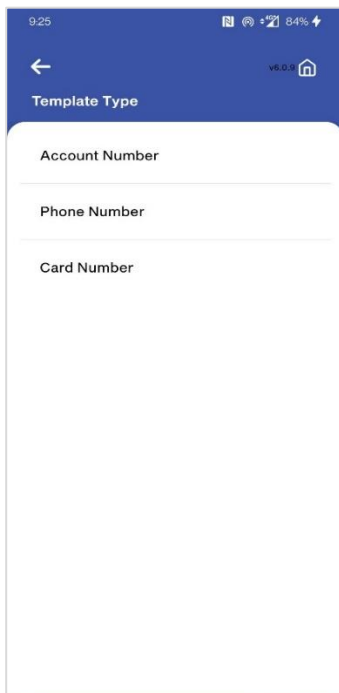
Step 3

Click on **Manage Template**



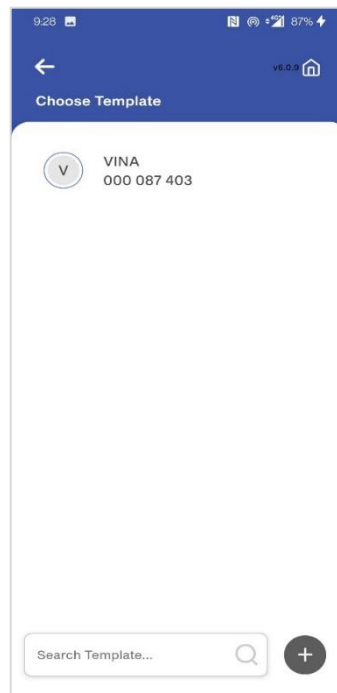
Step 4

Select **Template** type



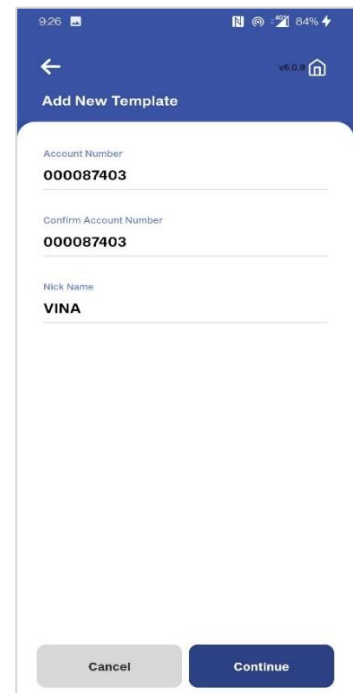
Step 5

Choose template and click on **Add**



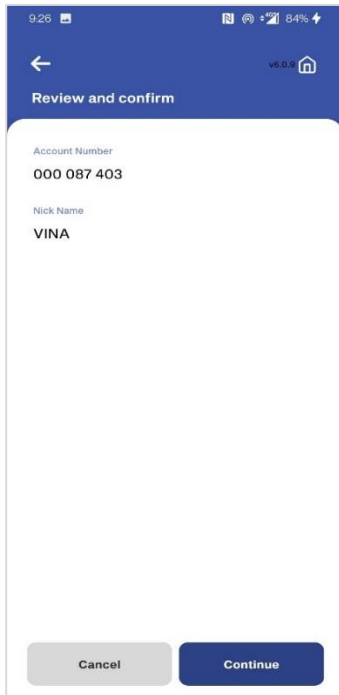
Step 6

Enter account number and nickname then click on **Continue**



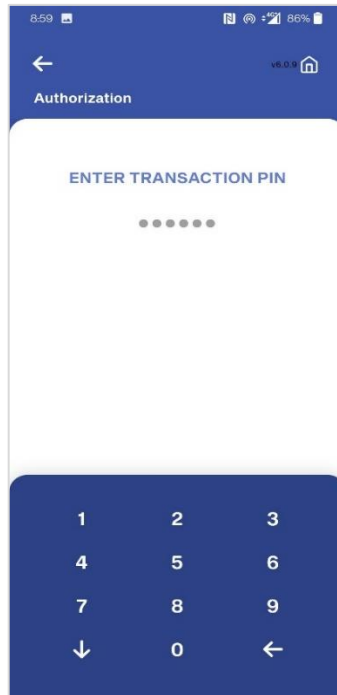
Step 7

Review and confirm



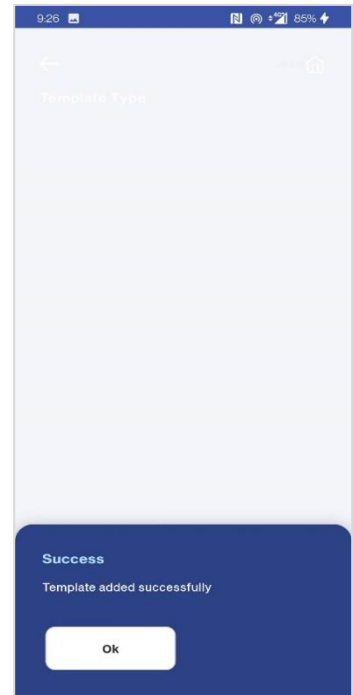
Step 8

Enter authorization



Step 9

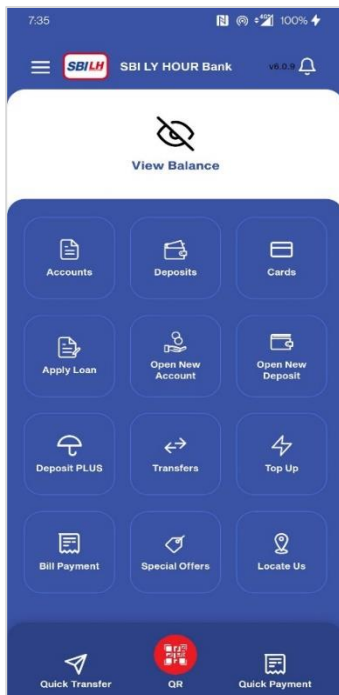
Template added successfully



22. HOW TO CREATE TEMPLATE OF BILL PAYMENT

Step 1

Click on **Menu**



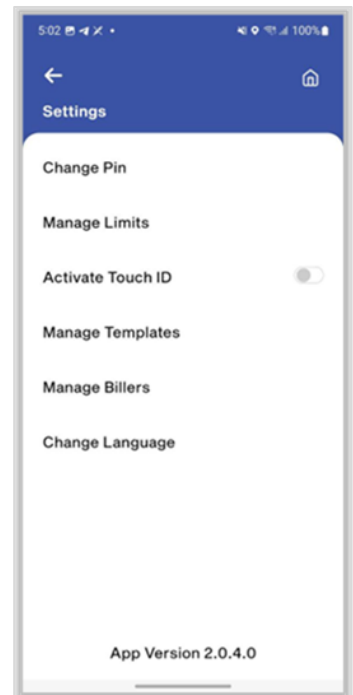
Step 2

Select **Settings**



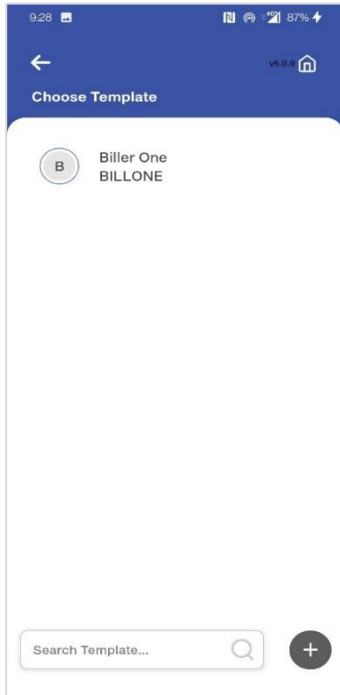
Step 3

Click on **Manage Billers**



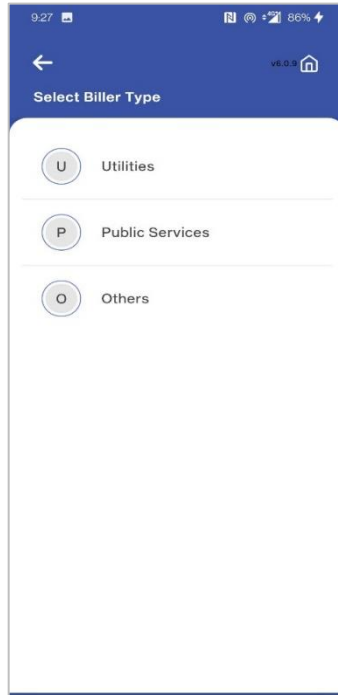
Step 4

Choose **Template** type



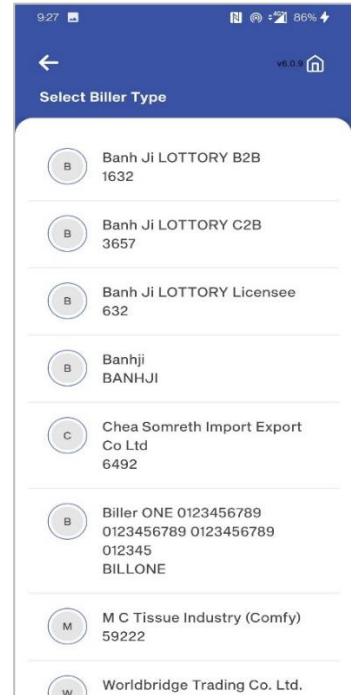
Step 5

Select **Bill**er type



Step 6

Select **Company** type



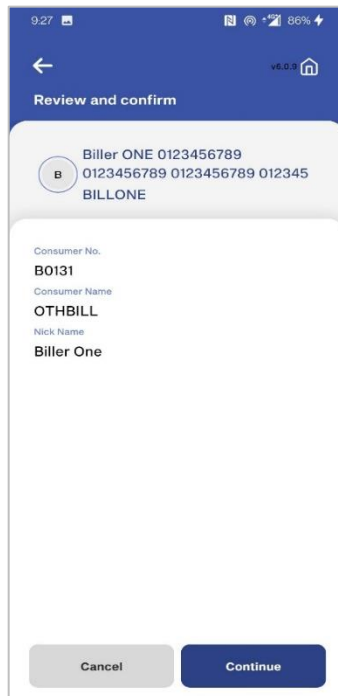
Step 7

Enter **Consumer No** and name then click **Continue**



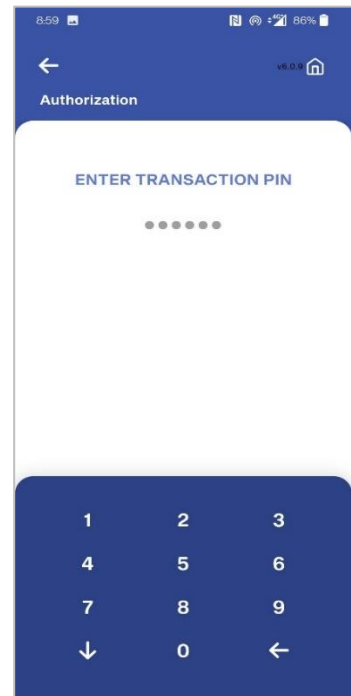
Step 8

Review and confirm



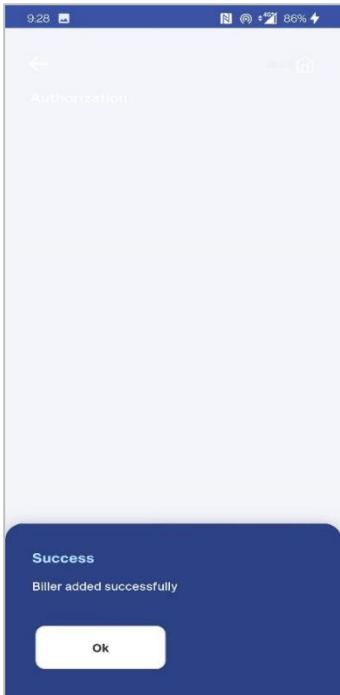
Step 9

Enter authorization



Step 10

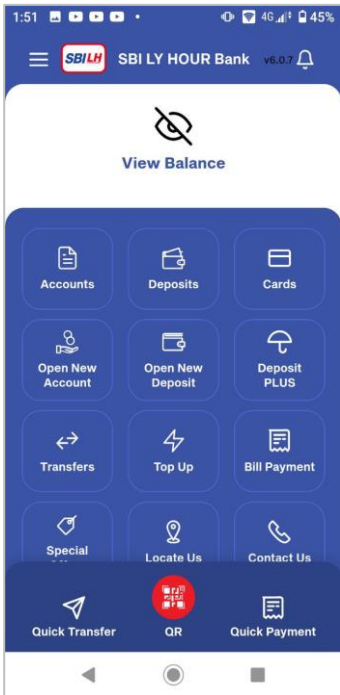
Template add successfully



23. HOW TO GENERATE QR CODE

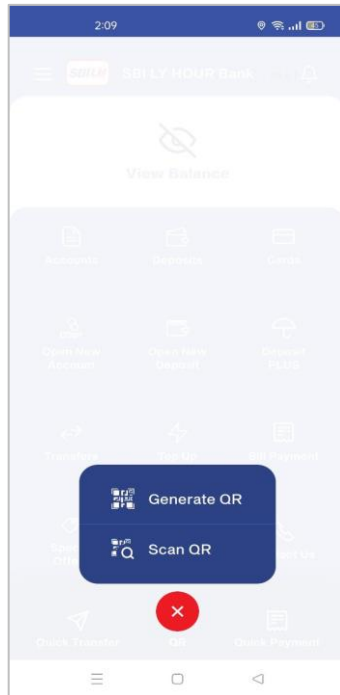
Step 1

Click on **QR**



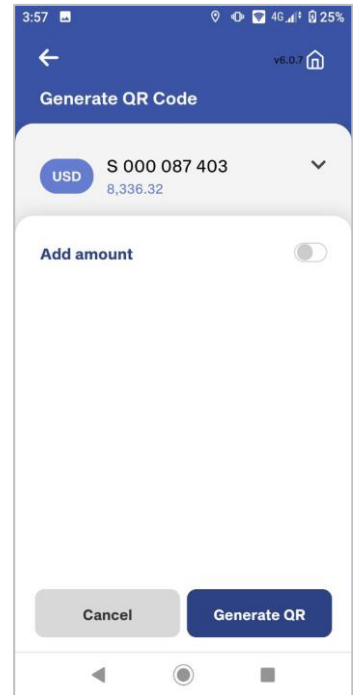
Step 2

Select **Generate QR**



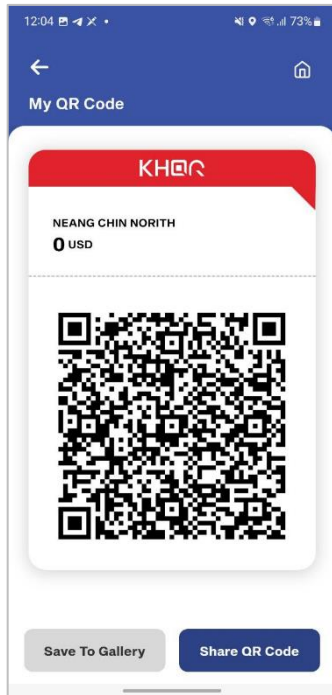
Step 3

Click on **Generate QR**



Step 4

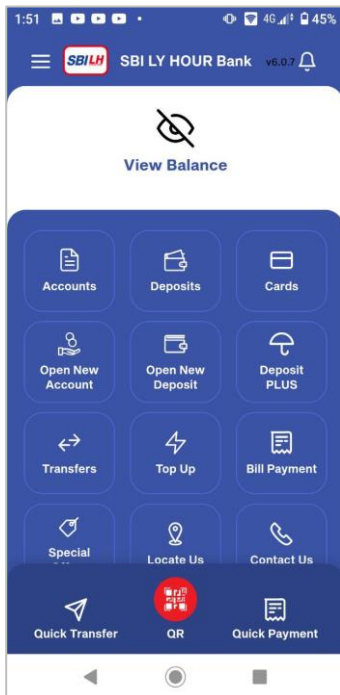
QR code created successfully



24. HOW TO SCAN QR CODE

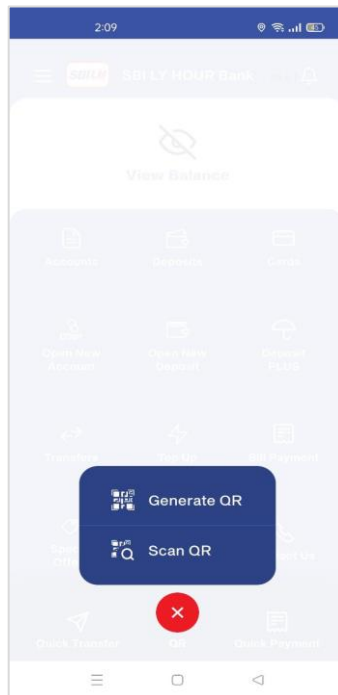
Step 1

Click on **QR**



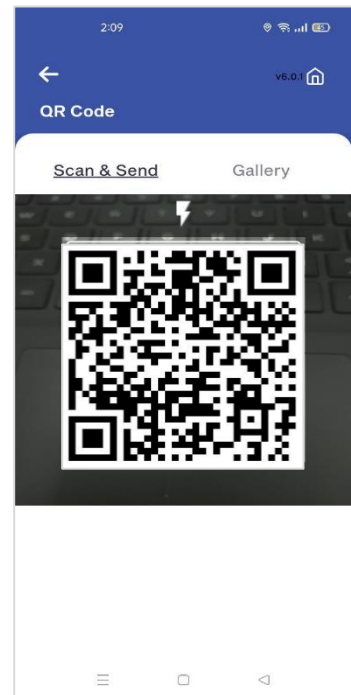
Step 2

Select **Scan QR**



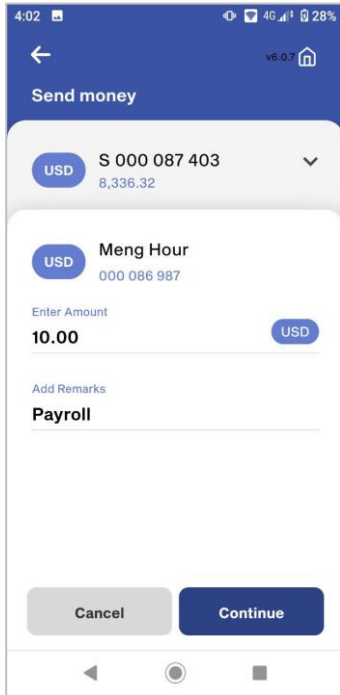
Step 3

Enable to **Scan QR**



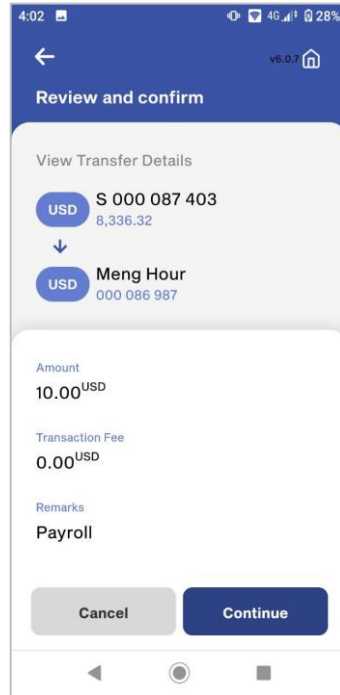
Step 4

Enter amount



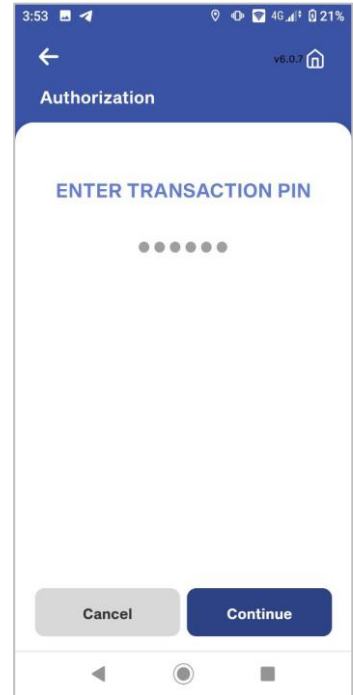
Step 5

Review and confirm then click on **Continue**



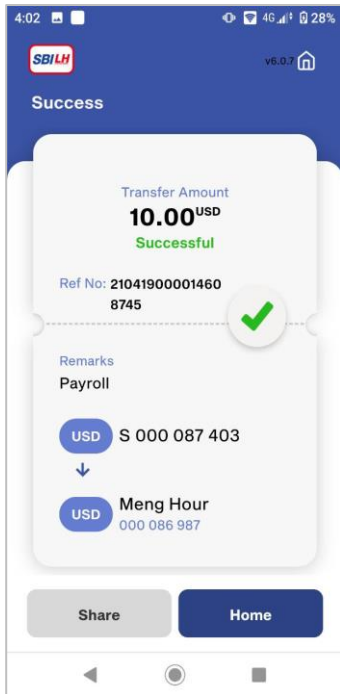
Step 6

Enter authorization



Step 7

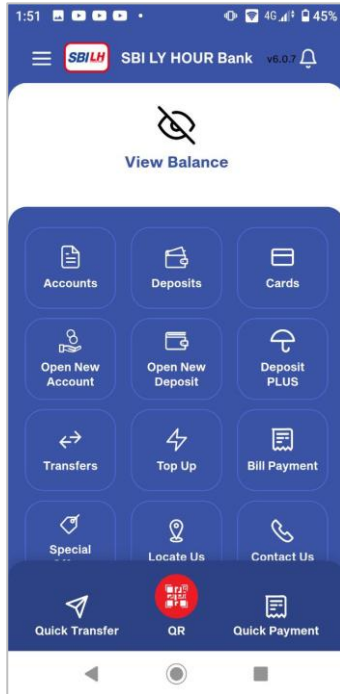
Transfer amount is **Successfully**



25. HOW TO QUICK PAYMENT

Step 1

Click on **Quick Payment**



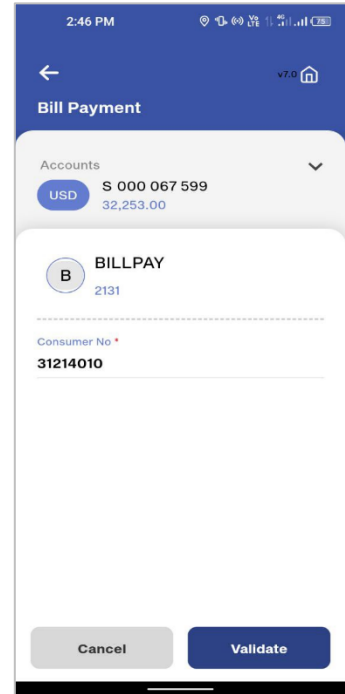
Step 2

Choose payment template
are saved



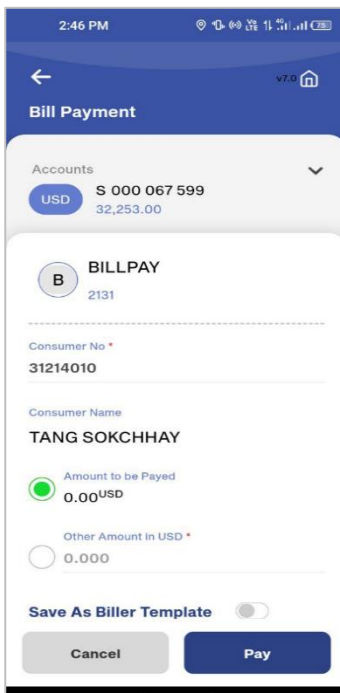
Step 3

Click on **Validate**



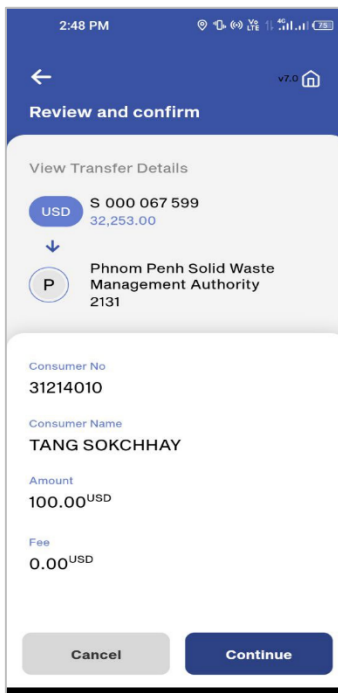
Step 4

Enter amount and
click on **Pay**



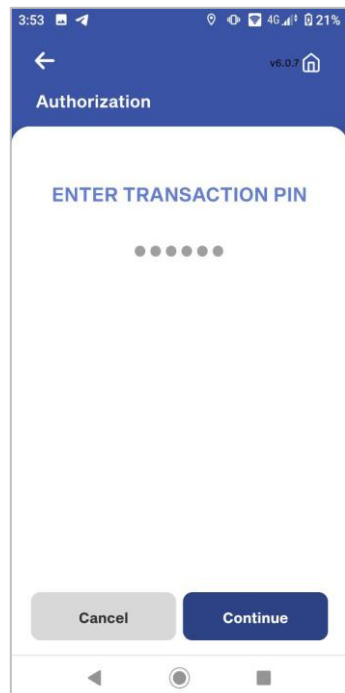
Step 5

Review and confirm then
click on **Continue**



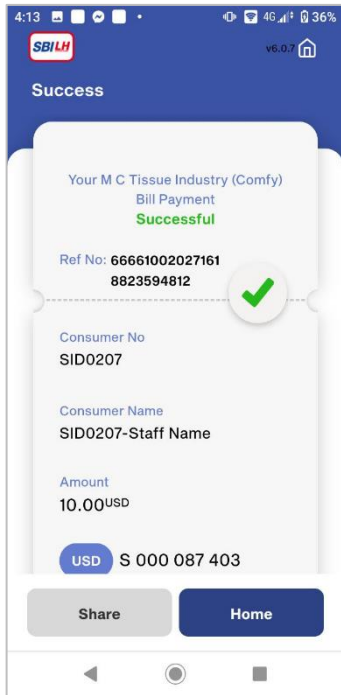
Step 6

Enter authorization



Step 7

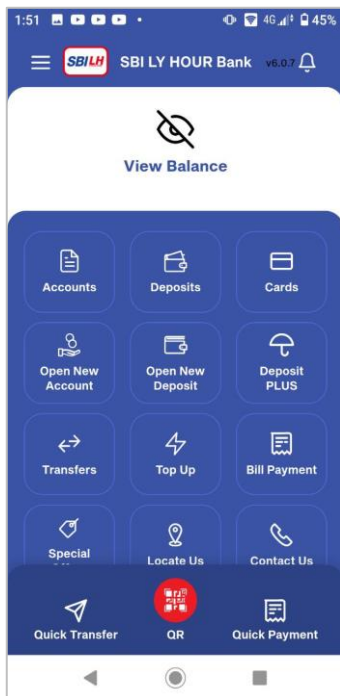
Bill payment **Successfully**



26. HOW TO QUICK TRANSFER

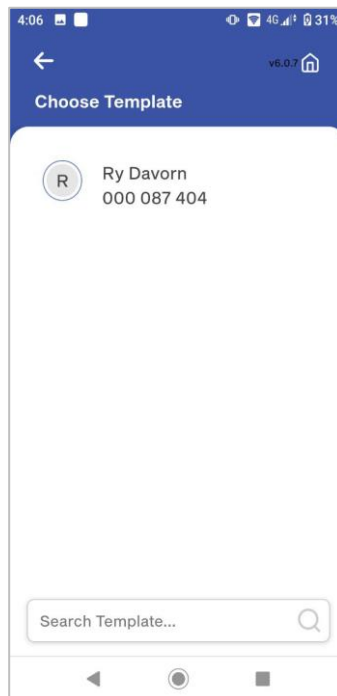
Step 1

Click on **Quick Transfer**



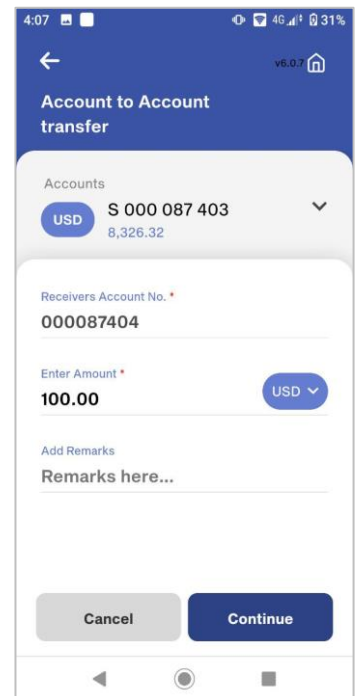
Step 2

Choose template are saved



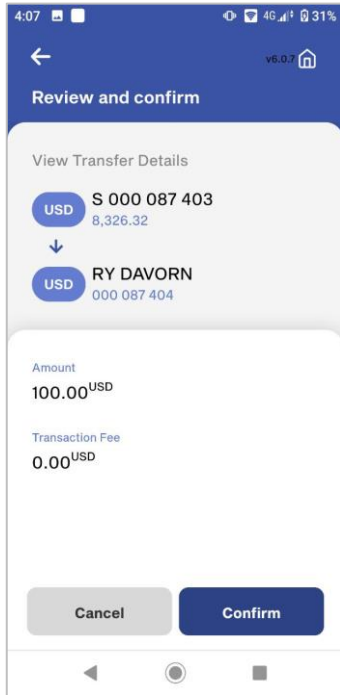
Step 3

Enter amount and click on **Continue**



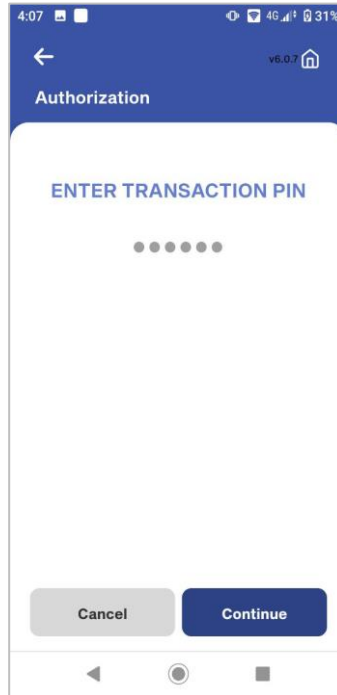
Step 4

Review and confirm then click on **Confirm**



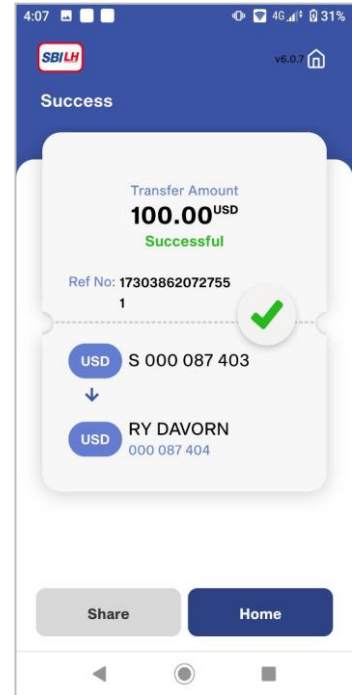
Step 5

Enter authorization



Step 6

Transfer amount **Successfully**

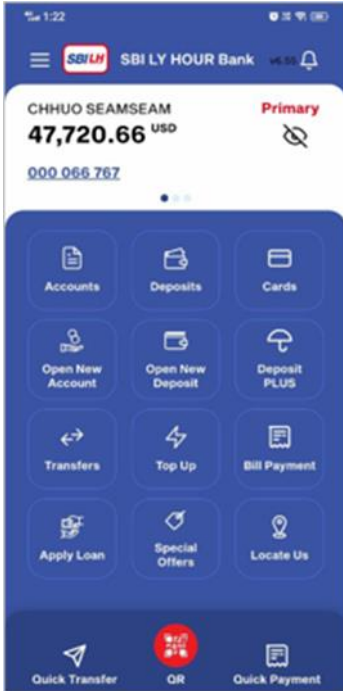


27. HOW TO TRANSFER TO BAKONG

27.1. TRANSFER TO BAKONG WALLET

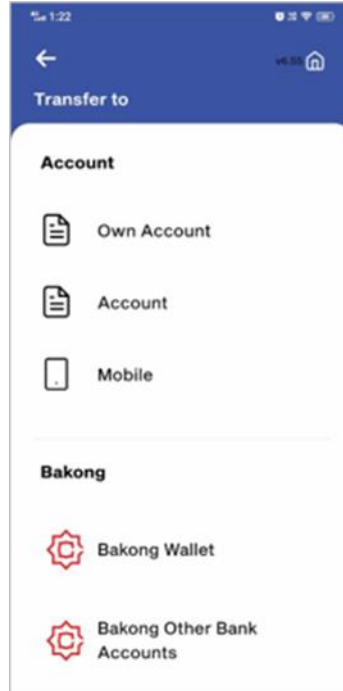
Step 1

Click on **Transfer**



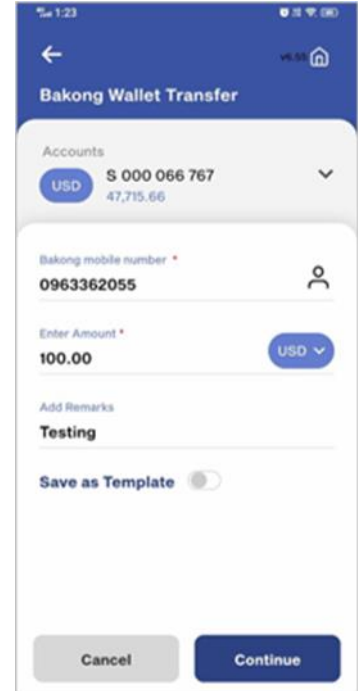
Step 2

Click on **Bakong Wallet**



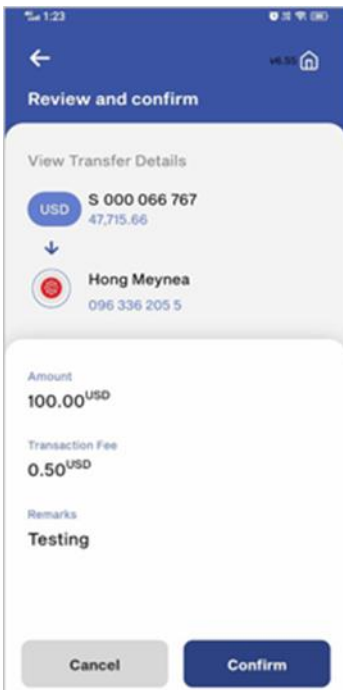
Step 3

Select **Source account** and enter **amount**



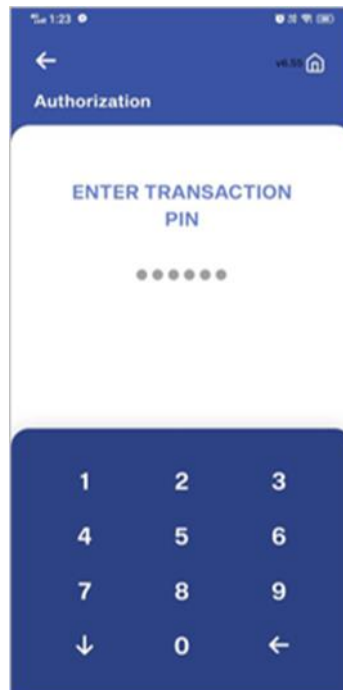
Step 4

Review and confirm then click on **Confirm**



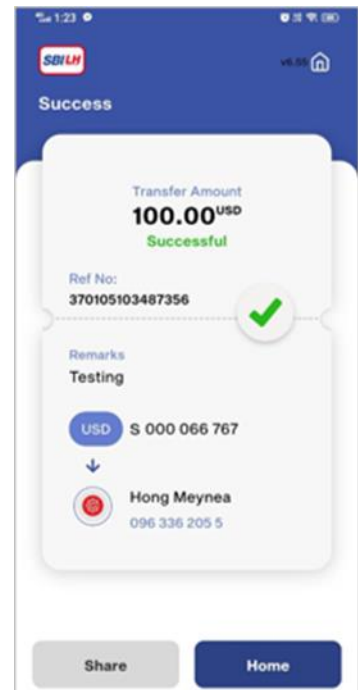
Step 5

Enter authorization



Step 6

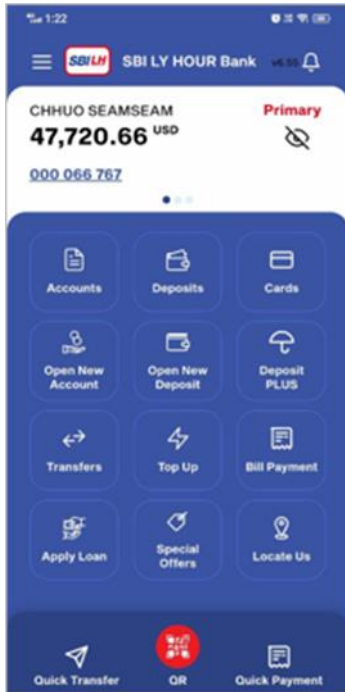
Transfer amount **Successfully**



27.2. TRANSFER TO BAKONG Other Bank Account

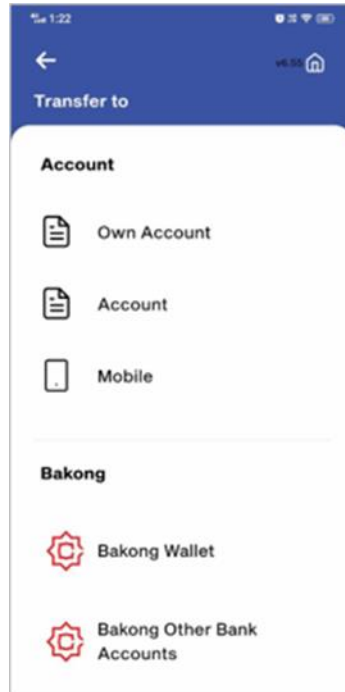
Step 1

Click on **Transfer**



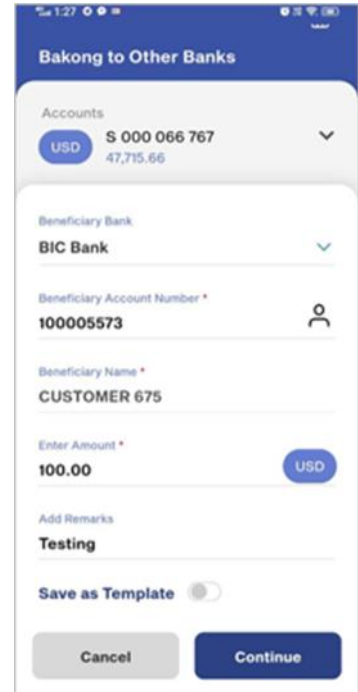
Step 2

Click on **Bakong Other Bank Account**



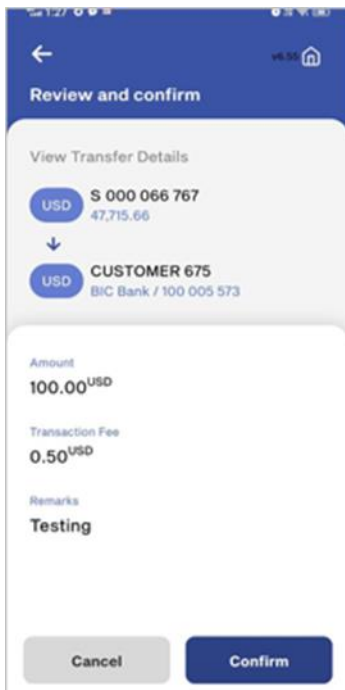
Step 3

Select Beneficiary Bank, Enter account and enter amount



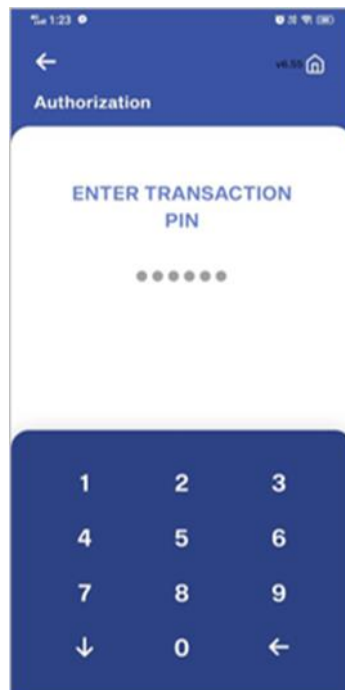
Step 4

Review and confirm then click on **Confirm**



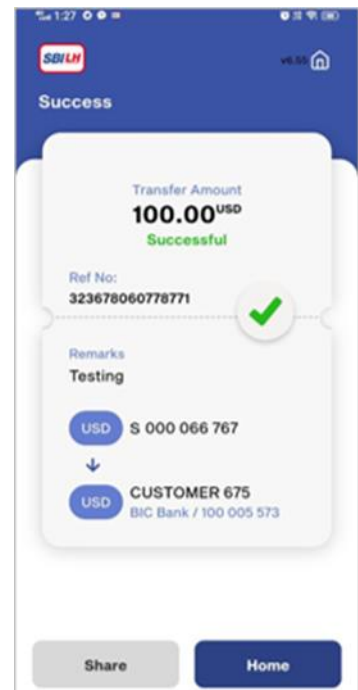
Step 5

Enter authorization



Step 6

Transfer amount **Successfully**

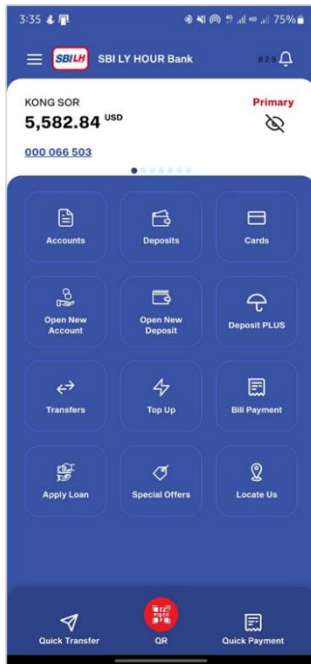


28. CARD

28.1 View Card Details

Step 1

Click on **Card**



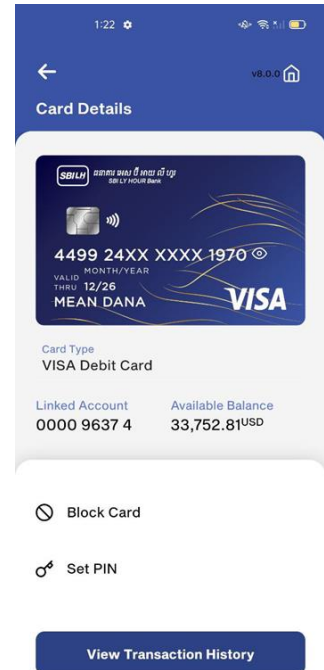
Step 2

Choose **Card Type** and Click on **Card**



Step 3

View Card Successfully



28.2 View and Download Transaction History

Step 1

Click on **Card**



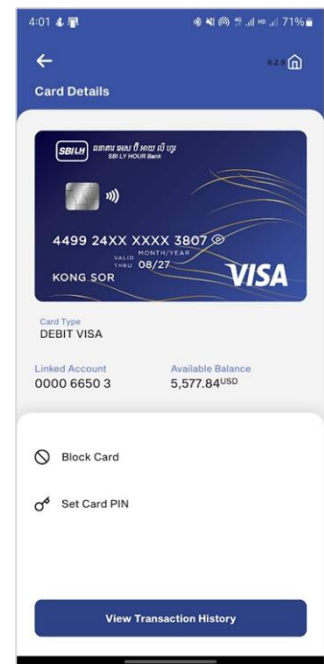
Step 2

Select **Card**



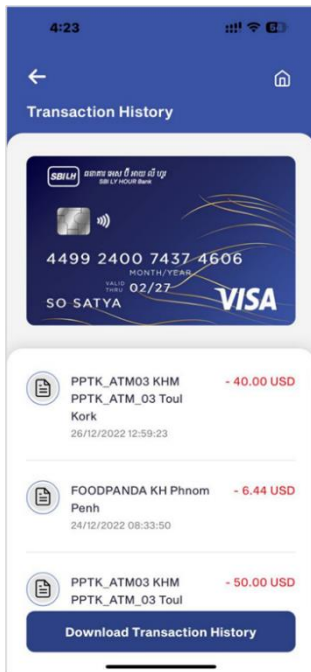
Step 3

Click on **View Transaction History**



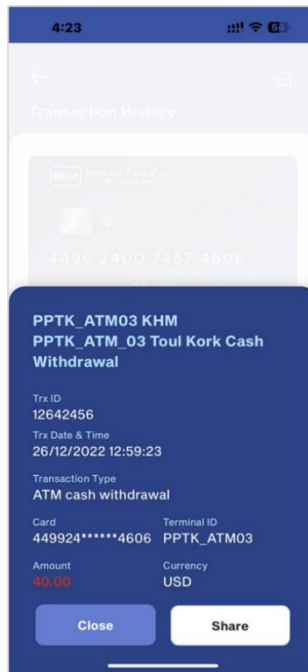
Step 4

Click on **transaction**



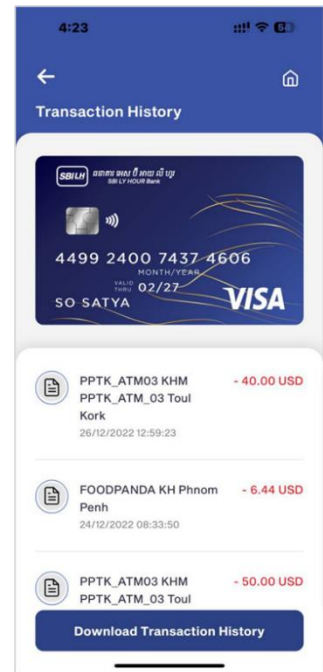
Step 5

View Transaction successfully



Step 6

Click on **Download Transaction History**



Step 7

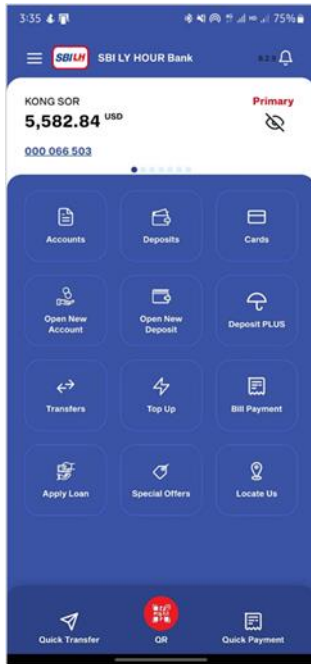
Download Transaction History successfully



28.3 Card Activation

Step 1

Click on **Card**



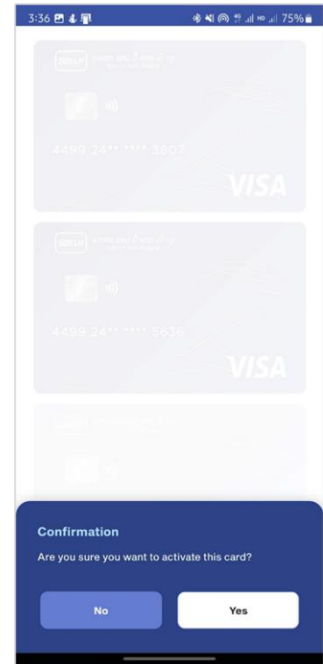
Step 2

Select the **Debit/Credit Card** that is required to activate



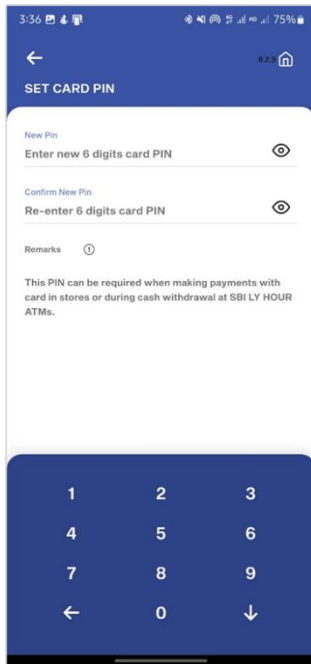
Step 3

Click on **Yes**



Step 4

Set Card **PIN**



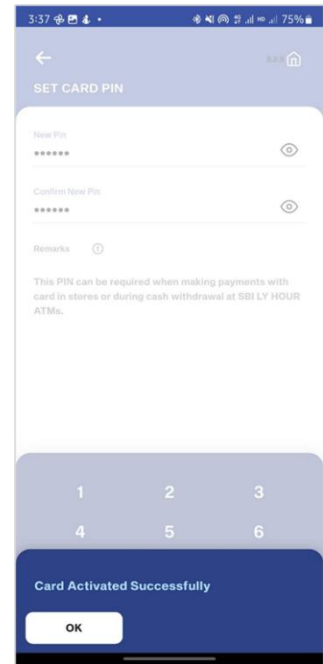
Step 5

Enter **MB PIN**



Step 6

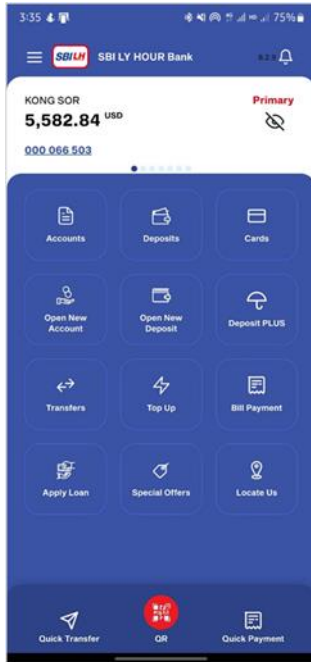
Card Activated Successfully



28.4 Block Card

Step 1

Click on **Card**



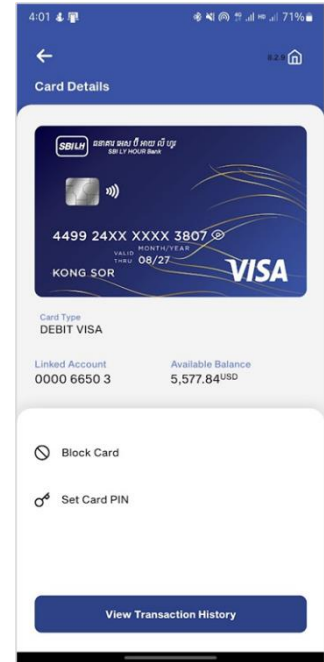
Step 2

Select **Card type** and **Card** to block



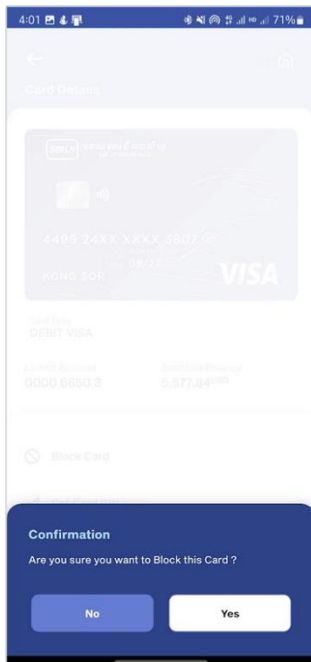
Step 3

Click on **Block**



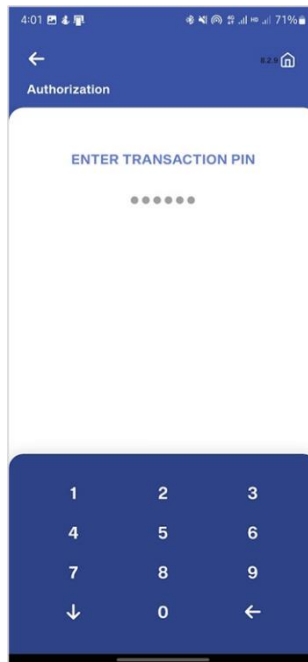
Step 4

Click on **Yes**



Step 5

Enter **MB PIN**



Step 6

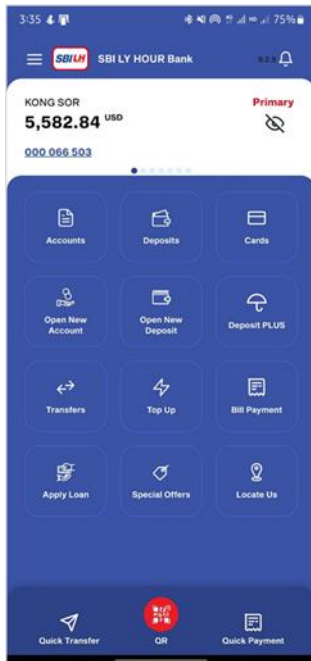
Card Blocked Successfully



28.5 Unblock Card

Step 1

Click on **Card**



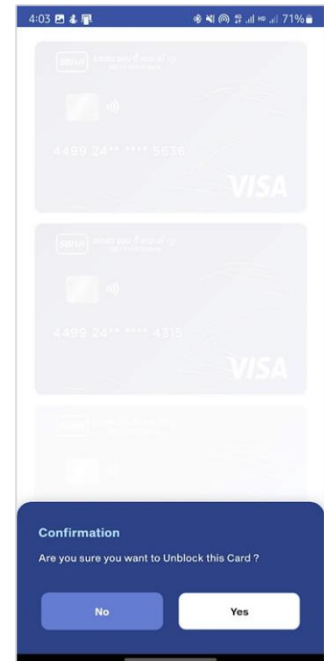
Step 2

Select **The Blocked Card** to unblock



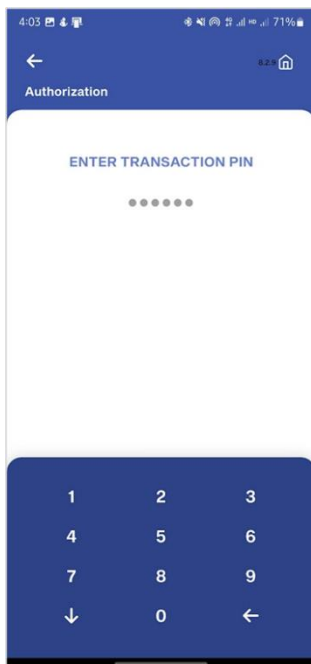
Step 3

Click on **Yes**



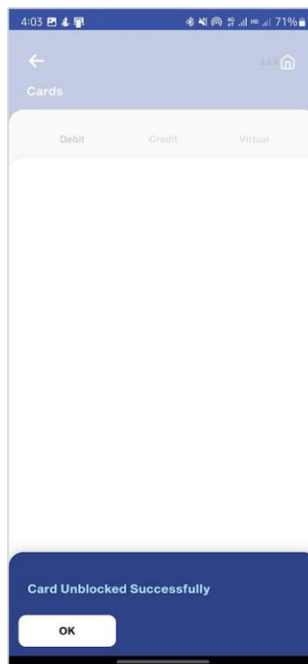
Step 4

Enter **MB PIN**



Step 5

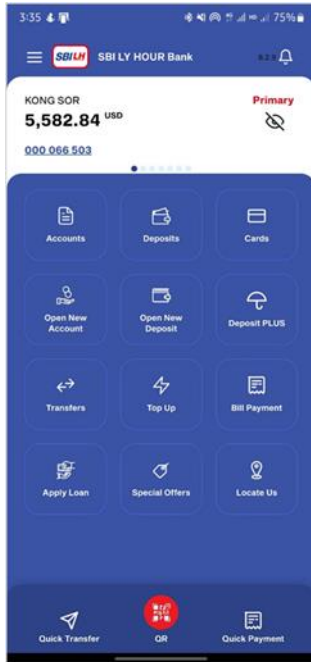
Card unblocked Successfully



28.6 Set Card PIN

Step 1

Click on **Card**



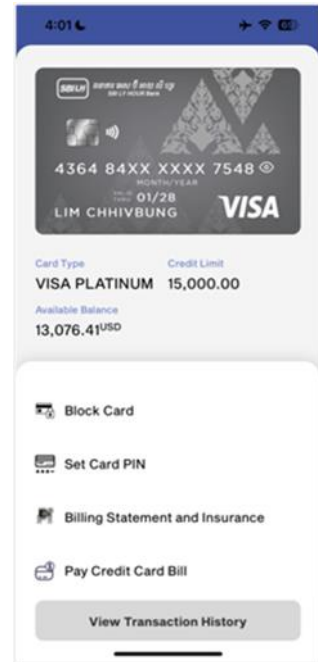
Step 2

Select **Card**



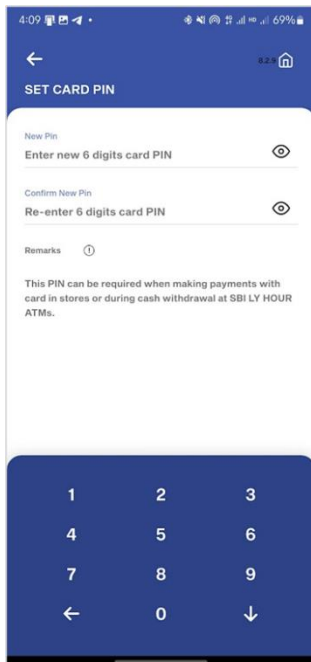
Step 3

Click on **Set Card PIN**



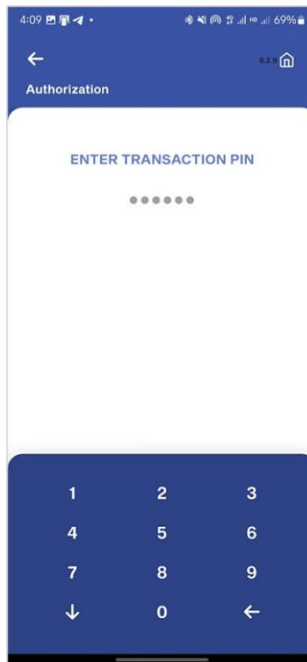
Step 4

Enter **Card PIN**



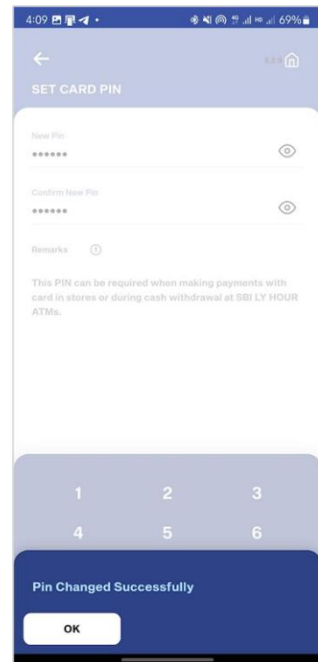
Step 5

Enter **MB PIN**



Step 6

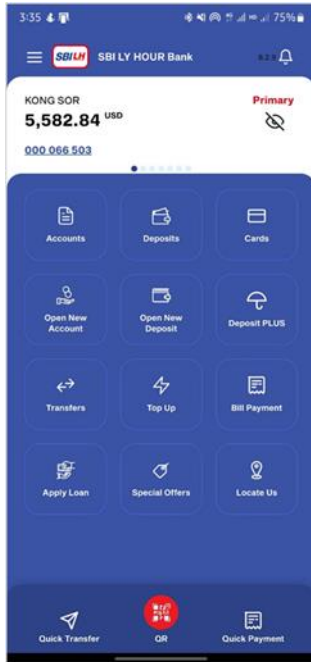
Set Card Pin Successfully



28.7 View/Download Credit Card Billing Statement and Insurance Certificate

Step 1

Click on **Card**



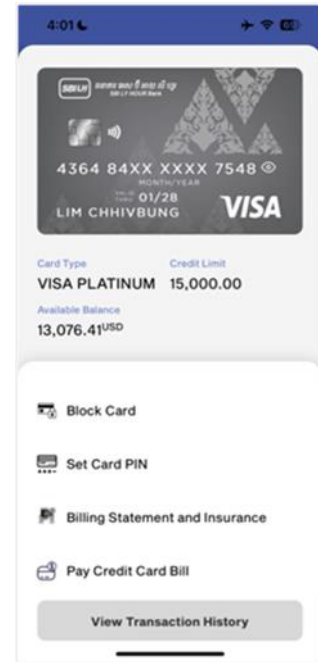
Step 2

Select **Credit** and choose card



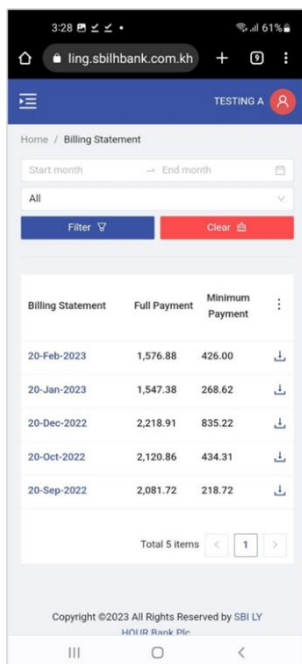
Step 3

Click on **Billing Statement and Insurance**



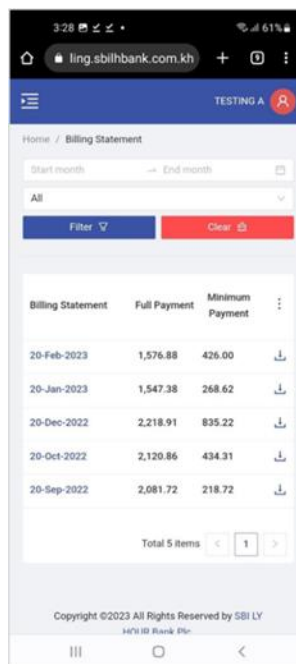
Step 4

View **Billing Statement** Successfully



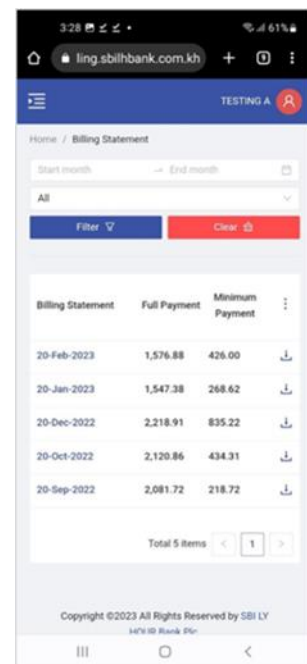
Step 5

Click on "Download icon" to download as PDF



Step 6

Click on the top left menu and select "Insurance Certificate" to view the insurance certificate



Step 7

Click on “Download ” to download as PDF



Step 8

The insurance certificate download successfully

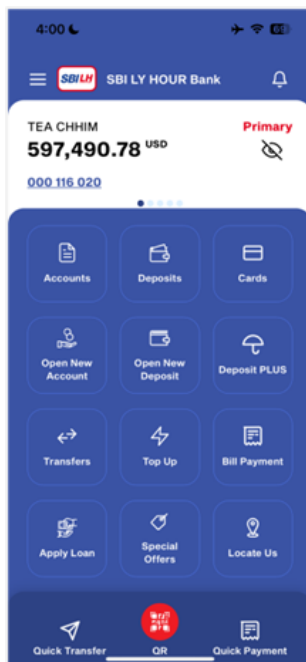


28.8 Pay Credit Card Bill

28.8.1 Pay Credit Card Bill for Own Card

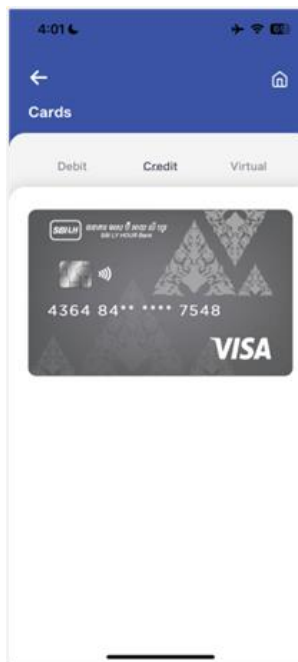
Step 1

Click on **Card**



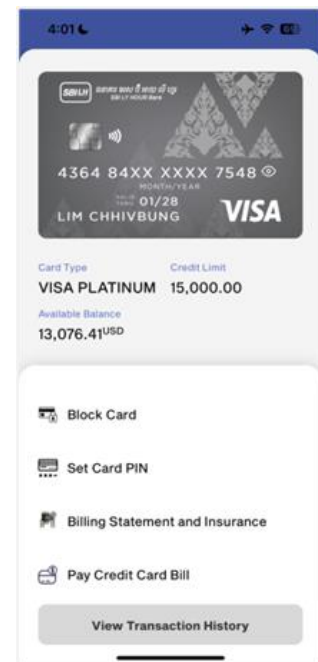
Step 2

Select **Credit** and choose card



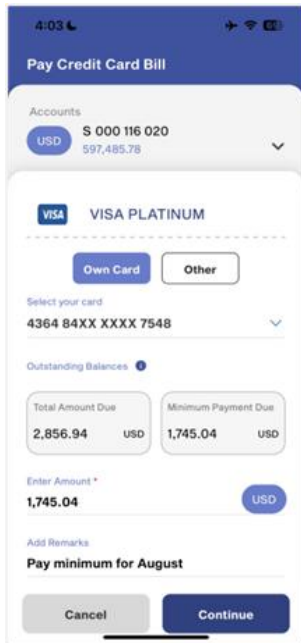
Step 3

Click on **Pay Credit Card Bill**



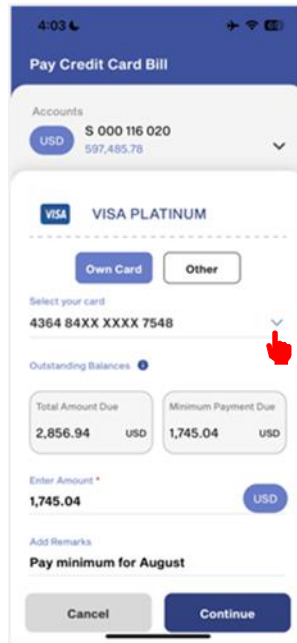
Step 4

Select **Own Card**



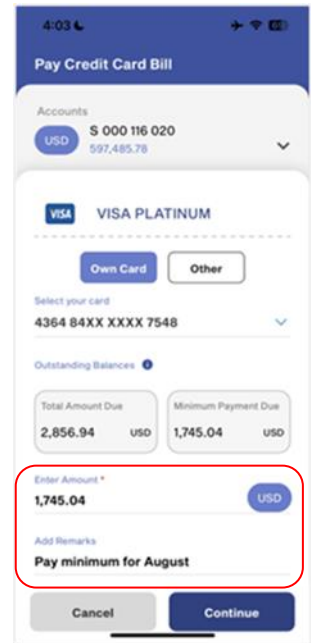
Step 5

Select **Card Number**



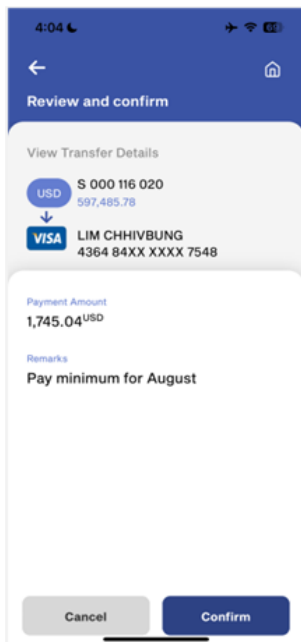
Step 6

Enter **Amount**



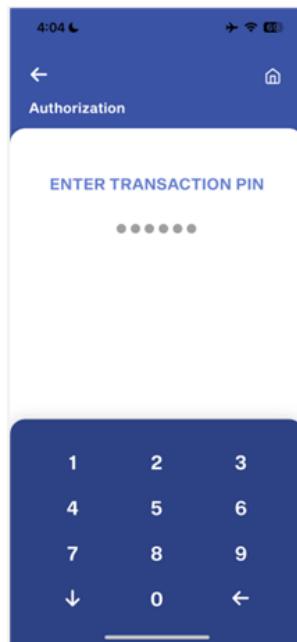
Step 7

Click on "**Confirm**"



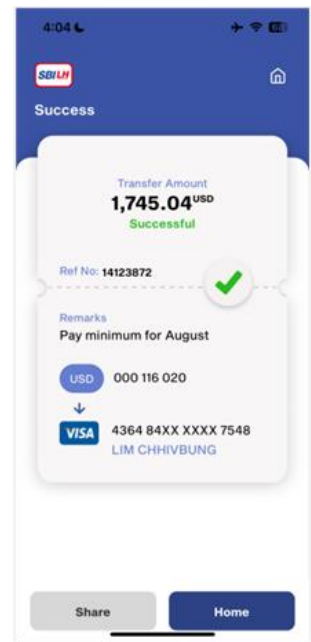
Step 8

Enter **PIN**



Step 9

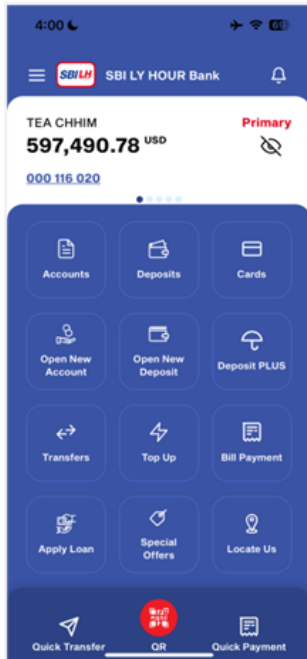
Successfully paid **Own Card Bill**



28.8.2 Pay Credit Card Bill for Other Card

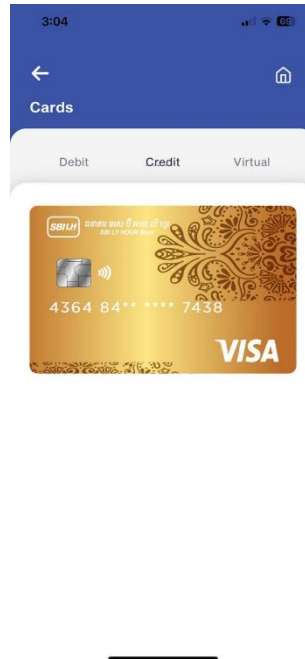
Step 1

Click on **Card**



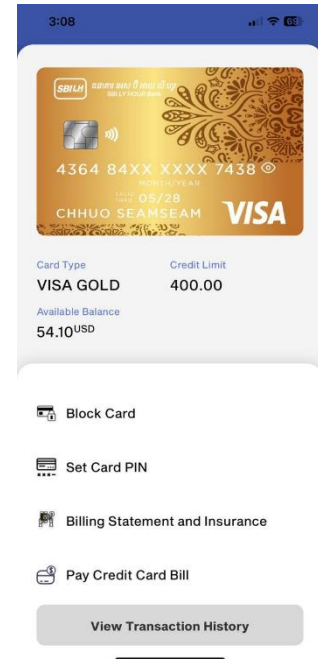
Step 2

Select **Credit** and choose card



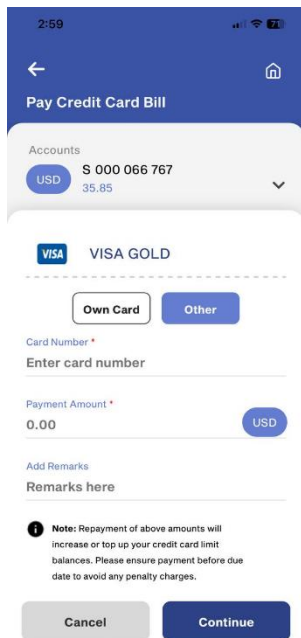
Step 3

Click on **Pay Credit Card Bill**



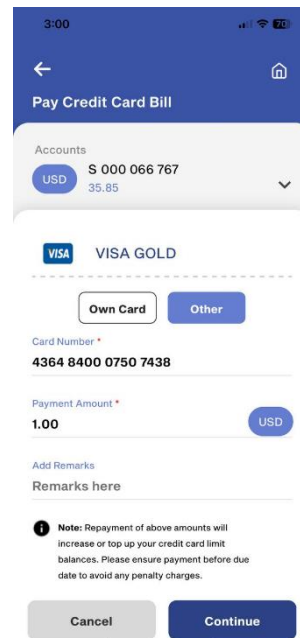
Step 4

Select **Other**



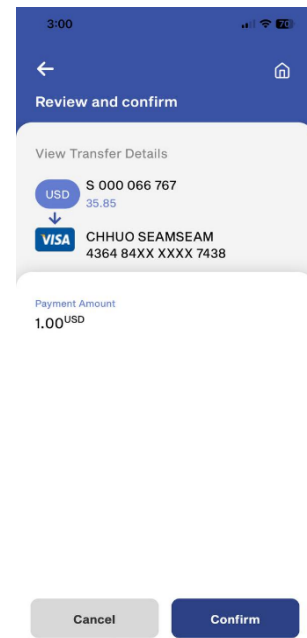
Step 5

Enter **Card Number** and **Amount**



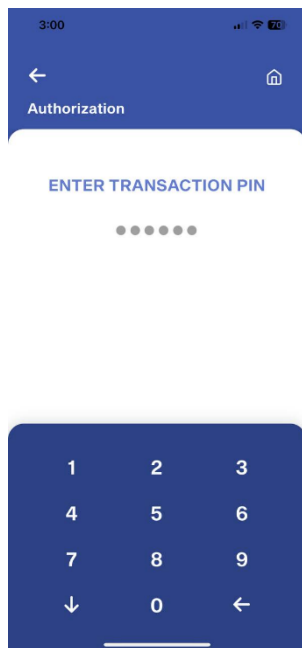
Step 6

Click **Confirm**



Step 7

Enter **PIN**



Step 8

Successfully paid **Card Bill for Other**

