

Requirements for Digital Account Opening

Sr. No.	Process
1	<p>Resident Pakistani Customer desirous of opening an MCB Account digitally will visit the Bank's eAccount Portal at https://eaccount.mcb.com.pk/</p> <p>Link to the eAccount Portal is also available on MCB's corporate website www.mcb.com.pk.</p>
2	<p>Customer will go to 'Apply' and select one of the following options:</p> <ol style="list-style-type: none"> Start new MCB eAccount application Resume Incomplete Application
3	<p>For New Account Opening Application, Customer will digitally agree with the Digital Account Opening Disclaimer.</p> <p>In the next step, Customer will provide the following information:</p> <ol style="list-style-type: none"> Mobile Number (must be active and registered on customer's name) Email Address (optional)
4	<p>Customer will request One Time Password (OTP) on his/her provided mobile number and/or e-mail address for validation of provided information.</p>
5	<p>Customer will confirm the OTP that is received on the provided mobile number and/or e-mail.</p>
6	<p>Upon successful OTP verification, customer will continue to the next step and provide the following information:</p> <ol style="list-style-type: none"> Full Name (as per Identity Document) CNIC/SNIC/NICOP Number CNIC/SNIC/NICOP Issuance Date Province of Permanent Residence
7	<p>Customer will be provided with a Tracking Number which will be sent to the customer mobile number and email address.</p> <p>Customers can use this Tracking Number to resume existing applications or take action on any discrepancies highlighted by the bank.</p> <p>Customers intending to resume/edit existing applications will select the option of 'Resume Existing Application' from the eAccount Portal Main Page and provide the following information:</p> <ol style="list-style-type: none"> Application Tracking Number Customer CNIC/SNIC/NICOP Number <p>These customers will directly be taken to Step 1: Customer Profile.</p>
8	<p>Customer will continue to the next step. The account opening process on the eAccount Portal has the following steps for the customer to follow:</p> <p>Step 1: Customer Profile Step 2: Customer Declarations and T&Cs Step 3: Documents submission Step 4: Review & Application Submission</p>
9	<p>In Step 1: 'Customer Profile', Customer will provide the following information:</p> <ol style="list-style-type: none"> Personal Information Profession/Occupation Detail Account Information Residential Detail Next of Kin Detail Additional Information Banking History Account Operating Information Additional MCB Products Subscription <p>All provided information must match with the information mentioned on identity documents and other supporting documents.</p>

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10	<p>After entering Personal Profile information, customer will be directed to Step 2: 'Customer Declaration' where the customer will view and digitally accept/agree to the following Undertakings/Declarations:</p> <ul style="list-style-type: none"> i. Account Opening Terms & Conditions ii. Declaration for specific account type iii. Undertaking on Eligibility as Resident Pakistani, Ultimate Beneficial Ownership and Consent for Account Opening and Use of Information/Documents provided iv. Product Key Fact Statement v. FATCA/CRS Declaration <p>Note: Customer will also have the option of printing/saving the undertaking/declarations for his/her record and future reference.</p>
11	<p>After accepting all Declarations, customer will be directed to Step 3: 'Document Submission' where he/she will be asked to upload Original Scanned Copy of the following identity documents:</p> <ul style="list-style-type: none"> i. CNIC/SNIC/NICOP (front & back) - In case of expired identity card, NADRA token/ receipt for renewal purposes may also be used along with copy of expired ID document. ii. Proof of Profession and Source of Income/Funds (e.g. job certificate/employment card, tax return, rent agreement, salary slip etc) or Self-Employed Declaration / Self-Declaration, where applicable. iii. Live Photo of the customer captured through digital channel. Customer would not be allowed to upload any existing photo. iv. Scanned Specimen Signature v. Filled and signed W-9 Form for US Citizens, Permanent Residents and Tax Residents Only. vi. Proof of Residence (in case of mismatch between provided address and the address printed on NADRA Identity Document) vii. Signatures differ undertaking – if provided specimen signatures are different from the one on identity document. viii. Zakat Declaration Affidavit, if applicable (Front & Back) ix. Housewife Account Undertaking, if applicable. x. Landlord Declaration, if applicable. xi. Any other document required based on profile of the customer.
12	<p>Upon successful upload of documents, customer will proceed to select Value Added Services (i.e. SMS Transactional Alerts and e-Statement Facility).</p>
13	<p>In the next step, Step 4: 'Application Submission' customer will find a Form Preview of the application. Customer will review the complete provided information, edit any field (if required), confirm the correctness of information and submit the application.</p>
14	<p>Customer will receive acknowledgement of account opening request submission on his/her provided mobile number and/or email. Customer will also be given an option to print the application for his/her record.</p>
15	<p>During the process, in case the customer needs any help or guidance, Frequently Asked Questions (FAQs) will be available on the eAccount Portal for reference.</p> <p>In addition, during the process customer also has the option to contact MCB representative through the following mediums for any query or information:</p> <ul style="list-style-type: none"> i. 24 Hours MCB Call Centre at +92-42-111 000 622 ii. E-mail at info@mcb.com.pk
16	<p>Customer will be informed of the fate of account opening, or any highlighted discrepancy, by SMS and e-mail automatically.</p> <p>In such a case, customer will log-on to the eAccount Portal under 'Resume Incomplete Application' option with the Tracking Number to make necessary amendments and/or update revised or new supporting documents and re-submit the application.</p>
17	<p>Upon successful account opening, customer will be informed to perform his/her Biometric Verification (BV) from the Account Maintaining MCB Branch within sixty (60) days from the date of account opening. The customer can also perform Biometric Verification through MCB Live mobile application.</p> <p>In case, Biometric Verification is not conducted within the stipulated 60 days time the account shall be blocked. However, debit block shall be removed immediately after successful Biometric Verification of the customer.</p>
18	<p>For Joint Accounts, the primary applicant will fill in the information and upload supporting documents on behalf of all joint accountholders. The following sections will need to be completed separately for all joint accountholders:</p> <p>Section 1: Customer Profile Section 2: Customer Declarations Section 3: Documents Submission</p>

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19	<p>For Minor Accounts, the account will be opened jointly with a Natural Guardian or a Pakistani Court Appointed Guardian only.</p> <p>In such a case, the Primary Applicant will be the Natural/Court Appointed Guardian of the Minor who will proceed with filling the information and uploading the supporting documents for himself/herself. For the Minor, following additional documents will be submitted:</p> <ul style="list-style-type: none"> a) Scanned copy of original Juvenile Card / Form-B/ Child Registration Certificate (CRC) of the minor b) Live photo of the minor c) Court Appointed Guardianship Letter, if applicable
20	<p>The Turn-Around Time (TAT) for decision to open or decline an account is two (02) working days from the date of completion of all the requirements</p>
21	<p>Successful opening of account will be intimated to the customer (e-Letter of Thanks) along with account number, over SMS and email, with link of MCB Live Mobile Application.</p>
22	<p>Resident Pakistani Customer desirous of opening an MCB Account digitally will visit the Bank's eAccount Portal at https://eaccount.mcb.com.pk/</p> <p>Link to the eAccount Portal is also available on MCB's corporate website www.mcb.com.pk.</p>
23	<p>Customer will go to 'Apply' and select one of the following options:</p> <ul style="list-style-type: none"> c. Start new MCB eAccount application d. Resume Incomplete Application
24	<p>For New Account Opening Application, Customer will digitally agree with the Digital Account Opening Disclaimer.</p> <p>In the next step, Customer will provide the following information:</p> <ul style="list-style-type: none"> c. Mobile Number (must be active and registered on customer's name) d. Email Address (optional)
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