

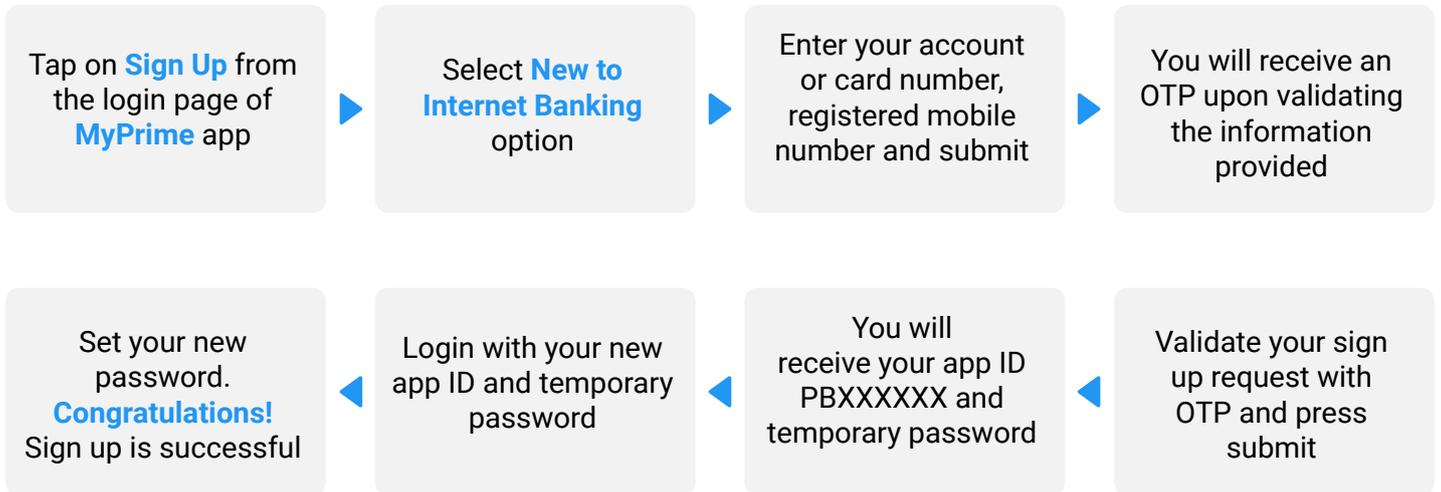
# Internet Banking App User Guideline



# Sign Up

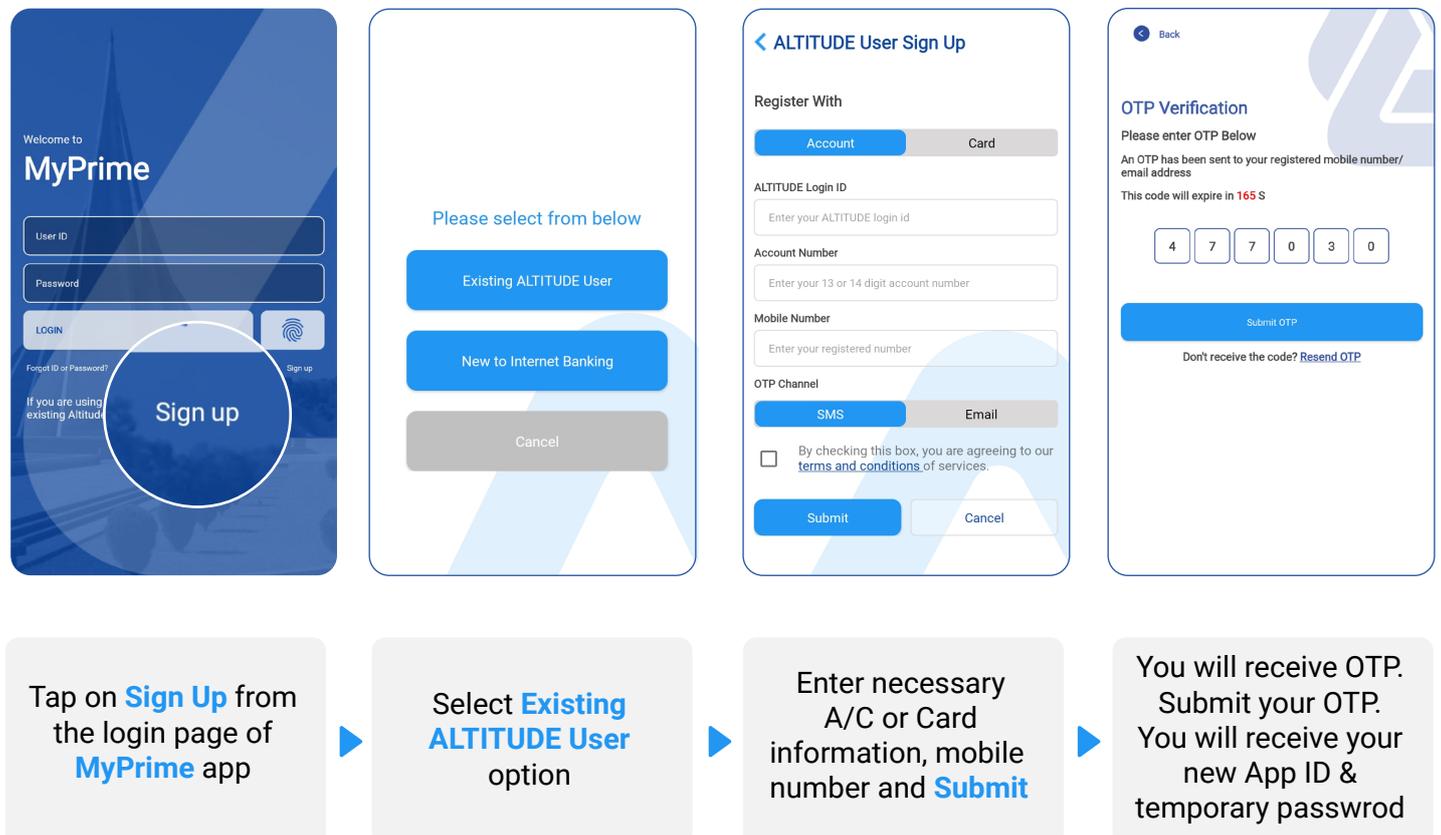
## New User Sign Up

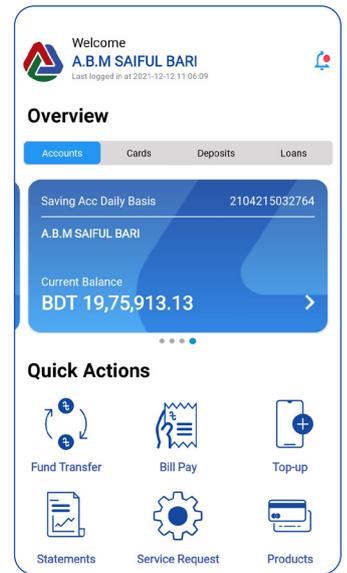
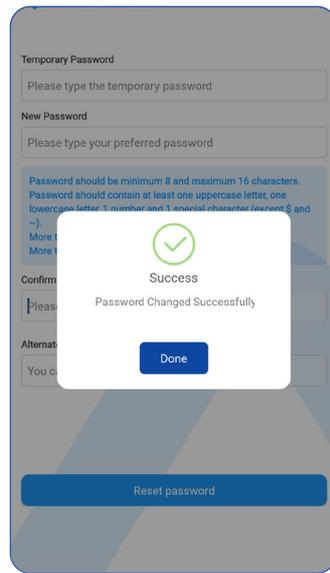
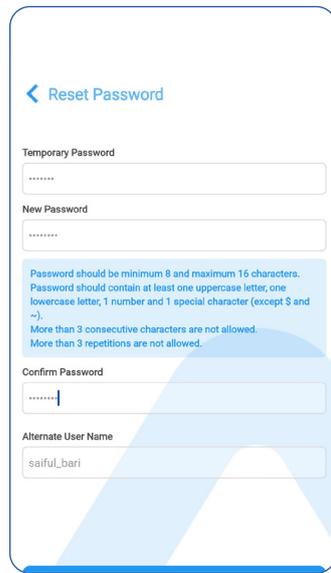
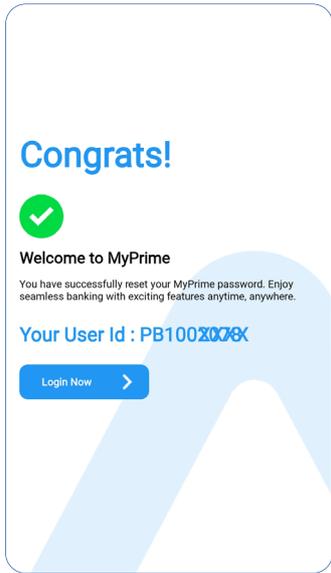
This is applicable for the customers signing up for Prime Bank's internet banking service for the first time:



## ALTITUDE User Sign Up

This is applicable for the customers using MyPrime for the first time and have an existing ALTITUDE account.





Login with your new app ID/ALTITUDE ID and temporary password



Login again and set your new password using your temporary password



Your password is confidential. Never share your password, OTP with anyone



**Congrats!** You can use your new app ID or ALTITUDE ID for login.

## Add Account/Cards

### Adding Accounts, Credit Cards, Prepaid Cards

If you want to add your PBL account, PBL Credit Cards or PBL Prepaid Cards; you can do it all in MyPrime Internet Banking app in few simple steps:

Tap on **Add Account/-Credit Card/prepaid Card** from the menu



Enter A/C or Card Numbers, registered number for that a/c or card



Enter date of birth for adding credit or prepaid cards



Upon successful OTP validation, the a/c or card will be added to your MyPrime ID



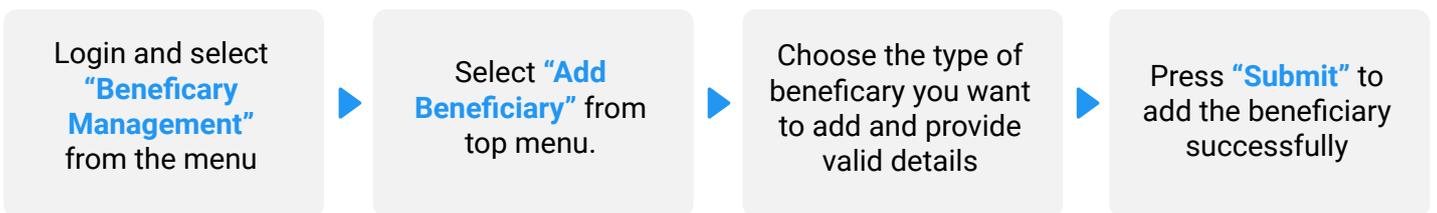
## Beneficiary Management

### Types of Beneficiary

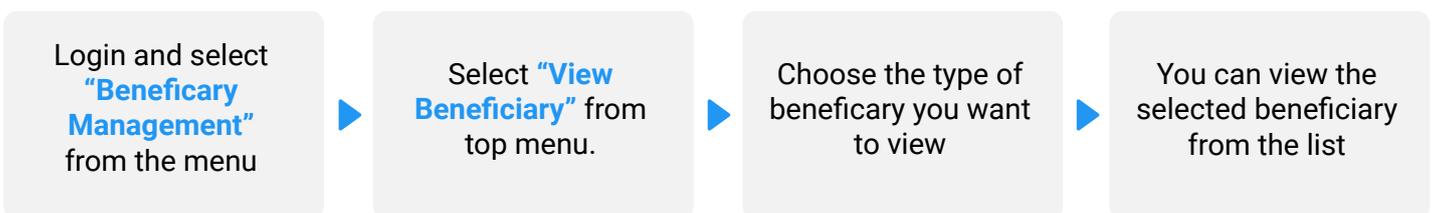
You can add following types of beneficiary. Please note that you can add/view beneficiary from the menu as well as Fund Transfer screen. You cannot transfer funds or pay credit card bills without adding the beneficiary prior to initiating the transfer/credit card bill payment.

Fund Transfer to Prime Bank	Nagad Transfer
BEFTN/RTGSTransfer to Other Banks	PBL Card Bill Payment
NPSBTransfer to Prime Bank	Other Bank Card Bill Payment
bKash Transfer	

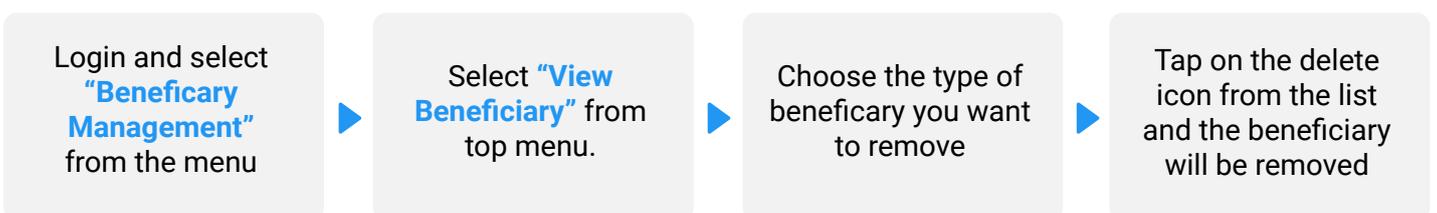
### Adding Beneficiary



### Viewing Beneficiary



### Removing Beneficiary



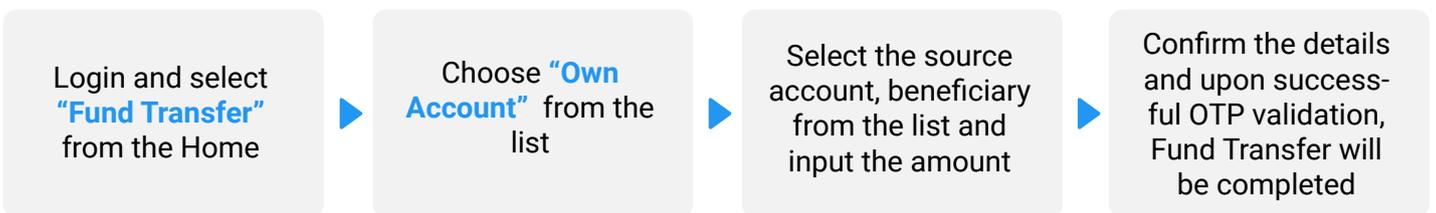
# Fund Transfer

## Types of Fund Transfer

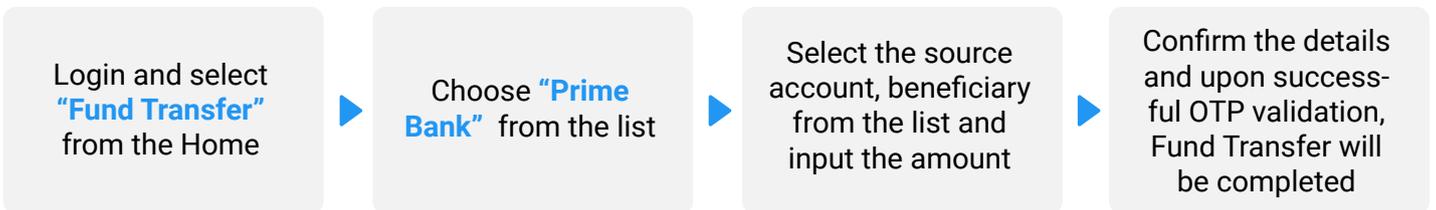
Types of fund transfers available in MyPrime:

Transfer to Own Accounts	bKash Transfer
Transfer to Prime Bank Accounts	Nagad Transfer
Transfer to Other Banks (BEFTN, RTGS, NPSB)	

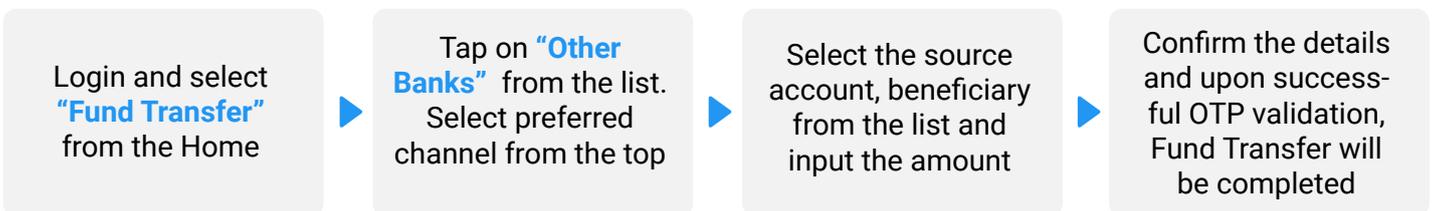
## Transfer to Own Accounts



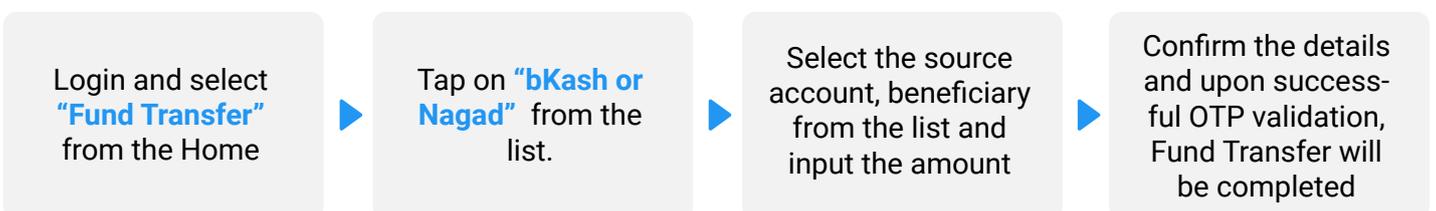
## Transfer to Prime Bank Accounts



## Transfer to Other Banks (BEFTN/RTGS/NPSB)



## Transfer to bKash/Nagad



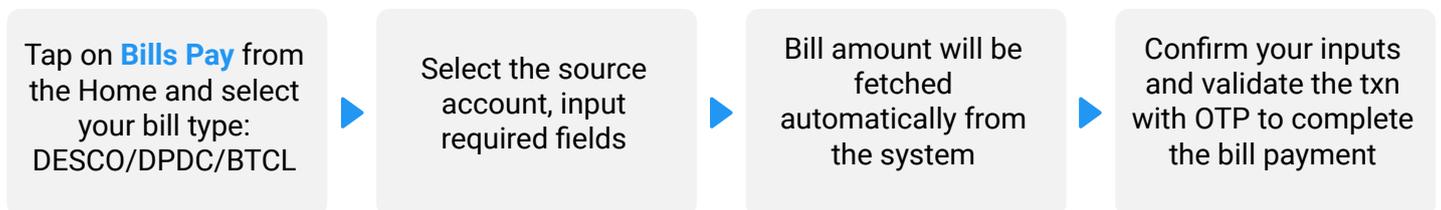
## Bills Pay

Types of the bill payments available in MyPrime App:

DESCO Bill	BRACU Tuion Fees	PBL Credit Card Bill
DPDC Bill	PrimeAsia Tuition Fees	Other Bank Credit Card Bill
BTCL Bill	MetLife Insurance	

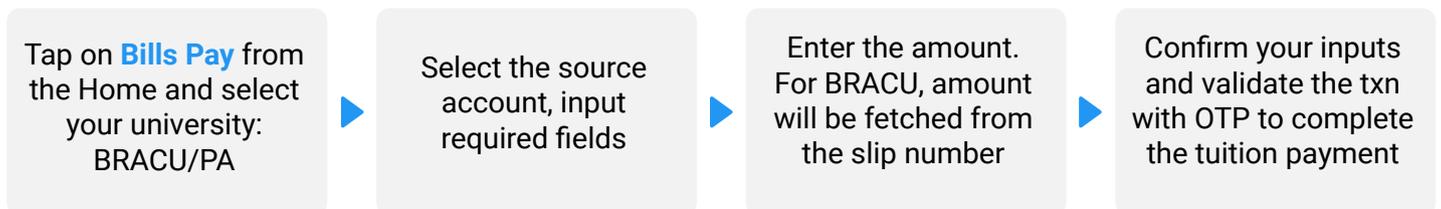
### Utility Bills

Pay your utility bills without any hassle from MyPrime App.



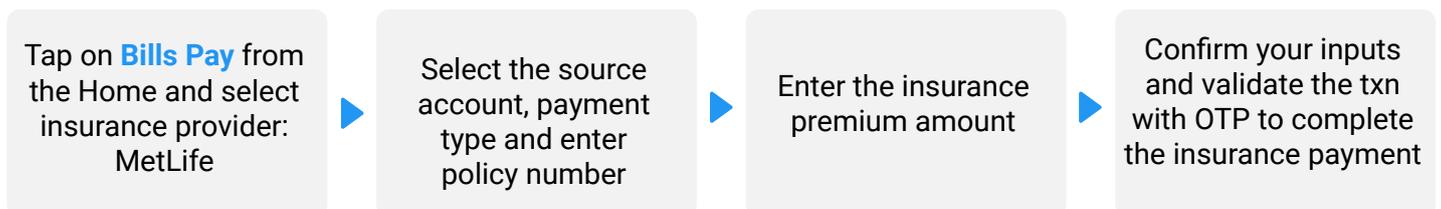
### Tuition Fees

Pay your tuition fees for BRAC University and PrimeAsia University conveniently from MyPrime App.



### Insurance Payments

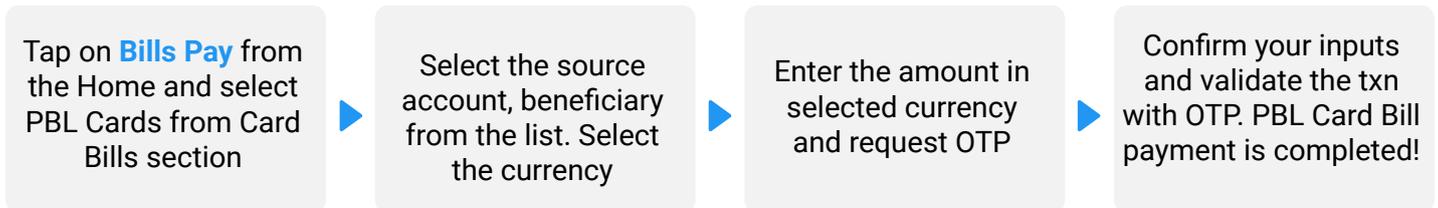
Pay your insurance premiums from anywhere, anytime!



## Credit Card Bill Payments

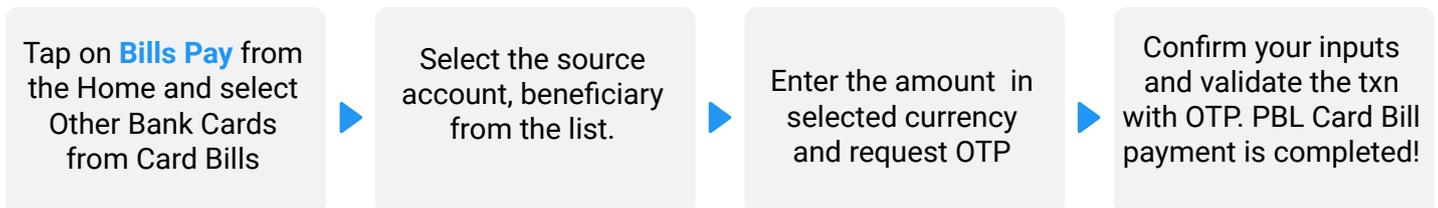
### Prime Bank Credit Card Bill Payment

Paying Prime Bank Credit Card bills is very much easy. You can pay both local and international bills of any Prime Bank Credit Card. To pay PBL credit card bill, please add beneficiary prior to initiating the payment.



### Other Banks' Credit Card Bill Payment

You can also pay the credit card bills of selected number of banks. To pay other banks' credit card bill, please add beneficiary prior to initiating the payment.



### List of the banks eligible for credit card bill payment from MyPrime app

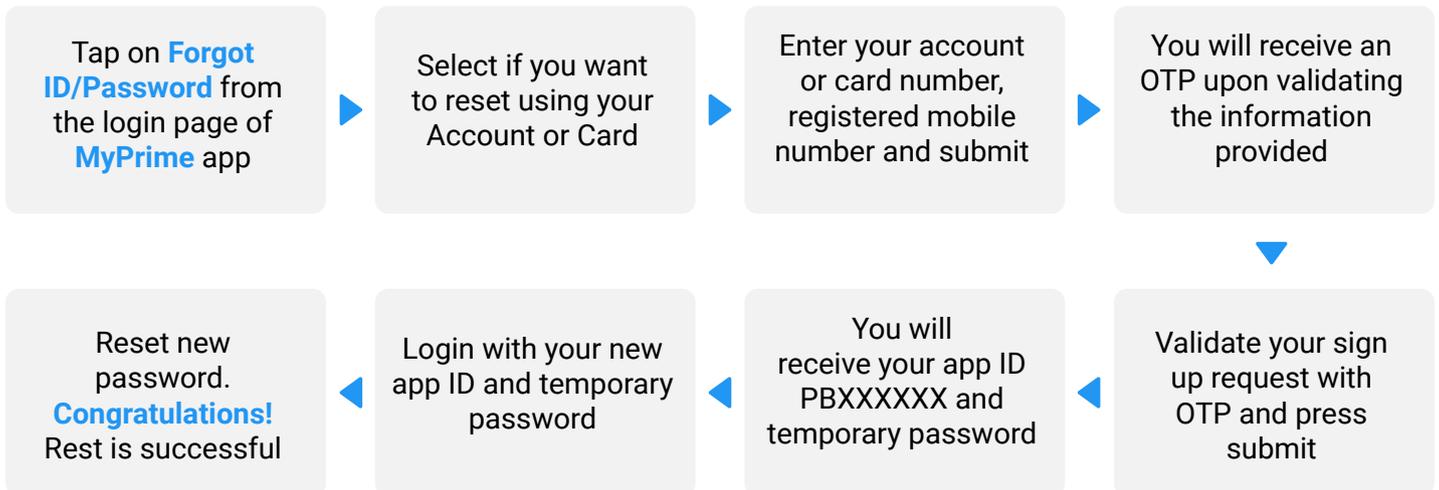
AB Bank Ltd.	Jamuna Bank Ltd.	Social Islami Bank Ltd.
Bank Asia Ltd.	Mercantile Bank Ltd.	SouthEast Bank Ltd.
BRAC Bank Ltd.	Midland Bank Ltd.	Standard Chartered Bank Ltd.
Commercial Bank of Ceylon	Mutual Trust Bank Ltd.	The City Bank Ltd.
Dhaka Bank Ltd.	NCC Bank Ltd.	The Premier Bank Ltd.
Dutch Bangla Bank Ltd.	NRB Bank Ltd.	United Commercial Bank Ltd.
Eastern Bank Ltd.	ONE Bank Ltd.	
EXIM Bank Ltd.	SBAC Bank Ltd.	



## Password Management

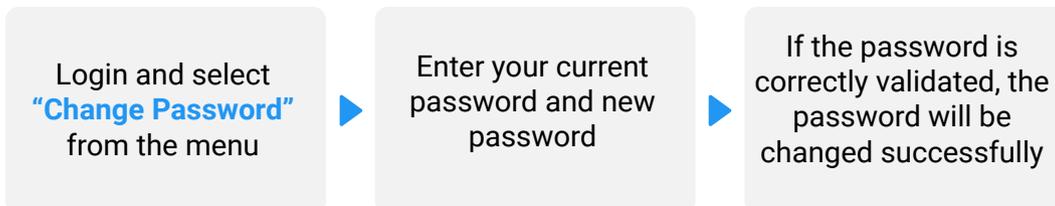
### Reset MyPrime ID/Password

Forgot your MyPrime ID/Password? Recovering your app ID or resetting your password is easier than ever! Follow the steps below:



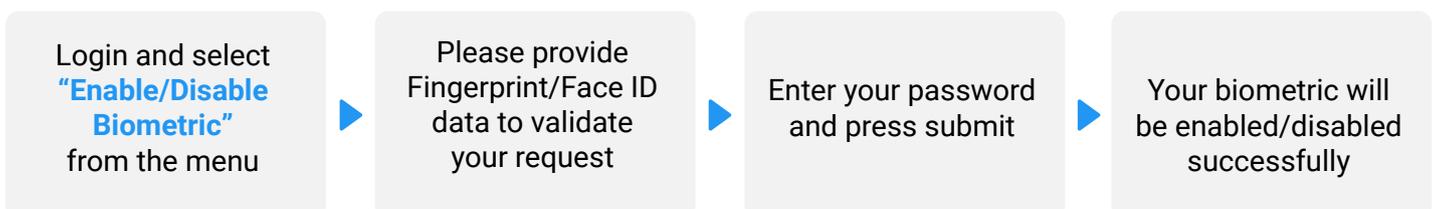
### Change Password

You can change the password very easily from the Change Password option in the menu.



### Enable/Disable Biometric

You can enable/disable biometric from the biometric option in the menu.

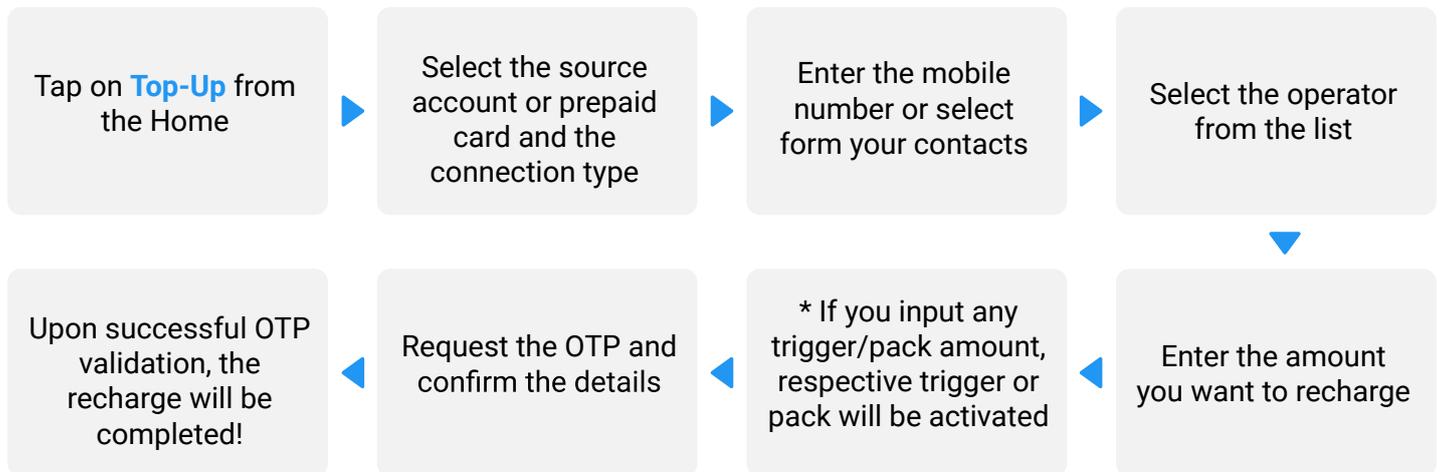


## Mobile Recharge

Make your life easier by using the mobile recharge service in MyPrime app. You can top-up your prepaid connection or pay your postpaid bills of following operators:



### Recharging Mobile



### For 24/7 Contact Center Assistance:

Dial 16218 or 02223383837 (Locally) and +88 09604016218 or +88 09612316218 (From overseas).

You can also email us at **MyPrime Help Desk:** [myprime@primebank.com.bd](mailto:myprime@primebank.com.bd)

Website: [www.primebank.com.bd](http://www.primebank.com.bd)



