


FAQ's


1 . Do I need to activate the Call Center services?













 Once you register for the call center there is no need to active call center services.

2 . How do I generate TPIN (Telephonic Personal Identification Number)?


 To generate TPIN at any time please call 111-000-MCB (622) from your updated number, on your explicit request we will issue you TPIN after your identity is authenticated. Once a Telephone Personal Identification Number (TPIN) of your choice is issued to you, the bank will consider the issuance of the TPIN as an acceptance of the call center terms and conditions which is available on our website.




3 . What facilities will I get from the call center?

 The call service include

-  Account Balance Inquiry
-  Transaction Inquiry
-  Visa Debit Card Activation And Lost/Stolen Marking
-  Visa Debit Card Transactions Inquiry
-  Visa Prepaid Card Activations and Inquiry
-  MCB Lite Activations and Inquiry
-  Branch / ATM Locations Inquiry
-  MCB Products Related Information
-  Complaint Registration
-  Utility And Mobile Bill Payments And Mobile Top-Ups
-  Internal Funds Transfer (Own Account)
-  Credit Card Related Requests, Inquiries And Payment

4 . Why should I register?

 Registration has the following benefits:

-  You can now monitor and access your account 24-hours a day, 365 days a year from anywhere in Pakistan .
-  You no longer need to wait in queues at branches, your banking needs can be taken care of by just calling 111-000-MCB (622) .
-  Our friendly and well informed Call Center executives are there to assist and inform you of various facilities and features of MCB banking .

6 . How secure is my information?

MCB is a premier financial institute that abides by all the State Bank of Pakistan's regulations. Furthermore, when you call in the MCB Call Center for the first time, our executive will provide you the information after proper validation.