

## MCB Lite

### FAQs

#### **What is MCB Lite?**

MCB Lite is a socially connected payments solution that saves you time and money by enabling you to make unlimited free payments through a Visa Card and a Mobile Wallet.

#### **How do I apply for MCB Lite?**

You can apply for MCB Lite through any of the following ways:

1. Call us at 24/7 Help Line 111-000-622
2. Visit any of the Lite enabled Branches.

#### **Can I apply for MCB Lite without a valid CNIC?**

No, according to statutory requirements any account holder needs to be a minimum of 18 years or above and have a valid CNIC.

#### **How and when will I receive my MCB Lite Card?**

It will be delivered to you within 7 working days\* if you order online or through our call center.

\* *Subject to courier delays.*

#### **Do I need any specific mobile connection to use the Mobile Wallet?**

No, this service is telecom agnostic which means that it will work with any prepaid or postpaid connection of any mobile network.

#### **Do I need any special mobile handset to use the Mobile Wallet Service?**

No you don't. This service will work on any internet enabled mobile phone or device.

#### **If I don't have internet on my mobile phone can I still access my Mobile Wallet?**

Yes, you can use it on any internet enabled device including a laptop, PC or a tablet.

#### **How is MCB Lite different from my existing MCB Bank Account?**

Your MCB Lite Mobile Wallet is just like your real world wallet in which you store money based on how much you need and it just functions as your bank account. Through this you can send money to MCB Bank and other bank accounts, buy top-ups, pay utility bills and so much more all through your mobile phone.

For an updated list of IBFT please click on the link below:

[https://www.mcb.com.pk/assets/MCB\\_Lite\\_FAQs\\_Ver\\_1.1.pdf](https://www.mcb.com.pk/assets/MCB_Lite_FAQs_Ver_1.1.pdf)

### **What is the difference between a Visa Debit Card and a MCB Lite Card?**

While your MCB Visa Debit Card is linked to your conventional bank account, your MCB Lite Card is a Visa enabled card, which is linked to your MCB Lite Mobile Wallet. It provides you with the same flexibility of a Visa Debit Card. It can be used at ATMs or at any POS, locally and internationally. It can also be used for online shopping. The only difference is in the transaction limits that are levied on your MCB Lite Mobile Wallet depending upon your choice of package.

### **Do I need to activate my MCB Lite Mobile Wallet and Card after purchase?**

Yes, you do.

Customers simply need to call our Call Center on 111-000-622 to set their transaction/ATM PIN. New to Bank (NTB) Customers need to visit any MCB Bank Branch with the filled out Application Form in their MCB Lite packs for activation. Please note that account activation for NTB Customers cannot be done over the phone. However, Card activation will be done over the phone by calling the MCB Bank Call Center on 111-000-622 once you have activated your Mobile Wallet.

### **How can I deposit funds in my MCB Lite Mobile Wallet?**

You can deposit funds in to your MCB Lite Mobile Wallet by visiting your nearest MCB Bank Branch. You will be required to fill out a Deposit Slip, a copy of which you will keep as proof of deposit.

Additionally, MCB Bank Customers can request to link their MCB Bank Account to their MCB Lite Mobile Wallet in order to easily move funds between the two, absolutely free of cost. Simply call our Call Center on 111-000-622 to get this service activated.

### **How can I withdraw funds from my MCB Lite Mobile Wallet?**

You can withdraw money from your MCB Lite Mobile Wallet through the following ways:

- Any 1-Link/M-Net/VISA powered ATM
- MCB Bank Branches

### **What are my transaction limits, maximum balance limits and top-ups limits?**

You can enjoy the following limits with your MCB Lite Mobile Wallet:

<b>Limits &amp; Fee Structure</b>	<b>MCB Lite 0</b>	<b>MCB Lite 1</b>	<b>MCB Lite 2</b>
Funds-in/out (Daily)	PKR. 25,000	PKR. 50,000	PKR. 100,000

Funds-in/out (Monthly)	PKR. 40,000	PKR. 80,000	PKR. 500,000
Funds-in/out (Yearly)	PKR. 200,000	PKR. 800,000	PKR. 5,000,000
A/C Balance Limit	PKR. 200,000	PKR. 400,000	Unlimited
Top-Ups (Daily)	PKR. 5,000	PKR. 5,000	PKR. 10,000

**Can I transfer funds to any MCB Bank customer?**

Yes you can transfer money to any MCB Bank customer through your Mobile Wallet. All you need is your beneficiaries account number or mobile number.

**Can I hold a Joint Account for MCB Lite?**

No, you cannot hold a joint account for MCB Lite.

**Can I have a saving account in MCB Lite?**

All MCB Lite Mobile Wallets are current accounts.

**Do I get a Cheque book for my MCB Lite Account?**

No, you do not receive a Cheque book for your MCB Lite Mobile Wallet.

**Am I charged on ATM transactions?**

No, your MCB Lite ATM transactions are free of cost on MCB ATMs. There are switch charges on ATMs of other banks. Similarly, charges would also apply on international ATM transactions.

**How do I get my ATM PIN Code?**

You will set your ATM PIN through IVR when you call our Call Center to activate your MCB Lite Card.

**How do I get my Mobile Wallet Login PIN?**

You will receive the Login PIN SMS as soon as your mobile wallet is created. This SMS will contain a link to set your Mobile Wallet Login PIN. You will receive this SMS prior to card pack delivery.

**Why do I have 2 MCB Lite PIN codes?**

Your Login Pin is used to log in to your Mobile Wallet via [www.mcblite.com](http://www.mcblite.com) while your MCB Lite Transactional/ATM PIN is used for confirming any transaction made through the Mobile Wallet or at the ATM. This dual PIN mechanism enhances the security of your Mobile Wallet.

**What should I do if I forget my ATM PIN or if it is compromised?**

You should contact us immediately on our 24-hour Call Centre at 111-000-622 or +92-21-111-000-622 from overseas to change your MCB Lite ATM PIN.

### **What if I forget my Mobile Wallet PIN?**

Simply call 111-000-622 to reset your Mobile Wallet PIN.

### **What should I do if my MCB Lite Card is lost or stolen?**

You must report your lost or stolen card immediately by calling our 24-hour Call Centre at 111-000-622.

### **Can I access my Mobile Wallet if I'm travelling outside Pakistan?**

Yes, you can access the service using your own phone if you are on international roaming and enjoy the full experience of your Mobile Wallet and its features. Alternatively you can access your Mobile Wallet using any other Internet/GPRS enabled device from the country you are visiting; however, you will not receive SMS alerts associated with the service since they will be sent to your registered mobile number.

### **Can I use MCB Lite Card if I'm travelling outside Pakistan?**

Yes you can use your MCB Lite Card at any ATM or POS machine around the world that is powered by VISA.

### **How do I upgrade to MCB Lite 1 or MCB Lite 2?**

Once we receive your application form along with your CNIC copy, you are upgraded to MCB Lite 1. To upgrade to MCB Lite 2 you need to fill out an upgrade form, and send it to the address provided on the upgrade form along with any of the additional documents mentioned on the form. Your request will be processed within two to three working days after your application is received.

### **What documents do I need to upgrade to Lite 2?**

You need to show your proof of income along with a copy of your CNIC to upgrade to Lite 2.

### **Are there any charges of upgrading to MCB Lite 1 or 2?**

There are no charges of upgrading to either MCB Lite 1 or 2.

### **What is the annual fee of using the MCB Lite service?**

For a detailed overview of the fee and charges, please view the Charges and Limit's section.

### **How can I get my MCB Lite Mobile Wallet statement?**

You can view your MCB Lite mini-statement through your Mobile Wallet. Simply log onto [www.mcbLite.com](http://www.mcbLite.com) and select "mini statement" or request for an e-statement by calling the MCB Bank Call Center on 111-000-622.

### **How do I add someone to my Quick Pay list?**

You can add mobile operators, utility bill companies, a friend or anyone else you transact frequently with to your quick pay list. For example, if you want to add a friend, simply add your friend's name in the "Add to Quick Pay" field while sending money to him/her.

Once successfully added, you will receive a confirmation SMS on your registered mobile number.

### **What is the minimum balance I can have in my Mobile Wallet?**

There is no minimum limit requirement for your MCB Lite Mobile Wallet. However, zero balance wallets are disabled after 6 months of inactivity.

### **Can anybody else deposit funds into my Mobile Wallet? If yes, then what information s/he may need?**

Yes, anyone can deposit money into your Mobile Wallet. All s/he needs to do is go to an agent or MCB Bank Branch, fill out a deposit slip and provide your mobile number.

### **What should I do if I notice transactions on my Mobile Wallet that aren't mine?**

If you think there have been fraudulent transactions on your Mobile Wallet, you should contact us immediately on 111-000-622 or +92-21-111-000-622 from overseas.

### **Are my transactions secure over the mobile?**

Yes, the Mobile Wallet is a safe and secure way to make payments, because:

Information is not stored on your mobile phone which means that your PIN is never exposed even if your mobile handset is lost or stolen.

All transactions are secured with Advanced Encryption Methodologies.

In addition, to conduct any transaction on your Mobile Wallet you need to first enter your Login PIN followed by your Transaction/ATM PIN.

### **How long is my card valid for?**

The validity period of your card is 5 years from the date of issue.

### **Can I get 2 or more MCB Lite Mobile Wallets on my name?**

No, at this point in time one Mobile Wallet can be issued on one valid CNIC only.

## **Where can I get more information about the service?**

Call Center: 111-000-622.

## **What is One Time Password (OTP)?**

OTP is a 6 figure numeric code sent to customers on their registered mobile number. One Time Password (OTP) has been introduced as an additional security feature by 'MCB Bank' to protect customer's account(s). OTP is confidential and should not be shared with anyone, even if the person claims to be an MCB Bank official. Please ensure that your mobile number is updated with us to be able to authenticate your login.

## **What is the advantage of having an authentication mechanism through OTP for Login?**

The advantage of having an OTP authentication mechanism is that even if the credentials (details) of the customer (like username, password, ATM pin etc.) are compromised/ stolen, OTP authentication mechanism will ensure that any fraudulent/unauthorized logins are not done through your MCB Lite services.

## **Why does the customer need to enter OTP for Logging in?**

This is an additional authentication required for logging in. With this added security feature, the customer can have a greater peace of mind knowing that without inputting the OTP, login activity will not be completed.

## **When will the customer need to enter OTP?**

The customer will need to enter the OTP every single time he/she want to log in to MCB Lite.

## **I am entering correct OTP but it still states incorrect?**

If you have tried to log in multiple times, multiple OTPs will be generated. Every new attempt will generate a new OTP. You will have to enter the latest OTP in order to log in successfully.

## **What should I do if I do not receive OTP on my mobile number registered with MCB Bank?**

This may be due to the following reasons a) The mobile number registered for the use of MCB Lite is not your current mobile number or b) In case your registered mobile number with the Bank is ported out, Please SMS MCB to 9460 to ensure receiving SMS alerts from the Bank.

## **Can I use the same OTP multiple times?**

No. OTP is a dynamic password and is valid for one time login. For security reasons, each OTP can only be used for 1 login authentication only.

### **From where will I receive my OTP?**

You will receive OTP from 6222 ONLY (MCB Bank's official SMS code).

### **Are there any charges for using the OTP?**

The Bank does not charge customers for receiving OTP. This service is completely free.

### **What if the customer receives the message “Already logged in”?**

If the customer receives such a message, the customer must wait for 5 minutes and login again

### **What if the customer receives the message “Invalid OTP Reference”?**

This message is displayed when the customer has entered invalid OTP. The customer must use one of the two links labeled “Login” or “Logout” on the user interface in order to go back to the Login Page. And remember, do not press the “Back” button or “Refresh” button of the browser, since it will generate Exception 500 Error.

### **What if the customer receives the message “Exception 500 Error”?**

If the customer receives the “Exception 500 Error”, the customer must re-enter the URL ([www.mcblite.com](http://www.mcblite.com)) in the address bar of the browser and login again.

### **What is auto-pick-up facility?**

It is an additional feature of the Mobile Banking App specifically designed for the OTP. With this feature the Mobile Banking App is able to take the OTP details from your SMS inbox to “auto-pick-up/ auto-populate/ fill in” the OTP field at the time of login. This feature creates convenience for the customer, as the customer will not have to manually enter the OTP details, currently it is available on all Android based mobile phones ONLY.

### **Is auto-pick-up facility for OTP available on all mobile operating systems?**

The OTP auto-pick-up facility is only available for Android based mobile phones. It is not available on phones with operating systems like Windows by Microsoft and Apple’s iOS.