

Asaan Mobile Account - User Guide

1. Balance Inquiry

- Dial the designated USSD Short code *2262# from your phone
- Select the 'Balance Inquiry' option
- Enter your MPIN
- Upon successful authentication, account balance will be displayed.

2. Mini Statement

- Dial the designated USSD Short code *2262# from your phone
- Select the 'Mini Statement' option
- Enter your MPIN
- Upon successful authentication, mini statement will be displayed

3. Cash Deposit at MCB Branch by AMA Holder

- Visit the nearest MCB Branch to deposit cash in your Asaan Mobile Account
- Fill out the standard deposit slip with the following information:
 - Biometric of customer at branch end before cash deposit
 - AMA Number (Mobile Number)
 - Deposit Amount
 - Title of Account
 - Valid CNIC number of account holder
- You need to be biometrically verified in order to deposit cash in your Account. This is only a one-time activity
- Upon successful verification, amount will be deposited and you will be sent confirmation through SMS
- Please take the carbon copy of deposit slip from Branch Personnel.

4. Cash Withdrawal at MCB Branch by AMA Holder

- Visit the nearest MCB Branch to withdraw cash from your AMA
- Provide the following information to Teller:
 - Biometric of customer at branch end before cash withdrawal
 - AMA Number (Mobile Number)
 - Withdrawal Amount
 - Title of Account
 - Valid CNIC
- You need to be biometrically verified in order to withdraw cash from your Account. This is only a one-time activity
- Upon successful verification, an OTP will be sent on your registered mobile number
- Provide/enter the OTP in Teller's system
- Upon successful verification of OTP, transaction will be processed and you will be sent withdrawal confirmation through SMS
- Collect cash from Teller

5. Funds Transfer from AMA to MCB AMA/Wallet Account

- Dial the designated USSD Short code *2262# from your phone
- Select the 'Funds Transfer' option
- Select 'Same Bank' option
- Enter the receiver's Wallet/Asaan Mobile Account number
- Enter the amount to be transferred
- Confirm your transaction and enter your 4-digit MPIN
- Upon successful verification, transaction will be completed and success message will be displayed and sent to your number through SMS.

6. Funds Transfer from AMA to Regular MCB Account

- Dial the designated USSD Short code *2262# from your phone
- Select the 'Funds Transfer' option
- Select 'Same Bank' option
- Enter the receiver's Bank Account number
- Enter the amount to be transferred
- Confirm your transaction and enter your 4-digit MPIN
- Upon successful verification, transaction will be completed and success message will be displayed and sent to the customer through SMS.

7. Funds Transfer from AMA to Other Bank Account/Wallet (IBFT)

- Dial the designated USSD Short code *2262# from your phone
- Select the 'Funds Transfer' option
- Select 'Other Bank' option
- Select beneficiary bank from the available list
- Enter the receiver's Bank Account number
- Enter the amount to be transferred
- Confirm your transaction and enter your 4-digit MPIN
- Upon successful verification, transaction will be completed and success message will be displayed and sent to your registered mobile number through SMS.

8. Bill Payment

- Dial the designated USSD Short code *2262# from your phone
- Select 'Bill Payment' option
- Select the Bill Category e.g. Electricity
- Select the biller e.g. LESCO
- Enter your consumer reference number
- Confirm your transaction and enter your 4-digit MPIN
- Upon successful verification, transaction will be completed and success message will be displayed and sent to your registered mobile number through SMS.

9. Change MPIN

- Dial the designated USSD Short code *2262# from your phone
- Select 'Change PIN' option
- Enter your old 4-digit MPIN
- Enter your new 4-digit MPIN
- Re-enter your 4-digit MPIN to confirm
- A confirmation message will be displayed stating that MPIN has been successfully created.

NOTE: Customer can call on MCB help line in order to AMA pin reset.

10. Account Closure

In process and it will be share with Call Center soon.