

NSBL MOBILE BANKING “MERO SAATHI”

USER MANUAL

Version 2.0



नेपाल एसबिआई बैंक लिमिटेड
NEPAL SBI BANK LTD.

ICT Department

NSBL Mero Saathi App Manual

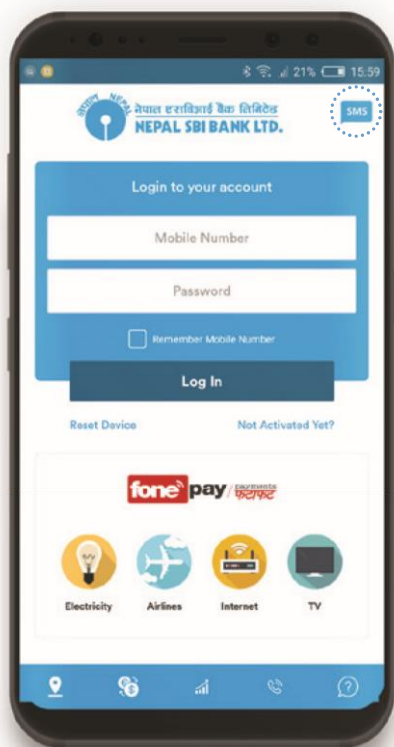


INTRODUCTION

Mero Saathi is a Mobile Banking Application, developed to improve the experience of our customers. With the advancement of technologies, we are enhancing our banking system to serve our customers better. Mero Saathi is available on and above Android version 4.1 and iOS version 10.0 devices.

Know the Basics

You will be able to view your account details, transfer money to different bank accounts, pay bills along with other services.



If you wish to use Mero Saathi without Internet Access, click on **SMS** to perform few transactions.

If you have Internet Connectivity, enter your registered Mobile Number and Login Password. Click ' **Log In** '.

Click on **Reset Device** if you are trying to login from a new device and use your existing login credentials.

Click on **Not Activated Yet ?** if you have recently reset your password by contacting bank. Follow New User Guide to reactivate your service.

You can also pay bills of **fonepay** registered merchants directly before you login.



Locate and navigate your nearest Branches and ATMs



Find updated information of Forex Charts



Track the updated Stock Market Details



Find Contact Details of your Bank



Get answers to your Frequently Asked Questions (FAQ)

New User Guide 3 Page

Existing User Guid 8 Page

New User Guide

New User Guide is applicable to:

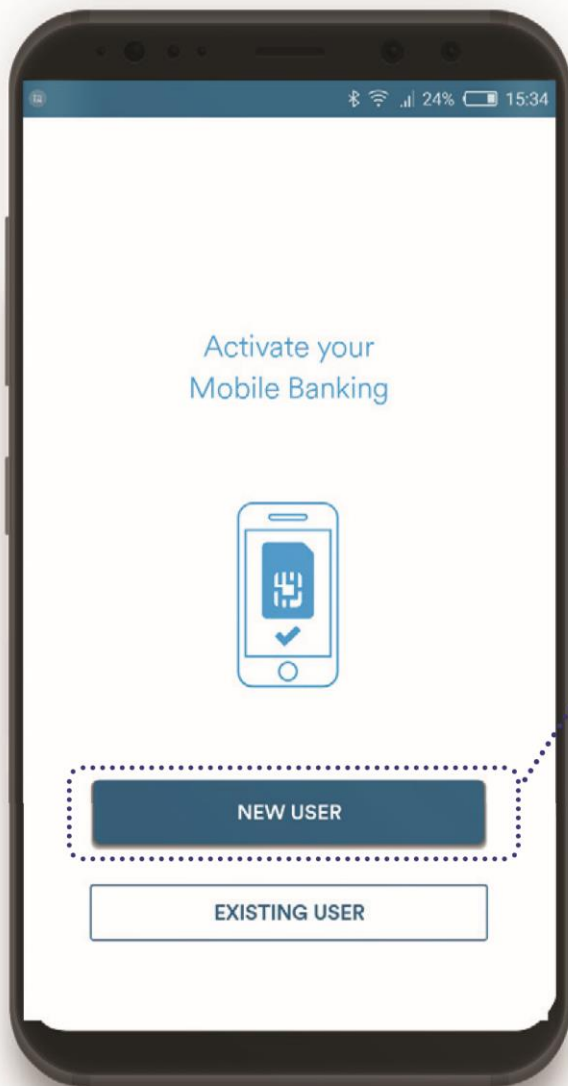
New Users who are trying to download mobile banking application for the first time or, who have recently Reset their password by visiting Nepal SBI Bank.

Existing Users who remember their gprs login userid and password.



Download **"Mero Saathi"** mobile application from your store.



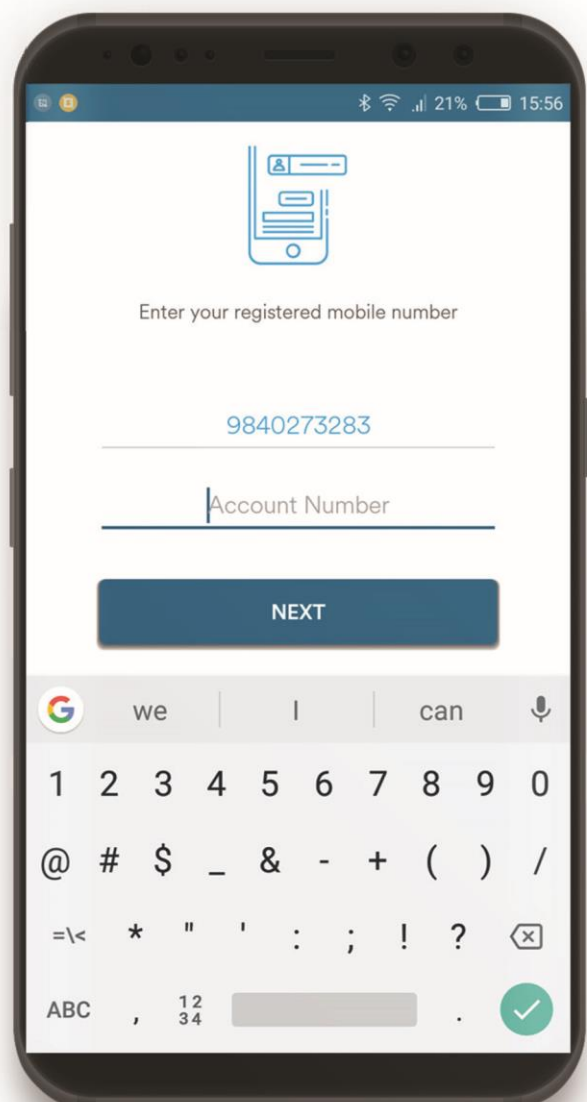


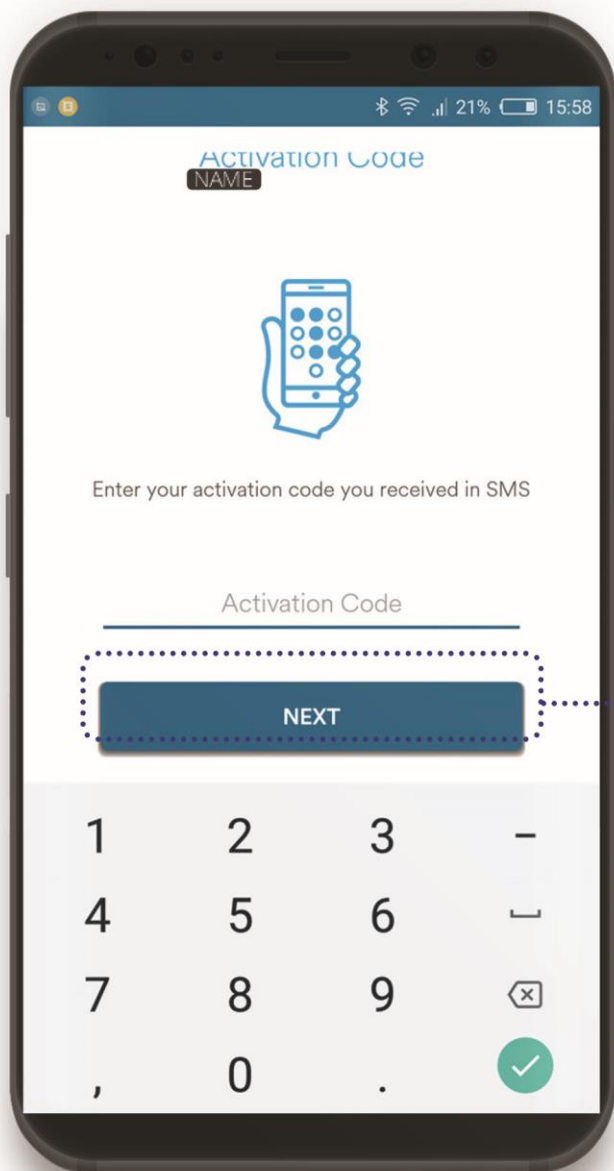
Step 2: Click on “NEW USER” to start banking smartly

Step 3

Input your Registered **Mobile Number** and your **Account Number** of Nepal SBI Bank. Then click ‘NEXT’ button.

(The registered number is the one that you have updated in KYC of Nepal SBI Bank).





You will soon receive **activation code** on your registered mobile number to verify your mobile banking.

Step 4

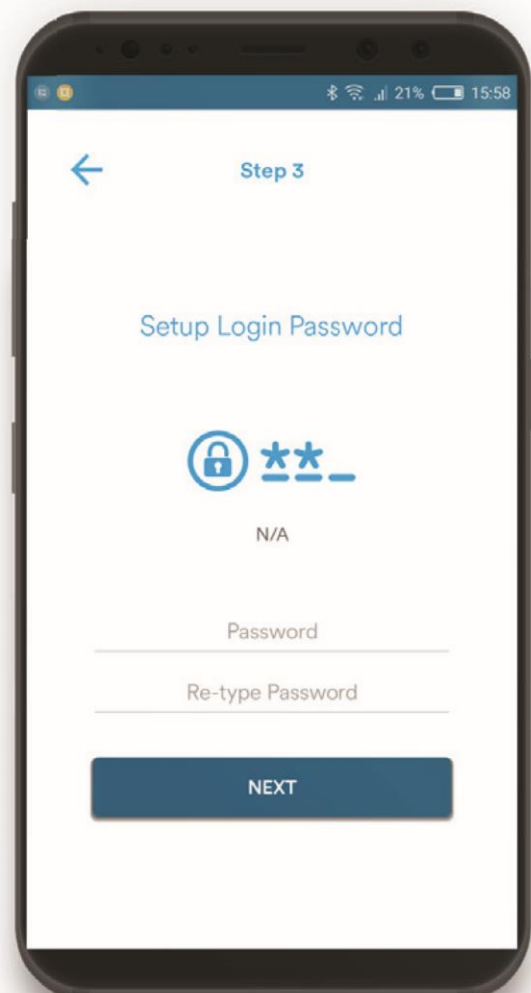
Enter the **code** you have received in SMS. Then, click 'NEXT'

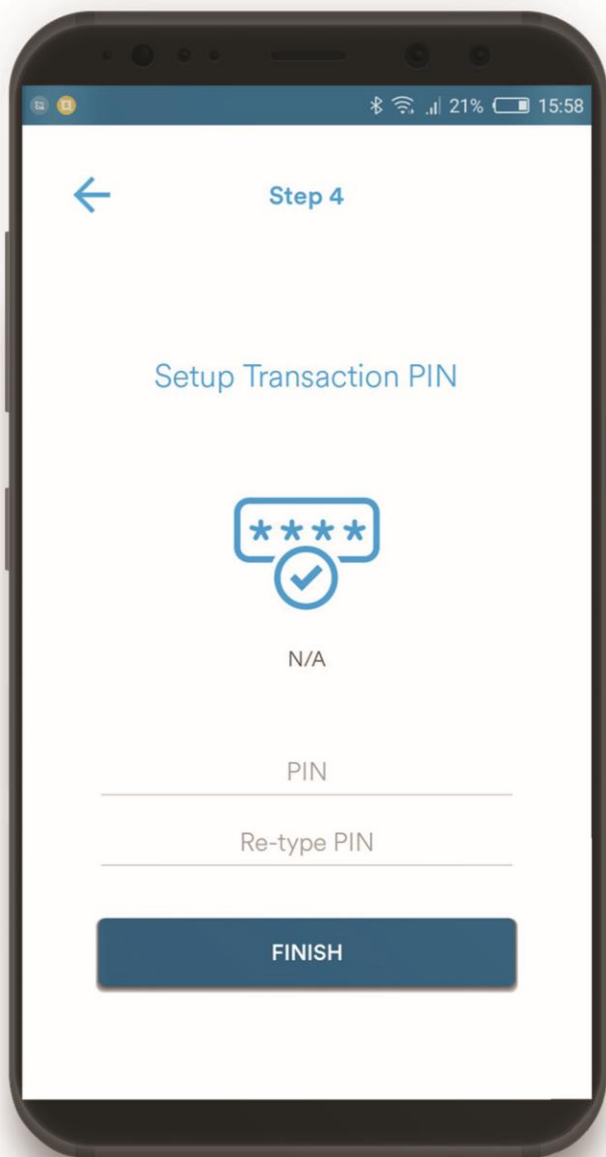
Step 5

Set up your own unique login password containing 8 to 12 characters (3 alpha-numeric value) with at least 1 alphabet, 1 number and 1 special character.

Retype the password for confirmation and click "**NEXT**".

Login password is required every time you try to login Mero Saathi.





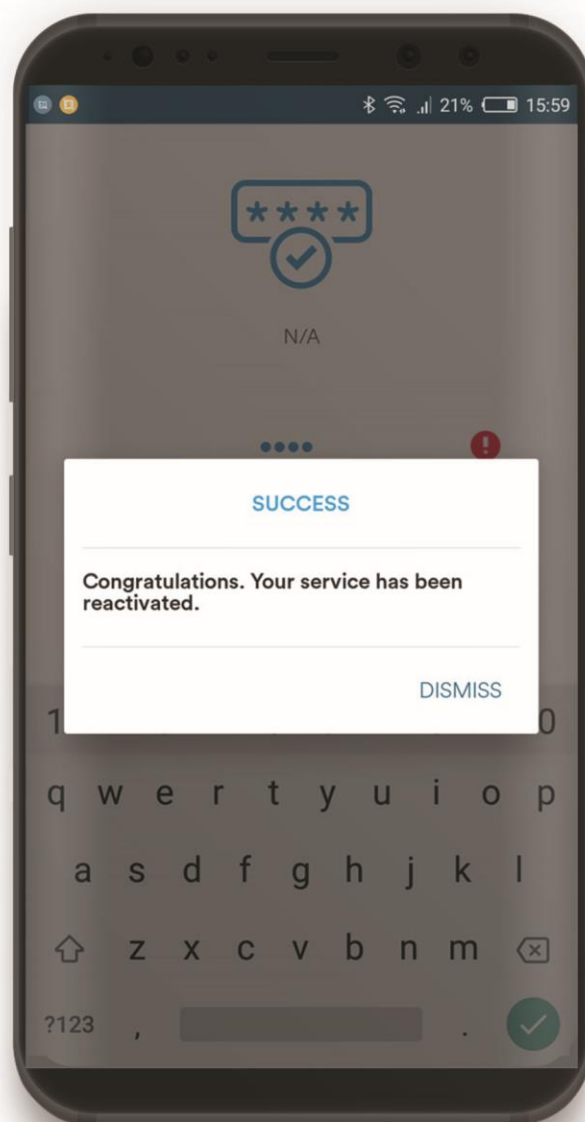
Step 6

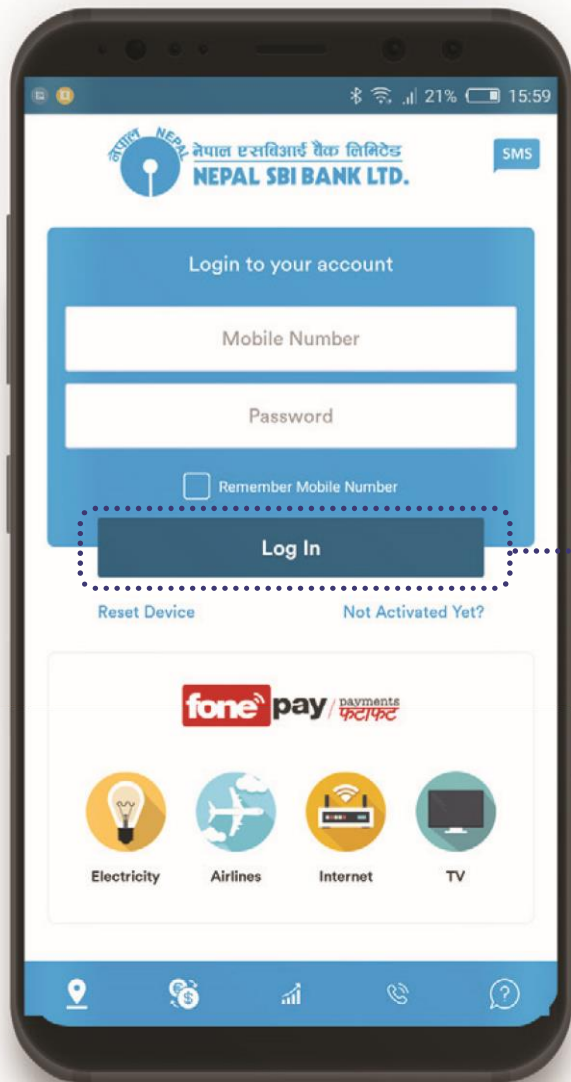
Setup your Transaction **PIN** of 4 numbers. Re-type your Transaction PIN and click '**FINISH**'.

Transaction PIN is required whenever you want to perform certain transactions or payments through Mero Saathi.

After completion of the process, you will be notified with a Success message.

Now, you have been successfully enrolled on Mobile Banking of Nepal SBI Bank.



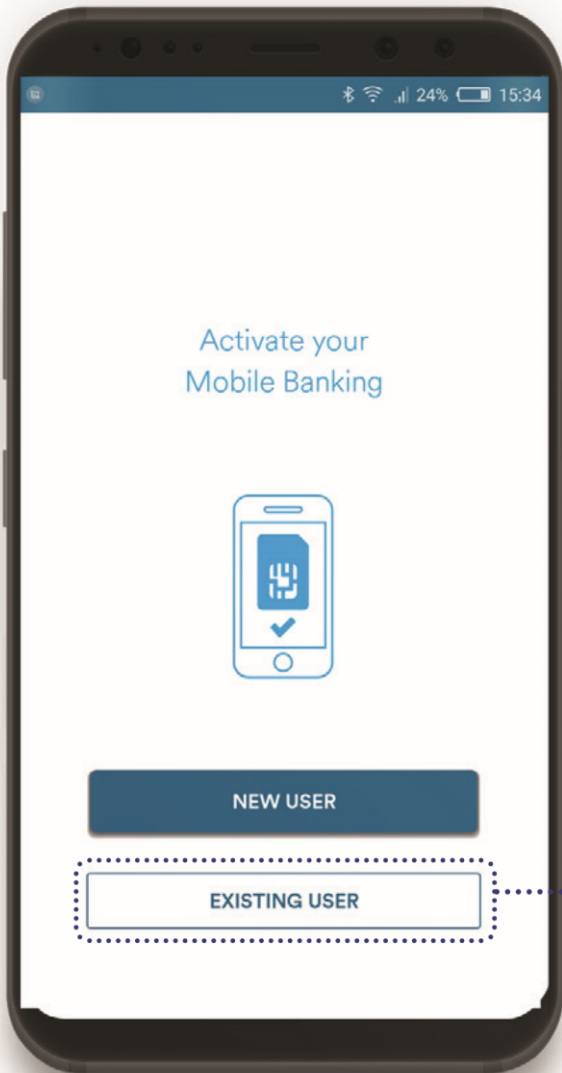


Step 7

Enter your registered Mobile Number and Login Password. Click ' **Log In** '.

Existing User Guide

Existing User Guide is applicable to those customers who have installed and used **Mero Saathi** atleast once.

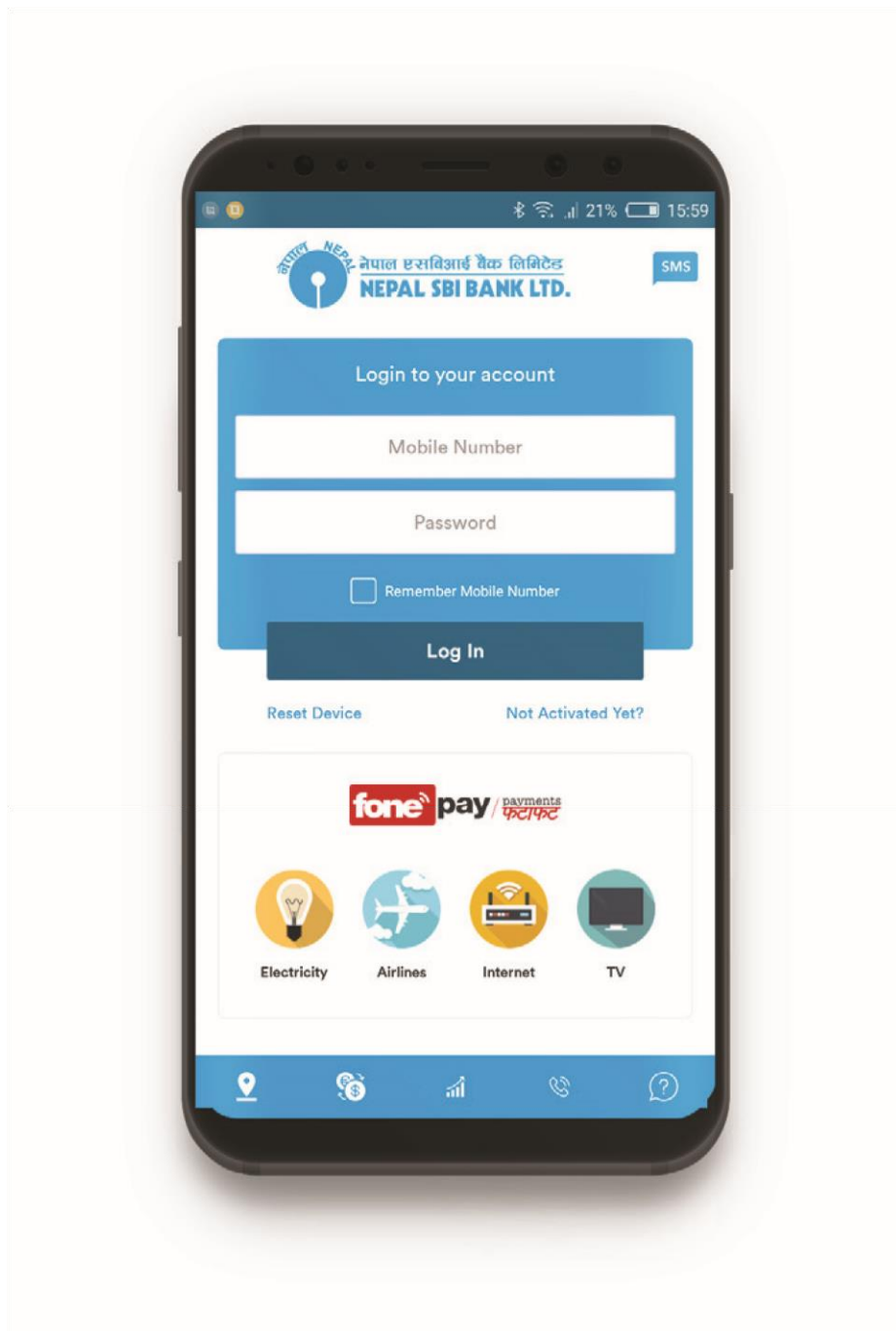


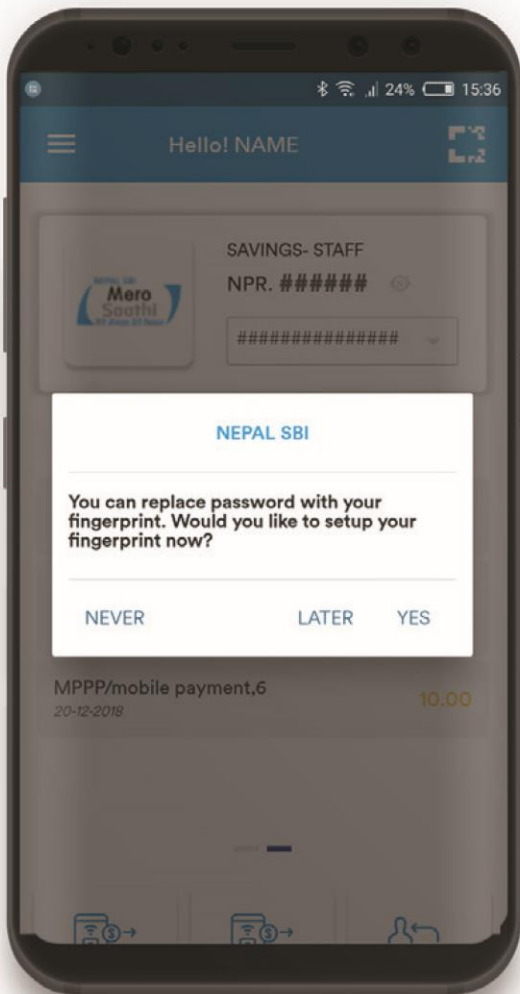
Update **Mero Saathi** from your store:
Android App on Google Play
Available on the iPhone App Store

Click on “Existing User” to re-activate your services through the updated app.

Login Mero Saathi

Enter your registered Mobile Number and Login Password. Click 'Log In'.





Biometric Login Feature

Popup message will appear once you login requesting to enable fingerprint login.

Click **"Yes"** to setup your login fingerprint.

If you wish to setup your fingerprint later click **"Later"** or click **"Never"** to disable the the popup and biometric login feature.

Setting Up FingerPrint Login

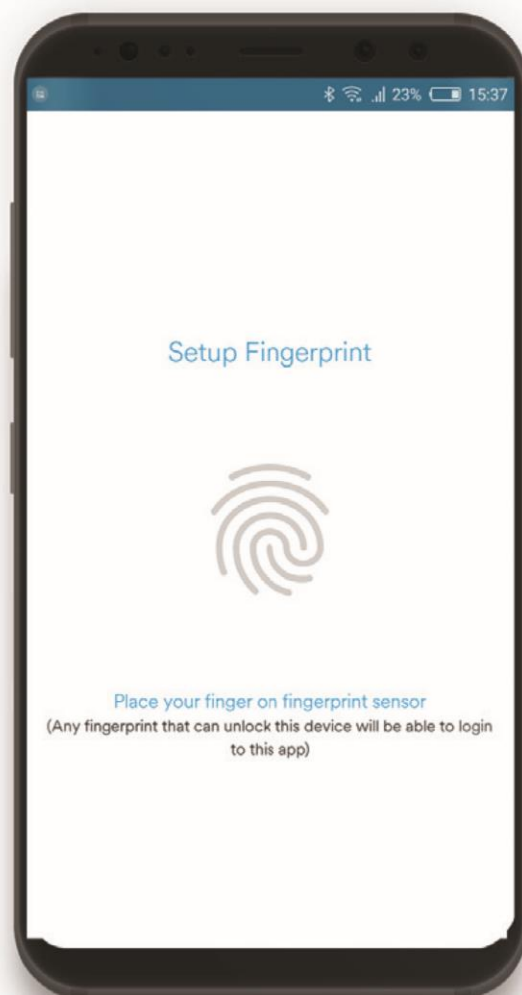
Step 1

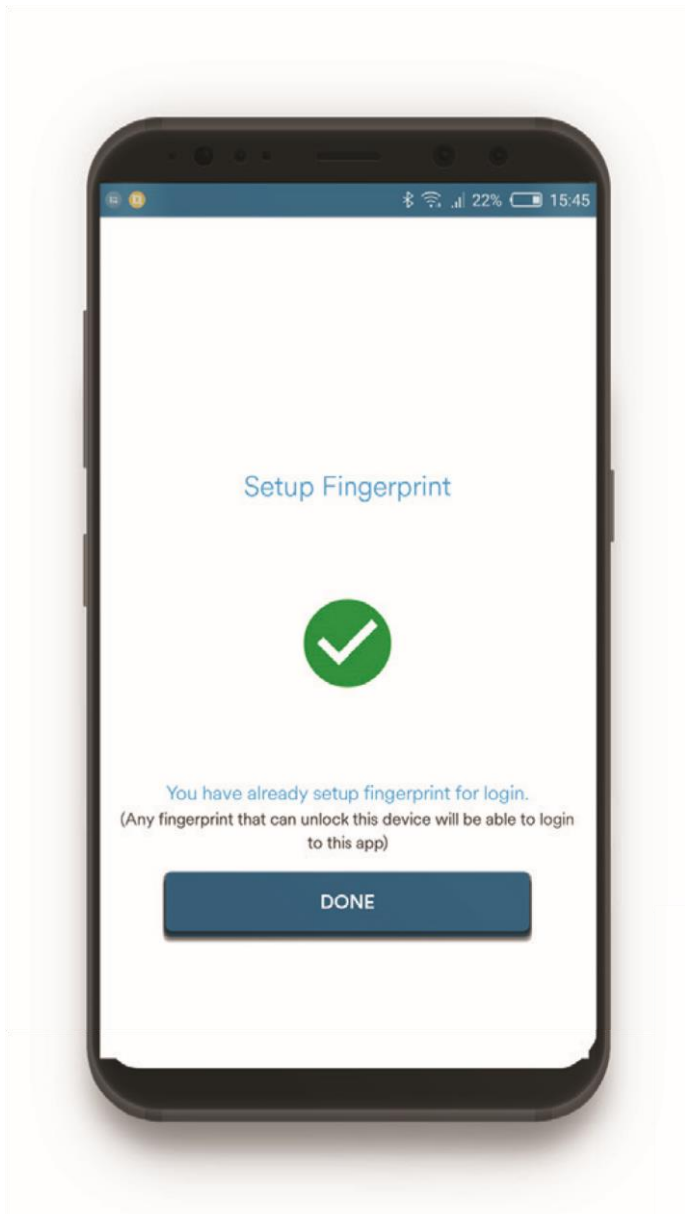
Place your finger on the fingerprint sensor of your device.

This is done to verify your fingerprint with any one of the fingerprints registered to unlock the device.

Note:

Any fingerprint that can unlock this device will be able to login to this app.





Step 2

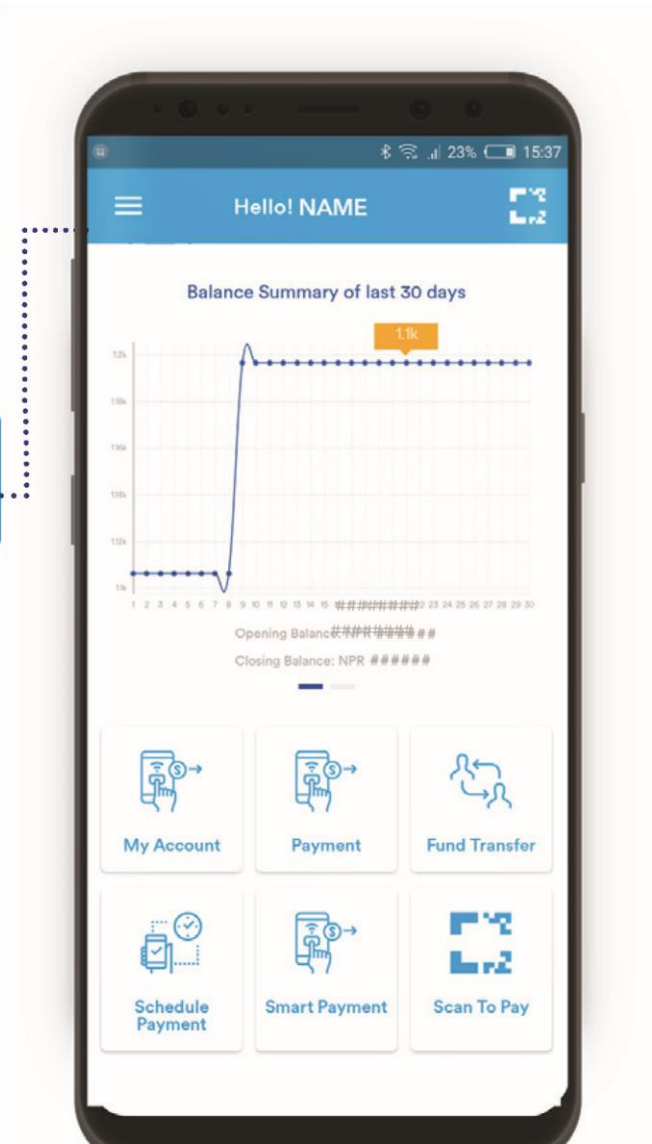
Your fingerprint authentication has been successfully setup.

You will be able to use your fingerprint instead of login password to login into your account.

View of your Dashboard

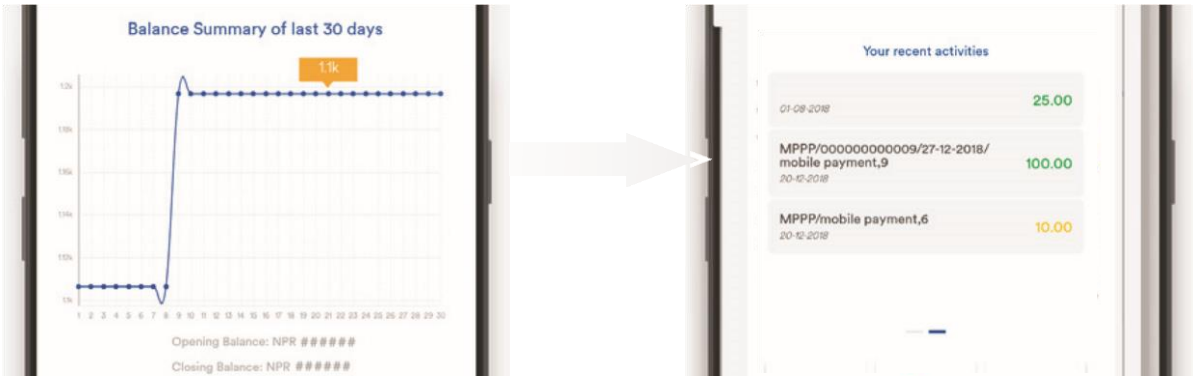
View your account details and track the balance summary of last 30 days directly from your dashboard.

You can perform additional actions by clicking on menu bar:



Swipe the screen

View your recent activities



View your account details and track t
balance summary of last 30 days dire
from your dashboard.

You can perform additional actions
clicking on menu bar:

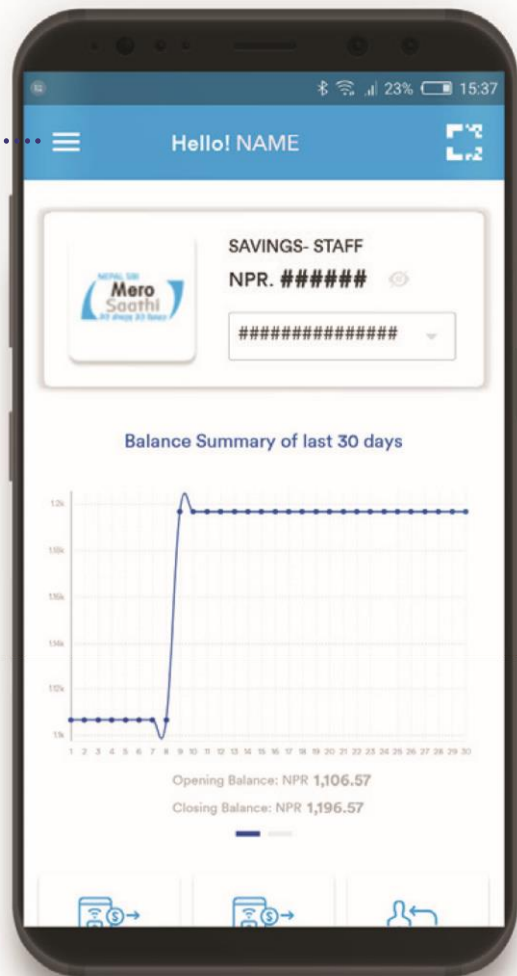
Click on **Settings** to change you r
password / fi gerprint.

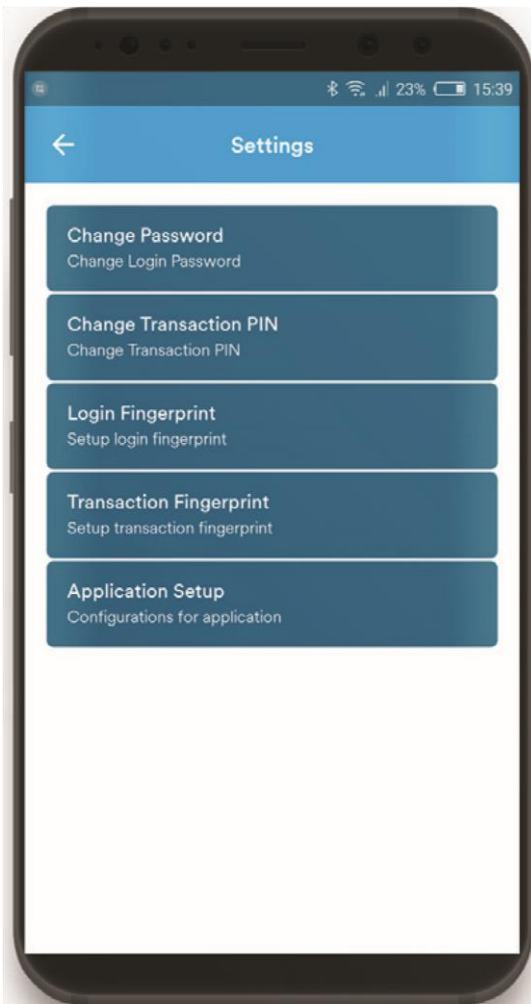
Add mostly used accounts as
Favorite Account

Track your **Invoice** history

Lodge your **Complain** or submit
your feedback

View your recent **Activity Log**





Change your login credentials

Step 1

Tap the settings button in the main menu.

Step 2

Click on respective buttons to perform desired actions.

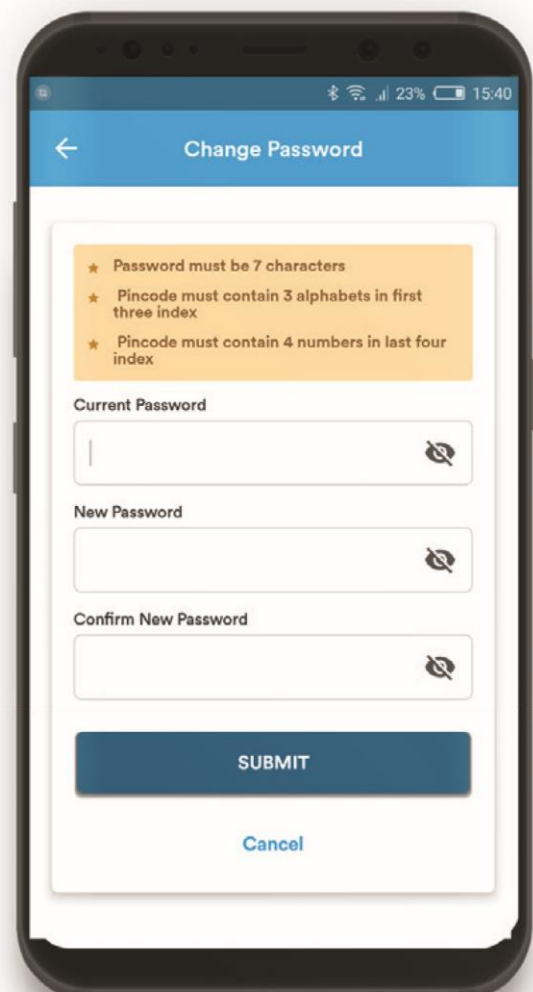
Change your Login Password

Enter your Current Login Password and setup New Password.

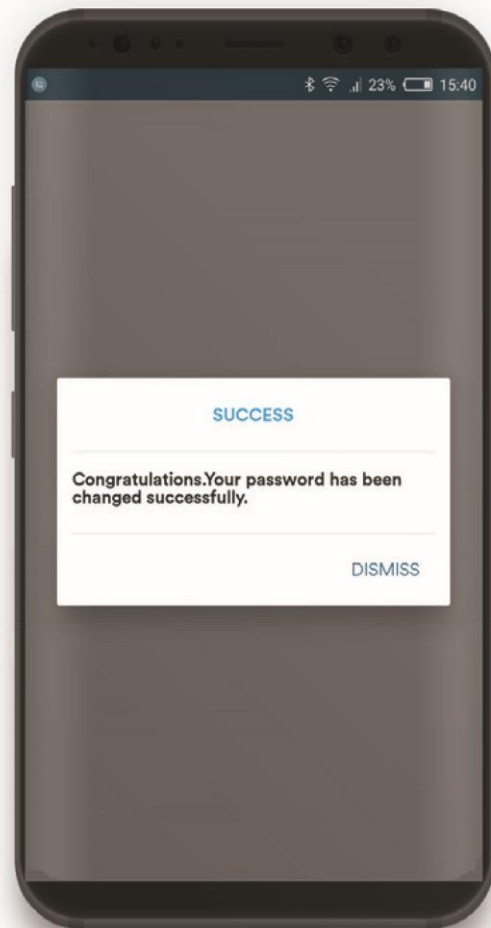
Your New login password should be of 8 to 12 characters (3 alpha-numeric value with at least 1 alphabet, 1 number and 1 special character.

Retype your New Password to confirm. Then, click ' SUBMIT' button.

Login password is required every time you try to login Mero Saathi.



After completion of the process, you will be notified with success message.

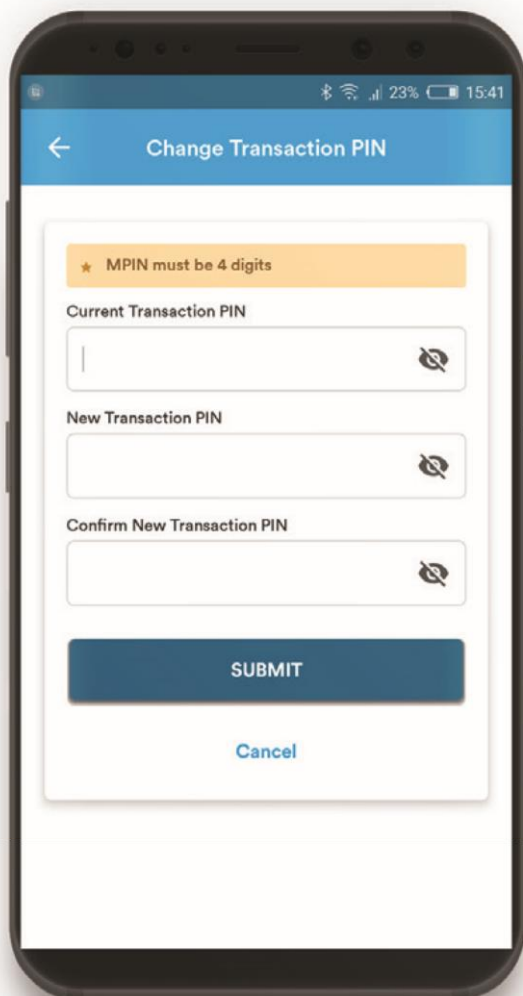


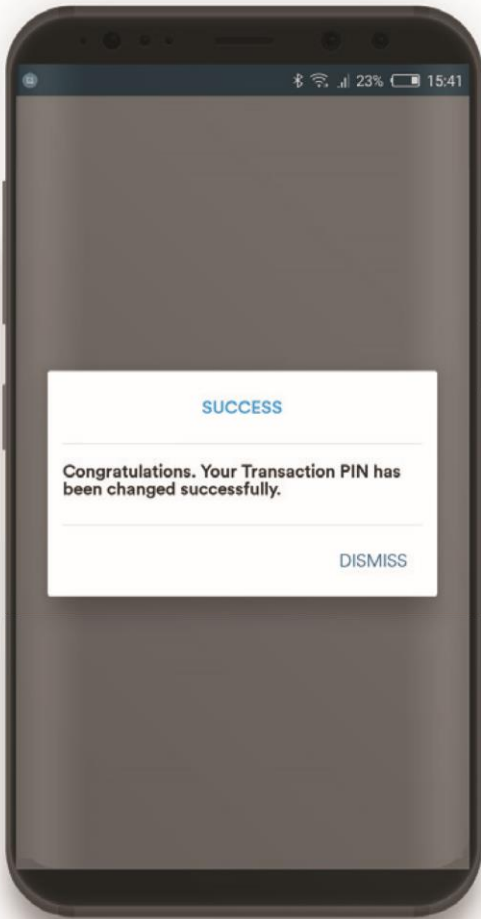
Change your Transaction PIN

Enter your Current Transaction PIN and setup New Transaction PIN.

Setup your Transaction **PIN** of 4 numbers. Re-type your Transaction PIN then, click 'SUBMIT' button.

Transaction PIN is required whenever you want to perform certain transactions or payments through Mero Saathi.



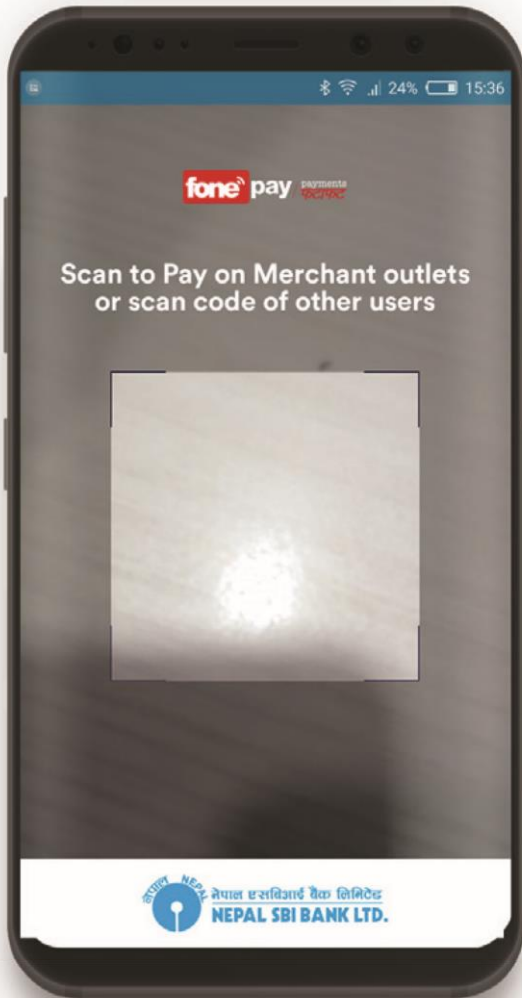


After completion of the process, you will be notified with success message.

Personal QR

You can share your QR code to receive payments. You will be sharing account name, account number and bank's name.





Scan to pay

Swipe your screen from right to left to open **QR Code Scanner** which can be used to scan personal QR as well as **fonepay** registered merchant QR.

You will be able to perform inter/intra fund transfer or add **Personal QR** to favorite account .

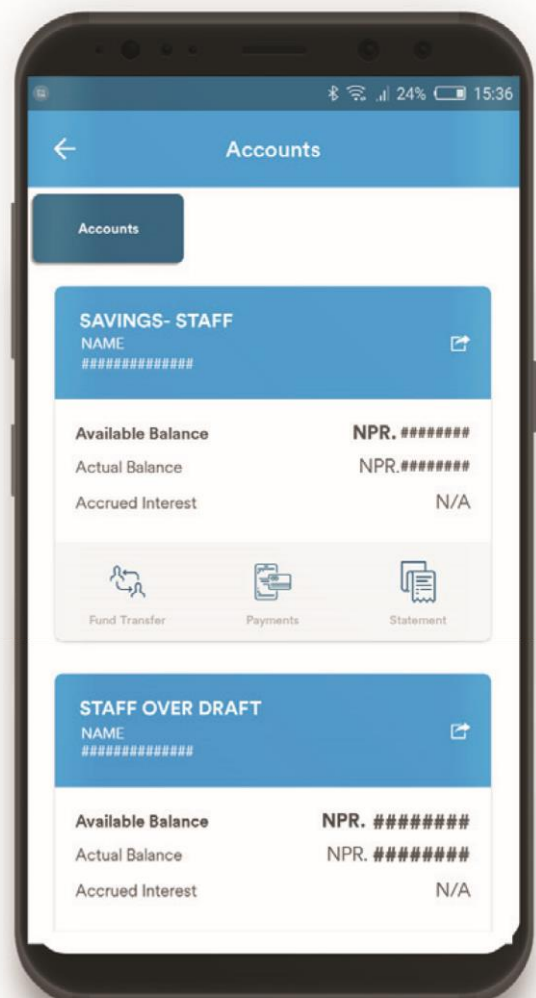
Scan QR code of **fonepay** registered merchants to pay bills.

My Account details

Swipe your screen from left to right to view your detail account information. You can also view information of accounts linked with registered mobile number.

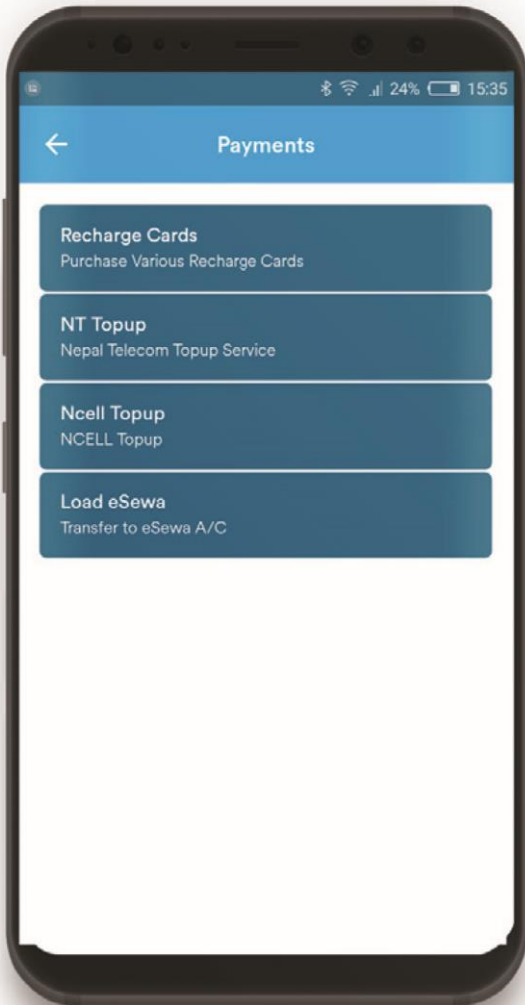
Click your this icon to share your account information.

Perform fund transfer, pay bills and view your account statement of each linked accounts.



Payments

Clicking the Payments will direct you to the bill payment section.



Logout

Click the Logout button at the bottom of the Menu bar to logout from the application.

