



# **TBL Online Account (E-KYC)**

## **User Manual**

### **For**

### **Customers**

# **Introduction**

TBL Online Account is an online account Opening System from where TBL potential customer able to open savings account from home and abroad.

As per Bank Policy, customer able to open following types of savings account:

1. Simplified
2. Regular

## **Simplified:**

- In case of simplified account, customer (Deposit or withdrawal less than 1,00,000) does not need to visit branch. Account will be automatically opened after submission.
- Customer need to visit Branch for following reason:
  - ✓ Irrelevant Document submitted during account opening
  - ✓ Change of TP or other information of the account
  - ✓ Check Book requisition or any other issues.

In that case simplified account will be converted into regular account. Branch will also collect some other documents i.e. Physical signature, Passport Size Photo and any other documents relevant to account opening from customer.

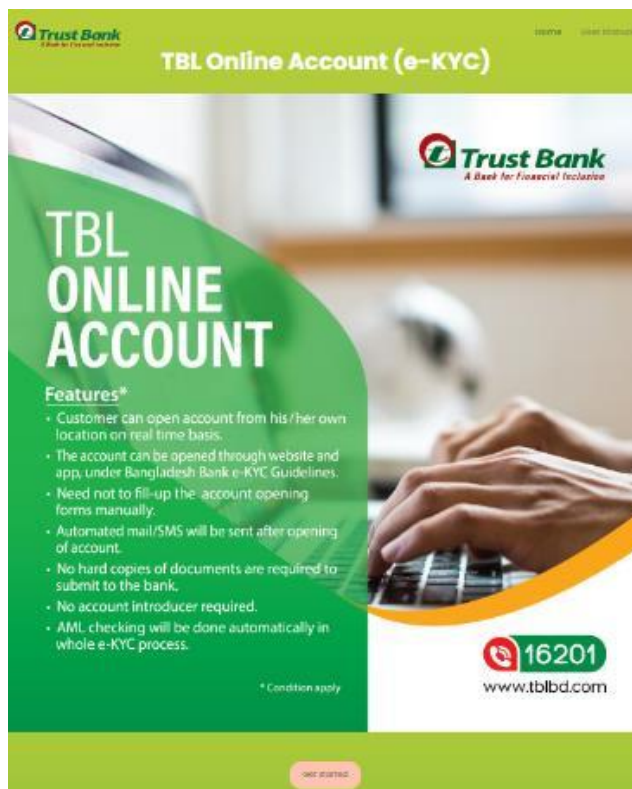
## **Regular:**

- In-Case of Regular account (Deposit or withdrawal 1,00,000 or more), after submission of account opening request through e-KYC system, customer has to visit respective branch with proper source of income, two copies of Picture and address verification documents.
- Branch will also take specimen signature of the customer and collect other documents (if required). After that Branch Authorize Officer will check all submitted documents and click submit button. After that Branch Operation Manager/Authorize Officer will approve or reject account.
- Customer will receive SMS/Mail Notification with account number.

## Account Opening Procedure:

Step-1: Click on “TBL Online Account” button at top of Trust Bank Website:  
[www.tblbd.com](http://www.tblbd.com) OR click the link: <https://ekyc.tblbd.com/>

Step-2: Click on GET STARTED button



**Requirements for Account Open**

1. Customer's/Nominee Photo (JPEG format)
2. Customer and Nominee NID (Old or Digital) front and back side both image (JPEG format).
3. Proof of Address (i.e. Utility bill – JPEG/PDF).
4. Proof of Service (i.e. NOC, Statement – JPEG/PDF).
5. Scan copy of E-TIN (Optional)
6. Other scan documents which may be need: Passport/ Driving License/ Birth Certificate/ Trade License/ Student ID etc.

Note: Please fill-up mandatory fields with star (\*) sign. Uploaded file size should be below 5MB.

☐ I agree to the Terms & Condition and Privacy Policy

Let's Start Close

**Step-3:** Upload customer NID front & back side, customer phone image and specimen signature (JPEG format) and finally click Next button. System will extract data from NID and match with NID server

**Step -4:** Provide necessary general information and Source of income documents such as Employee ID, NOC or Account statement (JPEG or pdf format, maximum file size is 5 MB). After filled up necessary field click Next button.

Identity Verification

General Info

Address Info

Nominee Info

Mobile Verify

Present Address Info

Please fill-up mandatory fields with star (\*) sign.

Address Line \*

Dhaka

Division \*

DHAKA

District \*

DHAKA

City \*

DHAKA

Thana \*

GULSHAN

Post Code \*

I206

Utility Doc (Only image or pdf, max file size 5 mb)

IMG-20220214-WA0000.jpg

Browse

☐ Same as present address

Permanent Address Info

Address Line \*

Address line

Division \*

Select an Option

District \*

Select an Option

City \*

Select an Option

[←](#) [→](#) [↺](#) [🏠](#) [tbldonlineaccount.tbld.com/Portal/LandPage/GetStart](#)

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Identity Verification
 General info
 Address Info
 Nominee Info
 Mobile Verify

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### Nominee Personal Information Please fill-up mandatory fields with star (\*) sign.

Name *	Khandkar Azizul Hakim	Mobile No.	01
Email	tasnimazi025@yahoo.com	Father Name *	Khandkar Obaidul Anwar
Mother Name *	Amena Khatoon	DOB	Dec 22, 1986
Share Percentage *	100	Relationships *	Friend ▾ ×
Contact Address *	Road#2, House#216, DOHS Baridhara	Document Type *	National ID ▾ ×
ID Number *	81		

### Nominee Documents

#### Document Front \*

#### Document Back \*

#### Profile Photo \*

Step -7: Input challenge Key and Mobile verification will be sent through OTP generation (through mobile number or email address) then POP up shows about account opening submission.

tbldonlineaccount.tbld.com/Portal/LandPage/GetStart

**Trust Bank**  
A Bank for Financial Inclusion

Account opening request submitted successfully.

Dear Valued Customer,  
Your request for Account Opening has been received.  
Please save/print your slip for future reference.

OK

Identity Verification

Mobile Verification

Captcha \*

Mobile No. \*

OTP \*

Enter Captcha value

0131

200 sec

OTP Sent.

Verify OTP

Successfully verified

Previous Submit

Developed By: TBLD Online Account Opening System

eKYC

v11.1

Step-8: Customer will receive account opening slip

**Trust Bank**  
A Bank for Financial Inclusion

ব্যাক্তি / অব্যক্তি হিসাব

ব্রাঞ্চের নাম: Principal Branch

Report Generation date & time:  
4/2/2023 9:13:41 PM

কাস্টমার নম্বর: 0002122225

একাউন্ট নম্বর: 0002-0310902000

ঠিকানা: 98 Shaheed Sarani, Dhaka Cantonment, Dhaka-1206

গ্রাহকের নাম	MONSURUL ALAM CHOWDHURY	মোবাইল নম্বর	01722190885
গ্রাহকের ঠিকানা	House#480, Road#8, Baridhara DOHS		

হিসাবের ধরণ: SAVINGS - SIMPLIFIED

আবেদনের তারিখ: Apr 02, 2023

কাল কলন: 16201

সেবা গ্রহণের জন্য আপনাকে ধন্যবাদ।  
ই-স্বাক্ষর/প্রাপ্তি, কোন স্বাক্ষর করার প্রয়োজন নেই।

Email: info@tblbd.com  
Web: https://www.tbld.com

QR Code

Step-9: Customer will get the SMS notification of account opening confirmation along with account number. In-case of regular account customer will visit branch and submitted required documents. After satisfaction, Branch Operation Manager/Authorize Officer will approve the account and customer will receive account opening notification through SMS.

Sample SMS given below:

Wed, 14 Dec 12:30 PM

Dear Customer, Your account  
has been opened successfully.  
Your Account Number  
0024-0310035933