

Transfer

Email Transfer

- Step 1: Select “Email Transfer” from the Transfers menu
- Step 2: Select “Single Transfer” or “Transfer to Beneficiary”
- Step 3: Select the account (from which you want to send funds) under ‘From Account’
- Step 4: Type-in the amount of transfer
- Step 5: Set a security question and the answer to it
- Step 6: Choose the OTP type and tap “Next”
- Step 7: Review the information and tap “Confirm”
- Step 8: Select a card and provide its pin, then tap “Submit”
- Step 9: Insert the OTP sent to you through SMS or email and tap “Submit”
- Step 10: Your email transfer was successful. A reference number will be given for the record

Beneficiary Management

1. Add Beneficiary (MFS Transfer)

- Step 1: Select Beneficiary Management from the Transfers menu then tap “Add Beneficiary”
- Step 2: Select MFS Transfer from the transfer type and tap “Next”
- Step 3: Select MFS type (bKash, Nagad or upay)
- Step 4: Type-in a nickname for the beneficiary
- Step 5: Provide the MFS account number
- Step 6: Review the information you provided and tap “Confirm”
- Step 7: Select a card and provide the card pin then tap “Submit”
- Step 8: Beneficiary has been added.

2. Add Beneficiary (Within City Bank)

- Step 1: Select Beneficiary Management from the Transfers menu, then tap “Add Beneficiary”
- Step 2: Select ‘Transfer within City Bank’ from the transfer type and tap “Next”
- Step 2: Type-in a nickname for the beneficiary
- Step 3: Type-in the account number of the beneficiary
- Step 3: Provide the beneficiary mobile number (optional) and email id (optional) then tap “Add”
- Step 4: Review the information provided and tap “Confirm”
- Step 5: Select a card and insert your card pin for verification, then tap “Submit”
- Step 6: Beneficiary has been added

3. Add Beneficiary (Email Transfer)

- Step 1: Select Beneficiary Management from the Transfers menu, then tap “Add Beneficiary”
- Step 2: Select ‘Email Transfer’ and tap “Next”
- Step 3: Type-in a nickname for the beneficiary
- Step 4: Type-in the email address of the beneficiary
- Step 5: Provide the beneficiary’s mobile number (Optional)
- Step 6: Review the information you provided and tap “Confirm”
- Step 7: Select a debit/prepaid card and insert your card pin for verification then tap “Add”
- Step 8: Beneficiary has been successfully added for Email Transfers

4. Add Beneficiary (Transfer to Other Bank)

Step 1: Select Beneficiary Management from the Transfers menu then tap “Add Beneficiary”

Step 2: Select ‘Transfer Other Bank’ and tap “Next”

Step 3: Type-in a nickname for the beneficiary

Step 4: Select account type (Account or Card)

Step 5: Type-in account number and holder name (if Card is chosen then provide the card number and holder name)

Step 6: Select a Bank Name

Step 7: Choose the District Name

Step 8: Choose a Branch name

Step 9: Provide beneficiary email address (optional) and mobile number (optional)

Step 10: Review the information you provided and tap “Confirm”

Step 11: Select a debit/prepaid card and insert your card pin for verification then tap “Add”

Step 12: Beneficiary successfully added.

Payments

Internet Bill Payment (Value Added Services)

Step 1: Select Internet Bill Payment from Value Added Services in the Payment menu

Step 2: Select a favorite from the dropdown menu (favorites can be saved after a transaction) or tap

‘Skip’ for a new transaction

Step 3: Select the operator name from the dropdown menu

Step 4: Select the account from which you want to pay the internet bill

Step 5: Choose OTP type and tap “Next”

Step 6: Review the information you provided and tap “Confirm”

Step 7: Select a card and insert your card pin for verification then tap “Submit”

Step 8: Insert the OTP sent to you through SMS or email and tap “Submit”

Step 9: Your transaction was successful. You may save/share the receipt or add it to your favorites for future payments

Club Bill Payment

Step 1: Select Club Bill Payment from Value Added Services in the Payments menu

Step 2: Select a favorite from the dropdown menu (favorites can be saved after a transaction) or tap ‘Skip’ for a new transaction

Step 3: Select the Club name

Step 4: Type-in Member ID

Step 5: Select the account from which the payment is to be made

Step 6: Type-in the amount of payment

Step 7: Choose OTP type and tap “Next”

Step 8: Review the information you provided and tap “Confirm”

Step 9: Select a card and insert your card pin for verification, then tap “Submit”

Step 10: Insert the OTP sent to your registered mobile number or email and tap “Submit”

Step 11: Your club bill payment has been successful. You may save the receipt or add it to your favorites for future payments.

Tuition Fee Payment (Value Added Services)

- Step 1: Select 'Tuition Fee Payment' from Value Added Services in Payments menu
- Step 2: Select a favorite from the dropdown menu (favorites can be saved after a transaction) or tap 'Skip' for a new transaction
- Step 2: Select the name of the institute
- Step 3: Type-in the student id
- Step 4: Type-in the student's name
- Step 5: Insert the semester for which tuition is to be paid
- Step 6: Select the type of tuition payment from the 'Payment Header'
- Step 7: Select your account number from which the amount will be paid out
- Step 8: Type-in the amount of payment
- Step 9: Choose the OTP type and tap "Next"
- Step 10: Select a card and insert your card pin for verification, then tap "Submit"
- Step 11: Insert the OTP sent to the registered mobile number or email and tap "Submit"
- Step 12: Your transaction was successful. You can save/share the receipt or add it to your favorites for future payments.

Insurance Premium Payment (Value Added Services)

- Step 1: Select Insurance Premium Payment from Value Added Services in the Payments menu
- Step 2: Select a favorite from the dropdown menu (favorites can be saved after a transaction) or tap 'Skip' for a new transaction
- Step 2: Select the insurance company name
- Step 3: Insert policy holder's number and name
- Step 4: Select the type of insurance payment from "Insurance paid for"
- Step 5: Select the account number from which the payment will be done
- Step 6: Choose the OTP type
- Step 7: Choose the transfer type and tap "Next"
- Step 8: Review the information and tap "Pay Now"
- Step 9: Select a card and insert your card pin for verification, then tap "Submit"
- Step 10: Insert the OTP sent to the registered mobile number or email and tap "Submit"
- Step 11: Your transaction was successful. You may save/share the receipt or add it to your favorites for future payments

Indian Visa Processing Fee Payment (Value Added)

- Step 1: Select 'Indian Visa Processing Fee Payment' from 'Value Added Services' in the Payments menu
- Step 2: Choose a center from the IVAC Center Name from the dropdown menu
- Step 3: Choose an appointment type
- Step 4: If the appointment type selected is 'appointment' then select your appointment date from the dropdown feature
- Step 5: Provide an email address and mobile number
- Step 6: Type-in the web file number
- Step 7: Choose the OTP type and tap 'Next'
- Step 8: Review the information you have provided and tap "Confirm"
- Step 9: Select a card and insert your card pin for verification then tap "Submit"
- Step 10: Insert the OTP sent to the registered mobile number or email and tap "Submit"
- Step 11: Your transaction was successful. You can save/share the receipt and add it to your

Citypay

Step 1: Scan the QR code for the payment in the Citypay menu

Step 2: Review the merchant details and tap “Confirm”

Step 3: Select a card and provide its PIN to make payment then tap “Submit”

Step 4: Your transaction was successful. You can save/share the receipt and add it to your favorites for future payments

Account Services

Pay Order

Step 1: Tap “More” then go to the ‘Account Services’ section and tap “Pay Order”

Step 2: Select an account number from the dropdown list

Step 2: Select Delivery Branch from the dropdown list

Step 4: Type-in the amount

Step 3: Type-in the beneficiary name

Step 4: Choose the OTP type and tap “Next”

Step 5: Review the information you provided and tap “Confirm”

Step 6: Insert the OTP sent to the registered mobile number or email and tap “Submit”

Step 7: Your transaction was successful

Positive Pay

Step 1: Tap “More” then go to the ‘Account Services’ section and tap “Positive Pay”

Step 2: Select an account number from the dropdown list

Step 3: Select a Cheque Book Number from the dropdown list

Step 4: Choose an Unused Cheque Leaf Number from the dropdown menu

Step 5: Choose a Cheque Date from the dropdown calendar

Step 6: Type-in the amount of payment

Step 7: Type-in the Beneficiary Name

Step 8: Review the information you provided and tap “Confirm”

Step 9: Your positive pay request has been successfully submitted.

Cheque Book Request (Cheque Book Management)

Step 1: Tap “More” then go to the ‘Account Services’ section, tap “Cheque Book Management” and tap “Cheque Book Request”

Step 2: Select an account number from the dropdown list

Step 3: Select the number of leaves on the cheque book

Step 4: Select the name of the delivery branch

Step 4: Review the information you provided and tap “Confirm”

Step 5: Your cheque book request has been successfully submitted.

Cheque Stop Request (Cheque Book Management)

Step 1: Tap “More” then go to the ‘Account Services’ section, tap “Cheque Book Management”, then tap “Cheque Stop Request”

Step 2: Select Account Number, then select the unused cheque that you want to stop

Step 3: Choose the OTP type and tap “Next”

Step 4: Review the information you provided and tap “Confirm”

Step 5: Insert the OTP sent to registered mobile number or email and tap “Submit”

Step 6: Your cheque stop request has been successfully submitted

Tag Account

Step 1: Tap “More” then go to the ‘Account Services’ section and tap “Tag Account”

Step 2: Type-in the account number you want to tag with City Touch app

Step 3: Choose the OTP type (type-in phone number if SMS is chosen) and tap “Confirm”

Step 4: Insert the OTP sent to the registered mobile number or email and tap “Submit”

Step 5: Your Tag Account request has been accepted

Untag Account

Step 1: Tap “More” then go to the ‘Account Services’ section and tap “Tag Account”

Step 2: Select an account to untag from the list of tagged accounts

Step 3: Choose the OTP type and tap “Confirm”

Step 4: Insert the OTP sent to the registered mobile number or email and tap “Submit”

Step 5: Your untag Account request has been accepted

Account Statement Download (Web only)

Step 1: Select an account number from the dropdown list

Step 2: Select the statement from and till date or you can select monthly statement (Last 6 months)

Step 3: Choose statement format

Step 4: Your statement can now be viewed or printed.

Card Services

Active/Deactive Credit Card

Step 1: Tap “More” then go to “Card Services” and tap “Active/Deactive Credit/Prepaid Card”

Step 2: Select a credit/prepaid card number from the dropdown list that you want to activate or deactivate

Step 3: Select the status of the card you want to change it to

Step 4: Choose the OTP type and tap “Next”

Step 5: Review the information provided and tap “Confirm”

Step 6: Insert the OTP sent to the registered mobile number or email and tap “Submit”

Step 7: Credit Card Activation/Deactivation successful.

Active/Deactive Debit Card

Step 1: Tap “More” then go to “Card Services” and tap “Active/Deactive Debit Card”

Step 2: Select a debit card number from the dropdown list that you want to activate or deactivate

Step 3: Select the status of the card (Choose Open if you want to activate the card)

Step 4: Choose the OTP type and tap “Next”

Step 5: Review the information provided and tap “Confirm”

Step 6: Insert the OTP sent to the registered mobile number or email and tap “Submit”

Step 7: Debit Card Activation/Deactivation successful.

Card PIN Reset

- Step 1: Tap “More” then go to “Card Services” and tap “Card PIN Reset”
- Step 2: Select a card number from the dropdown list
- Step 3: Type-in a reason for changing your PIN
- Step 4: Type-in a new PIN number
- Step 5: Re-enter the PIN number to confirm
- Step 6: Choose the OTP type and tap “Next”
- Step 7: Review the information provided and tap “Confirm”
- Step 8: Insert the OTP sent to the registered mobile number or email and tap “Submit”
- Step 9: Your card pin has been successfully reset

Tag Credit/Prepaid Card

- Step 1: Tap “More” then go to the ‘Card Services’ section and tap “Tag Credit/Prepaid Card”
- Step 2: Type-in the card number you want to tag with the City Touch app
- Step 3: Choose the OTP type (type-in phone number if SMS is chosen) and tap “Confirm”
- Step 4: Insert the OTP sent to the registered mobile number or email and tap “Submit”
- Step 5: Your Tag Credit/Prepaid Card request has been accepted

Untag Credit/Prepaid Card

- Step 1: Tap “More” then go to ‘Card Services’ section and tap “Tag Credit/Prepaid Card”
- Step 2: Select a credit/prepaid card to untag from the list of tagged cards
- Step 3: Choose the OTP type and tap “Confirm”
- Step 4: Insert the OTP sent to the registered mobile number or email and tap “Submit”
- Step 5: Your Untag Credit/Prepaid Card request has been accepted

Binimoy

- Step 1: Register on Binimoy if not done already
- Step 2: Select a default account for registration and tap “Next”
- Step 3: Review the information you provided and tap “Confirm”
- Step 4: Enter your 6-digit Binimoy PIN number and tap “Submit”
- Step 5: Your Binimoy account has been successfully registered

Loans/Investment Services

Closure (Loan/Investment Services)

- Step 1: Tap “More” then go to the “Loan/Investment Services” section then tap “Closure”
- Step 2: Select a loan account from the dropdown menu
- Step 3: Select an account number from the dropdown list
- Step 4: Choose the OTP type and tap “Next”
- Step 5: Review the information you provided and tap “Confirm”
- Step 6: Insert the OTP sent to the registered mobile number or email and tap “Submit”
- Step 7: Your application was successful

Repayment Schedule

- Step 1: Tap “More” then go to the “Loan/Investment Services” section then tap “Repayment

Step 2: Select a loan account number from the dropdown list

Step 3: A detailed repayment schedule will be shown with information about each EMI

Request Monitor (Loan/Investment Services)

Step 1: Tap “More” then go to the “Loan/Investment Services” section, then tap “Request Monitor”

Step 2: Select the request type from the dropdown list

Step 3: Choose the request status from the dropdown list and tap “Submit”

Step 4: A list of the status of your requested loans will be shown

EMI Calculator (Loan/Investment Services)

Step 1: Tap “More” then go to the “Loan/Investment Services” section then tap “EMI Calculator”

Step 2: Type-in the loan amount

Step 3: Type-in the rate of interest for the loan

Step 4: Type-in the loan tenure (months) and press calculate

Step 5: Your EMI will be calculated and shown

Other QR Features

Individual Payment/Receive (Generate QR Code)

Step 1: Select Other QR Features from “More” section then tap “Individual Payment/Receive”

Step 2: Choose Generate Code

Step 3: Select an account from the dropdown list

Step 4: Type-in the amount

Step 5: Choose the OTP type and tap “Generate QR code”

Step 6: Review the information you provided and tap “Confirm”

Step 7: Insert the OTP sent to the registered mobile number or email and tap “Submit”

Step 8: A QR code will be generated. You can save or share the QR code.