





Service Overview

► Service Definition

A Mobile Banking service that allows customers to access their account on the go and make transactions at their convenience. This mobile Banking software installed on mobile phones





Service Features

Transfers

Bills Payment

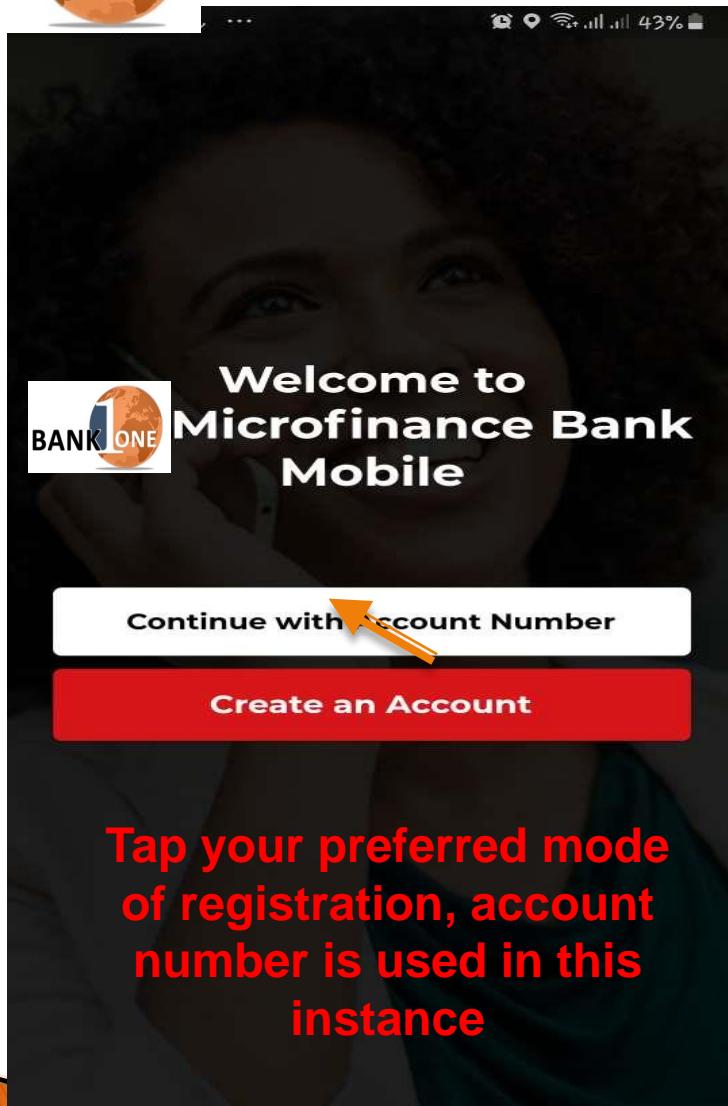
Balance Enquiry

PIN Change/Reset

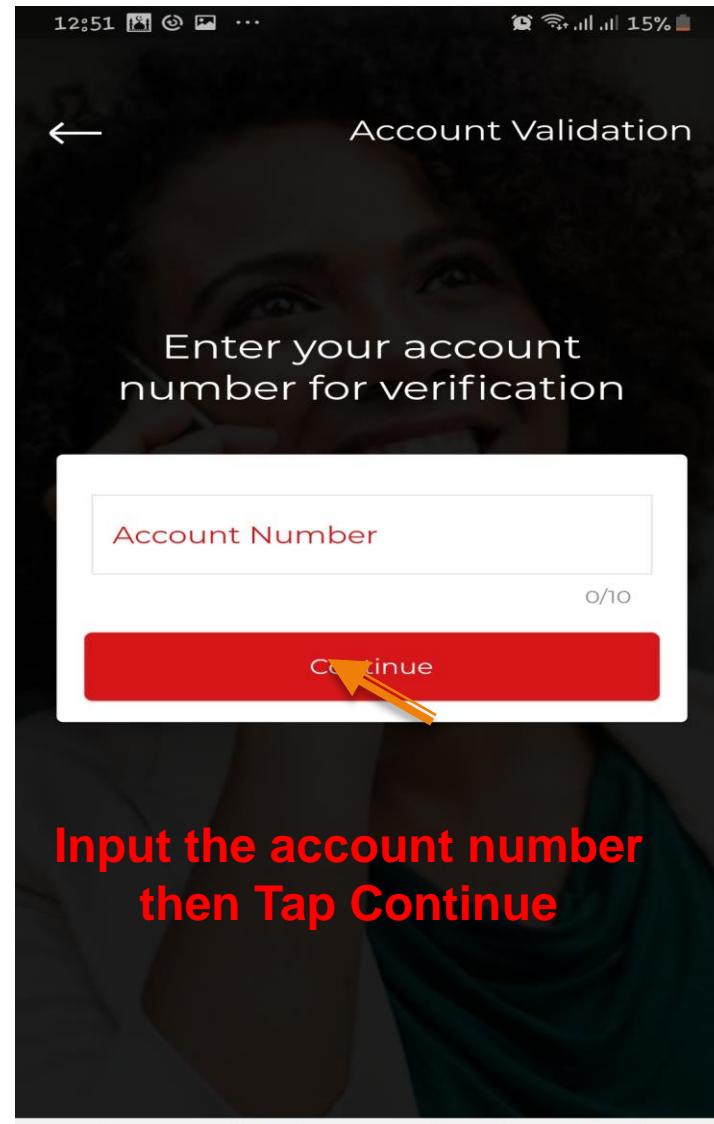
Mini Statement

Add Beneficiary



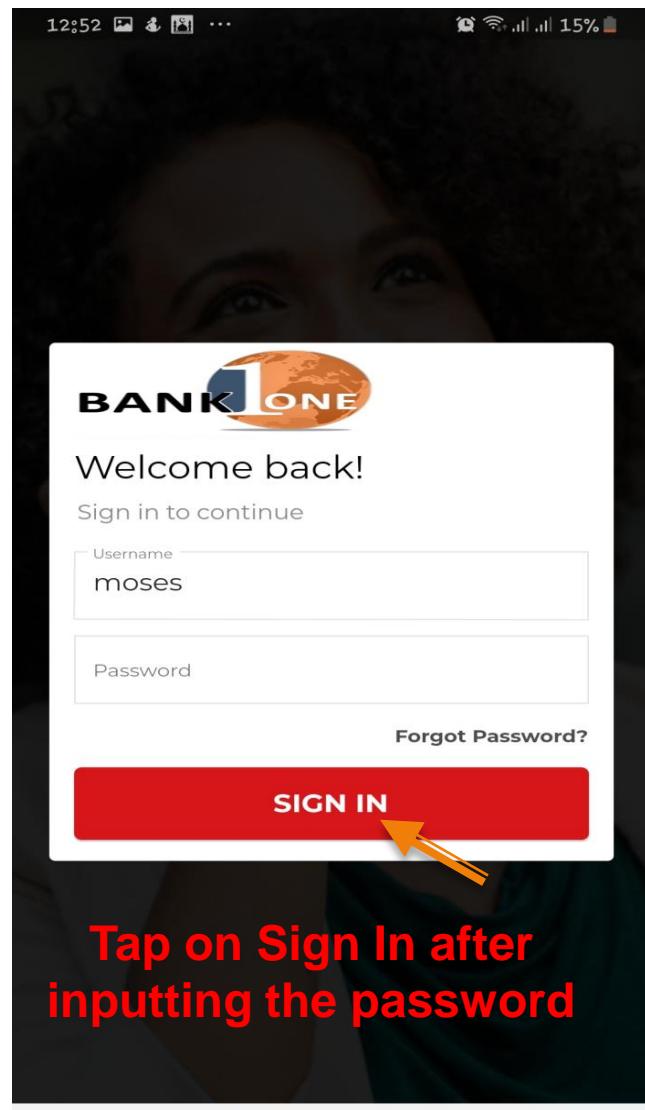
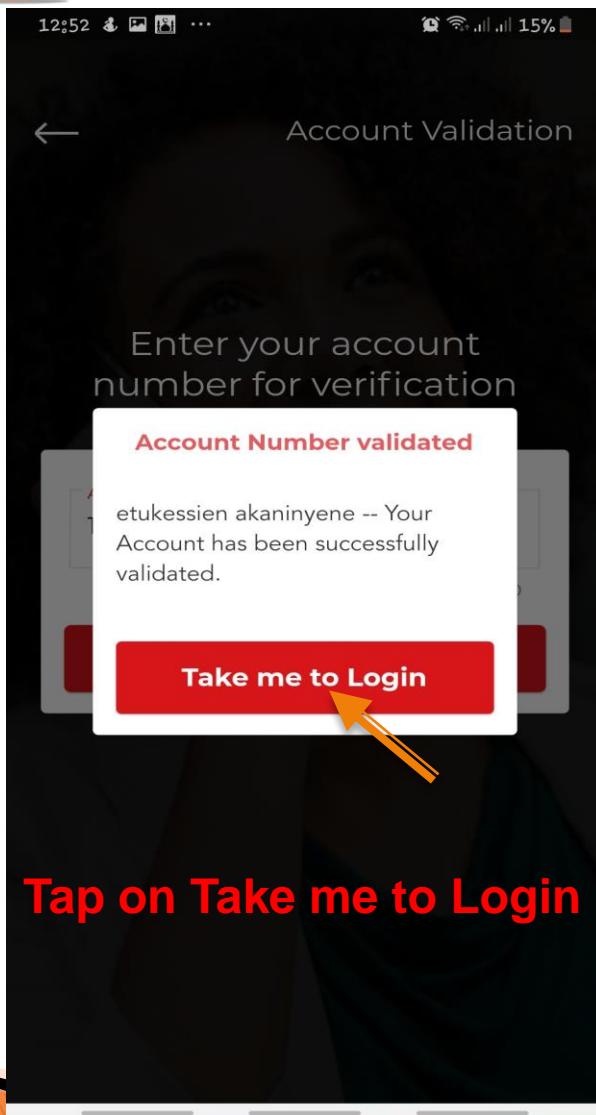


Setup Account

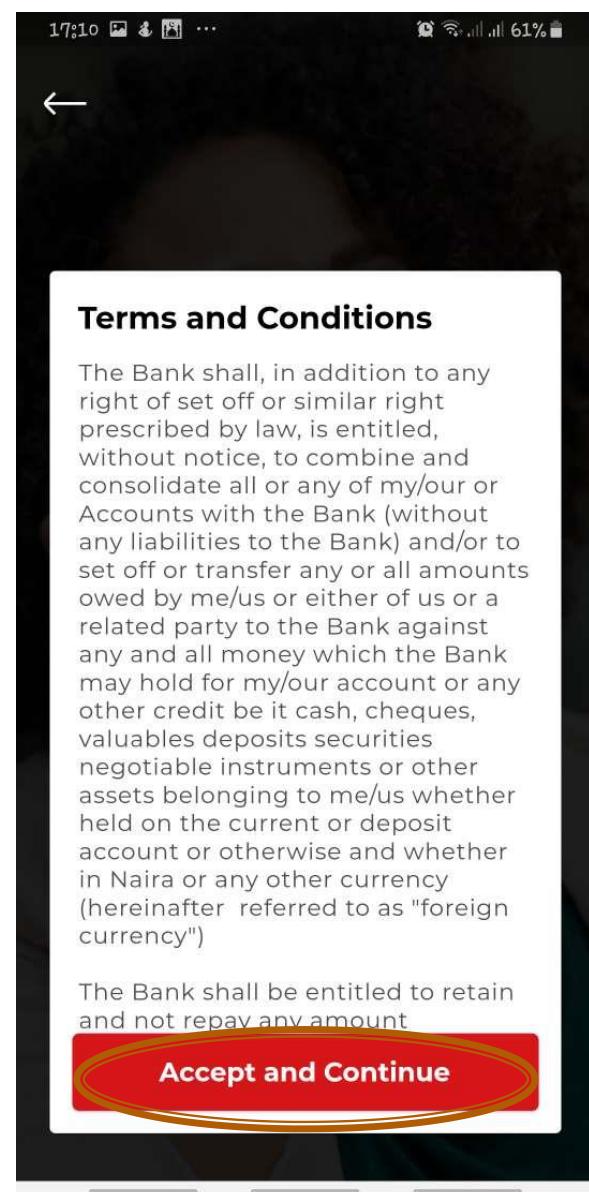
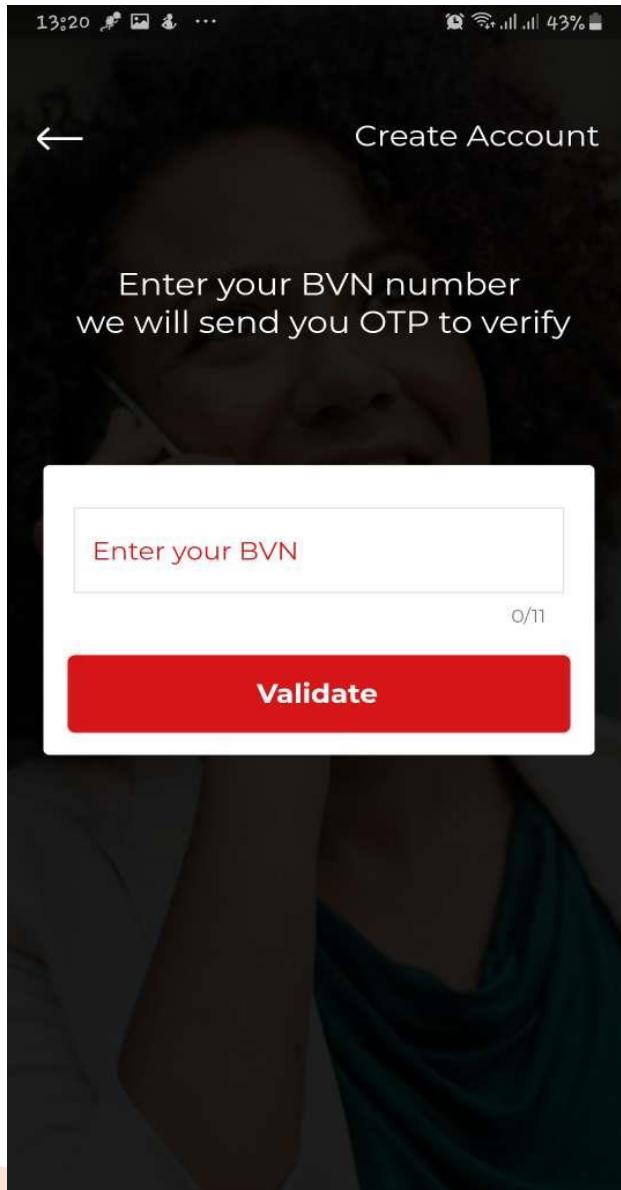
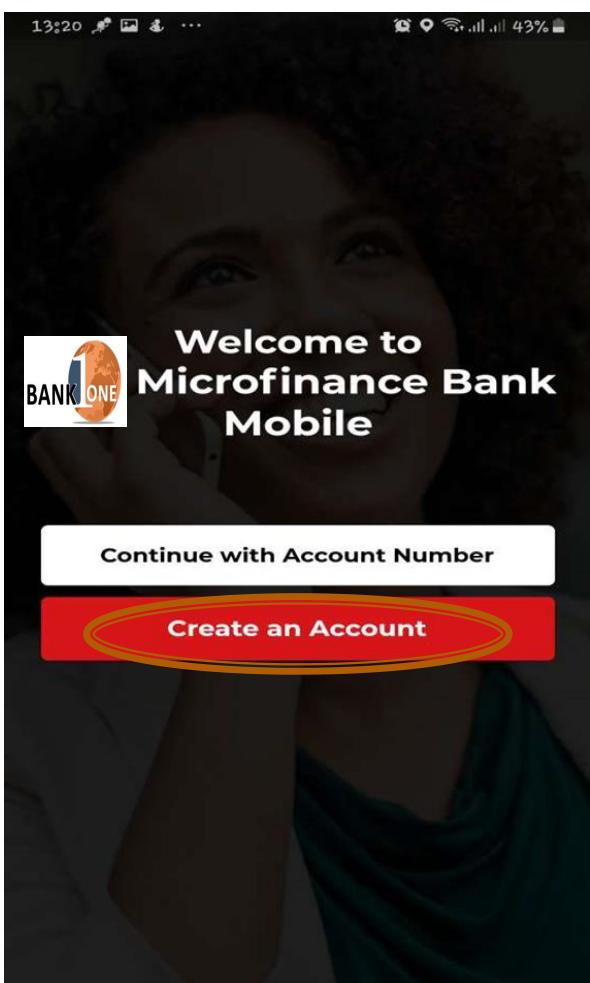




Setup for existing TCF customers



Setup/Account opening for new customers



Setup/Account opening for new customers

17:11 61%

Create Account

Step 1 of 4

Last Name
MUHAMMAD

First Name
AZEEZAT

Other Name
OMOBOLANLE

Phone Number
07062768222

Male

Continue



17:11 61%

Create Account

Step 2 of 4

Place of Birth

Date Of Birth
11/07/1994

Email

Address

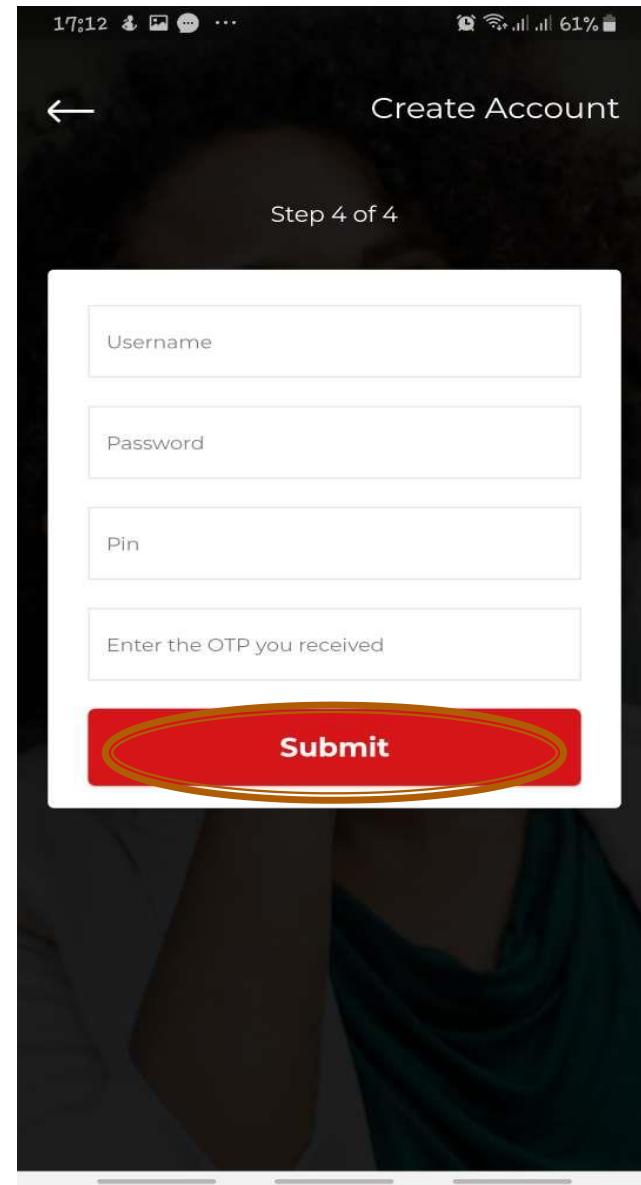
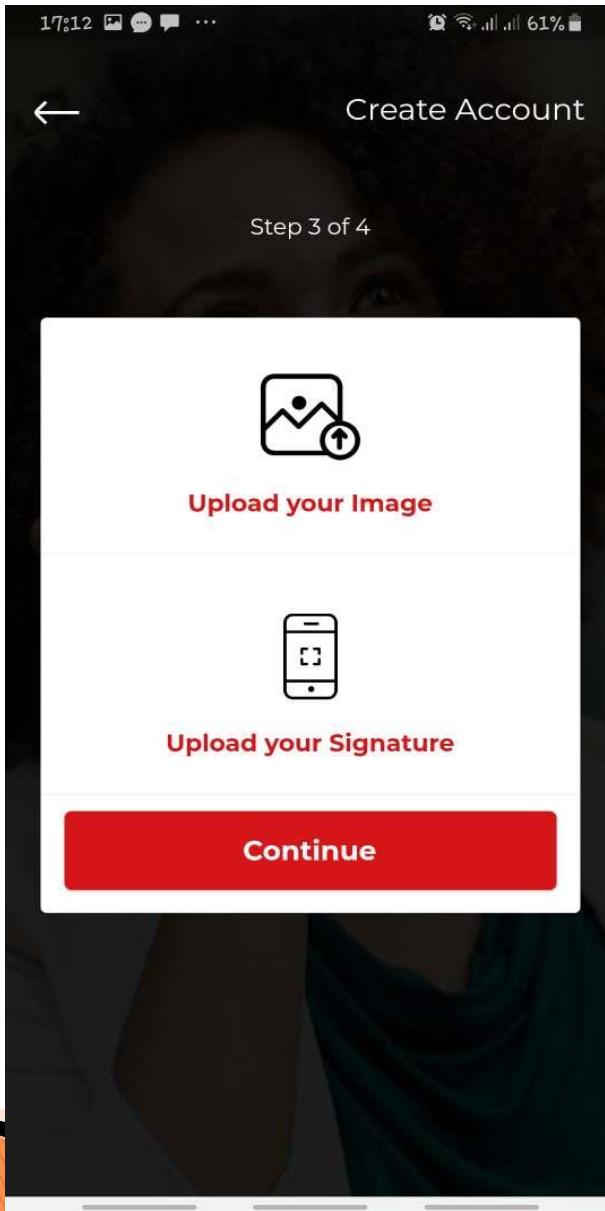
Next of Kin

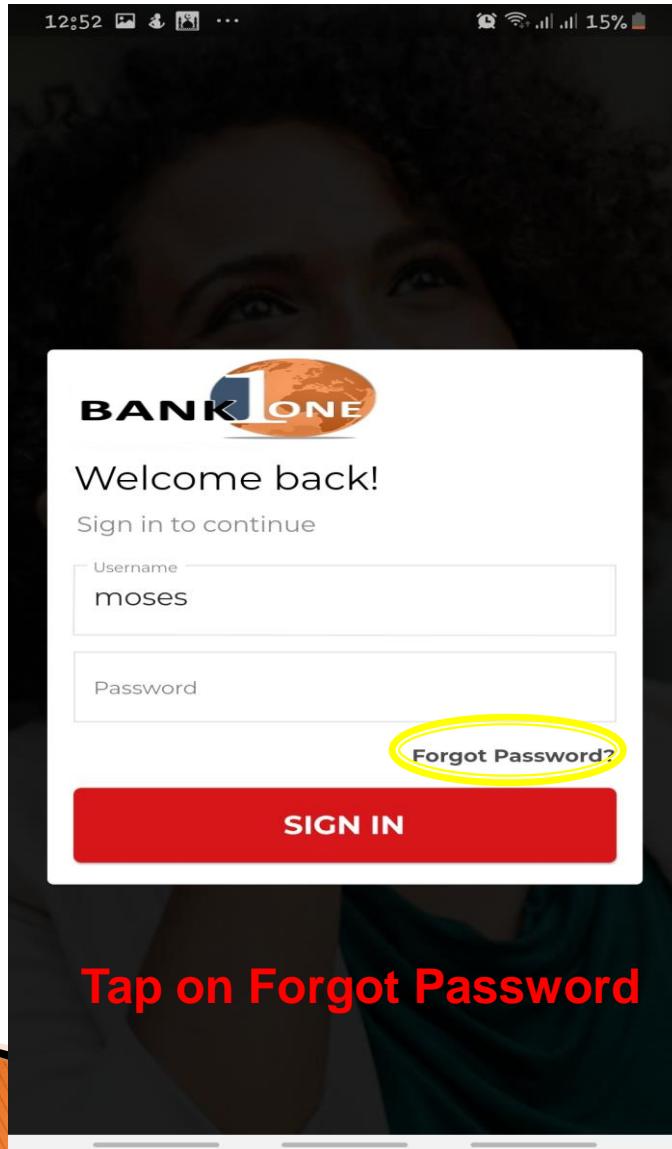
Next of Kin Phone Number

Continue



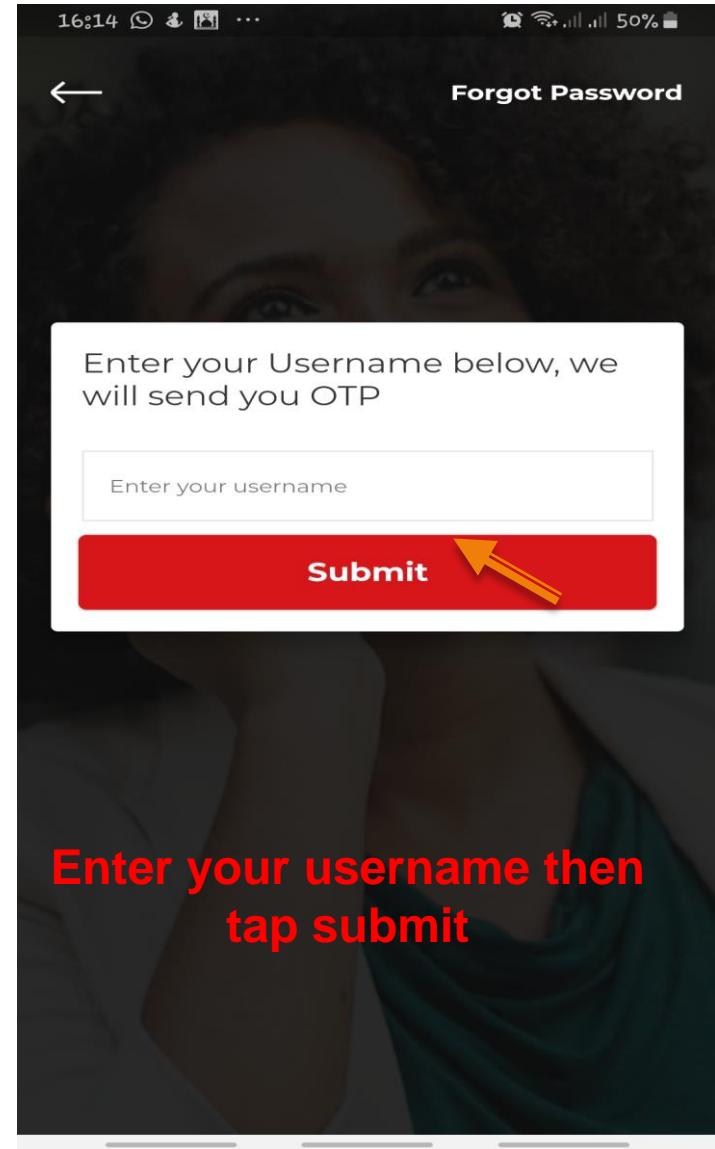
Setup/Account opening for new customers





Tap on Forgot Password

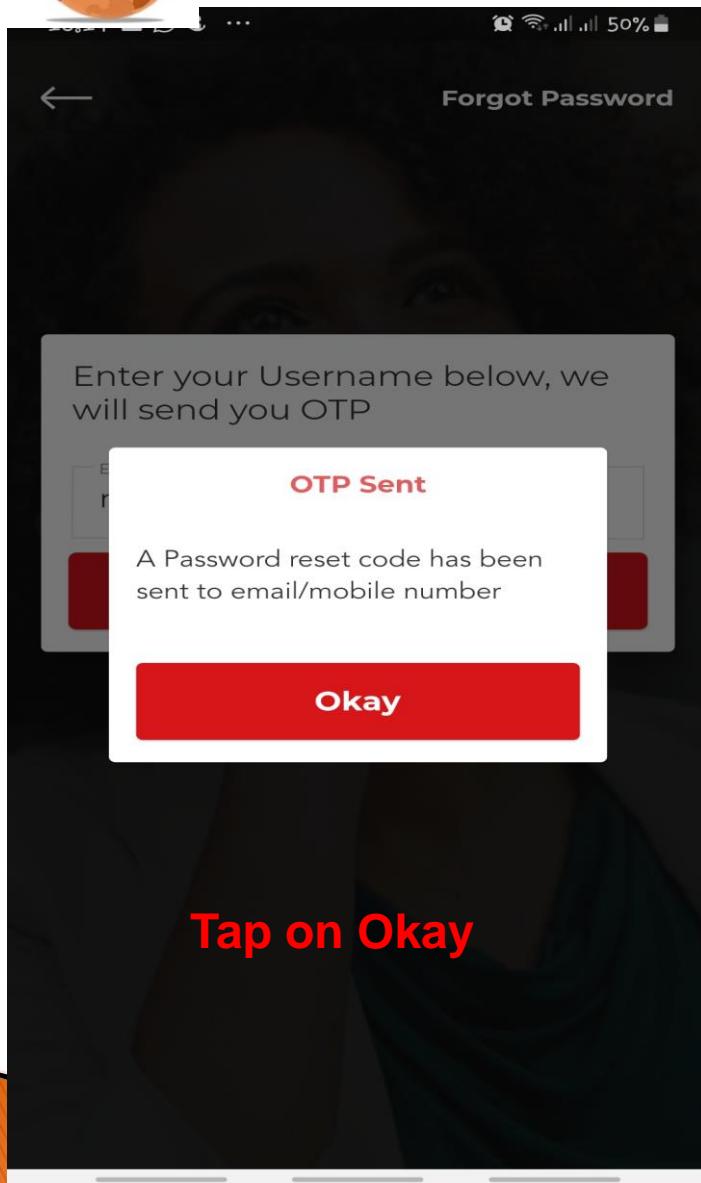
Forgot Password



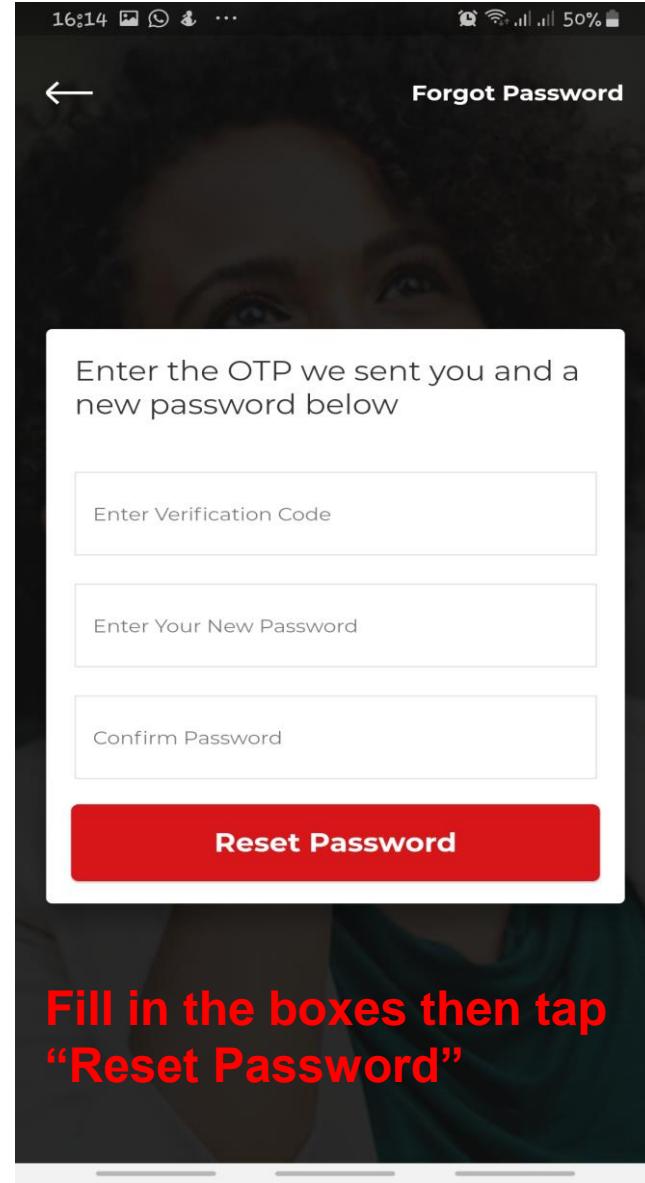
Enter your username then
tap submit



Forgot Password



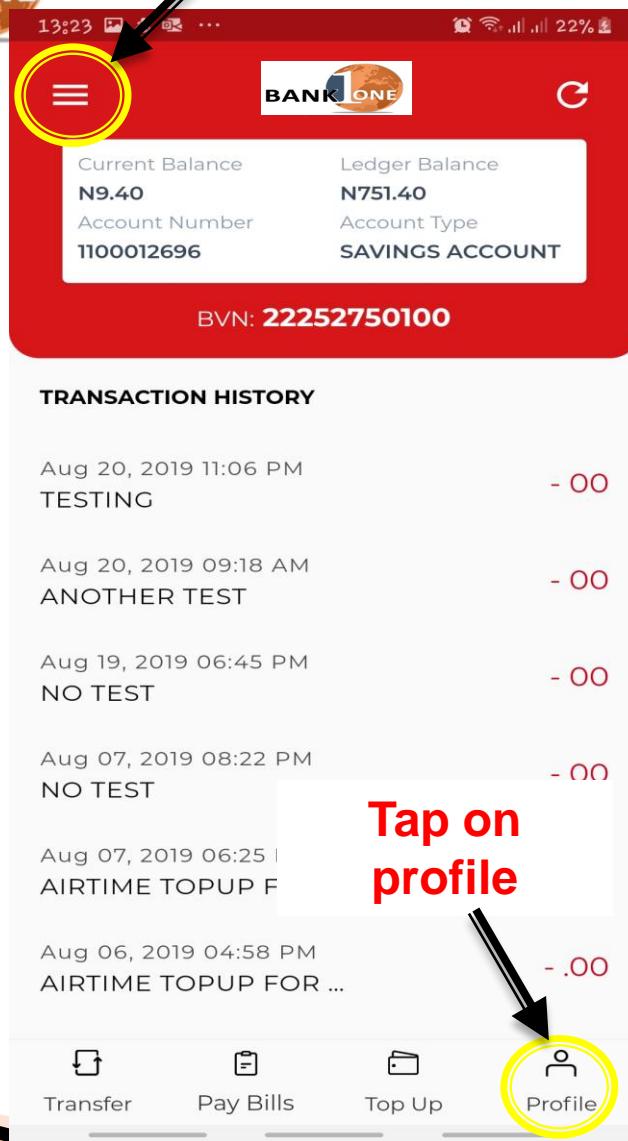
Tap on Okay



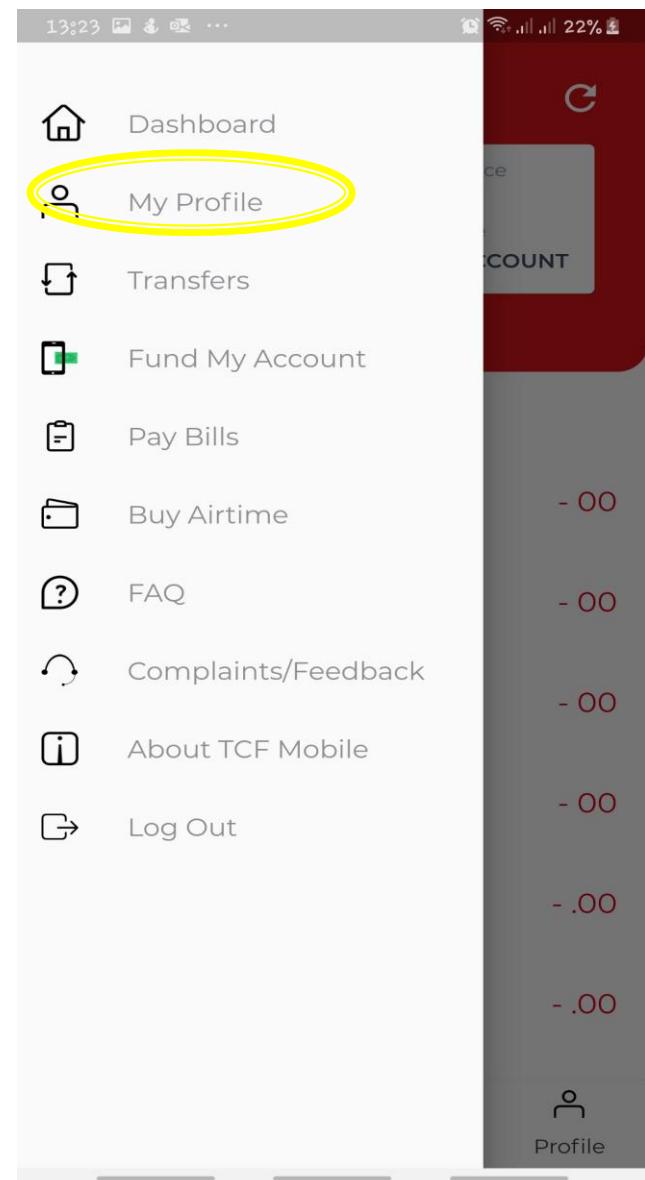
Fill in the boxes then tap
“Reset Password”



Tap on the menu

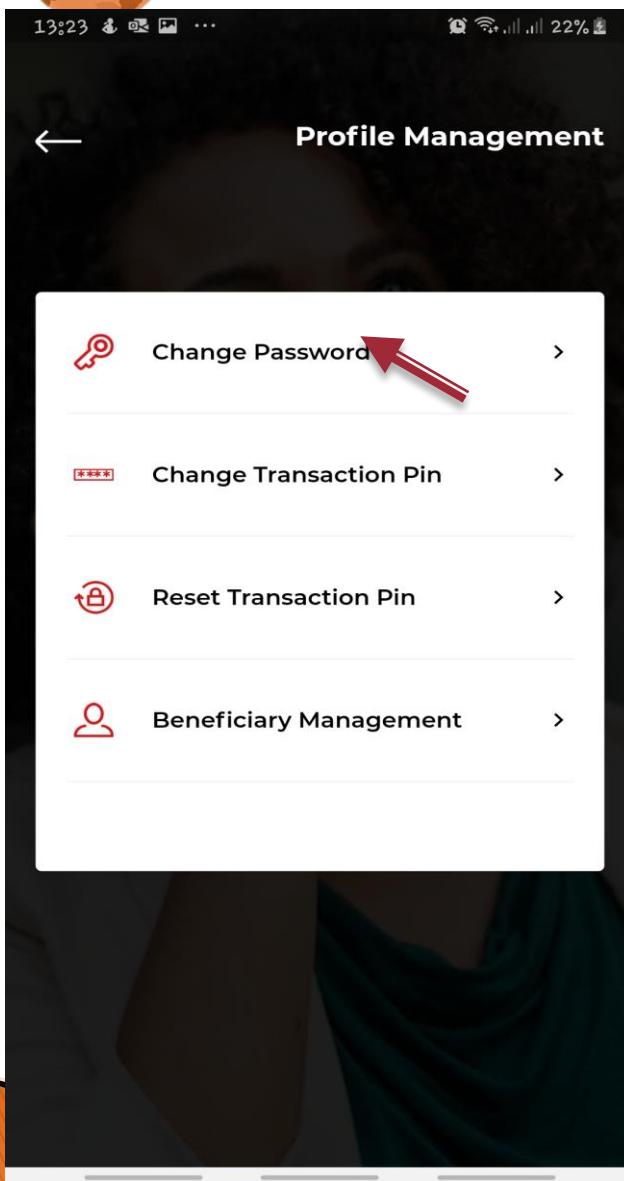


Homepage, Profile

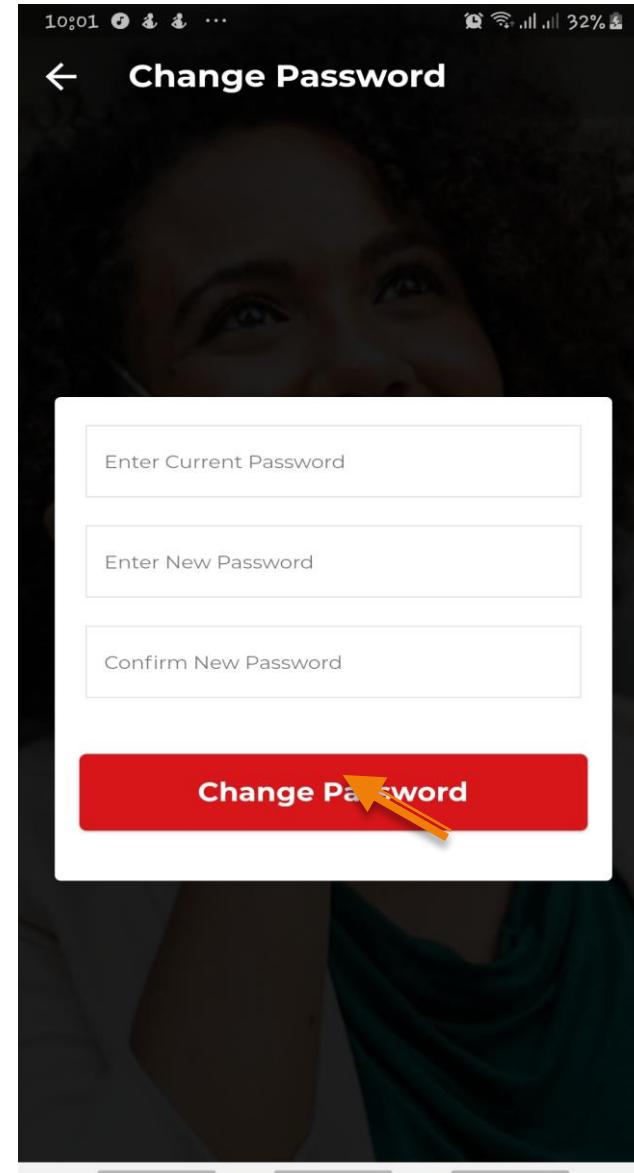


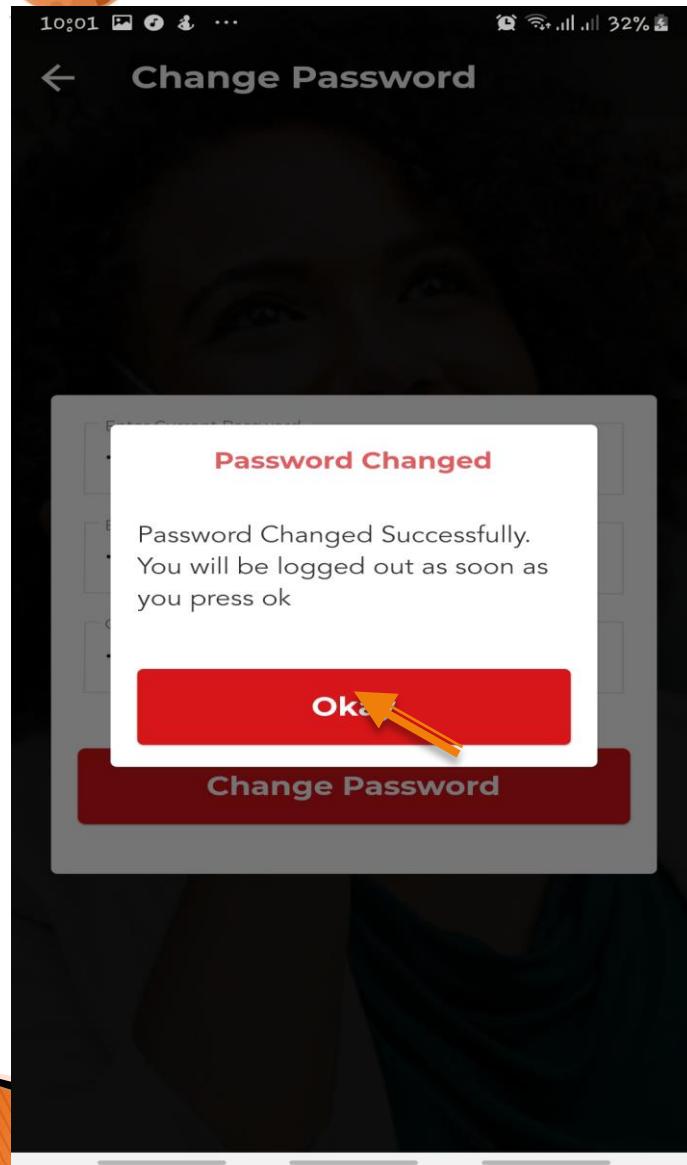


BANK ONE

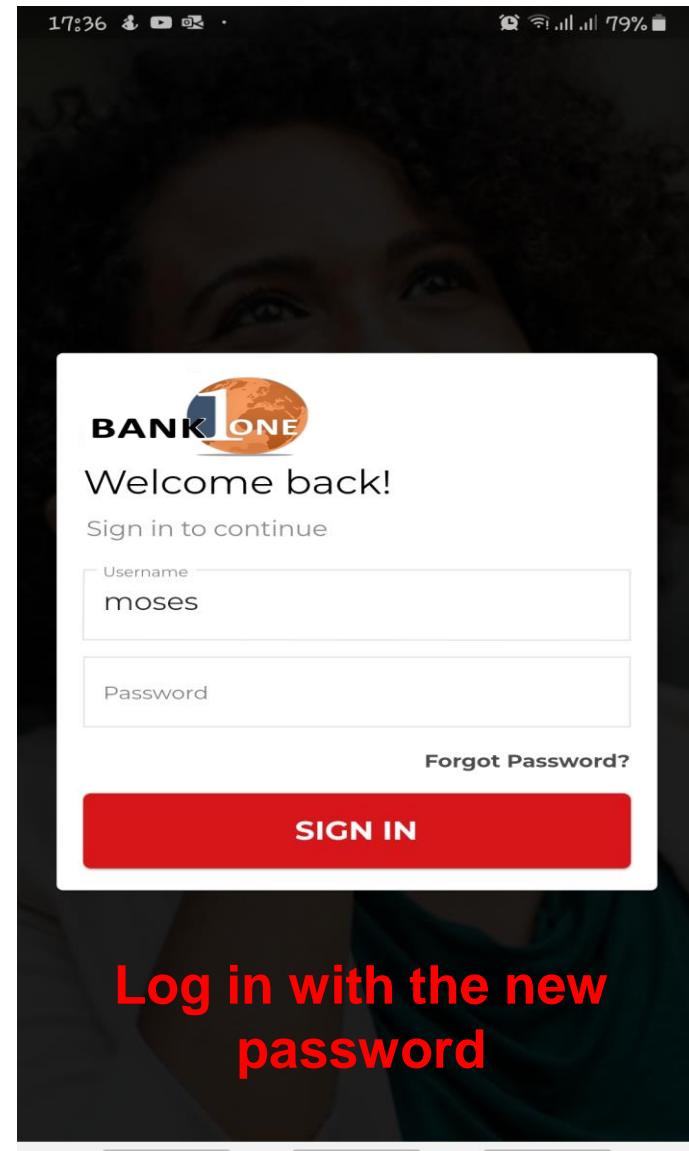


Change Password



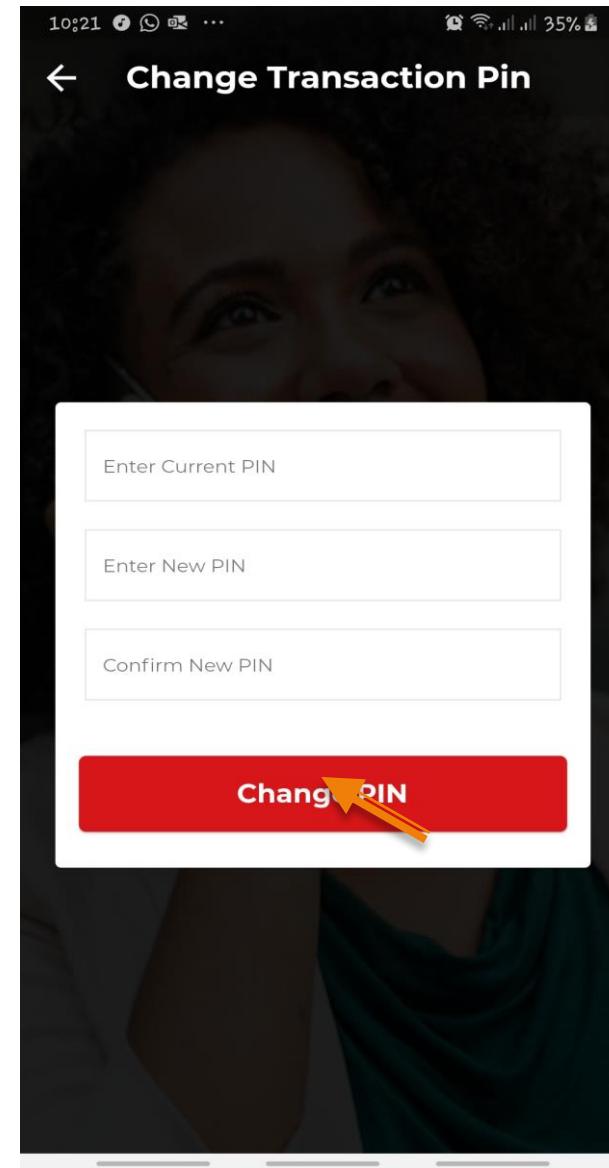
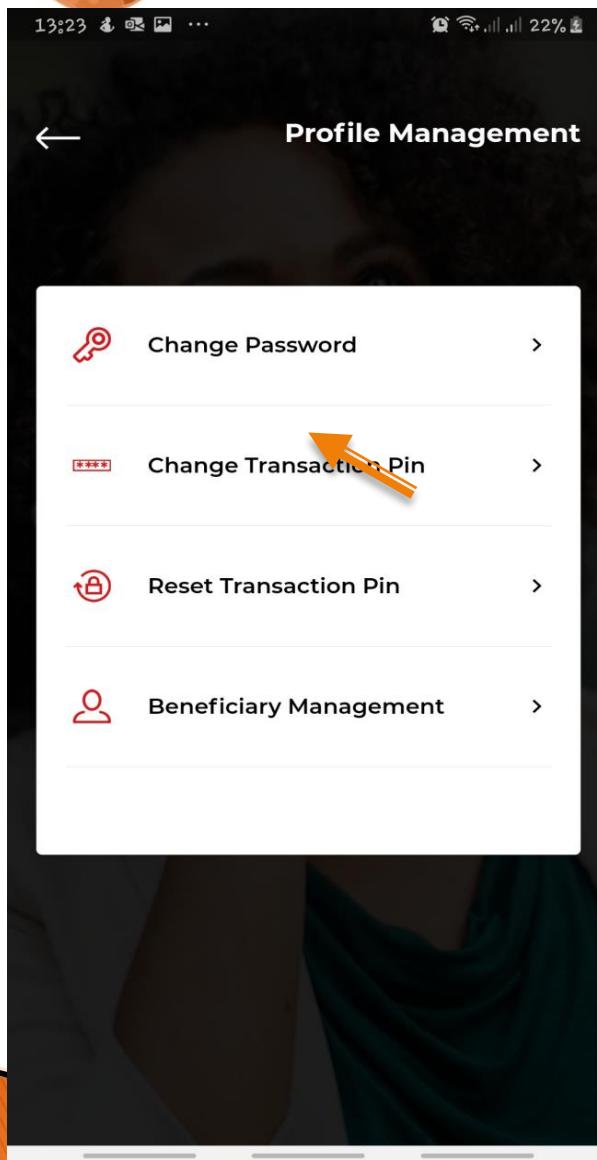


Change Password



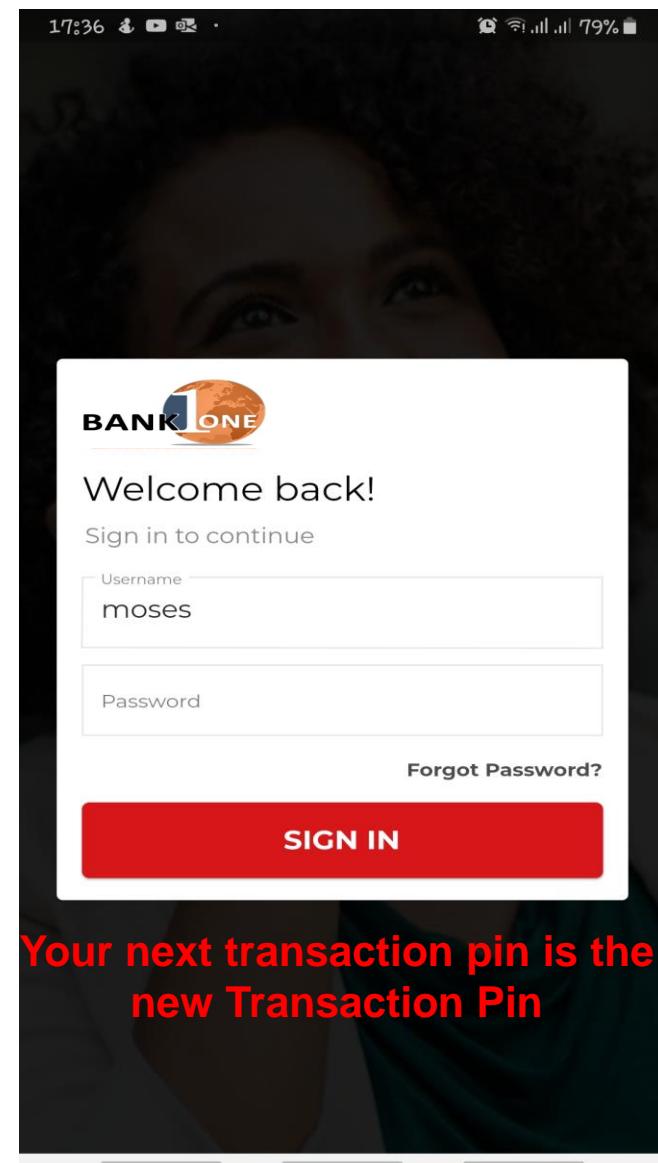
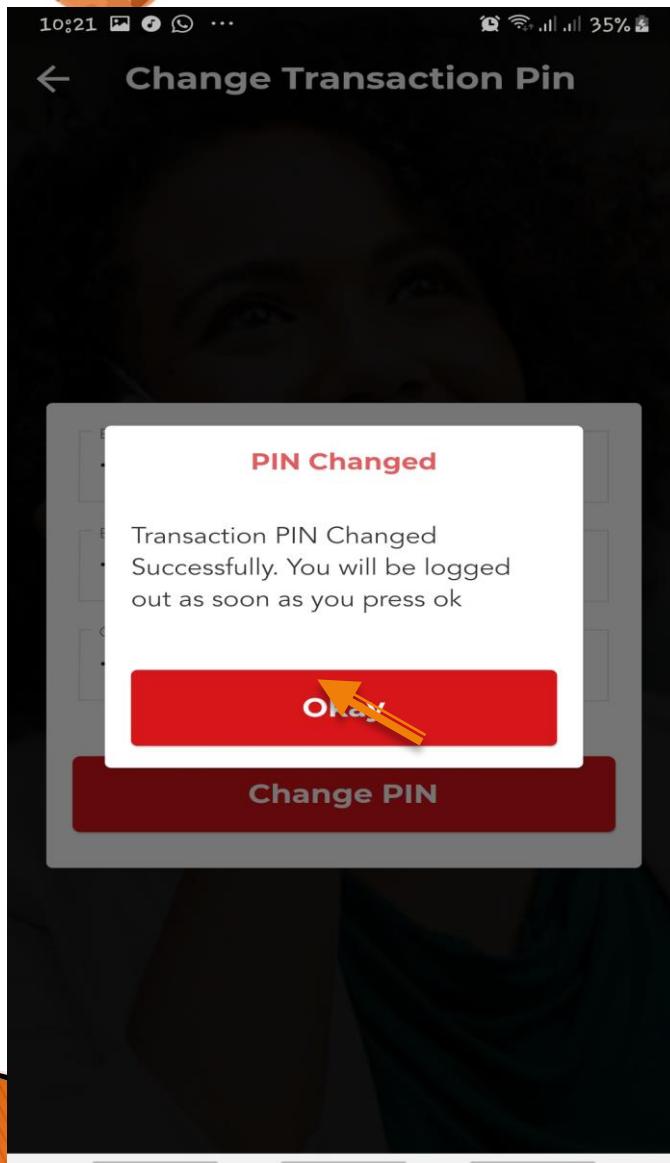


Change Transaction Pin



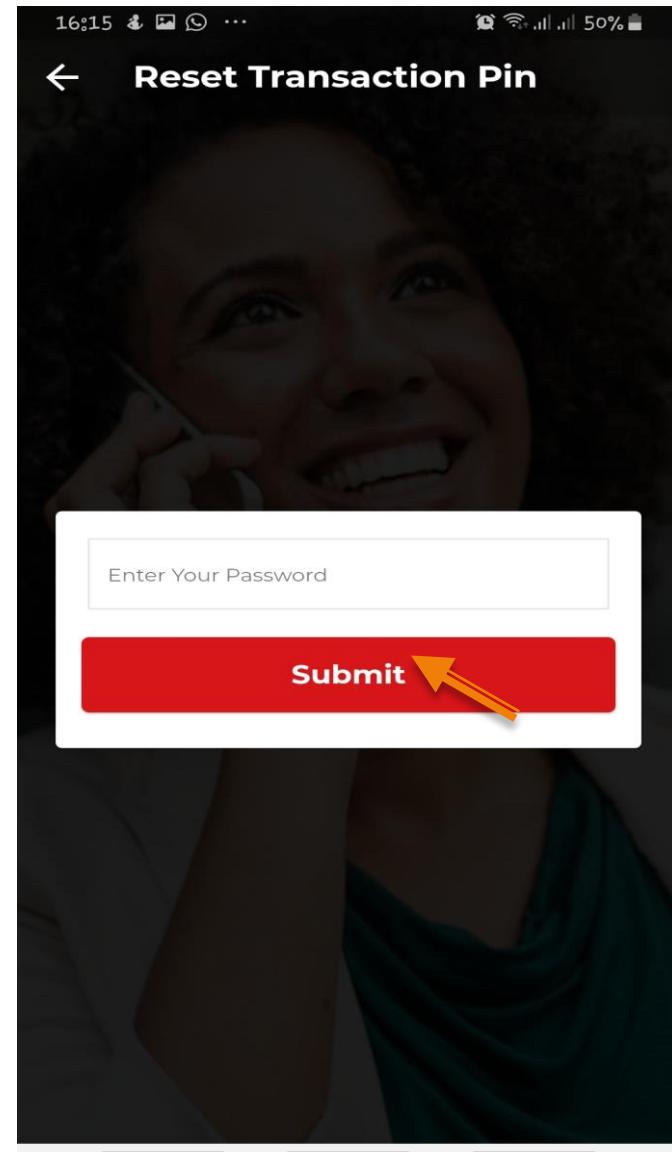
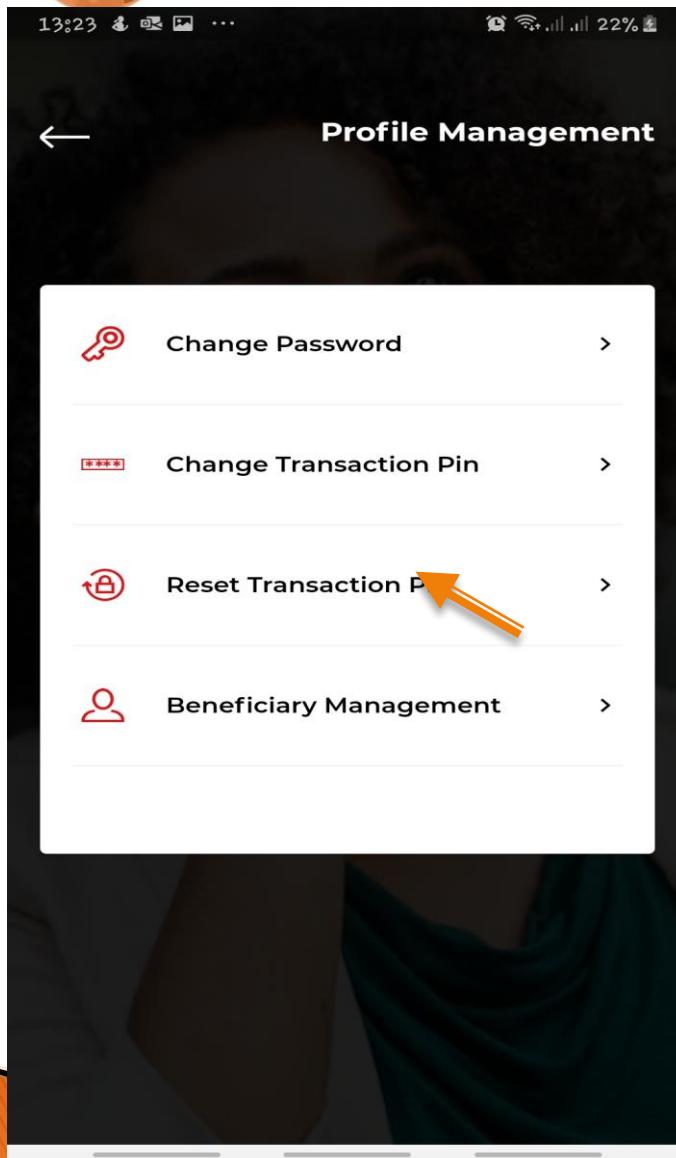


Change Transaction Pin



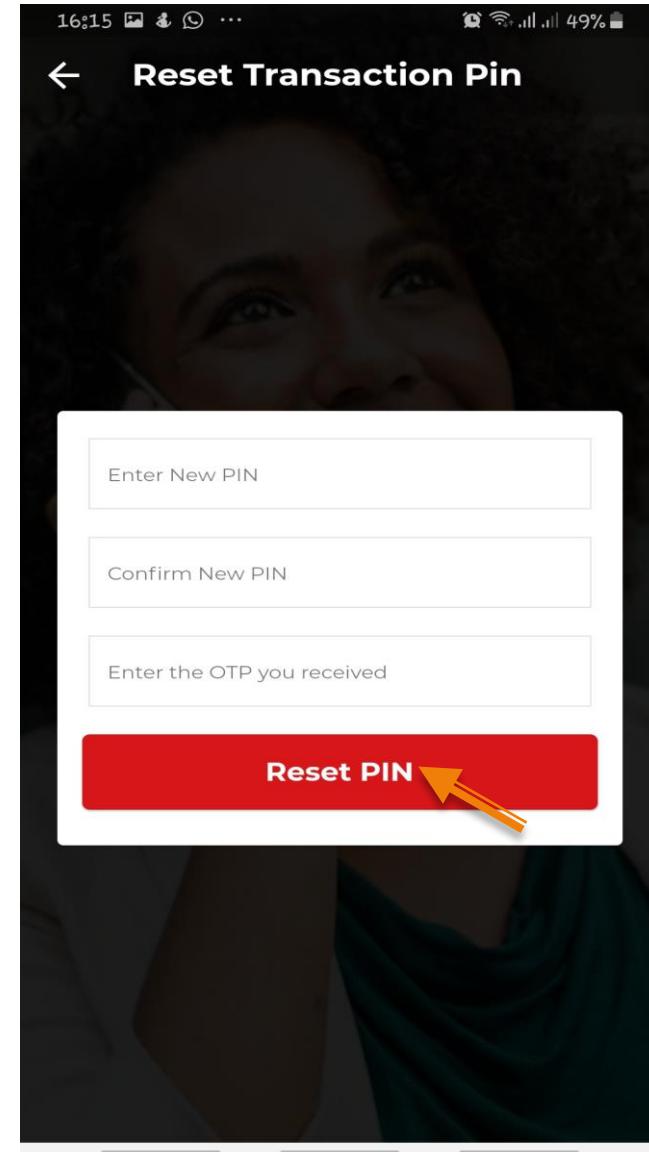
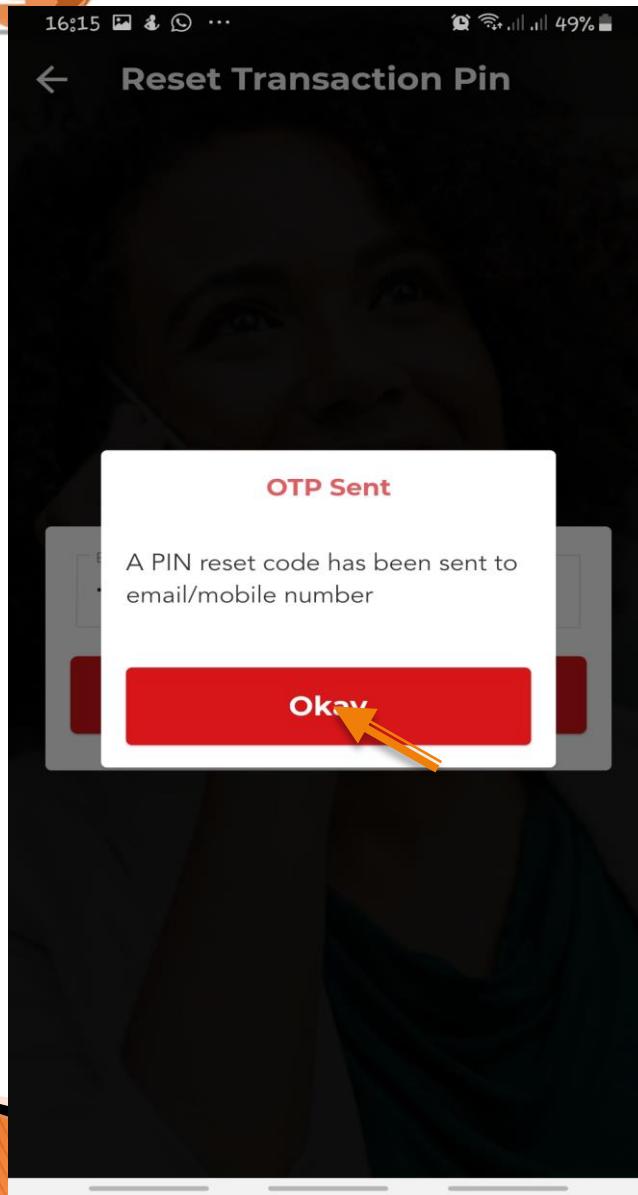


Reset Transaction Pin



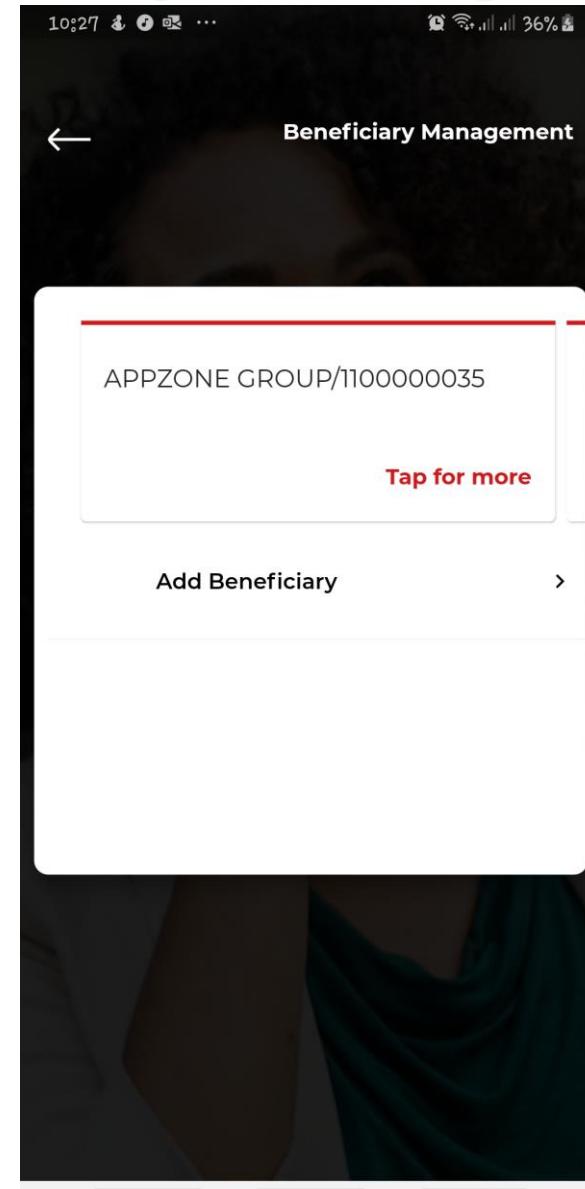
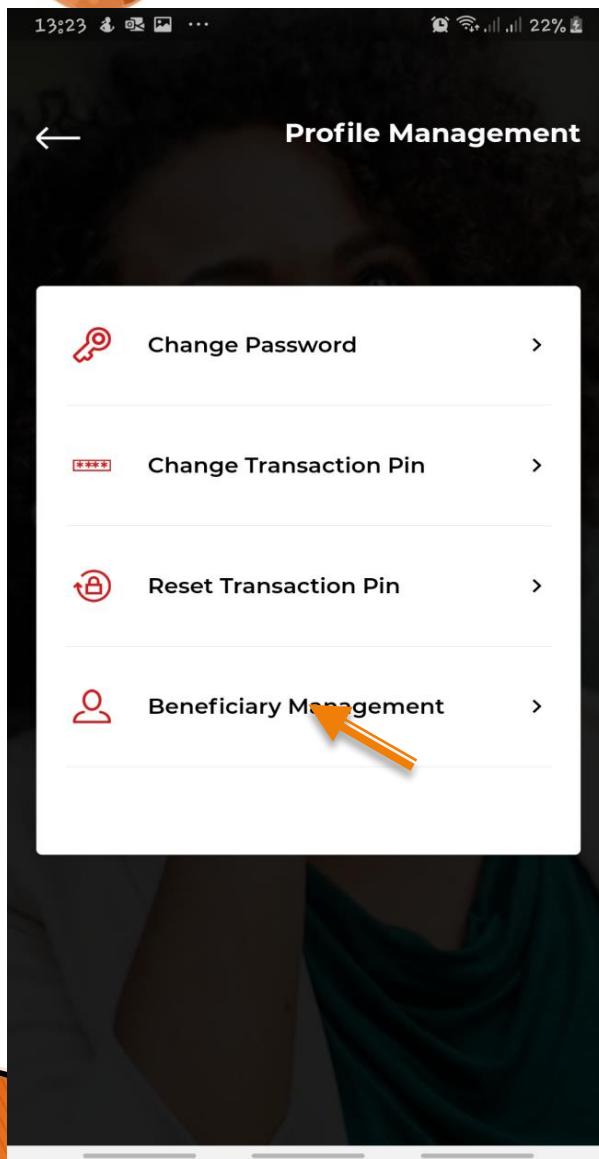


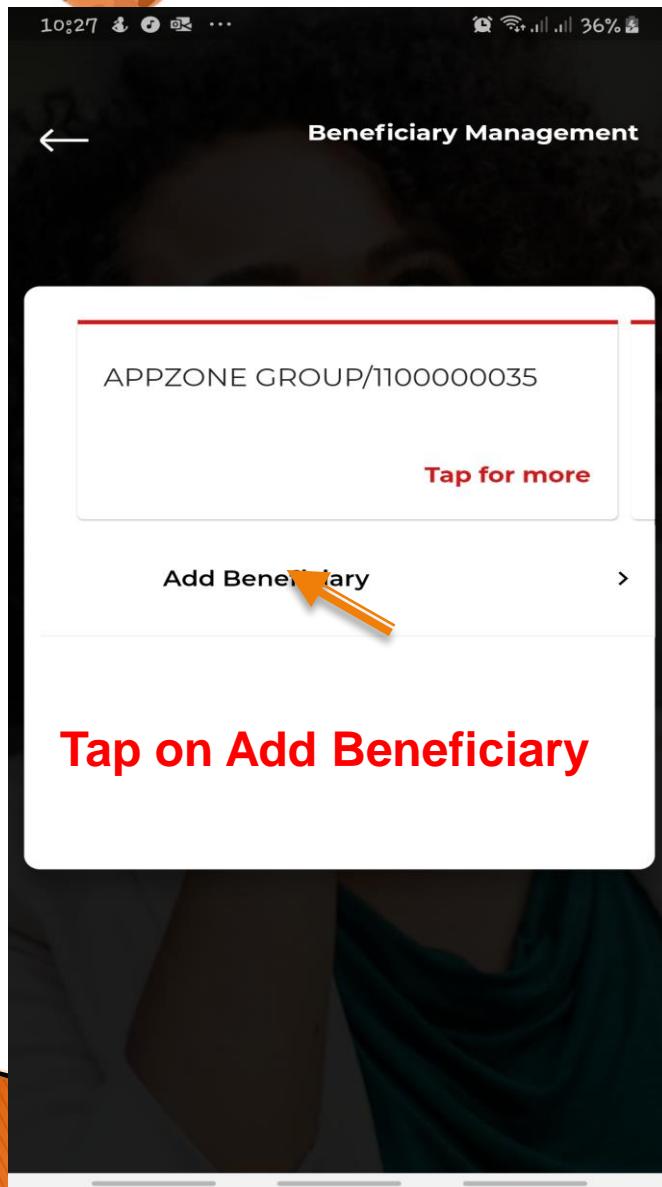
Reset Transaction Pin



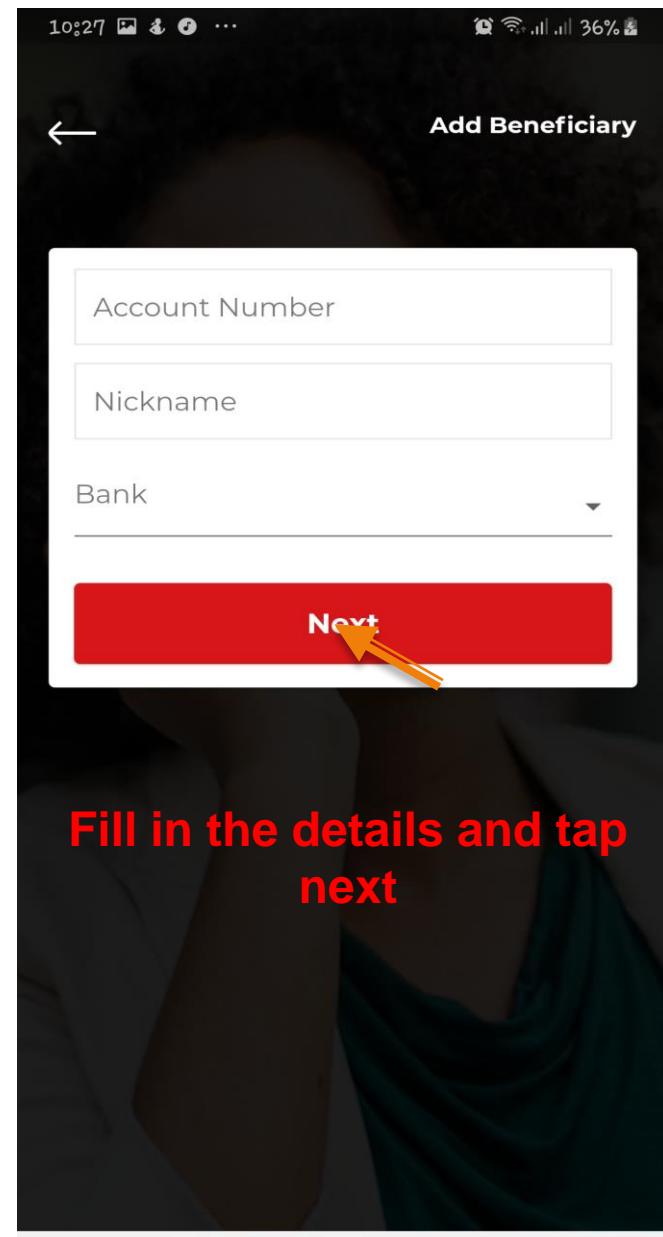


Beneficiary Management



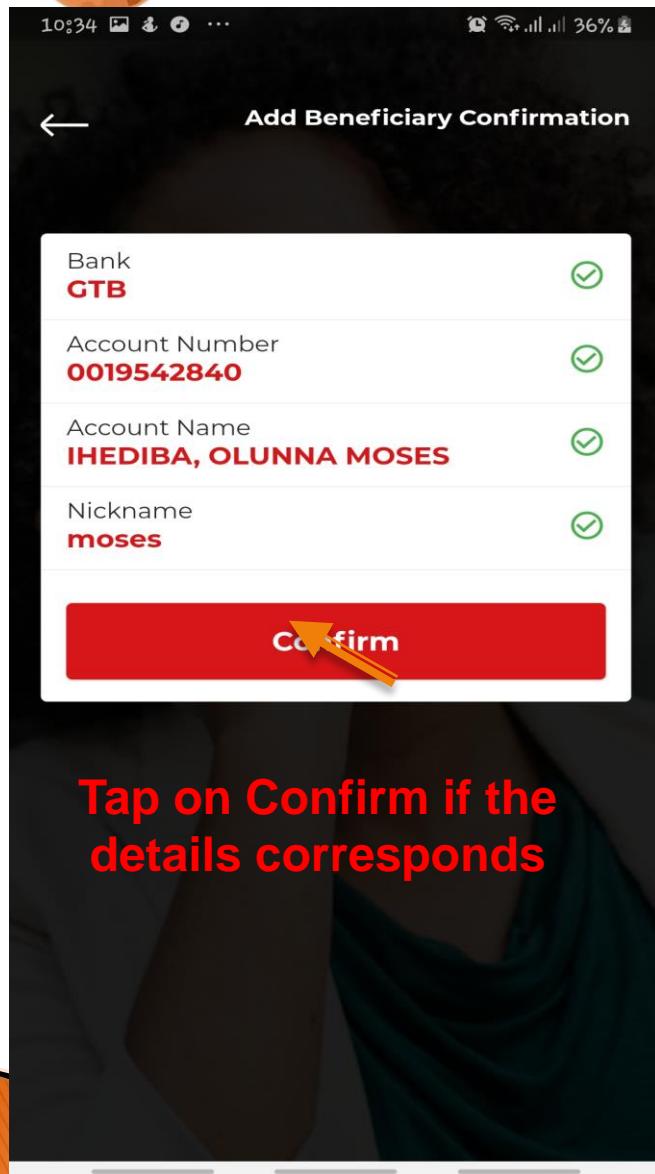


Tap on Add Beneficiary

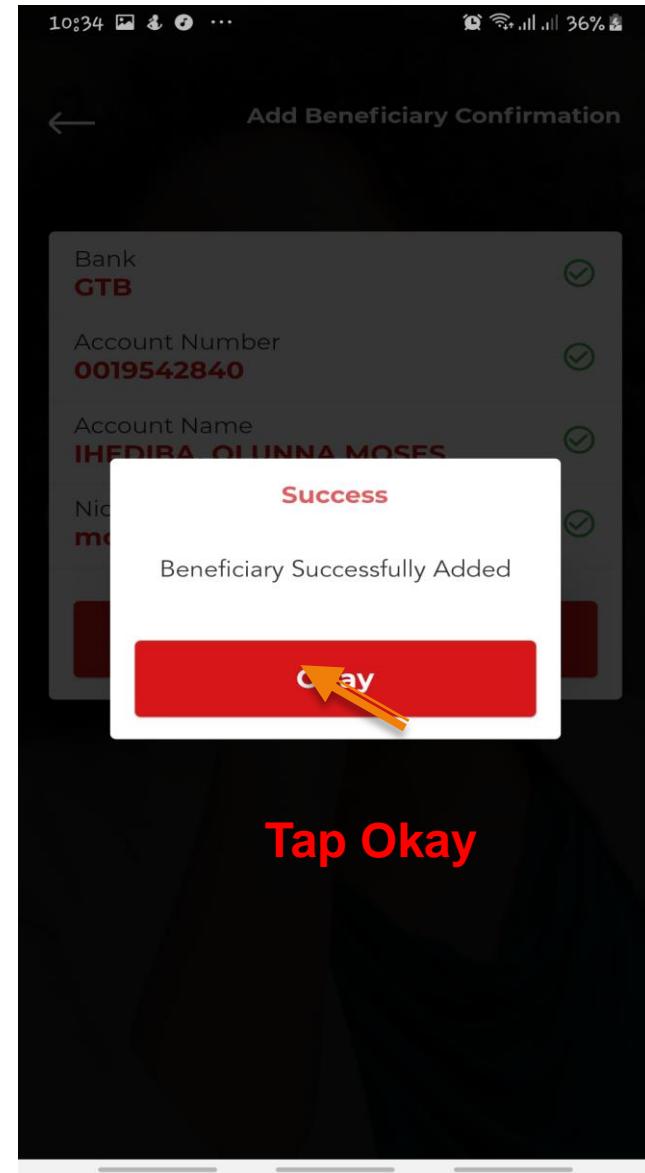


Fill in the details and tap next



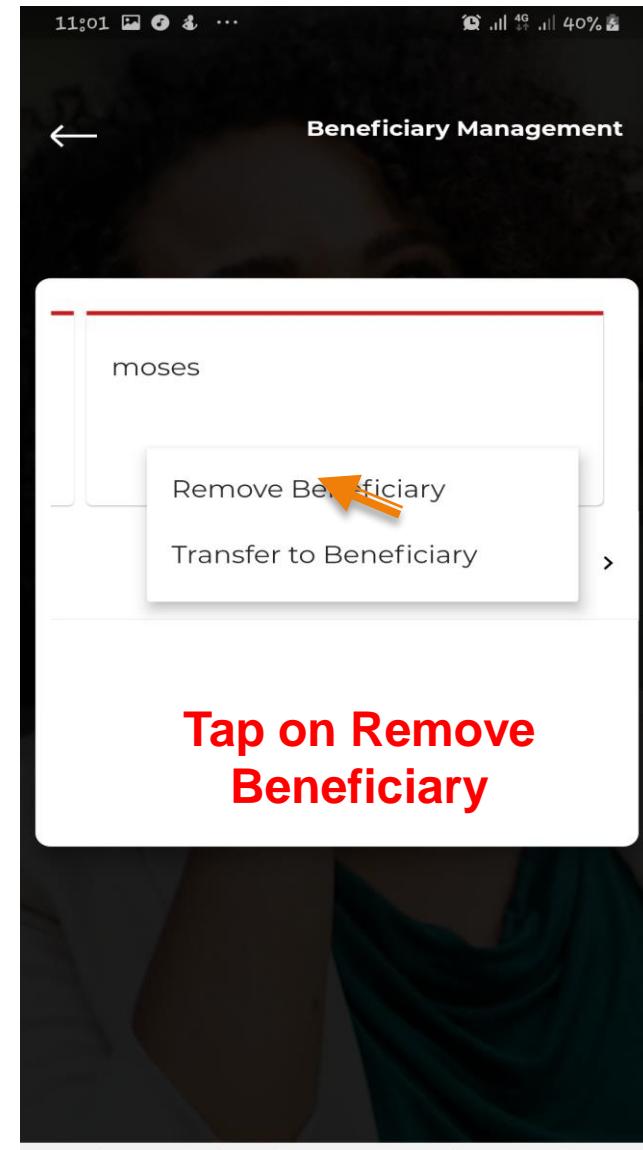
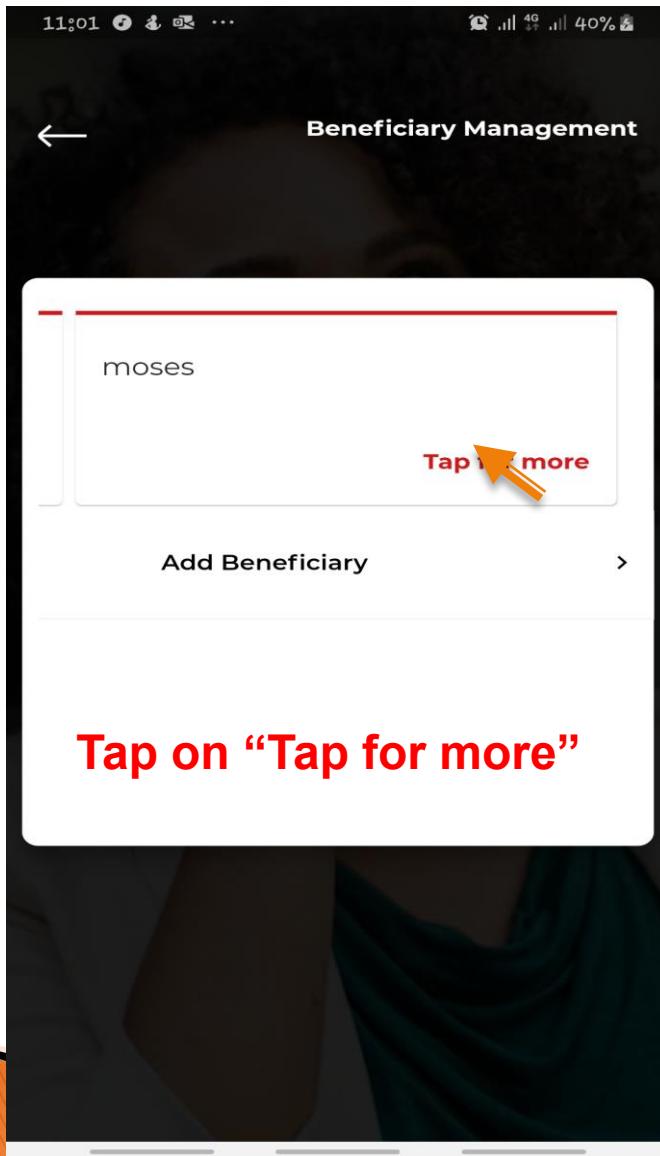


Add Beneficiary



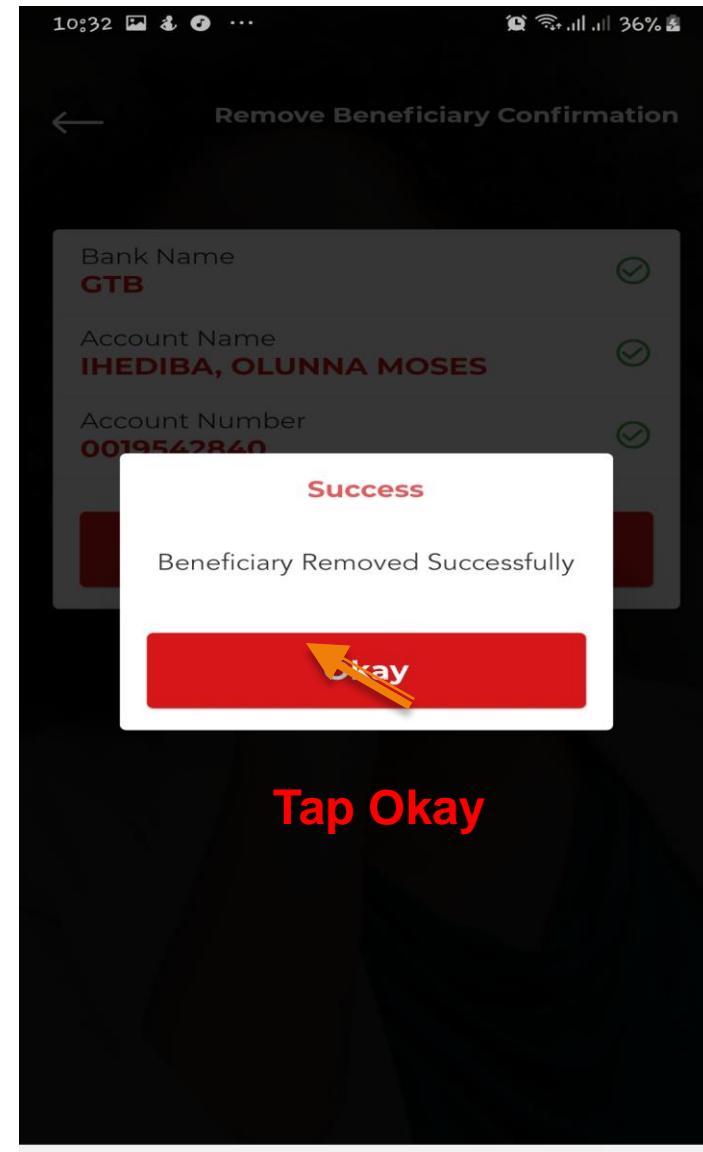
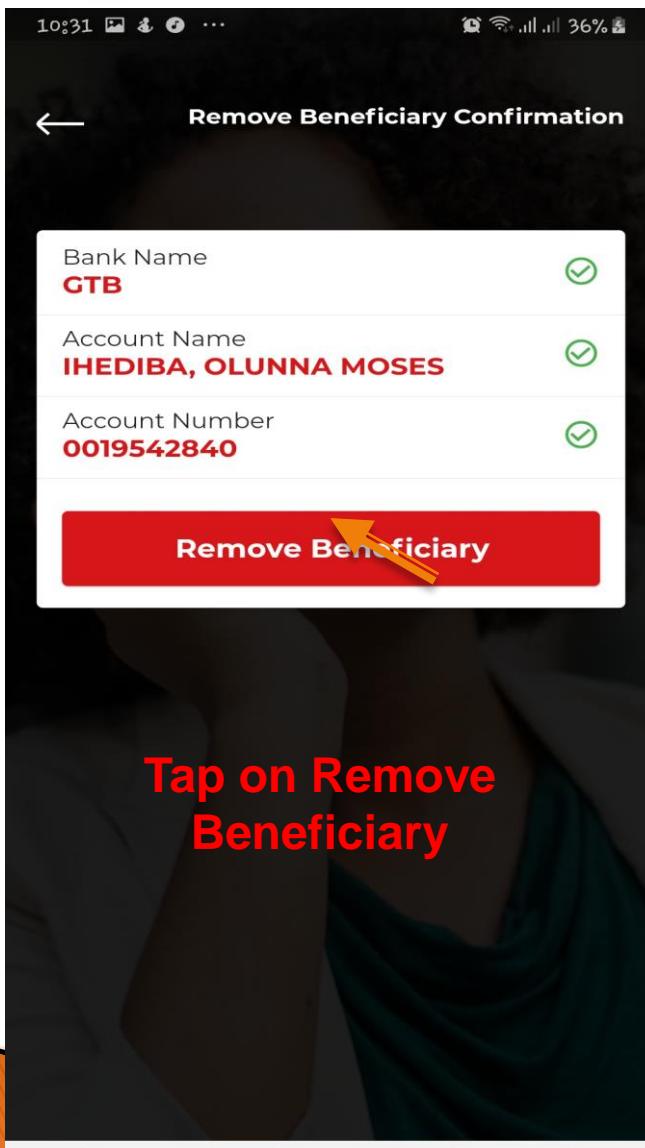


Remove Beneficiary



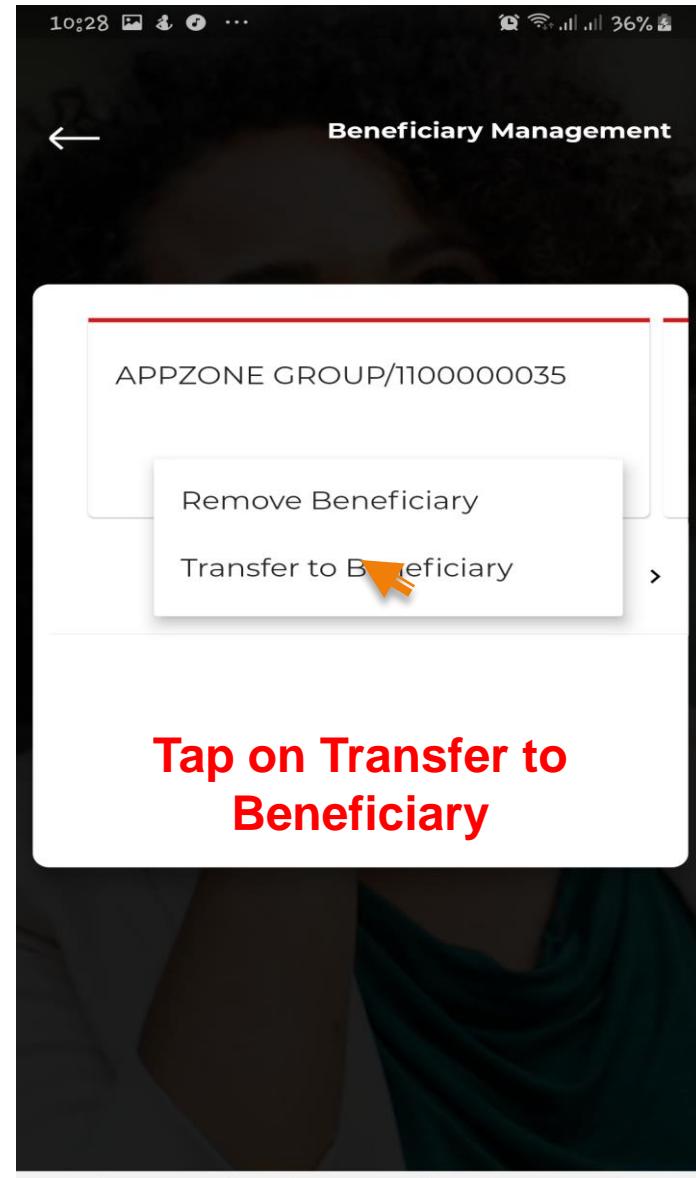
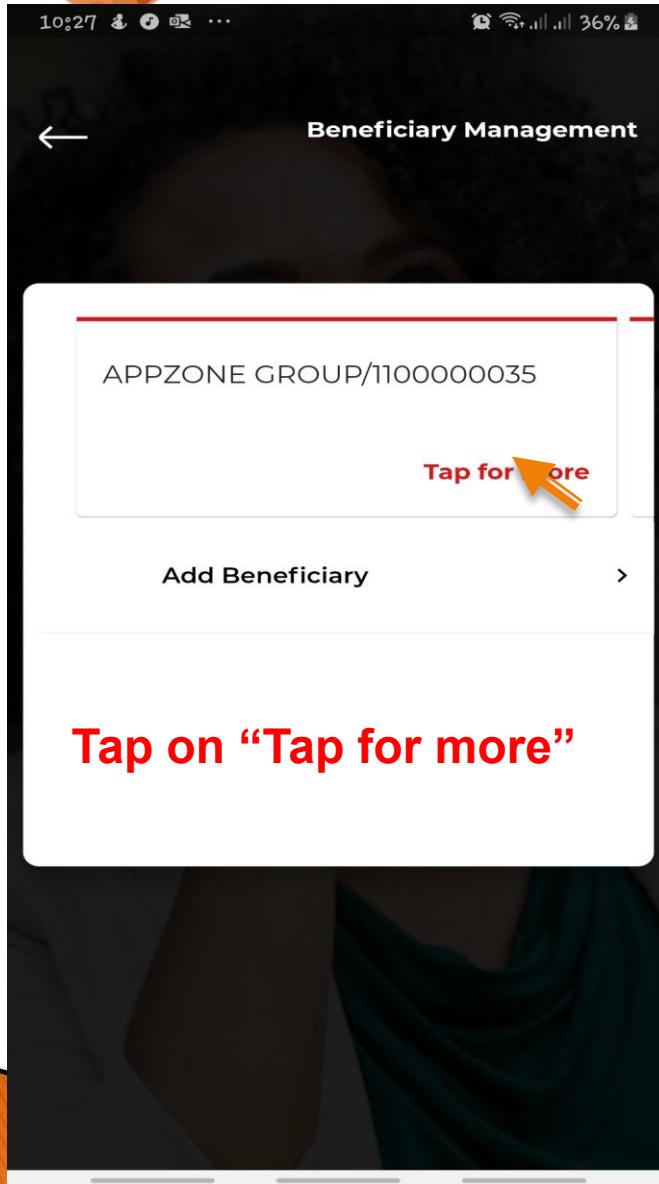


Remove Beneficiary





Transfer to Beneficiary





Transfer to Beneficiary

10:29 36%

Transfer to Other Bank

Account Name **APPZONE GROUP**

Account Number **1100000035**

Amount

Remarks

From Account

NGN 8.40
SAVINGS ACCOUNT/1100012696 1 of 1

Next

Fill in the details then tap Next

10:29 36%

Transfer from Beneficiary Confirmation

FROM ACCOUNT
NGN 8.40
SAVINGS ACCOUNT/1100012696

Beneficiary Account Number
1100000035

Beneficiary Bank
TCF Bank

Beneficiary Account Name
APPZONE GROUP

1.00
AMOUNT
"hi"
REMARKS

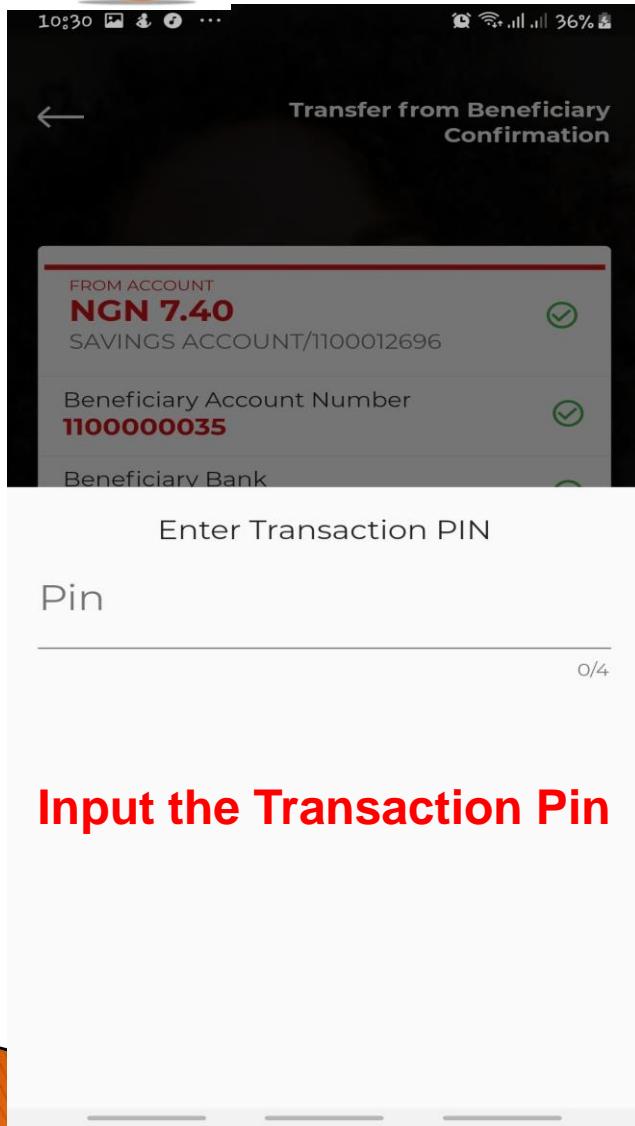
Confirm

Tap Confirm if satisfied with the details displayed

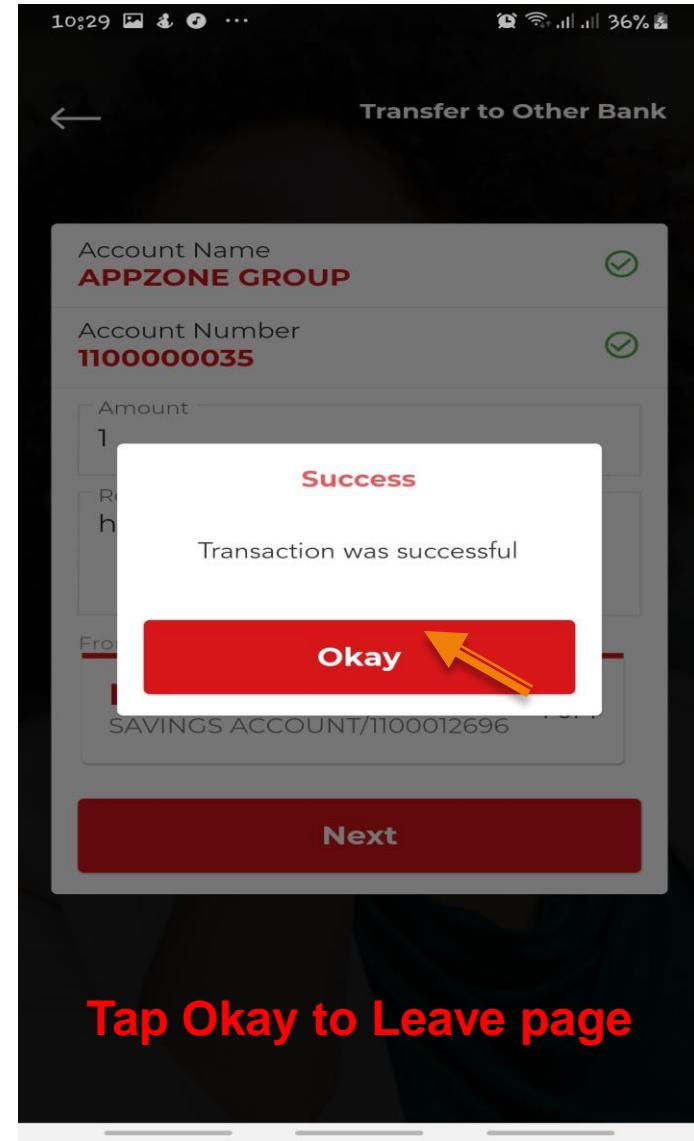




Transfer to Beneficiary



Input the Transaction Pin

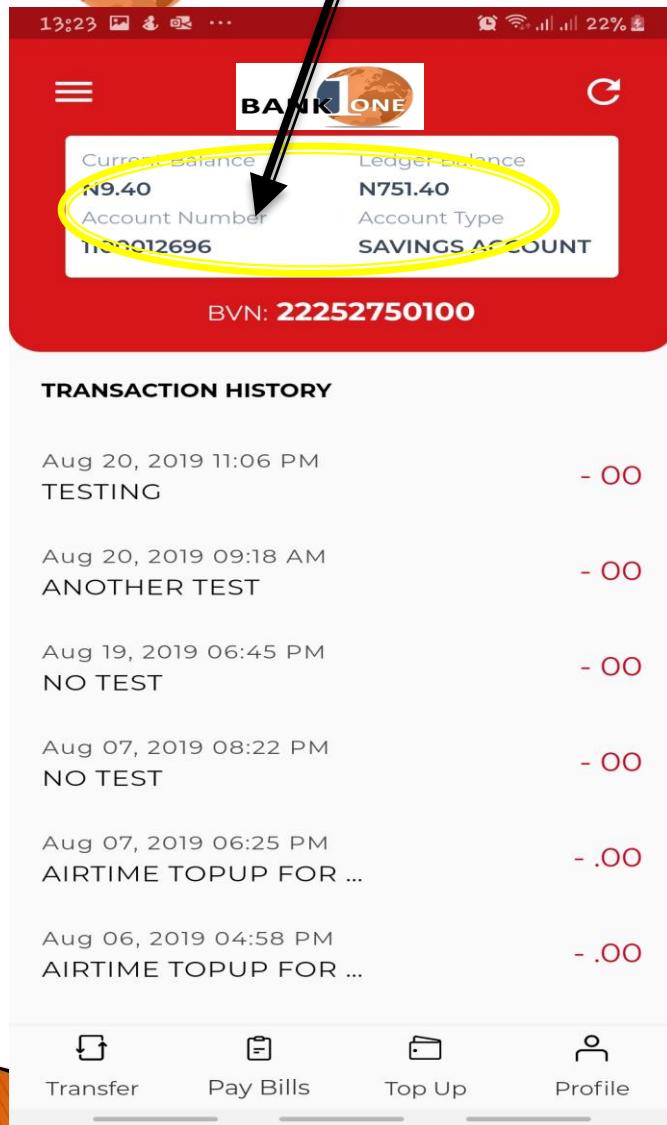


Tap Okay to Leave page





Tap here



View Transaction Report

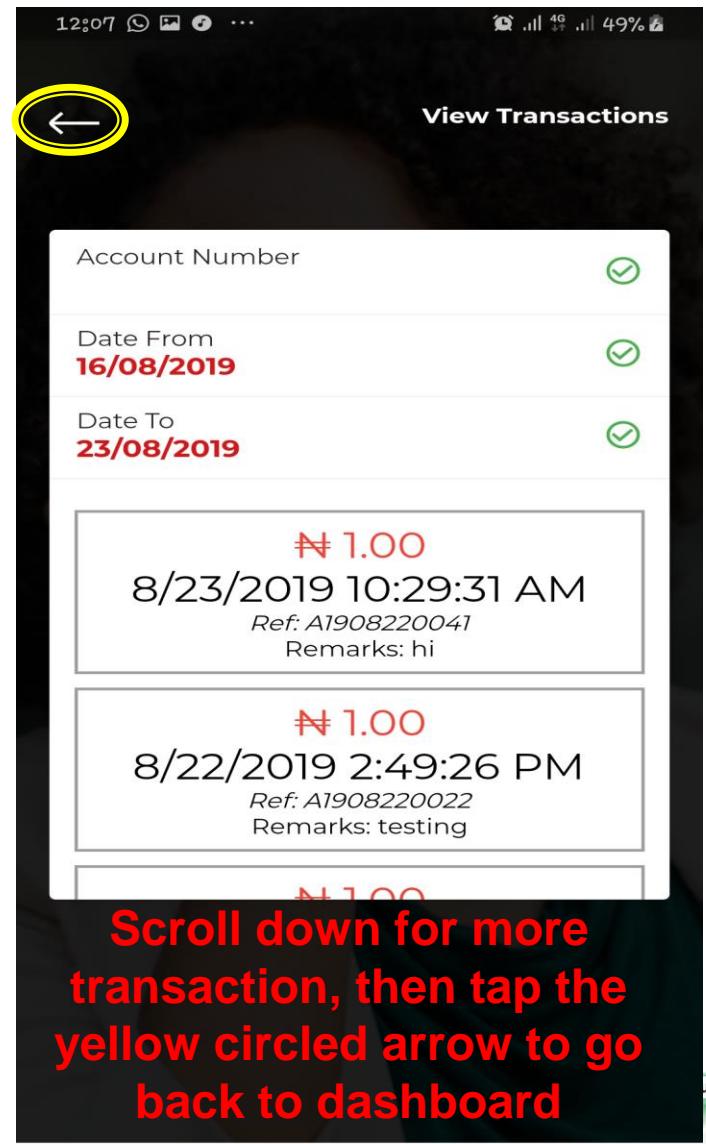
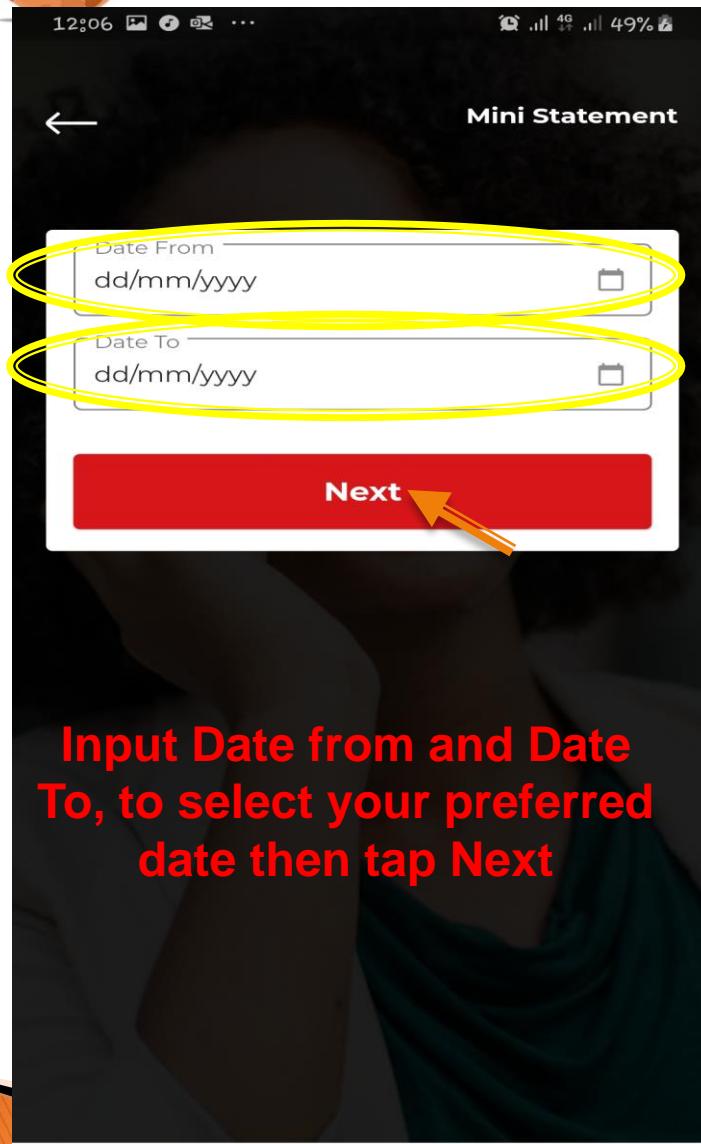


Tap on View
Transactions



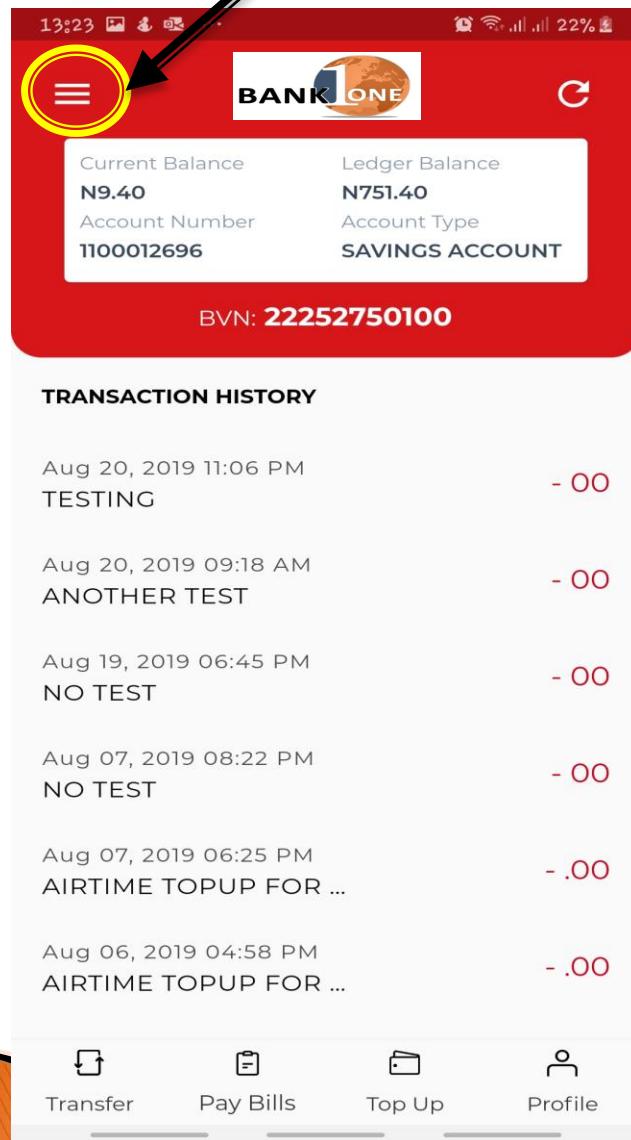


View Transaction Report

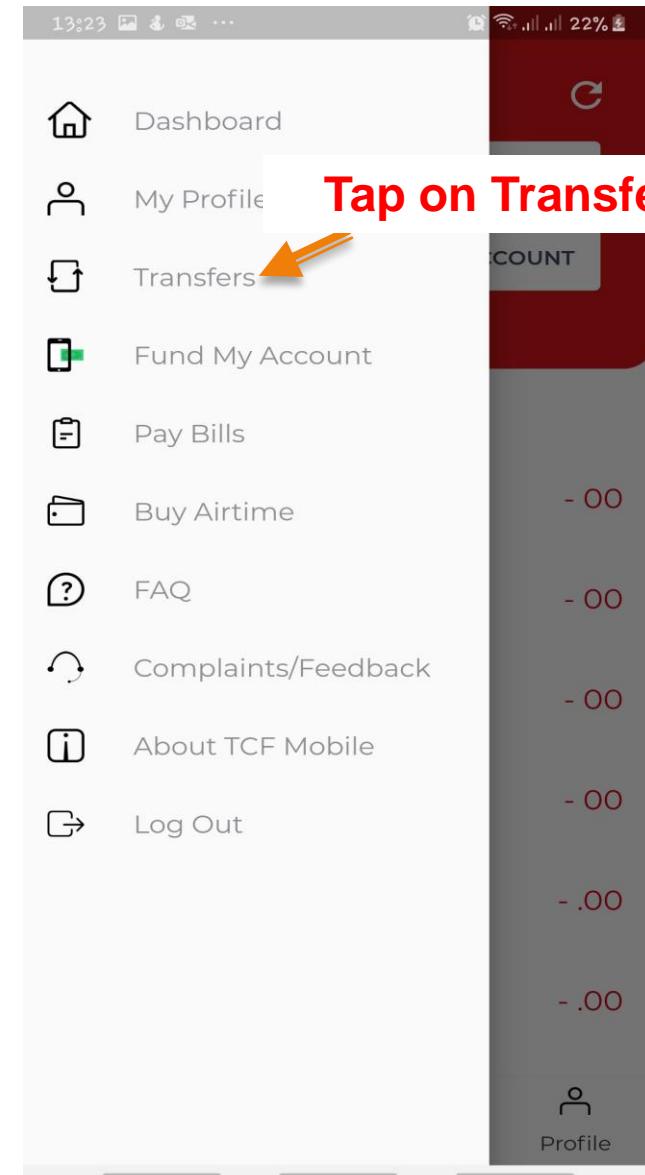


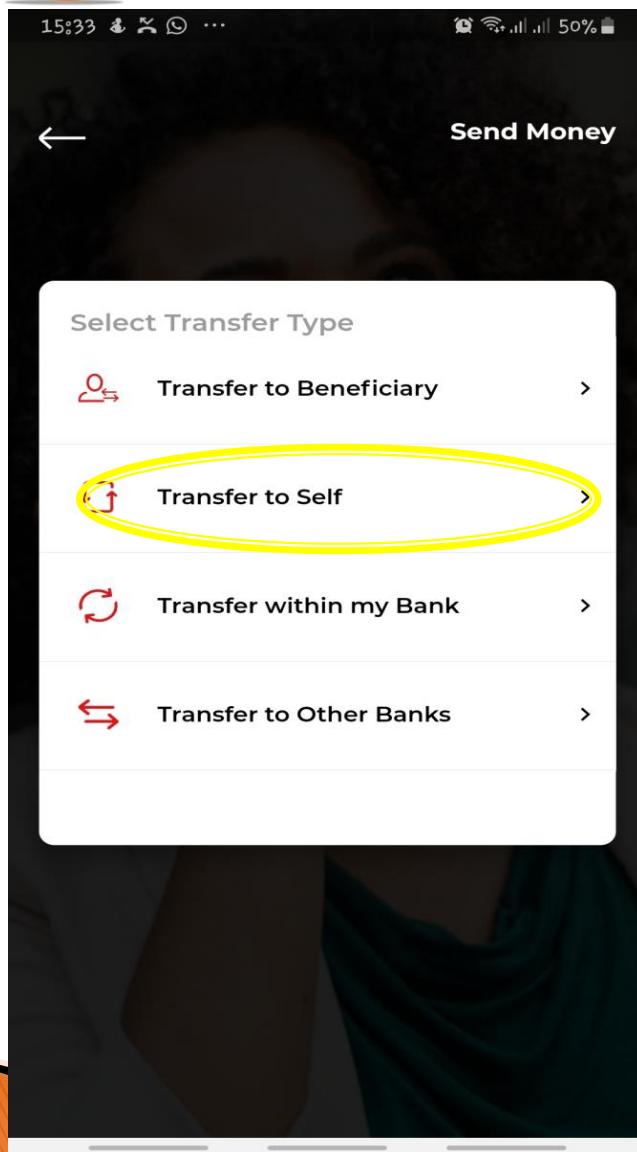


Tap on the menu

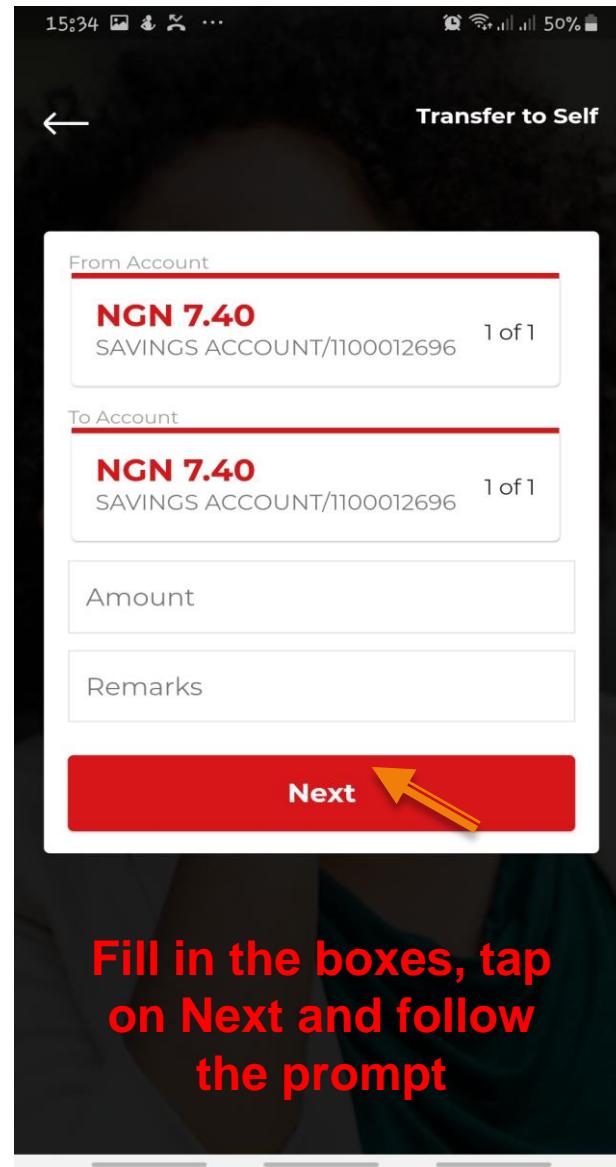


Make a Transfer



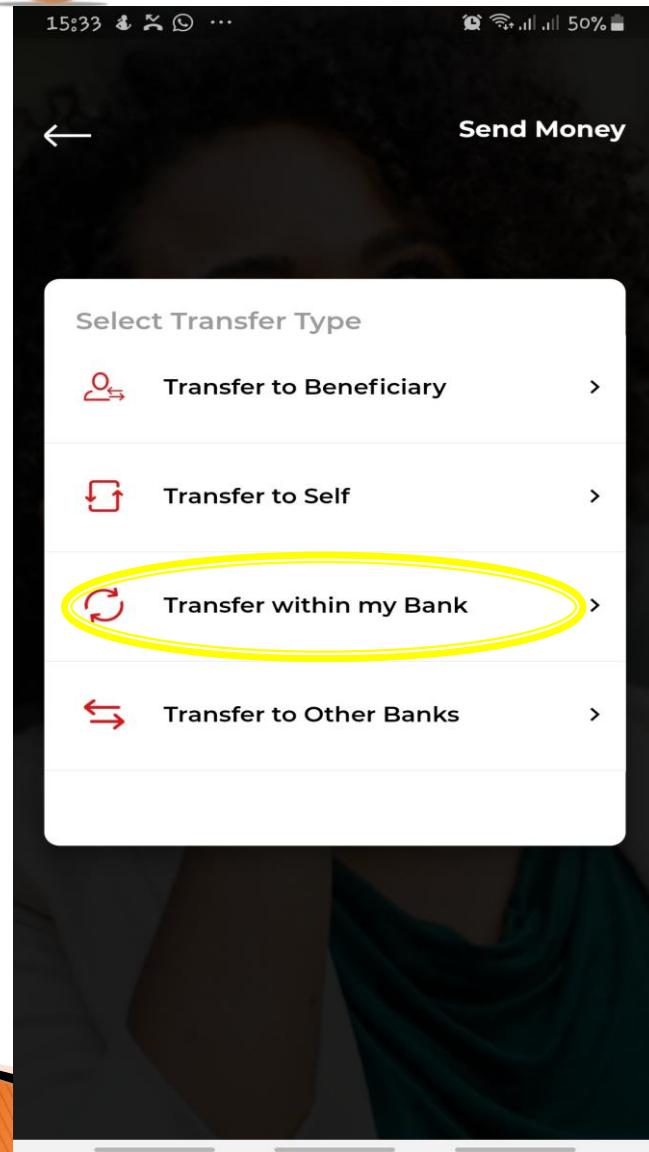


Transfer to self

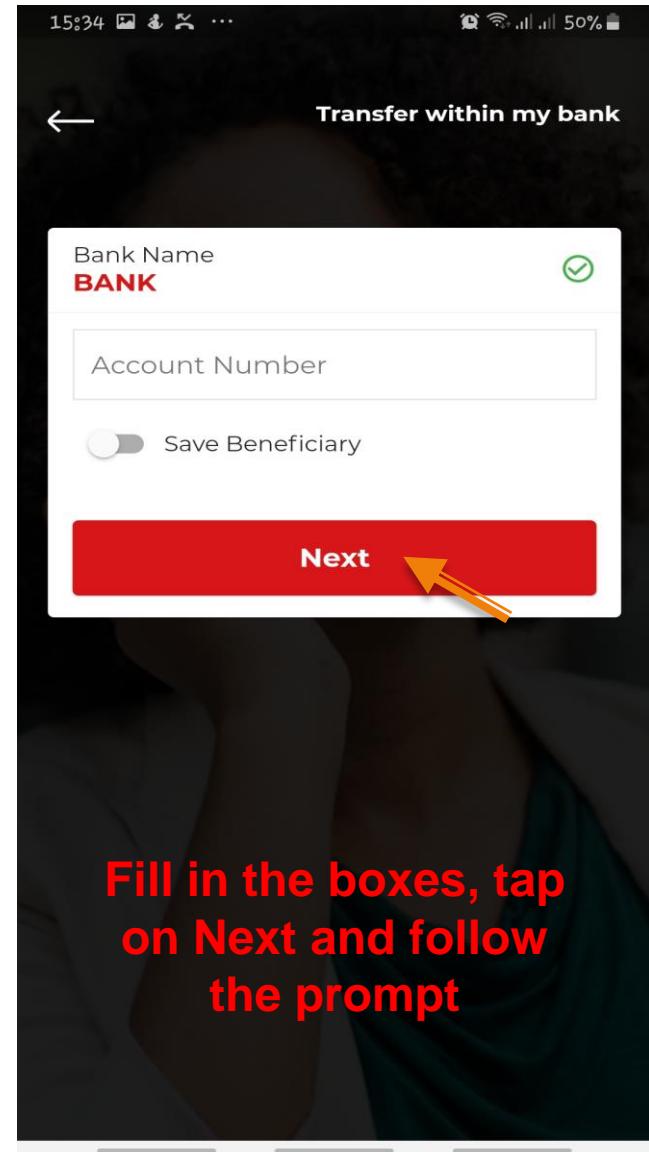


Fill in the boxes, tap on Next and follow the prompt



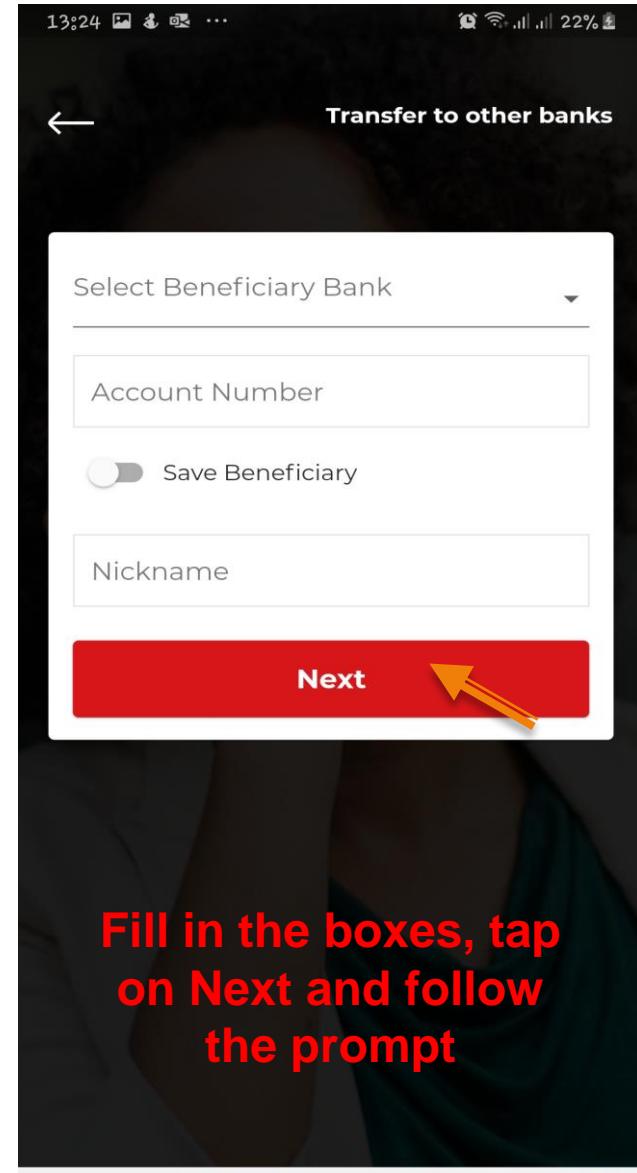
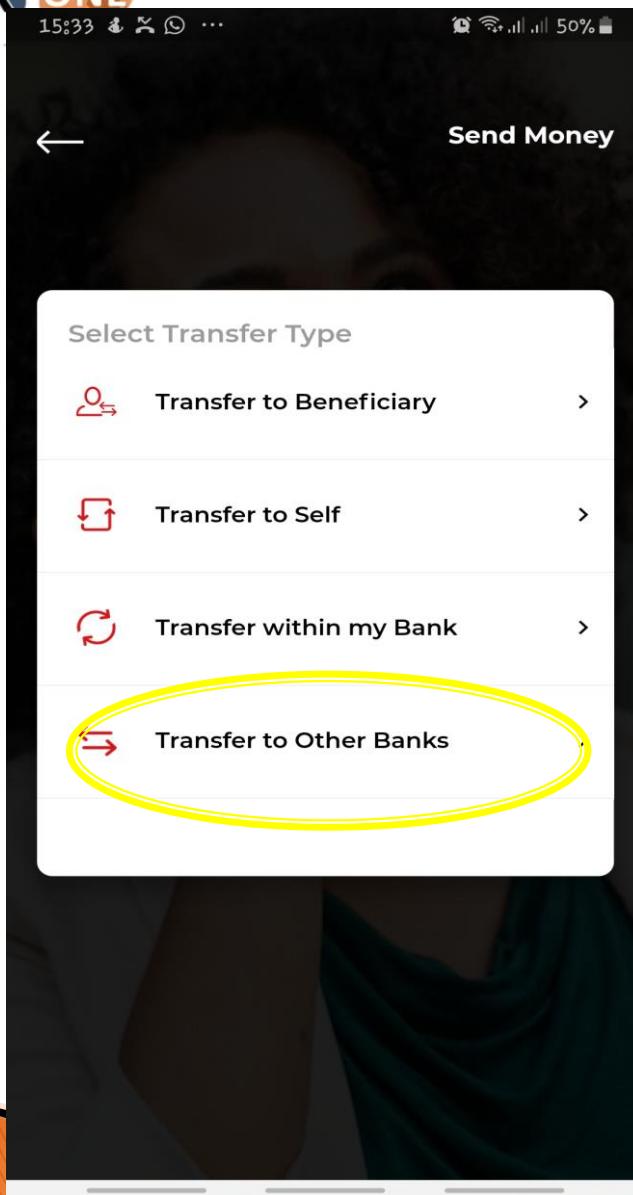


Transfer within Bank





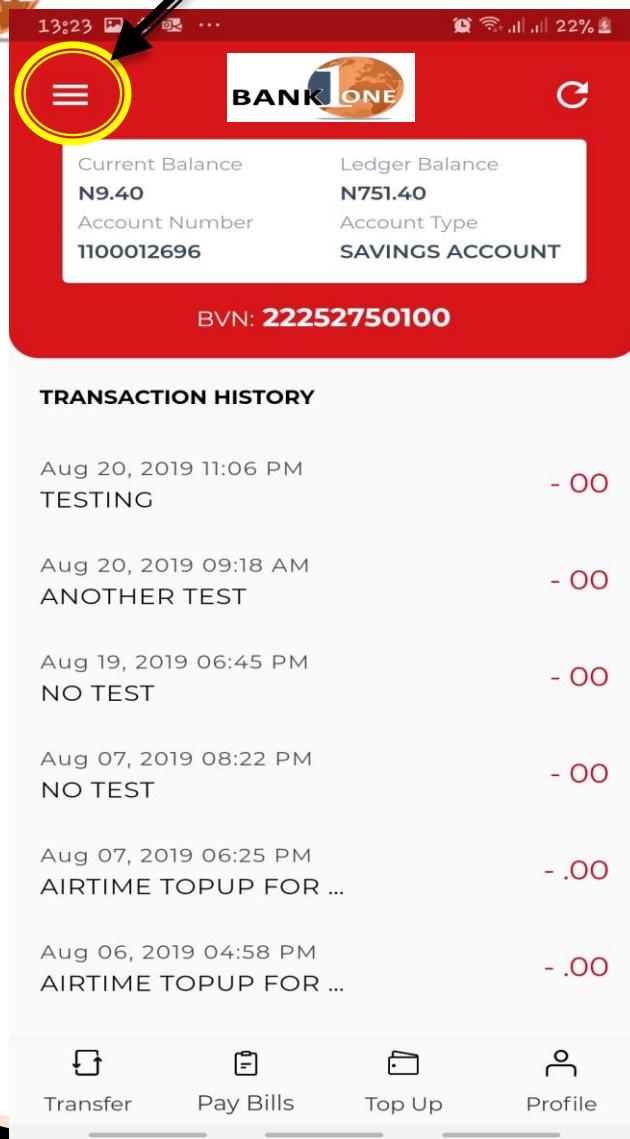
Transfer to Other Banks



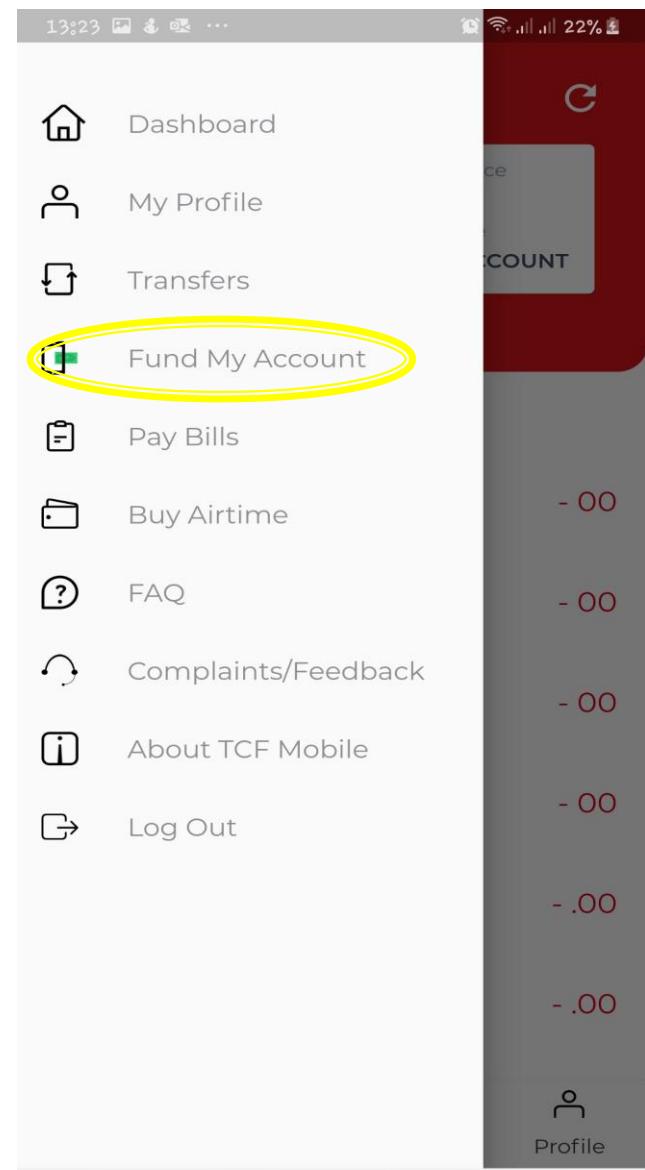


BANK ONE

Tap on the menu

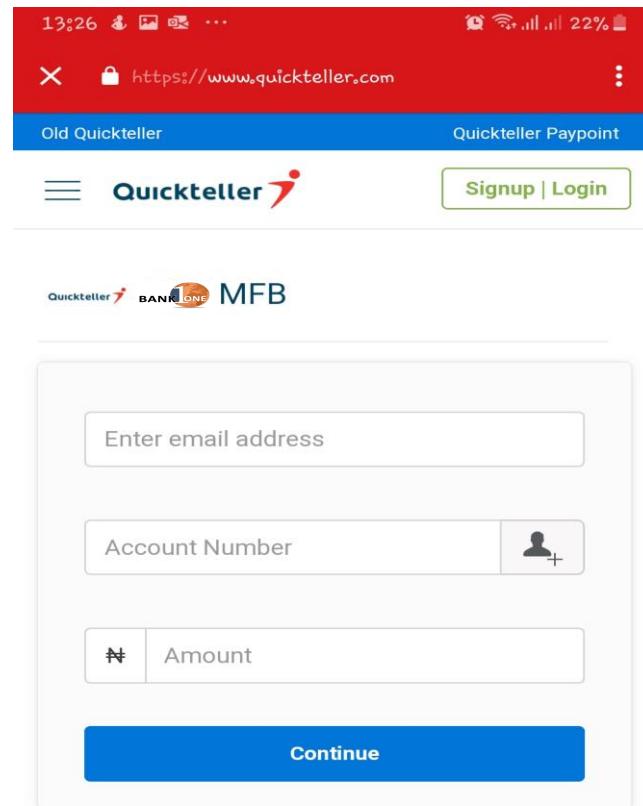


Fund my Account





Fund my Account



13:26 100% 22% 22%

X https://www.quickteller.com ...

Old Quickteller Quickteller Paypoint

Quickteller MFB

Enter email address

Account Number

₦ Amount

Continue

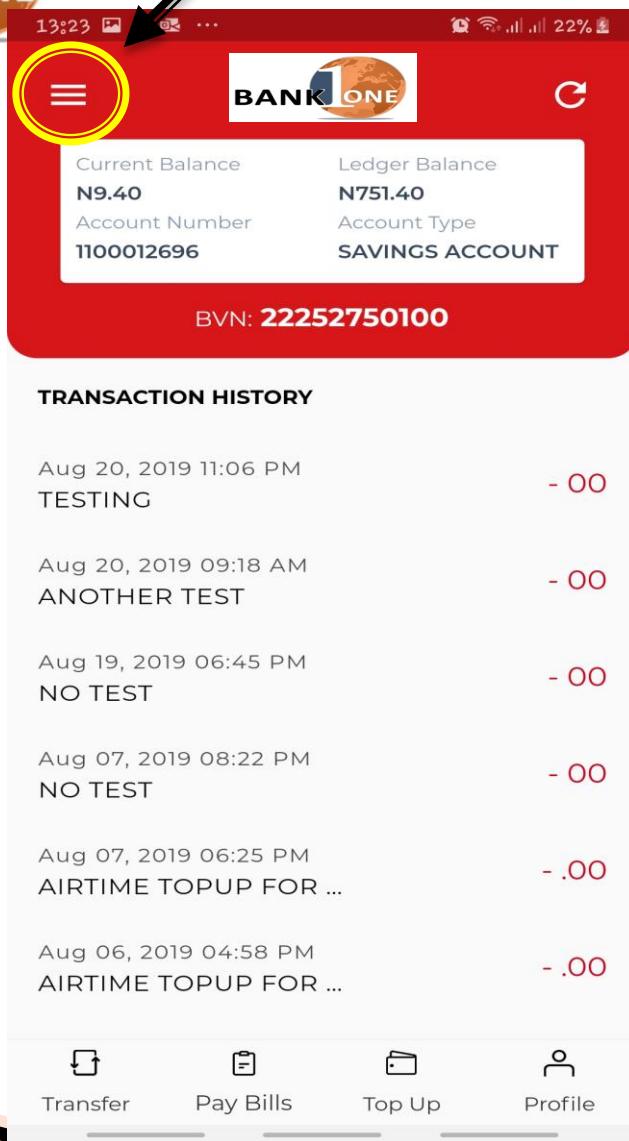
Quickteller BANK ONE MFB

Signup | Login

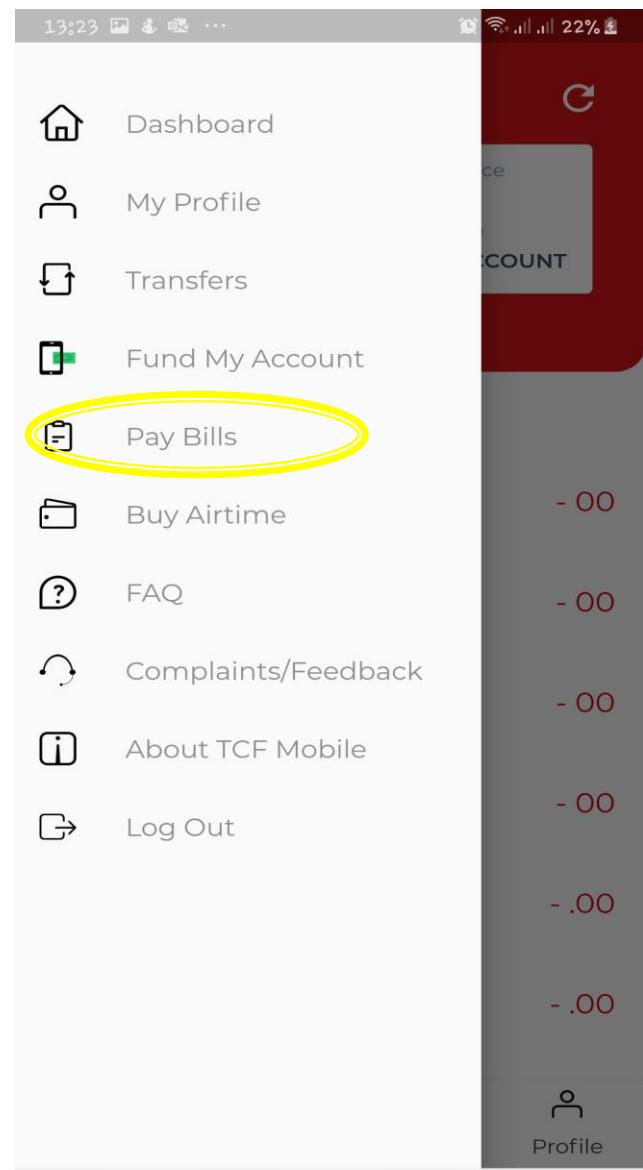


BANK ONE

Tap on the menu

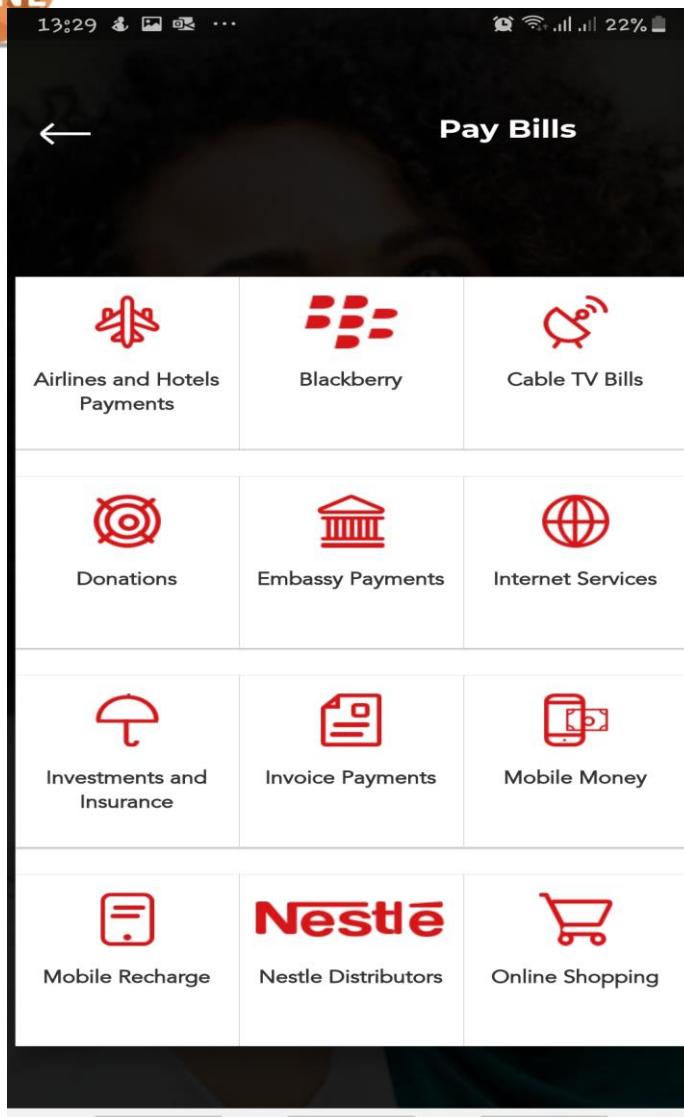


Bills Payment





Bills Payment



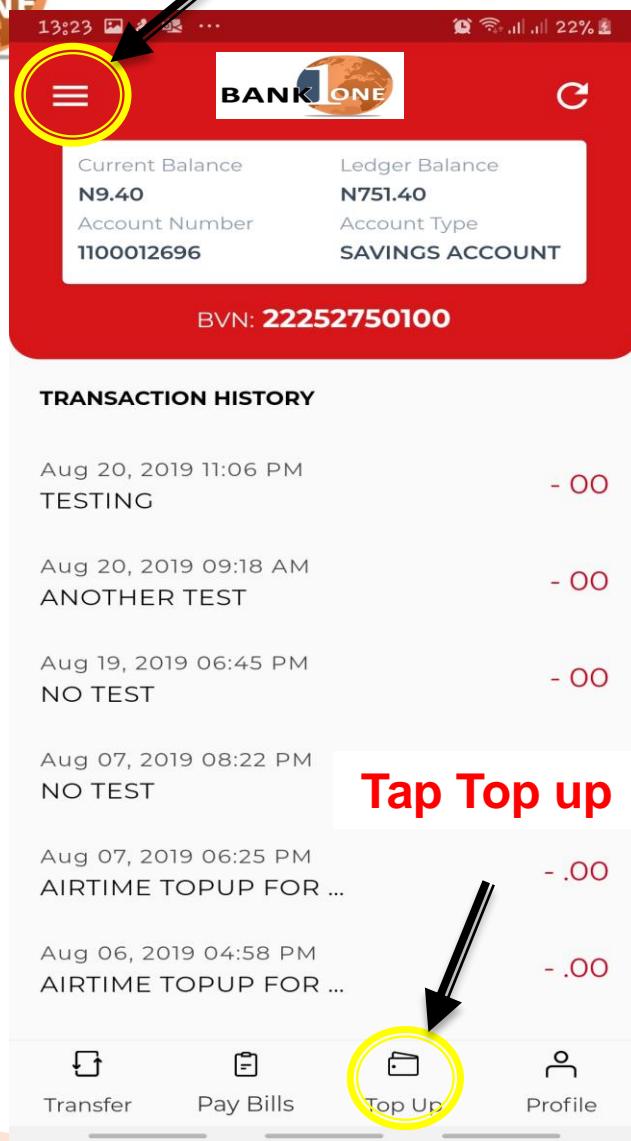
Select the Bills you'd like to pay and follow the prompt



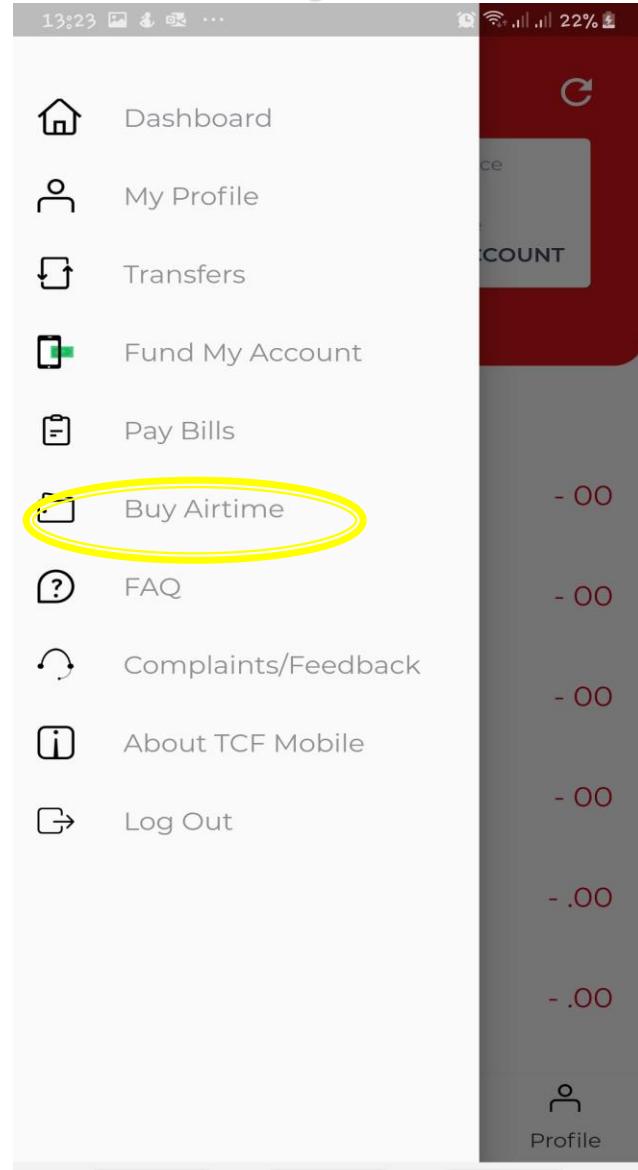


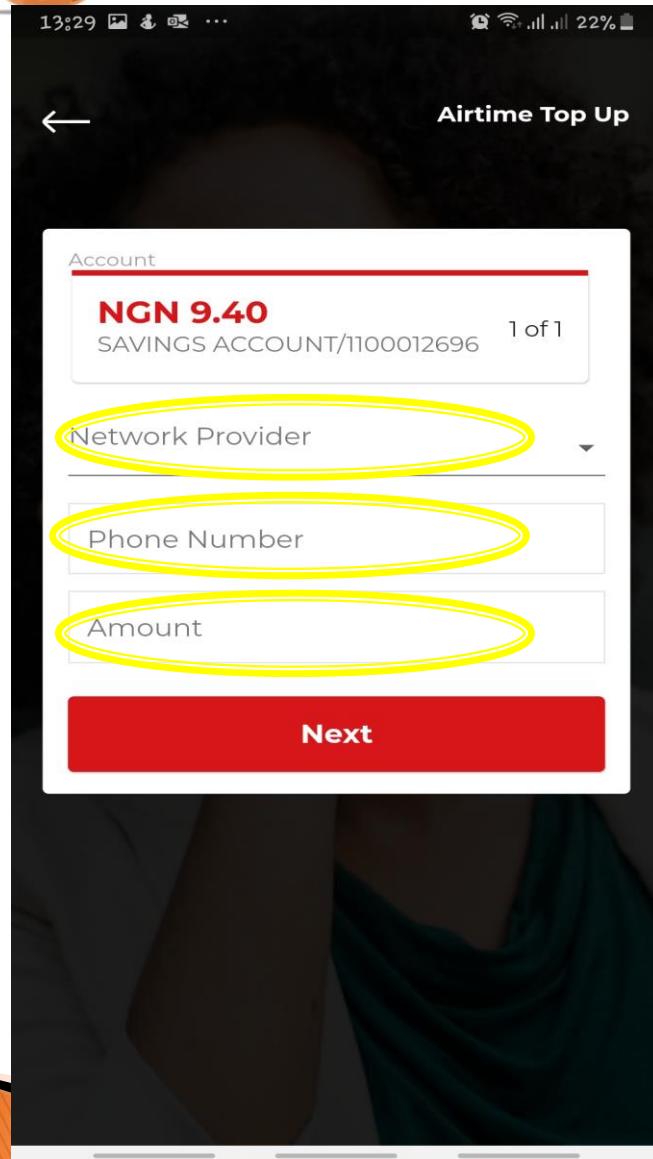
BANK ONE

Tap on the menu



Buy Airtime





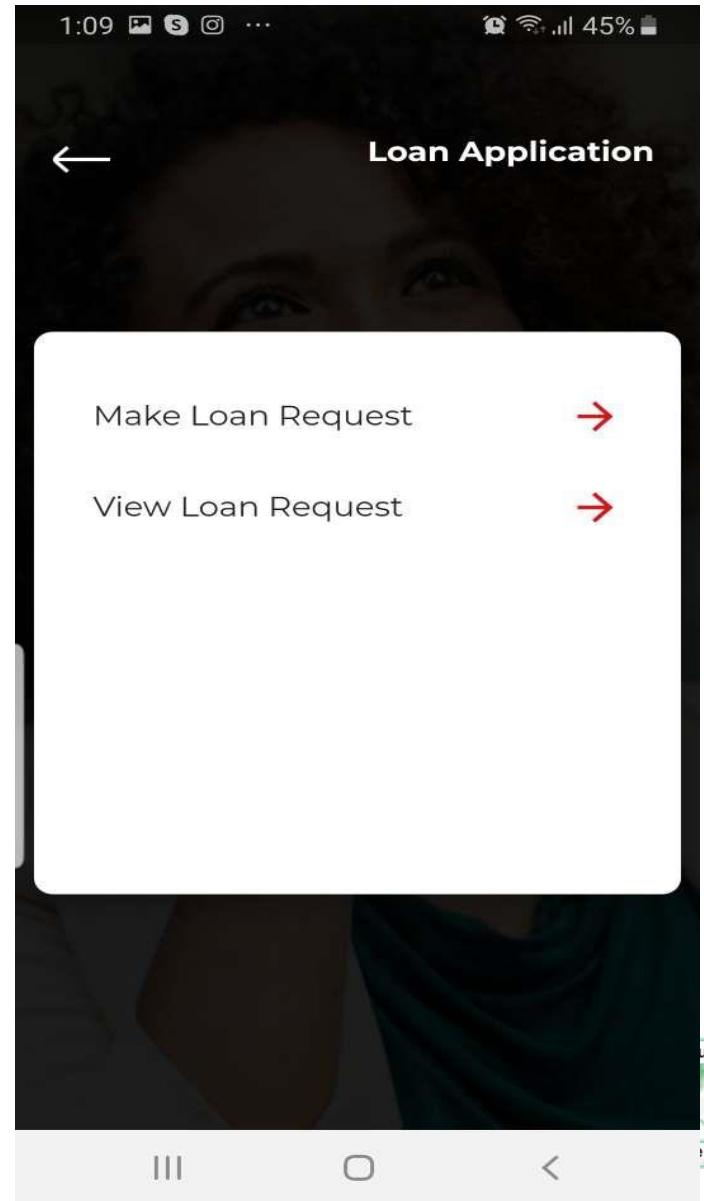
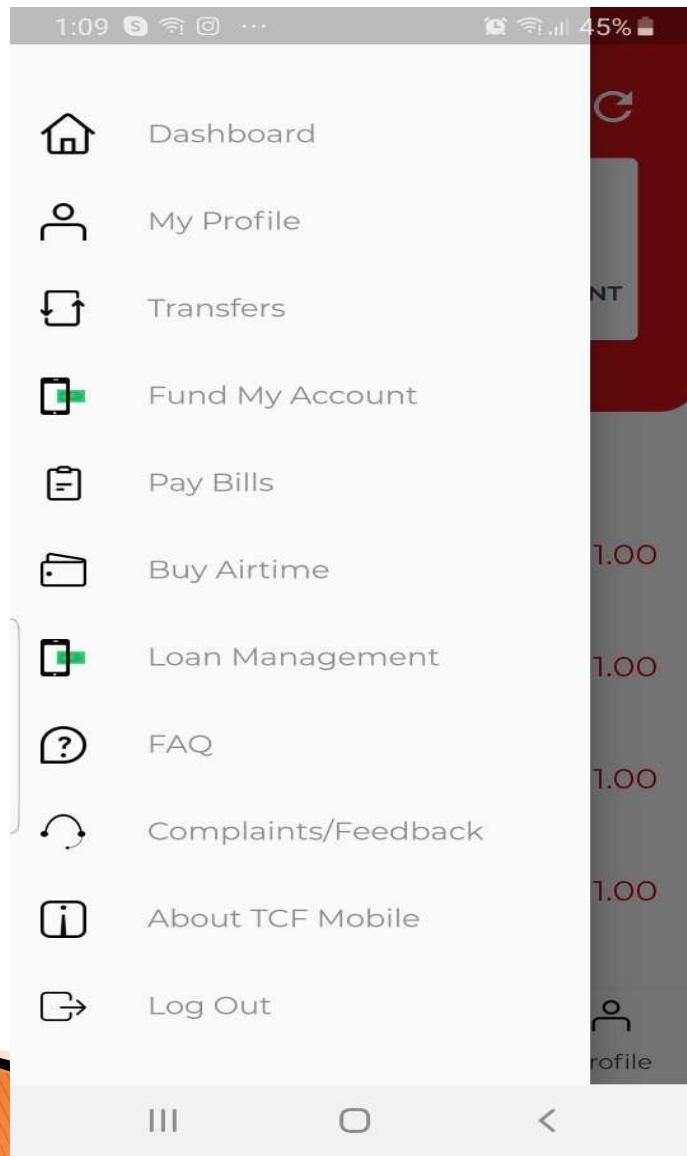
Buy Airtime

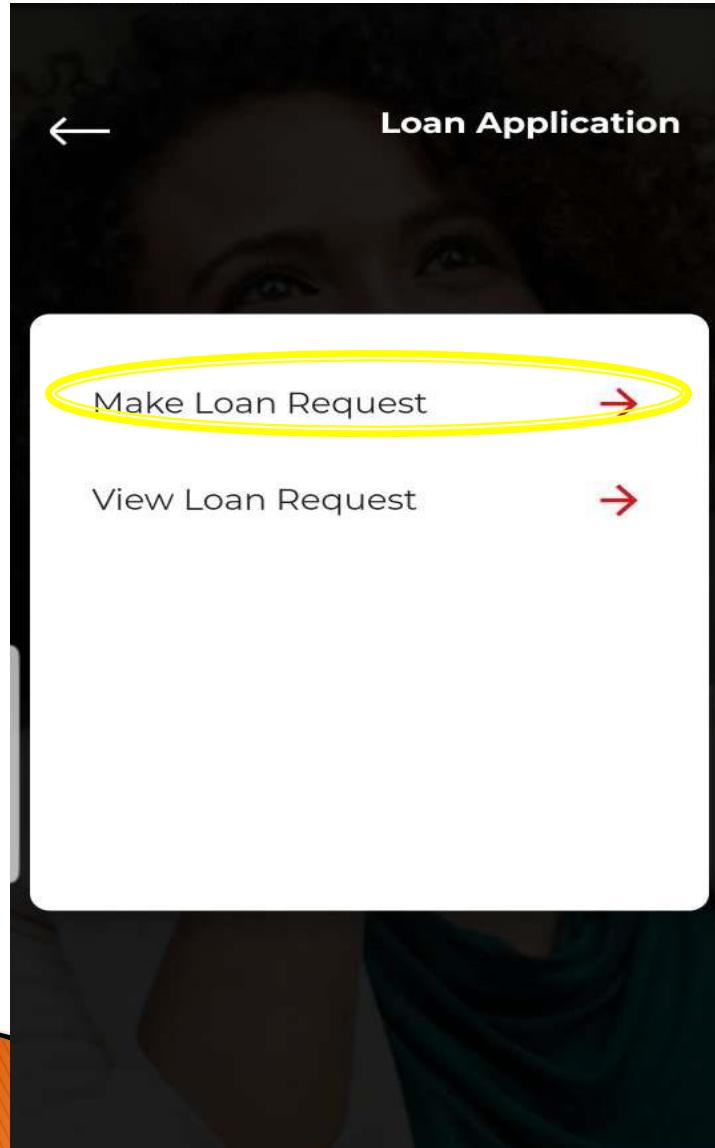
Fill the details in the selected boxes, tap and next and follow the prompt



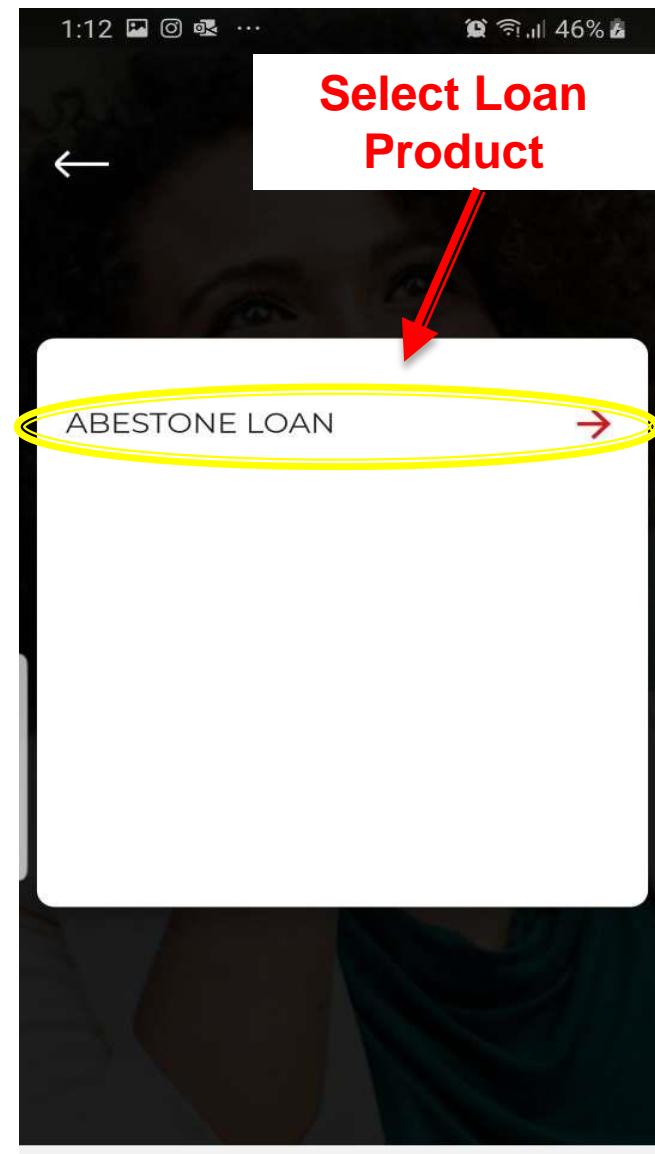


Loan Management





Loan Request





Loan Request

1:10 45%

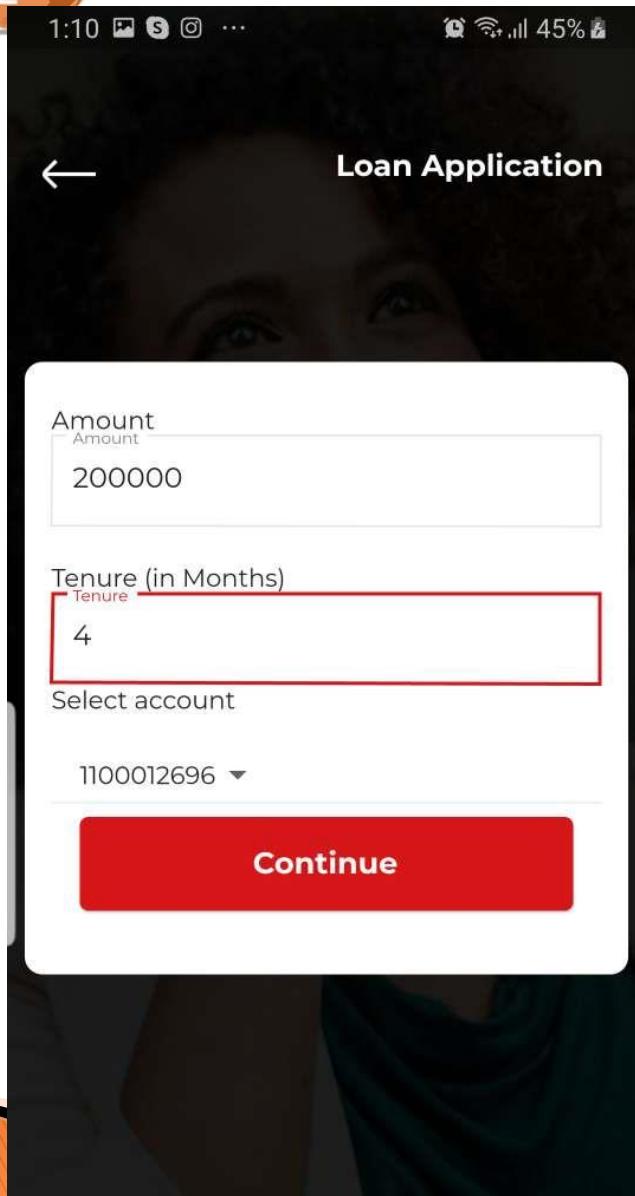
Loan Application

Amount
Amount
200000

Tenure (in Months)
Tenure
4

Select account
1100012696 ▾

Continue



1:13 47%

Loan Application

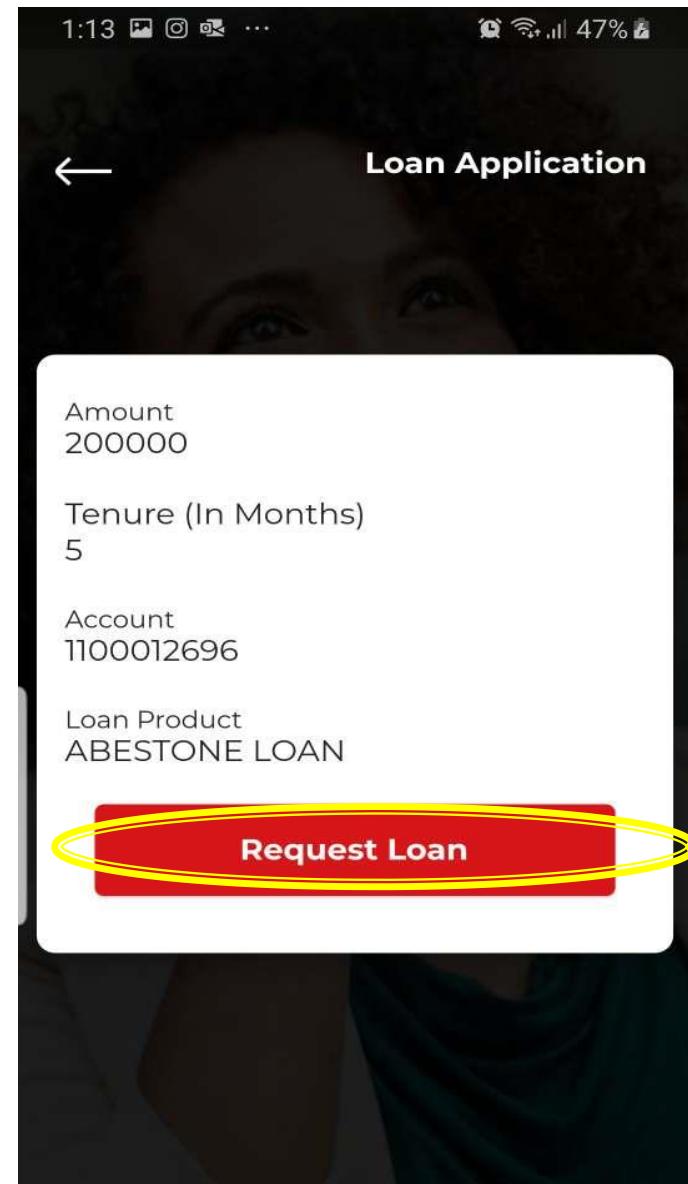
Amount
200000

Tenure (In Months)
5

Account
1100012696

Loan Product
ABESTONE LOAN

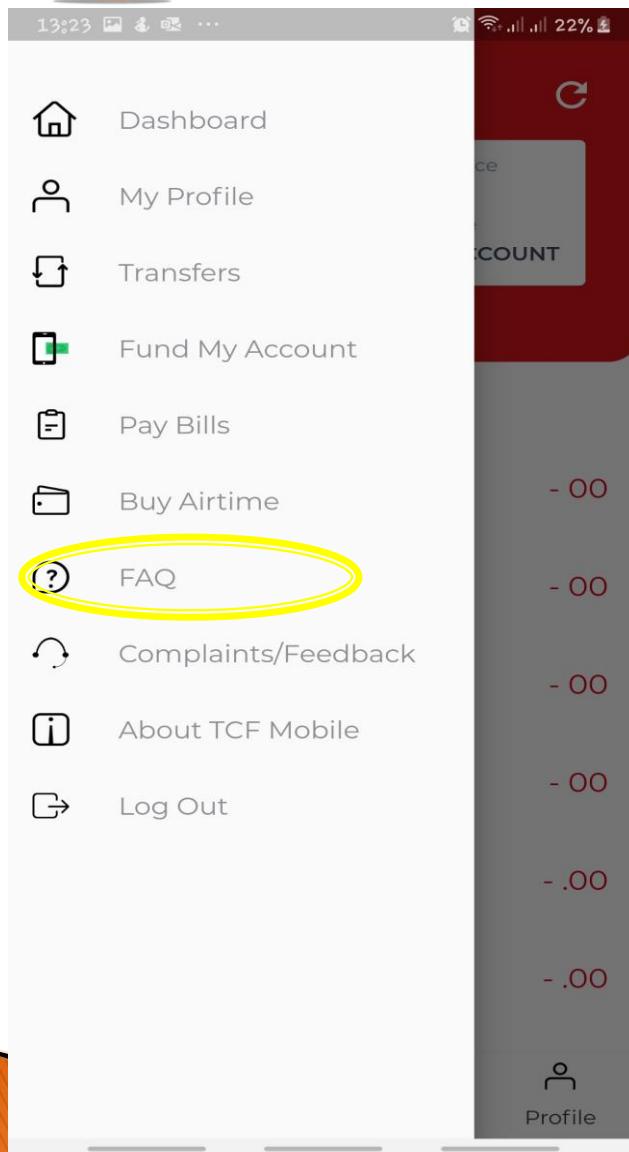
Request Loan



Proudly Nigerian



FAQs



13:23 22% 16:16 49%

Dashboard

My Profile

Transfers

Fund My Account

Pay Bills

Buy Airtime

FAQ

Complaints/Feedback

About TCF Mobile

Log Out

- .00

- .00

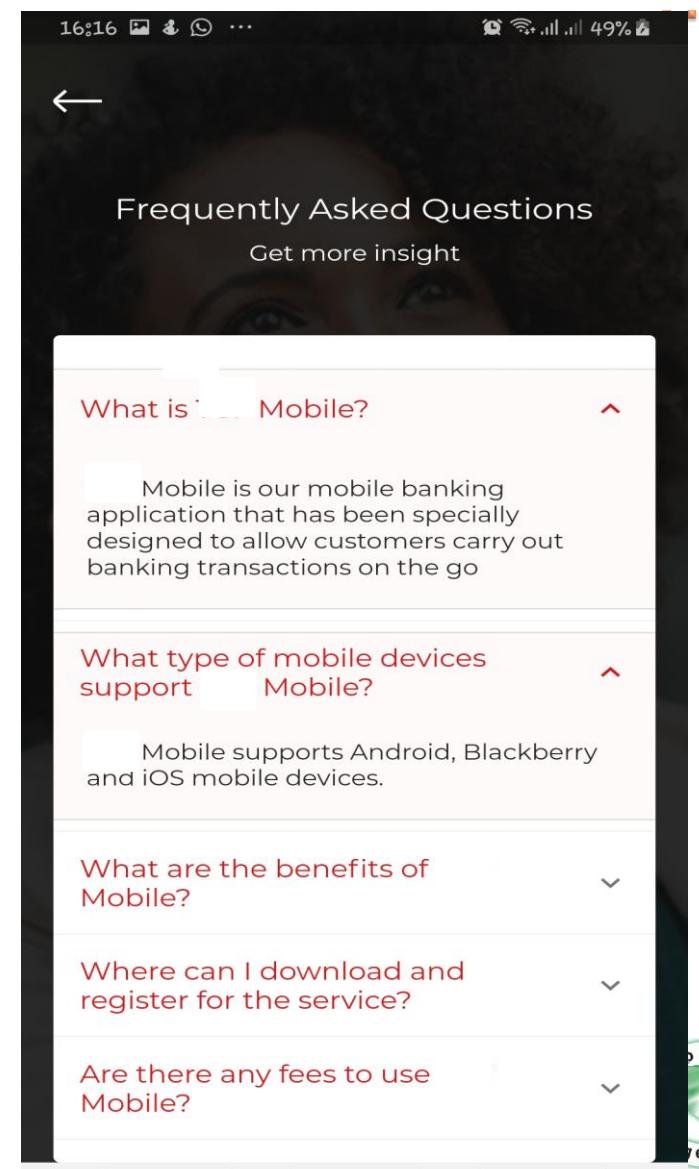
- .00

- .00

- .00

Profile

A yellow circle highlights the 'FAQ' option in the menu.



16:16 49%

Frequently Asked Questions

Get more insight

What is TCF Mobile?

Mobile is our mobile banking application that has been specially designed to allow customers carry out banking transactions on the go

What type of mobile devices support Mobile?

Mobile supports Android, Blackberry and iOS mobile devices.

What are the benefits of Mobile?

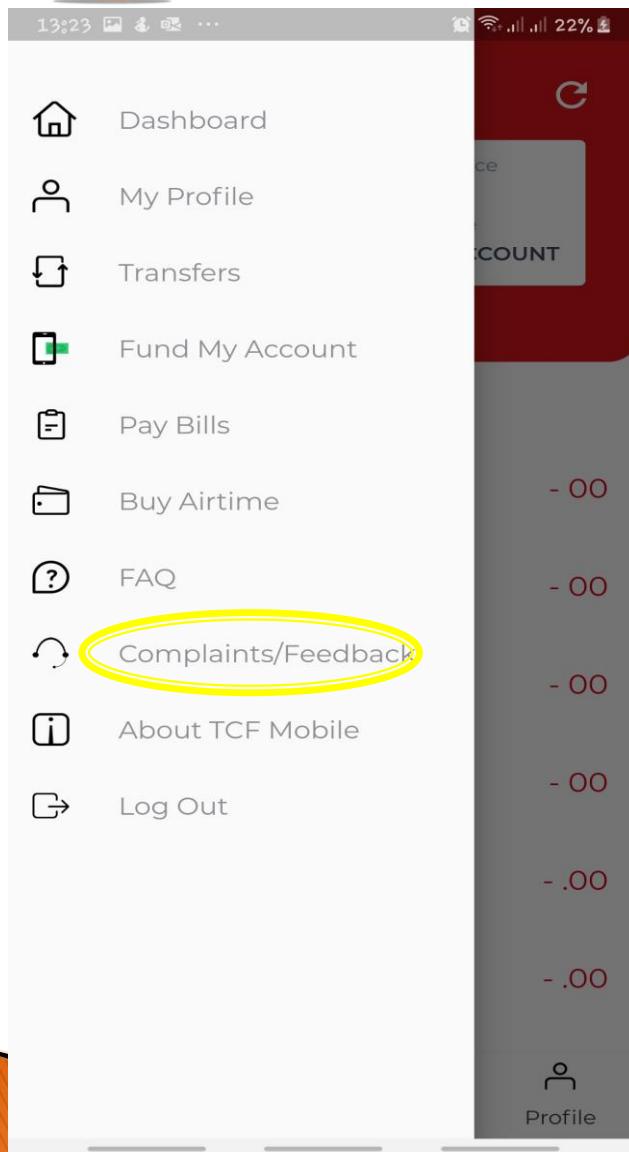
Where can I download and register for the service?

Are there any fees to use Mobile?





Complaints/Feedback



15:36 22% 50%

Feedback / Complaints
We did like to hear from you

Account Number

Account Name

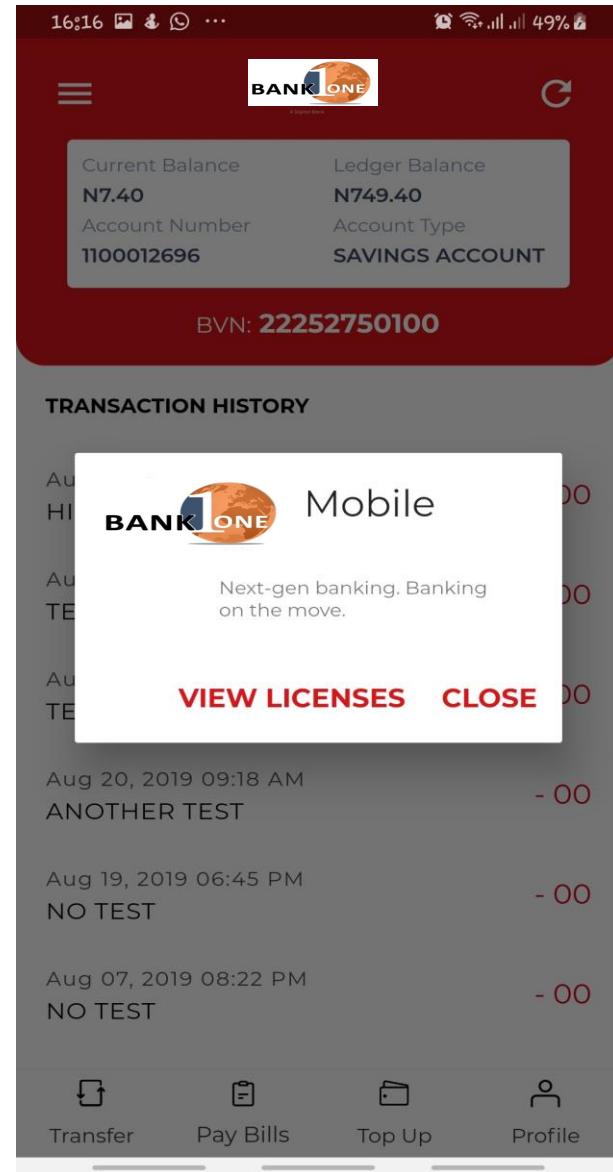
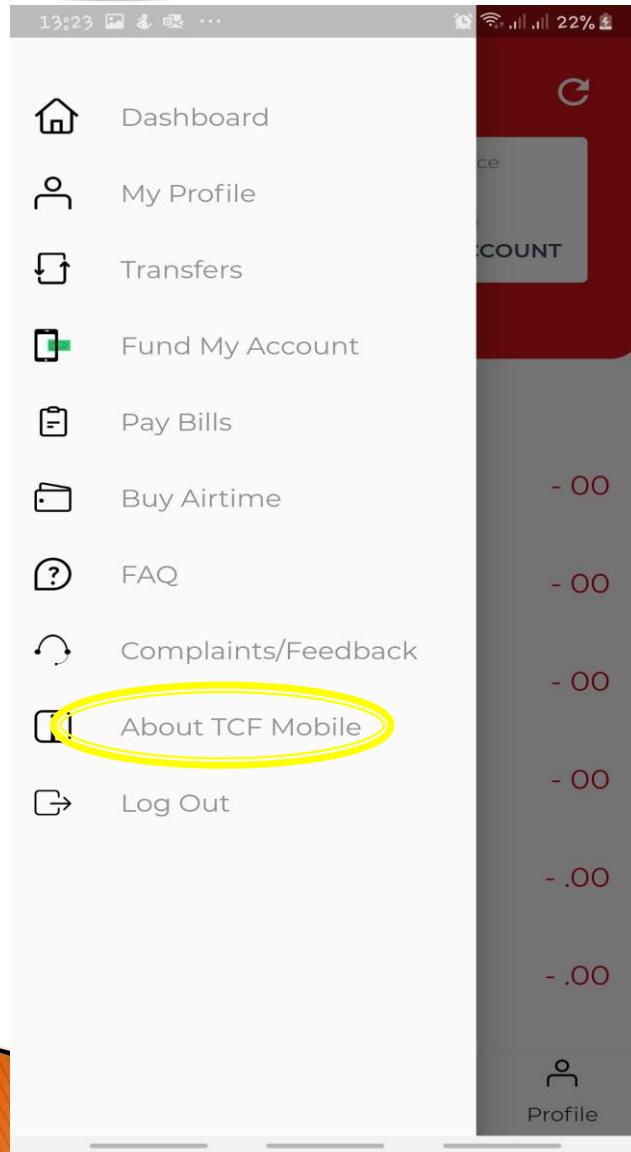
Email Address

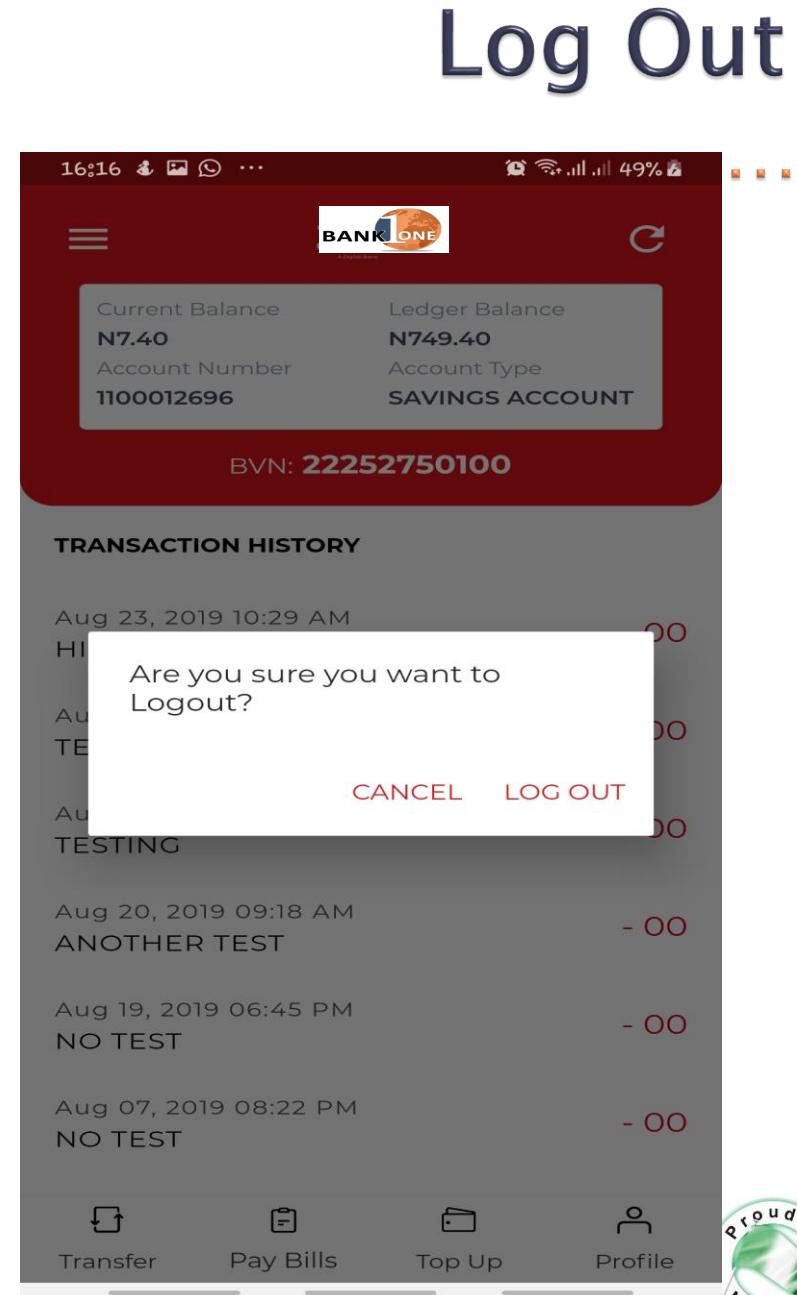
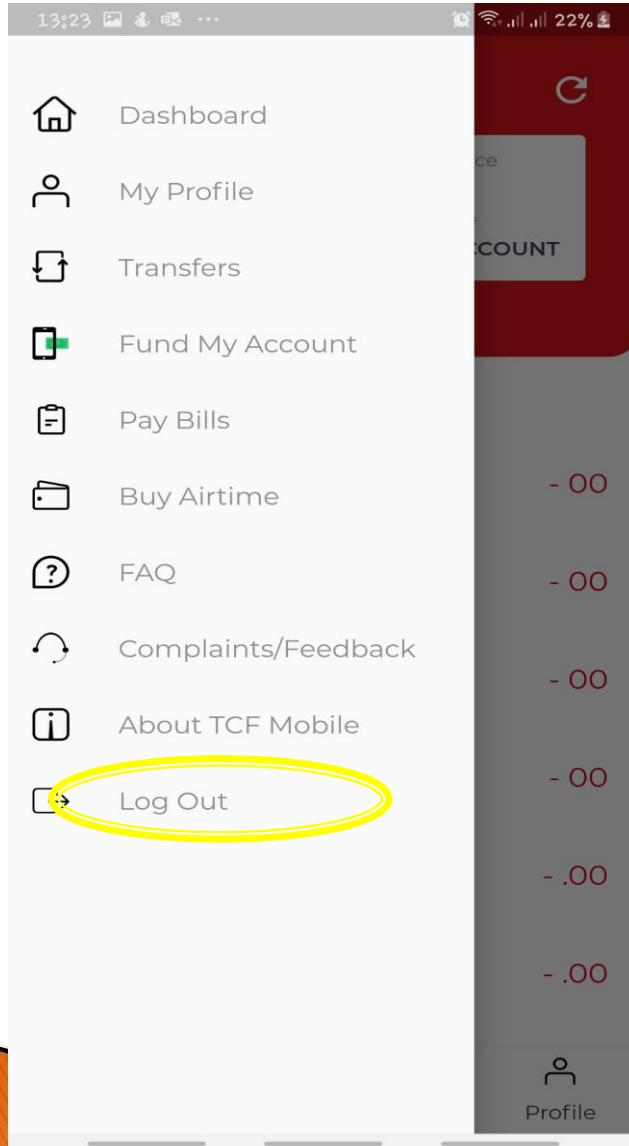
Phone Number

Feedback / Complaints

SUBMIT

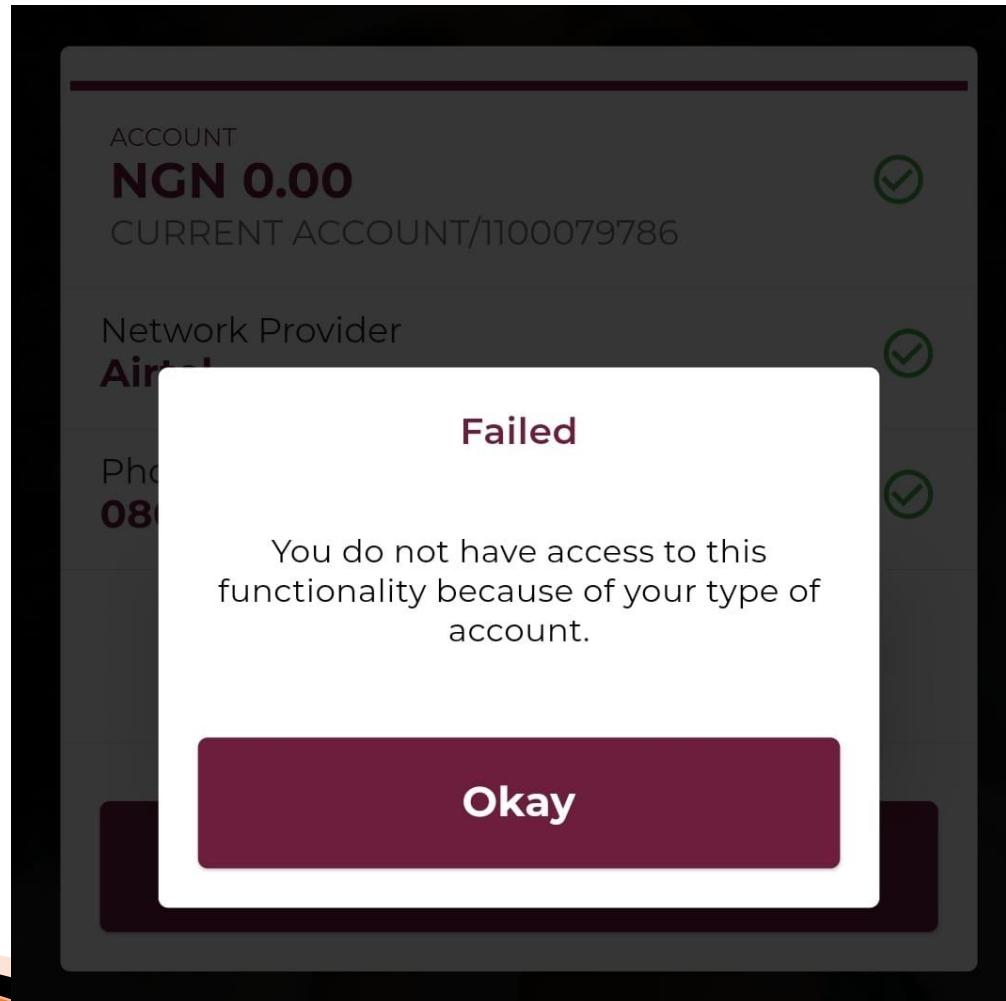






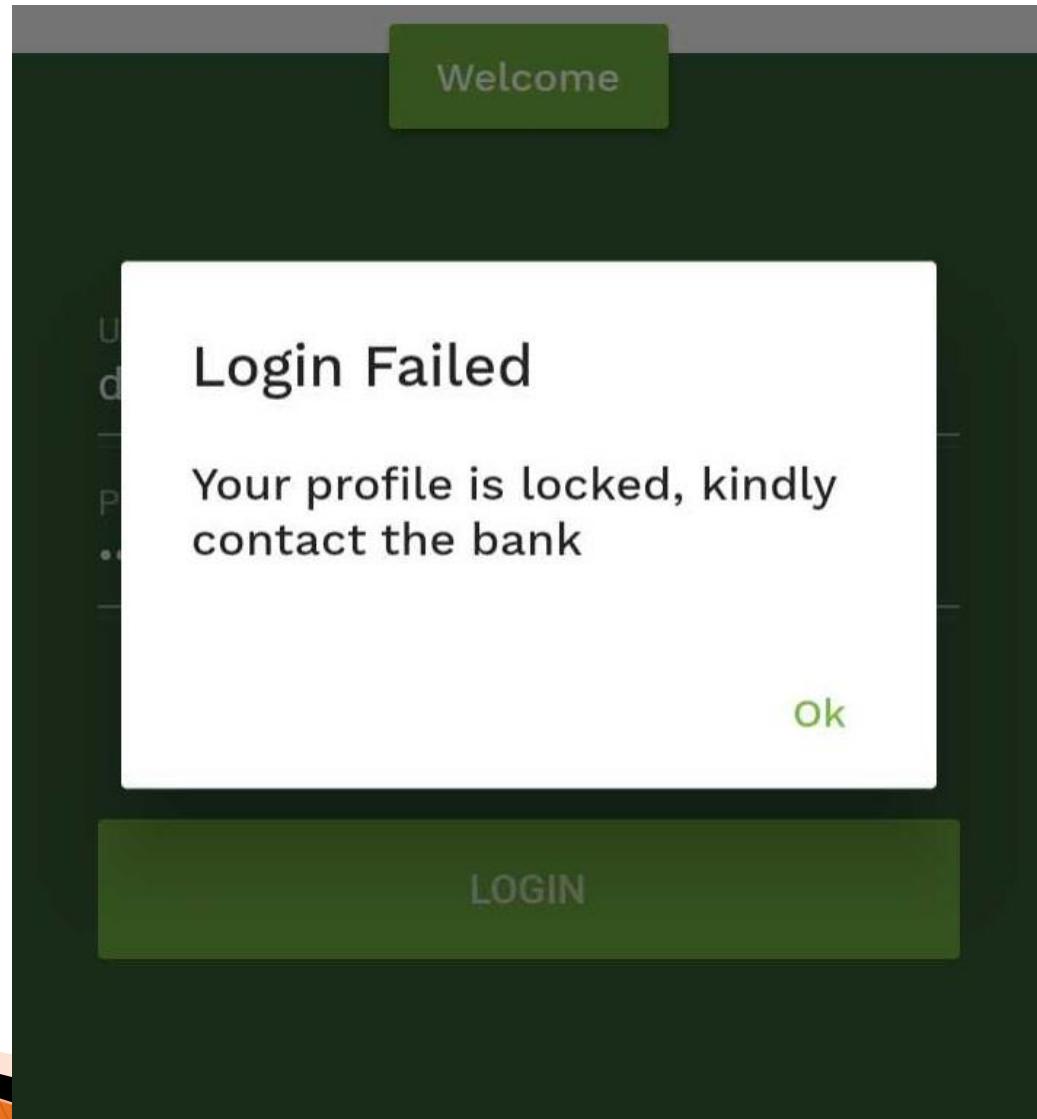
Common Errors

Internet or Mobile banking profiles with multiple signatories can only view transactions



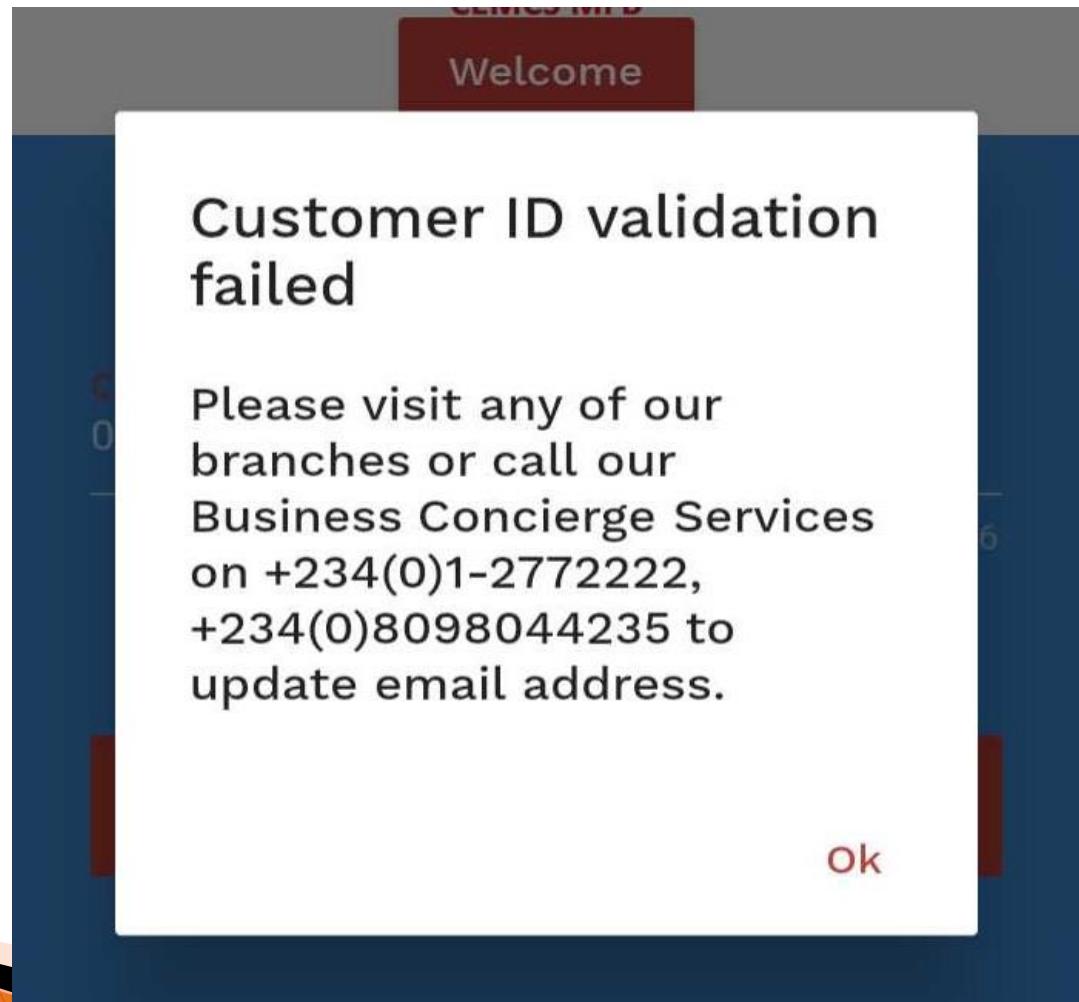
Common Errors

Profile is locked, unlock profile on Bankone



Common Errors

There is no email address on the account, update the customer information to include an email



Common Errors

The institution is low on Virtual Airtime, restock on Bankone

