



A Digital Bank

GET STARTED

Powered by: BankOne



▶ 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

12:51 100% 43%

**Welcome to
Microfinance Bank
Mobile**

Continue with Account Number

Create an Account

**Tap your preferred mode
of registration, account
number is used in this
instance**

12:51 100% 15%

Account Validation

Enter your account
number for verification

Account Number

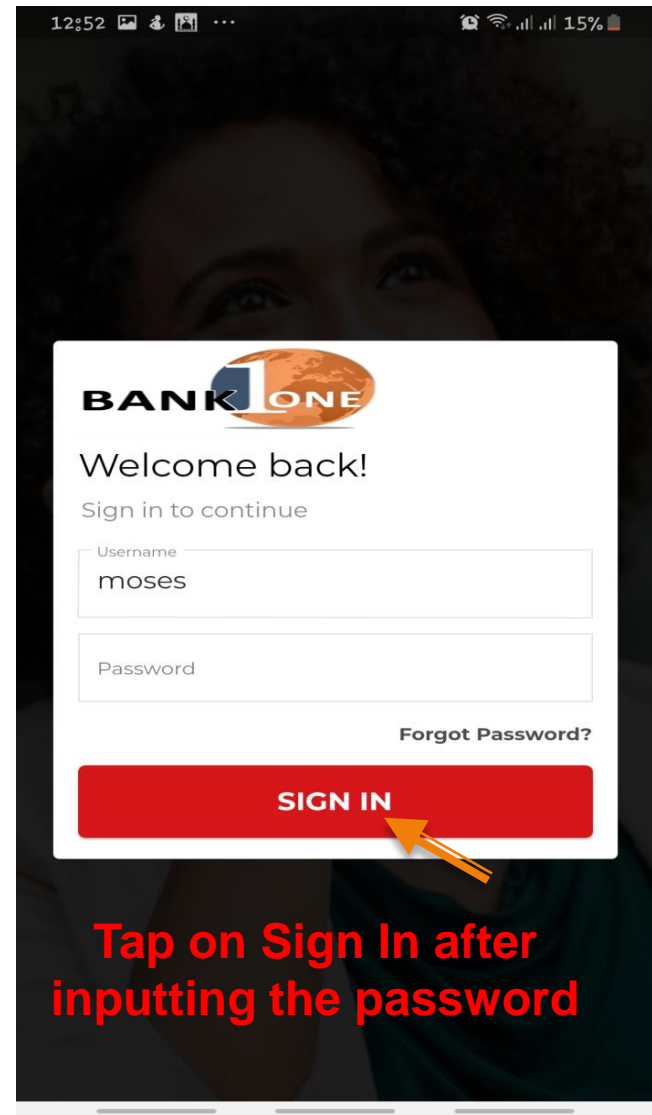
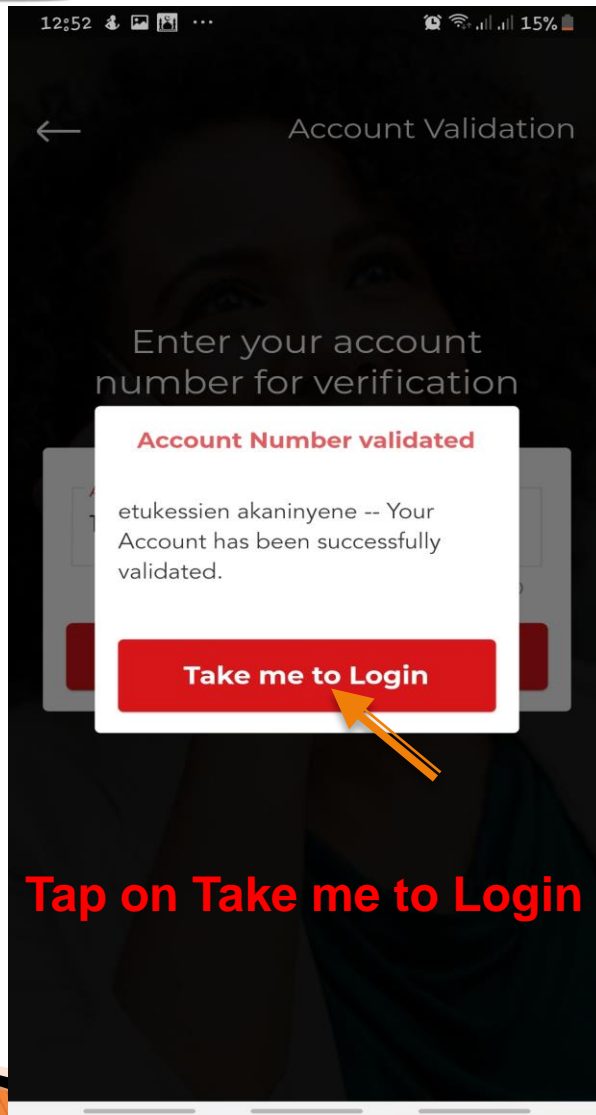
0/10

Continue

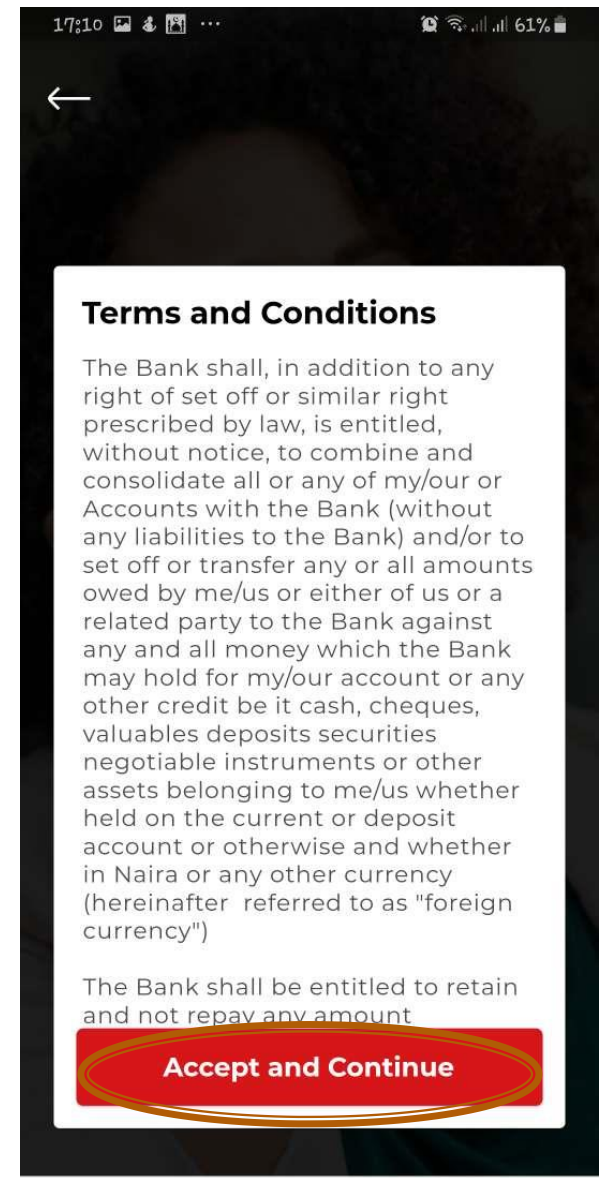
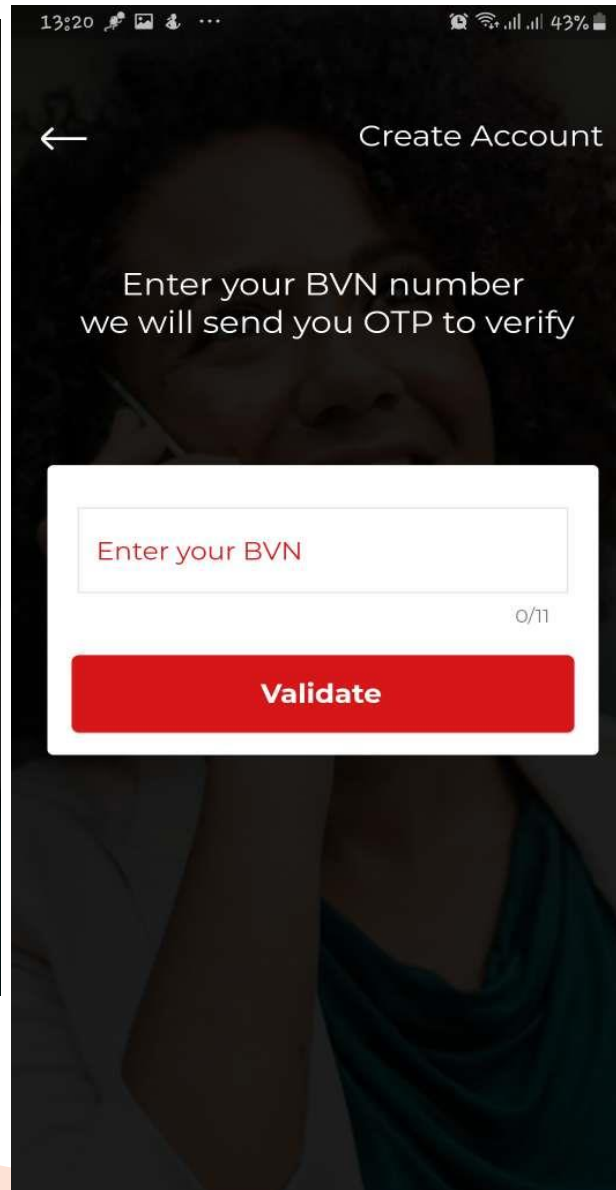
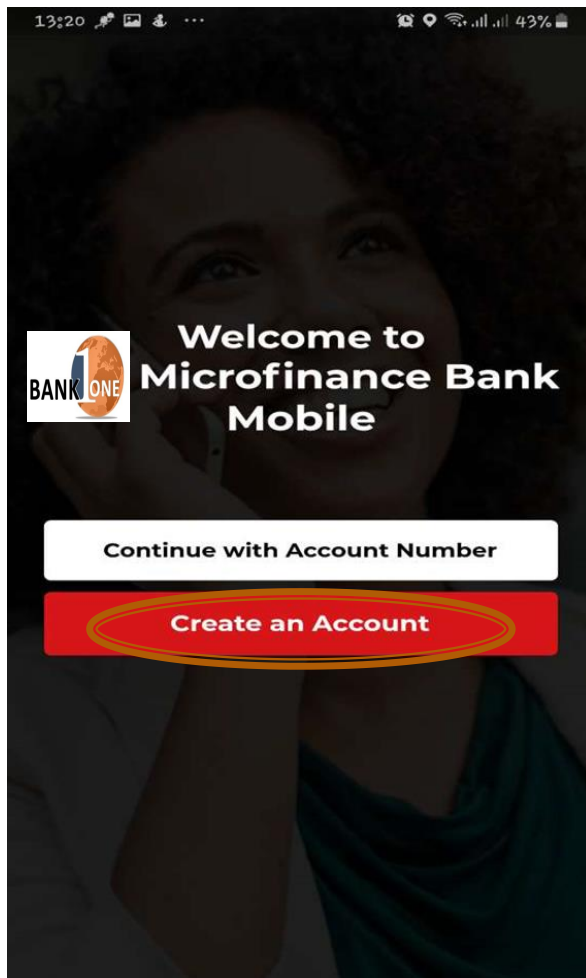
**Input the account number
then Tap Continue**



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


17:12 61%

← Create Account

Step 3 of 4



Upload your Image



Upload your Signature

Continue

17:12 61%

← Create Account

Step 4 of 4

Submit



Forgot Password

12:52 15%

BANK ONE

Welcome back!

Sign in to continue

Username
moses

Password

Forgot Password?

SIGN IN

Tap on Forgot Password

16:14 50%

← **Forgot Password**

Enter your Username below, we will send you OTP

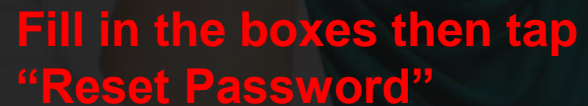
Enter your username

Submit

Enter your username then tap submit

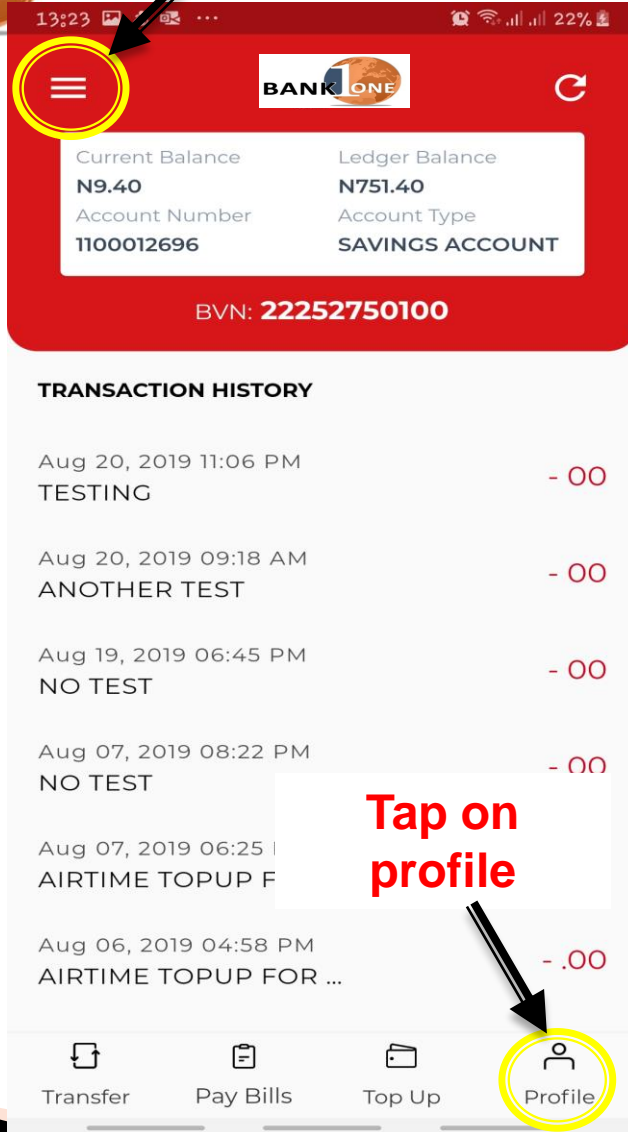


Forgot Password

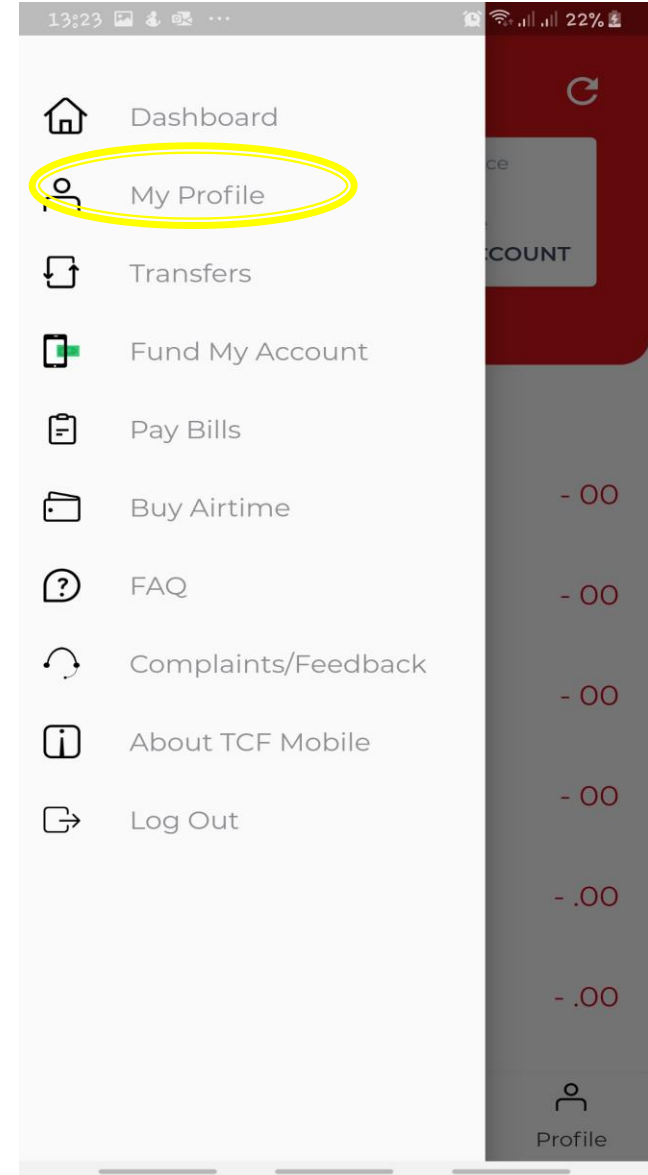


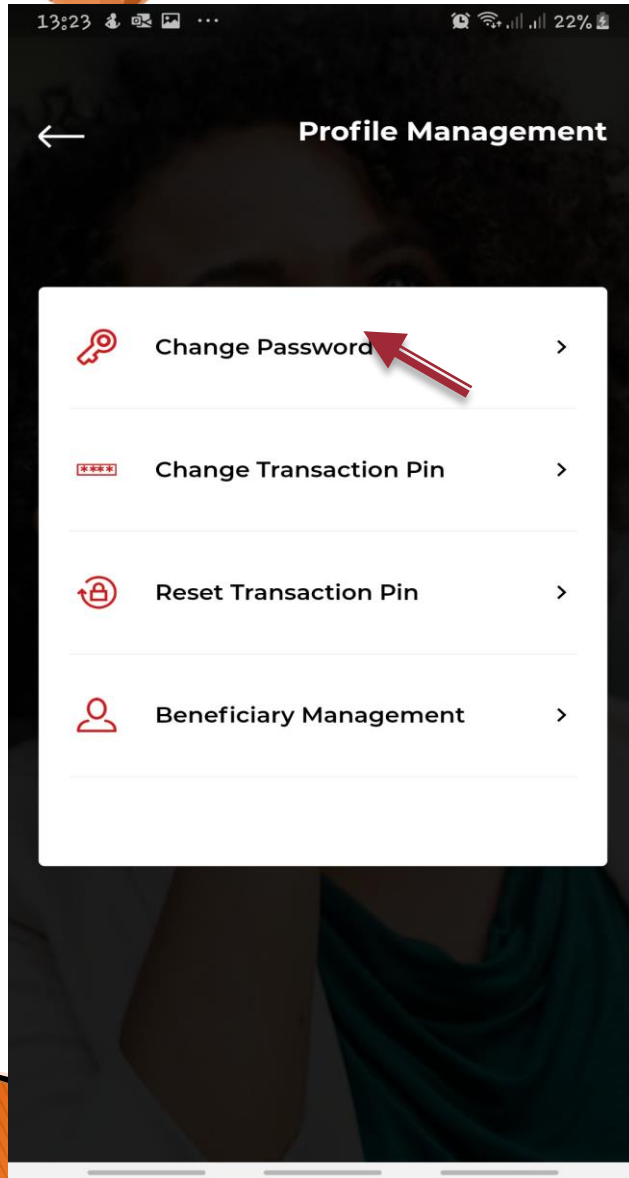


Tap on the menu

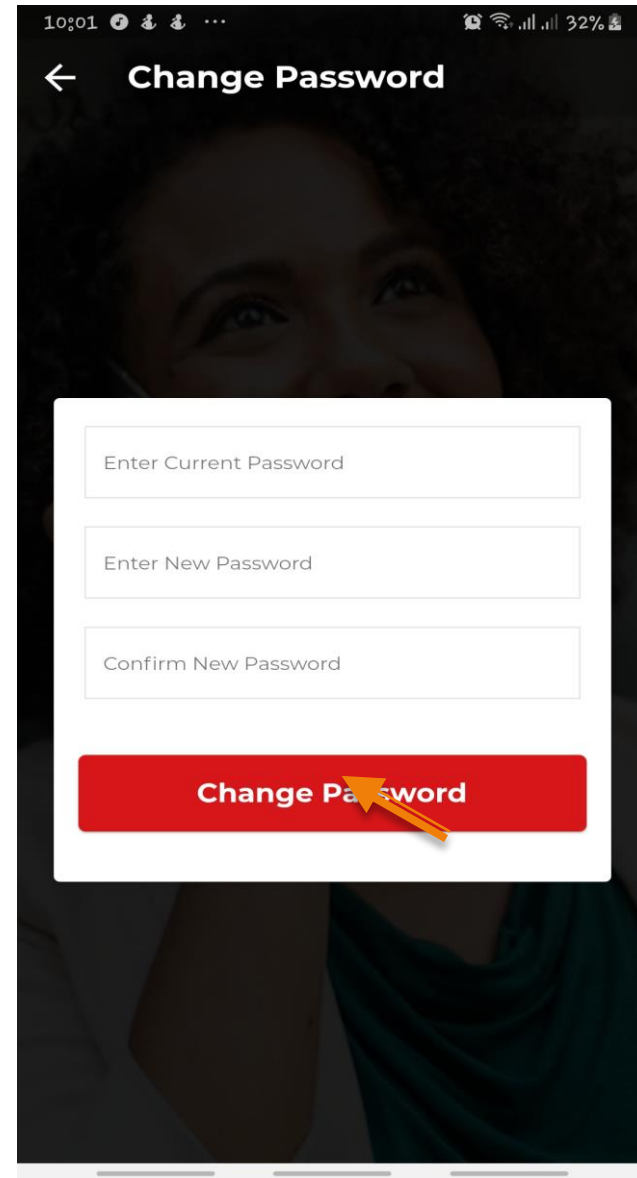


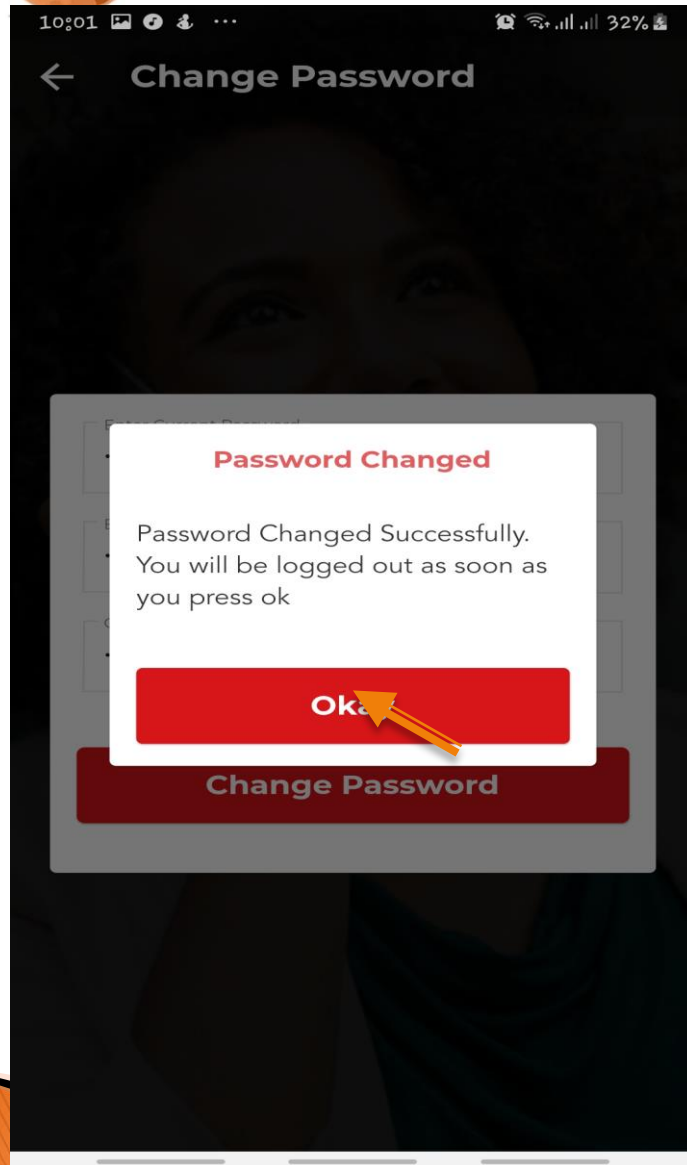
Homepage, Profile



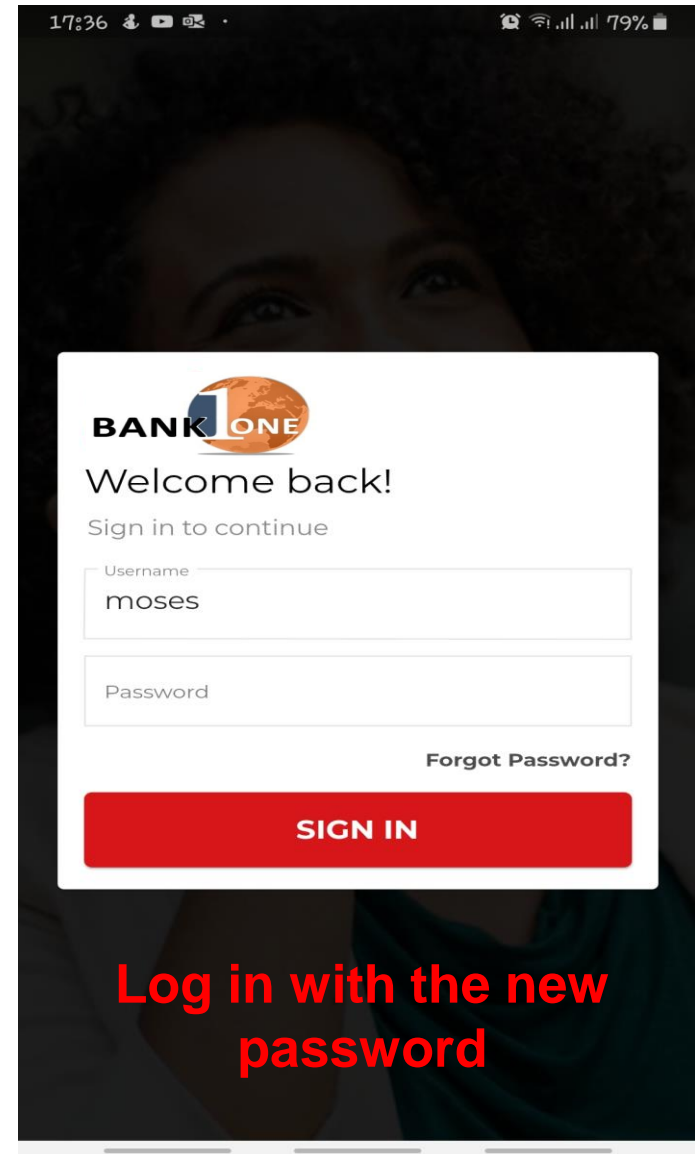


Change Password



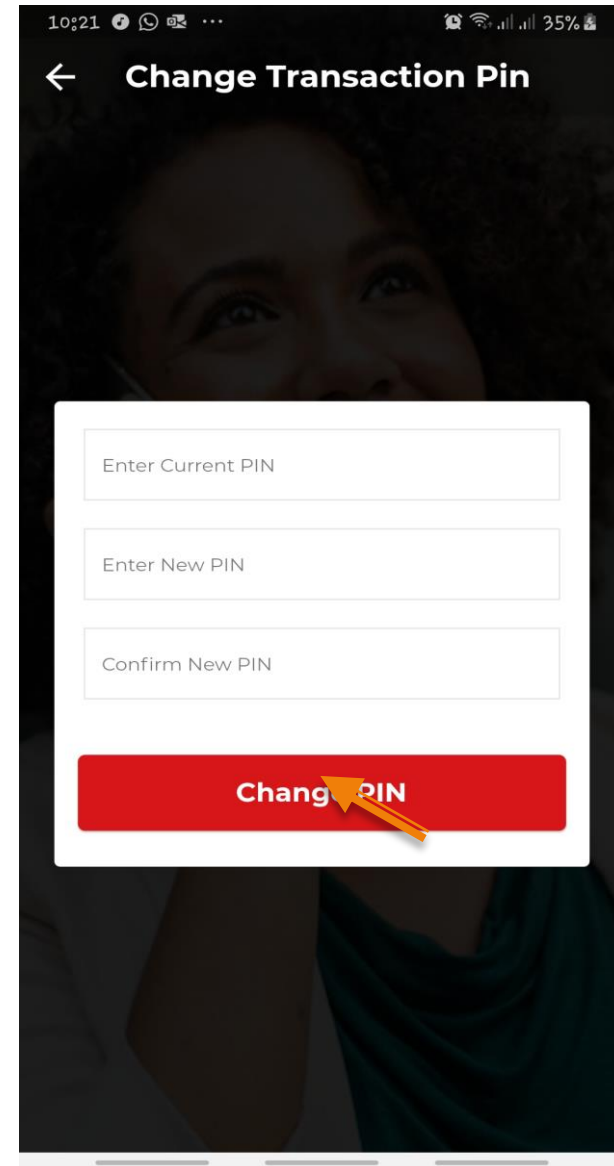
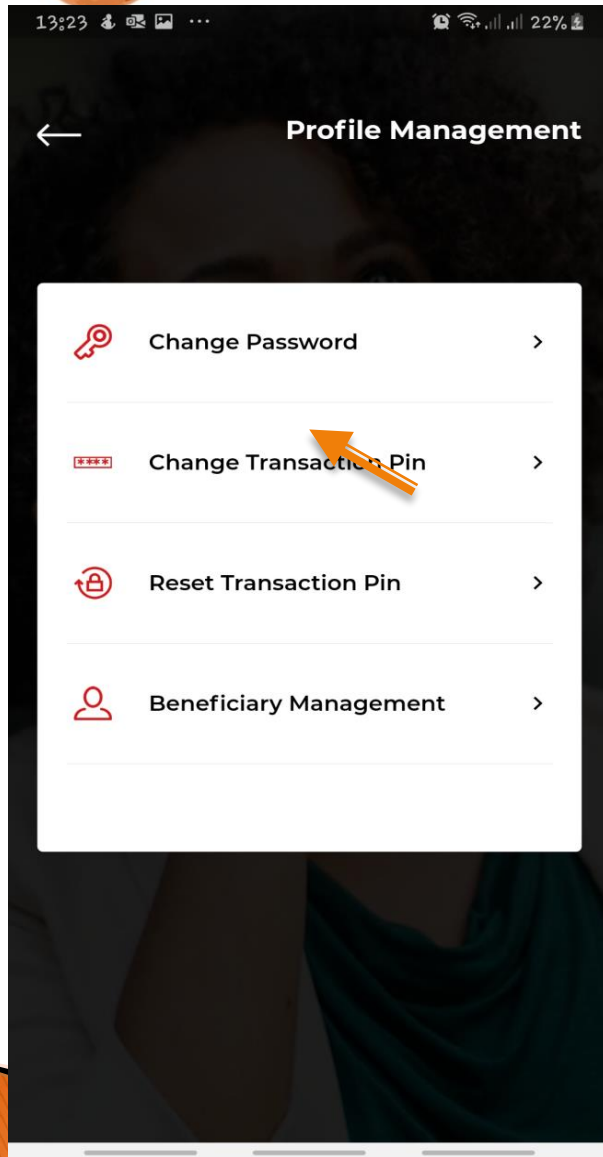


Change Password



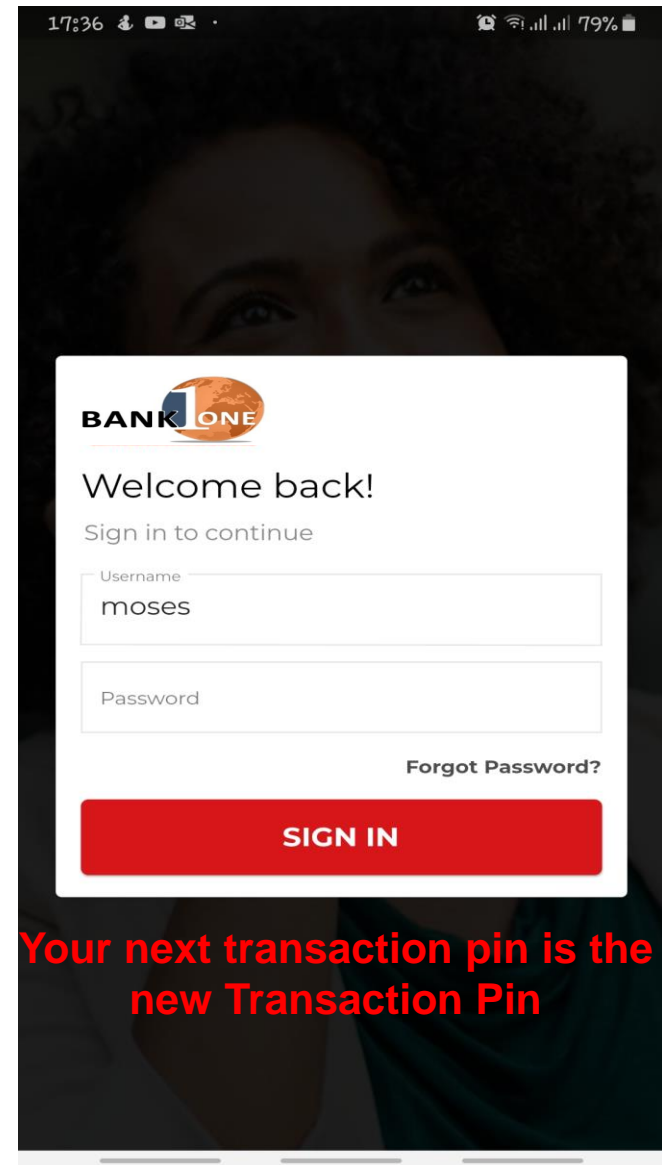
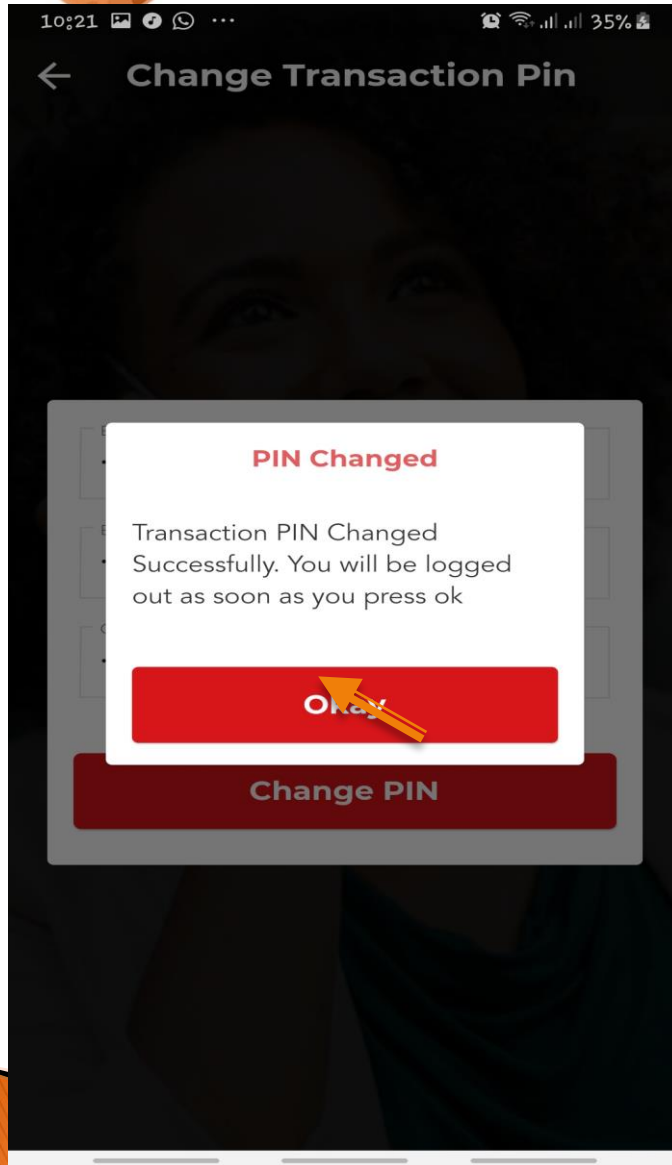


Change Transaction Pin





Change Transaction Pin

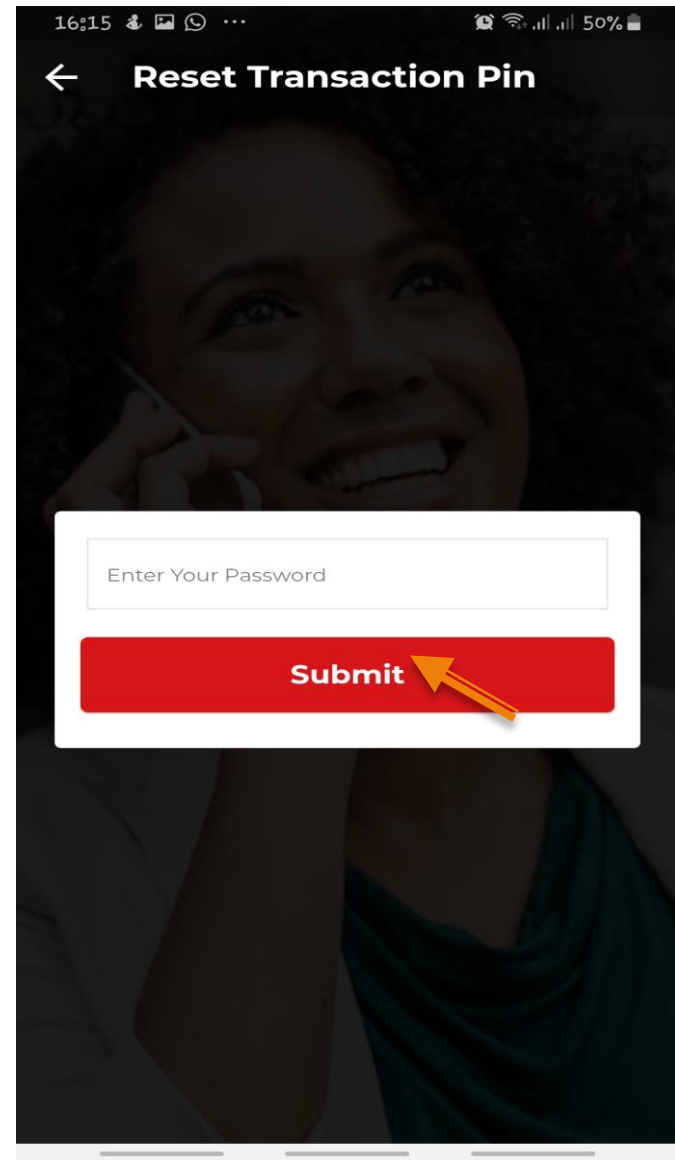
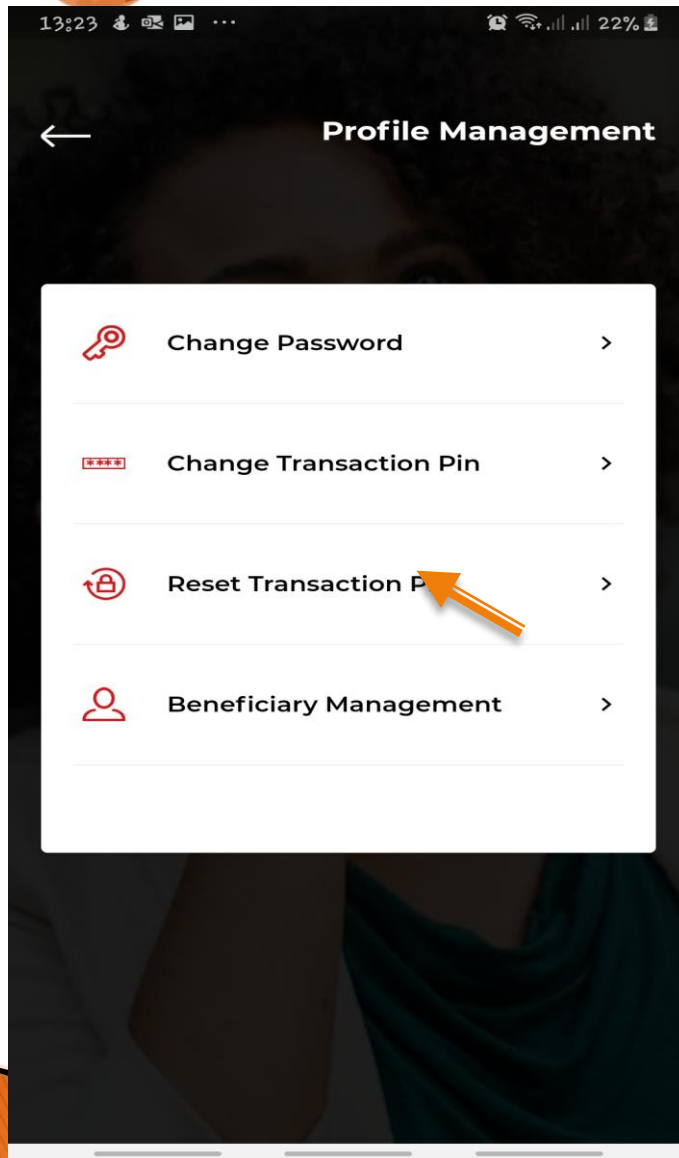


Your next transaction pin is the new Transaction Pin





Reset Transaction Pin





Reset Transaction Pin

16:15 49%

← Reset Transaction Pin

OTP Sent

A PIN reset code has been sent to email/mobile number

Okay

16:15 49%

← Reset Transaction Pin

Enter New PIN

Confirm New PIN

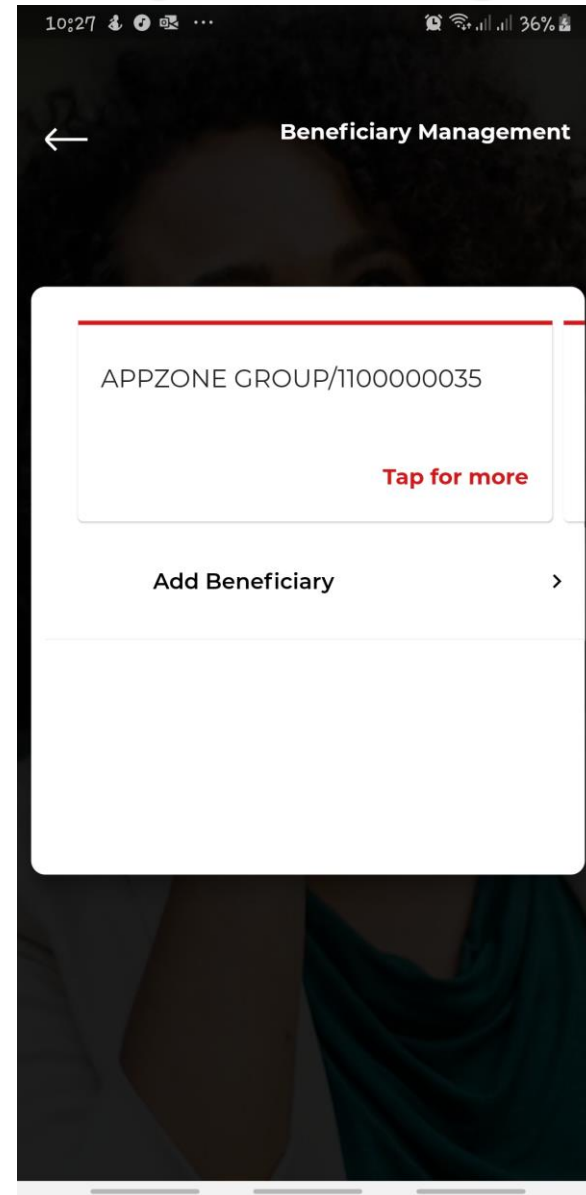
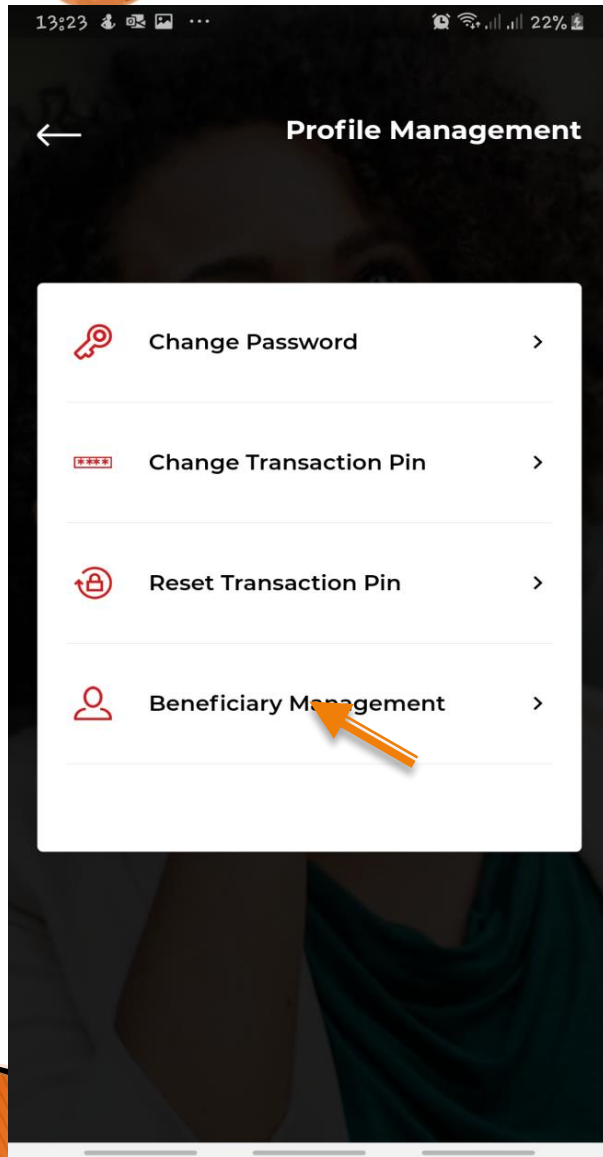
Enter the OTP you received

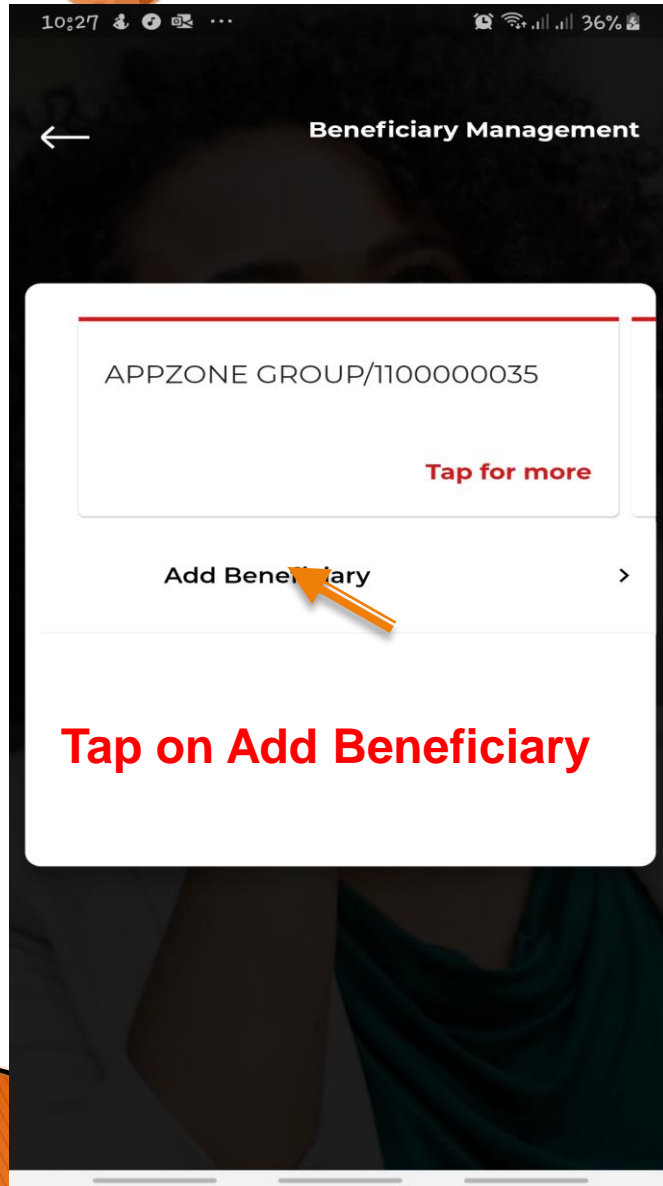
Reset PIN



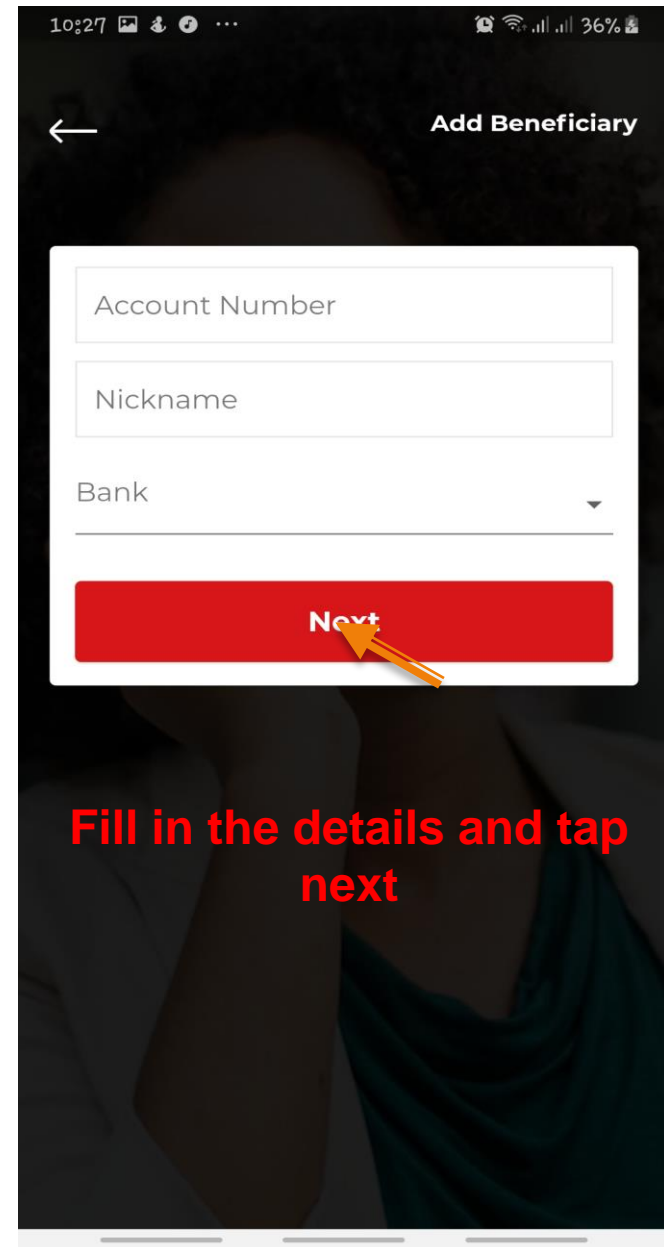


Beneficiary Management





Add Beneficiary



10:34 36%

← Add Beneficiary Confirmation

Bank	GTB	✓
Account Number	0019542840	✓
Account Name	IHEDIBA, OLUNNA MOSES	✓
Nickname	moses	✓

Confirm

Tap on Confirm if the details corresponds

Add Beneficiary

10:34 36%

← Add Beneficiary Confirmation

Bank	GTB	✓
Account Number	0019542840	✓
Account Name	IHEDIBA, OLUNNA MOSES	✓
Nickname	moses	✓

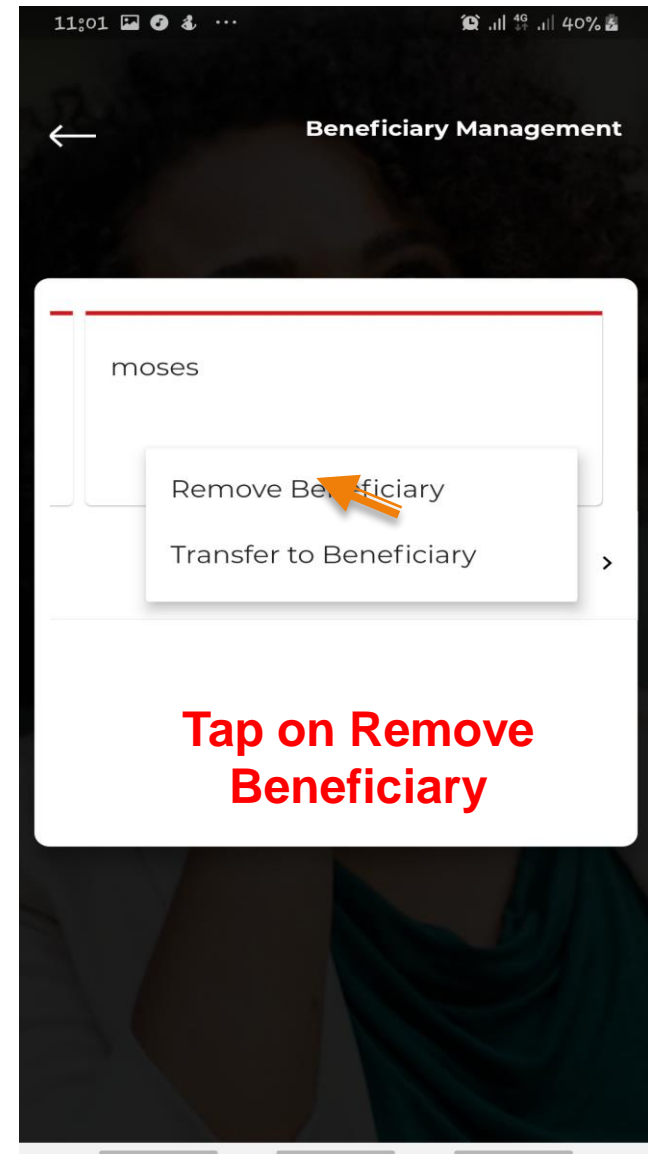
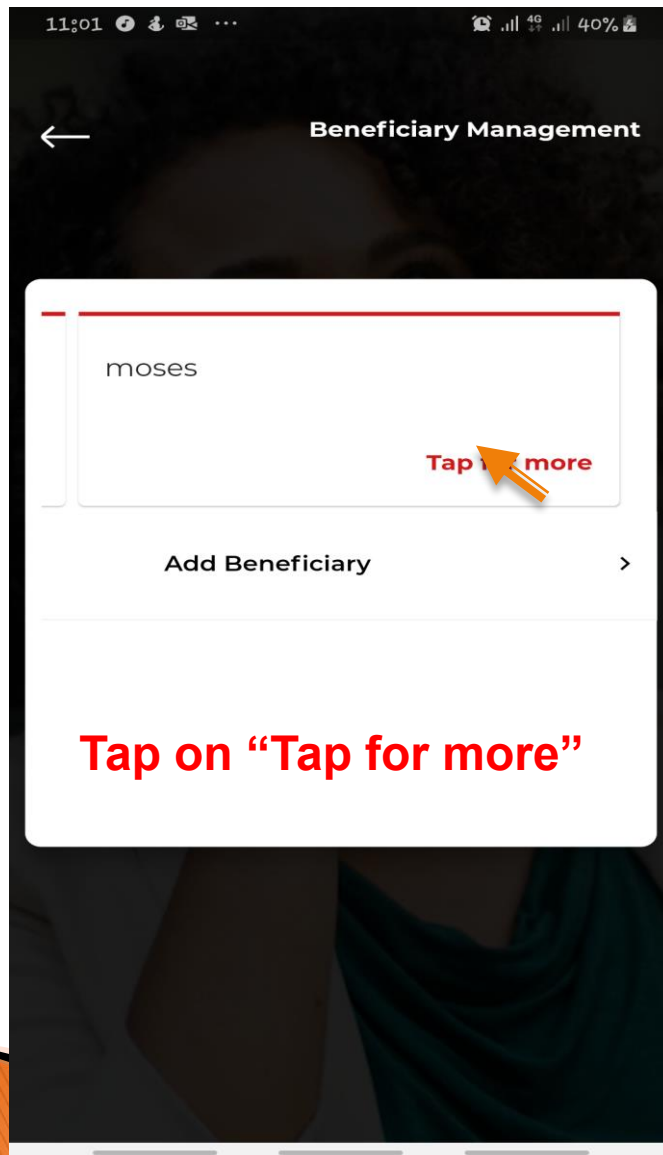
Success

Beneficiary Successfully Added

Okay

Tap Okay

Remove Beneficiary





Remove Beneficiary

10:31 36%

← Remove Beneficiary Confirmation

Bank Name
GTB ✓

Account Name
IHEDIBA, OLUNNA MOSES ✓

Account Number
0019542840 ✓

Remove Beneficiary

Tap on Remove Beneficiary

10:32 36%

← Remove Beneficiary Confirmation

Bank Name
GTB ✓

Account Name
IHEDIBA, OLUNNA MOSES ✓

Account Number
0019542840 ✓

Success

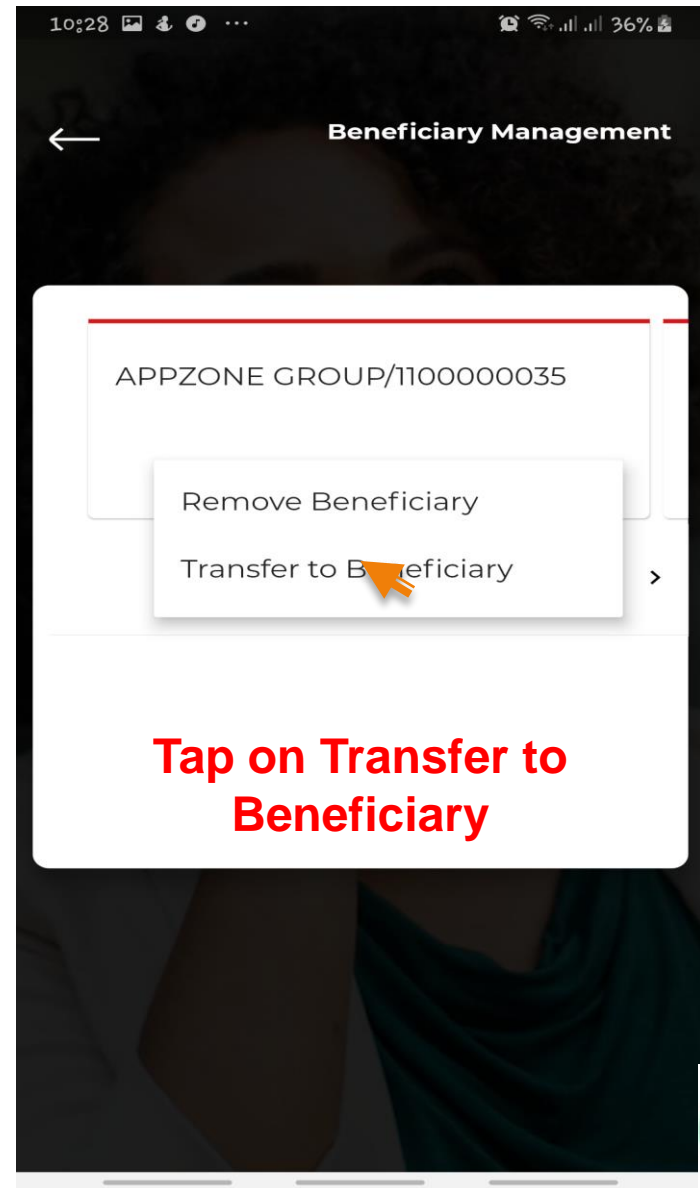
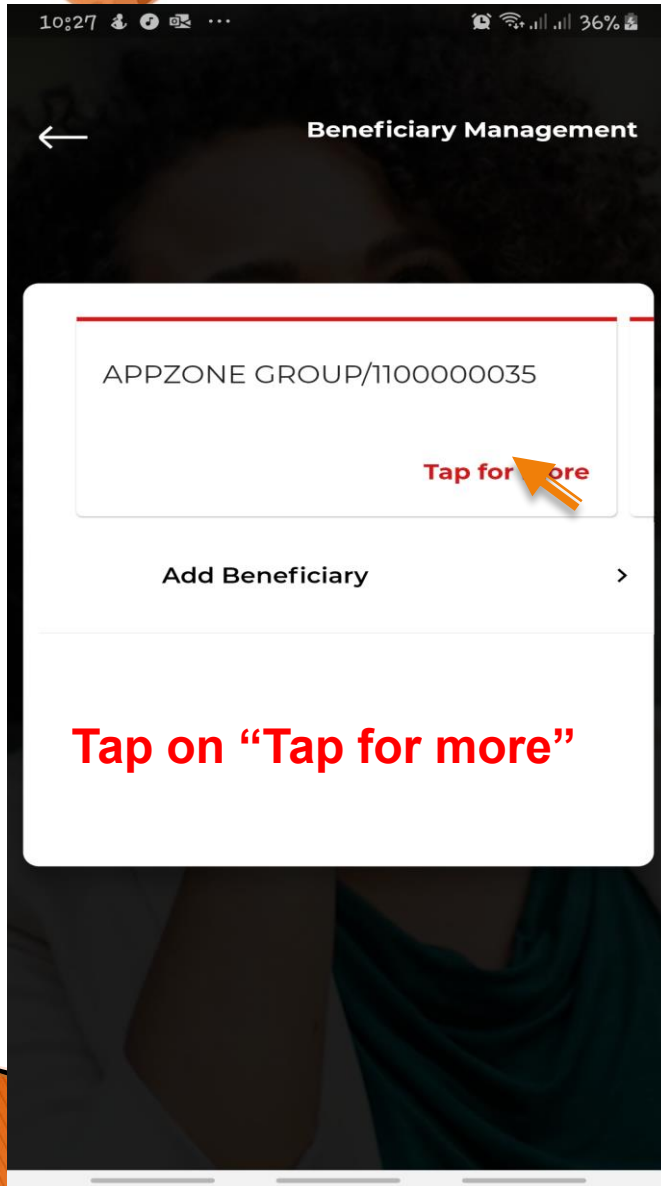
Beneficiary Removed Successfully

Okay

Tap Okay



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 1 of 1
SAVINGS ACCOUNT/1100012696

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

10:30 36%

← Transfer from Beneficiary Confirmation

FROM ACCOUNT
NGN 7.40 ✓
SAVINGS ACCOUNT/1100012696

Beneficiary Account Number
1100000035 ✓

Beneficiary Bank ✓

Enter Transaction PIN

Pin

0/4

Input the Transaction Pin

10:29 36%

← Transfer to Other Bank

Account Name
APPZONE GROUP ✓

Account Number
1100000035 ✓

Amount
1

Success
Transaction was successful

Okay

Next

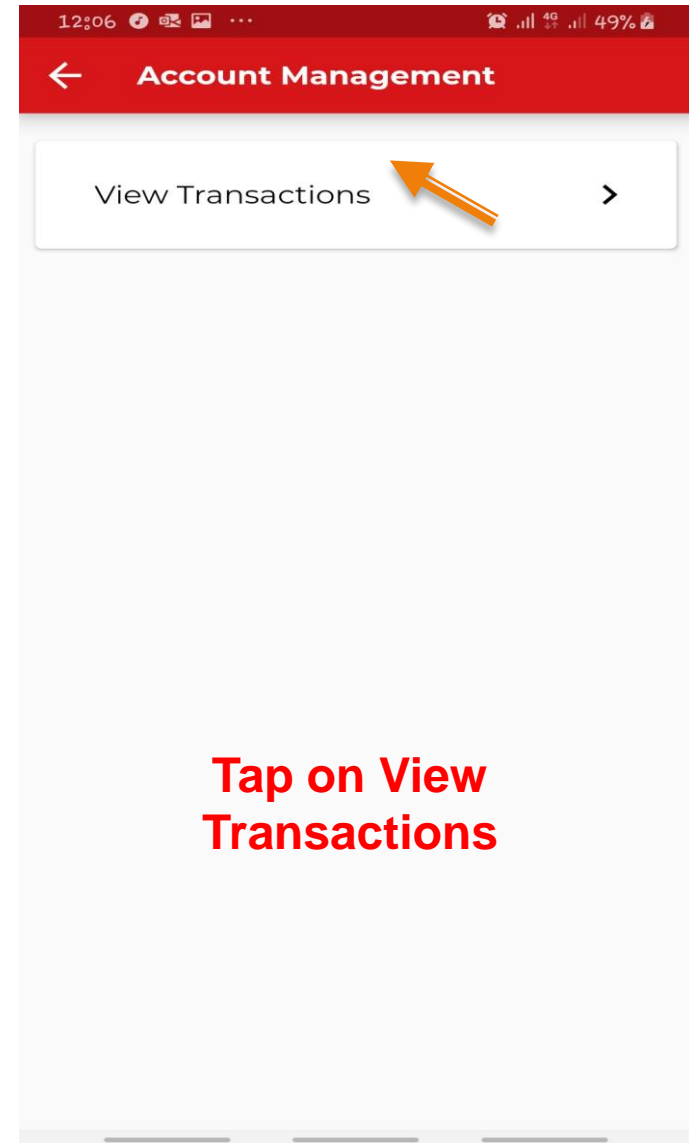
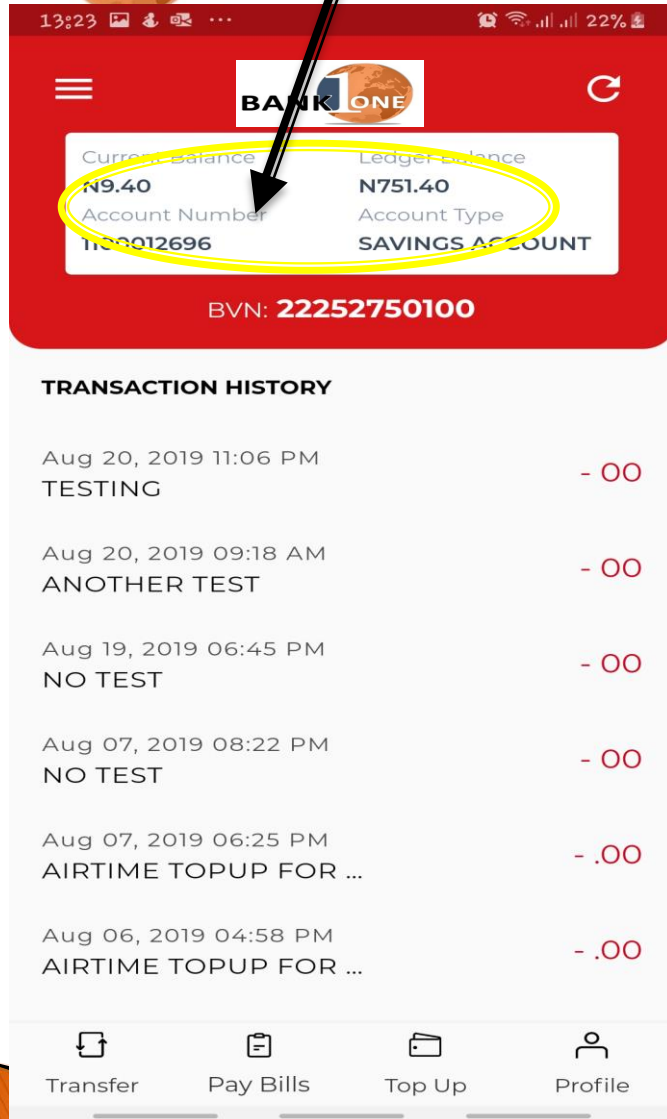
Tap Okay to Leave page





Tap here

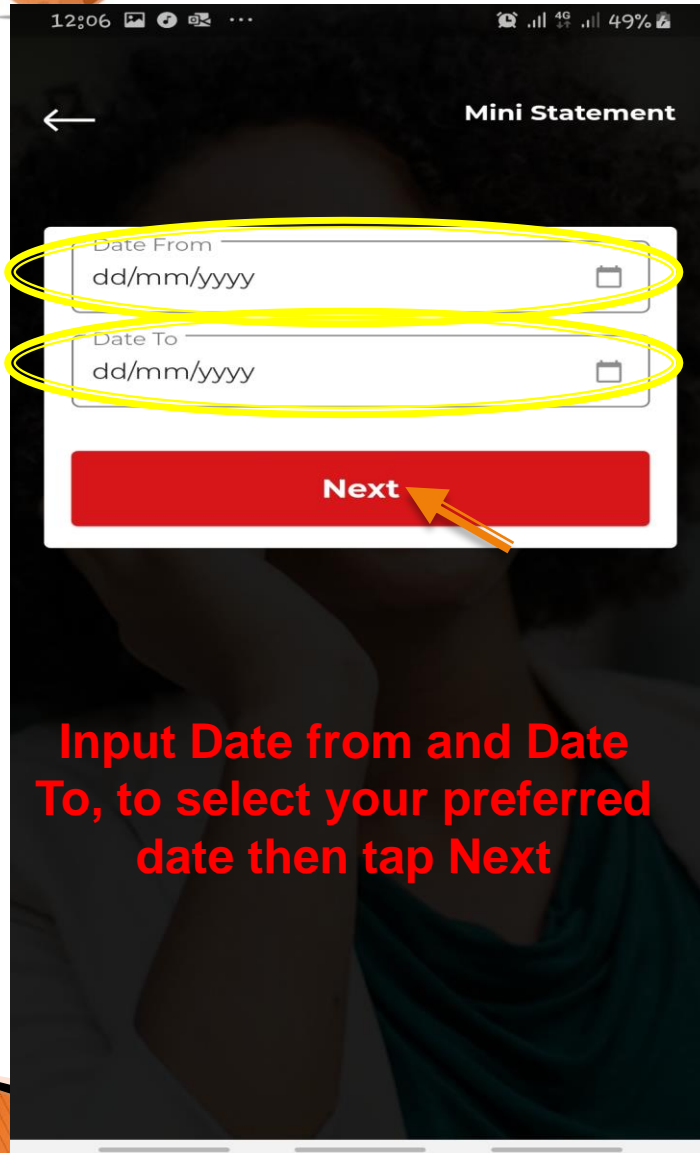
View Transaction Report



Tap on View Transactions



View Transaction Report



12:06 49%

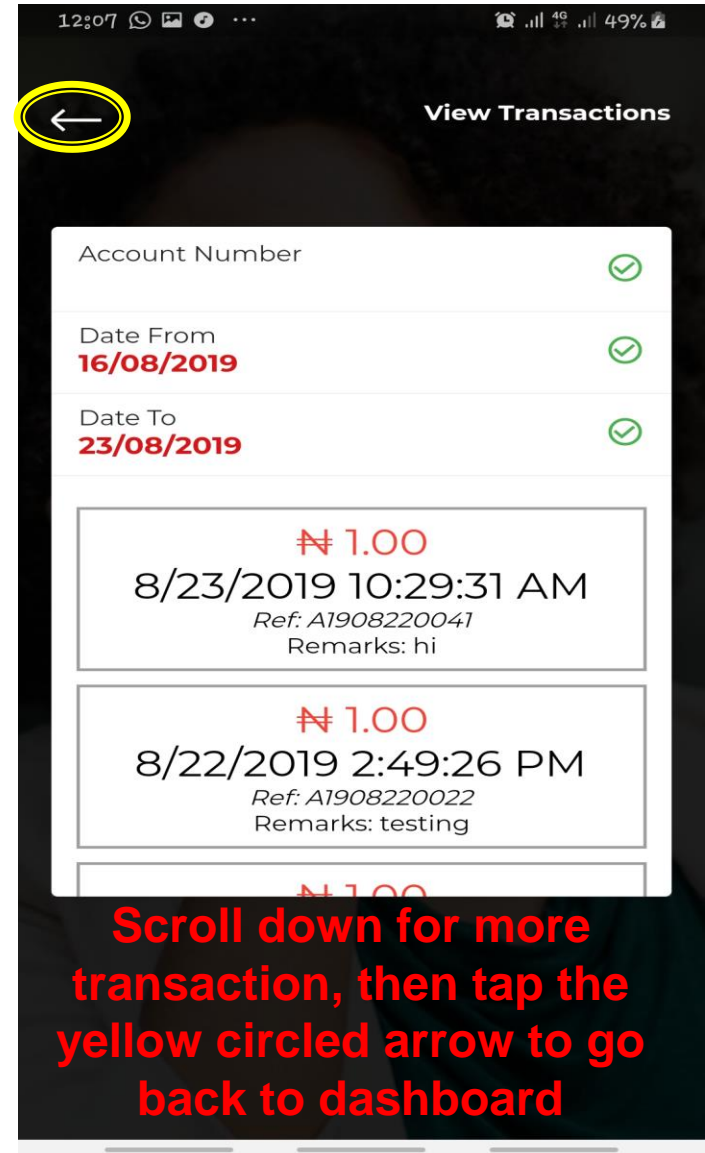
← Mini Statement

Date From
dd/mm/yyyy

Date To
dd/mm/yyyy

Next

Input Date from and Date To, to select your preferred date then tap Next



12:07 49%

← View Transactions

Account Number ✓

Date From
16/08/2019 ✓

Date To
23/08/2019 ✓

₦ 1.00
8/23/2019 10:29:31 AM
Ref: A1908220041
Remarks: hi

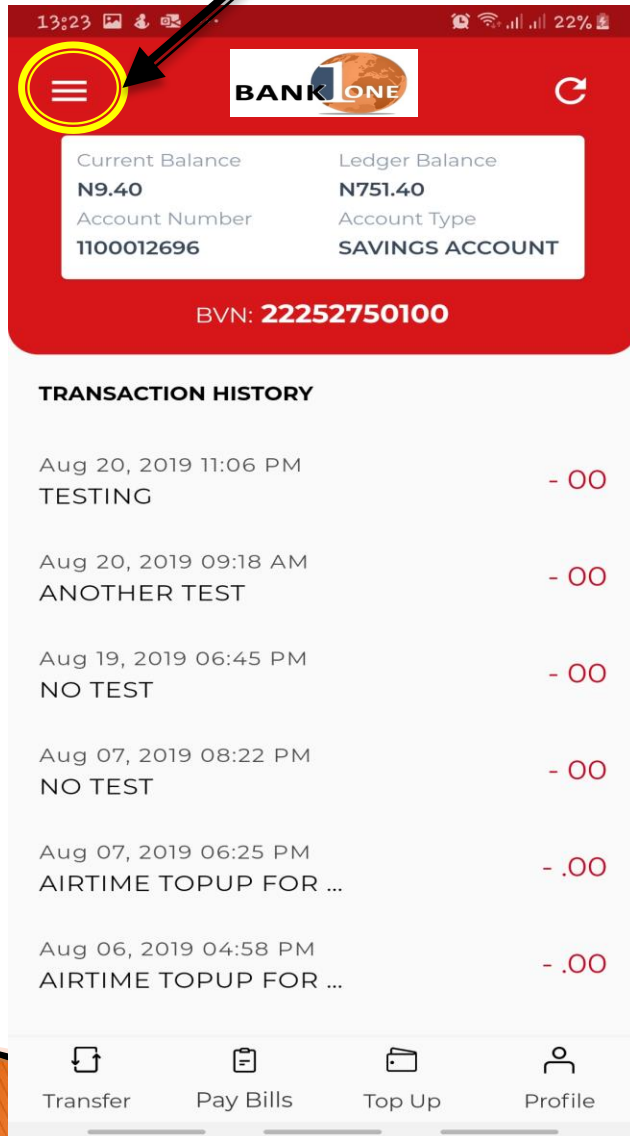
₦ 1.00
8/22/2019 2:49:26 PM
Ref: A1908220022
Remarks: testing

₦ 1.00

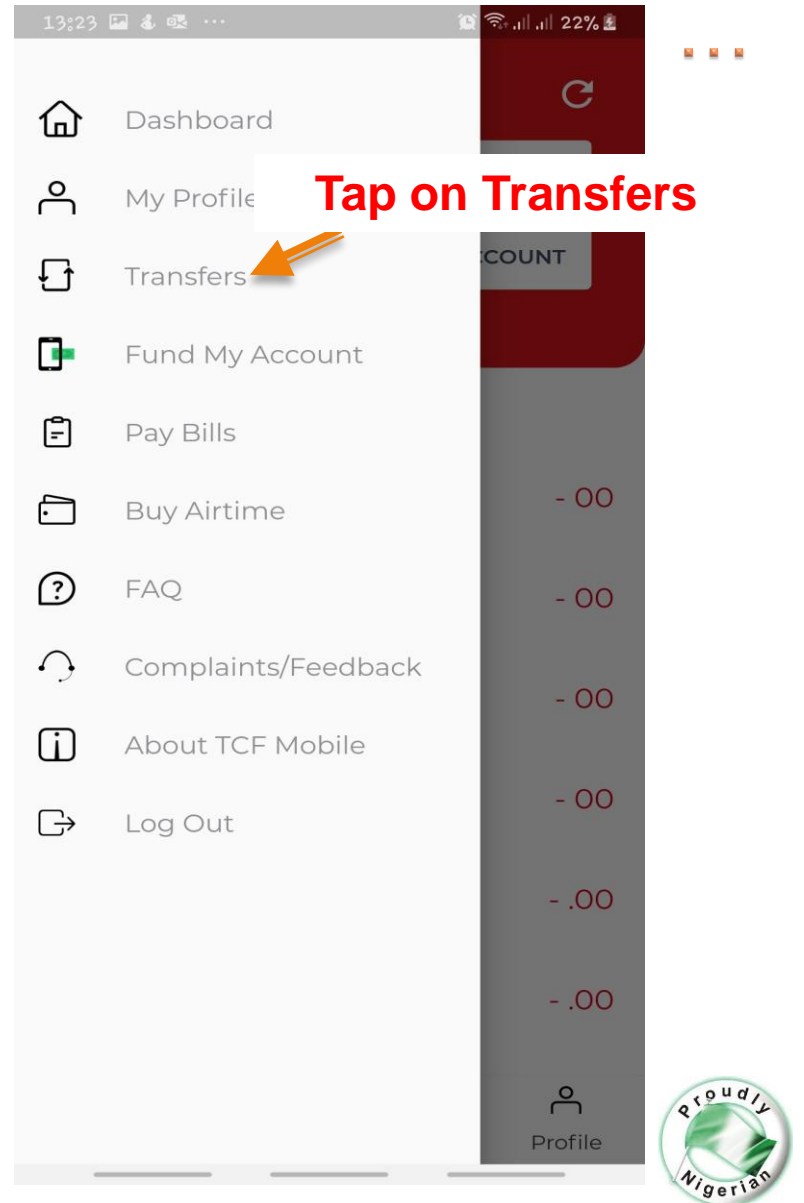
Scroll down for more transaction, then tap the yellow circled arrow to go back to dashboard



Tap on the menu



Make a Transfer





Transfer to self

15:33 50%

← Send Money

Select Transfer Type

- Transfer to Beneficiary >
- Transfer to Self >**
- Transfer within my Bank >
- Transfer to Other Banks >

15:34 50%

← Transfer to Self

From Account

NGN 7.40 1 of 1
SAVINGS ACCOUNT/1100012696

To Account

NGN 7.40 1 of 1
SAVINGS ACCOUNT/1100012696

Amount

Remarks

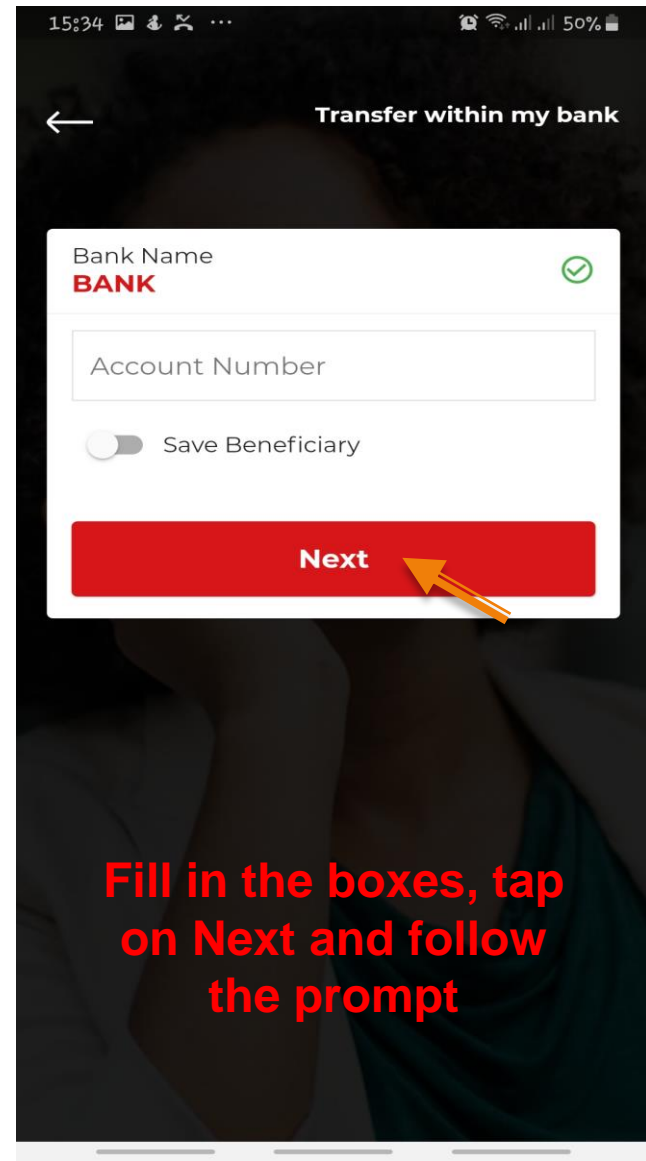
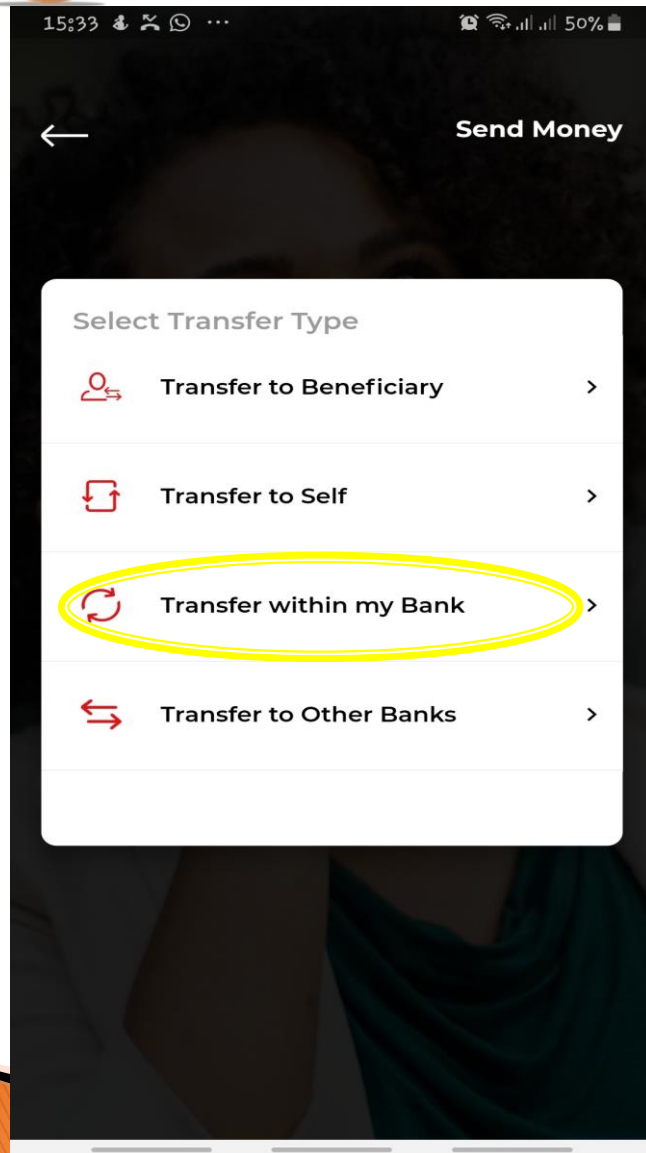
Next

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





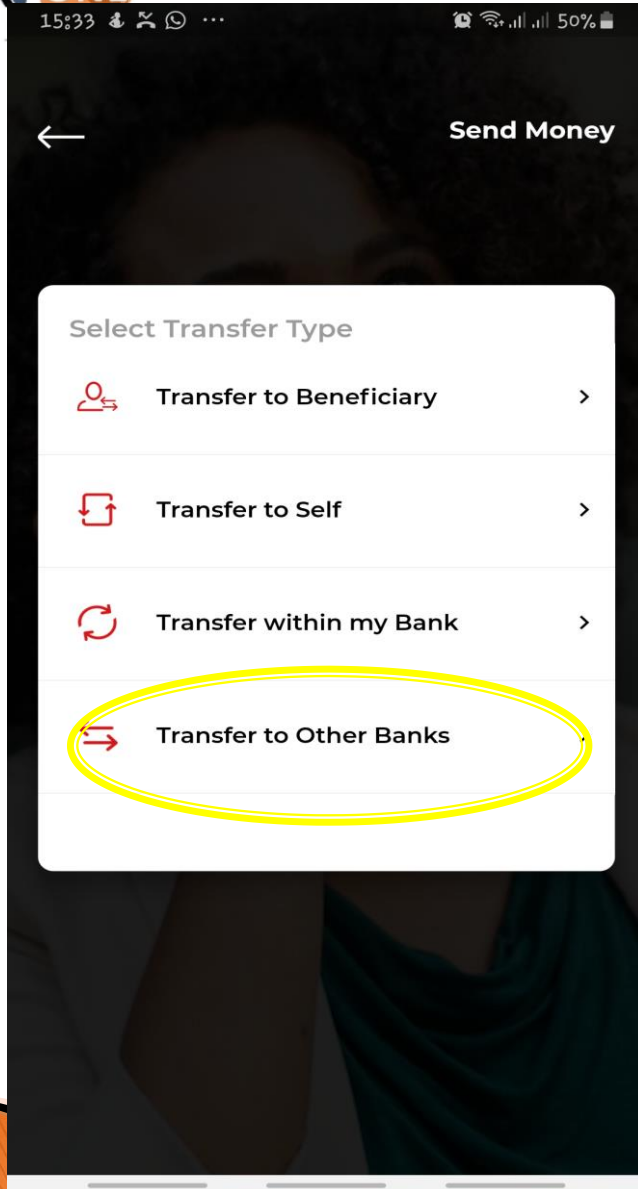
Transfer within Bank



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



Transfer to Other Banks

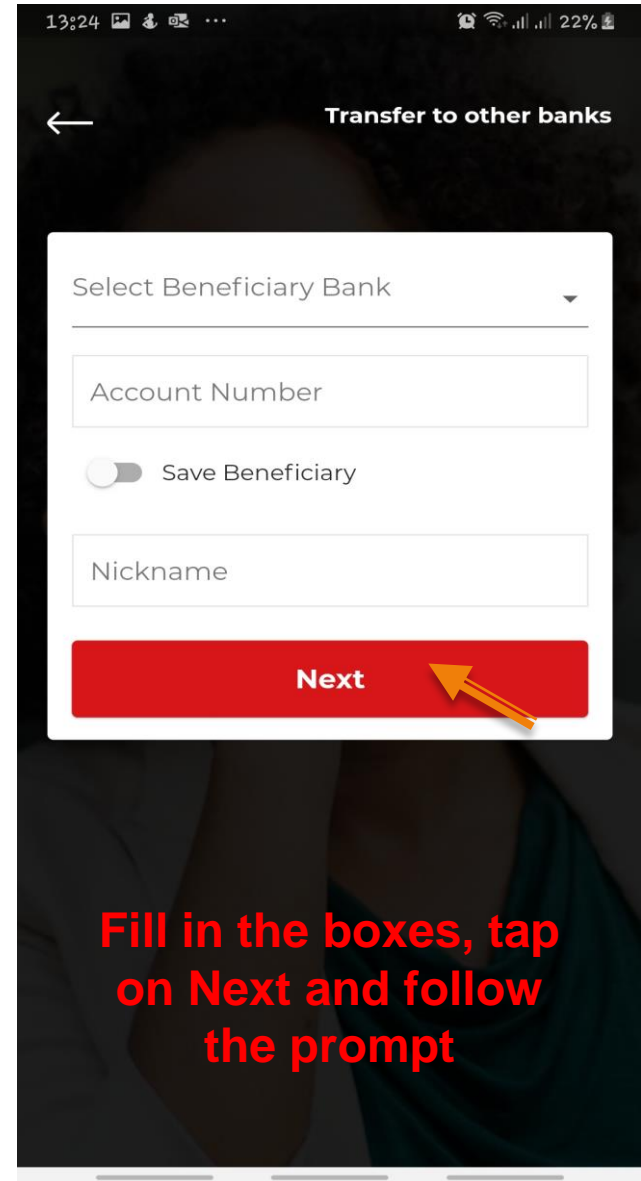


15:33 50%

← Send Money

Select Transfer Type

- Transfer to Beneficiary >
- Transfer to Self >
- Transfer within my Bank >
- Transfer to Other Banks** >



13:24 22%

← Transfer to other banks

Select Beneficiary Bank

Account Number

☐ Save Beneficiary

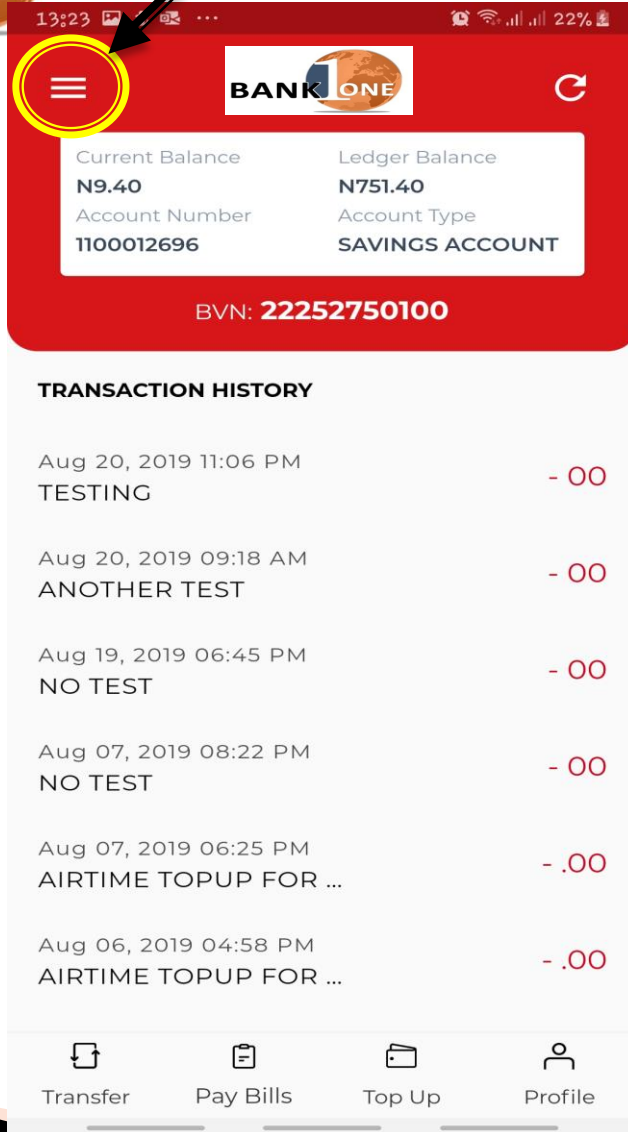
Nickname

Next

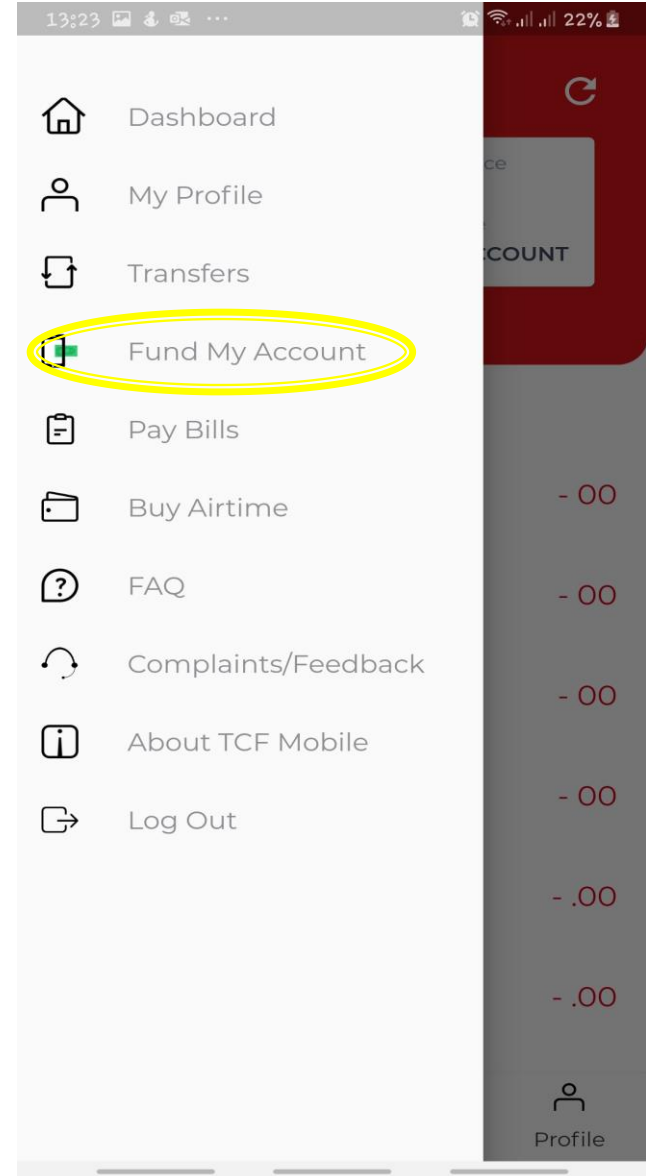
Fill in the boxes, tap on Next and follow the prompt



Tap on the menu



Fund my Account





Fund my Account

13:26 13:26 22%

https://www.quickteller.com

Old Quickteller Quickteller Paypoint

Quickteller Signup | Login

Quickteller BANK ONE MFB

Enter email address

Account Number

₦ Amount

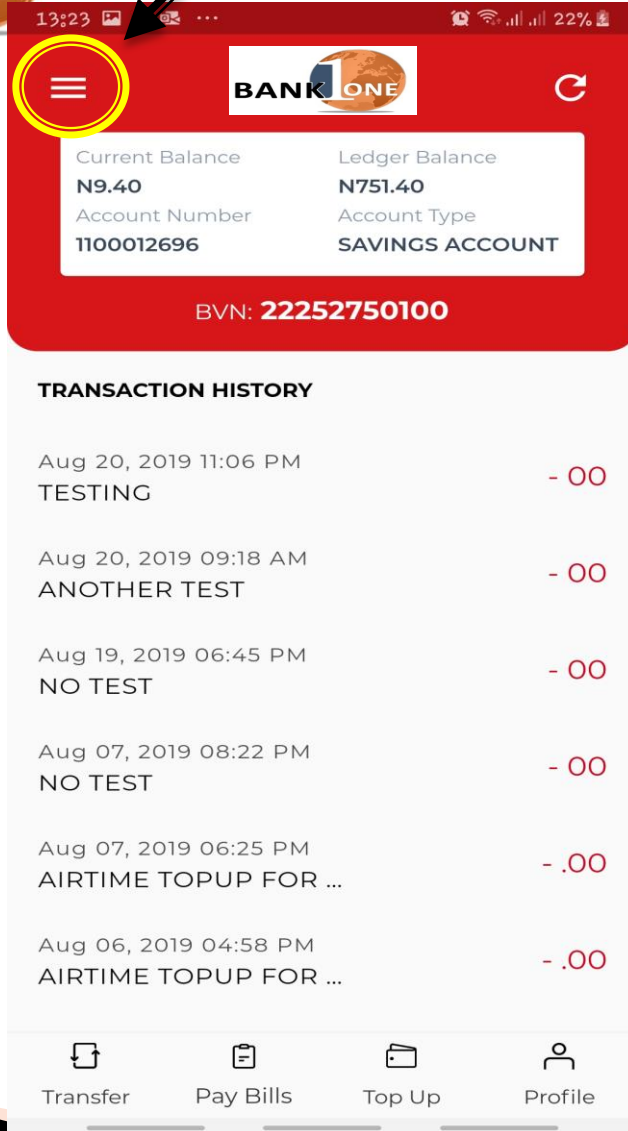
Continue

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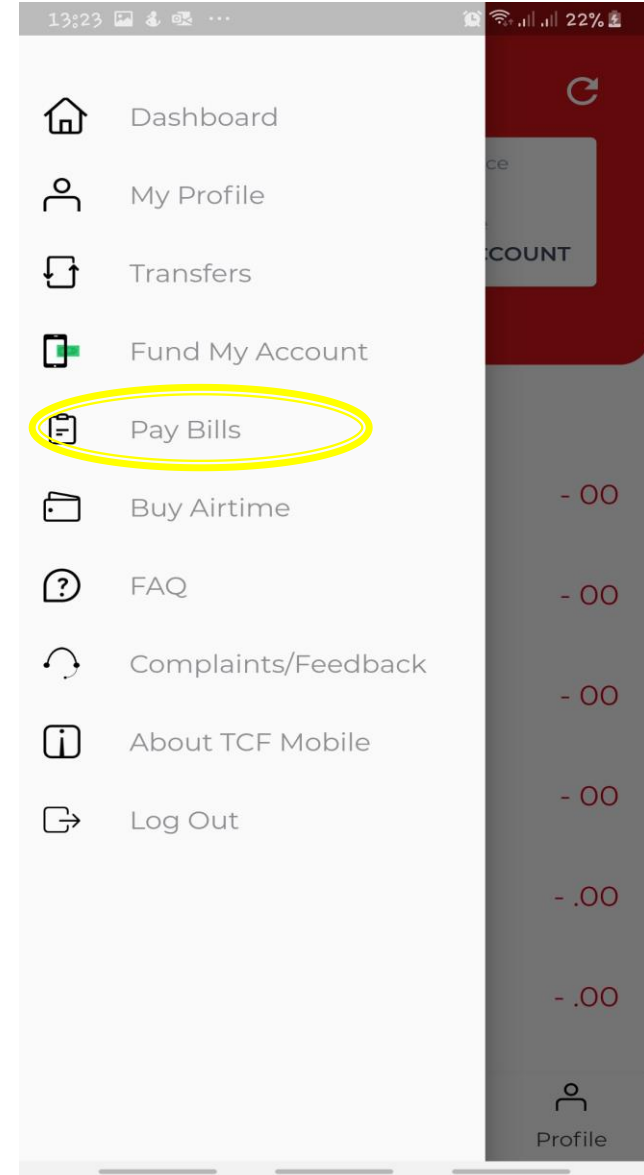




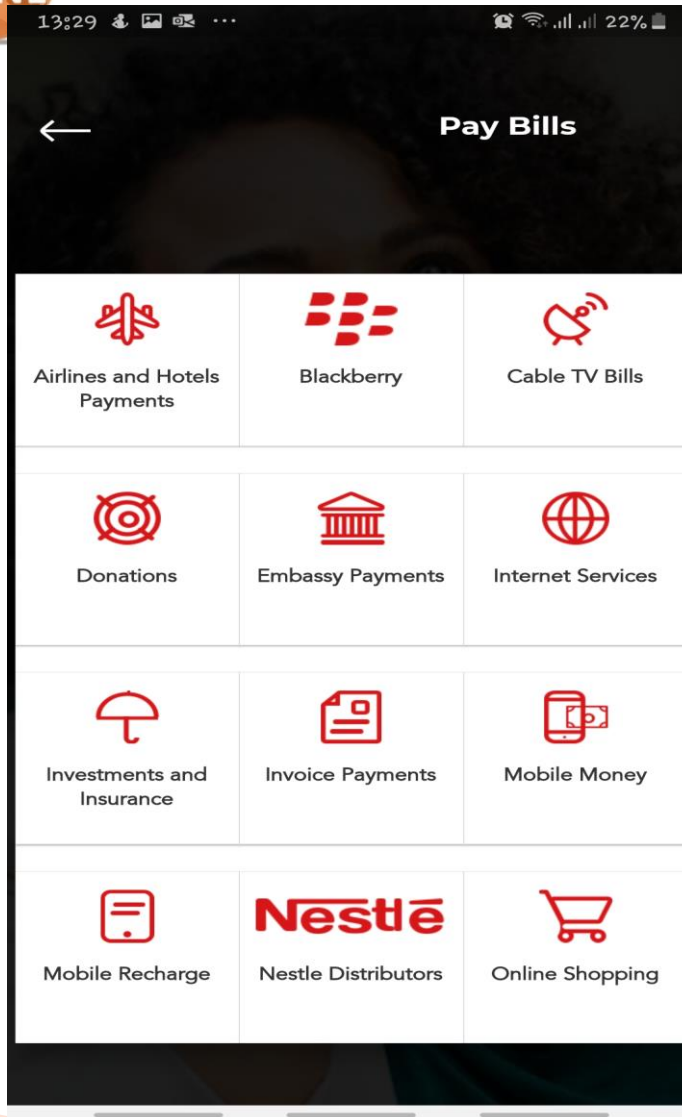
Tap on the menu



Bills Payment



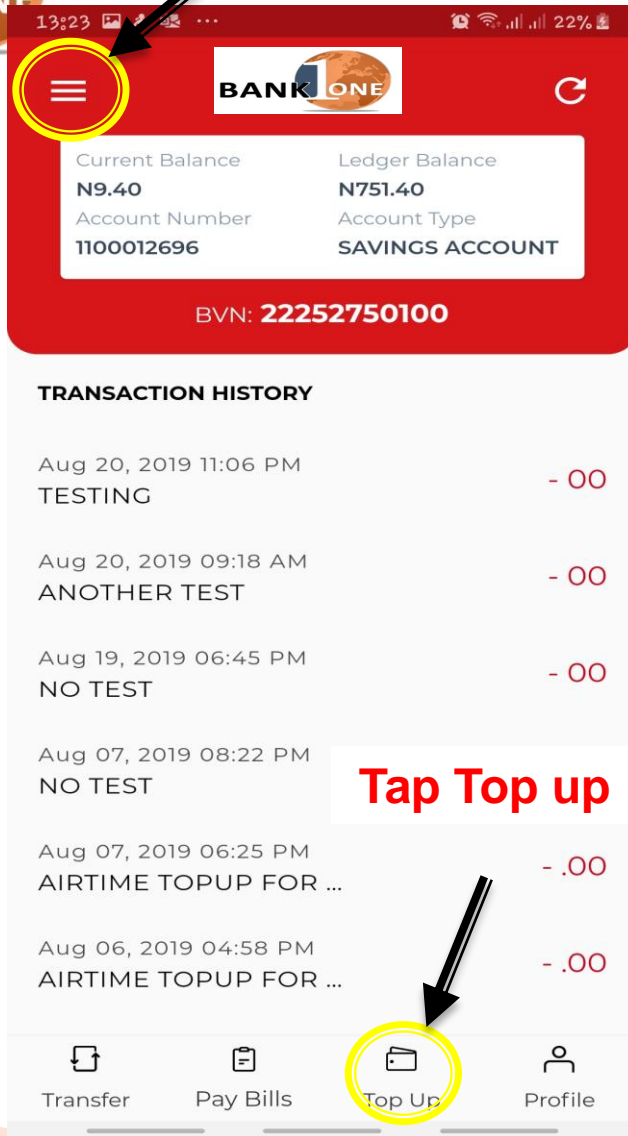
Bills Payment



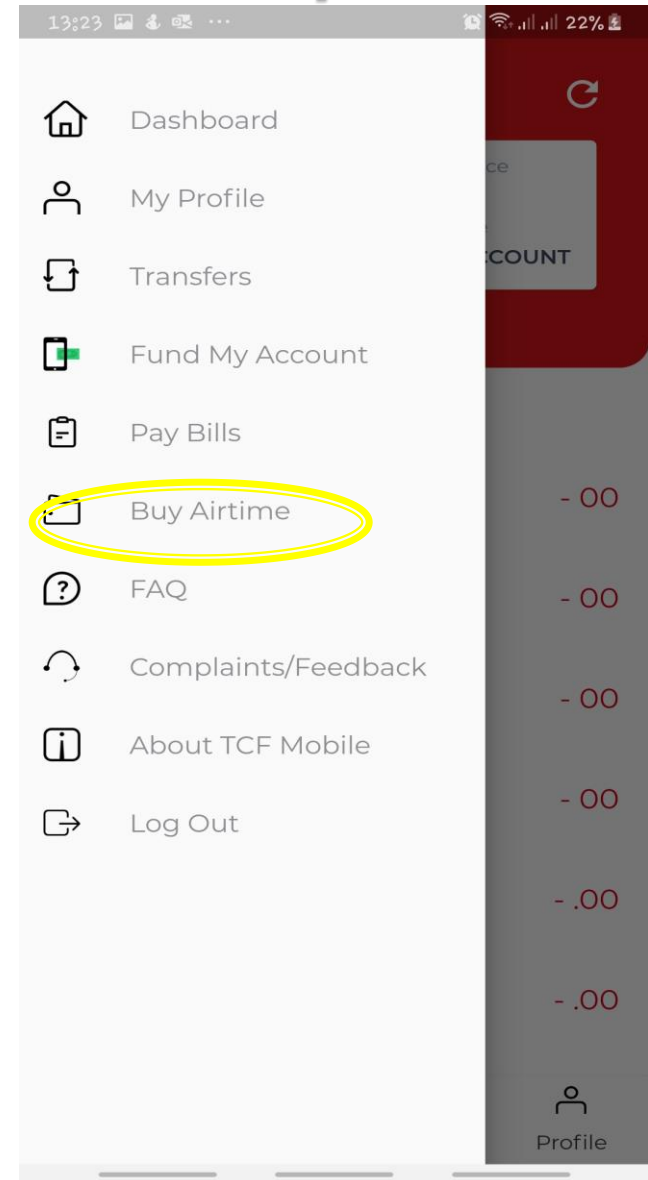
Select the Bills you'd like to pay and follow the prompt



Tap on the menu



Buy Airtime





Buy Airtime

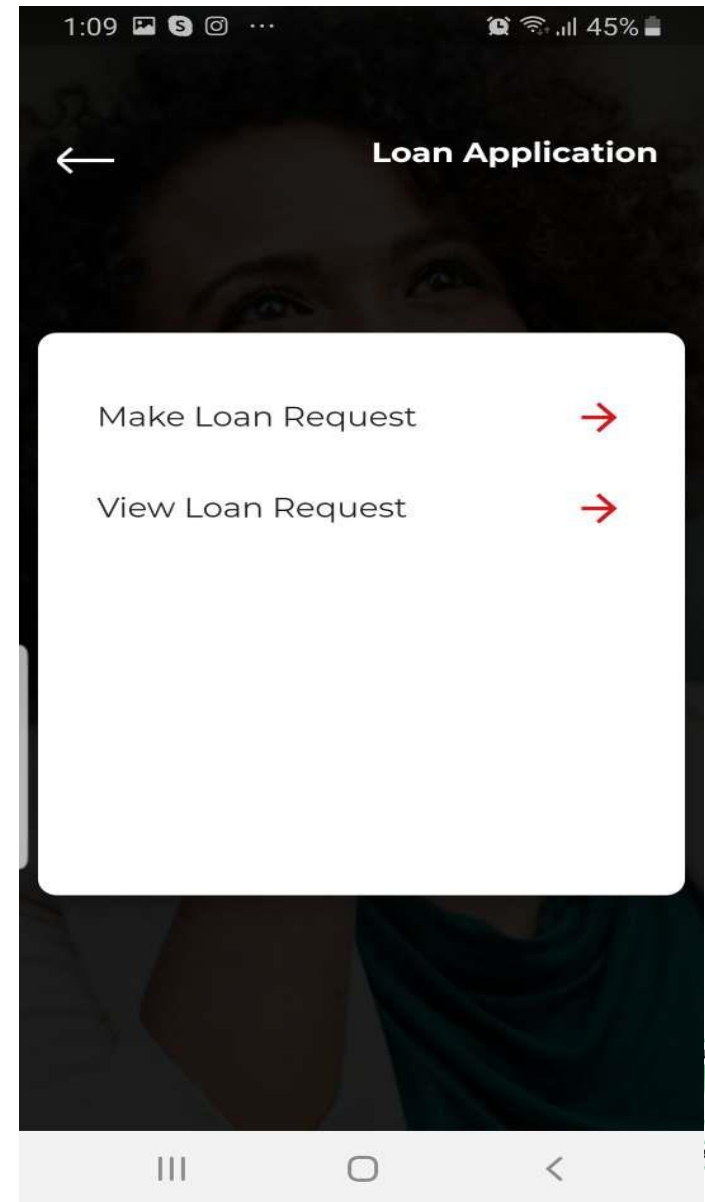
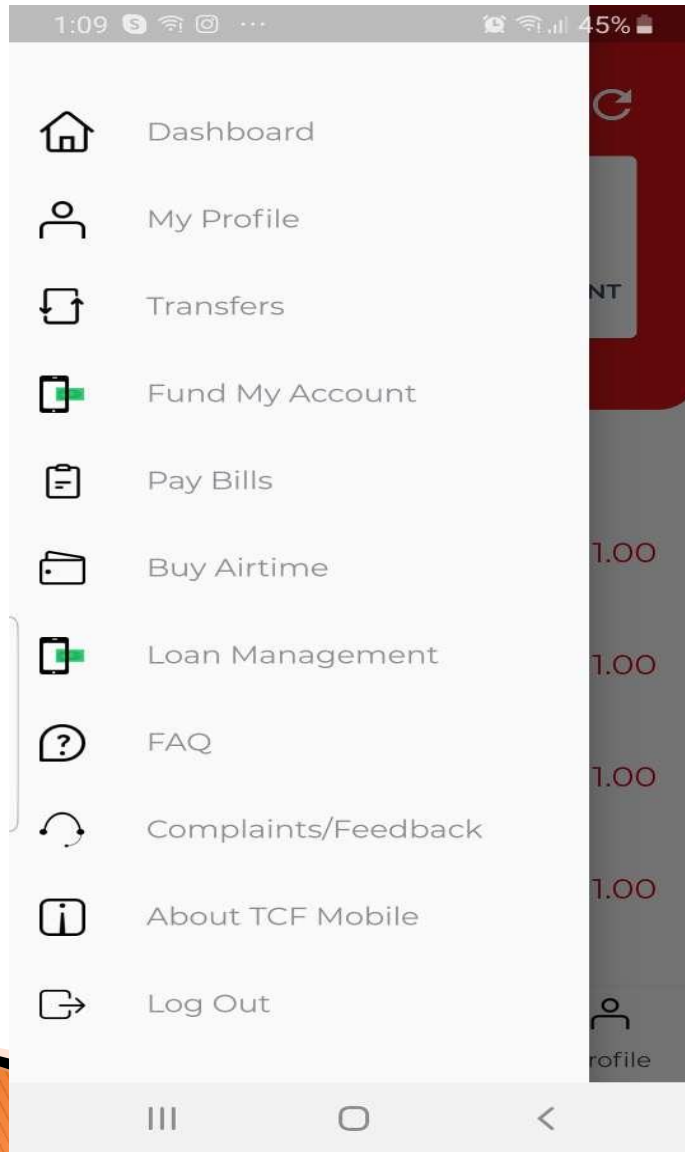
A screenshot of a mobile app interface for buying airtime. The form is titled 'Airtime Top Up' and includes a back arrow. It contains several input fields: 'Account' (showing 'NGN 9.40 SAVINGS ACCOUNT/1100012696 1 of 1'), 'Network Provider' (a dropdown menu), 'Phone Number', and 'Amount'. Each of these four fields is highlighted with a yellow oval. A red 'Next' button is located at the bottom of the form. The background of the app shows a person in a green garment.

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



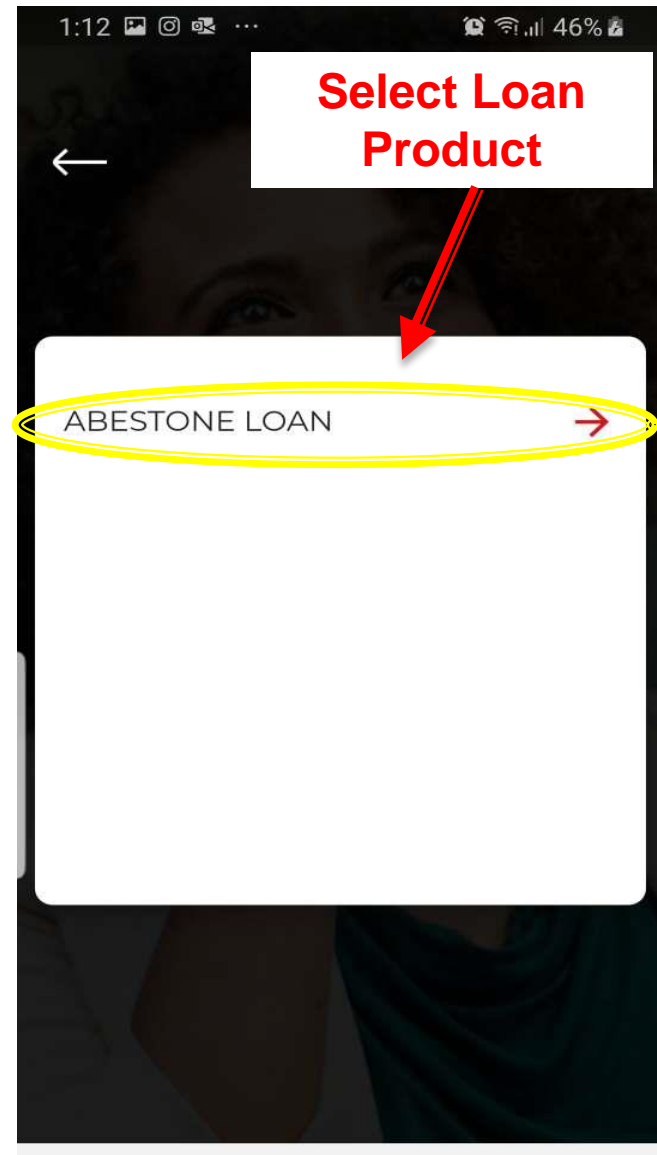
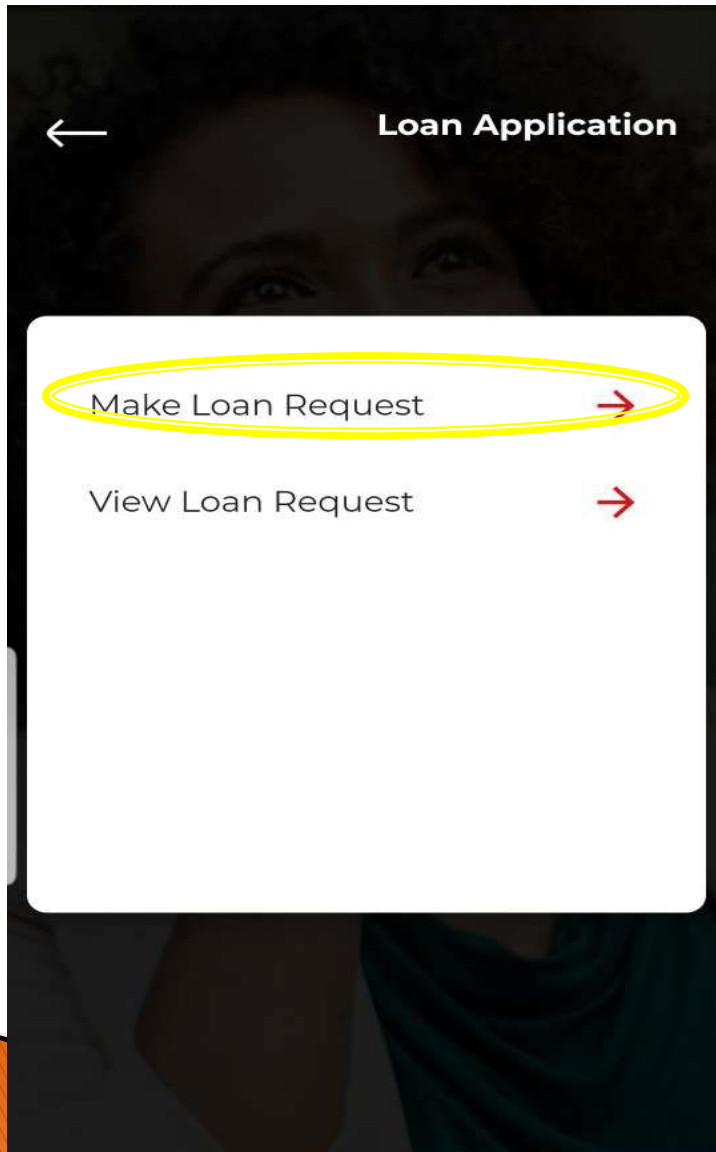


Loan Management





Loan Request



Loan Request

1:10 [icons] 45%

← **Loan Application**

Amount
Amount
200000

Tenure (in Months)
Tenure
4

Select account
1100012696 ▼

Continue

1:13 [icons] 47%

← **Loan Application**


Amount
200000

Tenure (In Months)
5

Account
1100012696

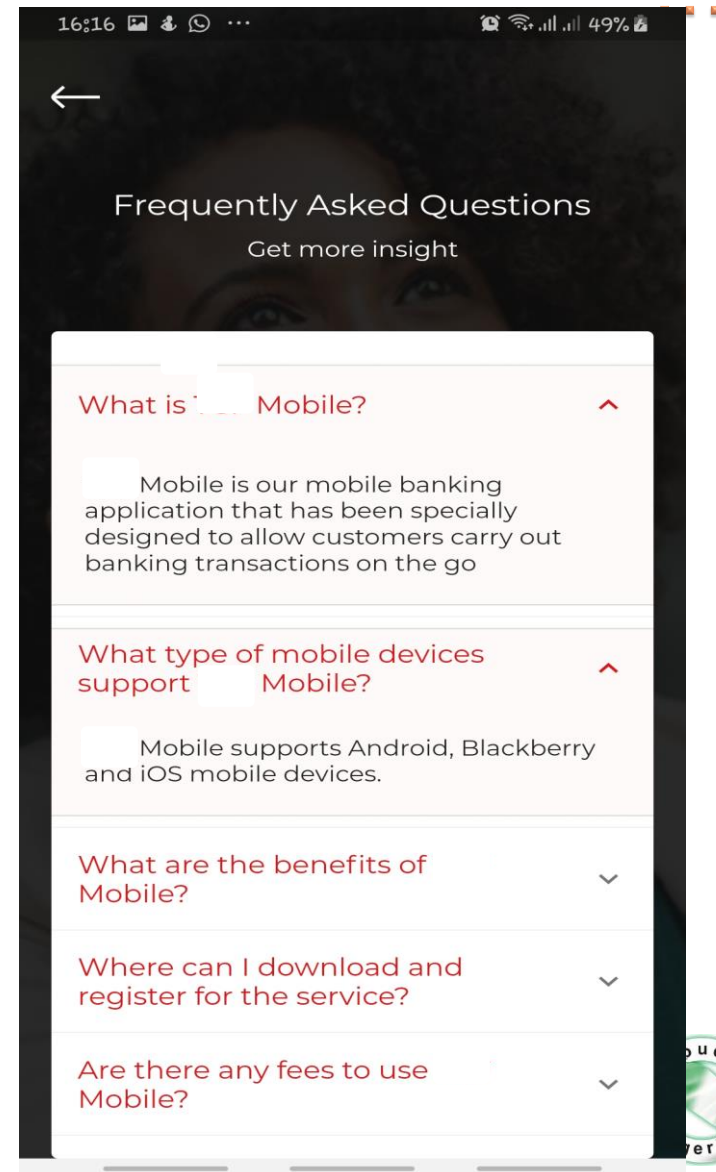
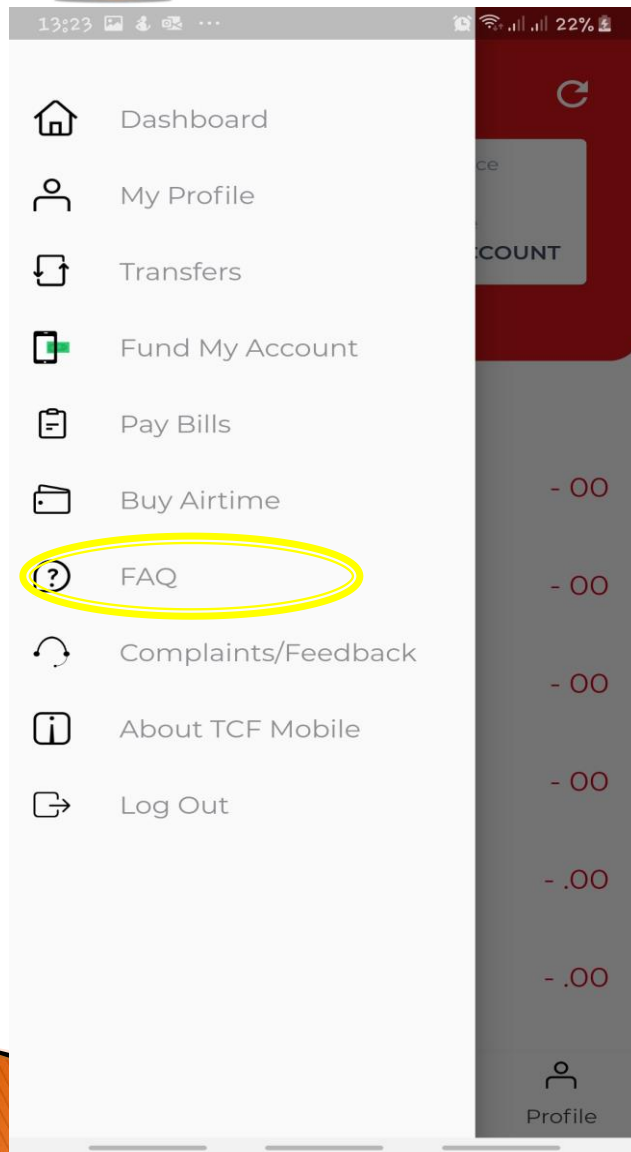
Loan Product
ABESTONE LOAN

Request Loan



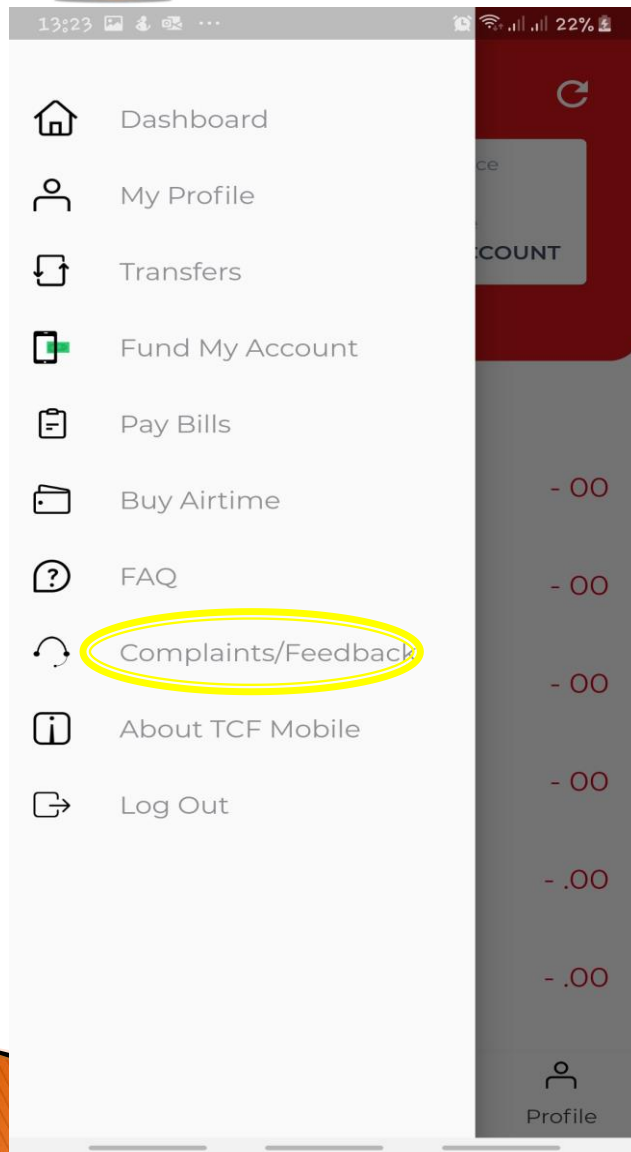


FAQs



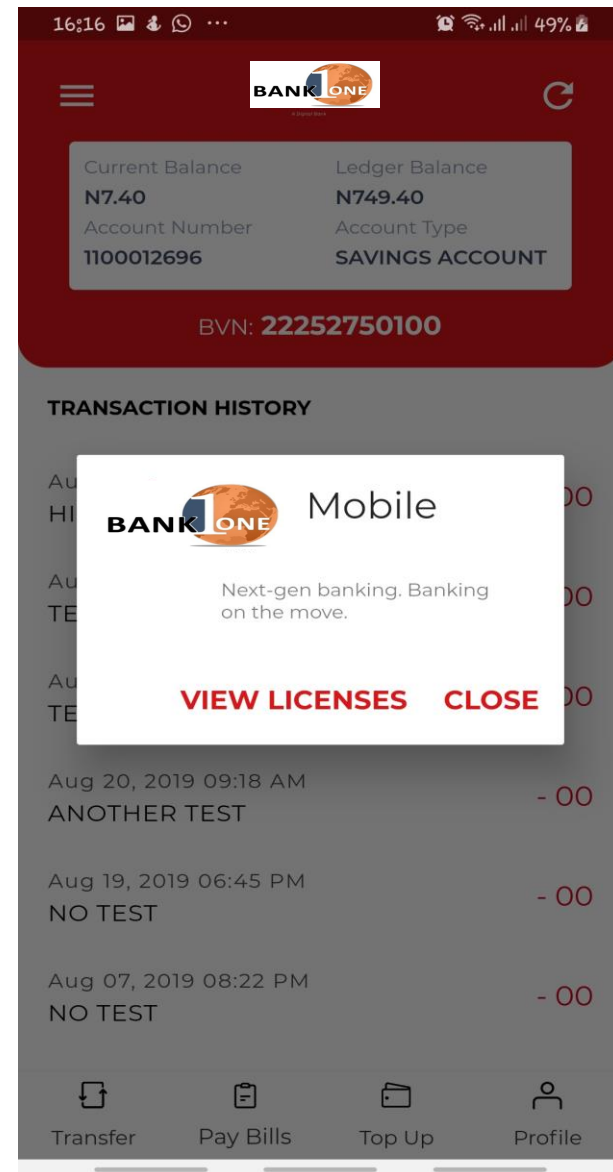
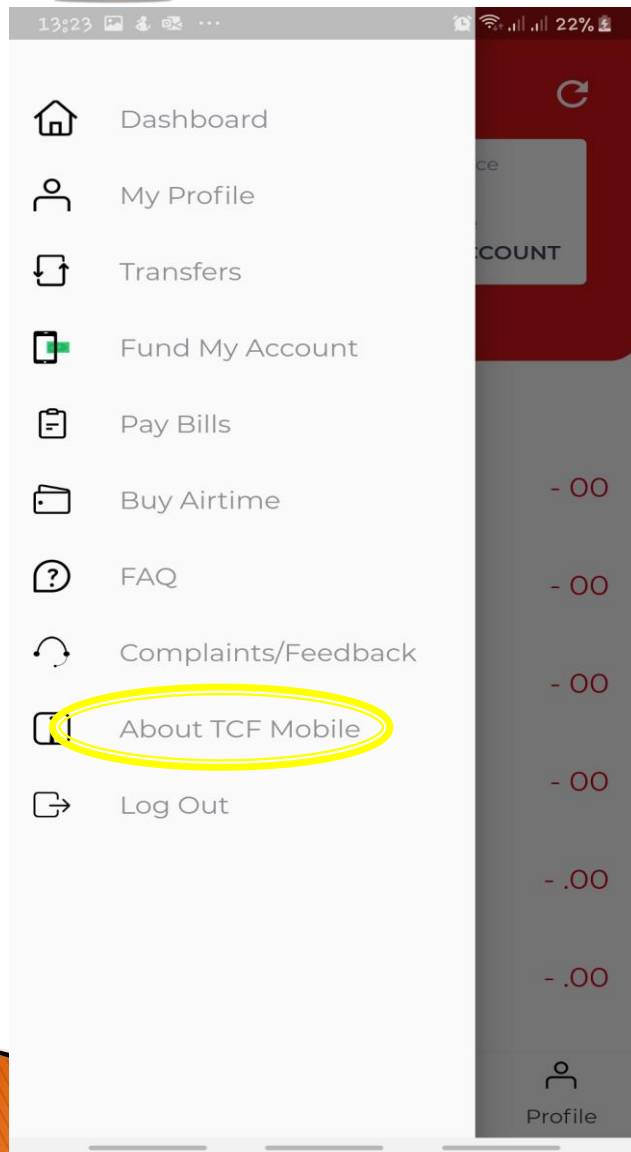


Complaints / Feedback

A screenshot of the 'Feedback / Complaints' form in the Bank One mobile app. The form is displayed on a dark background with a back arrow at the top left. The title 'Feedback / Complaints' is centered, followed by the subtitle 'We did like to hear from you'. The form contains five input fields: 'Account Number', 'Account Name', 'Email Address', 'Phone Number', and 'Feedback / Complaints'. A large red 'SUBMIT' button is located at the bottom of the form. The status bar at the top shows the time 15:36 and battery level 50%.

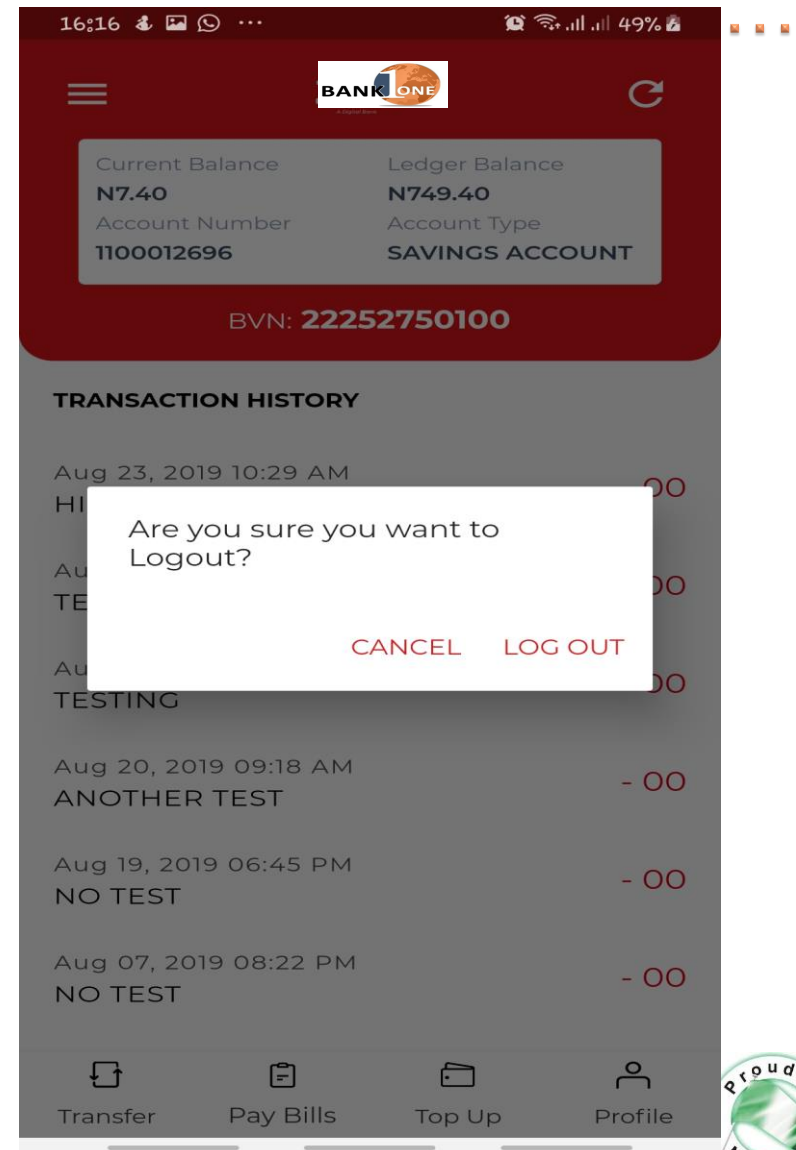
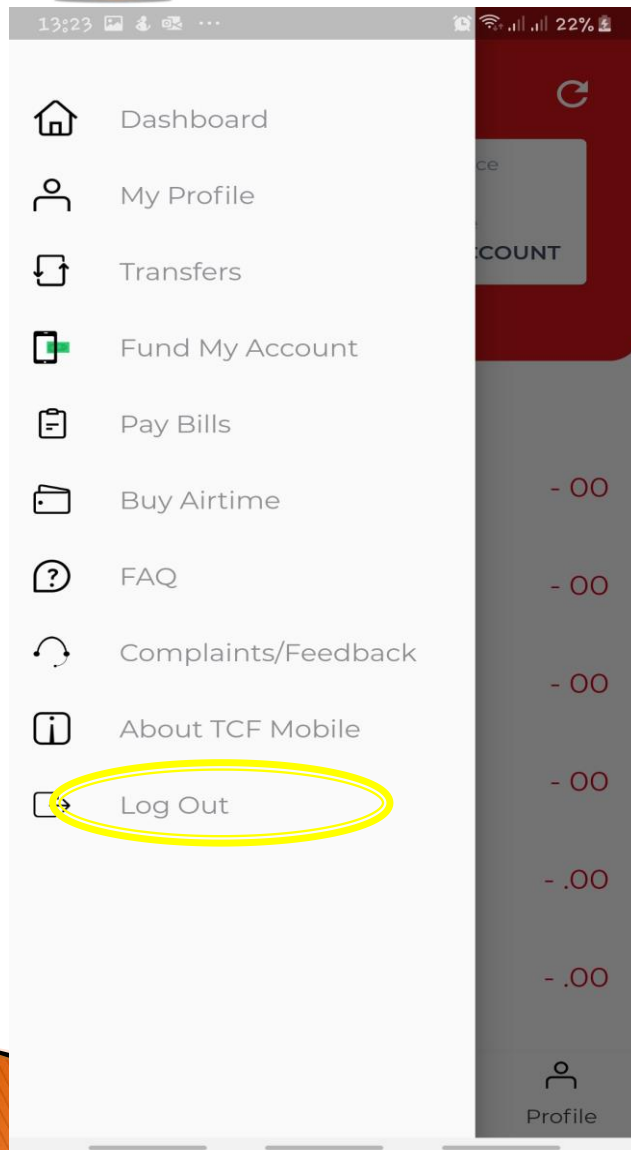


About



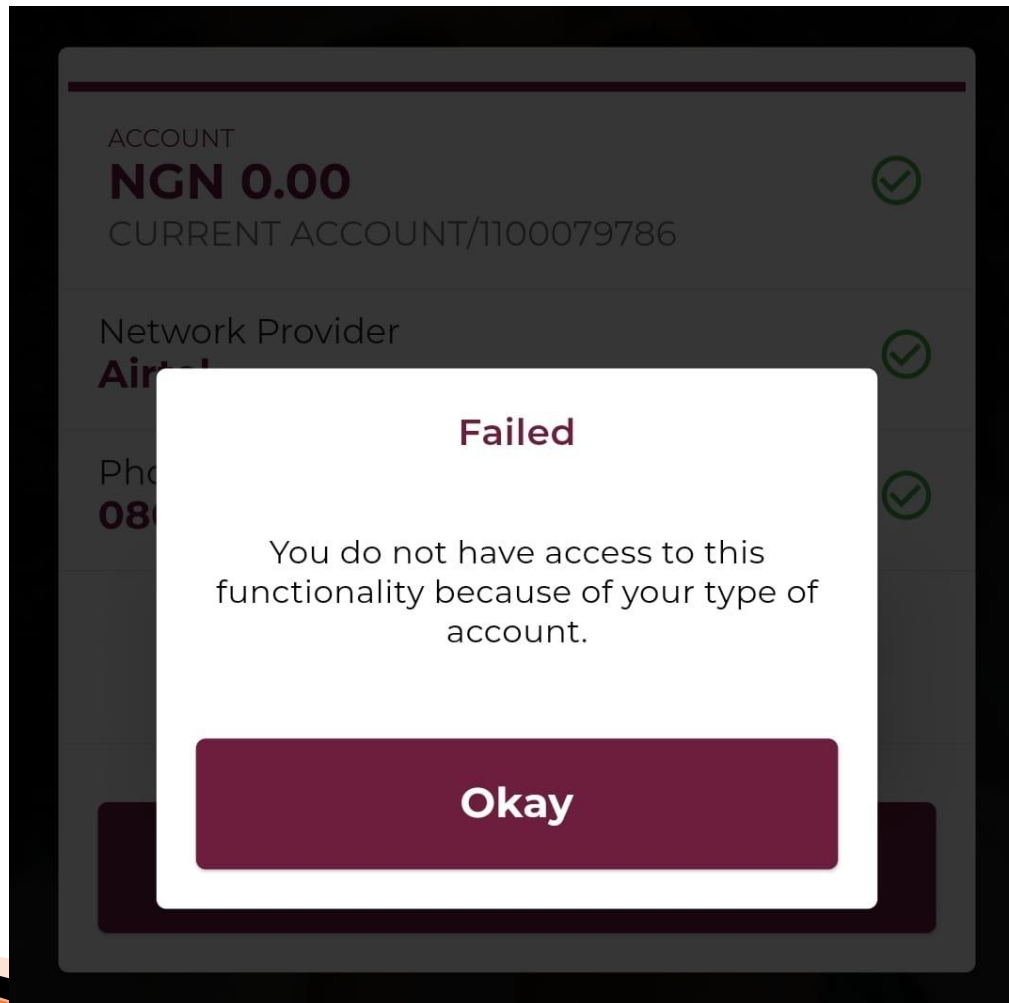


Log Out



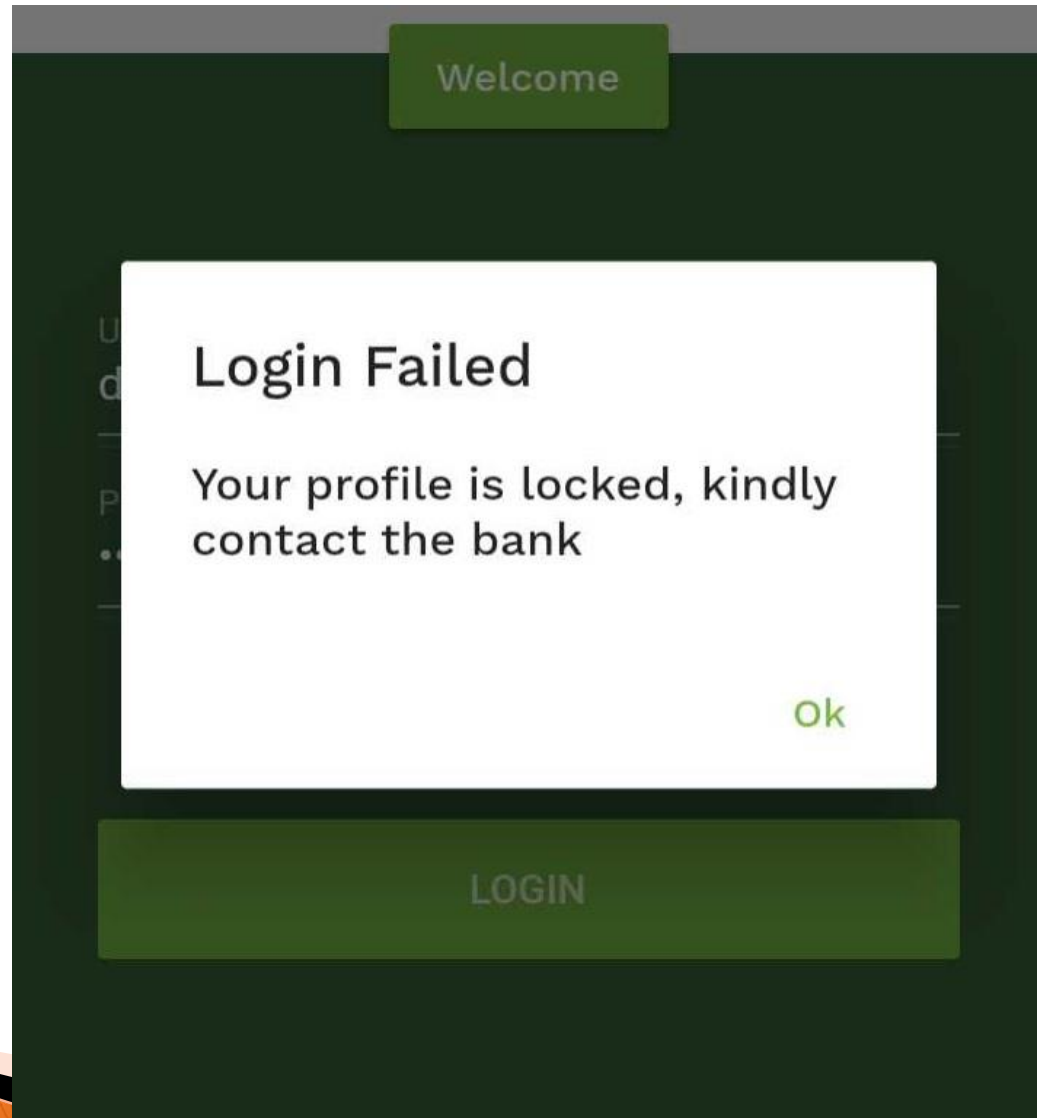
Common Errors

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



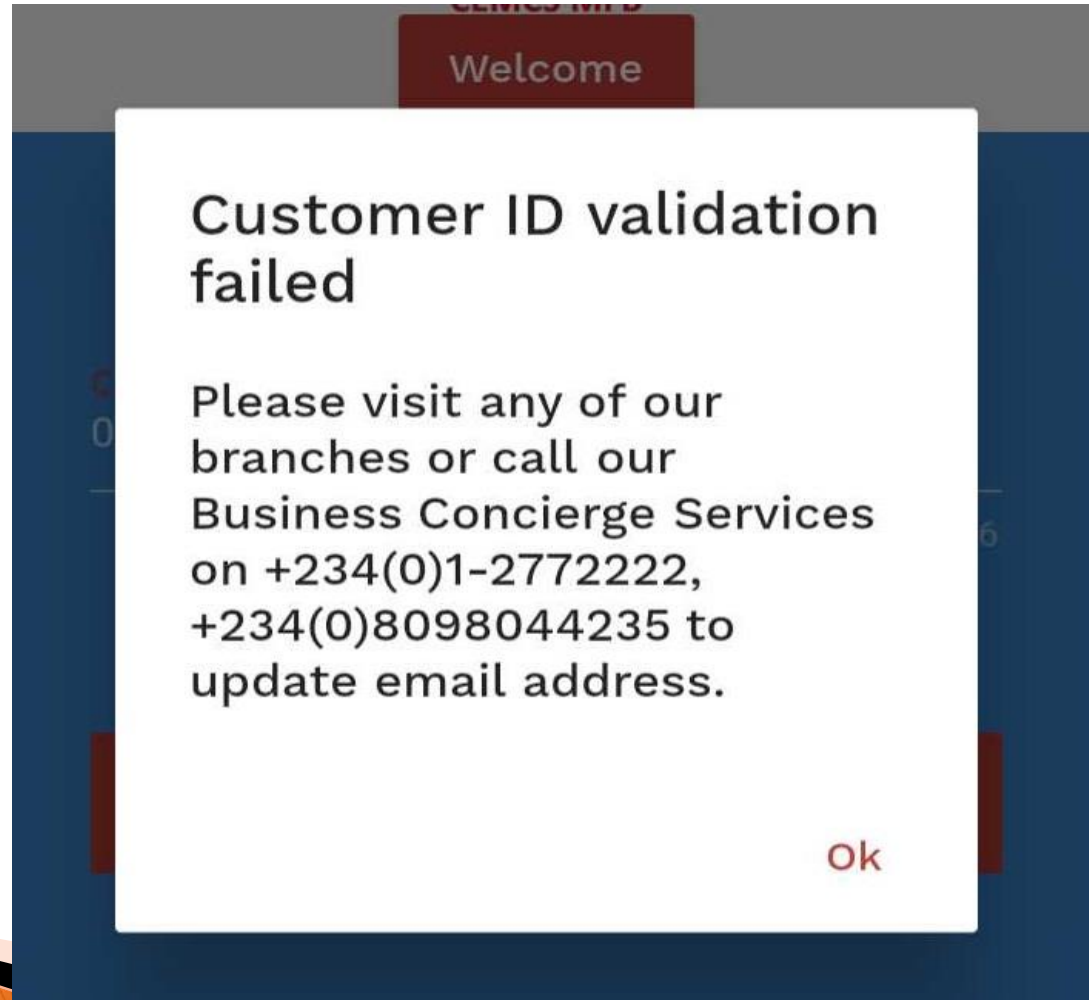
Common Errors

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

