User Manual
of
Digital Banking Application - Magpie

Magpie App

A Digital Banking App by BASIC Bank

BASIC Bank Limited

Serving people for progress

A STATE OWNED SCHEDULED BANK

Version: 1.0

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1 About This Document

This user manual provides detailed guidance and instructions on **User Management Functions** of the **Digital Banking Application - Magpie**, which is accessible by the **BASIC Bank's Customers** hereinafter referred to as **'User'**, with proper credentials.

This document serves as a resource to the **User** needing direction in navigating and using the **Digital Banking Application - Magpie**. The screenshots and descriptions are given in sequential manner, which will be helpful for a better understanding of the users. We hope, this User Manual will enable the users to make proper use of the mobile application.

All the menu features have been covered in this document. The process of managing bank accounts & others transaction-related activities via Apps & other features are described. However, if you need further clarification or need help with any specific section, you are requested to contact the concerned personnel (POC) of **BASIC Bank Limited**.
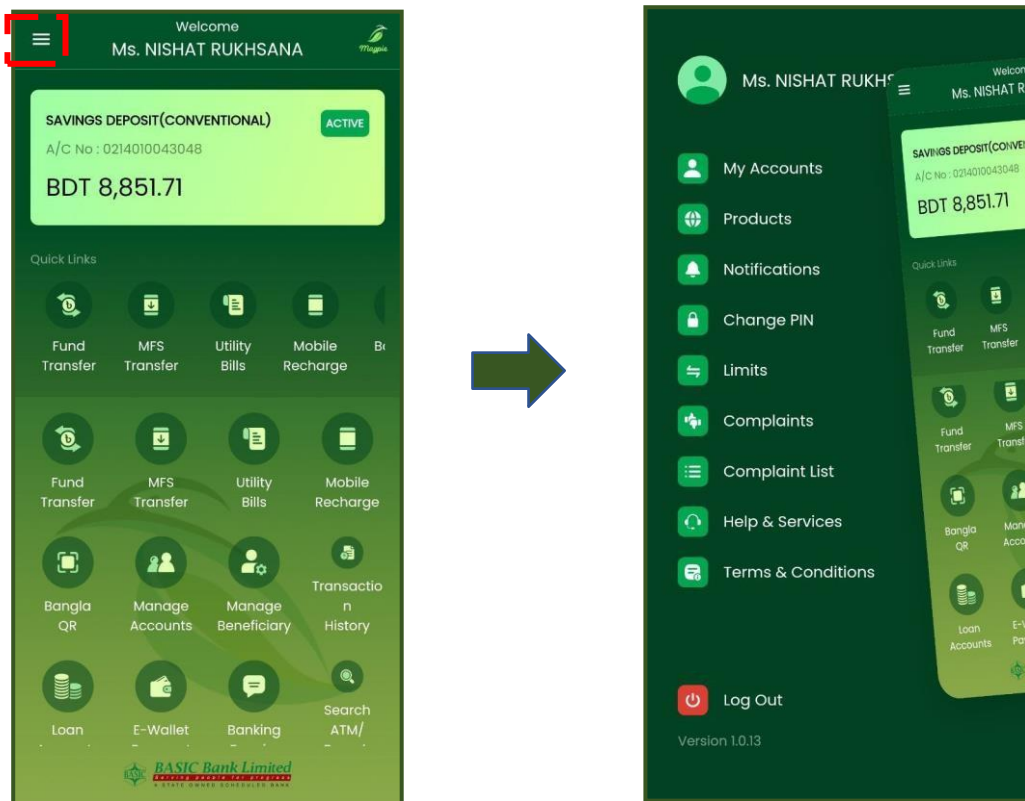
Thank you!

BASIC Bank

2   Login Screen
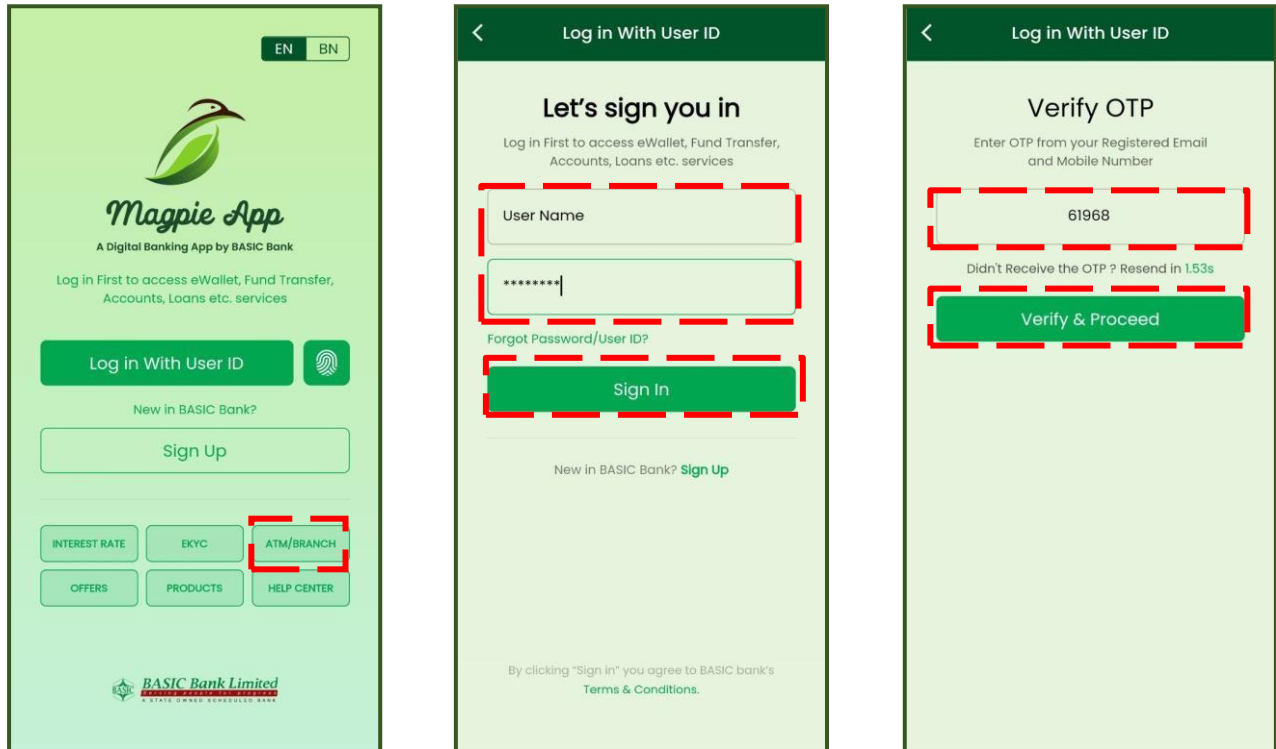
User can search **Branch** and **ATM** with or without **Logging in** from the **Log in Screen**

How to Launch Magpie App

1. Enter the User Name

2. Enter Password

3. Press Sign in Button

4. User can search Branch and ATM
5. Enter the OTP from your registered Mobile Number
6. Press the button **Verify & Proceed**

3 Application Dashboard & Side Menu

✓ After **LOGING IN**, the application dashboard will appear.
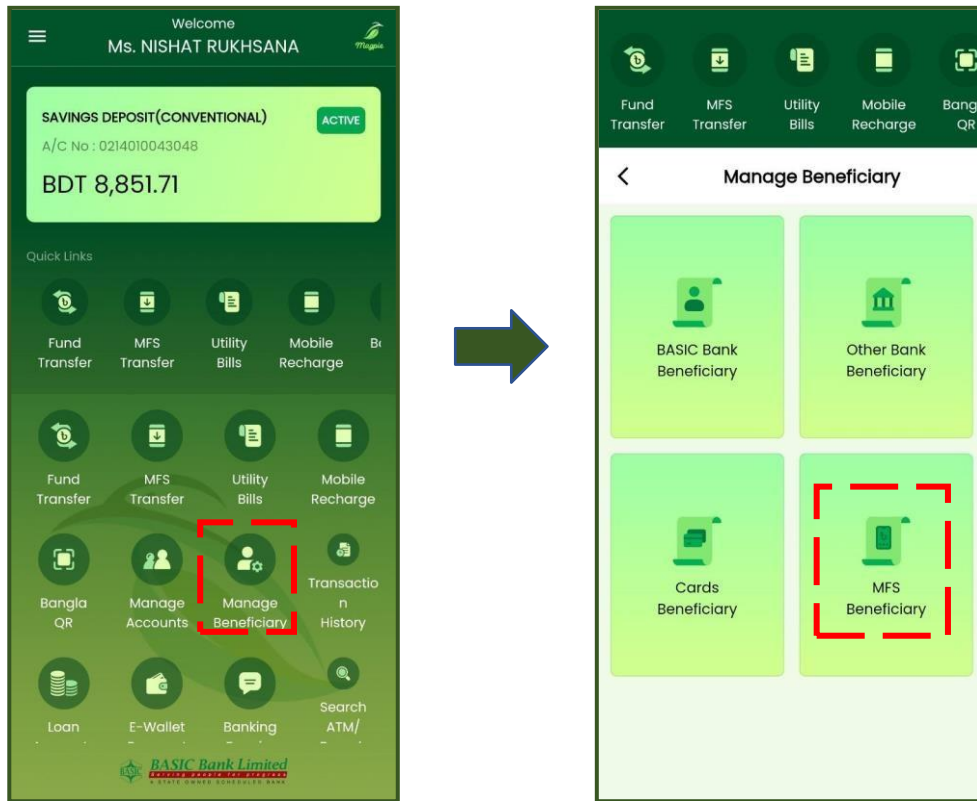✓ User can navigate to different segment of the application from dashboard.

• Press ☰ for accessing the **SIDEMENU.**

> • After Pressing on the **SIDEMENU** option user will see options like My Products Notifications,   Change PIN,   Limits, Complaints, Complaints List, Help Center, Log Out etc.
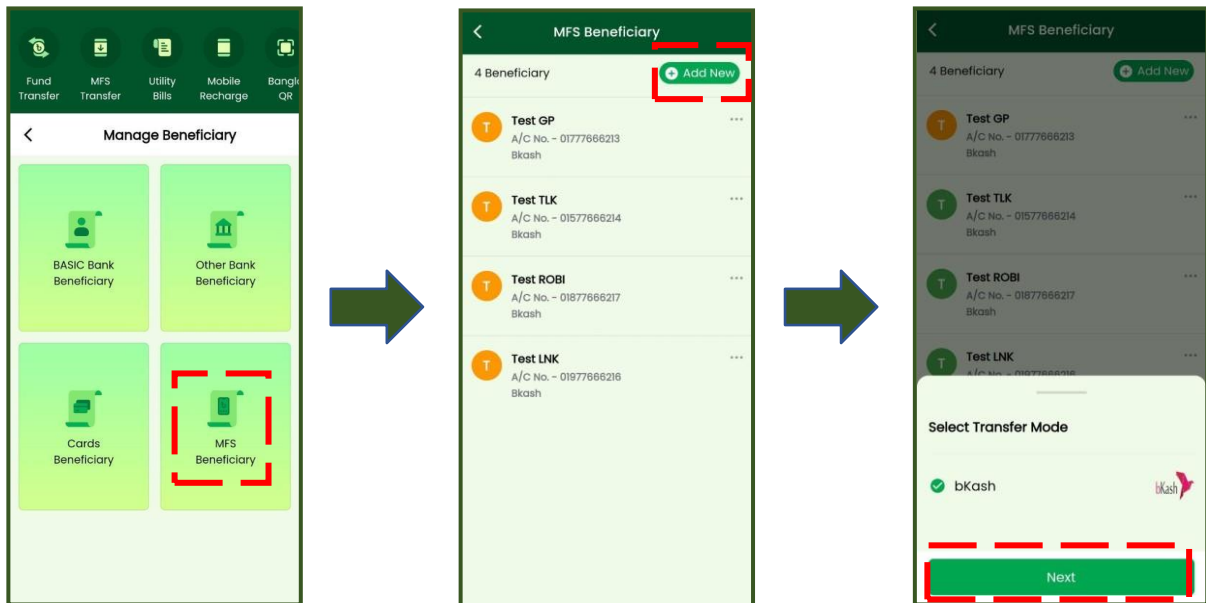
4   Account Summary
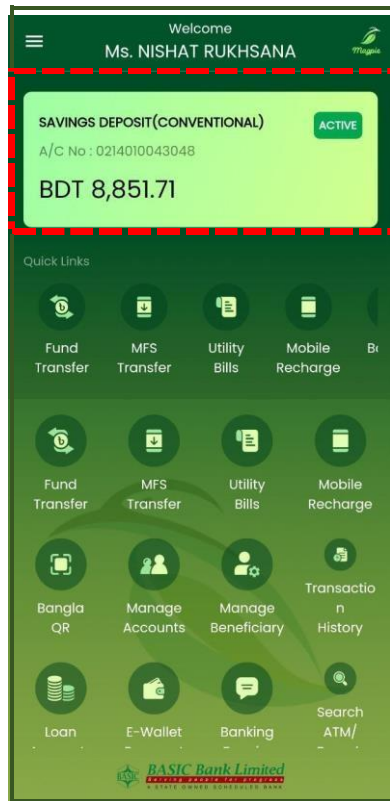
✓   User can see the **SAVINGS DEPOSIT (CONVENTIONAL)**
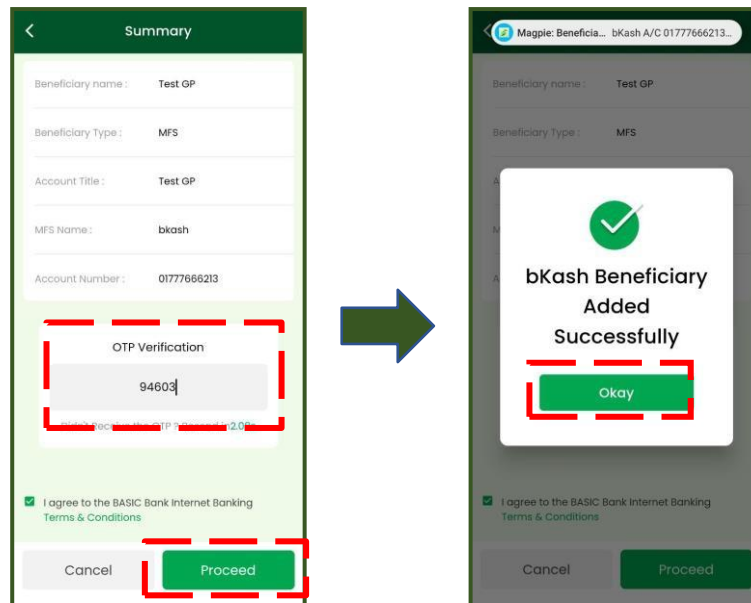
5 Manage Beneficiary

✓ Press on the **Manage Beneficiary** button & the user can add MFS Beneficiary
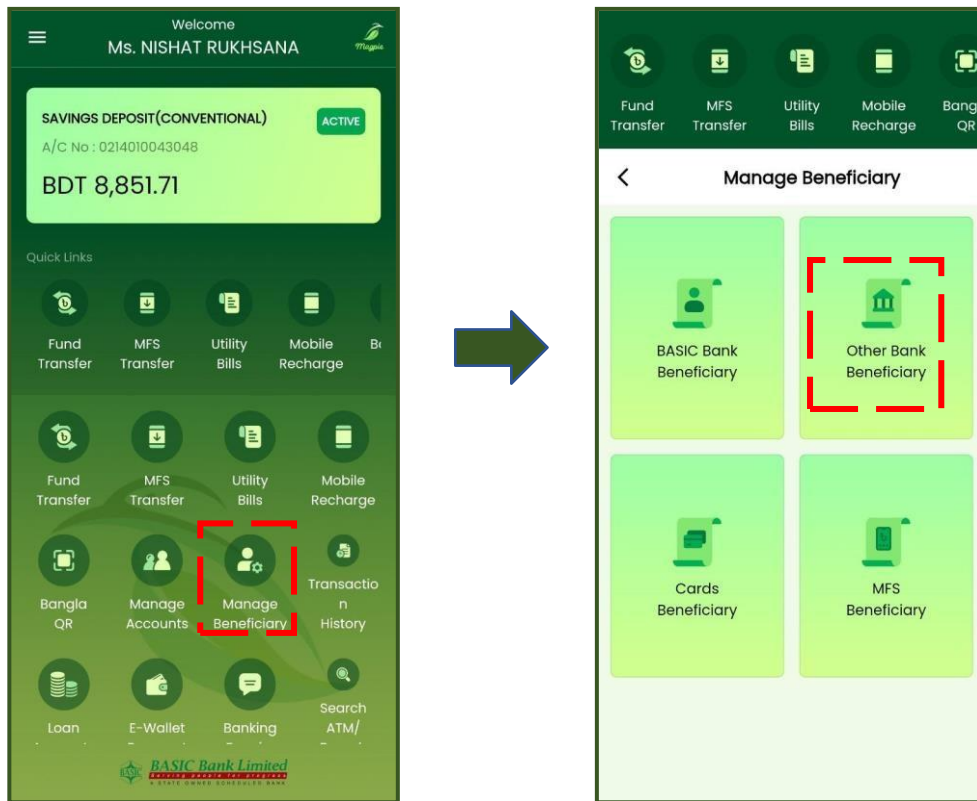
5.1   Add New Beneficiary

✓ STEP 1: Press on the **MFS Beneficiary** button to add a new beneficiary
✓ STEP 2: Press on the **Add New** button
✓ STEP 3: Select the **Transfer Mode**
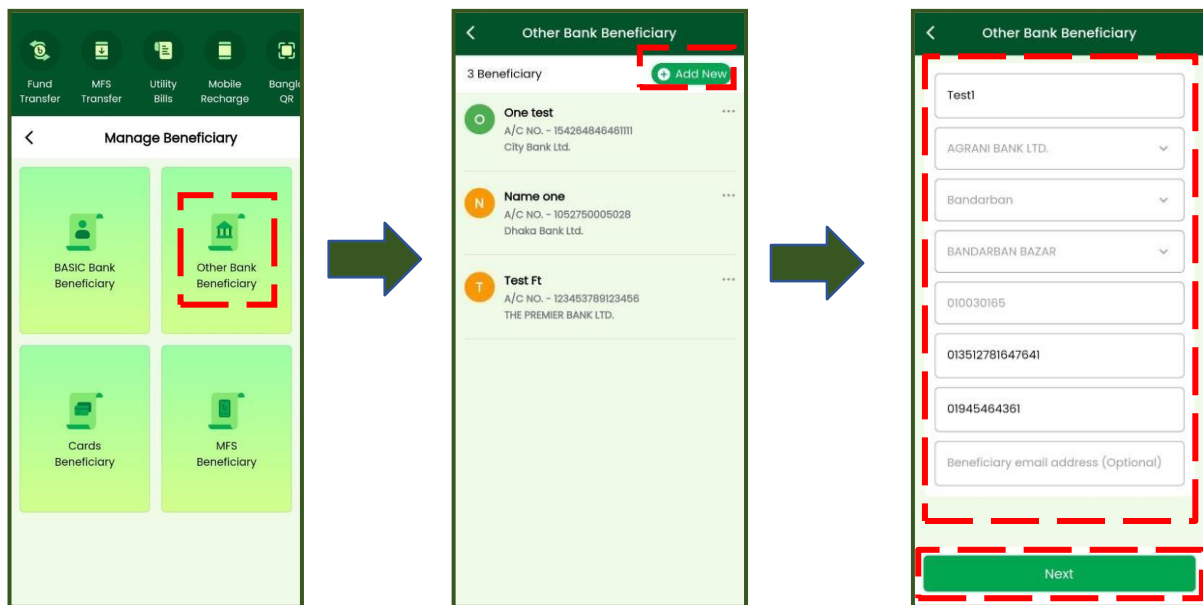✓ STEP 4: Press on the **NEXT** button

- ✓ STEP 5 Enter the **OTP** from your registered Mobile Number
- ✓ STEP 6 Tick on the **Terms & Conditions**
- ✓ STEP 7 Press on the **Proceed** button to confirm the beneficiary
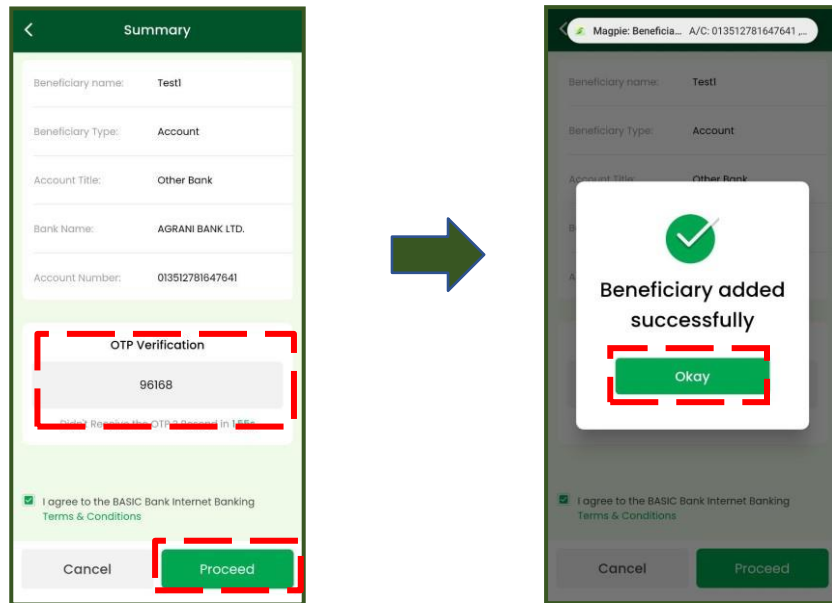- ✓ STEP 8 Beneficiary added successfully & Press on the **Okay** button

5.2   Add New Other Bank Beneficiary

✓ Press on the **Other Bank Beneficiary** button
✓ The user can add a new Bank Beneficiary

- ✓ STEP 1 Press on the **Other Bank Beneficiary** button
- ✓ STEP 2 Press on the **Add New** button
- ✓ STEP 3 Fill up the with the necessary information & Press on the **Next** button.
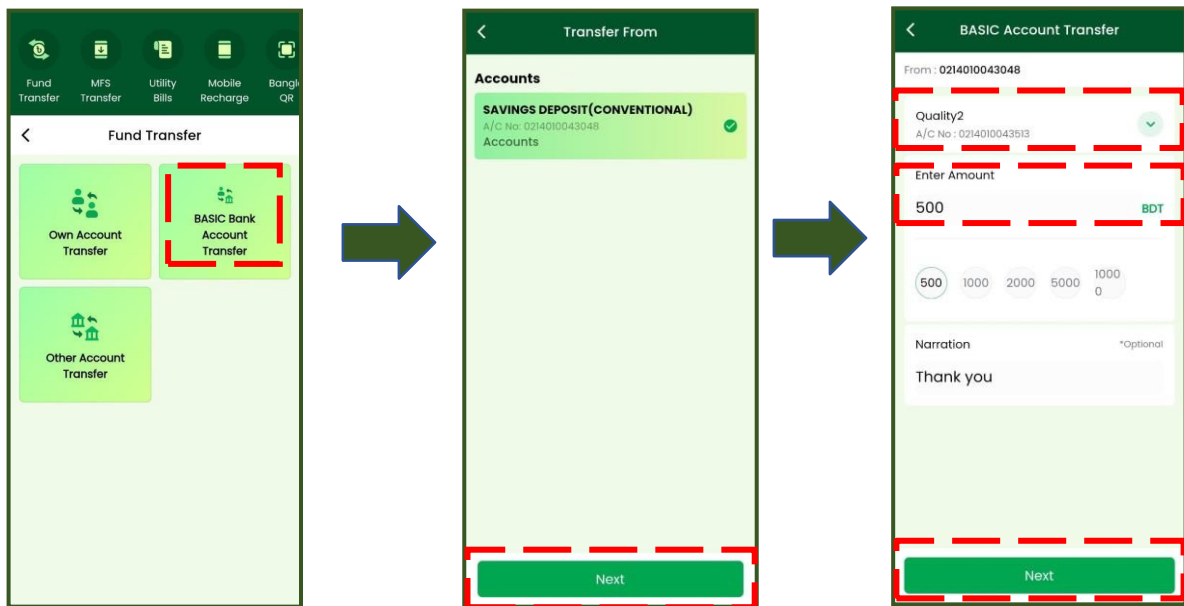
✓ STEP 4 Enter the **OTP** from your registered Mobile Number

✓ STEP 5 Press on the **Proceed** button for confirmation of the beneficiary

✓ STEP 6 Beneficiary added successfully & Press on the **Okay** button
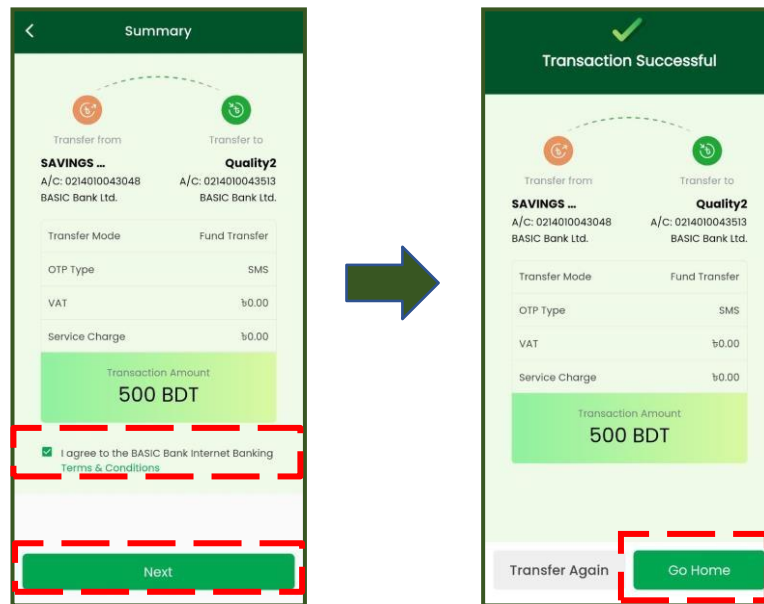
6   Fund Transfer
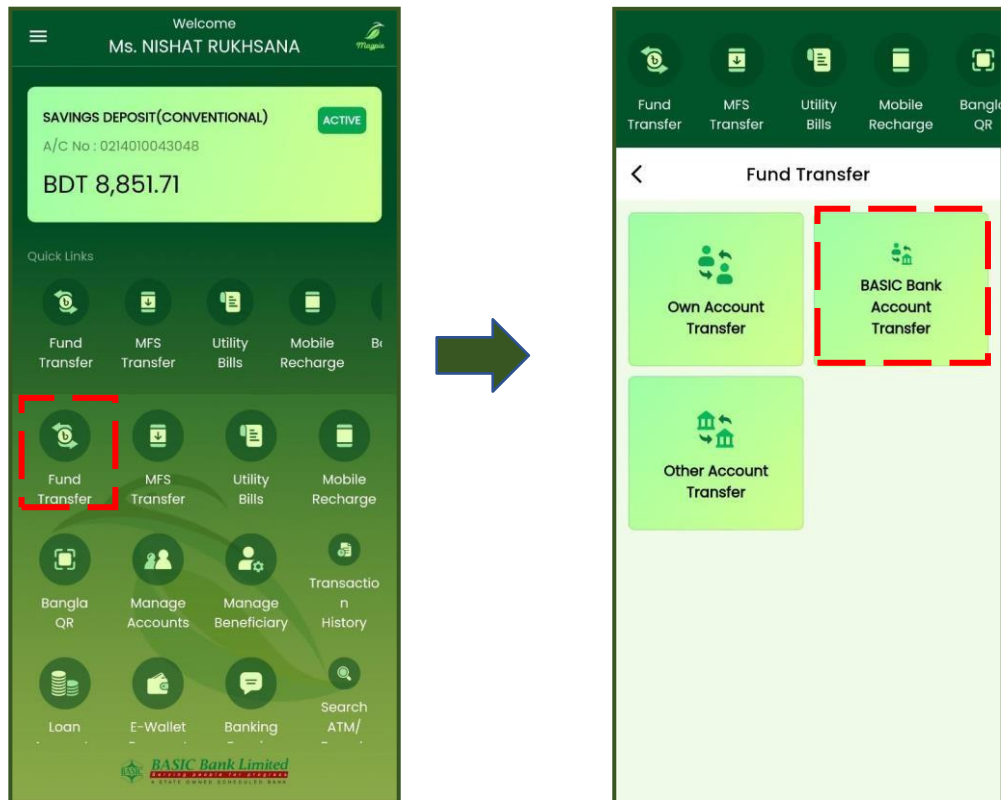
- ✓ Press on the **Fund Transfer** button
- ✓ The user can Transfer Fund to BASIC Bank Account & Other Accounts
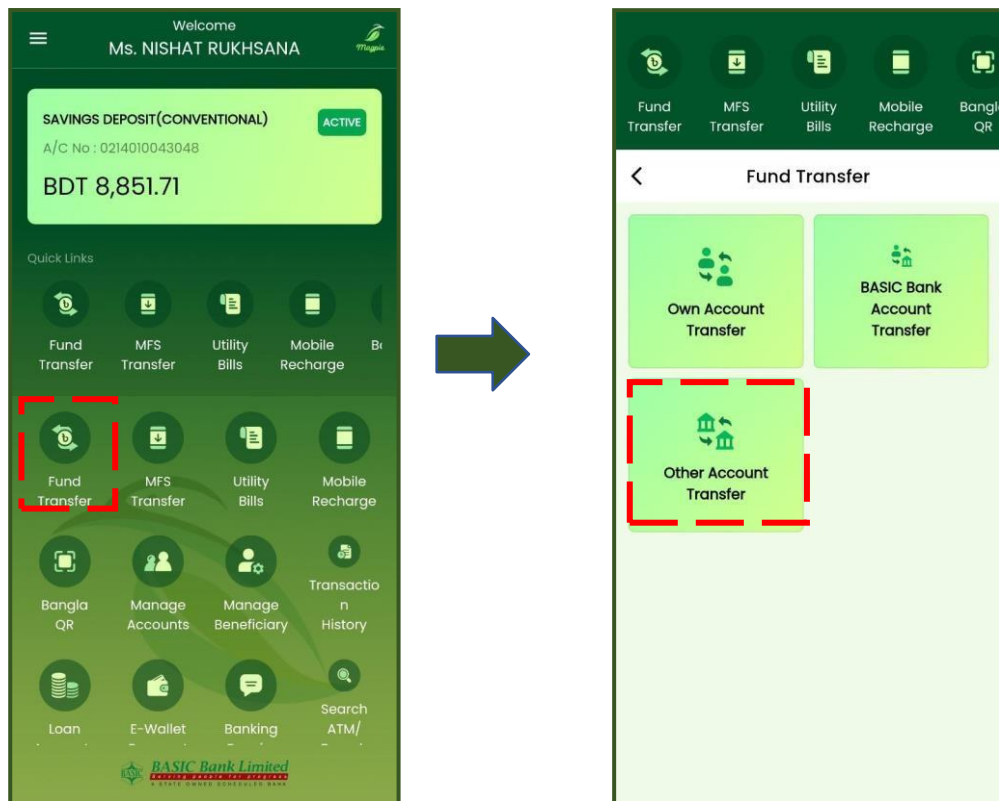
6.1   BASIC Bank Account Transfer

- ✓ STEP 1 Press on the **BASIC Bank Amount Transfer** button
- ✓ STEP 2 Select an **Account** & Press on the **Next** button
- ✓ STEP 3 Enter the **Transaction Amount** & Press on the **Next** button.
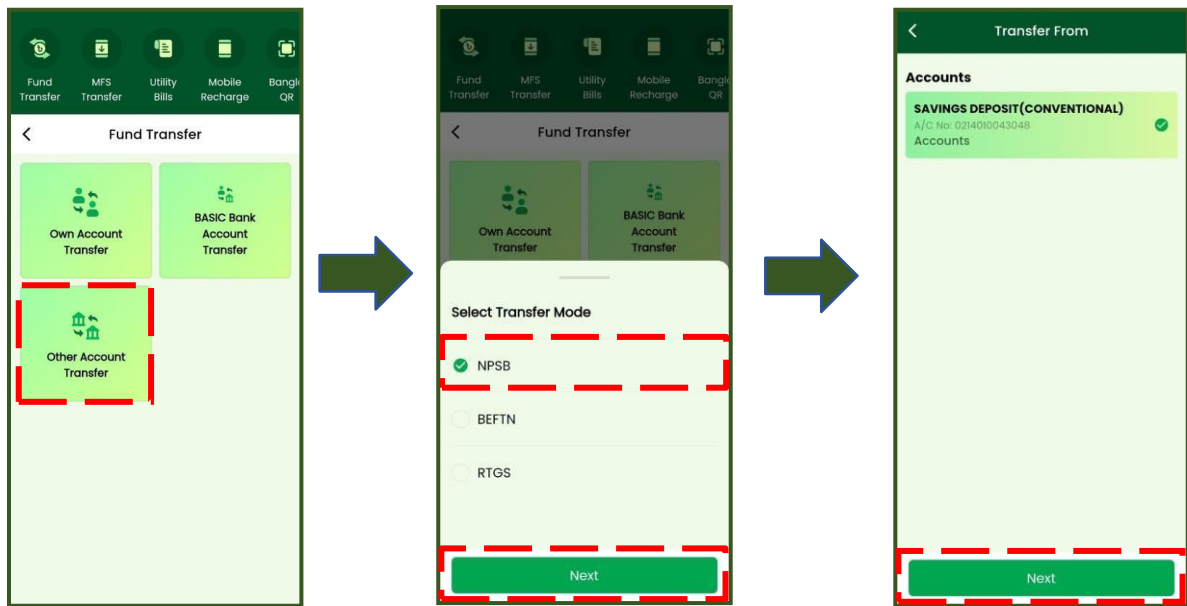
- ✓ STEP 4 Tick on the **Terms & Conditions**
- ✓ STEP 5 Press on the **Next** button
- ✓ STEP 6 Transaction Successful & Press on the **Go Home** button

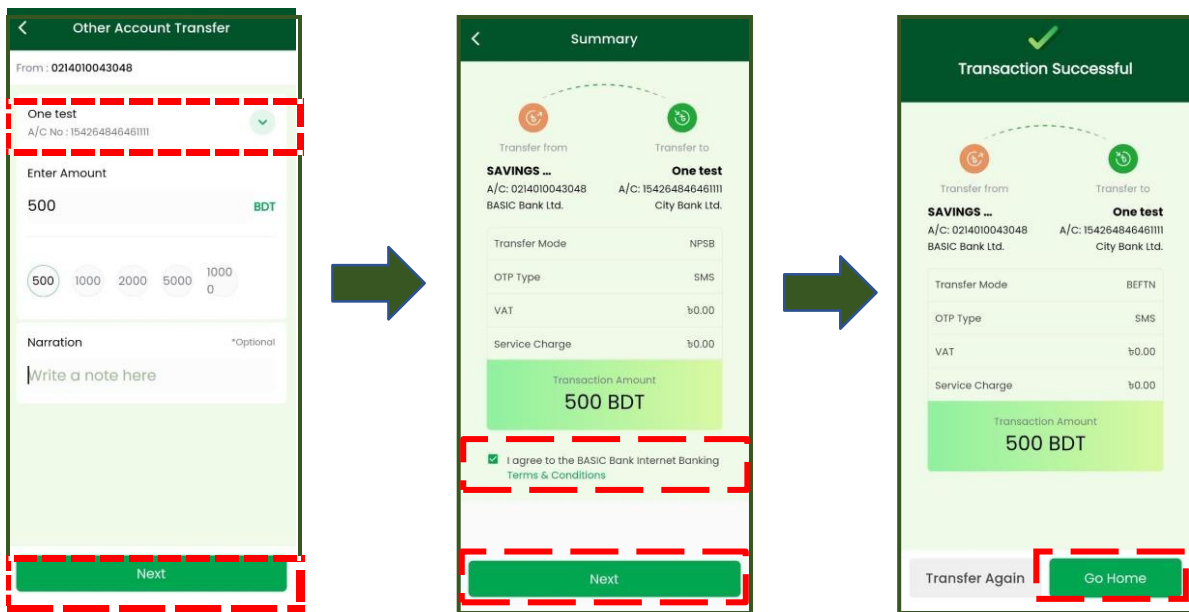## 6.2   Other Account Transfer

✓   Press on the **Fund Transfer** button
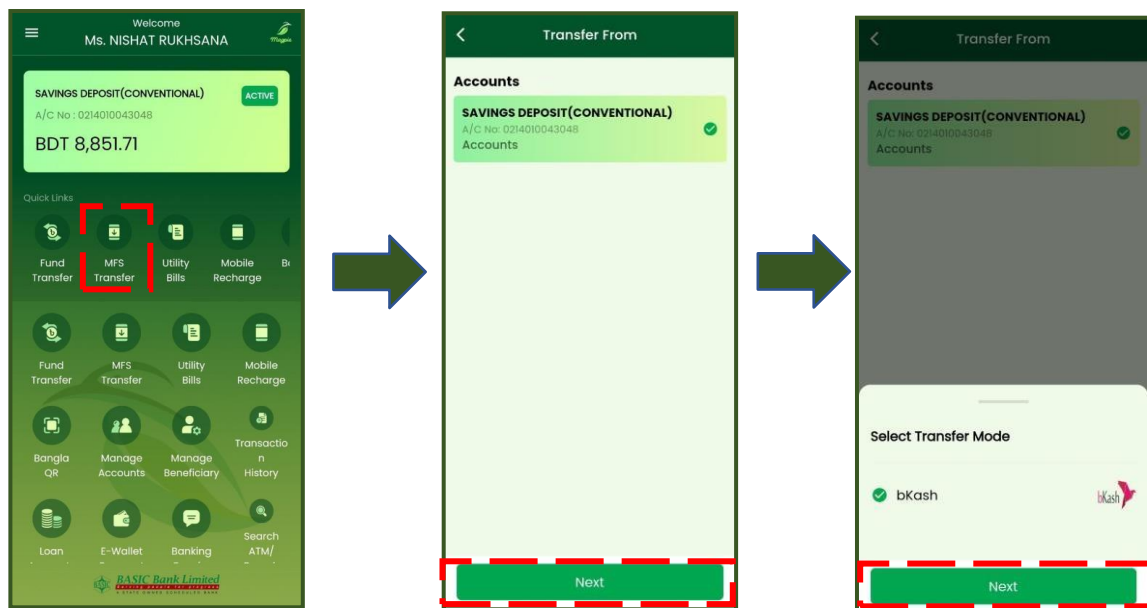✓   A User Can Transfer Fund to the Other Accounts

✓ STEP 1 Press on the **Other Account Transfer** button

✓ STEP 2 Select the **Transfer Mode** & Press on the **Next** button

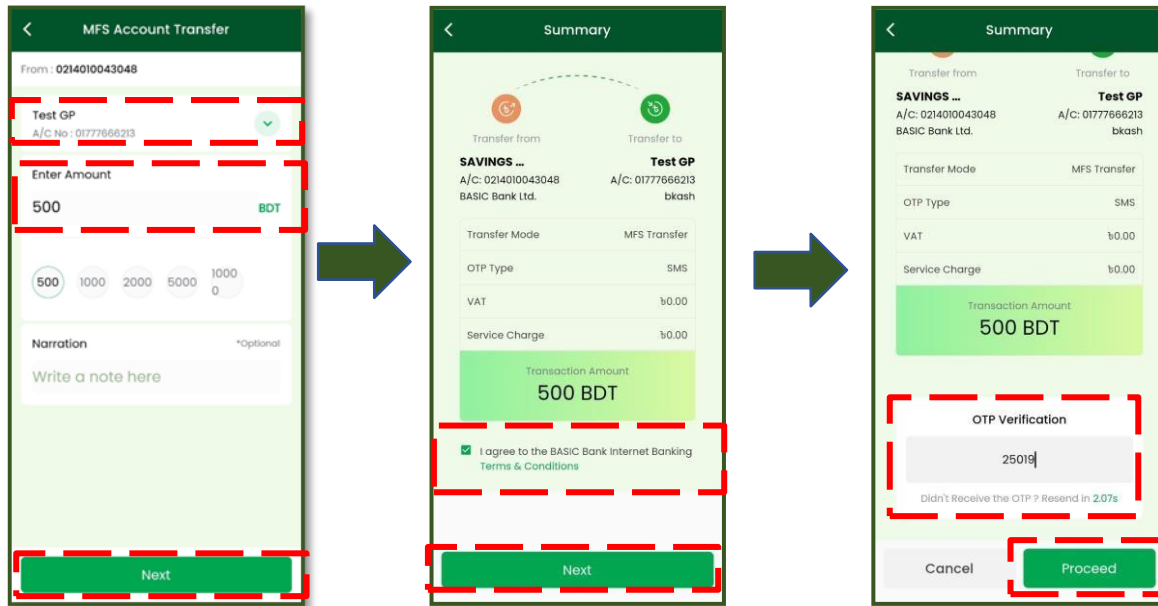✓ STEP 3 Select the **Account** & Press on the **Next** button.

- ✓ STEP 4 Enter the **Transaction Amount** & press on the **Next** button

- ✓ STEP 5 Tick on the **Terms & Conditions**

- ✓ Press on the **Next** button for the amount confirmation

- ✓ STEP 6 **Transaction Successful** & Press on the **Go Home** button.

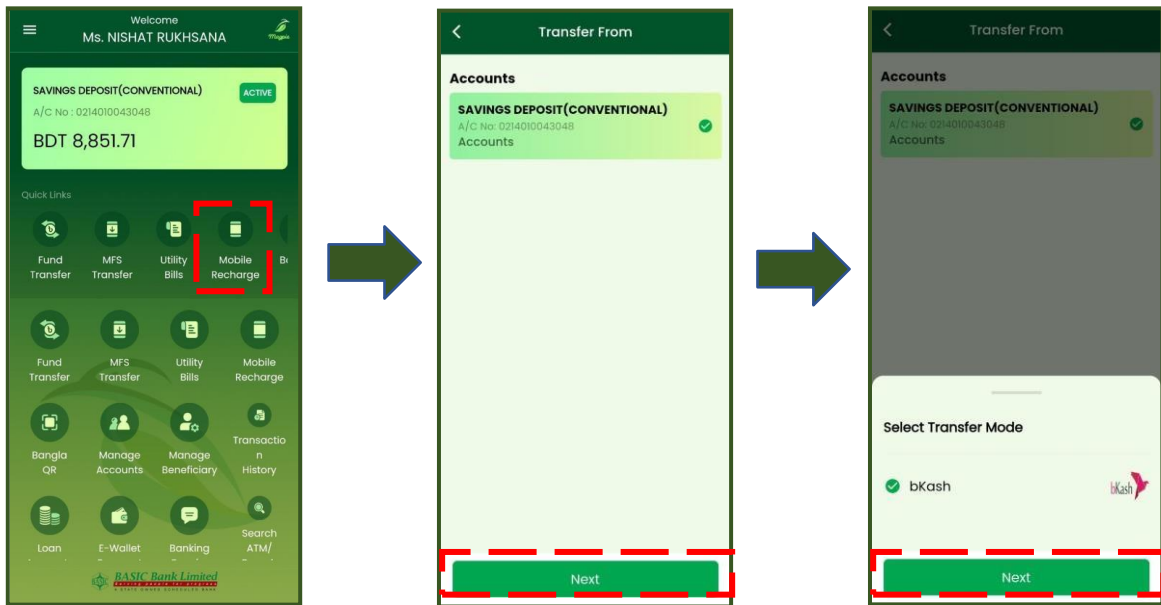# 7   MFS Transfer (Transfer to bKash-Send Money)

- ✓ STEP 1 Press on the **MFS Transfer** button
- ✓ STEP 2 Select the **Account &** Press on the **Next** button
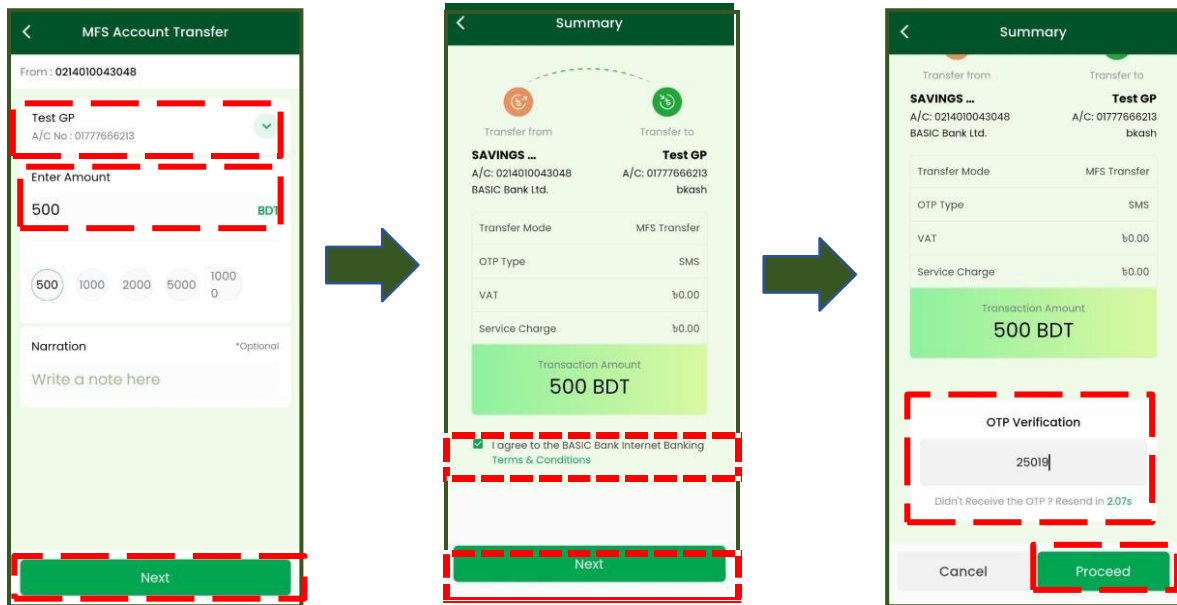- ✓ STEP 3 Select the **Transfer Mode** & Press on the **Next** button.

- ✓ STEP 3 **Select the account**

- ✓ STEP 4 Enter the **Transaction Amount** & press on the **Next** button

- ✓ STEP 5 Tick on the **Terms & Conditions**

- ✓ STEP 6 Enter the **OTP** from your registered Mobile Number & Press on the **Proceed** button

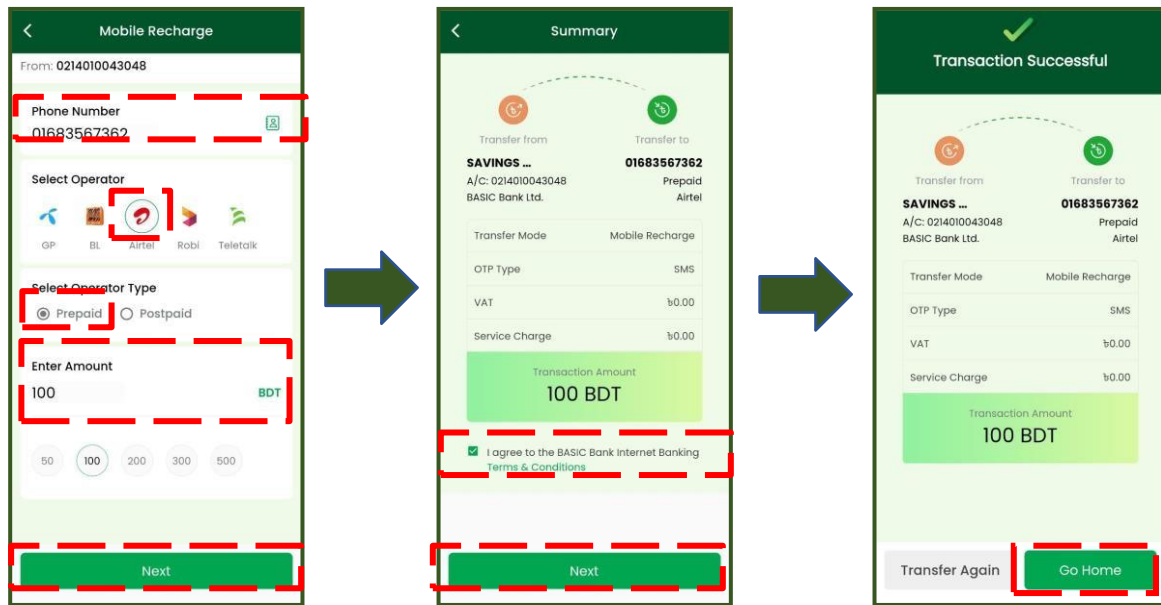- ✓ STEP 7 **Transaction Successful** & Press on the **Go Home** button.

8 Mobile Recharge

- ✓ STEP 1 Press on the **Mobile Recharge** button
- ✓ STEP 2 Select the **Account &** Press on the **Next** button
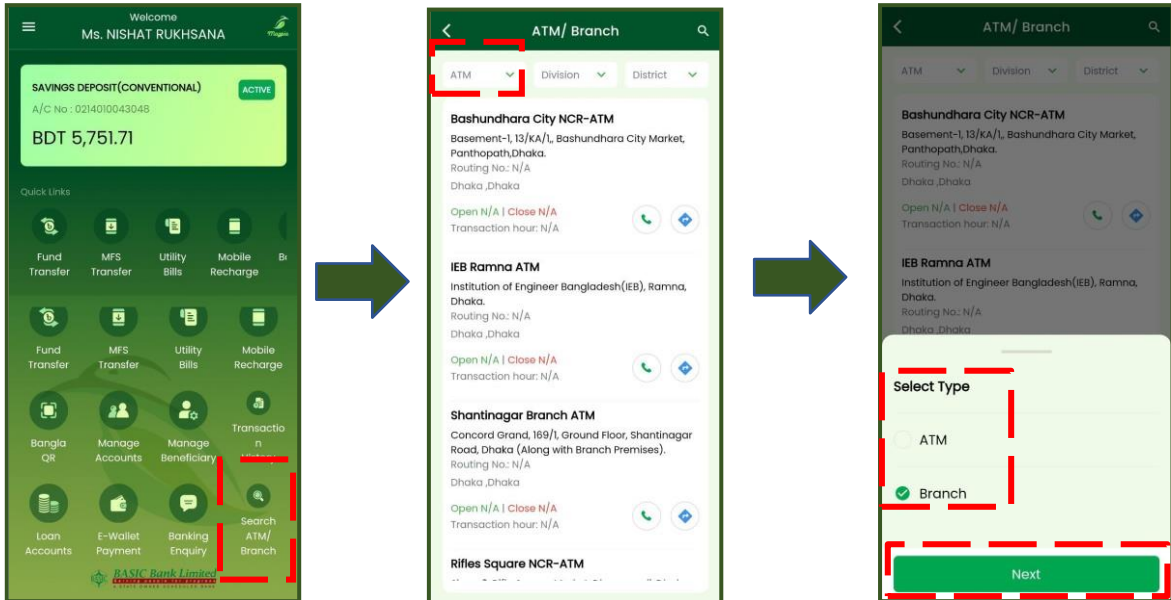- ✓ STEP 3 Select the **Transfer Mode** & Press on the **Next** button.

- ✓ STEP 4 Enter the **Recharge Amount** & press on the **Next** button
- ✓ STEP 5 Tick on the **Terms & Conditions**
- ✓ STEP 6 Enter the **OTP** from your registered Mobile Number & Press on the **Proceed** button

- ✓ STEP 7 Enter the **Phone Number**
- ✓ STEP 8 Select the **Mobile Operator**
- ✓ STEP 9 Select the **Operator Type**
- ✓ STEP 10 Enter the **Recharge Amount**
- ✓ STEP 11 Tick on the **Terms & Conditions**
- ✓ STEP 6 Press on the **Next** button
- ✓ **Transaction Successful** & Press on the **Go Home** button
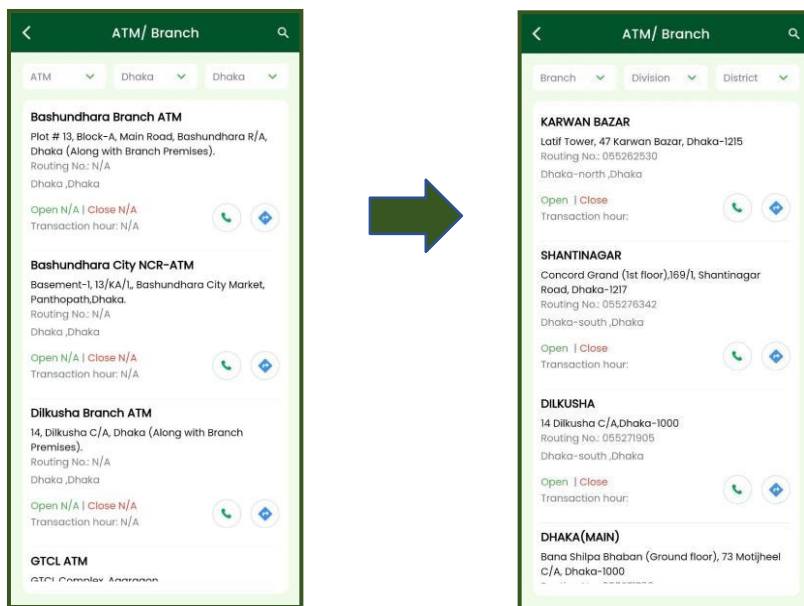
9   Select Branch or ATM

✓ STEP 1 Press on the **Select Branch or ATM** button

✓ STEP 2 Select **Branch** or **ATM**

✓ STEP 3 Select the **Division & District**

✓ STEP 3 Select the **Transfer Mode** & Press on the **Next** button.
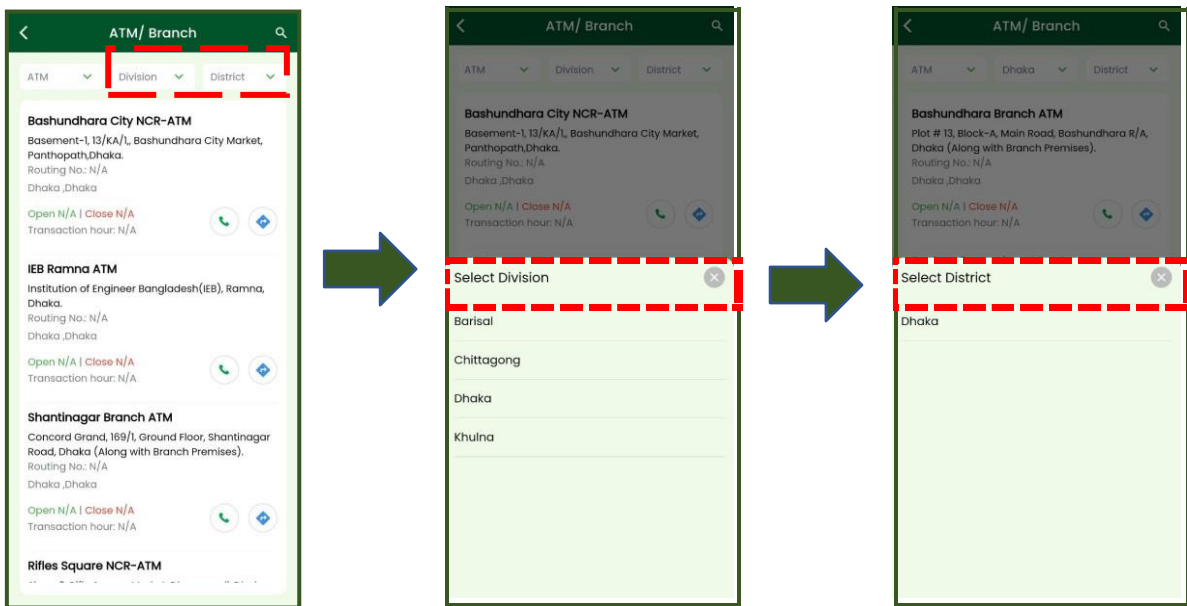
✓ STEP 3 Select the **Division & District**

✓ STEP 4 **Branches & ATMs** of the selected area will be visible

✓ Users can search **Branch** and **ATM** with or without **Login** from the **Home Page**

10 Log Out

✓ Press on the **Log Out** button to confirm **Log out** from the App.

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