

Everest Bank - EBL Touch 24

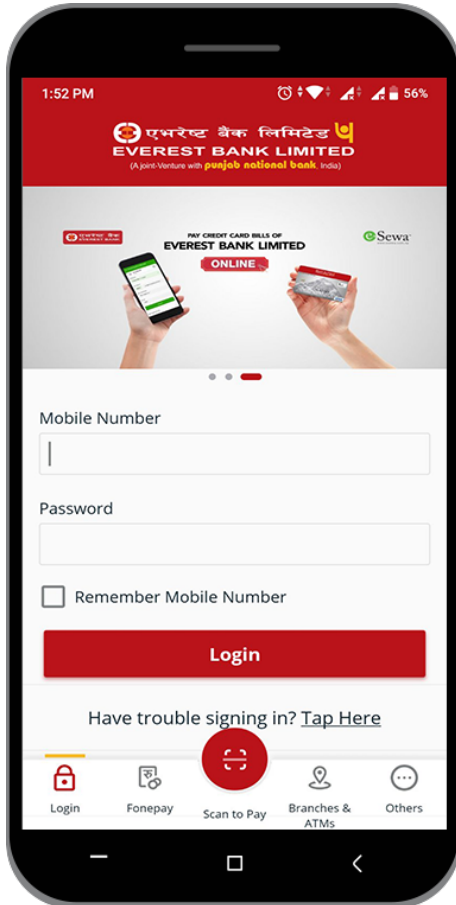


INTRODUCTION

EBL Touch 24 is a Mobile Banking Application, developed to improve the experience of our customers. With the advancement of technologies, we are enhancing our banking system to serve our customers better. EBL Touch 24 is available on Android and iOS devices.

Know the Basics






You will be able to view your account details, transfer money to different bank accounts, pay bills along with other services.



Enter your registered Mobile Number and Login Password. Click 'Log In'.

Click on Activate Service if you have recently reset your password.
Follow New User guide to reactivate your service.

You can also pay bills of fonepay registered merchants directly before you login.

-  Locate and navigate your nearest Branches and ATMs
-  Find updated information of Forex Charts
-  Track the updated Stock Market Details
-  Find Contact Details of your Bank
-  Get answers to your Frequently Asked Questions (FAQ)

New User Guide 4 Page

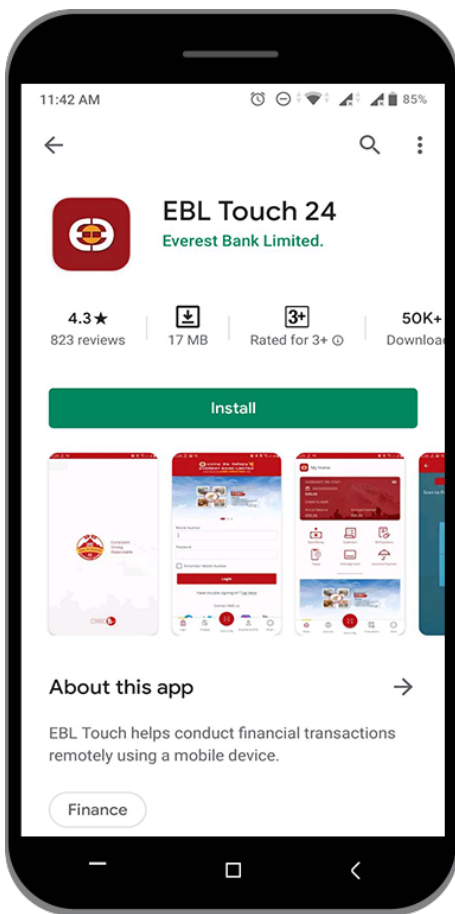
Existing User Guide 9 Page

New User Guide

New User Guide is applicable to:

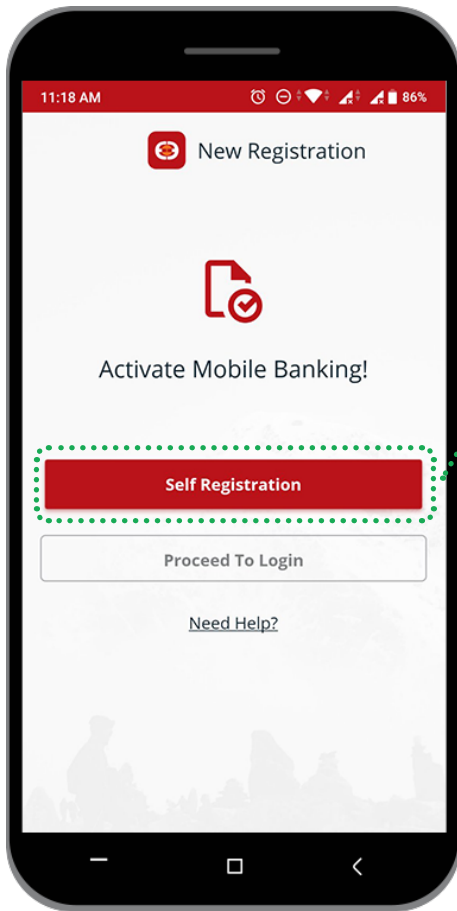
New Users of Everest Bank who are trying to download mobile banking application for the first time

Existing Users who have recently Reset their password.



Step 1
Download “EBL Touch 24” mobile application from App/Playstore.





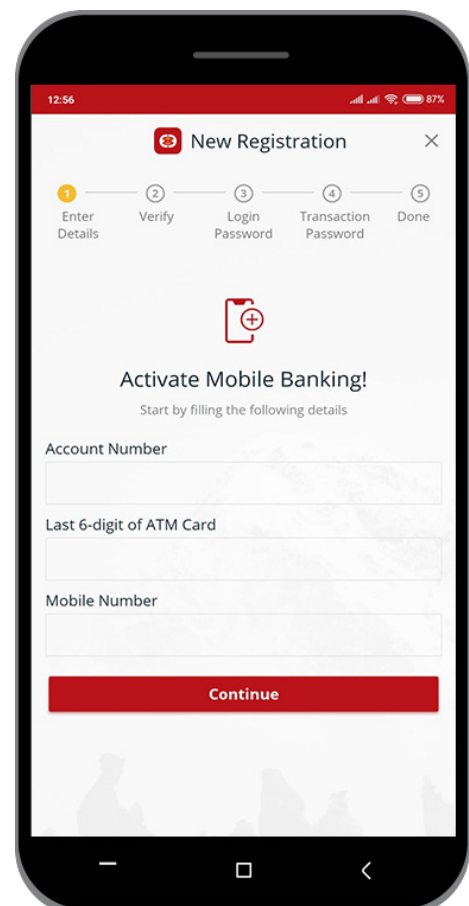
Step 2 : By using self registration, customer don't have to visit branch and fill up the forms to use mobile banking.

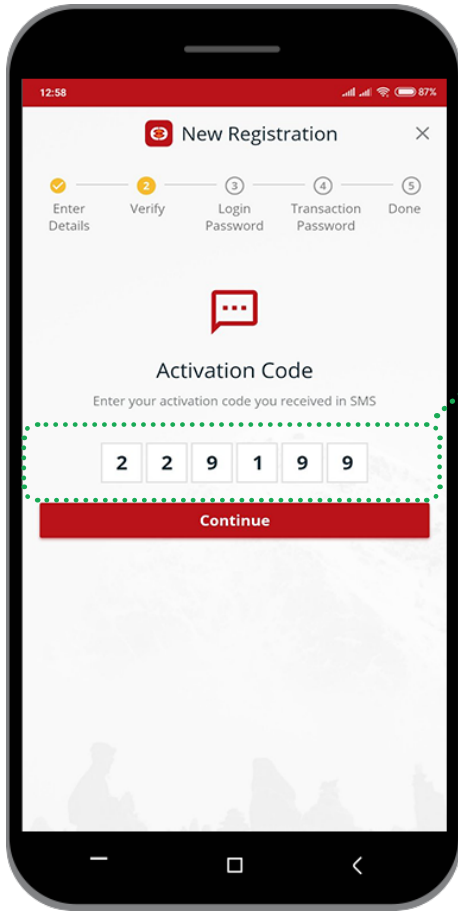
Click on Self Registration to Registered/Activate your Mobile Banking

Step 3

Input your Registered Mobile Number , Last 6-digit of ATM Card and your Account Number of Everest Bank. Then click 'CONTINUE' button.

(The registered number is the one that you have updated in KYC of Everest Bank).





You will soon receive activation code on your registered mobile number to verify your mobile banking.

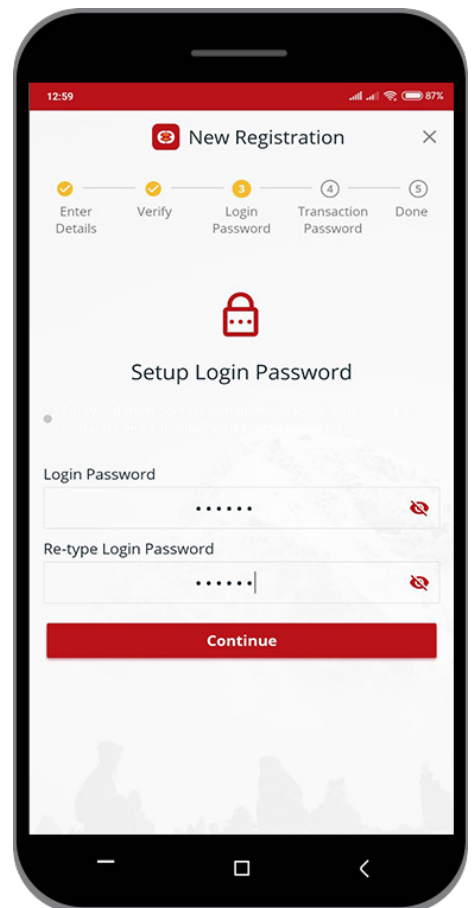
Step 4
Enter the code you have received in SMS. Then, click 'CONTINUE'

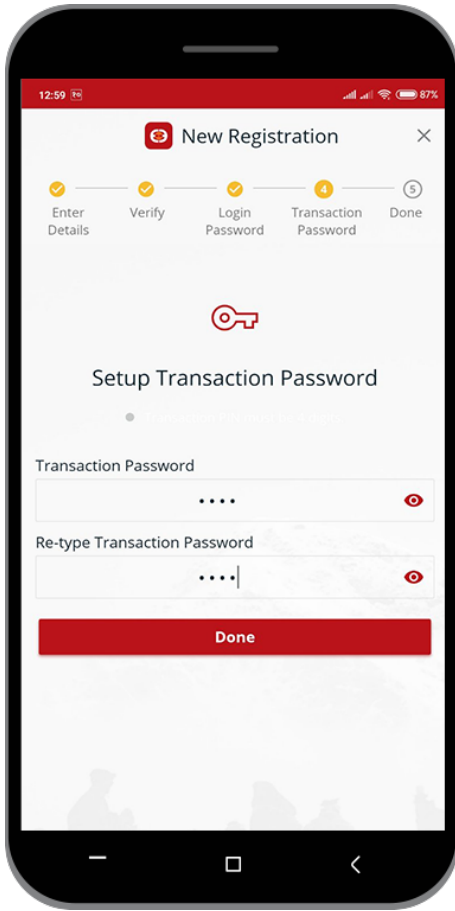
Step 5

Your New login password must contain alpha-numeric with 1 character, 1 number and 1 special character.

Retype the password for confirmation and click "CONTINUE".

Login password is required every time you try to login Everest Bank





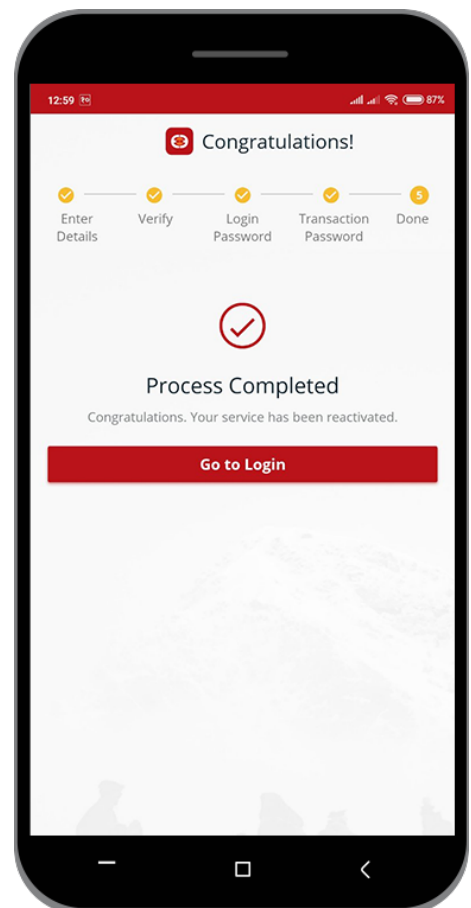
Step 6

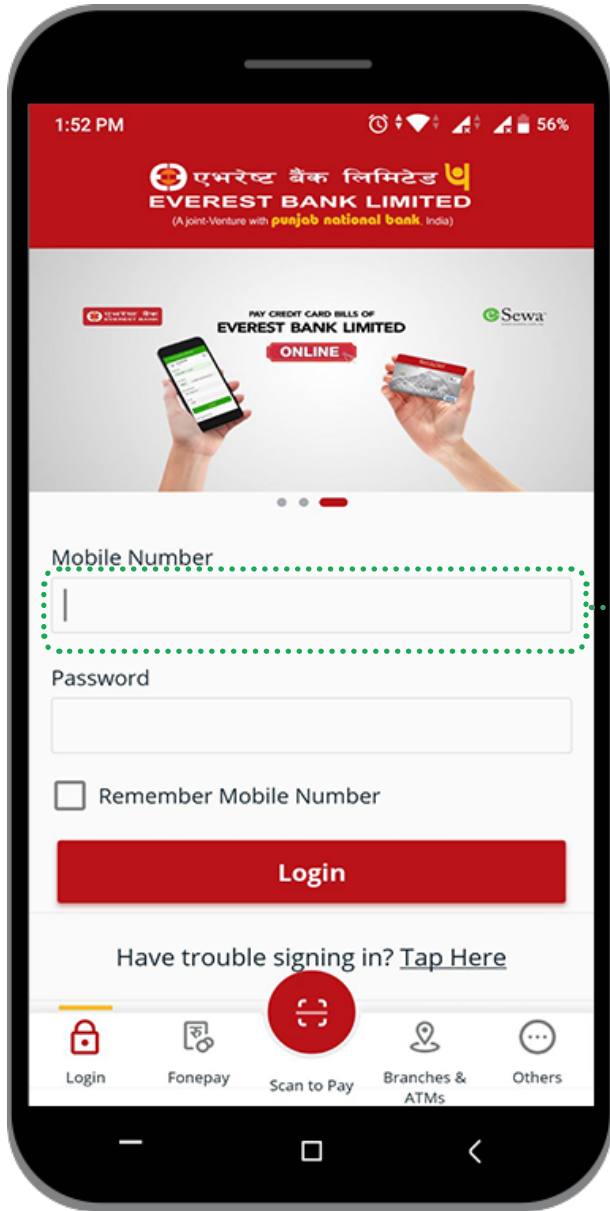
Setup your Transaction PIN of 4 numbers. Re-type your Transaction PIN and click 'FINISH'.

Transaction PIN is required whenever you want to perform certain transactions or payments through EBL Touch 24.

After completion of the process, you will be notified with a Success message.

Now, you have been successfully enrolled on Mobile Banking of EBL Touch 24.



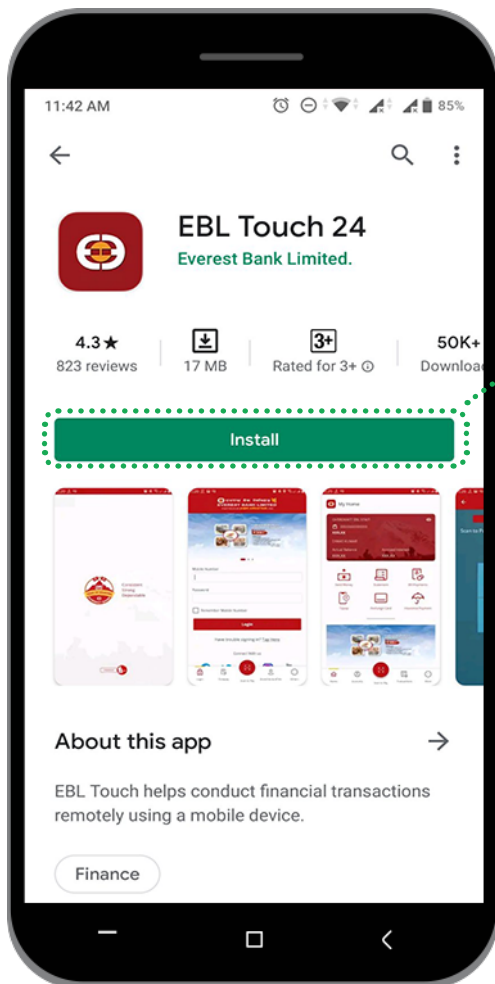


Step 7

Enter your registered Mobile Number and Login Password. Click 'Log In'.

Existing User Guide

Existing User Guide is applicable to those customers who have installed and used EBL Touch 24 atleast once.

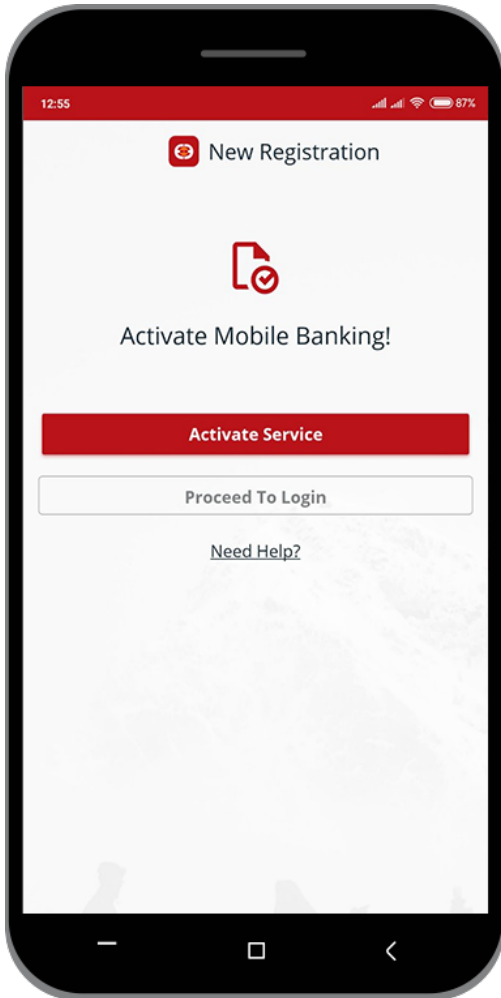


Update EBL Touch 24 from your store:
Android App on Google Play
Available on the iPhone App Store

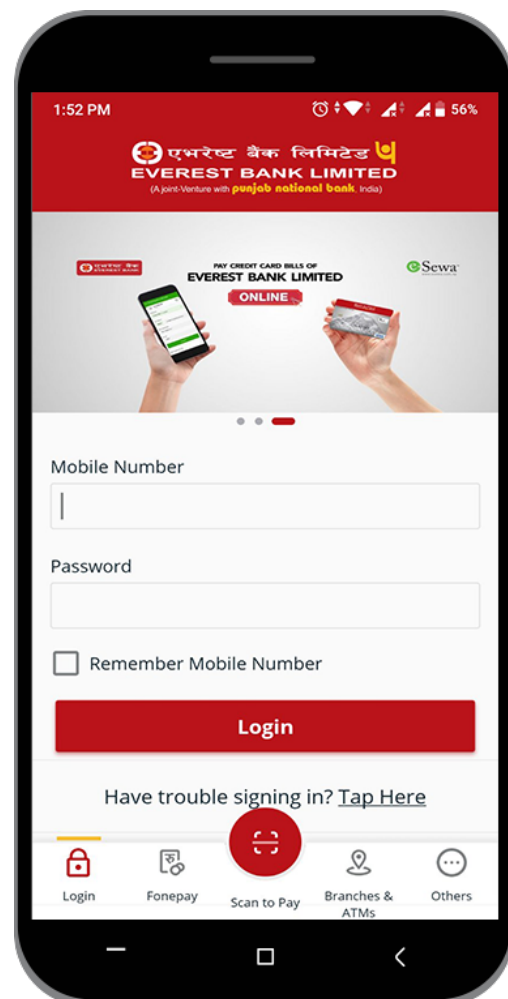
Click on “Proceed to login” to re-activate your services through the updated app.

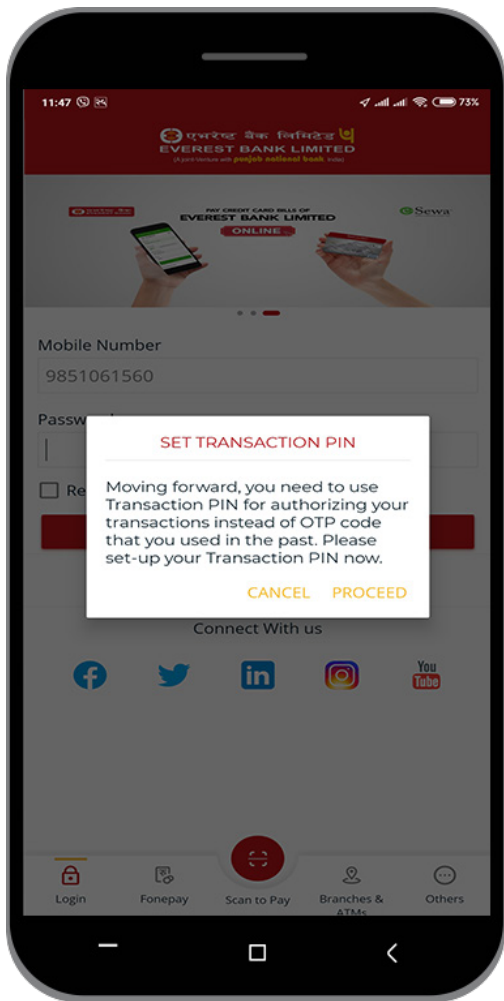
Login EBL Touch 24

Open the app and click on “Proceed to Login”.

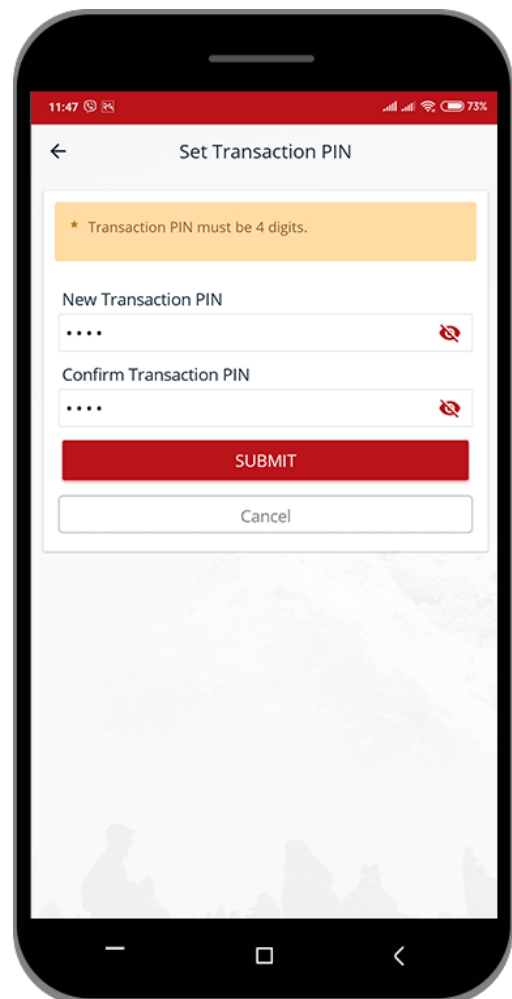


Previously your username was your customer id and now it is your mobile number. You can use the same password you used to login previously.



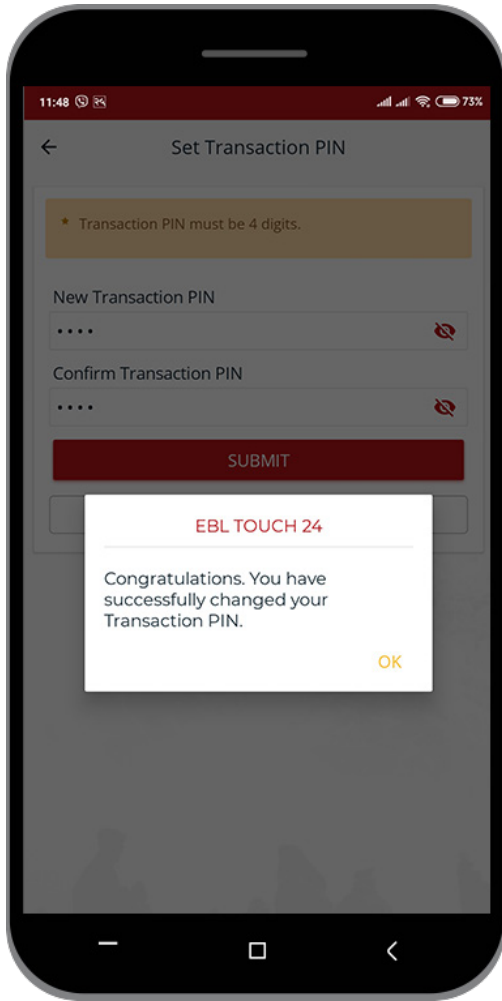


After authentication, you will be asked to set up your transaction pin.



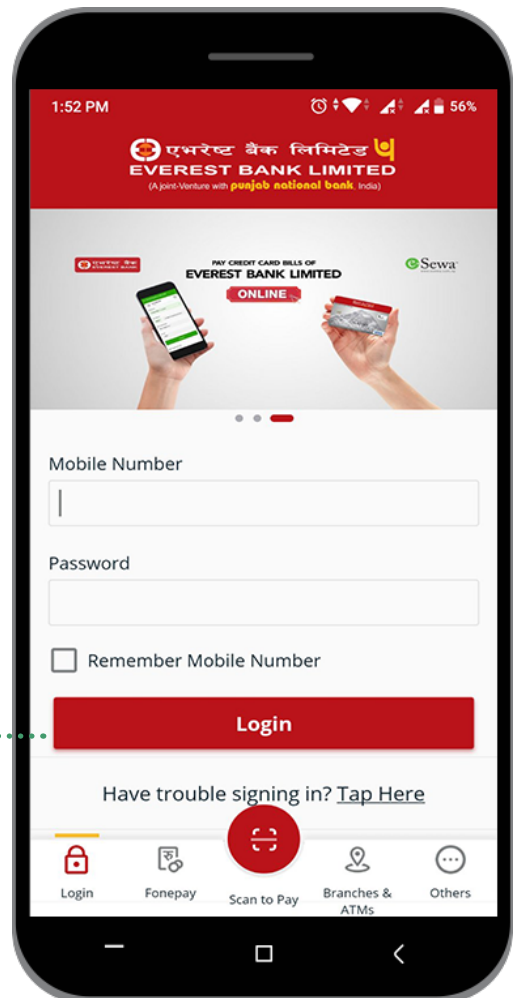
Tap on proceed and setup your new transaction PIN. It should consist of 4 digits eg. 1234.

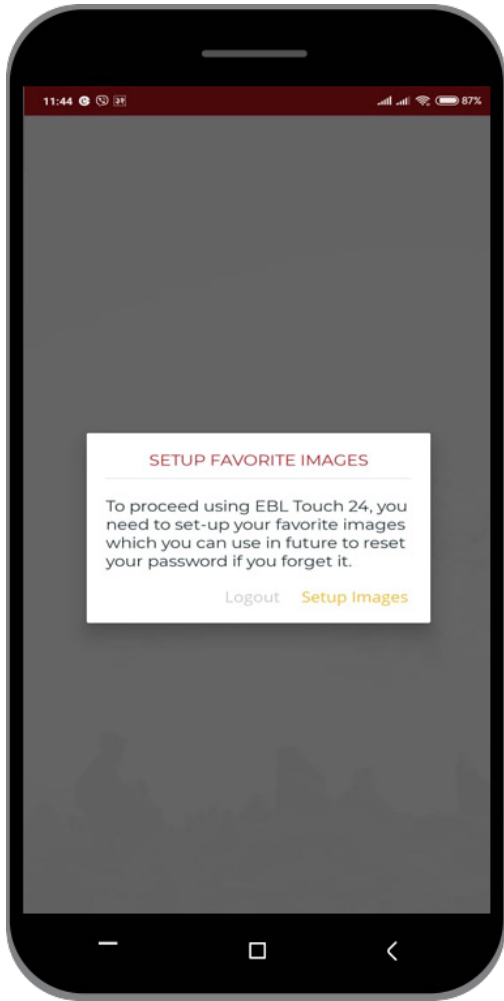
You will need this PIN to conduct transactions using EBL Touch 24.



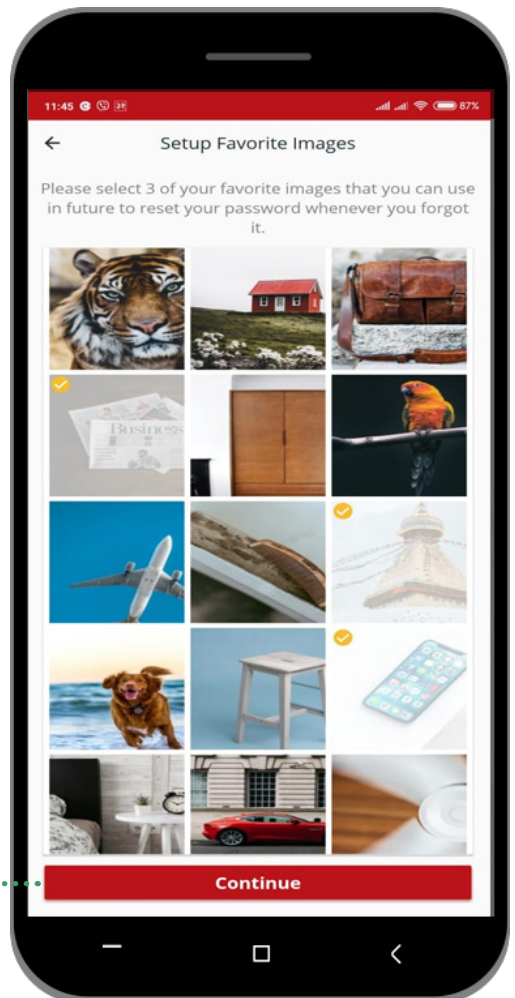
You have successfully set up your transaction PIN.

Now enter you login credentials again.

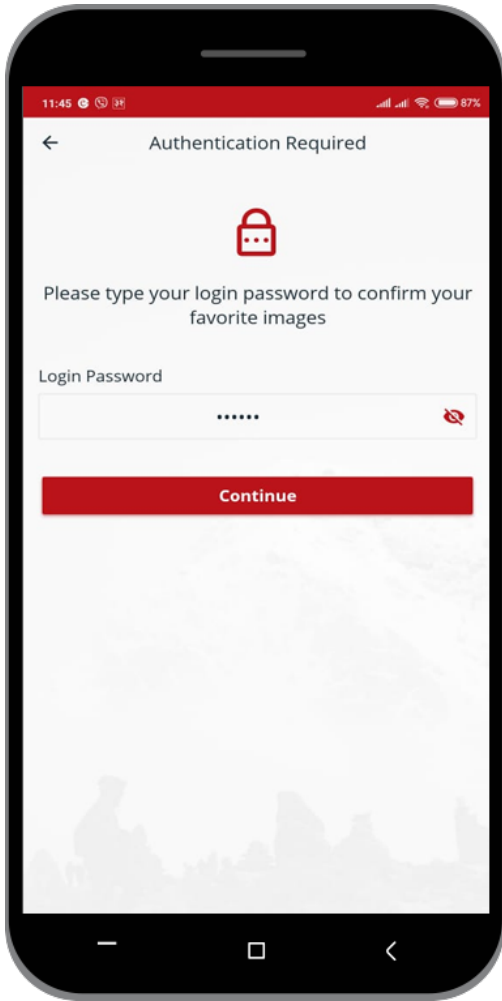




To proceed you need to set up your favourite images which you can use in future to reset your password if you forget it.

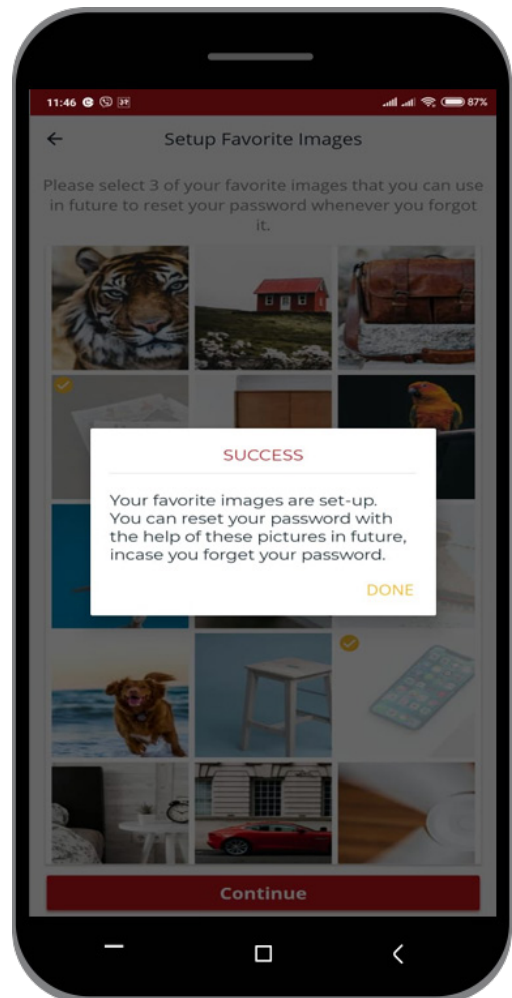


Select 3 images and tap on continue

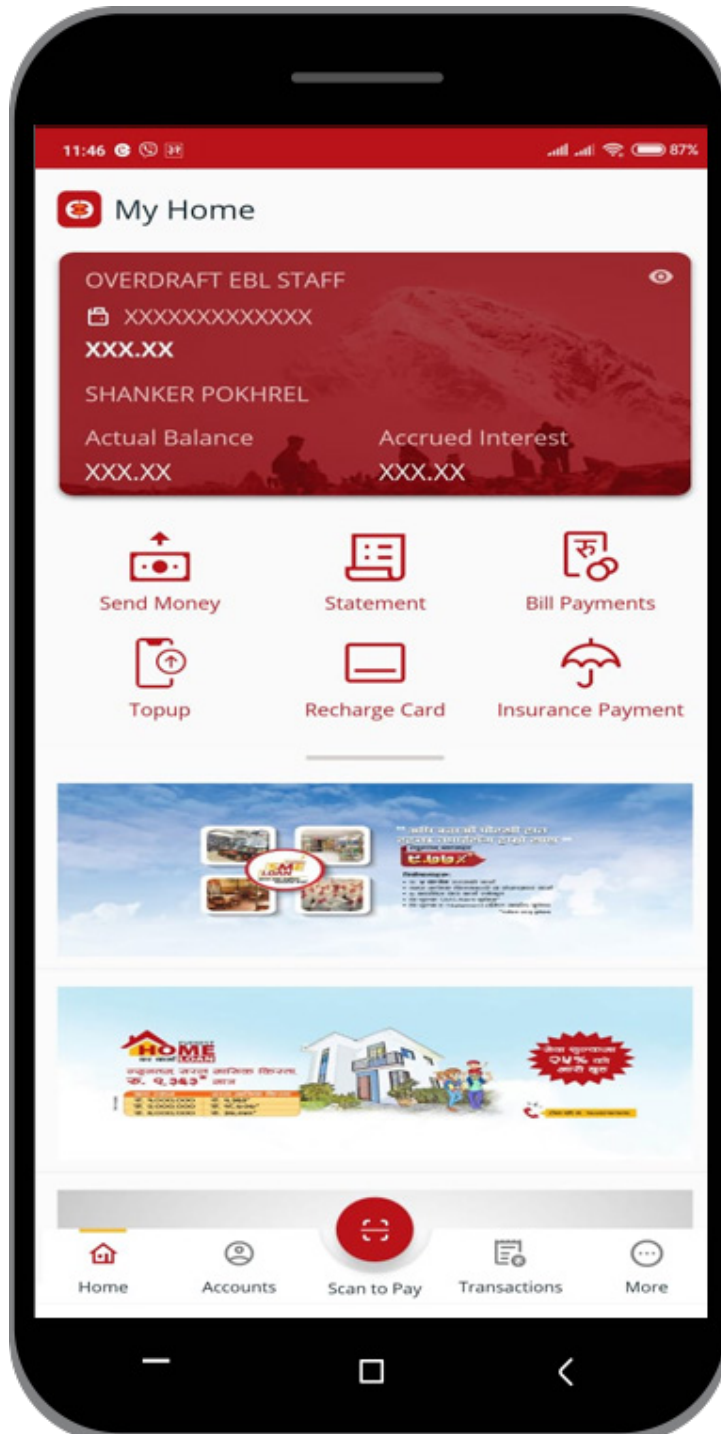


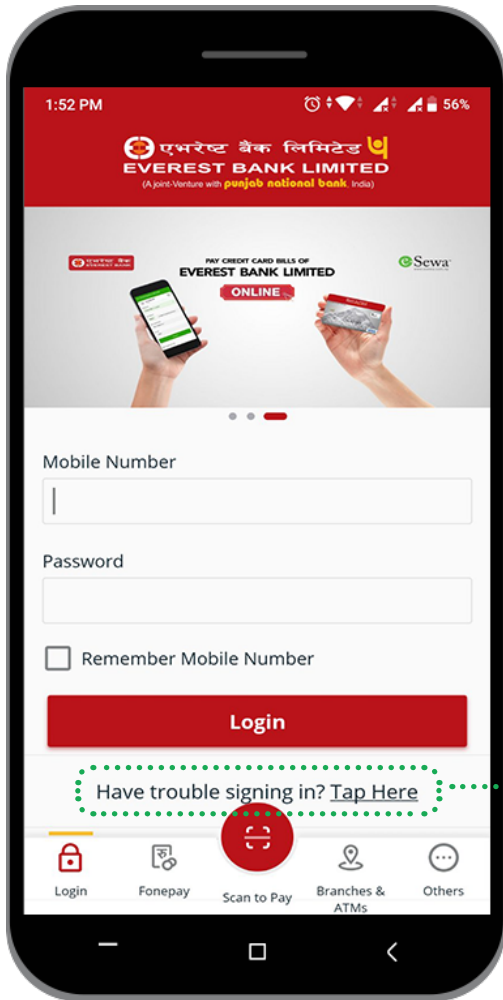
Enter your login password to confirm your favourite images

Done. Your Favourite images are set up successfully.



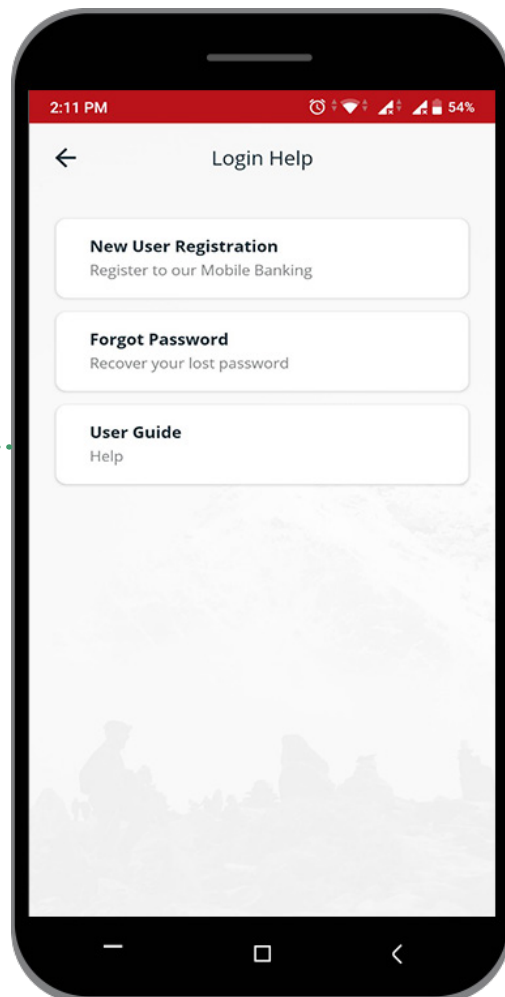
You are now logged in to
EBL Touch 24.



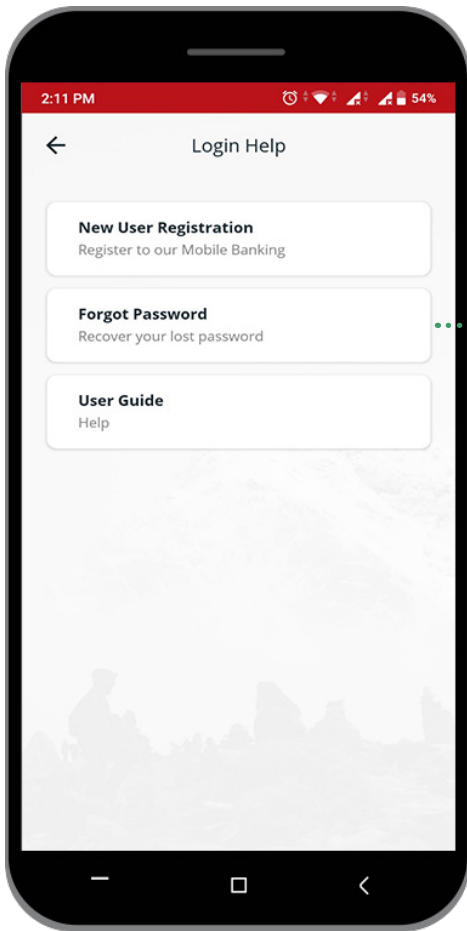


Please click "have trouble signing in" for detail information

Have trouble signing in? [Tap Here](#)

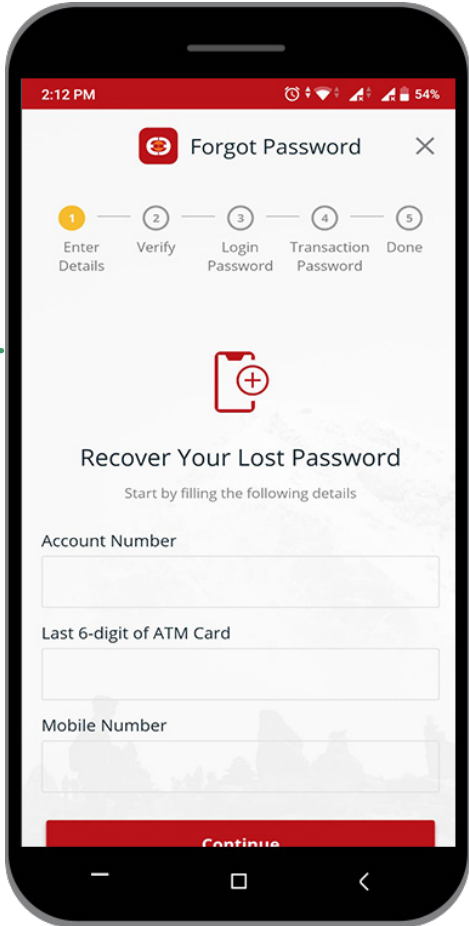


Please click "User Guide" for detail information regarding how to activate mobile banking and further activities.



If you have forgotten your Login Password/ Transaction Pin, please click "Forgot Password"

Enter your Account Number, 6 - digit of ATM Card and Mobile Number.
Then verify your password with favourite images and Setup your New Password/PIN



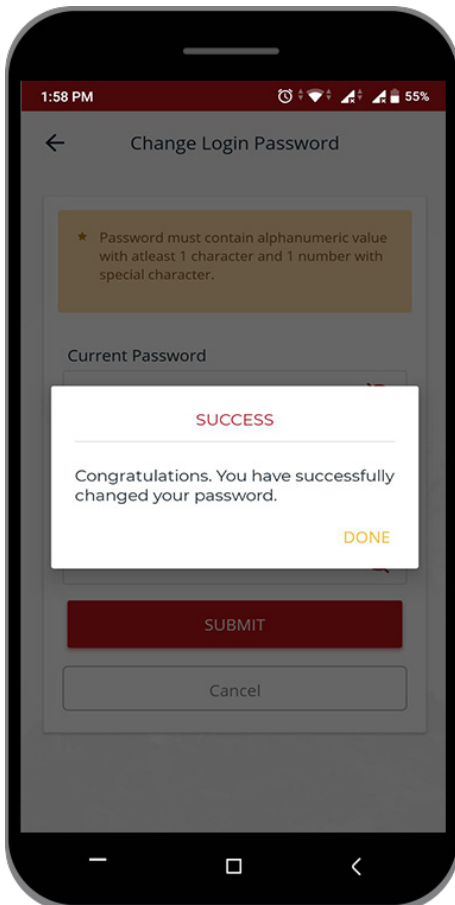
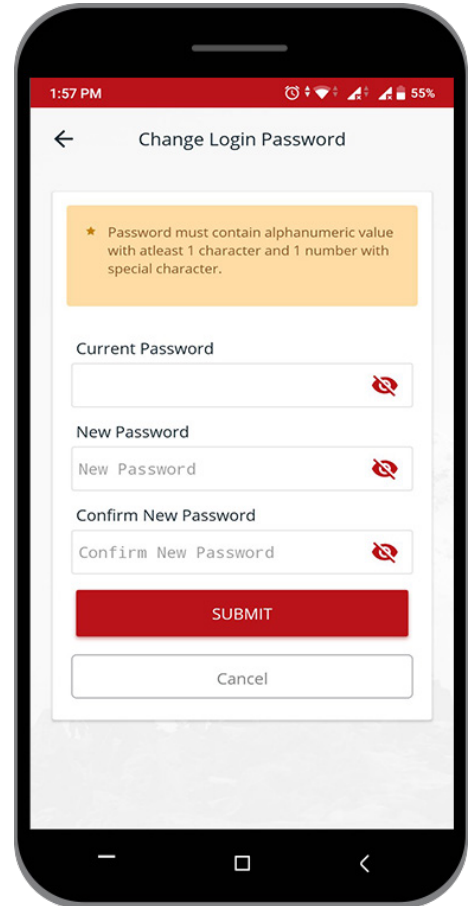
Change your Login Password

Enter your Old Login Password and setup New Password.

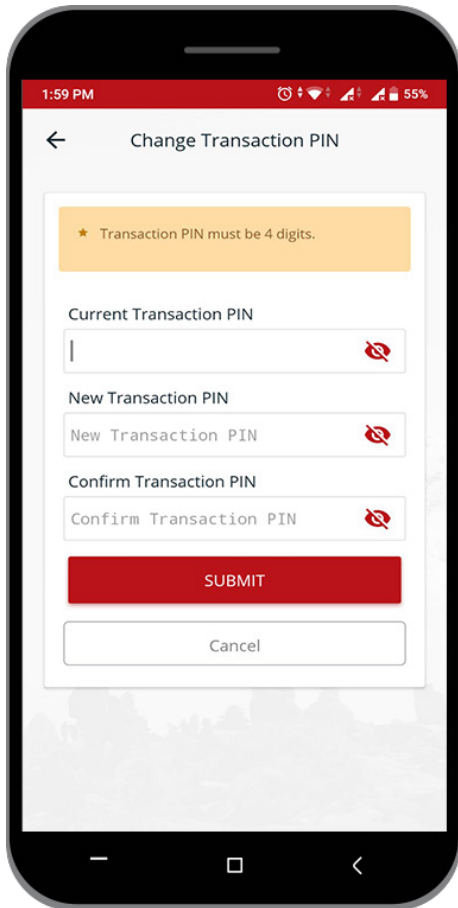
Your New login password contain alphanumeric value with atleast 1 character, 1 number and 1 special character.

Retype your New Password to confirm. Then, click 'SUBMIT' button.

Login password is required every time you try to login EBL Touch 24.



After completion of the process, you will be notified with success message.



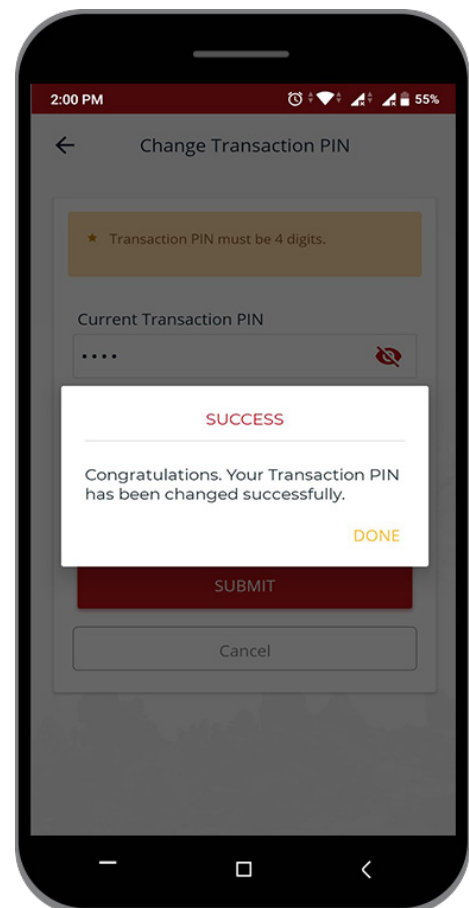
Change your Transaction PIN

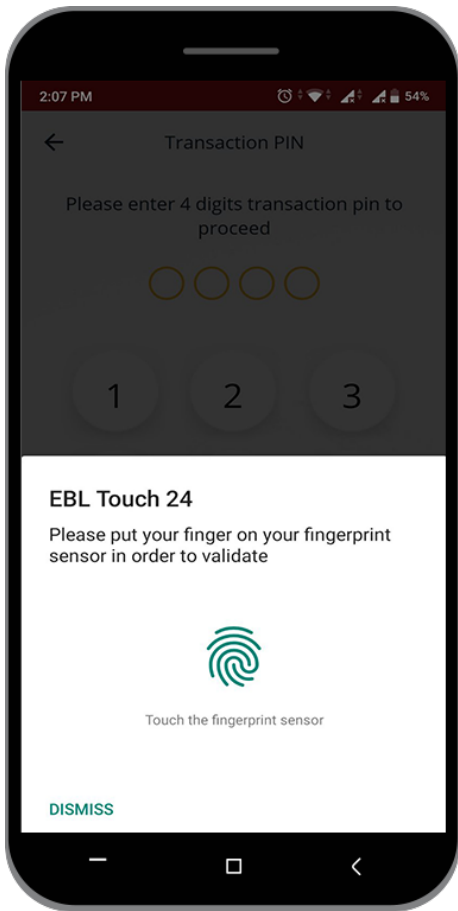
Enter your Old Transaction Pin and setup New Transaction PIN.

Setup your Transaction PIN of 4 numbers. Re-type your Transaction PIN then, click 'SUBMIT' button.

Transaction PIN is required whenever you want to perform certain transactions or payments through EBL Touch 24.

After completion of the process, you will be notified with success message.





Biometric Login Feature

Popup message will appear once you login requesting to enable fingerprint login.

Click “Yes” to setup your login fingerprint.

If you wish to setup your fingerprint later click “Later” or click “Never” to disable the the popup and biometric login feature.

Setting Up FingerPrint Login

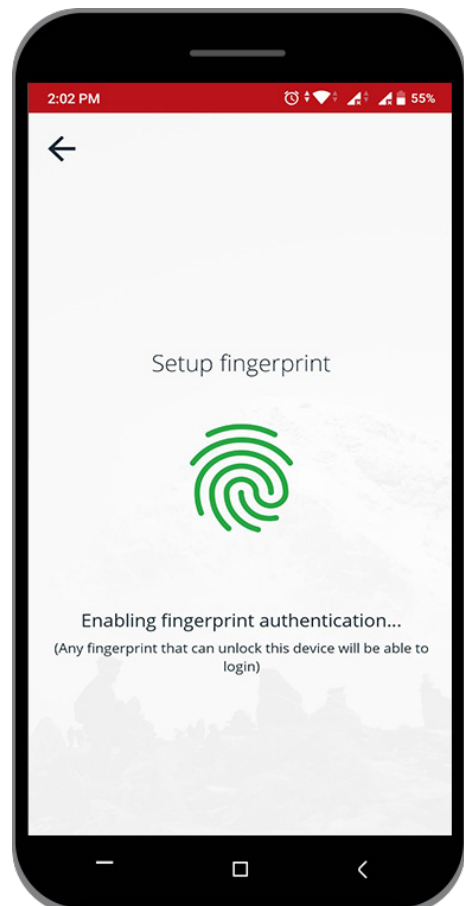
Step 1

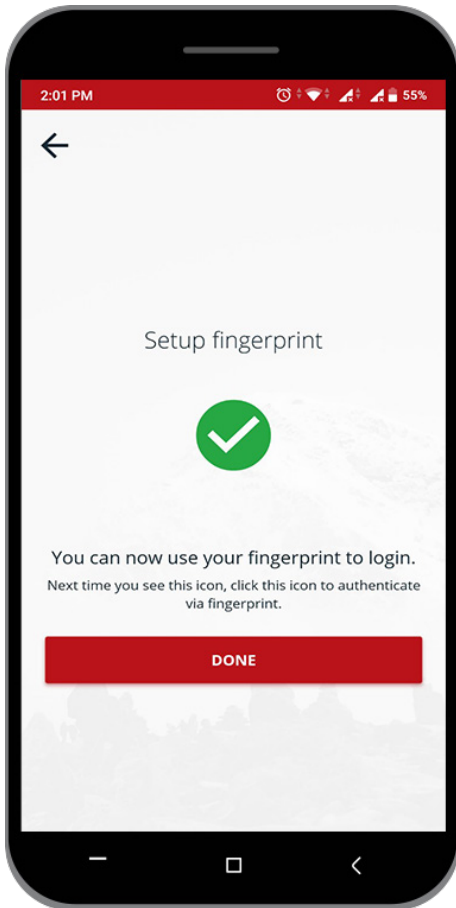
Place your finger on the fingerprint sensor of your device.

This is to verify your fingerprint with any one of the fingerprints registered to unlock the device.

Note:

Any fingerprint that can unlock this device will be able to login to this





Step 2

Your fingerprint authentication has been successfully setup.

You will be able to use your fingerprint instead of login password to login into your account.

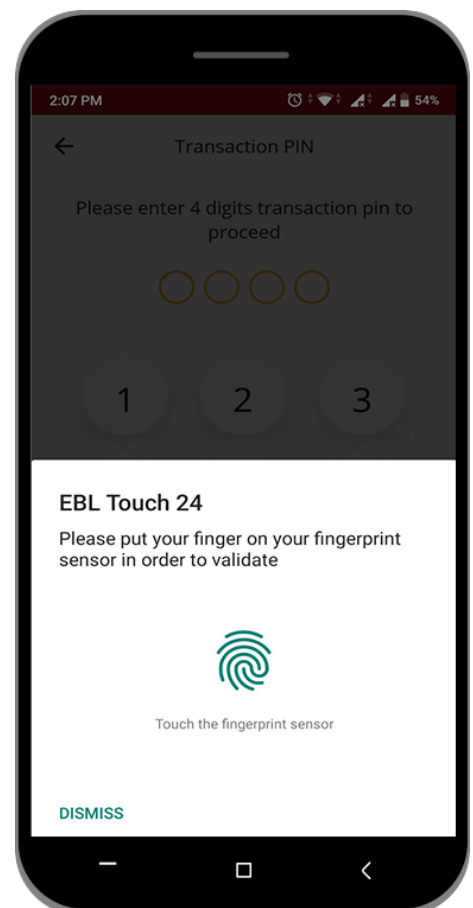
Step 3

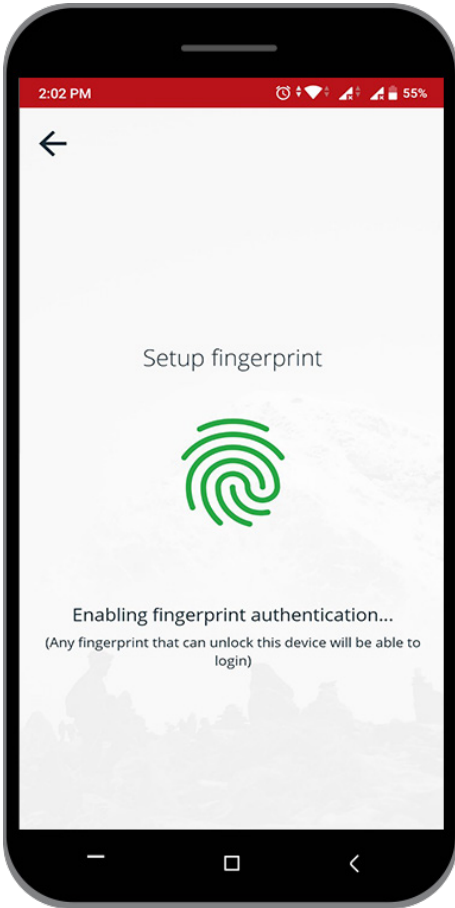
To setup fingerprint for transaction click "Yes".

If you wish not to enable fingerprint for performing transactions, clicking "No".

Note:

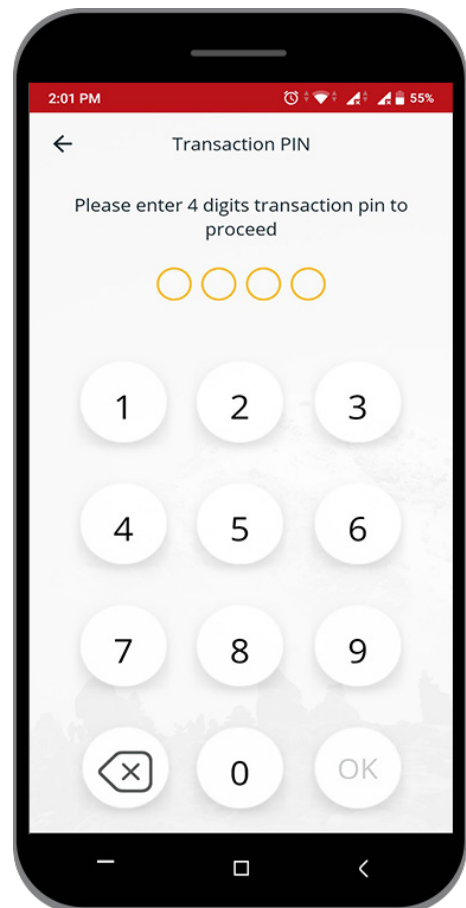
You can later go to the settings to activate this function.

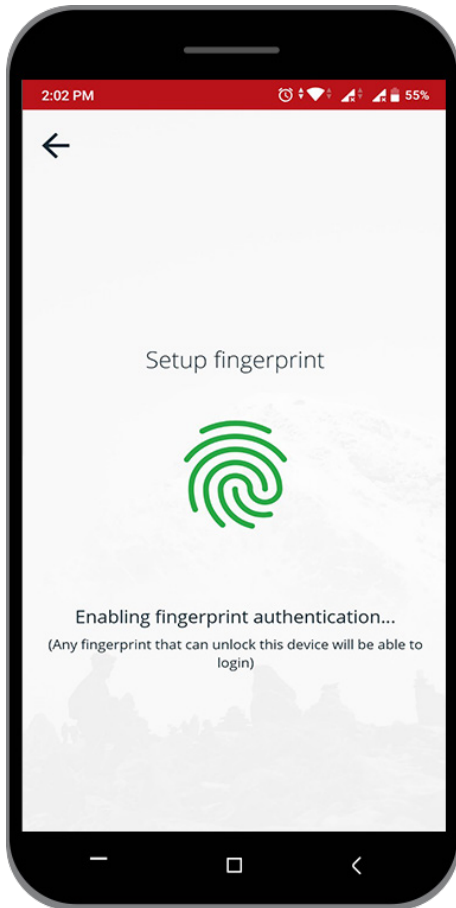




Step 4
Tap "Click to Setup Fingerprint".

Step 5
Enter your transaction PIN



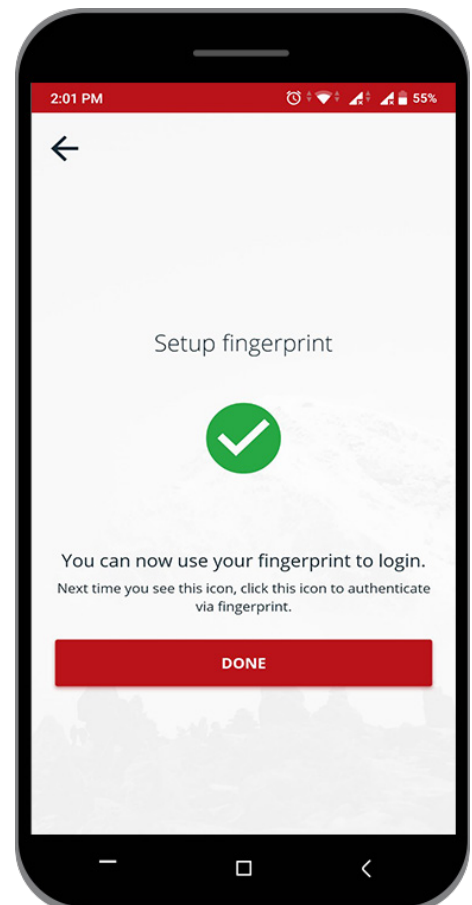


Step 6
Place your finger on Fingerprint Sensor of your device.

Step 7
Your fingerprint authentication has been successfully setup.

You will be able to use your fingerprint instead of transaction pin.

Any fingerprint that can unlock this device will be able to perform transactions.



View of your Dashboard

You can view your recent transaction details by clicking on transactions.



Click on More to change your password / fingerprint.



Add mostly used accounts as Favorite Account



Track your Invoice history

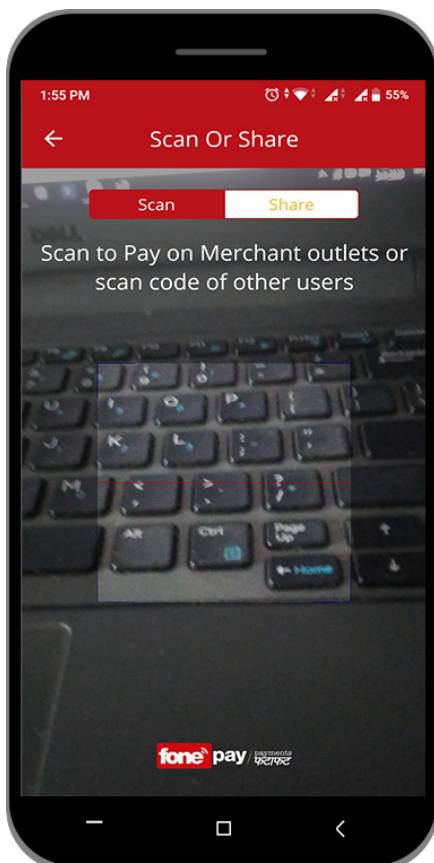
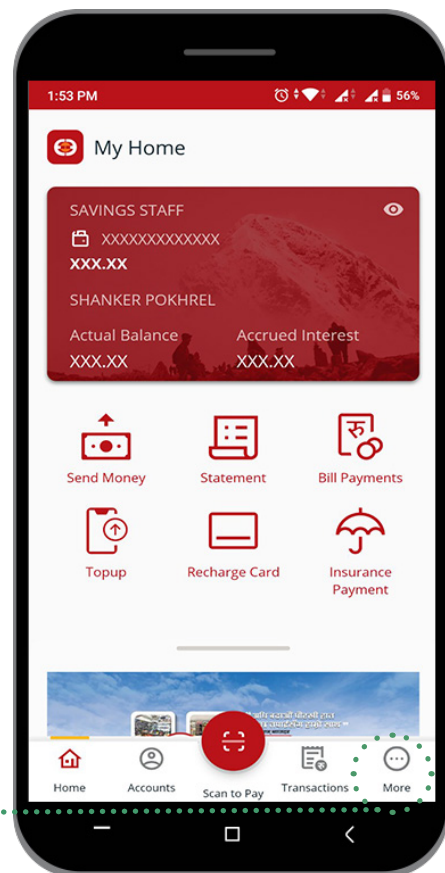


Lodge your Complain or submit your feedback



View your recent Activity Log

You can perform additional actions by clicking on more



Scan to pay

Swipe your screen from right to left to open QR Code Scanner which can be used to scan personal QR as well as fonepay registered merchant QR.

You will be able to perform inter/intra fund transfer or add Personal QR to favorite account .

Scan QR code of fonepay registered merchants to pay bills.



Personal QR

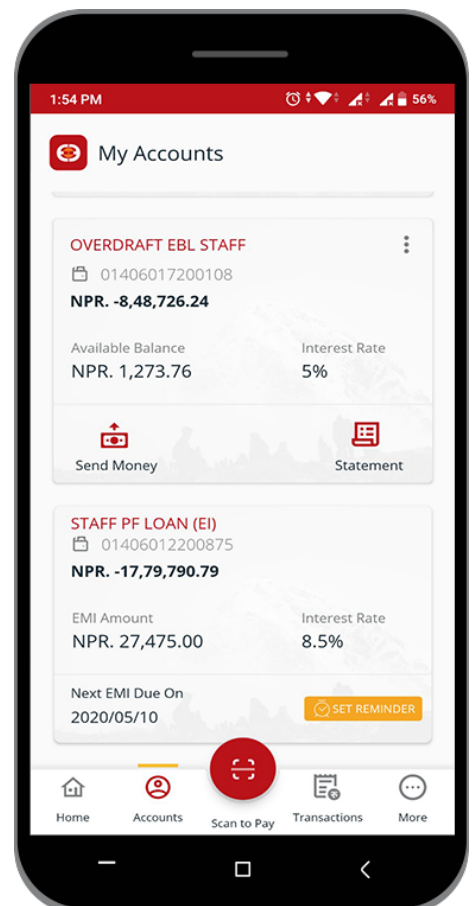
You can share your QR code to receive payments. You will be sharing account name, account number and bank's name.

My Account details

You can view information of accounts linked with registered mobile number by clicking on Accounts.

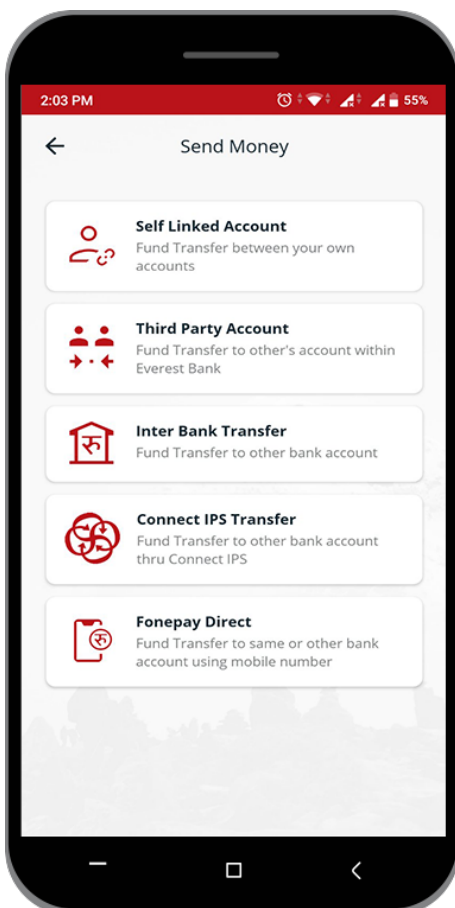
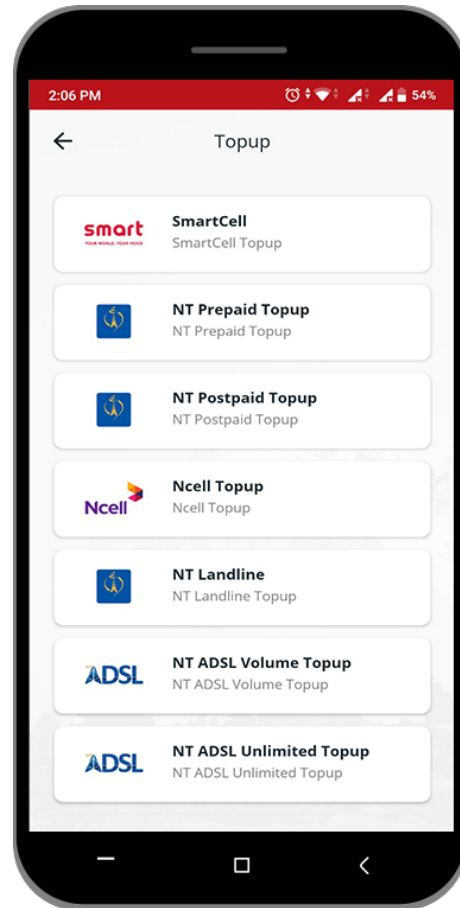
Click your this icon  to share your account information.

Perform fund transfer, pay bills and view your account statement of each linked accounts.



Top-up

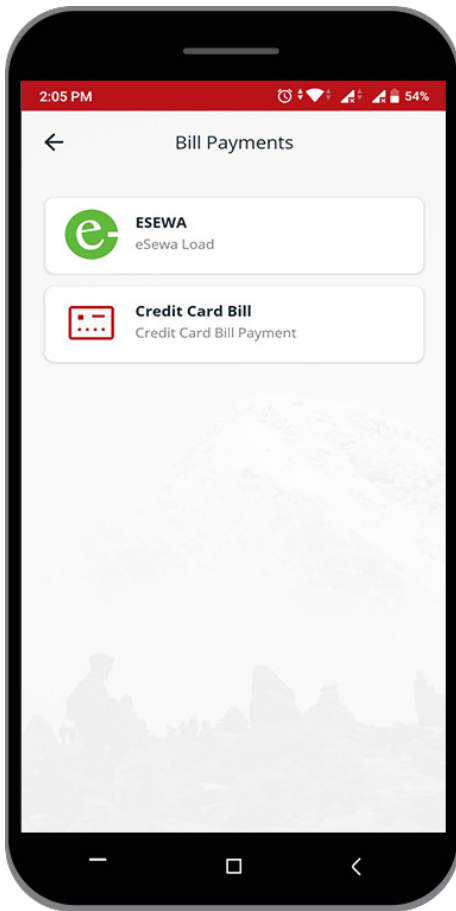
Clicking the Top-up will direct you to the Mobile Top-up section.



Send Money

Clicking the Send Money will direct you to the Internal Fund Transfer and Inter-Bank Fund Transfer.

You can send money to registered mobile number by Fonepay Direct

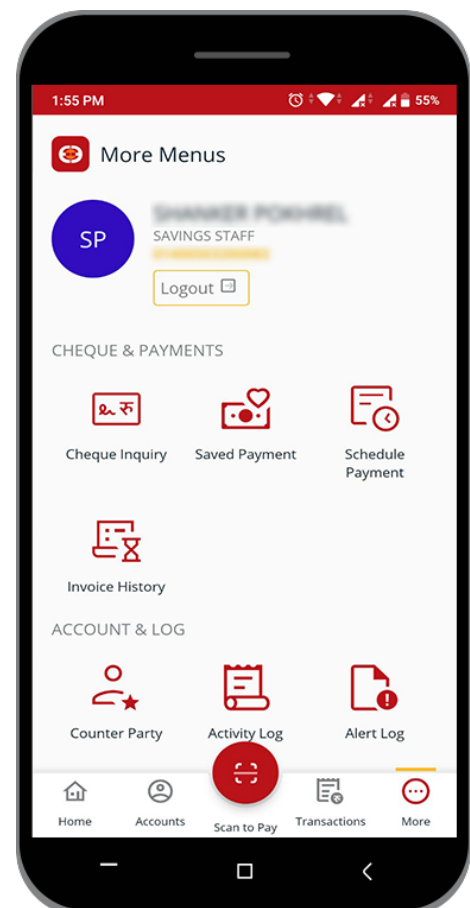


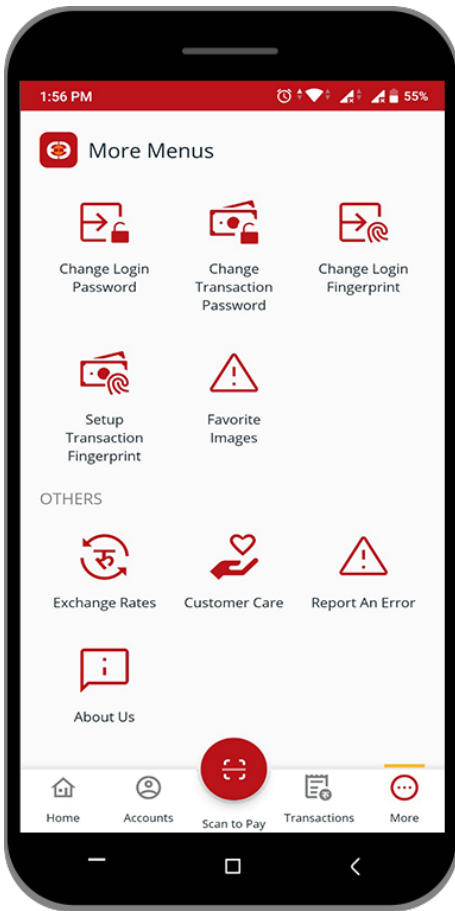
Payments

Clicking the Payments will direct you to the bill payment section and load eSewa.

More Menus

Clicking the More you can view Invoice history, activity log, check inquiry and schedule your payment.





You can also change your Login password, PIN or fingerprint.

In order to Unblock your password You can also add favourite image.

Logout

Click the Logout button at the bottom of the Menu bar to logout from the application.

