

Overview of Mobile Banking

ABSTRACT

As technology continues to reshape the financial landscape, mobile banking has emerged as a pivotal tool in providing individuals with convenient, secure, and accessible financial services. This document explores the features, security measures and a comprehensive guide for users.

Table of Contents

1. Definition	2
2. Features	2
3. Mobile Banking Procedure.....	3
3.1 Know the Basics.....	3
3.2 New User	4
3.3 Existing User	9
3.4 Biometric Login Feature	10
3.5 Setting up Fingerprint Login.....	10
3.6 Dashboard	13
3.7 Settings	13
3.7.1 Change Login Password.....	14
3.7.2 Change Transaction PIN	14
3.8 Payment.....	15
3.9 ESEWA.....	15
3.10 Fund Transfer	16
3.11 My Account.....	16
3.12 Schedule Payment.....	17
3.13 Personal QR	19
3.14 Logout	19
4. Fees and Charges	20
4.1 Charges	20
4.2 Transaction Limit	20
5. Customer Responsibilities.....	20
6. FAQ Mobile Banking.....	22

Mobile Banking

1. Definition

Mobile banking, also known as mobile financial services or M-banking, refers to the use of mobile devices, such as smartphones and tablets, to perform various banking and financial transactions. It allows customers to access their bank accounts, conduct financial activities, and manage their finances on-the-go, without the need to visit a physical bank branch. Mobile banking has become increasingly popular due to its convenience, accessibility, and ease of use.

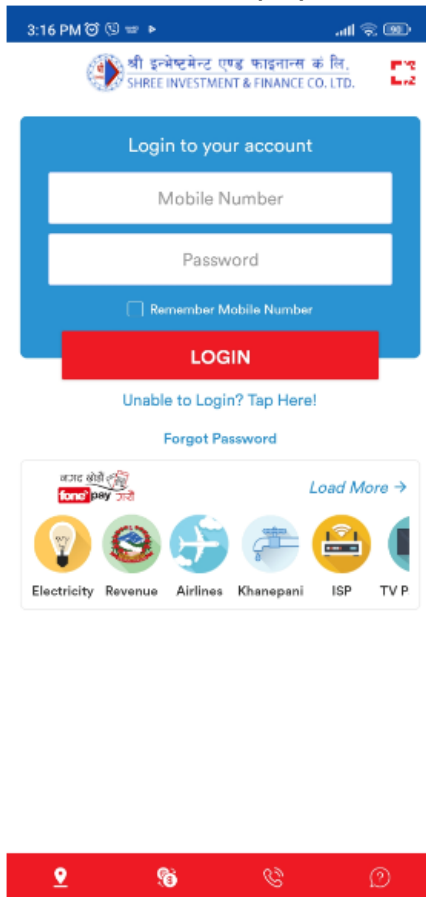
2. Features

1. Account Management:
 - View account balances.
 - Access transaction history.
 - Monitor account activities in real-time.
2. Fund Transfers:
 - Transfer money between accounts.
 - Make payments to individuals or businesses.
3. Bill Payments:
 - Pay utility bills, credit card bills, and other recurring payments.
 - Top up-Recharge
4. Mobile Wallets:
 - Make contactless payments at merchants using smartphones.
5. Alerts and Notifications:
 - Receive real-time alerts for account activities, such as transactions or low balances.
6. Branch Locator:
 - Locate nearby branches using GPS or search functionalities.
7. Customer Support:
 - Access customer support through the mobile app.
 - Live chat or messaging services for assistance.
8. Security Features:
 - Multi-factor authentication.
 - Encryption for secure transactions.
 - Biometric authentication (fingerprint, face recognition) for access.

3. Mobile Banking Procedure

3.1 Know the Basics

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



- If you have Internet Connectivity, enter your registered Mobile Number and Login Password. Click '**Log In**'.
- Click on **Unable to Login** if you have not activated the mobile banking services.
- Click on **Forget Password** if you have forget mobile banking password.
- You can also pay bills of **fonepay** registered merchants directly before you login.



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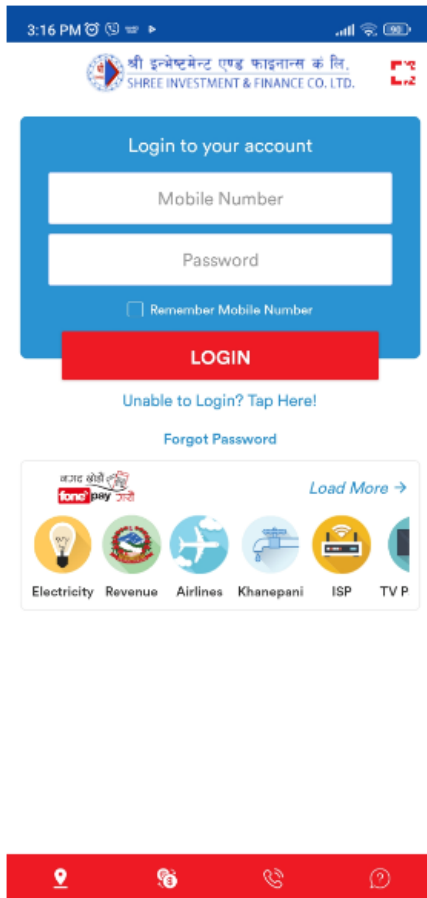
3.2 New User

New users are those customers of Shree Investment and Finance Co. Ltd. who are trying to download mobile banking application for the first time.

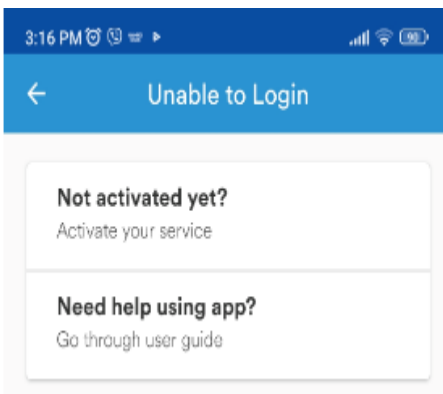


Step 1: Download **"SHREE FINANCE SMART"** mobile application from Store

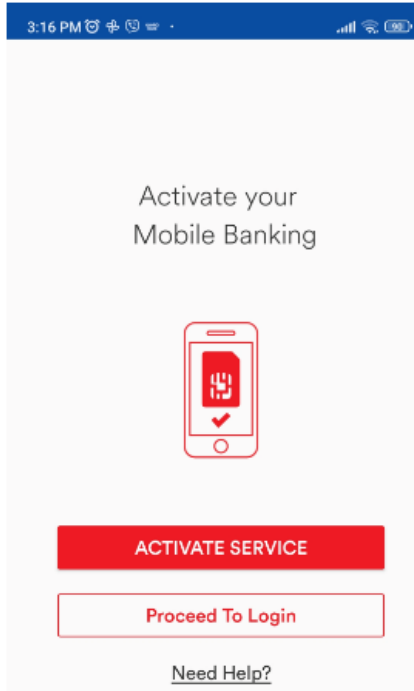




Step 2: Click on **“Unable to Login”** to start banking smartly



Step 3: Click on **“Not activated yet?”**
Activate your service



Step 4: Click on **"Activate Service"**

A screenshot of a mobile banking setup screen. At the top, the status bar shows the time as 3:17 PM and various icons. The screen has a back arrow and the text 'Step 1'. The main heading is 'Setup Mobile Number'. Below this is a red icon of a smartphone with a checkmark. Underneath the icon is the text 'Enter your Registered Mobile Number and Account Number to proceed'. There are two input fields: 'Mobile Number' and 'Account Number'. At the bottom of the screen is a red button labeled 'NEXT'.

Step 5: Input your Registered **Mobile Number** and your **Account Number**. Then Click **"Next"** button

(The registered number is the one that you have updated in KYC of Shree Investment and Finance Co Ltd).

3:29 PM

← Step 2

Activation Code

Enter your activation code you received in SMS

NEXT

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

Step 6: Enter the code you have received in SMS. Then, click **"Next"**

3:30 PM

← Step 3

Setup Login Password

Password must be 8-13 characters,
 ● alphanumeric value with atleast 1 special character and 1 number.
 ● Pincode must be 4 digits.

Password

Required

Re-type Password

NEXT

Step 7: Type the login password. Re-type the password for confirmation and click **"Next"**.

(Login Password must be of 8 to 13 characters, alphanumeric value with at least 1 special character and 1 number)

3:30 PM

← Step 4

Setup Transaction PIN

★★★★★

● MPIN must be 4 digits

Transaction PIN

Required

Re-type Transaction PIN

Required

FINISH

Step 8: Type the Transaction PIN. Re-type the Transaction PIN for confirmation and click **"Finish"**.

(Transaction PIN must be 4 digits and needed to perform transactions or payments.)

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

3:16 PM

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SHREE INVESTMENT & FINANCE CO. LTD.

Login to your account

Mobile Number

Password

☐ Remember Mobile Number

LOGIN

Unable to Login? Tap Here!

Forgot Password

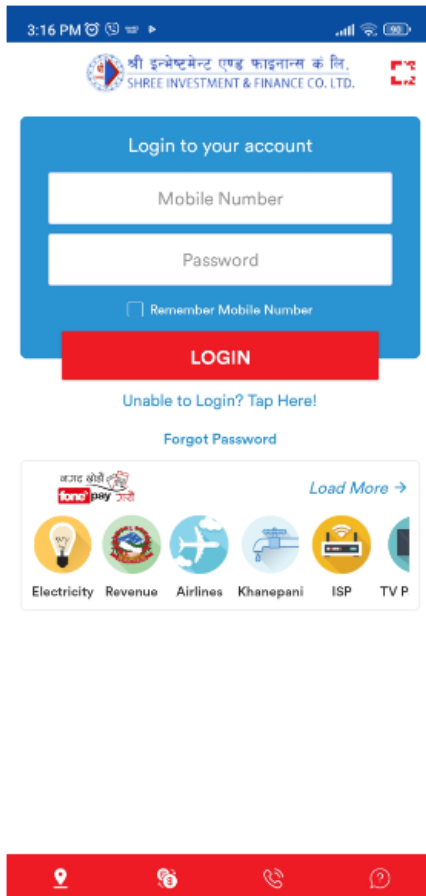
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Step 9: Enter your registered Mobile Number and Login Password. Click **"Log In"**.

3.3 Existing User

Existing User are those customers who have installed and used SHREE FINANCE SMART application at least once or who have recently reset their password by visiting the bank.



3:16 PM 93% 4G

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SHREE INVESTMENT & FINANCE CO. LTD.

Login to your account

Mobile Number

Password

☐ Remember Mobile Number

LOGIN

Unable to Login? Tap Here!

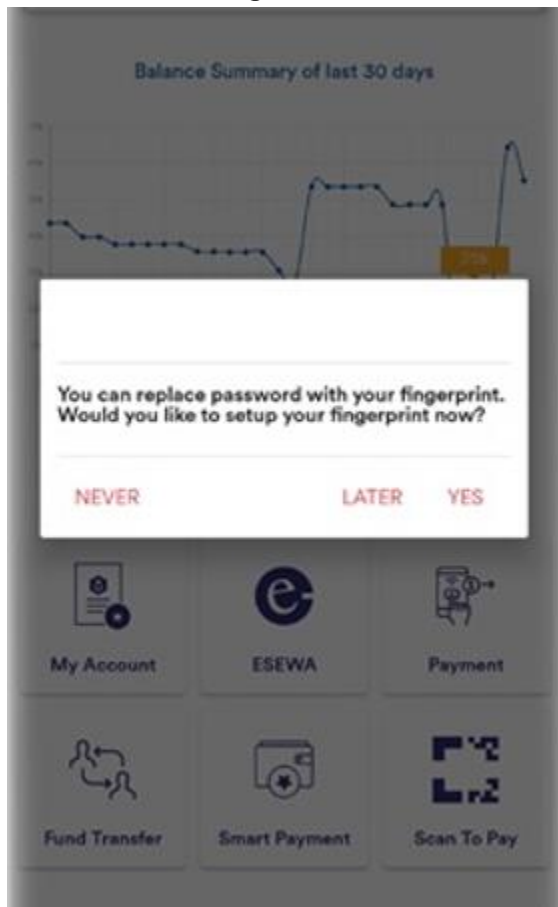
Forgot Password

Load More →

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Enter registered mobile number and login password and Click **"Log In"**.

3.4 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.

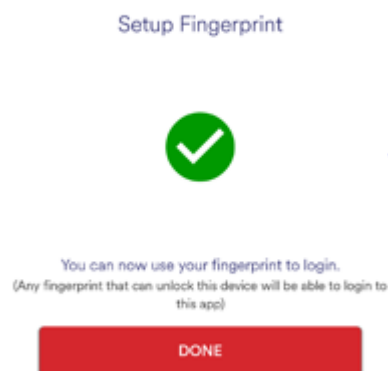
3.5 Setting up Fingerprint Login



Step 1: Place your finger on the fingerprint sensor of your device

Note:

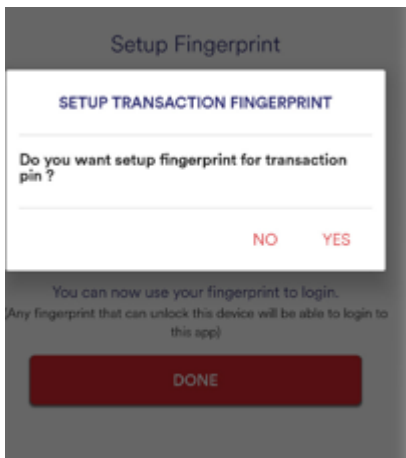
Any fingerprint that can unlock this device will be able to login to this app.



Step 2: Your fingerprint authentication has been successfully setup

Note:

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 don't want to enable fingerprint for performing transactions, click "No".

Note:

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



Step 4: Tap "Click to Setup Fingerprint".

Setup Transaction Fingerprint

TRANSACTION PIN

Enter your transaction PIN

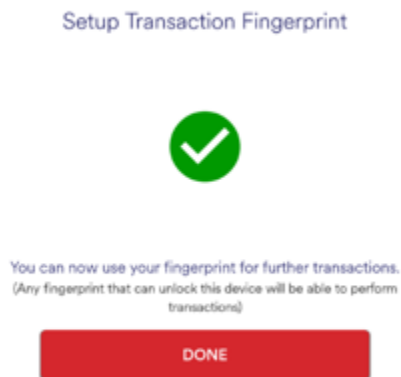
DISMISS SUBMIT

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.

Note:

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

3.6 Dashboard

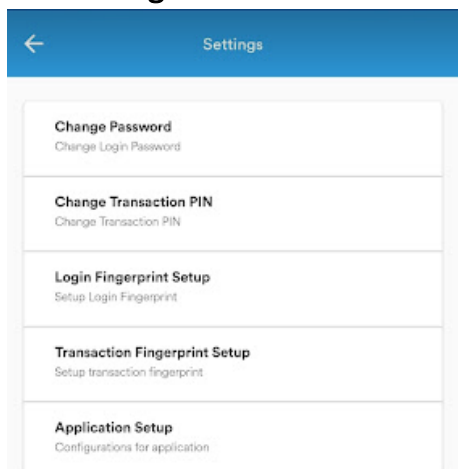


View your account details and track the balance summary of last 30 days directly from your dashboard.

Additional Features:

- Click on **Settings** to change your password / fingerprint.
- Click on **ESEWA** to upload esewa id.
- Click on **Payment** to pay bills.
- Click on **Fund Transfer** to transfer fund from one account to another.
- Click on **My Account** to get bank account details.
- Click on **Schedule Payment** to set payment in future date.

3.7 Settings



- Click on respective buttons to perform desired actions from Settings.
- You can set fingerprint login if not set in first login.

3.7.1 Change Login Password

← Change Login Password

★ Password must be 8-13 characters, alphanumeric value with atleast 1 special character and 1 number.
★ Pincode must be 4 digits.

Current Password

New Password

Confirm New Password

SUBMIT

Cancel

- Enter your Current Password and setup New Password.
- Retype your New Password to confirm. Then click 'SUBMIT' button.
- Login password is required every time you try to login Shree Investment and Finance Co. Ltd.
- After completion of the process, you will be notified with success message

3.7.2 Change Transaction PIN

← Change Transaction PIN

★ MPIN must be 4 digits

Current Transaction PIN

New Transaction PIN

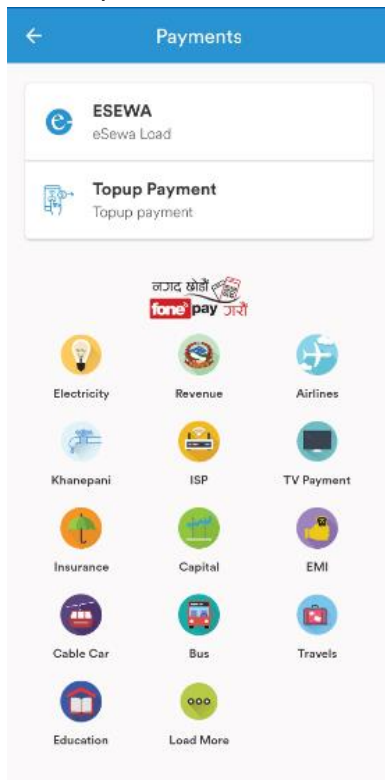
Confirm Transaction PIN

SUBMIT

Cancel

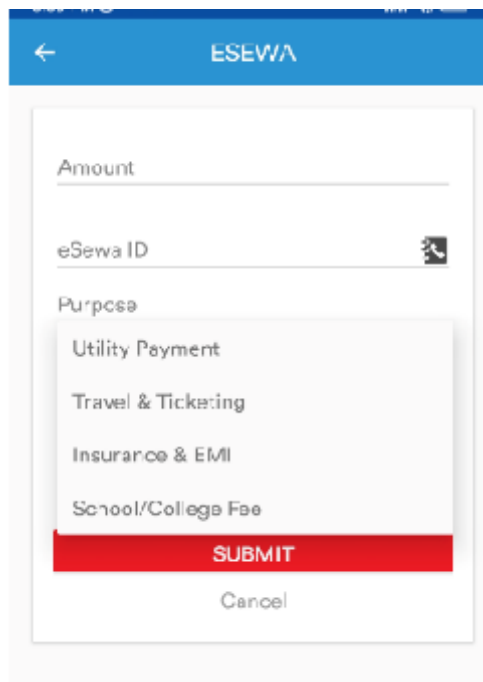
- Enter your Current Transaction PIN and setup New PIN.
- Retype your New PIN to confirm. Then click 'SUBMIT' button.
- Transaction PIN is required whenever you want to perform certain transactions or payments through Shree Investment and Finance Co. Ltd.
- After completion of the process, you will be notified with success message

3.8 Payment



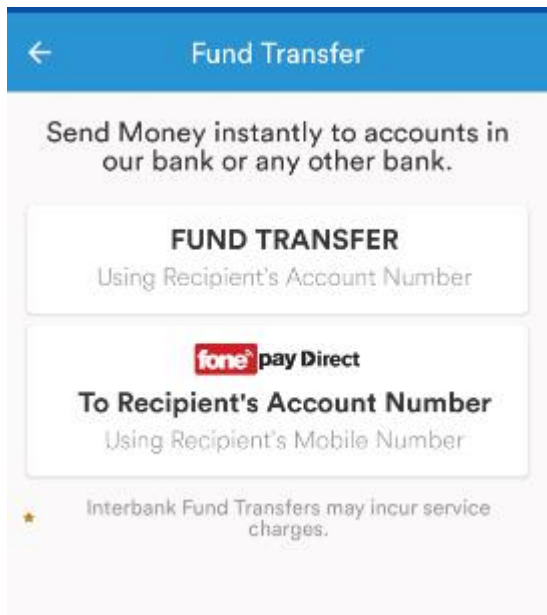
- Pay bills from payment.

3.9 ESEWA



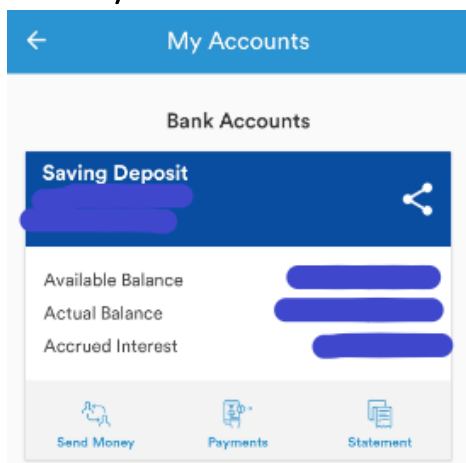
- Upload fund to esewa ID directly.

3.10 Fund Transfer



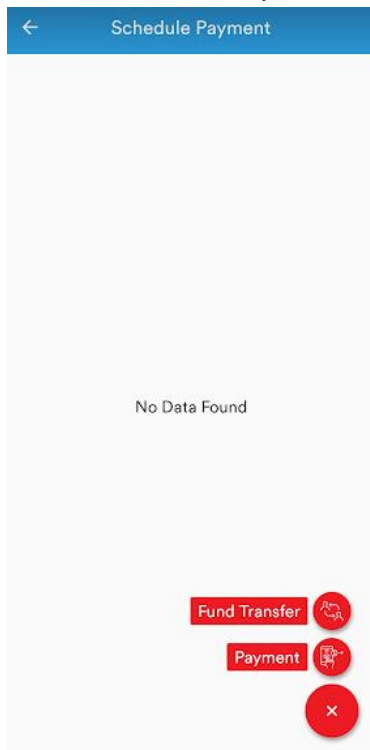
- Transfer fund from one account to another.

3.11 My Account



- Perform fund transfer
- Pay bills
- View your account statement

3.12 Schedule Payment



- Click on Schedule Payment to set future date payment details.
- Click on Fund Transfer or Payment to set the schedule accordingly.
- Scheduled payments may include paying rent, mortgage, credit card bills, loan installments, and other regular financial obligations.

Set Schedule Payment Fund Transfer for future date payment as per required schedule interval (Daily/Monthly)

← Schedule Payment Merchant

Payment Name

Merchant name

ESEWA

Amount

eSewa ID

Purpose

Utility Payment

Schedule Interval

Daily

Start Date

Start Time

From Account

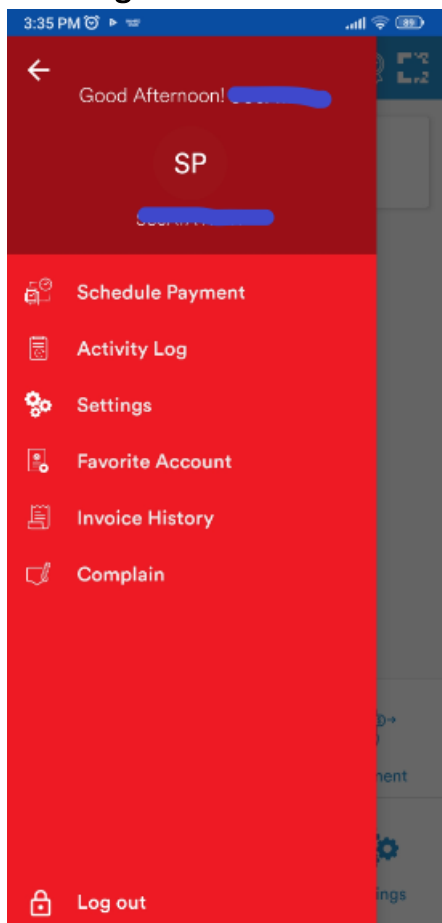
Set Schedule Payment Merchant for future date payment as per required schedule interval (Daily/Monthly)

3.13 Personal QR



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

3.14 Logout



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

4. Fees and Charges

4.1 Charges

Charge Type	Amount (Individual)	Amount (Organization)
Registration Charge	NPR 300.0	NPR 400.0
Renew Charge	NPR 300.0	NPR 400.0
Password Change	NPR 0.0	NPR 0.0

4.2 Transaction Limit

Transaction Count:	10
Per Transaction Amount:	10,000
Per Day Amount:	10,000
Per Month Txn Amount:	100,000

The transaction limit will be revised in accordance with the NRB PSD directive.

5. Customer Responsibilities

Customers play a crucial role in maintaining the security of their accounts and transactions in mobile banking. Here are some important security aspects that customers should follow:

1. Use Strong Authentication:

- Set strong, unique passwords for your mobile banking app. Avoid using easily guessable passwords like birthdays or common words.
- Enable multi-factor authentication (MFA) if your bank offers it. This adds an extra layer of security by requiring more than just a password for access.

2. Keep Software Updated:

- Regularly update your mobile banking app, as well as your device's operating system. Updates often include security patches to protect against potential vulnerabilities.

3. Secure Your Mobile Device:

- Use a secure screen lock on your device, such as a PIN, password, fingerprint, or facial recognition.
- Enable remote tracking and wiping features on your mobile device in case it's lost or stolen.

4. **Be Wary of Public Wi-Fi:**
 - Avoid conducting sensitive transactions over public Wi-Fi networks. If you must use public Wi-Fi, consider using a virtual private network (VPN) to encrypt your connection.
5. **Review Bank Statements Regularly:**
 - Periodically review your bank statements and transaction history to identify any unauthorized or suspicious activity. Report discrepancies to bank promptly.
6. **Protect Personal Information:**
 - Be cautious about sharing personal information online or over the phone. Banks typically do not request sensitive information like passwords or PINs via email or phone calls.
7. **Monitor Account Alerts:**
 - Enable account alerts provided by your bank, such as notifications for large transactions, low balances, or login attempts. This helps you stay informed about activities on your account.
8. **Logout After Each Session:**
 - Always log out of your mobile banking app after completing your transactions. Avoid leaving the app open and unattended, especially on shared devices.
9. **Secure Communication:**
 - Use secure channels for communication with your bank. Avoid clicking on suspicious links in emails or text messages, and only use official channels to contact your bank.
10. **Educate Yourself:**
 - Stay informed about common online scams and phishing techniques. Be skeptical of unsolicited emails or messages asking for personal information.
11. **Regularly Check for App Updates:**
 - Ensure that your mobile banking app is up to date. App updates often include security improvements, bug fixes, and new features.
12. **Enable App Locks:**
 - Some mobile banking apps allow users to set additional security measures, such as app-specific PINs or biometric locks. Enable these features for an extra layer of protection.
13. **Use Official App Stores:**
 - Only download the mobile banking app from official app stores (Google Play Store for Android, App Store for iOS) to reduce the risk of downloading malicious software.

By following these security practices, customers can significantly enhance the security of their mobile banking transactions and protect their financial information from unauthorized access. It's crucial to stay vigilant and report any suspicious activities to the bank immediately.

6. FAQ Mobile Banking

1. What is mobile banking?
 - Mobile banking refers to the use of a mobile device, such as a smartphone or tablet, to perform banking activities and transactions.
2. How do I sign up for mobile banking?
 - Typically, you can sign up for mobile banking by downloading the official mobile banking app from official app stores (Google Play Store for Android, App Store for iOS), installing it on your device, and following the registration instructions.
3. Is mobile banking secure?
 - Yes, mobile banking is designed with various security features, including encryption, multi-factor authentication, and secure access codes to protect your financial information.
4. What transactions can I perform through mobile banking?
 - Mobile banking allows users to perform various transactions, including checking account balances, transferring funds between accounts, paying bills, and more.
5. Who is eligible for mobile banking service?
 - Shree Investment and Finance Company Limited customer with at least one account, are eligible for this service. Both Saving and current account can be used for the service.
6. How can I reset my mobile banking password?
 - Usually, there is a "Forgot Password" or "Reset Password" option within the mobile banking app. Follow the provided instructions to reset your password securely.
7. Can I use mobile banking on multiple devices?
 - Yes, you can often use mobile banking on multiple devices. However, you may need to authenticate each device for security purposes.
8. What should I do if I lose my mobile device?
 - If your mobile device is lost or stolen, contact bank immediately to report the loss. Banks will proceed the process for suspend or disable mobile banking services immediately.
9. Are there any fees for using mobile banking?
 - Subscription of mobile banking is as per Standard Tariff Charges of service activation and renewal fee shall be charged after expiry of the service.
10. What security measures are in place to protect my information?
 - Mobile banking apps employ encryption, authentication methods (such as passwords and biometrics), device recognition, and transaction monitoring to enhance security.
11. How can I enable or disable my biometrics?
 - After subscribing to the application you will receive a message inquiring about the preference of fingerprint. You can enable your fingerprint to log in or for the transaction. However, you can press LATER or NEVER based on your preference. Also can be enabled or disabled fingerprint through the settings menu.
12. Is it safe to use public Wi-Fi for mobile banking?
 - It's generally not recommended to use public Wi-Fi for sensitive transactions. If you must, consider using a virtual private network (VPN) for added security.

13. How do I update my mobile banking app?
- You can update your mobile banking app through the official app store on your device (e.g., Google Play Store for Android or App Store for iOS).
14. Can I conduct transaction through mobile banking app if I am out of country?
- Certainly, mobile banking services can be utilized internationally via data connectivity unless the service is restricted in the particular country. It is advisable to notify the bank in advance when using the service abroad, and the features are limited to national banks only.
15. Am I able to transfer funds between international banks and my account or vice versa?
- No, mobile banking services can only be utilized for transactions with national banks.
16. Do I have to maintain balance in my account to use mobile banking services?
- Yes, to perform any transaction, you need to have sufficient balance.
17. How do I unsubscribe or re-subscribe the mobile banking services?
- To unsubscribe or re-subscribe service, please visit our nearest Shree Investment and Finance Company Limited branch.