

Foreign Exchange Portal User Guide

This User guide is prepared for Meezan Bank's customers who will use bank's web portal for Foreign Exchange (FX) cases.

The step-by-step instructions are provided along with screenshots of the system to explain the procedures to the user for the electronic submission of FX cases through Meezan Bank's web portal.

1. Guidelines to use Meezan Bank's FX Portal

1.1.1 Customer/User Onboarding / Registration

Existing Meezan Bank customers* are required to download Company Registration Form and/or User Registration Form from the below link and submit the duly filled and signed form along with signed terms and condition form to nearest branch or to their relationship officer at bank.

- [Company and User Registration form – Click Here](#)

***For Individual customers:**

Individual customers are required to submit User Registration form only.

***For Companies/corporate customers:**

In case of companies/organizations/corporate customers, both Company Registration Form and User Registration Form are required.

1.1.2. Login information

After completion of verification and functional formalities, Email will be sent to customers on their email address provided them in the Company Registration Form or User Registration Form, as the case may be, containing customer/user credentials to be used for login into Meezan Bank FX Portal.

1.1.3. Cautions and Warnings

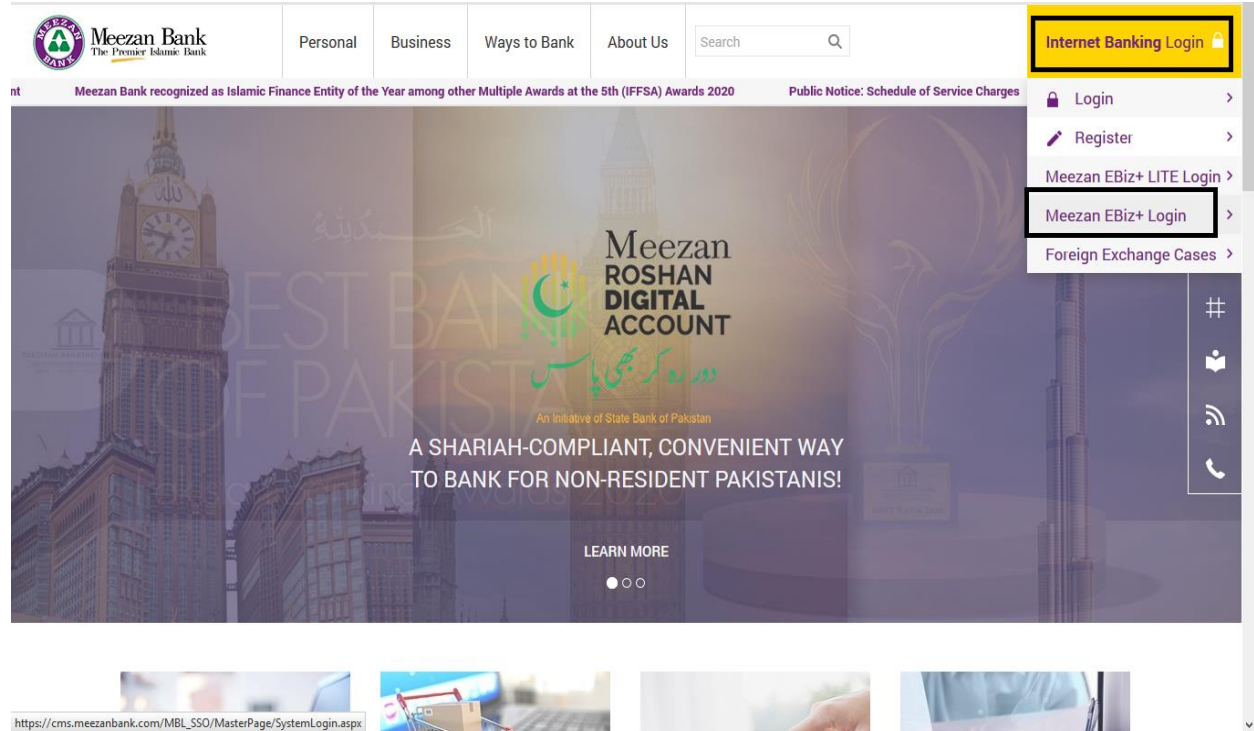
It will be the sole responsibility of the customer to ensure that login credentials (username and passwords) are kept safe and not shared with any un-authorized person. In case of failure to comply with this condition, customer shall be entirely responsible for any loss, risk, harm, damage or liability arising out of misuse of login credentials and resultant transactions.

1.1.4. User Interface:

Step 1: Open Meezan Bank website in browser.

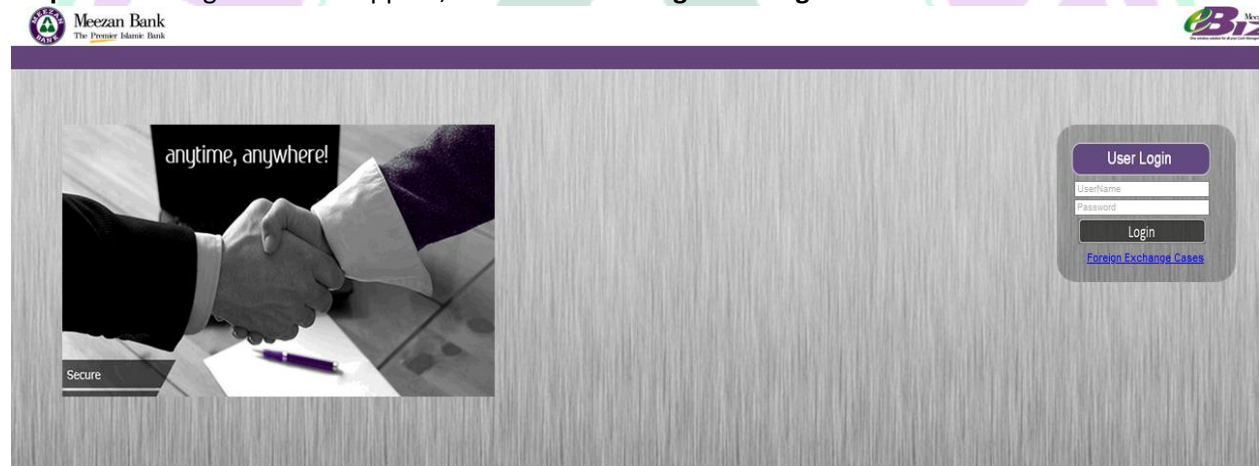
Live Link: <https://www.meezanbank.com/>

Step 2: Navigate mouse to **Internet Banking Login** option



Step 3: On the above screen, and then click **Meezan Bank EBiz+ Login**

Step 4: Following screen will appear, then click on **Foreign Exchange Cases**

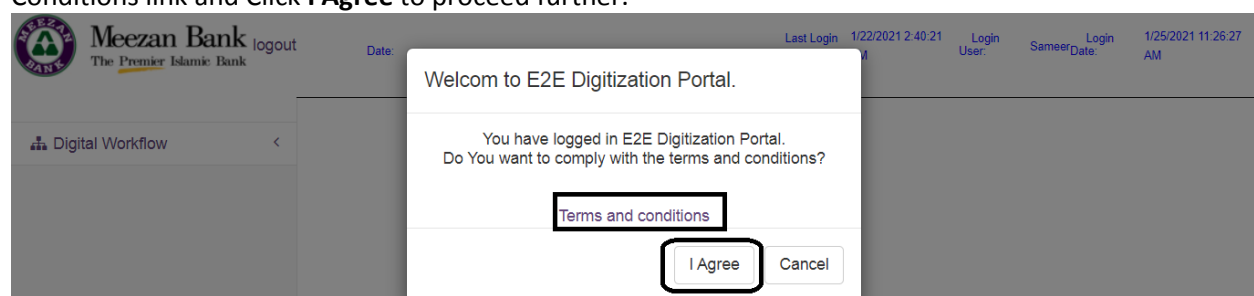


Step 5: Following Screen will appear, user will enter its username and password and click **Login** button.

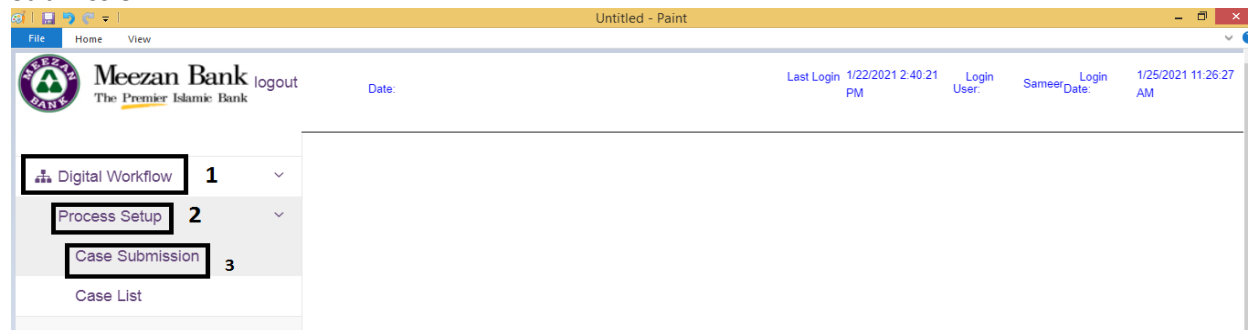


User Name : *
Password : *

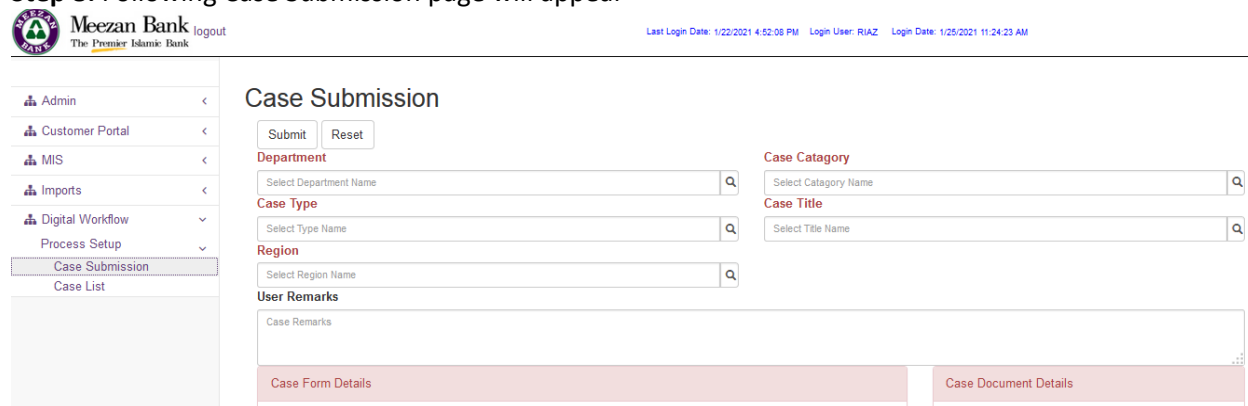
Step 6: The Terms and Conditions will appear which customer should read by clicking Terms and Conditions link and Click **I Agree** to proceed further.



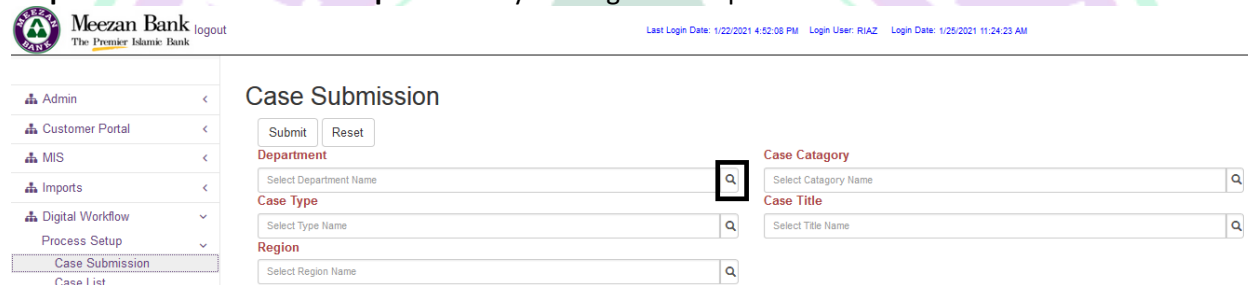
Step 7: In order to submit new case, user will click **Digital Workflow**, then **Process Setup** and then **Case Submission**.



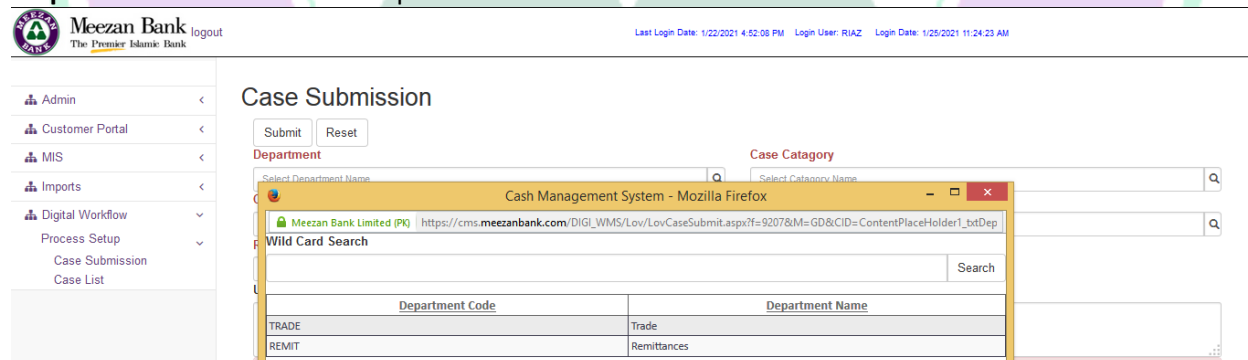
Step 8: Following Case Submission page will appear



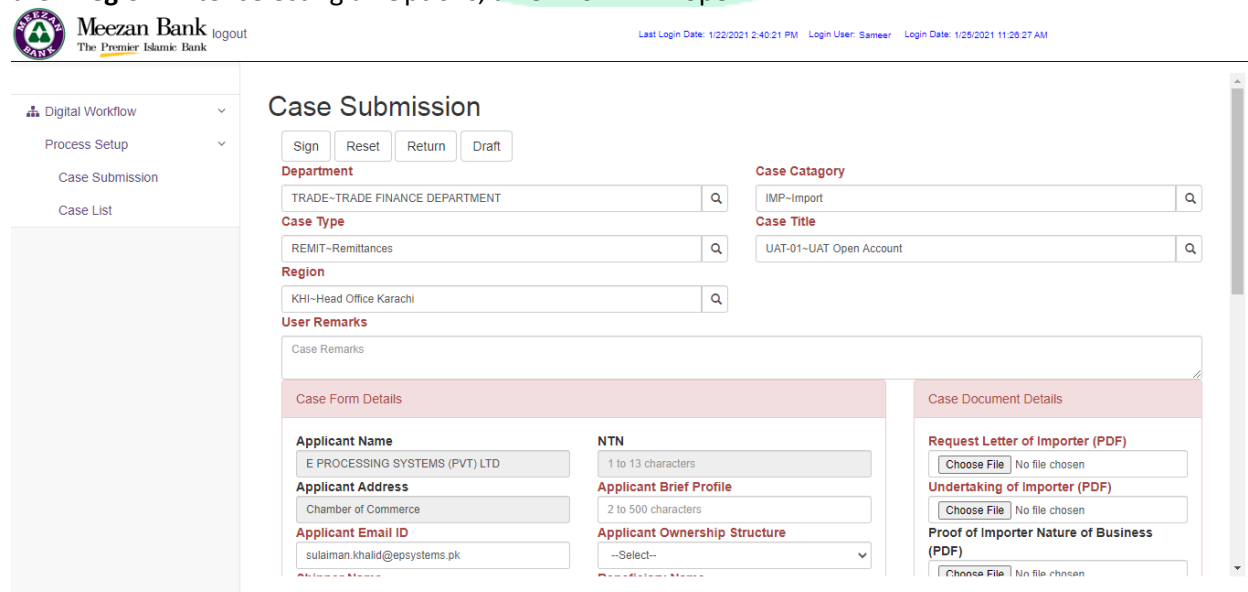
Step 9: User will first select **Department** by clicking search option



Step 10: Customer will select Department.



Step 11: After selecting Department, user will select **Case Category**, then **Case Type**, then **Case Title** and then **Region**. After selecting all Options, a new form will open.



Step 12: User will fill details and upload required documents by clicking on Choose File

Step 13: After filling form and uploading required documents, user will submit case by clicking Submit button.

Step 14: Confirmation of case submission will be pop-up on screen