



PLANET

Self Registration Manual



PLANET

ফান্ড
ট্রান্সফার
কিউ আর
পেমেন্ট
ডিসকাউন্ট
ক্যাশব্যাক/
অফার
টপ-আপ

প্লানেট লাইফ

নরমাল লাইফ

জীবন কে সহজ করতে
প্লানেট এখন আপনার হাতের মুঠোয়

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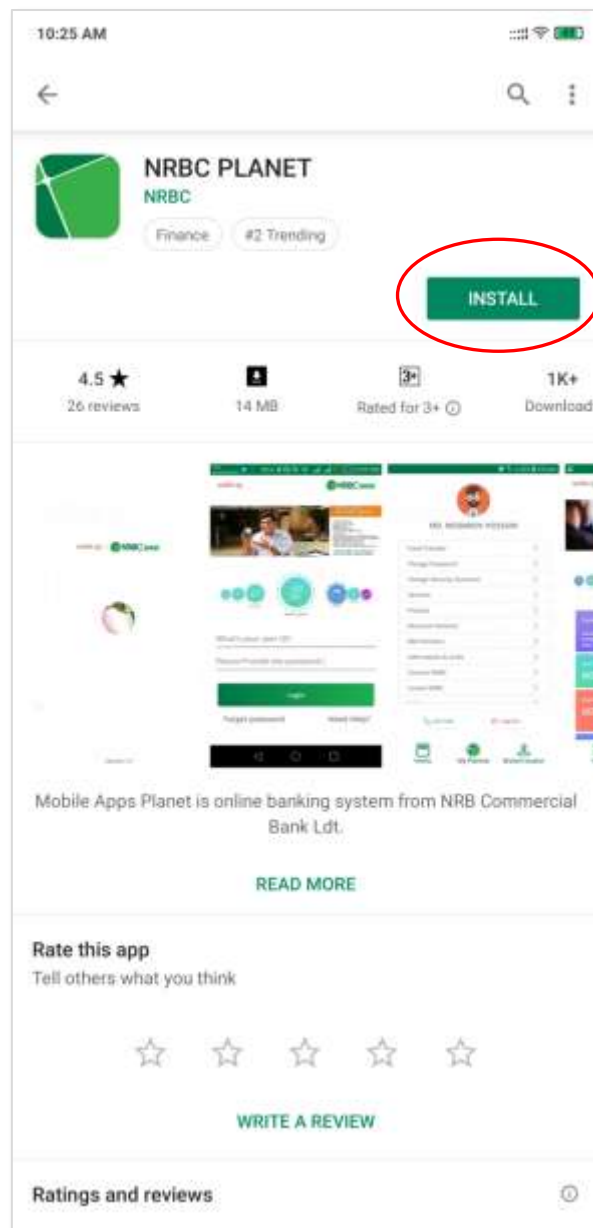
STEP - 1



Download and Install The App



DOWNLOAD THE APP





Application form Submission

1. Please visit your nearest NRBC Bank Branch
2. Collect and fill-up the "NRBC Bank Mobile Apps Form"
3. Submit the duly filled up form to the concerned officer
4. After 24 hours of submission, proceed with the Self Registration in Apps.

❖ This step is not required if you are already registered with "My NRBC" Internet Banking Service of NRBC Bank

NRBC Bank Mobile Apps Form	
Please fill up the following information correctly. (To be filled by Customer)	
Customer Information	<input type="checkbox"/> Individual <input type="checkbox"/> Joint <input type="checkbox"/> Corporate
Name of the Applicant	
Father's Name	
Mother's Name	
Occupation	<input type="checkbox"/> Service <input type="checkbox"/> Business <input type="checkbox"/> Student <input type="checkbox"/> Other
Purpose of Transaction	<input type="checkbox"/> Personal <input type="checkbox"/> Business <input type="checkbox"/> Others
Name of the Nominee	<input type="checkbox"/> Age <input type="checkbox"/> Relation
Bank Account Number	
Customer ID	Branch Code
Email Address (in capital)	
Mobile Number (including country code)	Library Code
Date of Birth	
National ID Number (if any)	
Balance Transfer	<input type="checkbox"/> Own Account <input type="checkbox"/> Other Account <input type="checkbox"/> BEFTN <input type="checkbox"/> RTGS <input type="checkbox"/> Credit Card <input type="checkbox"/>
Bill Payment	<input type="checkbox"/> Mobile Top-up <input type="checkbox"/> Utility Bill <input type="checkbox"/> Ecommerz
For Joint/Corporate Accounts only	
My / Our co-account holder and I / we will be solely responsible for the instructions / transactions in the said account(s). I / We also authorize NRBCB to debit my/our account for applicable charges related to mobile apps service.	
Pronouncement : I / We confirm that information given above is complete and I agree to comply with the Terms and Conditions of NRB Commercial Bank Mobile Apps as mentioned overleaf.	
Signatory-1: Signature: Name:	Signatory-2: Signature: Name:
Date :	
For Bank Use Only : Branch Branch Name & Seal: Verified by: Name:	
Signature: Date:	
For Bank Use Only: ICT Division Login ID & Password Generated by: Authorized by:	

STEP - 3

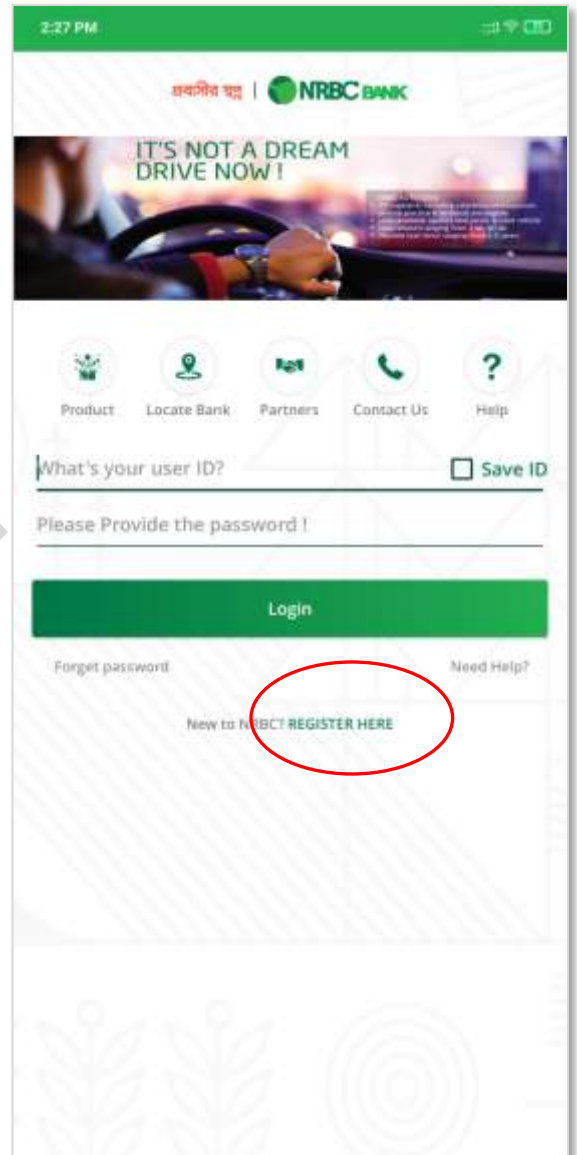


Launch The App and Start Registration Process

- Launch/ Open the App by tapping on the PLANET Icon in your mobile handset



- Tap on “**REGISTER HERE**” to start Self Registration process





Accept Terms & Condition and Privacy Policy

- Go through the Terms & Condition and Privacy Policy
- Tap on the "**Accept**" button to proceed

A screenshot of a mobile application screen titled "Terms & Conditions and Privacy policy". The screen has a green header bar with a back arrow icon and the title. Below the header, there is a warning: "PLEASE READ THESE TERMS & CONDITIONS CAREFULLY BEFORE SUBMITTING ONLINE APPLICATION FOR MOBILE APPS USER REGISTRATION". The main content area contains two paragraphs of text. The first paragraph states that the use of online banking services of NRB Commercial Bank Limited through mobile apps is subject to the following terms and conditions. The second paragraph defines the scope of the document, stating that "Banking Services via Mobile Apps" refers to online banking services provided by NRB Commercial Bank Limited through internet or e-commerce banking. At the bottom of the screen, there are two green buttons: "Decline" and "Accept". The "Accept" button is circled in red, indicating it is the correct action to take.

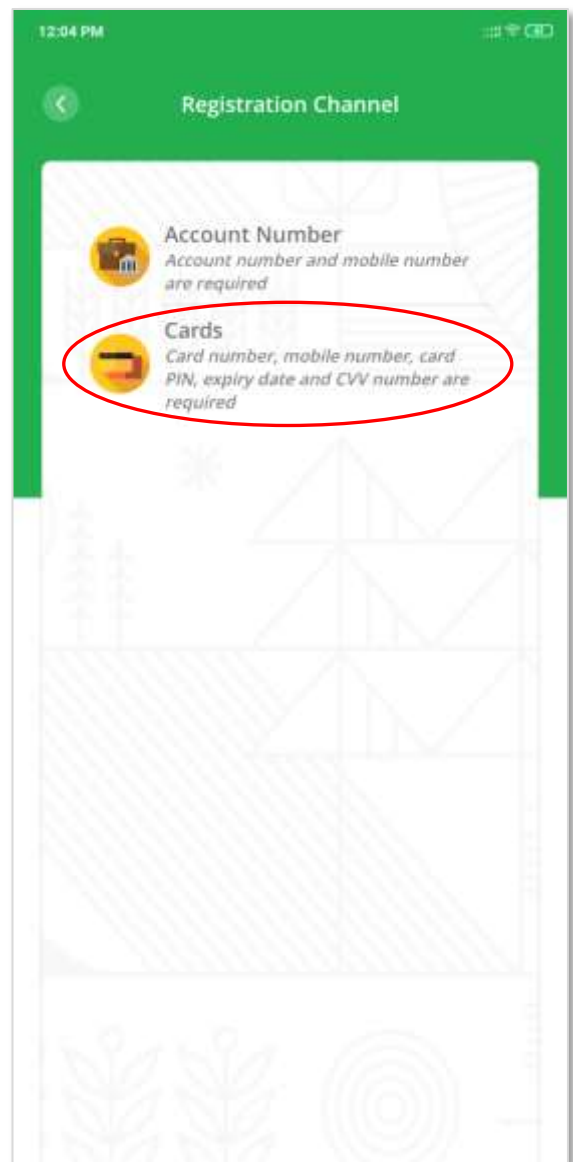


Select Channel Type

- To register with your NRBC Bank Account
Tap on “**Account Number**”
- To register with your NRBC VISA Credit Card
Tap on “**Cards**”



To register with Account Number



To register with Credit Card

STEP - 6



Provide Information

1. Provide required information
 - **For Account:** Mobile Number, Email & Account Number
 - **For Credit Card:** Mobile Number, Email, Card Number, Expiry Month & Expiry Year
2. Select **OTP Channel**
3. Select preferred **Security Question** from drop down menu
 - Provide Answer
(Carefully remember the Security Answer for future)
4. Tap on **“Submit”** button to proceed

A screenshot of a mobile app's "Registration" screen. The title is "Self Registration with your account number". The form includes input fields for "Mobile Number", "Email Address", and "Account Number". Below these is an "OTP Channel" section with two checkboxes: "Email" and "SMS". There is a dropdown menu for "What was your childhood nickname?" and a "Security Answer" field. At the bottom, a green "Submit" button is highlighted with a red oval.

To register with Account Number

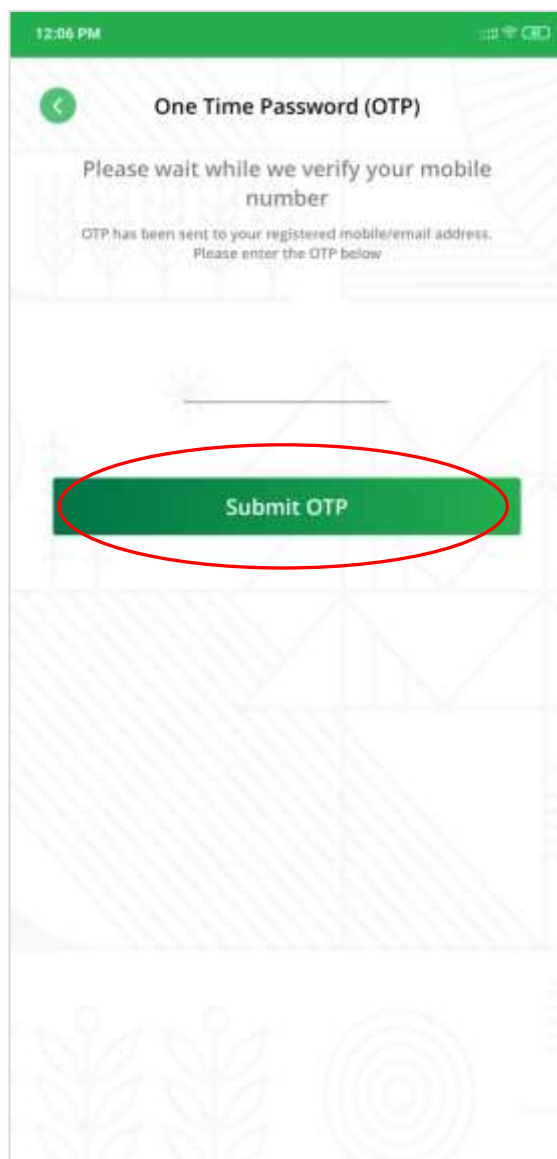
A screenshot of a mobile app's "Registration" screen. The title is "Self Registration with your card". The form includes input fields for "Mobile Number", "Email Address", "Card Number", "Expiry Month", and "Expiry Year". Below these is an "OTP Channel" section with two checkboxes: "Email" and "SMS". There is a dropdown menu for "What was your childhood nickname?" and a "Security Answer" field. At the bottom, a green "Submit" button is highlighted with a red oval.

To register with Credit Card



Receive and Insert OTP

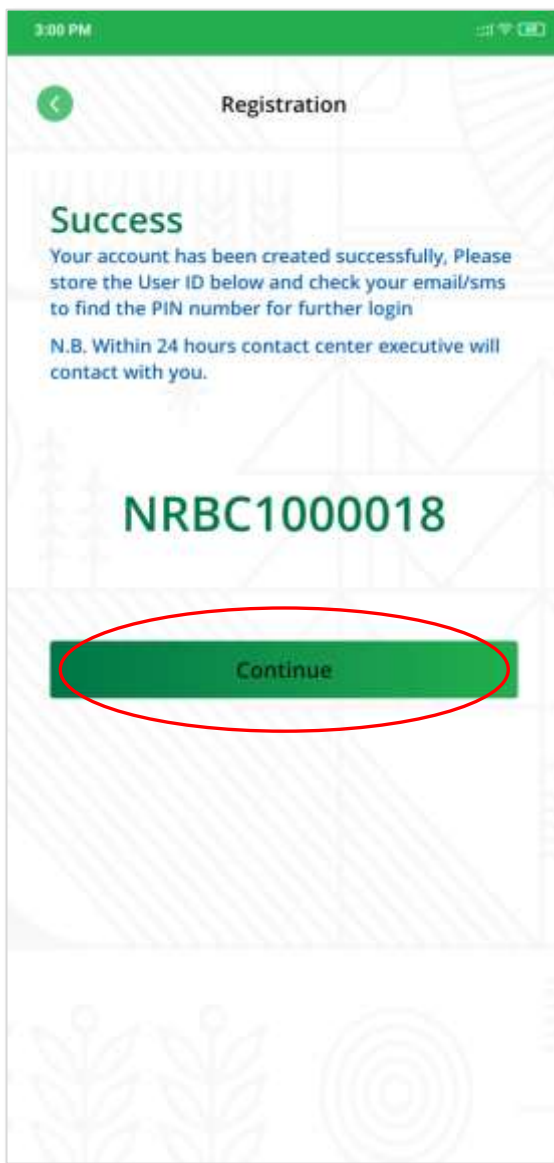
1. On successful submission of the required information you will receive an OTP in your selected channel (Email or SMS)
2. Insert the OTP (Within 3 minutes of receiving the OTP)
3. Tap on the “**Submit OTP**” button to Proceed





Verification and Authorization

1. After OTP is submitted Registration Success screen will appear with you **User ID** (For example NRBC1000018)
2. Tap on the “**Continue**” button to complete registration
3. Within 24 hours you will receive a call from NRBC call center for verification and authorization
4. Once verified and authorized you will receive the following in your selected OTP Channel (Email or SMS)
 - i. NRBC Planet User ID
 - ii. Temporary Password



STEP - 9



First Time Log In

1. Use the below credentials received in your Email or SMS to Log in for the First time
 - i. NRBC Planet User ID
 - ii. Temporary Password
2. On First log in you will be asked to change password and set your desired Password
 - Insert "Temporary Password" as Current Password
3. After setting your desired password tap on "**CHANGE PASSWORD**" button to proceed

2:27 PM

NRBC BANK

IT'S NOT A DREAM DRIVE NOW!

Product Locate Bank Partners Contact Us Help

What's your user ID? ☐ Save ID

Please Provide the password!

Login

Forget password? Need Help?

New to NRBC? REGISTER HERE



3:06 PM

Change password

Current Password

New Password*

Confirm Password

CHANGE PASSWORD

Login Password
Please follow the following rules while changing your password

- Password should be minimum 6 and maximum 20 characters.
- Password must contain one of the following as first char :
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Password must contain one of the following as last char :
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Special characters are not allowed
- Password can contain 3 successive characters.
- Password can contain 3 repetitions. fff

STEP - 11



Log In to Explore PLANET

1. Once your password is set you will be asked to Login Again.
2. Use the **User ID** and the **Password** you set to log in and explore the features of PLANET App.

