



CTBC BANK
中國信託銀行



Bank CTBC Indonesia

MOBILE BANKING

Guidance Book



www.ctcbank.co.id

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1. Pendahuluan

This document is a guidance book for user to use **Mobile Banking CTBC Bank Indonesia** application. As for the features of the application are as follows:

Self Registration (Customer)

Mobile Banking Activation

Language Setting

Location

Currency

Product Info

Call Center

Login

Logout

Account Information

Account Mutation

Fund Transfer

- » Transfer to Own Account
- » Transfer to CTBC Account
- » Online Transfer to Other Bank

Purchase

- » Prepaid Pulse
- » Prepaid PLN

Pembayaran

- » Postpaid Handphone
- » Internet
- » TV
- » PLN
- » Nontaglis PLN
- » Telkom
- » Utilities
- » Train Ticket

Transaction History

2. Mobile Banking Features

2.1 Self Registration (Customer)



Download the Mobile Banking application at:



Run the application and choose "Register Here".



Input the registration datas, ex. mobile number, account number, email and security code



Click "Next"



If data is valid, the system will display the successfully registration page, the reference number and the CTBC call center number.



Reference number will be send via sms to customer's mobile.



For the next, Call the CTBC call center to confirmation the self registration and mention the reference number which received from self registration process.



If the data has been validated by the call center/banking officer, Customer will be receive the Activation code via SMS and the User ID by email.



Language: Indonesia ▾

Registration CTBC Bank Mobile Banking

Mobile Number	<input type="text" value="Hp Number must be start with 62 or 0"/>
Account Number	<input type="text" value="Input the Account Number which is used in Internet Banking registration"/>
Email	<input type="text" value="Input your email address"/>
Security Code	<input type="text" value="4456x"/>
	<input type="text" value="Input the security code"/>
	<input type="button" value="Cancel"/> <input type="button" value="Next"/>

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Bahasa: Indonesia ▾









Registration CTBC Bank Mobile Banking

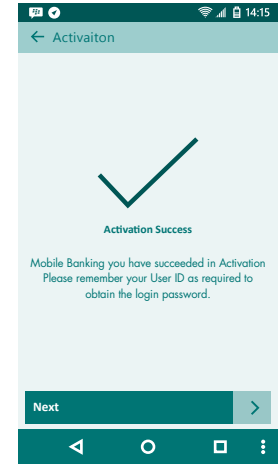
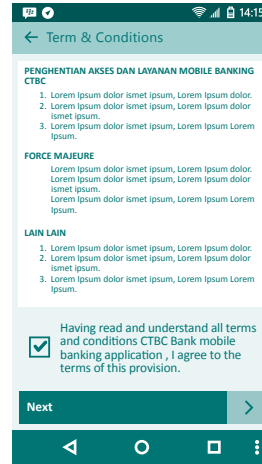
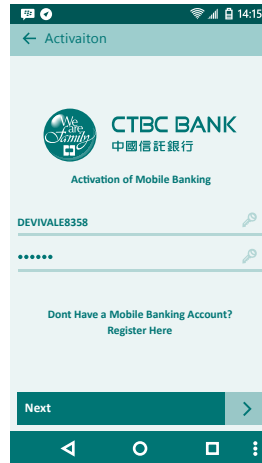
Reference Number	REG000001951
Account Number	001012005204500
Mobile Number	6287880021050
	<input type="button" value="Kembali"/>

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2.2 MOBILE BANKING ACTIVATION

The Pages for the first-time accessed by customers to activated the mobile banking, for the next just following activation steps:

-  Run the Mobile Banking application.
-  Input the User ID dan the Activation code (received from registration process).
-  Click "Next"
-  Page of "Term and Coditions" will be displayed, Click "Check Box" for the agreement.
-  Click "Next", page of "Create Mobile PIN" will be displayed.
-  Input the mobile PIN and mobile PIN Confirmation.
-  Click "Next", "Activation Success" will be dispalyed
-  Click "Next", "Login" and the menu will displayed
 - Location - Currency
 - Product Info - Call Center
 - Language*(Right Conner)*



2.3 LOGIN



Run the Mobile Banking Application.



on login display, Input the "User Id" and click "Submit"



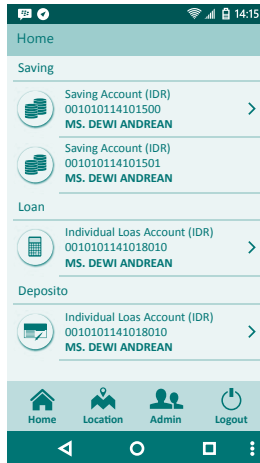
For the next system will send the OTP password to customer via SMS.



Input the OTP password from your SMS



Click "Submit" Home page will be displayed (Portfolio Account)



2.4 ACCOUNT INFORMATION

This menu will displays all the customer account information, just following the steps to read all the information of mobile banking account:



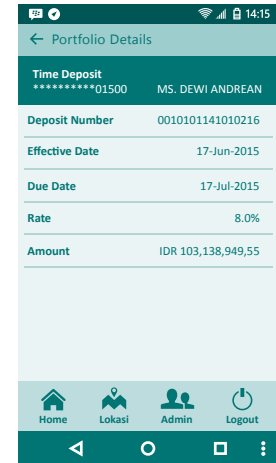
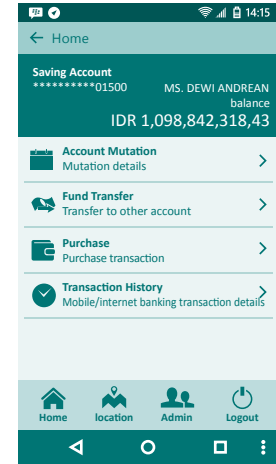
Run the Mobile Banking Application.



At the home page, Users can choose one of the savings account that can be used for the transactions.



Users can choose one of Checking Accounts, Deposits and Loan. Detail information will displayed which it selected.



2.5 ACCOUNT MUTATION



Run the application and login.



Choose the account and the list of transaction menu will displayed.



Choose "Account Mutation"



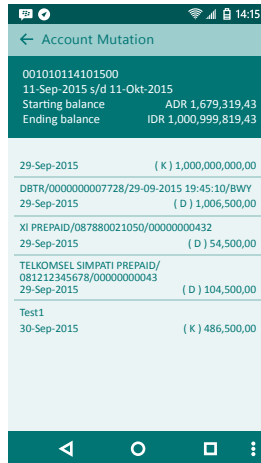
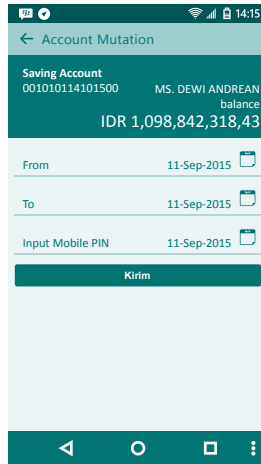
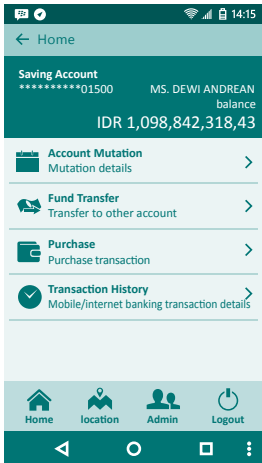
Input the date period "from" and "to"



Input the mobile PIN



Click "Send", Mutation list will be displayed.



2.6 FUND TRANSFER

2.6.1 Transfer to Own Account

Menu for transfer moving account transaction to own account at CTBC bank. Just following the step for transferring:



Run the application and login.



Choose the account and the list of transaction menu will displayed.



choose "Fund Transfer"



Choose "Transfer to own account", list of transfer will be displayed.



Choose your own destination account number.



Input the transaction data (amount, info).



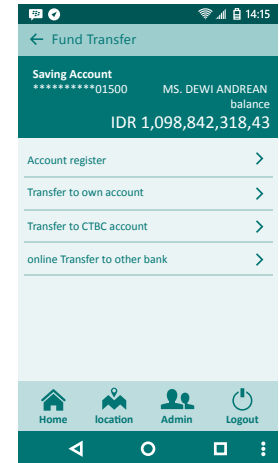
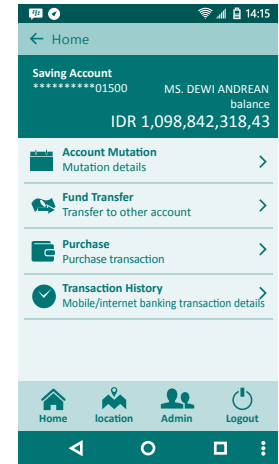
Click "Send" and Confirmation will be displayed

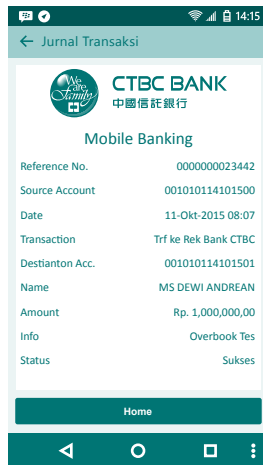
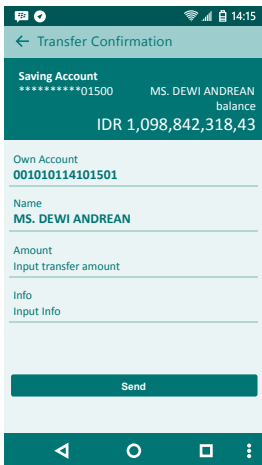
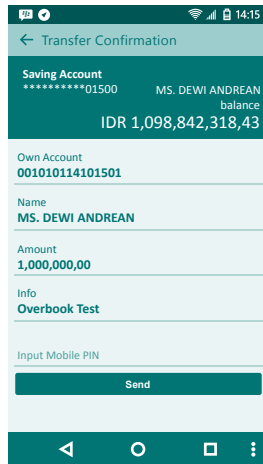
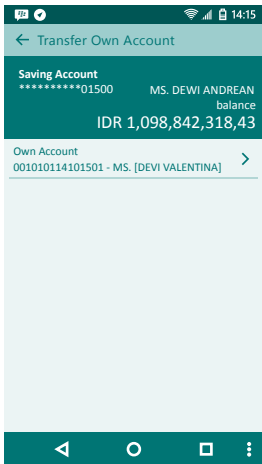


Input your mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

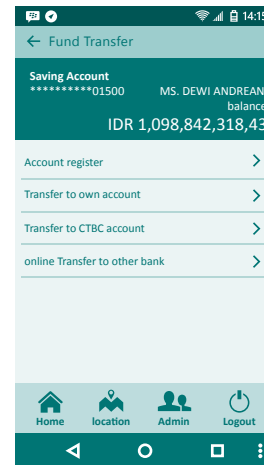
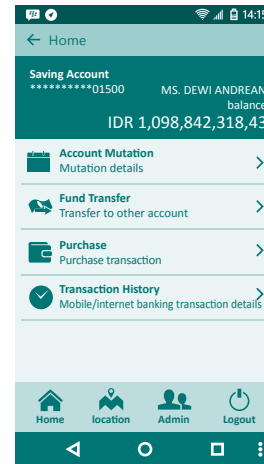


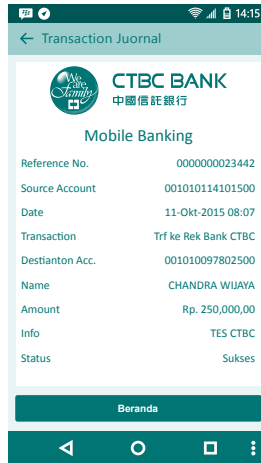
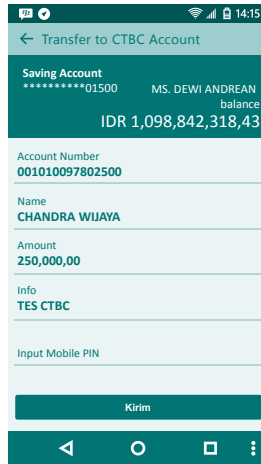
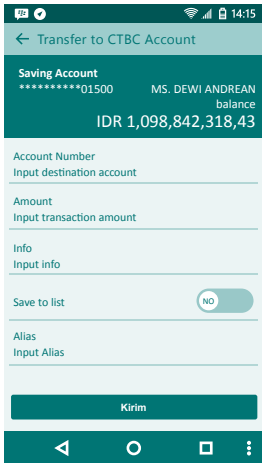
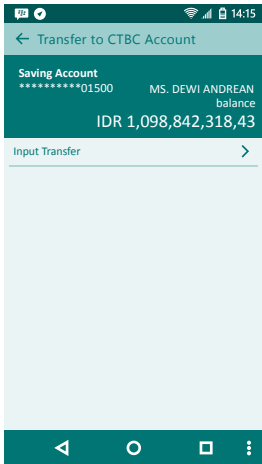


2.6.2 Transfer to CTBC Account

This menu is for overbooking transaction transfer to other CTBC bank account. Just following the step for transferring:










1. Run the application and login.
2. Choose the account and the list of transaction menu will displayed.
3. Choose "Fund Transfer"
4. Choose "Transfer to CTBC Account", registered account will be displayed or input its manually.
5. Choose the destination account or input transfer, overbook page will be displayed.
6. Input the transaction data (amount, info).
7. Click "Send" and Confirmation will be displayed
8. Input your mobile PIN
9. Click "Send", sistem will displays the journal/transaction receipt.

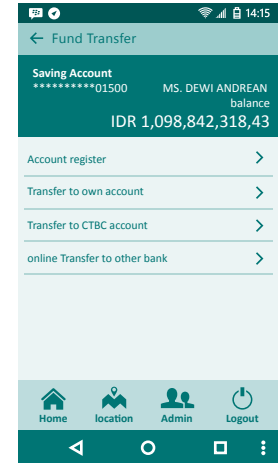
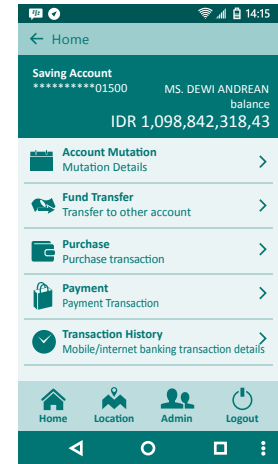


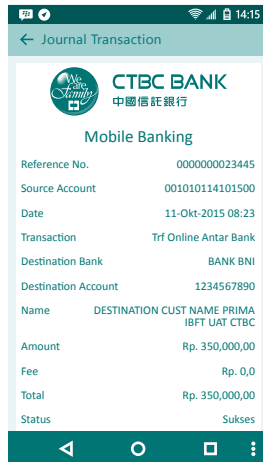
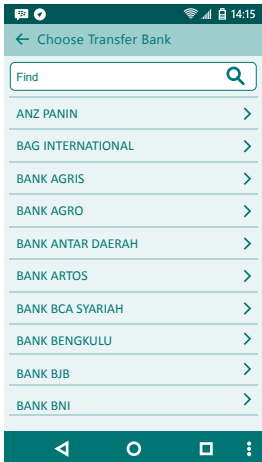
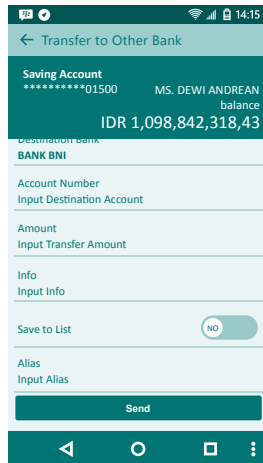
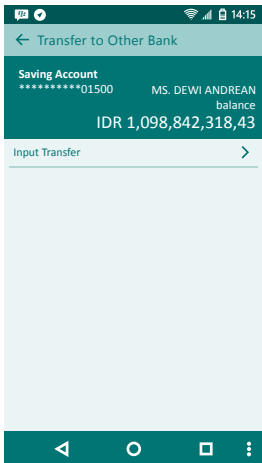


2.6.3 Online Transfer to Other Bank Account

This menu is for online transfer to other bank account. Just following the step for transferring:

-  Run the application and login.
-  Choose the account and the list of transaction menu will displayed.
-  Choose "Fund Transfer"
-  Choose "Online Transfer to Other Bank Account", registred account will be displayed or input its manually.
-  Choose the destination account or input transfer, overbook page will be displayed.
-  Input the transaction data (amount, info).
-  Click "Send" and Confirmation will be displayed
-  Input your mobile PIN
-  Click "Send", sistem will displays the journal/transaction receipt.











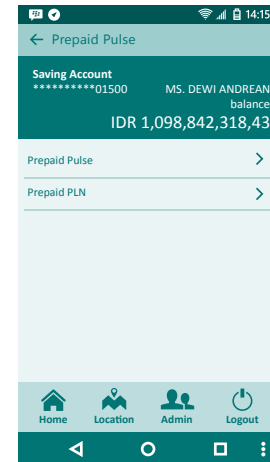
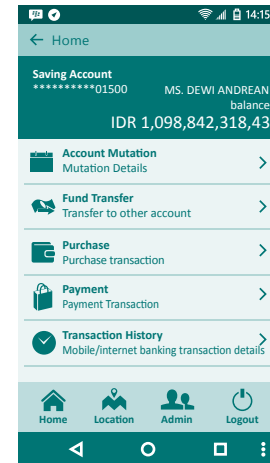


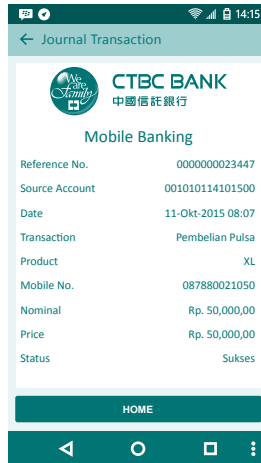
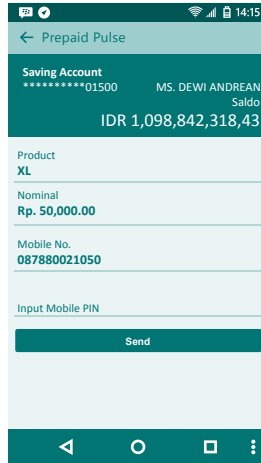
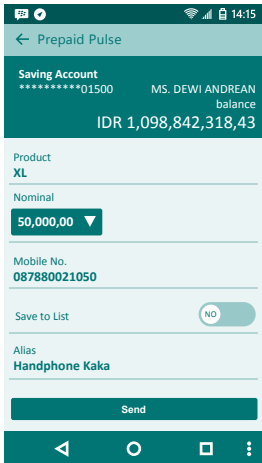
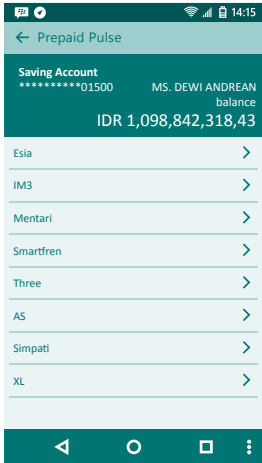
2.7 PURCHASE

2.7.1 Prepaid Pulse

This menu is for purchase the prepaid pulse. Just following the step for transaction:









1.  Run the application, login and choose the your account.
2.  Choose "Purchase" and next choose "Prepaid Pulse"
3.  Choose the cellular ooperator.
4.  Input the purchase data (nominal and mobile number).
5.  Move "Save at list" button and input the alias if user want to save the data.
6.  Click "Send", Confirmation will be displayed.
7.  Input mobile PIN
8.  Click "Send", sistem will displays the journal/transaction receipt.

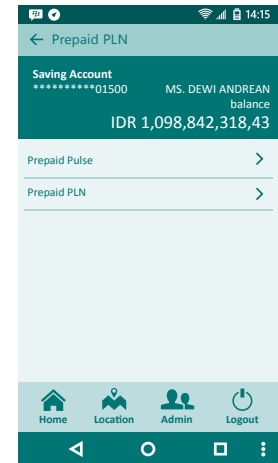
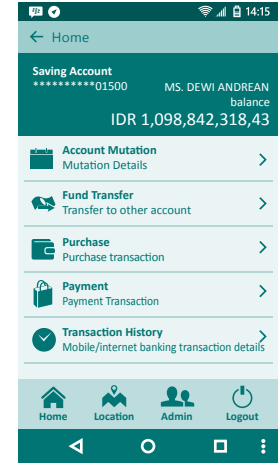


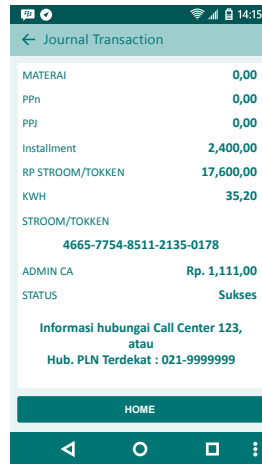
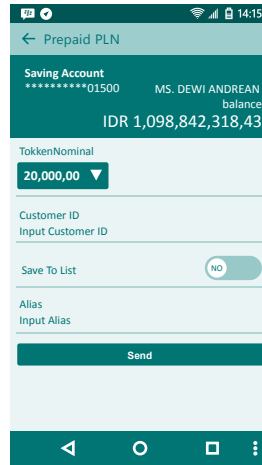
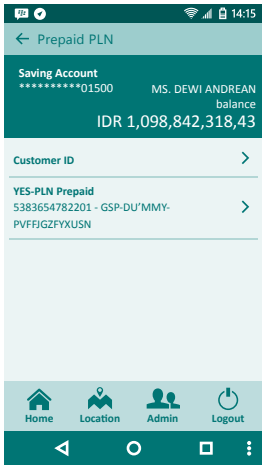


2.7.2 Prepaid PLN

This menu is for purchase the prepaid PLN Token/pulse. Just following the step for transaction:

-  Run the application, login and choose the your account.
-  Choose "Purchase" and next choose "Prepaid PLN"
-  Choose "Customer ID"
-  Input the purchase data (ID number).
-  Move "Save at list" button and input the alias if user want to save the data.
-  Click "Send", Confirmation will be displayed.
-  Input mobile PIN
-  Click "Send", sistem will displays the journal/transaction receipt.












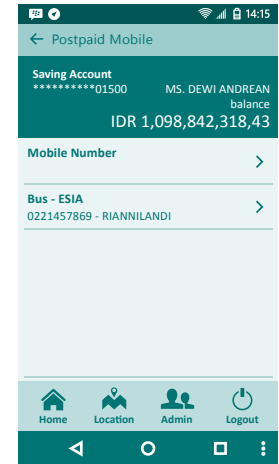
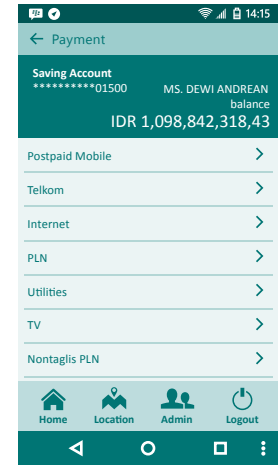


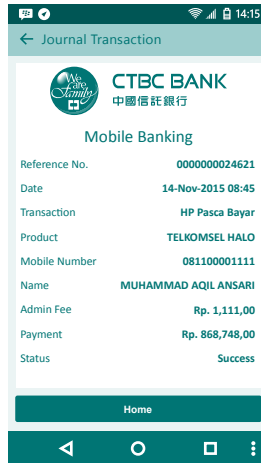
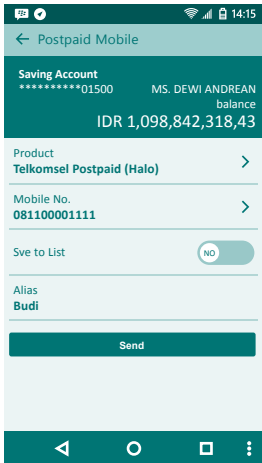
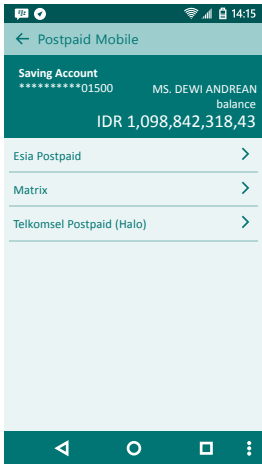
2.8 PAYMENT

2.8.1 Postpaid Mobile

This menu is for postpaid mobile payment transaction. Just following the step for transaction:










1.  Run the application, login and choose the your account.
2.  Choose "Payment" and next choose "Postpaid mobile"
3.  Choose "Mobile No." and available product list will be displayed
4.  Choose the product.
5.  Input the Payment data (mobile number).
6.  Move "Save at list" button and input the alias if user want to save the data.
7.  Click "Send", Confirmation will be displayed.
8.  Input mobile PIN
9.  Click "Send", sistem will displays the journal/transaction receipt.

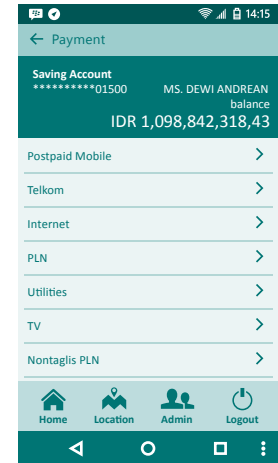
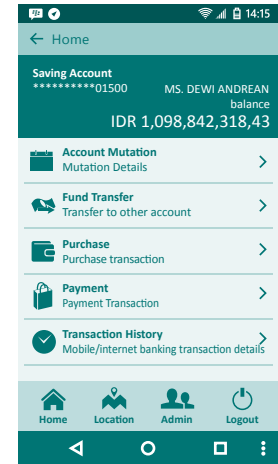


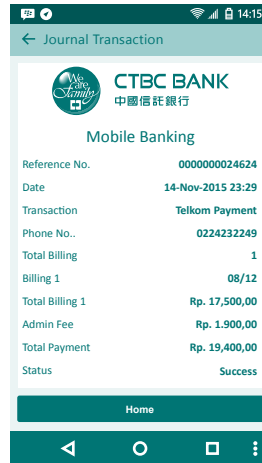
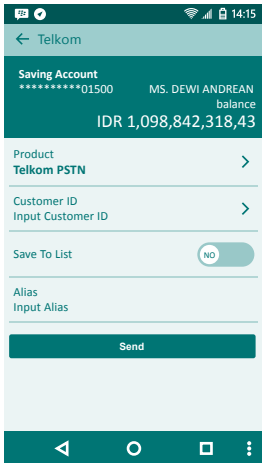


2.8.2 Telkom

This menu is for Telkom billing payment transaction. Just following the step for transaction:

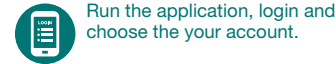
1.  Run the application, login and choose the your account.
2.  Choose "Payment" and next choose "Telkom"
3.  Choose "Telp. No." and next choose "Telkom PSTN"
4.  Choose the product.
5.  Input the Payment data (Phone Number).
6.  Move "Save at list" button and input the alias if user want to save the data.
7.  Click "Send", Confirmation will be displayed.
8.  Input mobile PIN
9.  Click "Send", sistem will displays the journal/transaction receipt.





2.8.3 INTERNET

This menu is for internet billing payment transaction. Just following the step for transaction:



Run the application, login and choose the your account.



Choose "payment" and next choose "Internet"



Choose "Customer ID".



Input the payment data (product and customer ID).



Move "Save at list" button and input the alias if user want to save the data.



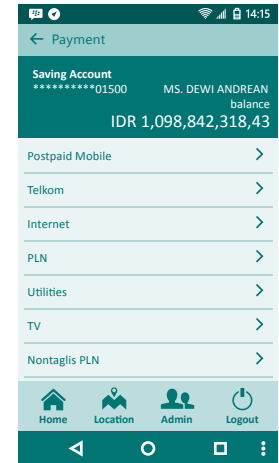
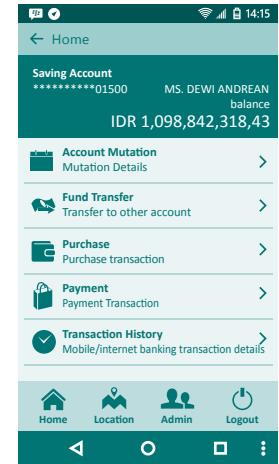
Click "Send", Confirmation will be displayed.

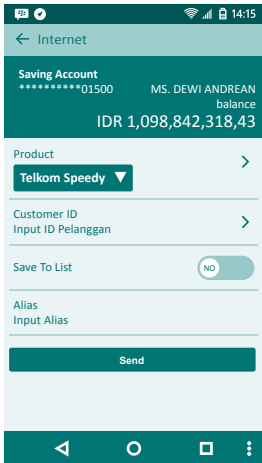


Input mobile PIN



Click "Send", sistem will displays the journal/transaction receipt.

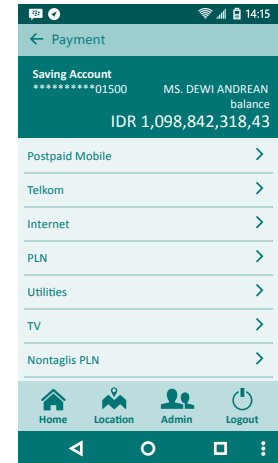
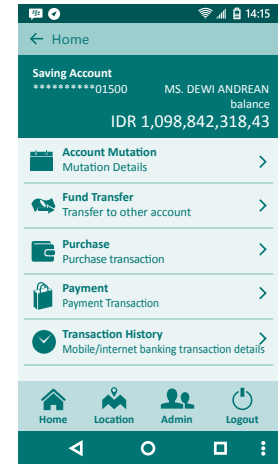


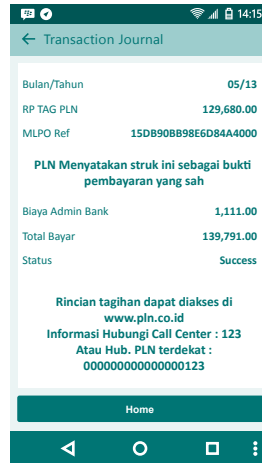
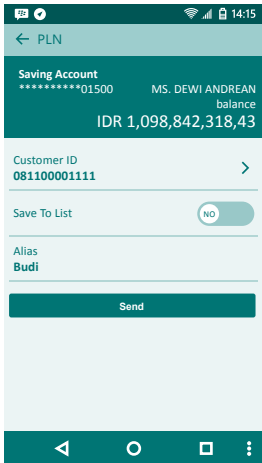
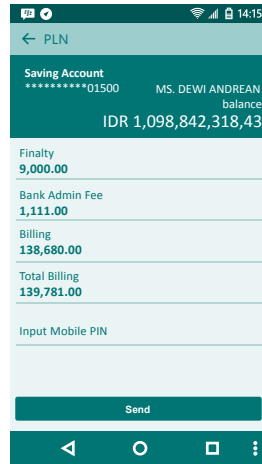
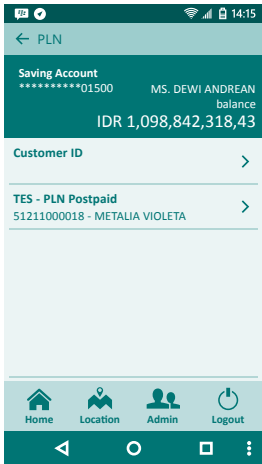


2.8.4 PLN

This menu is for postpaid PLN billing payment transaction. Just following the step for transaction:

1. Run the application, login and choose the your account.
2. Choose "payment" and next choose "PLN"
3. Choose "Customer ID".
4. Input the payment data (product and customer ID).
5. Move "Save at list" button and input the alias if user want to save the data.
6. Click "Send", Confirmation will be displayed.
7. Input mobile PIN
8. Click "Send", sistem will displays the journal/transaction receipt.

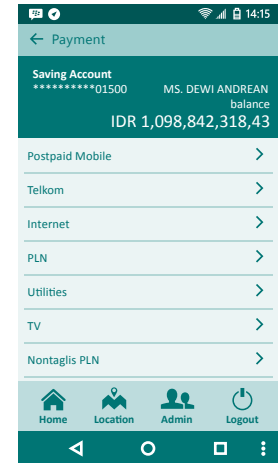
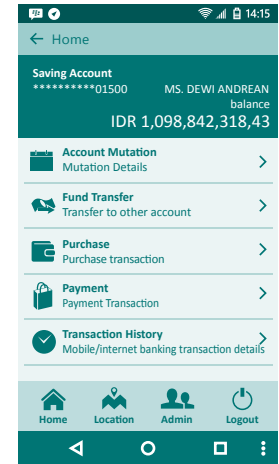


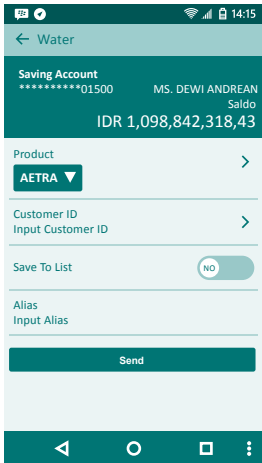
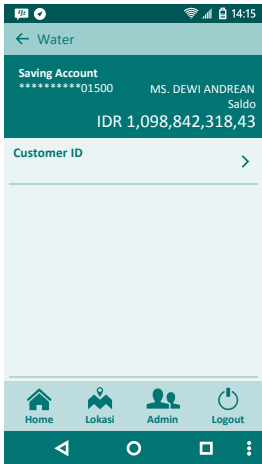


2.8.5 Utilities

This menu is for utilities billing payment transaction. Just following the step for transaction:









1. Run the application, login and choose the your account.
2. Choose "payment" and next choose "Utilities"
3. Choose "Customer ID".
4. Input the payment data (product and customer ID).
5. Move "Save at list" button and input the alias if user want to save the data.
6. Click "Send", Confirmation will be displayed.
7. Input mobile PIN
8. Click "Send", sistem will displays the journal/transaction receipt.

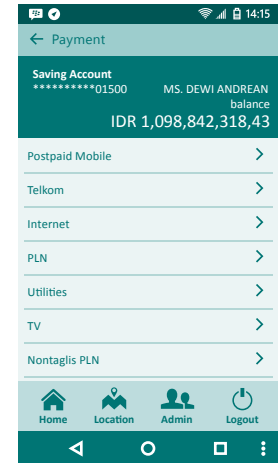
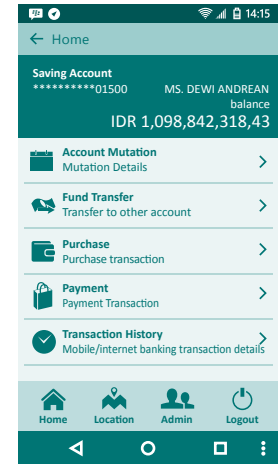


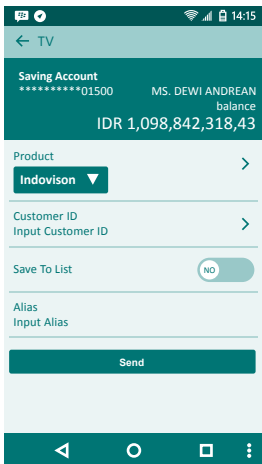
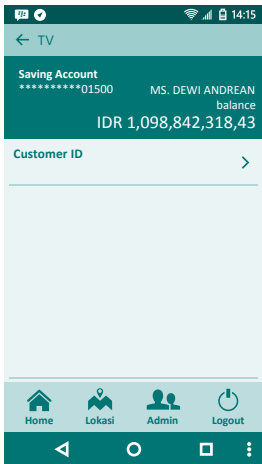


2.8.6 TV

This menu is for TV billing payment transaction. Just following the step for transaction:









1.  Run the application, login and choose the your account.
2.  Choose “payment” and next choose “Utilities”
3.  Choose “Customer ID”.
4.  Input the payment data (product and customer ID).
5.  Move “Save at list” button and input the alias if user want to save the data.
6.  Click “Send”, Confirmation will be displayed.
7.  Input mobile PIN
8.  Click “Send”, sistem will displays the journal/transaction receipt.

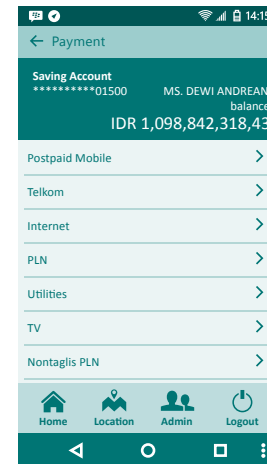
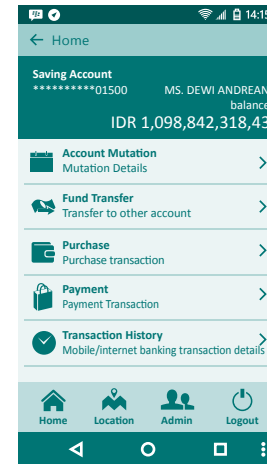


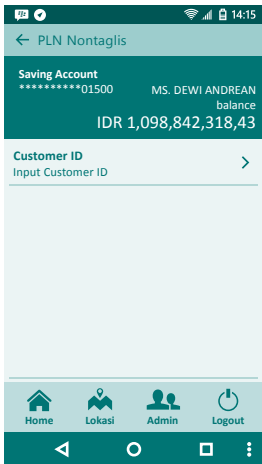


2.8.7 Nontaglis PLN

This menu is for nontaglis PLN billing payment transaction. Just following the step for transaction:









1.  Run the application, login and choose your account.
2.  Choose “payment” and next choose “Nontaglis PLN”
3.  Choose “Customer ID”.
4.  Input the payment data (product and customer ID).
5.  Move “Save at list” button and input the alias if user want to save the data.
6.  Click “Send”, Confirmation will be displayed.
7.  Input mobile PIN
8.  Click “Send”, sistem will displays the journal/transaction receipt.

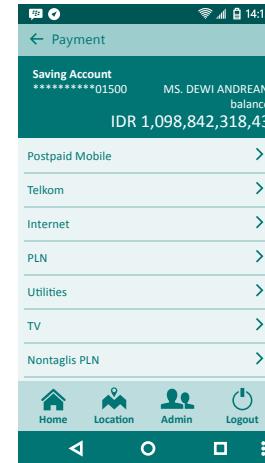
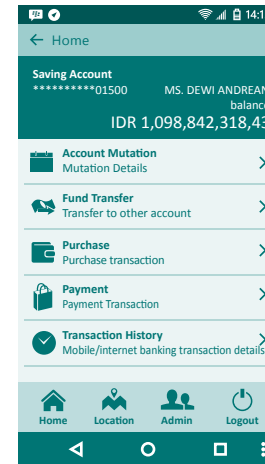


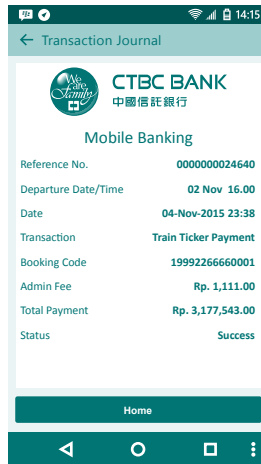
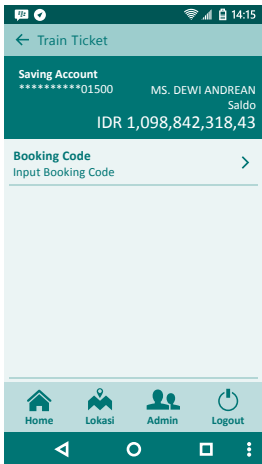


2.8.8 Train Ticket

This menu is for train ticketing payment transaction. Just following the step for transaction:







1.  Run the application and login.
2.  choose your account.
3.  Choose "Payment"
4.  Choose "Train Ticket Payment".
5.  Input transaction data (Amount and info)
6.  Click "Send", Confirmation will be displayed.
7.  Input mobile PIN
8.  Click "Send", sistem will displays the journal/transaction receipt.





2.9 Transaction History

This menu will displays all the transaction history by selected corresponding period by the user. Just following the step for viewing details of all transactions:

1.  Run the application and login.
2.  Choose your account number.
3.  Choose "Transaction History".
4.  Input the start period and to period.
5.  Click "Send", transaction history by selected period will by displayed.
6.  Click/select one of all displayed history list for viewing details of the transaction.

