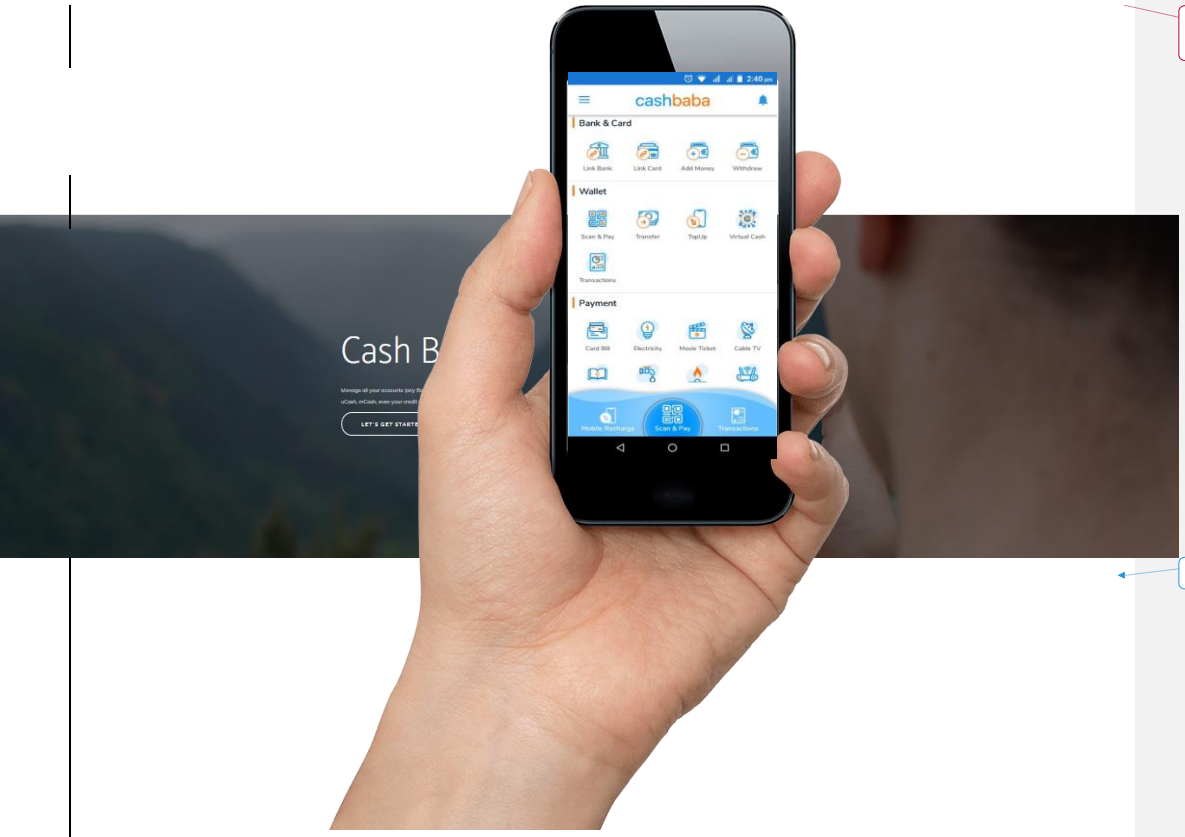


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# CASHBABA ACCOUNT

# USER GUIDE

## VERSION- 1.02.9.1

# TABLE OF CONTENT

Contents Page


**To Get Started with CashBaba** ..... 5~~3~~3

**Sign Up** ..... 6~~3~~3

**Account Verification** ..... 8~~5~~5

**Login & Account Information** ..... 12~~9~~9

Profile ..... 14~~1~~11~~1~~

**Error! Hyperlink reference not valid.**

Referrals ..... 16~~1~~3~~1~~3

Raise a Ticket ..... 17~~1~~3~~1~~3

Logout ..... 19~~1~~5~~1~~5

**Link/Unlink Bank** ..... 20~~1~~6~~1~~6

Link Bank ..... 20~~1~~6~~1~~6

*Brac Bank* ..... 20~~1~~6~~1~~6

*Other Bank* ..... 23~~1~~9~~1~~9

Unlink Bank ..... 34~~2~~2~~2~~2

**Link/Unlink Card** ..... 34~~2~~2~~2~~2

**Add Money** ..... 37~~2~~5~~2~~5

**Withdraw** ..... 41~~2~~9~~2~~9

**Scan & Pay** ..... 42~~3~~0~~3~~0

**Fund Transfer** ..... 45~~3~~2~~3~~2

**Mobile Recharge** ..... 55~~3~~5~~3~~5

**Virtual Cash Generation** ..... 59~~3~~6~~3~~6

**Transactions** ..... 61~~3~~8~~3~~8

**~~Credit~~ Card Bill ~~Payment~~** ..... 81~~3~~9~~3~~9

**Forgot Password** ..... 83~~4~~0~~4~~0

~~To Get Started with CashBaba~~ ..... ~~3~~


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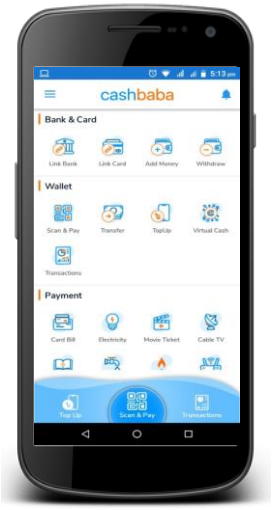
# 1 To Get Started with CashBaba




~~From Website~~

~~To get started with CashBaba, simply visit CashBaba~~ for iOS phone, ~~and~~ download the CashBaba app to your device and install it.~~.~~

for iOS phone, ~~and~~ download the CashBaba app to your device and install it.~~.~~

for iOS phone, ~~and~~ download the CashBaba app to your mobile device and install it.~~.~~

- ~~From Mobile App~~

CashBaba app to your mobile device and install it.~~.~~

Go to Google Play Store for android phone or ~~iTunes~~apple store for iOS phone, ~~and~~ download CashBaba app to your mobile device and install it.~~.~~

# 2 Sign Up



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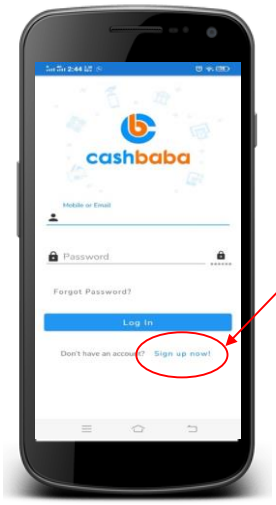


appear. Click on “Sign up now!”

*b.* Get yourself registered to CashBaba account by filling up the form with necessary information *(you should use your accurate and valid information in order to avoid having problems in using your account)*

Wallet Type-

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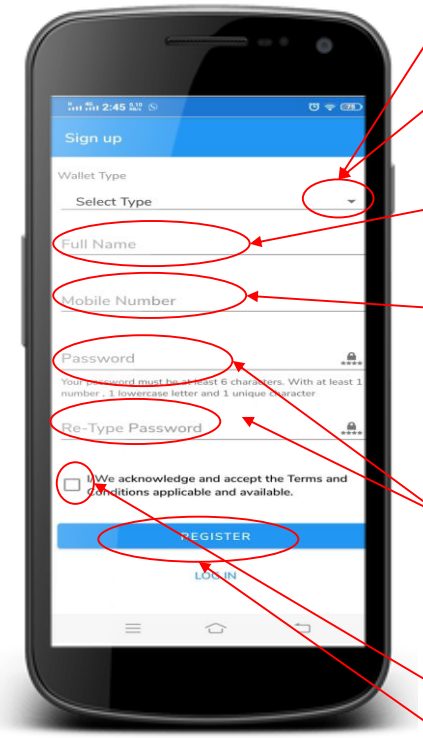
*Select the wallet type from the drop down menu*




*Personal*- If you want to use this account for your personal use, tap on this icon and select personal

*Business*- If you are a merchant and want to use this account for business purpose, tap on this icon and select merchant

Full Name- Write down your name as it is in your National Identity Card (NID)

Mobile number (mandatory)- Enter your 11-digit mobile number though which you want to use to this account (please note that if you have already used this number for a personal wallet, use a new number for register).

Example: 01xxxxxxxx

Password- You have to set a password as per the instruction given below. The minimum and maximum length of the password should be 6 and 15. After entering the password, retype the password to the next box. Please follow the instruction to set a password.

c. Check the "Acknowledgement Box"

d. Click on "Register"

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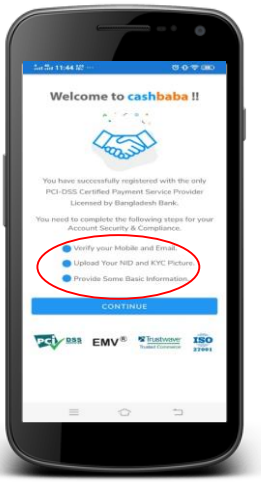
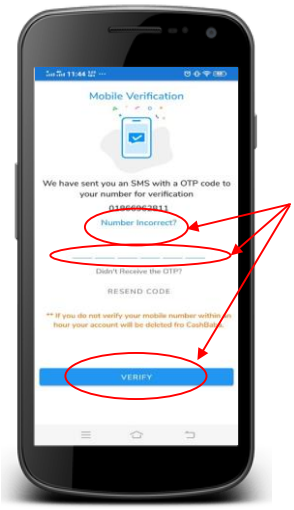
# 3 Account Verification

a. Once you get registered with CashBaba, you will find this page and need to follow the steps mentioned here.




Mobile Verification- Once you complete your registration process, you will receive a mobile verification code to your CashBaba registered mobile number through SMS. You will be able to see the mobile number you have entered during the registration. If you want to change the number, you can do so by clicking on "Number Incorrect?" and you will receive another code on your new number.

If it's the correct number, enter the code and click on "Verify" to complete the verification process. You will receive a successful notification.

If you don't receive the code, click on "Resend Code" to receive a new one.

*(Note: Please remember that if you don't verify the mobile number within 1 hr after receiving the code, the registration will be declined automatically).*

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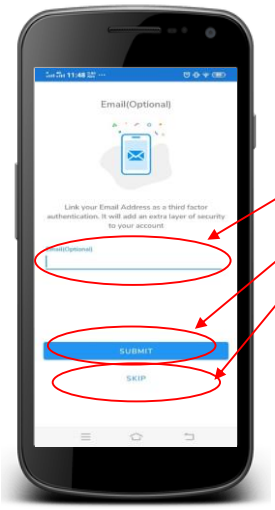
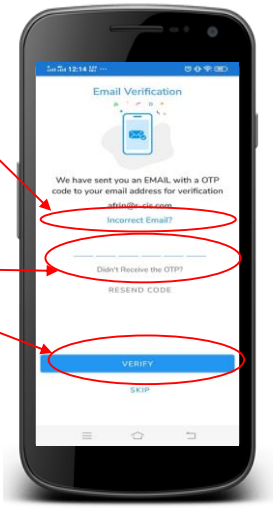



Adding email address (optional requirement)-

a. You can add an email address as an extra layer of security to your account. To add an email address, type the email address.
b. Click on "Submit"
c. Since it's an optional requirement, you can skip the process it you want to.

Email Verification

a. You will receive an email verification code to your CashBaba registered email address. You will be able to see the email address you have entered during the registration. If you want to change the address, you can do so by clicking on "Incorrect email?" and you will receive another code on your new email address.
b. If you don't receive the code, click on "Resend Code" to receive a new one.
c. If it's the correct email address, enter the code and click on "Verify" to complete the verification process. You will receive a successful notification.



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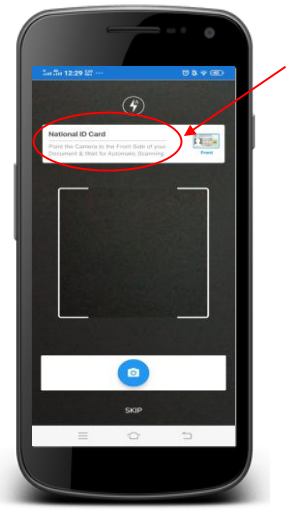
Adding National ID Card-

a. After the completion of email verification process, this page will appear. To add your National ID Card, click on "Continue".

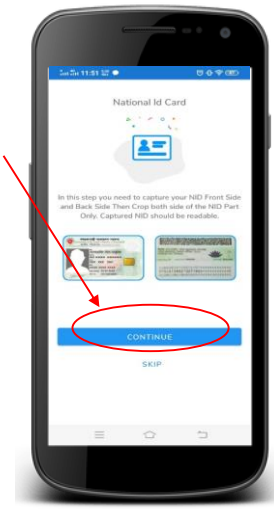


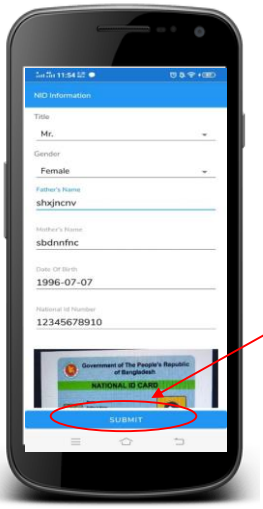

b. Follow the instruction shown in the page and take picture of both front and back side of your National ID Card. You will be able to crop the image and adjust it.

Note: *Please take the picture in bright and clean place*

c. You will receive a successful notification

Note: *You can skip the time being but remember that, it's a mandatory requirement and you have to complete the process to get full access to your account.*




NID Information (Mandatory)-

d. After the scanning takes place, CashBaba will auto read your basic information from you NID. You will be able to edit the information. If you find any mismatch in the information, please edit the information.

e. Click on "Submit" button.

f. You will receive a successful notification.

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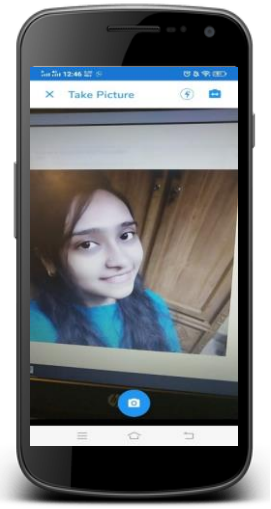
KYC Image (Mandatory)-

a. For security purpose, you have to add a KYC image (your photo) by taking a selfie. Your account will be identified through this photo. Click on "Continue". Once the KYC image is approved by CashBaba admin, you will not be able to change it.

b. You will receive the successful notification

*Note: You can skip the process for time being but remember that, it's a mandatory requirement and you have to complete the process to get full access to your account.*



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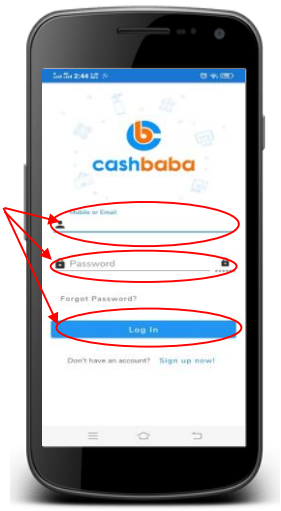
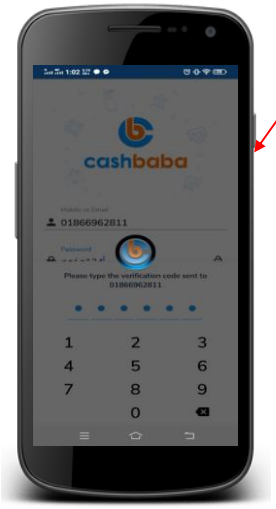
# 4 Login & Account Information

a. Open the app from your mobile

b. Enter your registered mobile number or email address, enter your password and Click on "Login"




c. Every time you change the mobile device to login to your CashBaba account, CashBaba will send you a device verification code to verify your new device.

d. You will receive the code to your CashBaba registered mobile number

e. Your device may auto read the code or you have to enter the code

f. CashBaba will ask for your device security ID (PIN/ Password/ Fingerprint/ Iris/ Face detection whichever you use to unlock your mobile device). If your device doesn't support device security ID, you have to create a 4-digit PIN Code

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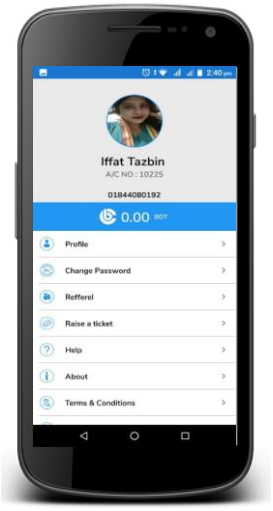
g. Once you create your PIN Code, this page will appear. Reconfirm your PIN Code by typing it again.

h. Once you set a 4-digit PIN/add your fingerprint, you will have quick access to your account.

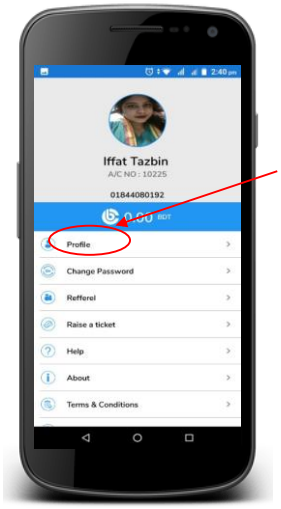
Note: *If your device supports device ID, your device ID will act as your PIN (it can be a PIN, fingerprint or pattern etc.)*

i. After log in to the CashBaba application you will be able to see this dashboard




j. If you want to see your profile click on this drawer button

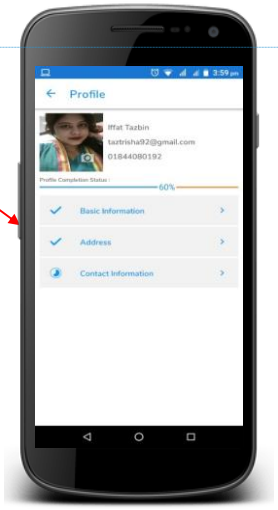
k. You will be able to access your profile settings from this page

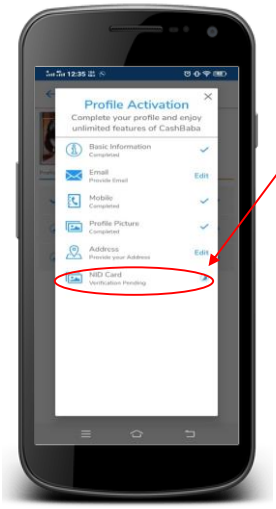



Profile

a. Click on Profile

b. If you want to add/modify any basic information, address or contact information you can do it from this page




c. If you have skipped any step while registration or account verification process, you will be able to find it from this page.

d. You can add or modify the information by clicking the title from this page



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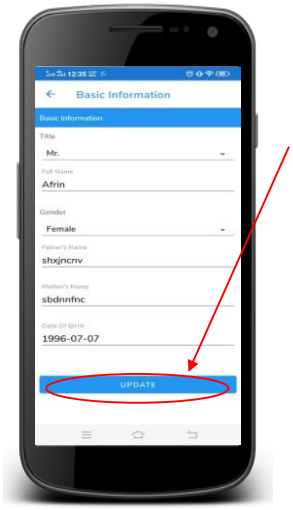
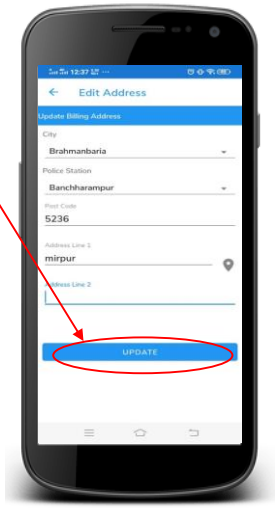
*Edit Information*




e. After adding or editing the information here click on "Update"
f. You will receive a successful notification

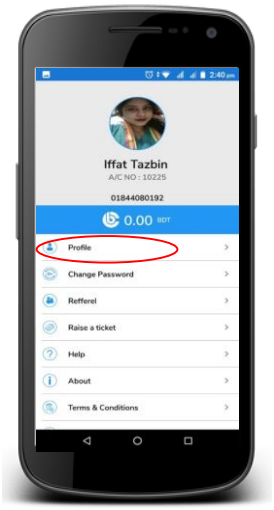



Editing Basic Info

Editing address

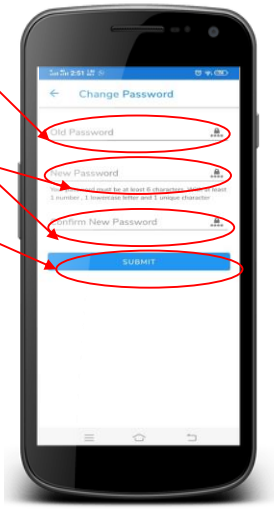
*Contact Information*

You will be able to see your contact information, you have provided while registering yourself with CashBaba



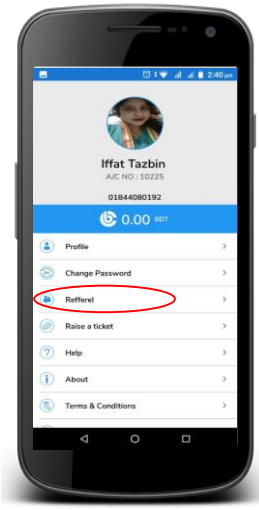

Change Password

a. Click on "Change Password"
b. This page will appear. Type your Old password
c. Enter the new password you want to set. Follow the instruction given in the page to create a password Re-Type new password
d. Click on "Submit" Button
e. You will receive a successful notification




Referrals
*Upcoming Feature*

Raise a Ticket




a. Click on "Raise a Ticket"

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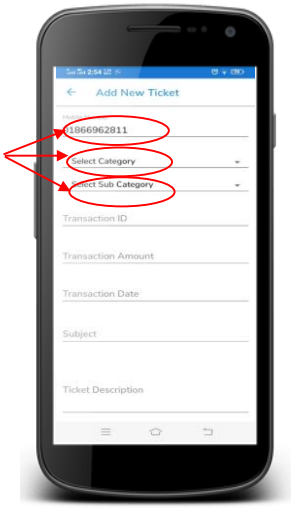
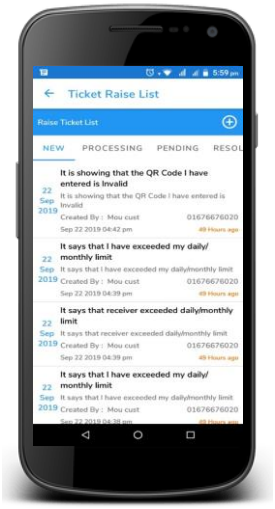
b. This page will appear. You can raise a complaint through this feature.

c. Write down your mobile number, select the category and sub category of your problem. On the basis of your problem category and sub category, fill up the required fields. You can also write down about your problem in "Ticket Description" field

d. Click on "Submit"

e. You will receive a successful notification




f. You can check the tickets raised by you from this screen

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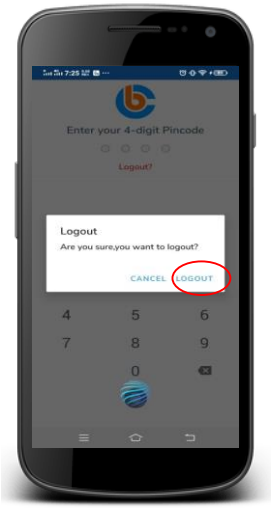
## Logout

a. Click on "Logout"

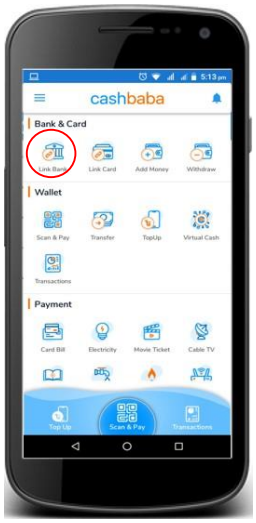
b. You will find a message asking for confirmation. Click on "Logout"



# 5 Link/Unlink Bank

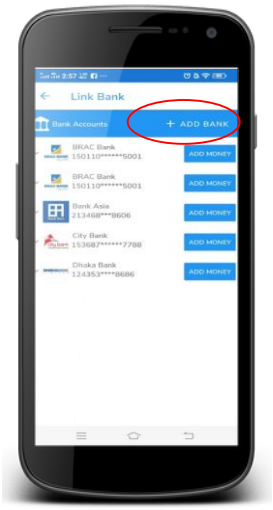
Link Bank

*Brac Bank*




a. From dashboard click on "Link Bank"

b. Click on "Add Bank"

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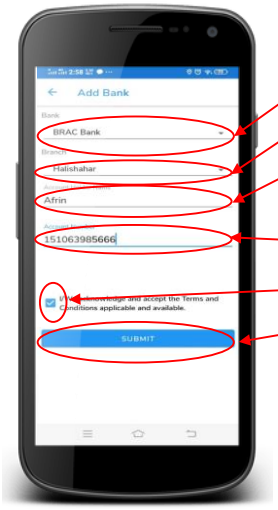
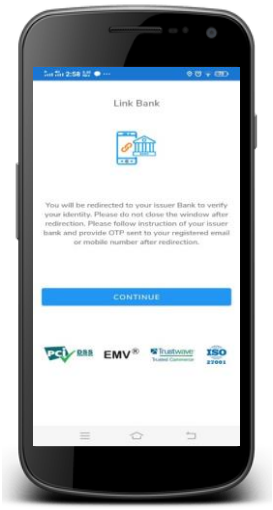



c. Select the bank name
d. Select the branch
e. Type bank accountholder's name
f. Enter the account number
g. Check the acknowledgement box
h. Click on "Submit"




i. This page will appear. Click on "Continue"
j. You will be redirected to Brac bank page for identity verification.
k. Afterward, please follow the instruction from Brac Bank
Note: *Please do not close the window until the verification process is completed*

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l. Enter your Brac bank internet banking user name and password

m. Click on “login”

n. You will find your CashBaba and Brac bank account information in this page. Check the information

o. For 2 factor authentication of your transaction, select the option

p. Click on “Link Account”

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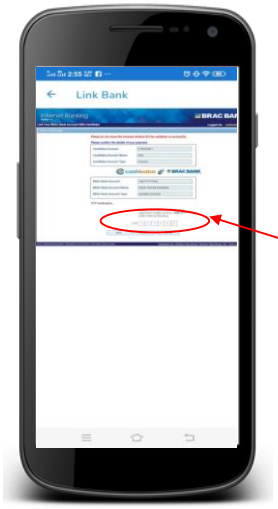


q. We will receive the OTP for Link Bank on your bank registered mobile number

r. Insert the OTP

s. You will receive a successful notification

*Other Bank*

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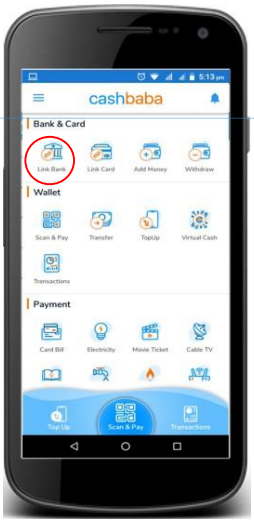


a. From dashboard click on "Link Bank"

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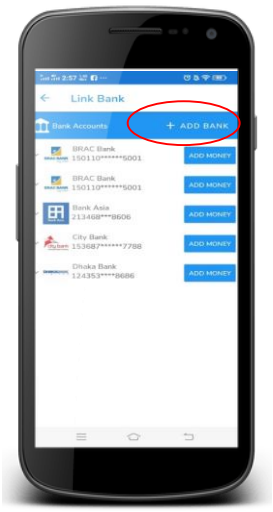
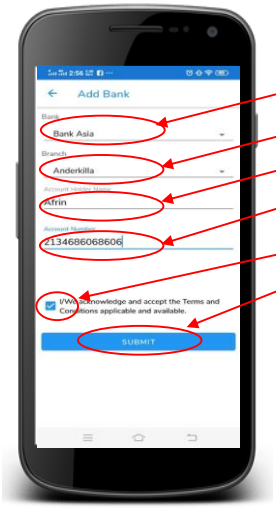



b.Click on “Add Bank”




c. Select the bank name

d. Select the branch

e. Type bank accountholder’s name

f. Enter the account number

g. Check the acknowledgement box

h. Click on “Submit”

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~~Once you click on “Registered”, this page will appear. Get yourself registered to~~

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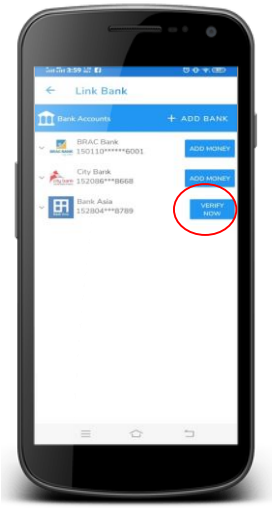
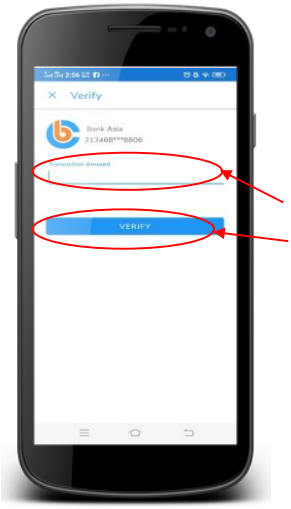
~~CashBaba account by filling up the form with necessary information *(you should use your real and valid information in order to avoid having problems in using your account)*~~

# ~~Log in to CashBaba~~

~~*To verify your Bank Account*~~

i. After submitting your link bank request, you have to verify the bank account. Click on "Verify Now"






j. You will receive an amount deposited to your account. You can check the amount from the transaction SMS sent to your bank registered mobile number or form your bank statement

k. Enter the amount

l. Click on “Verify”

m. You will receive a successful notification

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Unlink Bank

a. To unlink your bank Account, go to your bank list.

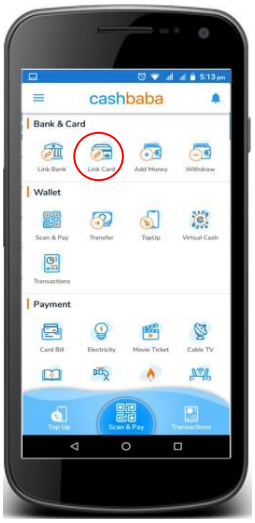
b. Click on the bank account, you want to unlink

c. You will find an "Unlink" Button. Click on the button

d. You will receive a successful notification

# 6 Link/Unlink Card

Link Card




a. From dashboard click on "Link Card"

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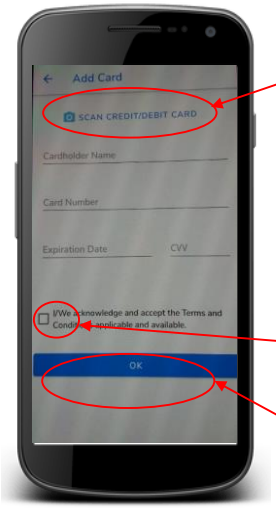
b. Click on “Add Card”




n. Scan your debit/credit card. CashBaba will auto read card’s information. Check the information.

Note: *You can also manually add these information*

o. Check the acknowledgement box

p. Click on “OK”

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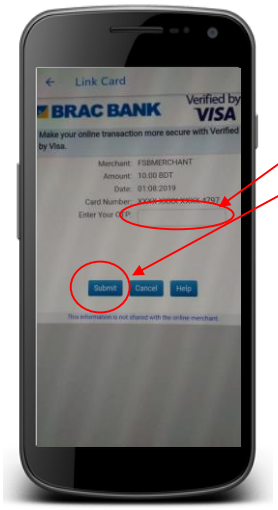
q. This page will appear. Click on "Continue"

r. You will be redirected to your issuer bank page for identity verification.

s. Afterward, please follow the instruction from your issuer Bank

Note: *Please do not close the window until the verification process is completed*




t. Your issuer bank will send you an OTP to your bank registered mobile number

u. Enter the OTP

v. Click on "Submit"

w. You will receive a successful notification from your issuer bank

x. Click on "Continue"

y. You will receive successful notification from CashBaba

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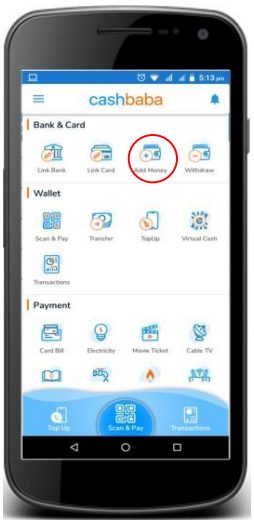
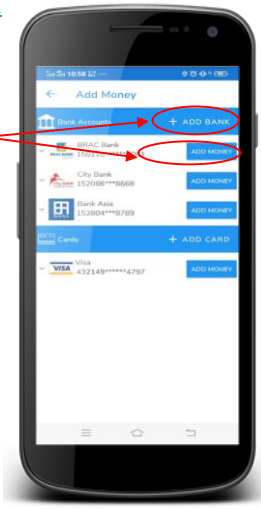
# 7 Add Money

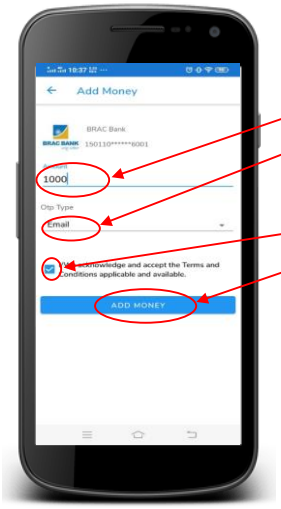
From Bank




a. From dashboard, go to "Add Money"

b. You will find this screen. Click on "Add money" button beside the bank from which you want to add money to your wallet. You will also be able to add a new bank from this page




c. Write down the amount

d. Select whether you want to receive OTP through SMS or email

e. Check the acknowledgement box

f. Click on "Add money"

g. In case of banks except Brac Bank, you will receive a successful notification of transaction processing. You will receive money in your wallet after 3 days of the transaction takes place

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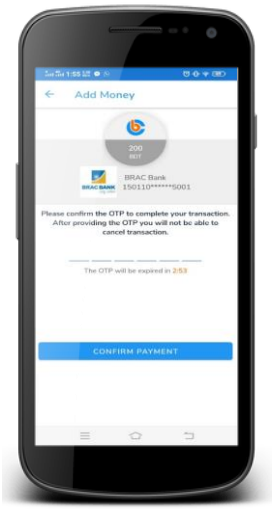



*For Brac Bank (This step will work only for Brac Bank)*

h. You will receive an OTP to your bank registered mobile number.

i. Enter the OTP

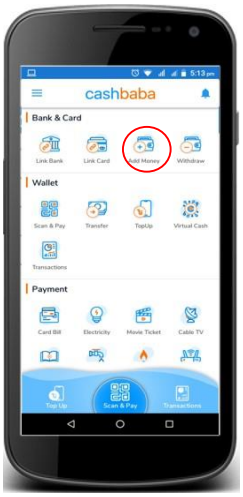
j. Click on "Confirm Payment"

k. You will receive a successful notification

l. Money will be added to your wallet instantly

m. You will receive a successful notification

From Card




a. From dashboard, go to "Add Money"

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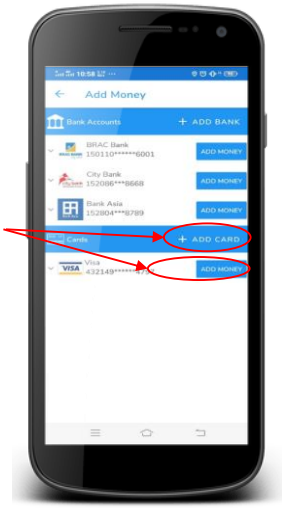
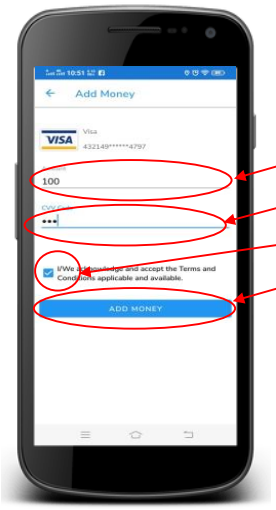
b. You will find this screen. Click on “Add money” button beside the card from which you want to add money to your wallet. You will also be able to add a new card from this page




n. Write down the amount

o. Enter your card’s CVV Code

p. Check the acknowledgement box

q. Click on “Add money”

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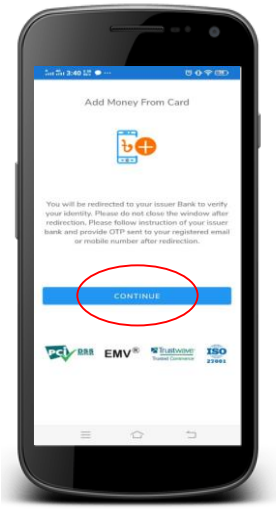
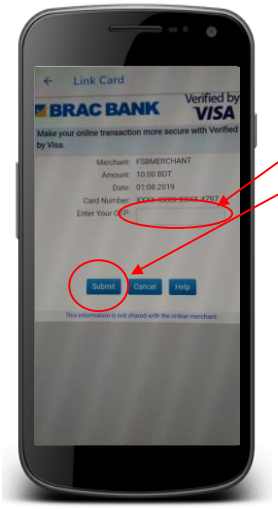



r. This page will appear. Click on "Continue"

s. You will be redirected to your issuer bank page for identity verification.

t. Afterward, please follow the instruction from your issuer bank

Note: *Please do not close the window until the verification process is completed*




u. Your issuer bank will send you an OTP to your bank registered mobile number

v. Enter the OTP

w. Click on "Submit"

x. You will receive a successful notification from your issuer bank

y. Click on "Continue"

z. You will receive successful notification from CashBaba

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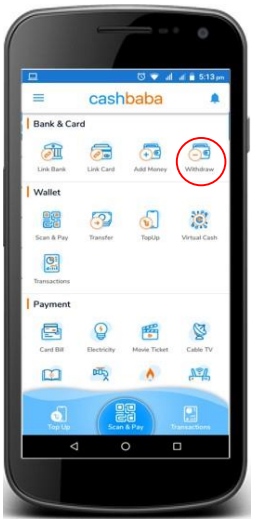
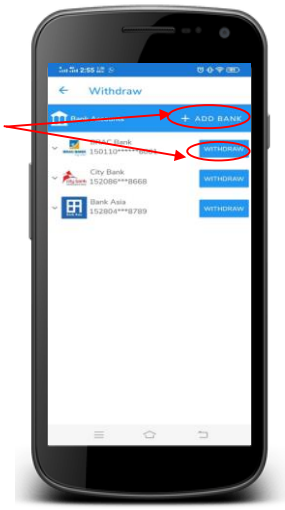
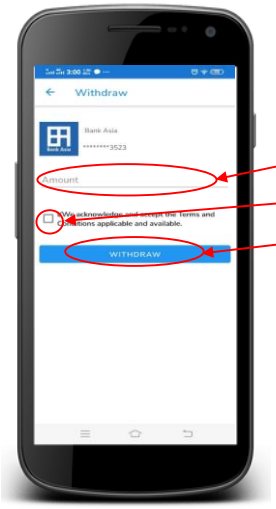
# 8 Withdraw




a. From dashboard, go to "Withdraw"

b. You will find this screen. Click on "Withdraw" button beside the bank to which you want to withdraw money from your wallet. You will also be able to add a new bank from this page

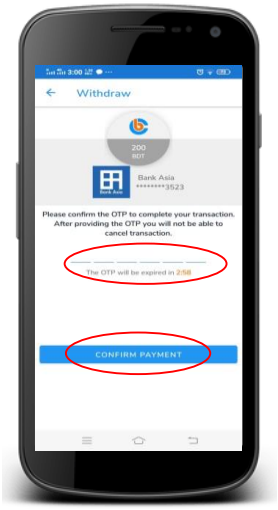



c. Write down the amount

d. Check the acknowledgement box

e. Click on "Withdraw"

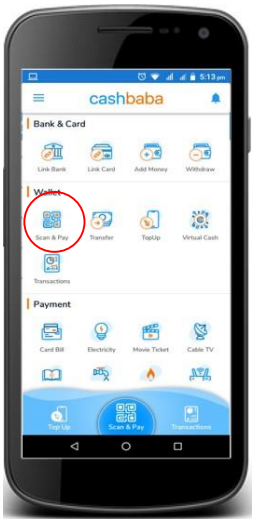



f. You will receive an OTP on your CashBaba registered mobile number. CashBaba will auto read the OTP or enter the OTP manually

g. Click on "Confirm Payment"

h. You will receive a successful notification

# 9 Scan & Pay




a. From dashboard, go to "Scan & Pay"

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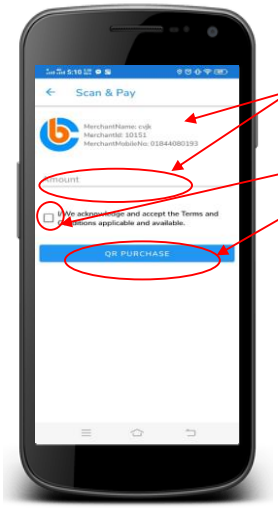
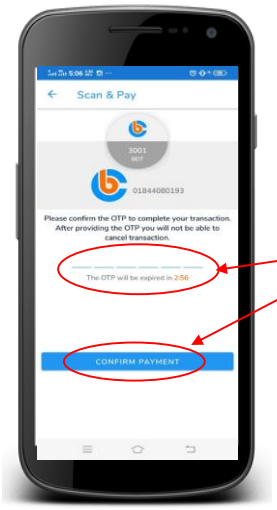
b. Scan the QR code of the merchant




c.This page will appear. You will be able to see the merchant detail. Enter the amount you want to pay

d.Check the acknowledgement box

e.Click on “QR Purchase”



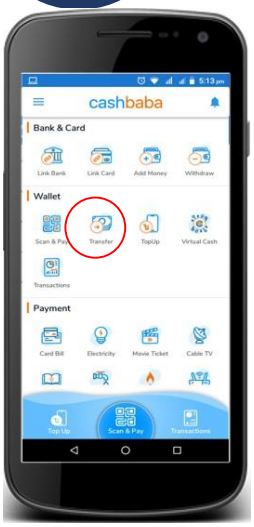

f. If your purchase amount is more than BDT 3000, you will receive an OTP

g. CashBaba will auto read the OTP or enter the OTP manually

h. Click on "Confirm"

i. You will receive a successful notification

# 10 Fund Transfer




a. From dashboard, go to "Fund Transfer"



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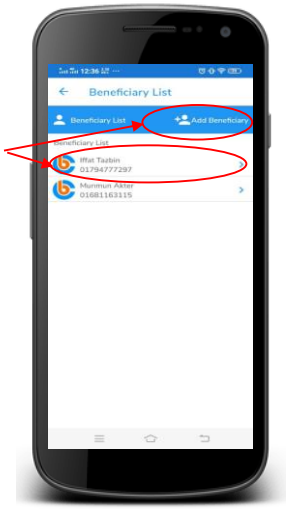
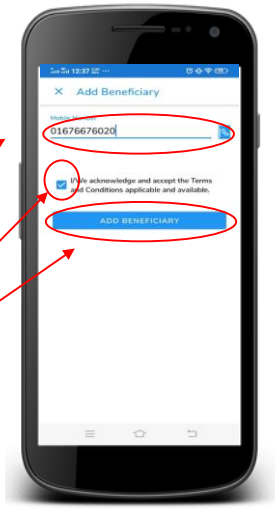
b. If you want to send money to a beneficiary already being added to your beneficary list, select the beneficiary from the list. In case you want to add new beneficiary click on "+Add new Beneficiary"



c. CashBaba will ask for your device security ID (PIN/ Password/ Fingerprint/ Iris/ Face detection whiever you use to unlock your mobile device)




d. You can add a new beneficiary either by typing the mobile number or you can select the number from your mobile's contact list

e. Check the acknowledgement box

f. Click on "Add beneficiary"

g. You will receive a successful notification

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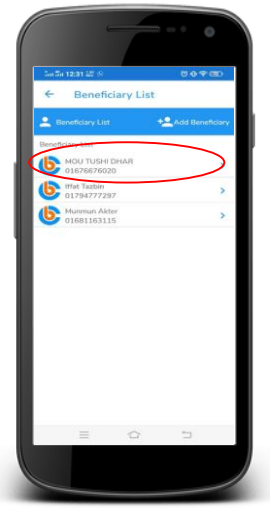
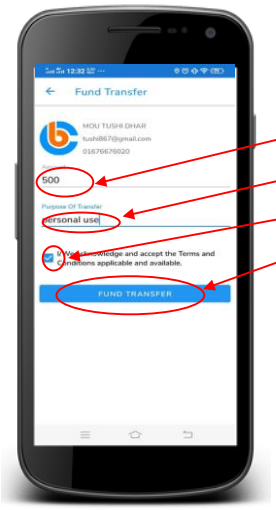
h. After adding the beneficiary you will find the beneficiary list on this page. Select Beneficiary from the beneficiary list



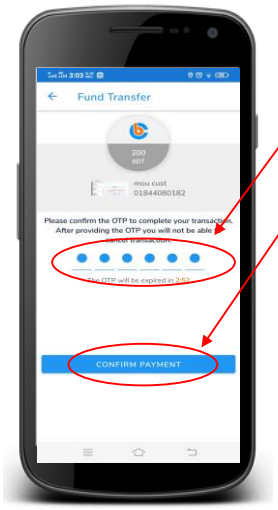

i. Enter the amount you want to transfer

j. Type the purpose of Transfer

k. Check the acknowledgement box

l. Click on "Fund Transfer"

# ~~Add Money to Your~~




m. You will receive an OTP to your CashBaba registered mobile number

n. CashBaba will auto read the OTP enter the OTP manually

o. Click on "Confirm Payment"

p. You and the receiver both will receive successful notification

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# 11 Top Up ~~Mobile Recharge~~

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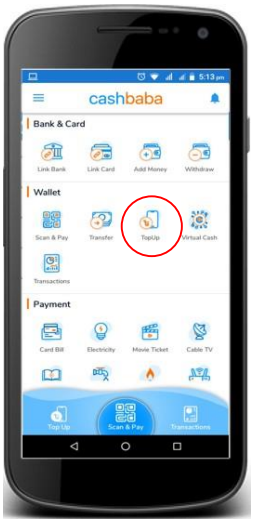
a. From dashboard, go to "Top Up~~Mobile Recharge~~"



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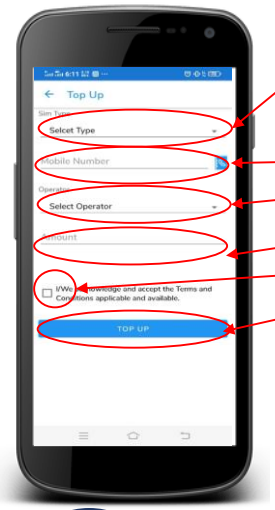
- ~~This page will appear. You can add a new beneficiary either by typing the mobile number or~~




b. This page will appear. Select the package type- prepaid or postpaid

c. Enter the mobile number or select it from the contact list

d. Select the operator

e. Enter the amount

f. Check the acknowledgement box

g. Click on “Mobile Recharge”

h. You and receiver will receive successful notification

12

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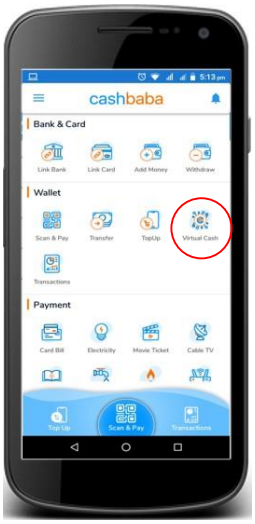
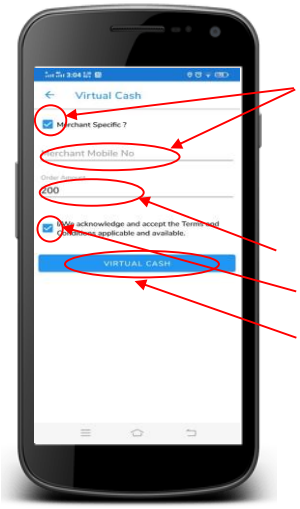
# Virtual Cash Generation




a. From dashboard, go to "Virtual Cash"




b.This page will appear. If you want to generate the virtual cash for a specific merchant, check the box "Merchant Specific" and enter the merchant mobile number. If you want to generate an "Order Specific" virtual cash don't check the box

c. Enter order amount

d.Check the acknowledgement box

e. Click on "Virtual Cash"

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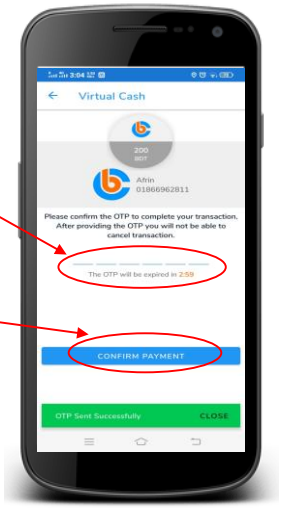
f. You will receive an OTP to your CashBaba registered mobile number

g. Click on “Confirm Payment”

h. You and the receiver both will receive successful notification



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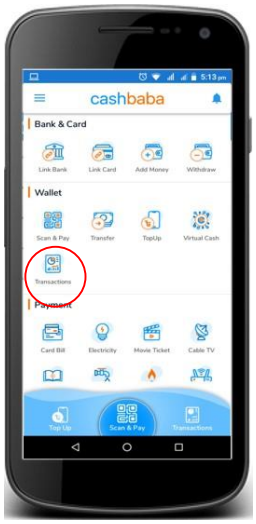
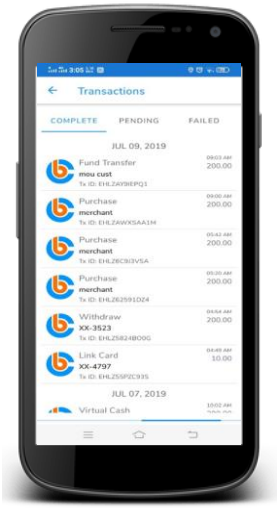
# 13 ~~Virtual Cash~~




a. From dashboard, go to "Transactions"




b. On this page you will able to see date wise transactions detail by types or by status (complete/pending/failed)

~~a. From the homepage "Manage Wallet" feature, Go to~~

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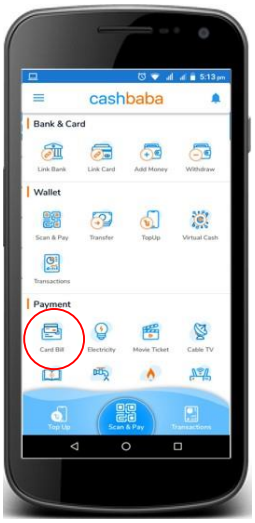
# 14 ~~Credit~~ Card Bill ~~Payment~~

a. ~~a.~~ From dashboard, go to "~~Credit~~ Card Bill~~l Payment~~"

~~From "TopUp & Bill Payment" select the type of bill you want~~



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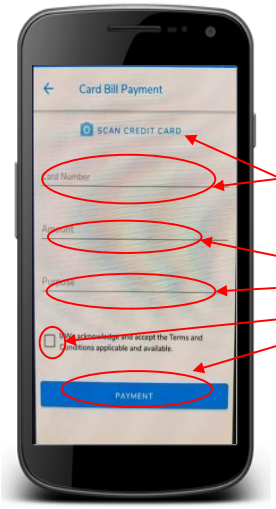


b. Scan your credit card. CashBaba will auto read your card number. Cross check the number

*Note: You can also manually write down the number*

c. Enter the amount

d. Write down the purpose of your transaction

e. Check the acknowledgement box

f. Click on "Payment"

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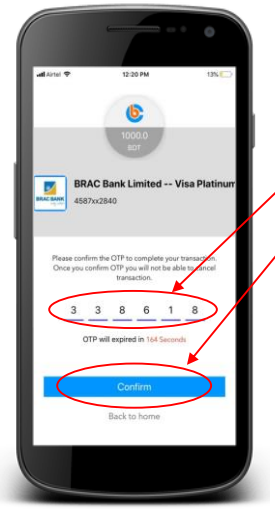
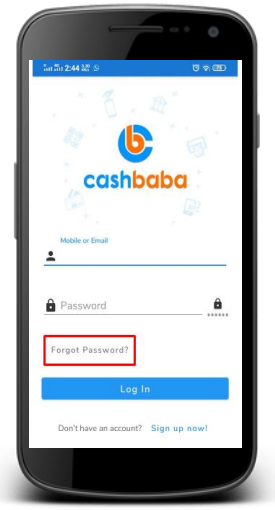



g. You will receive an OTP to your CashBaba registered mobile number
h. CashBaba will auto read the OTP or enter the OTP manually
i. Click on "Confirm Payment"
j. You and the receiver both will receive successful notification

# 15 Forgot Password

a. From login page, click on "Forgot Password?"



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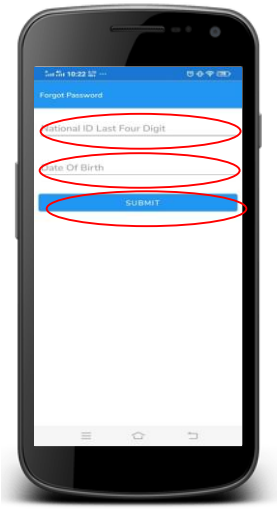
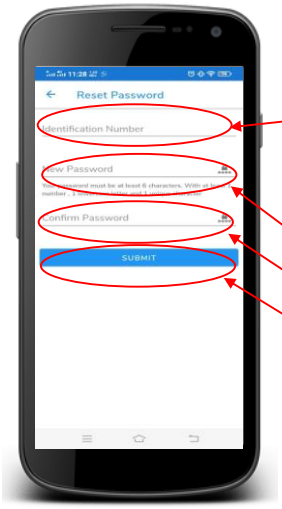



b. If you have already submitted your NID, this page will appear. Enter your NID number and date of birth for verification. Click on "Submit" button. (Incase, you haven't submitted your NID yet, this step will be skipped).




c. You will receive and identification number on your CashBaba registered mobile number. CashBaba will auto read the number or you have to enter it.

d. Create your new password as per the instruction given below

e. Confirm the password

f. Click on "Submit"

g. You will receive a successful notification

Note: *Please do not ask us for your password as CashBaba any of our employees have no access to these information and is securely stored where no one has access.*

~~b. This page will appear. Select the biller~~