



MEGHNA BANK LTD.
together we sail

Customer 360 User Manual


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System Login

To initiate the Customer 360 Module within the Meghna Service 360 Projects, CSO and CS Users must initially obtain a login ID from the Admin user. After acquiring the login credentials, users should follow these steps:

- Access the Meghna Service 360 URL to begin the process.
- Enter their User ID and Password into the designated fields.
- Click on the "Sign In" button to log into the system.

MEGHNA BANK LTD.



Sign in

User ID *

Password *

SIGN IN

[Forgot password?](#)

Powered By Business Accelerate BD LTD

Once logged in, the following screen will be displayed, featuring three menu options for the user.

MEGHNA BANK LTD. Service 360 CS - PRINCIPAL OFFICE

BABL CS cs13 Logout

Menu

- Account/TD Search
- Dedupe/SDN Search
- Customer Search

Welcome to Meghna Service 360

There were two categories of search options available to 360-degree users: one for performing De-duplication Searches another one for conducting Customer Searches.

Account/TD Search:

From the menu Account/TD search,

For Individual A/C and Joint type, users are required to provide certain mandatory information, including Customer ID or Account Number, as well as additional details such as NID/Smart Card/Passport/Birth Certificate/Driving License, Date of Birth (DOB), and Mobile Number.

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BABL CS cs13 Logout

Menu

- Account/TD Search
- Dedupe/SDN Search
- Customer Search

Customer Dedupe & SDN Search

Please input either "Existing Customer ID Number / Account Number" or Data in mandatory fields for conducting Dedupe & SDN search

INDIVIDUAL A/C JOINT TYPE

Existing Customer ID Number	Account Number	Customer Name *	NID +	Smart Card +	Passport
Birth Certificate	Driving License	Date Of Birth *(DD-MM-YYYY)	Mobile Type	Mobile Number	Email
E-Tin	Nationality *	88-mm-yyyy	Local	88	
Mandate	Beneficial Owner				
NO	NO				

Search Refresh

Customer De-Duplication Management with Sanction Screening Search

For De-duplication searches,

In terms of Individual A/C, users are required to provide certain mandatory information, including Customer ID or Account Number, as well as additional details such as NID/Smart Card/Passport/Birth Certificate/Driving License, Date of Birth (DOB), and Mobile Number.

In terms of Company dedupe, users are required to provide certain mandatory information Group ID/ or Account Number, as well as additional details such as Trade License/Company E-TIN, Registration Number/ Certification of Incorporation/ VAT registration Number / Certification of Commencement and Mobile Number.

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Customer Dedupe & SDN Search

Please input either "Existing Customer ID Number / Account Number" or Data in mandatory fields for conducting Dedupe & SDN search

INDIVIDUAL A/C COMPANY DEDUPE

Existing Customer ID Number Account Number Customer Name * NID * Smart Card * Passport

Birth Certificate Driving License Date Of Birth *(DD-MM-YYYY) Mobile Type Mobile Number Email

E-Tin Nationality * BANGLADESH

Search Refresh

The De-Dup Check Search Logic is as follows:

Criteria	Accuracy / Safety
NID/Smart Card	High
TIN / E-TIN	High
Passport	High
Birth Certificate	High
Driving License	High
Name + DOB	Medium
Name + Email	Medium
Name + Mobile	Medium


Search Result:

Upon conducting a search using the Customer ID number, users will be able to view the following information displayed on the screen

Related customer ID:


If customer exist with another customer ID like, company owner, beneficiary etc. so those ID will be shown as related customer ID.

SDN Verification:

Search Result											
Identification No	Customer ID No	Customer ID Type	Source	Customer Name	NID	Passport	E-Tin	Match By	Match-Type	Action	360 View
0000000934	0000000934	IND	BANK ALTIMAS	MR. MD. SUJON SIKDER	2696407794953		150-105-1813	CB Number	Higher-Match		
Related Customer ID											
Customer ID	Main Customer ID	Related Customer ID			Customer Name			Relationship			
SDN Verification											
Individual SDN Result											
No Match Found											


Customer Search:

By utilizing the Customer Search Menu, users can access customer information by entering details such as customer name, account number, or other relevant information.



Service 360
CS - PRINCIPAL OFFICE

BABL CS
cs13

 Logout

Menu

- Account/TD Search
- Dedupe/SDN Search
- Customer Search

Customer Search

Existing Customer ID Number

Account Number

Customer Name *

NID

Smart Card

Father Name

Mother Name

Spouse Name

Passport

Birth Certificate

Driving License

Trade license

Certificate Of Commencement

Vat Registration number

Certificate Of Incorporation

Government Permission Letter

Date Of Birth(DD-MM-YYYY)

Mobile Type

Mobile Number

Email

E-Tin

Nationality *

Registration Number

NGO Bureau Certificate *

Society Registration Number

Club Registration Number *

other Id Corporate *

Search

Refresh

Customer 360 Degree View

Users have the ability to conveniently access comprehensive customer data through the Customer 360 Degree module, with read-only access privileges. This module encompasses two distinct functionalities, each operating similarly to the Customer Search:

- Customer 360 Degree View
- Demographic View of Customer 360

MEGHNA BANK LTD. Service 360 CS - PRINCIPAL OFFICE BABL CS cs13 Logout

Menu

- Account/TD Search
- Dedupe/SDN Search
- Customer Search

Search Result

Identification No	Customer ID No	Customer ID Type	Source	Customer Name	NID	Passport	E-Tin	Match By	Match-Type	Action	360 View
0000000934	0000000934	IND	BANK ALTIMAS	MR. MD. SUJON SIKDER	2696407794953		150-105-1813	CB Number	Higher-Match		

Related Customer ID

Customer ID	Main Customer ID	Related Customer ID	Customer Name	Relationship
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SDN Verification

Individual SDN Result
No Match Found

Customer 360 View:

Customer Info (0000000934) MR. MD. SUJON SIKDER

CUSTOMER 360 VIEW

DEMOGRAPHICS VIEW

Core Details

Customer Name	MR. MD. SUJON SIKDER
Customer ID	0000000934
Business Division	
Sub Business Division	
Customer Segment	
Customer Band	
Home Branch	1101
Line Of Business	BUSINESS INCOME
Group ID	

Age In Years	45
Occupation	Business (Other Local Business)
Customer Constitution	IND
Staff	
Customer Since	2014-10-30
Name of RM	
Initiate RM	
Monitoring RM	
Group ID details	

Value of Holdings

(RV Table dated: 30-JUN-2022)

CASA Account Balance (Current+ Savings +SND)	0
CASA Account Average Monthly Balance	0
TD Balance	
Cash Credit-Hypothecation	
Demand Loan	
Export Credit	
Letter Of Credit	
LIM/LTR	
Overdraft	
PAD/BLC/BE	
Term Loan Including Lease Financing	
Relationship value	

Scheme	Ultimus
Debit Card	NO
Debit Card Type	
Prepaid Card	NO
Prepaid Card Type	
Credit Card	NO
Credit Card Type	
Credit Card Limit(BDT)	
Credit Card Limit(USD)	

Group Details

Customer ID	Customer Name	Member Type	RV Value	Total Group RV
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Demographic View of Customer 360

Customer Info (0000000934) MR. MD. SUJON SIKDER

CUSTOMER 360 VIEWDEMOGRAPHICS VIEW

LIST OF ACCOUNTS

LIST OF CARDS

STATUS OF PROPAGATION

FACILITY-WISE DETAILS

LOAN ACCOUNT-WISE DETAILS

Customer General Information

Customer 360 Degree ID	0000000934
Customer RV Customer ID	
CBS CUSTOMER ID	0000000934
Customer CMS ID	0000000934
Group ID	
Customer Name	MR. MD. SUJON SIKDER
DOB	1977-11-10
Home Branch	1101
Gender	Male
NID	2696407794953
Passport	

E-TIN	150-105-1813
Trade License	
Mother Name	SHAHIDA BEGUM
Father Name	AZIZUL SIKDER
Spouse Name	
Introducer	
Staff Flag	
Last Customer Induced Transaction Date	

Customer Contact Information

Address Type	City	Division	District	Thana	Zip Code	Country	Phone Number	Mobile Number
RES ADDRESS	DHAKA	DHAKA	DHAKA	MIRPUR_DHAKA		BANGLADESH		
PER ADDRESS	DHAKA	DHAKA	DHAKA	MIRPUR_DHAKA		BANGLADESH	01672631201	1672631201

Customer Business Relation

Customer Constitution	IND
Business division	
Sub Business division	
Customer Segment	
Customer Type	1
Occupation	Business (Other Local Business)

Business Sector	10030502
Source	BANK ALTIMAS
Lead Generator	
Initiate RM	
Monitoring RM	

Relationship Table

Customer ID	Related Customer ID	Related Customer ID Name	Relationship
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In the Demographic view, users will encounter five tabs, granting them access to various customer-related details, including customer signatures, account statements, card details, and more.