BG ISSUANCE PROCESS NOTE CUSTOMER PORTAL

Digital Banking Department

Contents

Login

To login to the system, customers must have their mobile banking activated.

1. Enter the account number and mobile number registered in mobile banking and click on submit

Figure 1: - Customer login page

2. After mobile banking authentication, OTP will be sent to the registered mobile number.
3. Enter the OTP and verify. OTP will be valid for 2 minutes.

Figure 2: -OTP verification

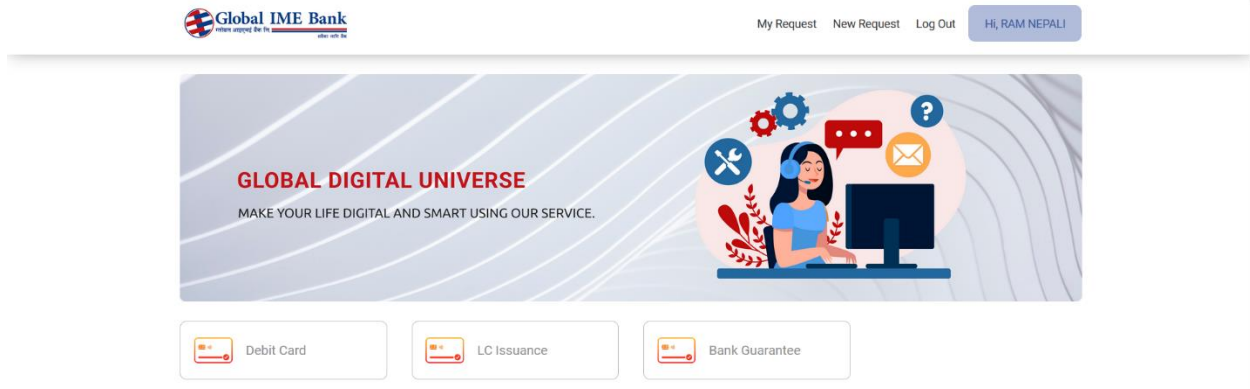4. After verification users will be redirected to the landing Dashboard.

Figure3: -Dashboard

Bank Guarantee Application
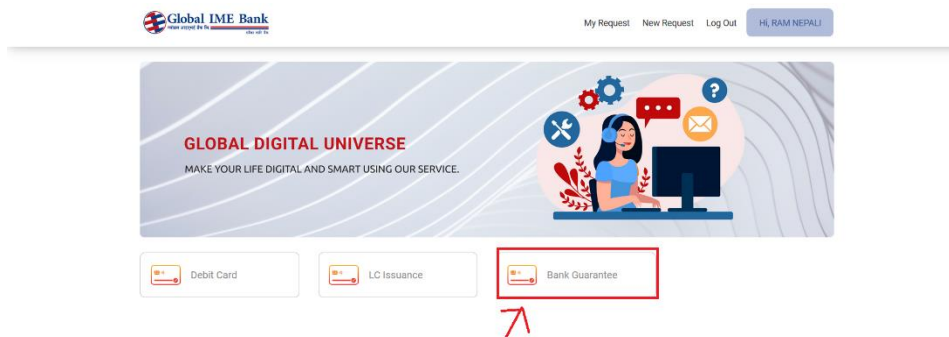
1. Click on the Bank Guarantee

Figure 4: - Dashboard showing the BG guarantee

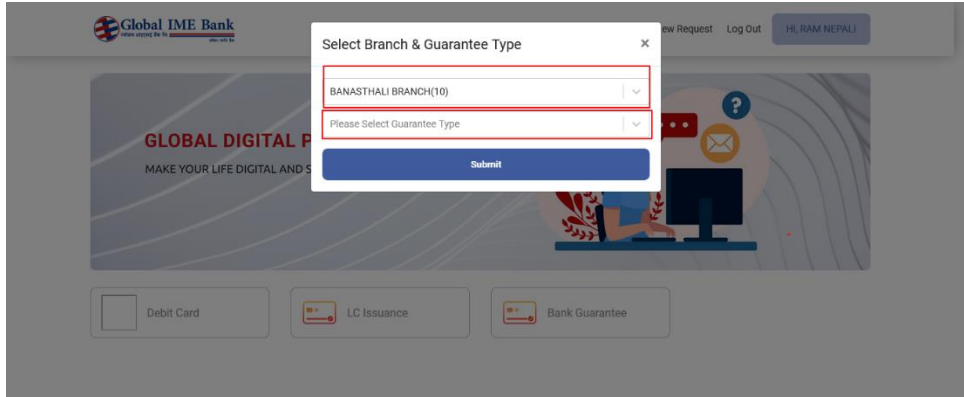2. You will get the branch selection option and guarantee type

Figure 5: - Select branch and guarantee type for the BG form

3. Click on the submit button to proceed form
4. Fill in the form with the required credentials

5. In case of counter guarantee, please select "Yes" in "Is this bank guarantee to be issued on behalf of JV or third party?", which will open counter guarantee indemnity form as well.

Figure 6: - BG form

6. Submit the form after completing the filling forms

Figure 7: - BG form showing submit

My request: -

1. Click on 'my request' to view the request of an individual
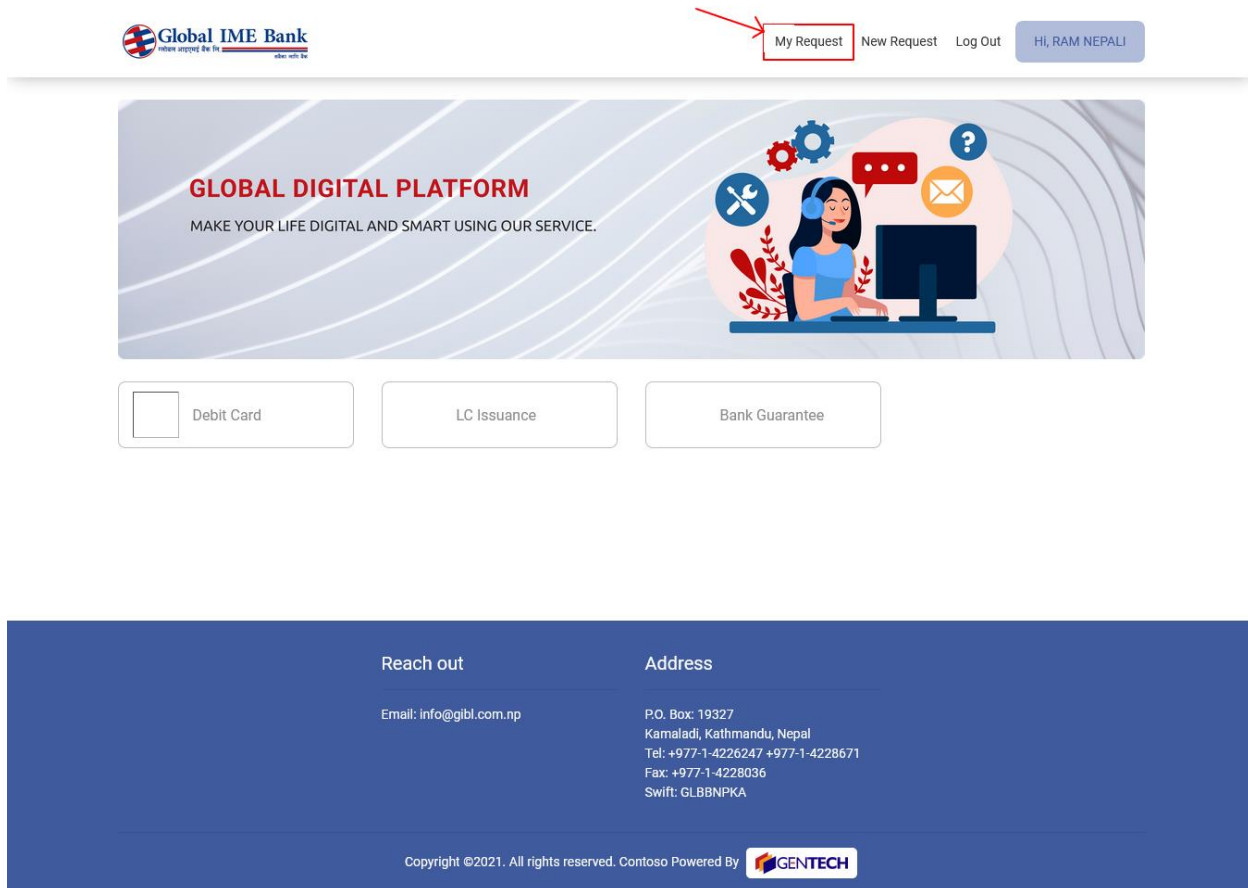
Figure 8: - Dashboard showing the My request

On this page you will get access to all the "Request" status like Pending, Processing, Returned, Completed, Draft and Closed Status.

Global IME Bank

My Request   New Request   Log Out   Hi, RAM NEPALI

Pending **13**   Processing **6**   Returned   Completed **2**   Closed   Drafts **3**

S.N.	Request Name	Request ID	Requested Date	Action
1	LC Form Decentralized-2	Id : 06152022-4	June 15, 2022	Detail
2	LC Form Decentralized-1	Id : 06152022-3	June 15, 2022	Detail
3	LC Form Decentralized	Id : 06132022-1	June 13, 2022	Detail
4	Card Re-issue	Id : 06082022-9	June 8, 2022	Detail
5	LC Form Centralized-2	Id : 06082022-1	June 8, 2022	Detail
6	LC Form Centralized	Id : 06032022-1	June 3, 2022	Detail

Reach out

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Figure 9: - customer's request tab showing different requests status

Pending status: -
The requests sent by the customer, which have not been picked by the bank for processing yet are shown in the pending tab.

Processing Status: -
The requests picked and forwarded for processing are shown in the processing tab.

Returned status: -

The request submitted by the customer is returned from the bank side due to various reasons.

1. The returned status can be viewed by clicking on the "Returned".
2. After you view the returned request, you have the option to "View" the previously filled data and you can also "Edit" the data by clicking on the "Edit.
3. After you edit the data, you can click on the "Submit" button to submit the request.
4. You also have an option to simply "Reply" to the returned requests if every data is filled in correctly and there is nothing to change in the data provided.

Completed status: -

Requests that are approved by the bank are shown in this tab.

Draft status: -

The requests that are "saved as draft" by the customer

1. You can also "Delete" the draft request by clicking on the "Delete" button.
   - After clicking on the button, a confirmation box will appear and the data will be deleted if "Confirm" is clicked.

Closed status: -

In closed status, the bank permanently closed the requests. customer cannot perform any action after the bank closed the request.