

NMB
direct



How to
Get Started

www.ibanking.nmbbank.co.tz

1. GET STARTED

New customer will receive email with password and SMS with user name as shown below after being enrolled into the system;

Email:

From: "directbanking@nmbtz.com" <directbanking@nmbtz.com>
To: "john.smith@yahoo.com"
Sent: Thursday, October 31, 2019, 12:27:22 PM GMT+3
Subject: Login Password Alert

Dear

Your Internet Banking login password is : XXXXXXXX

Refer a separate SMS communication sent to your registered Mobile number with your USER ID details.

Do not share your channel banking details, such as user ID/password with anyone.

[Click Here](#) to login.

Regards

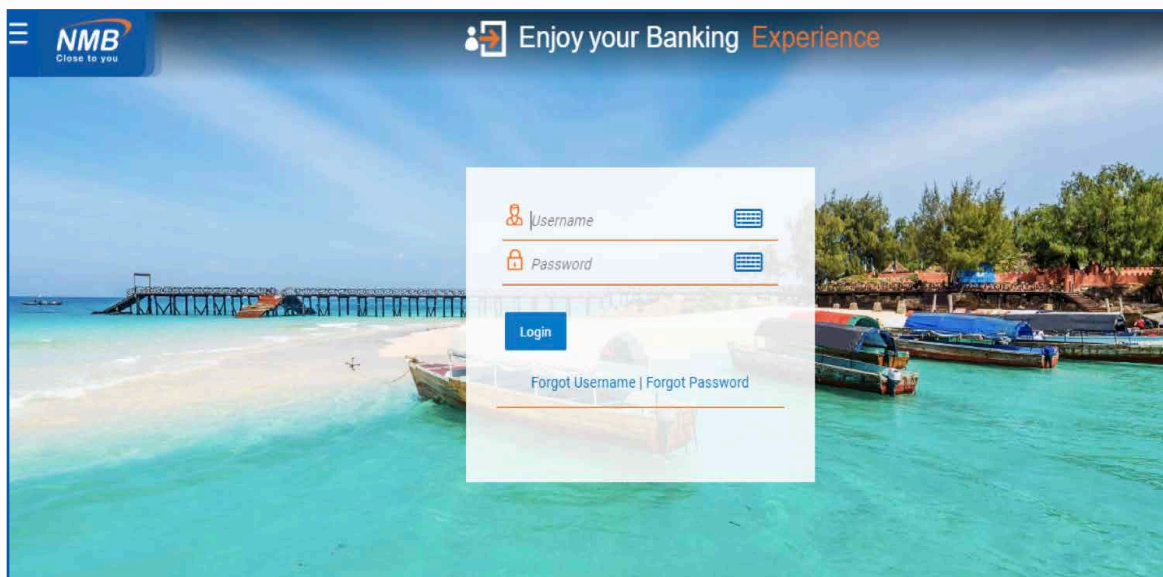
Customer Service - NMB

Thursday, October 31, 2019

G Dear GRACE, welcome to NMB Internet Banking. Your username is G Please check your email for the password. Enjoy new ways of banking 24/7. 12:35 PM

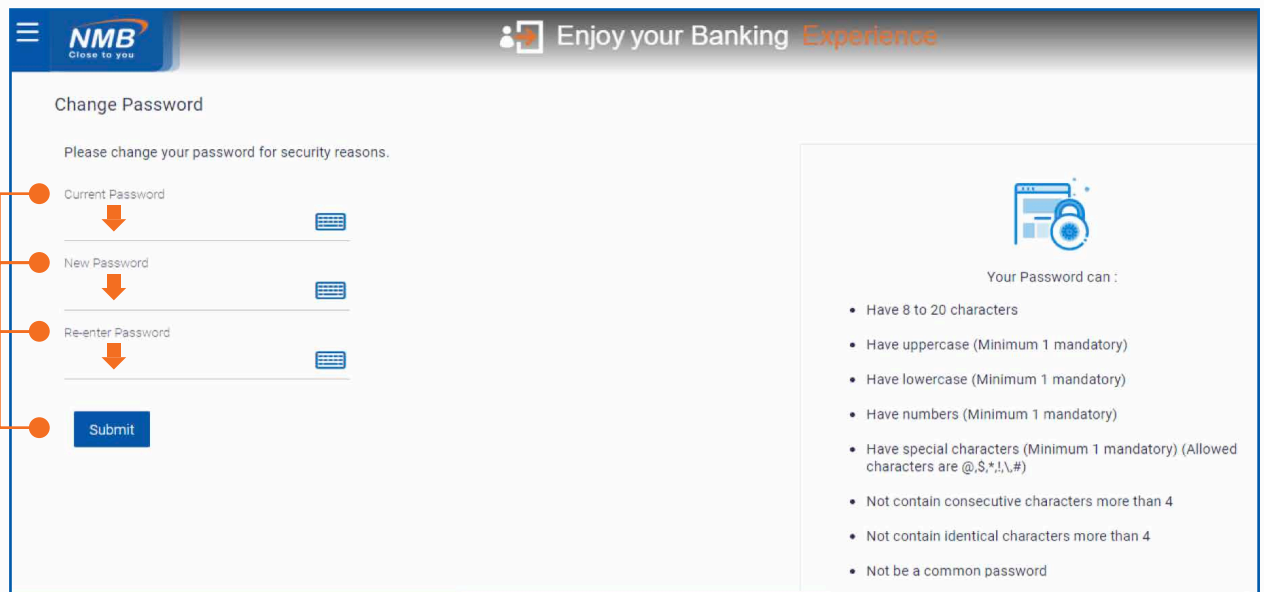
1.1 First Time Login;

Open the link <https://ibanking.nmbbank.co.tz/index.html?module=login> provided on the email, then enter your USER name and Initial/temporary password received to login (email from NMB Bank will come from "Direct Banking")



1.2 Define your own password

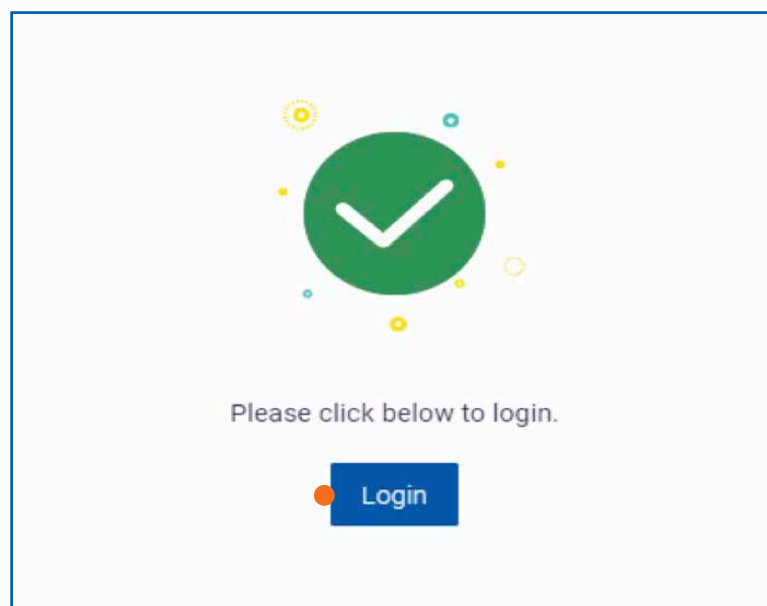
Enter the temporary password on the **Old Password** field and input your **new password** on the New & Confirm Password fields, followed by clicking **Submit** button. (Take note of the password criteria on your right hand side guide);



The screenshot shows the NMB 'Change Password' interface. On the left, there are three password input fields labeled 'Current Password', 'New Password', and 'Re-enter Password', each with a 'Submit' button below them. An orange bracket on the left side of the form groups these fields. On the right, a box titled 'Your Password can :' lists the following criteria:

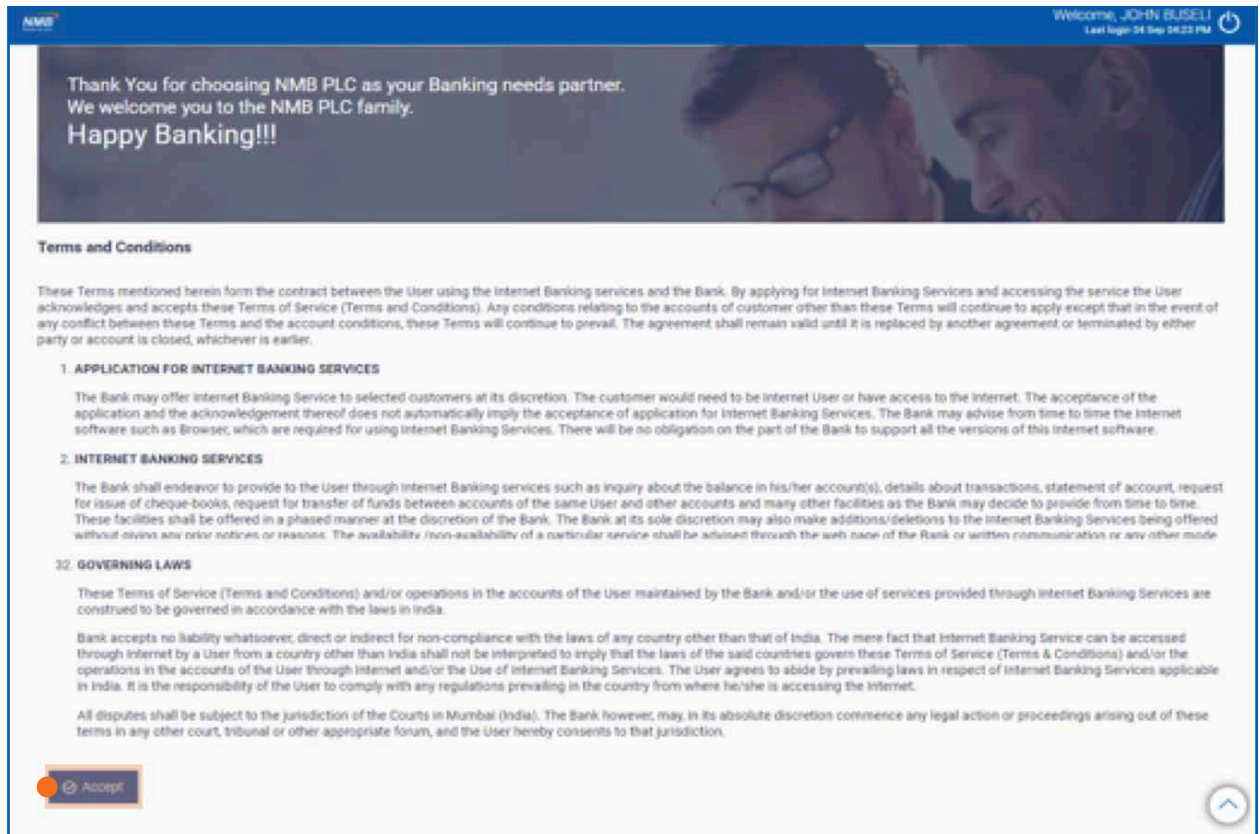
- Have 8 to 20 characters
- Have uppercase (Minimum 1 mandatory)
- Have lowercase (Minimum 1 mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are @, \$, *, !, \, #)
- Not contain consecutive characters more than 4
- Not contain identical characters more than 4
- Not be a common password

Once password changing is successfully completed, below confirmation will be received and **take you to the initial login page.**



1.3 Terms & Conditions confirmation

Now, on the login page enter your **user name** and **new password**, then below page will appear after clicking 'Login' option; please read the Terms and Conditions then 'Accept' to proceed



The screenshot shows the NMB Internet Banking interface. At the top, there is a blue header with the NMB logo on the left and the text "Welcome, JOHN BUSELL" and "Last login: 24 Sep 14:22 PM" on the right. Below the header is a dark blue banner with white text: "Thank You for choosing NMB PLC as your Banking needs partner. We welcome you to the NMB PLC family. Happy Banking!!!". The main content area is titled "Terms and Conditions" and contains several sections of text. At the bottom left, there is a button labeled "Accept" with a checkmark icon. At the bottom right, there is a circular arrow icon.

Terms and Conditions

These Terms mentioned herein form the contract between the User using the Internet Banking services and the Bank. By applying for Internet Banking Services and accessing the service the User acknowledges and accepts these Terms of Service (Terms and Conditions). Any conditions relating to the accounts of customer other than these Terms will continue to apply except that in the event of any conflict between these Terms and the account conditions, these Terms will continue to prevail. The agreement shall remain valid until it is replaced by another agreement or terminated by either party or account is closed, whichever is earlier.

1. APPLICATION FOR INTERNET BANKING SERVICES

The Bank may offer Internet Banking Service to selected customers at its discretion. The customer would need to be Internet User or have access to the internet. The acceptance of the application and the acknowledgement thereof does not automatically imply the acceptance of application for Internet Banking Services. The Bank may advise from time to time the Internet software such as Browser, which are required for using Internet Banking Services. There will be no obligation on the part of the Bank to support all the versions of this internet software.

2. INTERNET BANKING SERVICES

The Bank shall endeavor to provide to the User through Internet Banking services such as inquiry about the balance in his/her account(s), details about transactions, statement of account, request for issue of cheque-books, request for transfer of funds between accounts of the same User and other accounts and many other facilities as the Bank may decide to provide from time to time. These facilities shall be offered in a phased manner at the discretion of the Bank. The Bank at its sole discretion may also make additions/deletions to the Internet Banking Services being offered without giving any prior notices or reasons. The availability /non-availability of a particular service shall be advised through the web page of the Bank or written communication or any other mode.

32. GOVERNING LAWS

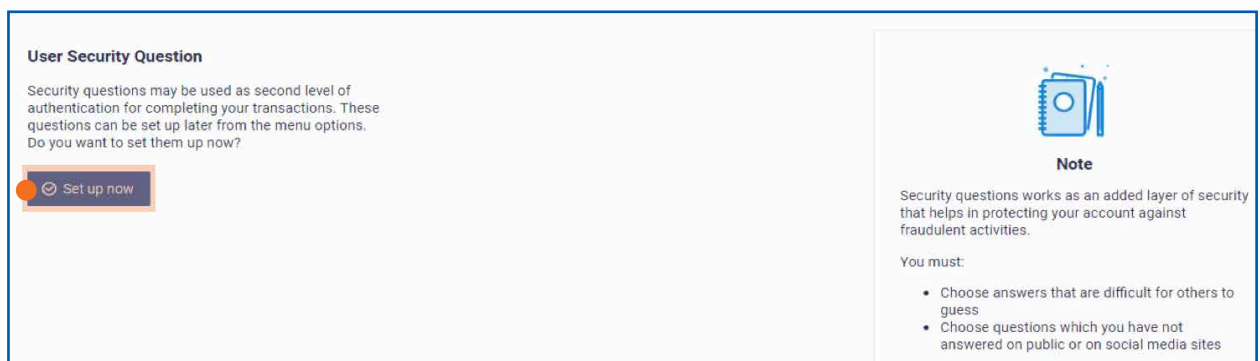
These Terms of Service (Terms and Conditions) and/or operations in the accounts of the User maintained by the Bank and/or the use of services provided through Internet Banking Services are construed to be governed in accordance with the laws in India.

Bank accepts no liability whatsoever, direct or indirect for non-compliance with the laws of any country other than that of India. The mere fact that Internet Banking Service can be accessed through internet by a User from a country other than India shall not be interpreted to imply that the laws of the said countries govern these Terms of Service (Terms & Conditions) and/or the operations in the accounts of the User through internet and/or the Use of Internet Banking Services. The User agrees to abide by prevailing laws in respect of Internet Banking Services applicable in India. It is the responsibility of the User to comply with any regulations prevailing in the country from where he/she is accessing the Internet.

All disputes shall be subject to the jurisdiction of the Courts in Mumbai (India). The Bank however, may, in its absolute discretion commence any legal action or proceedings arising out of these terms in any other court, tribunal or other appropriate forum, and the User hereby consents to that jurisdiction.

1.4 Predefined Challenge Questions

User Security Questions will follow, select 'Set-up now' option to set the security questions. *This questions will be used for self-service during password resetting and profile unlocking;*



The screenshot shows the "User Security Question" setup page. On the left, there is a section titled "User Security Question" with a sub-heading "Security questions may be used as second level of authentication for completing your transactions. These questions can be set up later from the menu options. Do you want to set them up now?". Below this text is a button labeled "Set up now" with a checkmark icon. On the right, there is a "Note" section with an icon of a notepad and a pencil. The note states: "Security questions works as an added layer of security that helps in protecting your account against fraudulent activities. You must: • Choose answers that are difficult for others to guess • Choose questions which you have not answered on public or on social media sites".

User Security Question

Security questions may be used as second level of authentication for completing your transactions. These questions can be set up later from the menu options. Do you want to set them up now?

Note

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

Enter your answers to the challenge question and click on the Save button.
 (The answers to this questions need to be memorable for later use during profile unlocking and passwords resetting)

Security Question
 Select Question
 Answer

Security Question
 Select Question
 Answer

Security Question
 Select Question
 Answer

Security Question
 Select Question
 Answer

Security Question
 Select Question
 Answer

Security Question
 What is the name of the town where you were born?

Save

Note
 Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.
 You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

1.5 Successful login into the system!

After saving the security questions, user will successfully login into landing page below.

Current & Savings
 3 Total Accounts
 TZS 7,726,650,491.88
 TZS (3 Accounts)

Term Deposits
 You do not have any Term Deposit

Loans and Finances
 You do not have any Loans

Quick Links

- Own Account Transfer
- Once Off Payments
- File Upload
- Funds Transfer
- Bill Payment
- Uploaded Files Inquiry

Activity Log

Accounts (0)			Payments (0)			Bill Payments (0)			Bulk File (0)			Bulk Record (0)		
Processed	0		Processed	0		Processed	0		Processed	0		Processed	0	
In Progress	0		In Progress	0		In Progress	0		In Progress	0		In Progress	0	
Rejected	0		Rejected	0		Rejected	0		Rejected	0		Rejected	0	

Date	Description	Account Number	Amount	Reference No	Status
------	-------------	----------------	--------	--------------	--------

Copyright © 2019 NMB Bank PLC

At this stage, it will be good to take note of your profile credentials including date of birth, email, and contact numbers registered.
 You may even add a profile picture! Check out the next step below