

MetLife Premium Payment through Trust Bank Mobile Money (TBMM)

How to Register for Trust Bank Mobile Money (TBMM)

1. Customer will visit any of the TBL Pay point /TBL branch with his
 - Mobile phone,
 - National ID/Passport (in original and a set of photocopy) and
 - 2 copy of Passport size photographs of himself and one copy of Passport size photograph of the nominee.
2. Customer will fill up the registration form and submit it along with the photographs and the photocopy of the ID/Passport.
3. Upon verifying the ID, customer's mobile bank a/c (TBL bank a/c) is registered instantly by TBL Pay point /TBL branch.
4. Customer will get the following SMS from TBMM
"Your TrustMM account has been created. To activate SMS: TrustMM REG to 16201"
5. In reply to the above SMS Customer have to send the following SMS to 16201
TrustMM<space>REG <send to 16201>
6. In reply to your above SMS you will get the following message from 16201:
"Registration successful! Your PIN is XXXX"
7. His mobile connection number will be his TBMM mobile bank account number.

Changing your PIN number:

SMS : **TrustMM<space>CP<space>{Old PIN} <space>{New PIN}<send to 16201>**

Cash-In procedure

1. Customer will give the TBL Pay point /TBL branch the amount of money he wants to deposit into his bank a/c.
2. By using the Cash-In module, TBL Pay point /TBL branch will send money to Customer's TBMM bank a/c. Applicable service charges shall be deducted from the deposited amount.
3. TBL Mobile banking system will send following confirmation SMS to Account holder's mobile from 16201/01190016201
"Payment from 880XXXXXXXXXX of Tk. XXXX received. Bal: Tk. XXXX"
4. Now Customer can use any services of TBL Mobile Banking including MetLife premium payment.
5. TBL agents are operational beyond normal working hours (~8 pm), on weekends & holidays.

Checking your TMM Balance:

SMS : **TrustMM<space>BAL<send to 16201>**

Viewing Transactions:

SMS : **TrustMM<space>HIS<send to 16201>**

<p><i>N.B.: Grameen Phone Subscriber will send and receive SMS to/from : 8801190016201 instead of 16201.</i></p>

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How to Pay MetLife Premium

1. Please type a SMS instruction for Premium Payment as under:

TrustMM<space>MA<space> {Insurance Policy Number} <space> {Amount} <space> {PIN} <space> {Recipient's Mobile No} <send to 16201>

Example: TrustMM MA 8794562 5000 1234 880XXXXXXXXXX <Send to: 16201>

***{Recipient's Mobile No} is optional which will be used to notify the policy holder who doesn't have any Trust Bank Mobile Money Account.**

2. You will get the following confirmation SMS:

"An amount of 5000 Tk. has been paid to MetLife for policy number 8794562 on 17Jan2013. Your current Balance: Tk. XXXX"

N.B.: Grameen Phone Subscriber will send and receive SMS to/from : 8801190016201 instead of 16201.