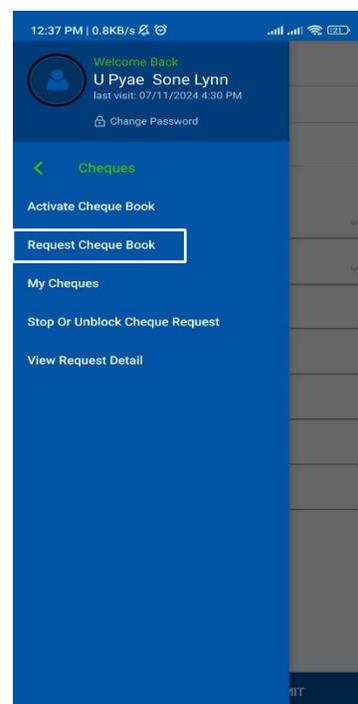
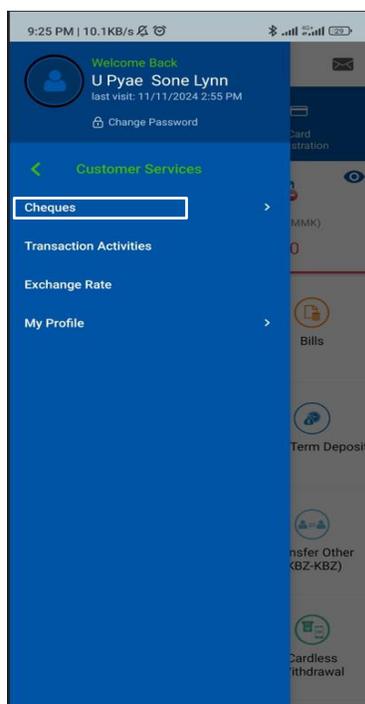
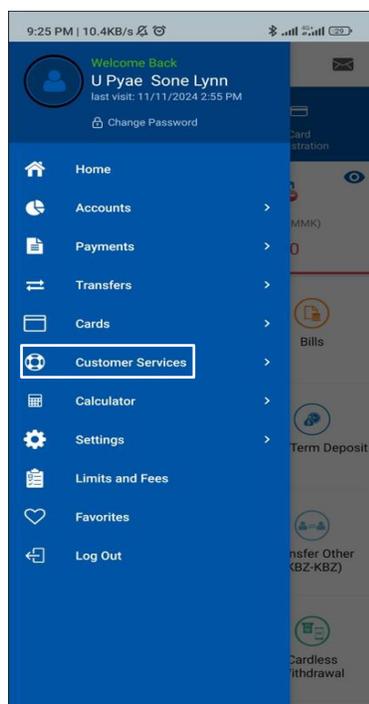


Customer Services

1. Request Cheque Book

Cheque Book Request enables customers to independently and efficiently request a new cheque book through the internet banking service.

- To make a Cheque book request, navigate to Customer Services >> Cheques>> Request Cheque Book.



- To make Cheque Book Request with “Branch Pickup” Option:
 - (1) Account Number : Select the bank account to make a request.
 - (2) Cheque Book Option : Choose the number of cheque leaves.
 - (3) Mode of Delivery : Choose Delivery Mode to get the requested cheque book (Branch Pickup).
 - (4) Region : (Branch PickUp) Select the auto populated Region.
 - (5) Bank Branch : (Branch PickUp) Select the auto populated branch.
 - (6) Bank Address : (Branch PickUp) Address of the selected branch.
 - (7) Cheque Fees : Charges for Cheque leave fee and stamp duty fee.

HOW TO REQUEST, ACTIVATE & VIEW CHEQUE BOOK

Remark: No. (4), (5), and (6) will automatically display the available branches upon selecting the Mode of Delivery (Branch). Ensure all fields are completed to proceed.

The image displays two screenshots of a mobile application interface for requesting a cheque book. Both screenshots show the 'CHEQUE BOOK REQUEST' screen.

The left screenshot (8:27 PM) shows the initial form with two dropdown menus: 'Select Account' and 'Cheque Book Option'. At the bottom, there are 'BACK' and 'SUBMIT' buttons.

The right screenshot (12:37 PM) shows the form after selection. The 'Account Number' is 20610120602635001. The 'Cheque Book Option' is 'Cheque Book With 10 Leaves'. The 'Mode of Delivery' is 'Branch' (selected). The 'City' field is empty. The 'Bank Branch' field is empty. The 'Bank Address' field is empty. The 'Cheque Fees' are 1050.00. At the bottom, there are 'BACK' and 'SUBMIT' buttons.

- To make Cheque Book Request with “Courier Service” Option:

- (1) Account Number : Select the account to make a request.
- (2) Cheque Book Option : Choose the number of cheque leaves.
- (3) Mode of Delivery : Choose Delivery Mode to get the requested cheque book (Courier Service)
- (4) Region : (Courier Service) Select the auto populated region.
- (5) Township : (Courier Service) Select one of the auto populated township.
- (6) Address : (Courier Service) Type the full address to be delivered.
- (7) Receiver’s Name : Type the full name of the receiver.
- (8) Receiver’s Phone Number: Type the mobile number of the receiver.
- (9) Cheque Fees : Charges for Cheque leave fee and stamp duty fee.
- (10) Delivery Fees : Charges of the delivery by township.

HOW TO REQUEST, ACTIVATE & VIEW CHEQUE BOOK

Remark: No. (4) and (5) will automatically display the available service areas upon selecting the Mode of Delivery (Courier Service). Ensure all fields are completed, and click “Submit”.

8:27 PM | 0.9KB/s |

CHEQUE BOOK REQUEST

Select Account

Cheque Book Option

BACK SUBMIT

12:37 PM | 3.0KB/s |

CHEQUE BOOK REQUEST

Account Number
20610120602635001

Cheque Book Option
Cheque Book With 10 Leaves

Branch Courier Service

City

Township

Address

Receiver's Name

Receiver's Phone Number

Cheque Fees
1050.00

Delivery Fees

BACK SUBMIT

- Please check the details in the Verify Screen. Then “Submit” to proceed

4:32 PM | 3.9KB/s |

CHEQUE BOOK REQUEST - VERIFY

Account Number
21913720602635001

Cheque Book Option
20

Mode of Delivery
Bank Branch

Bank City
YANGON

Bank Branch
KANNAR ROAD

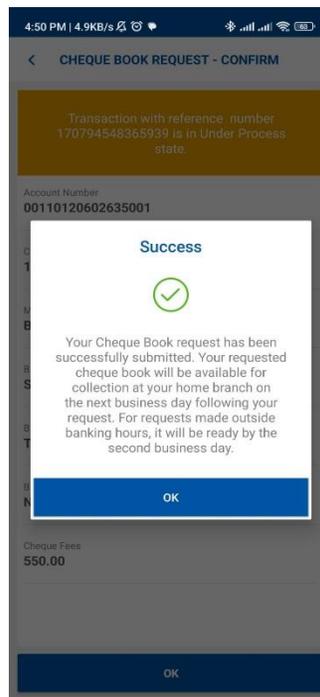
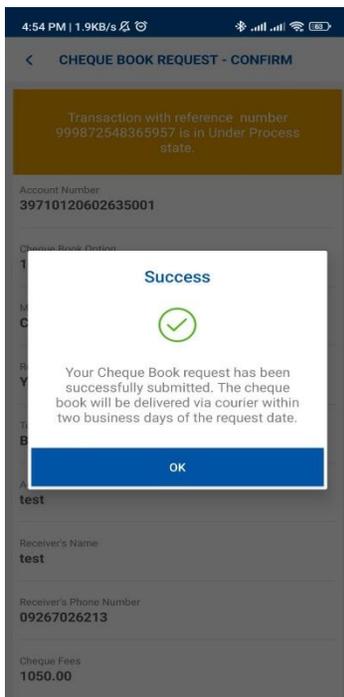
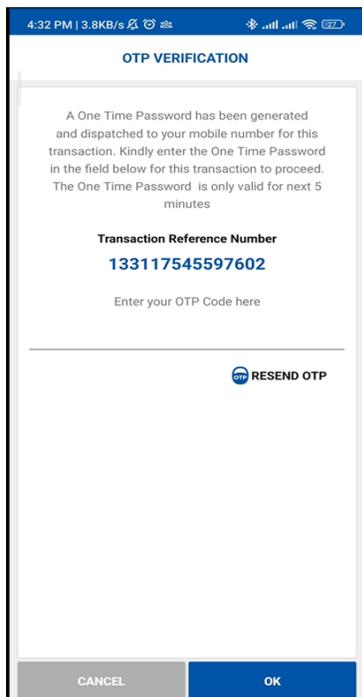
Bank Address
**NO.53,CORNER OF MERCHANT STREET AND BO
SUN PET ST,PABEDAN TOWNSHIP,YANGON**

Cheque Fees
2100.00

CHANGE SUBMIT

HOW TO REQUEST, ACTIVATE & VIEW CHEQUE BOOK

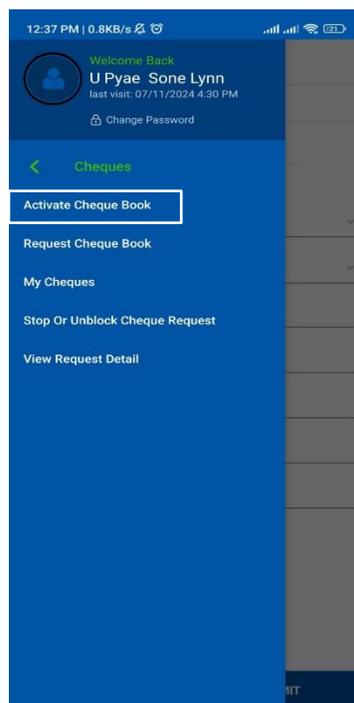
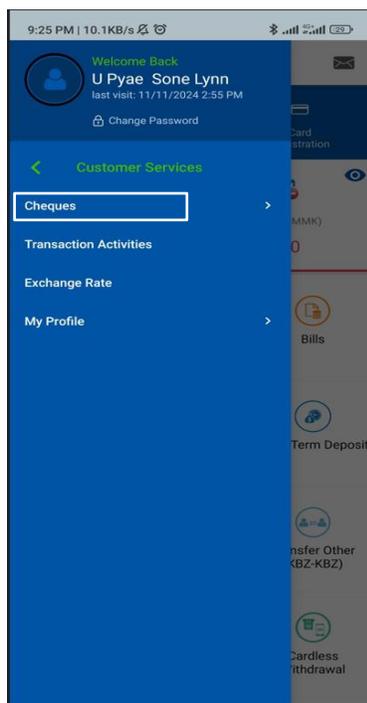
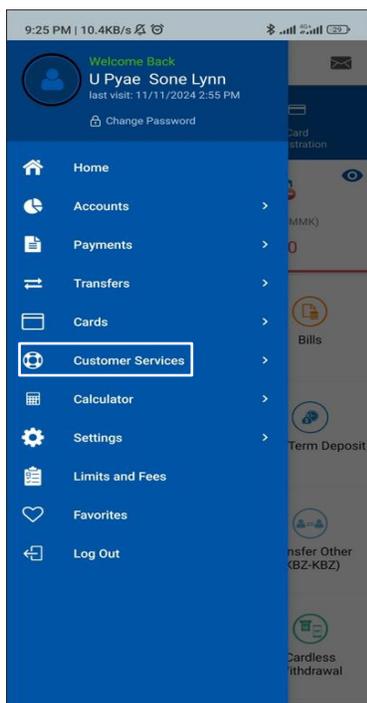
- Enter the OTP. Once entered, the process will be completed. You will then see the details for either pickup or doorstep delivery, including the estimated lead time.



2. Activate Cheque Book

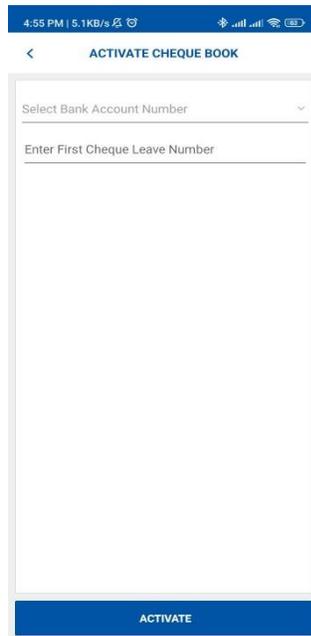
Activate Cheque Book is to activate the requested cheque book through the internet banking service after receiving the cheque book.

- To make Cheque book request, navigate to Customer Services >> Activate Cheque Book



HOW TO REQUEST, ACTIVATE & VIEW CHEQUE BOOK

- To make Activate Cheque Book:
 - (1) Select Bank Account Number : Select an account to activate the cheque book.
 - (2) Enter First Cheque Leave Number: Enter the first cheque leave number to activate.
- After entering the required information, click “Activate”.



4:55 PM | 5.1KB/s

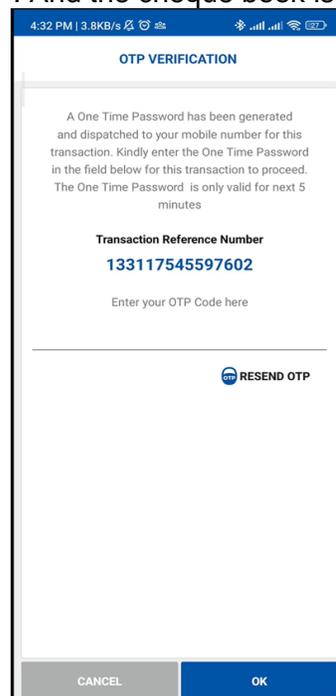
< ACTIVATE CHEQUE BOOK

Select Bank Account Number

Enter First Cheque Leave Number

ACTIVATE

- Enter OTP. And the cheque book is successfully activated and can start using it.



4:32 PM | 3.8KB/s

OTP VERIFICATION

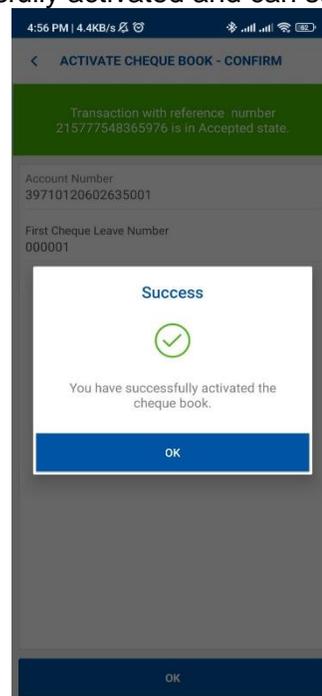
A One Time Password has been generated and dispatched to your mobile number for this transaction. Kindly enter the One Time Password in the field below for this transaction to proceed. The One Time Password is only valid for next 5 minutes.

Transaction Reference Number
133117545597602

Enter your OTP Code here

RESEND OTP

CANCEL OK



4:56 PM | 4.4KB/s

< ACTIVATE CHEQUE BOOK - CONFIRM

Transaction with reference number 215777548365976 is in Accepted state.

Account Number
39710120602635001

First Cheque Leave Number
000001

Success

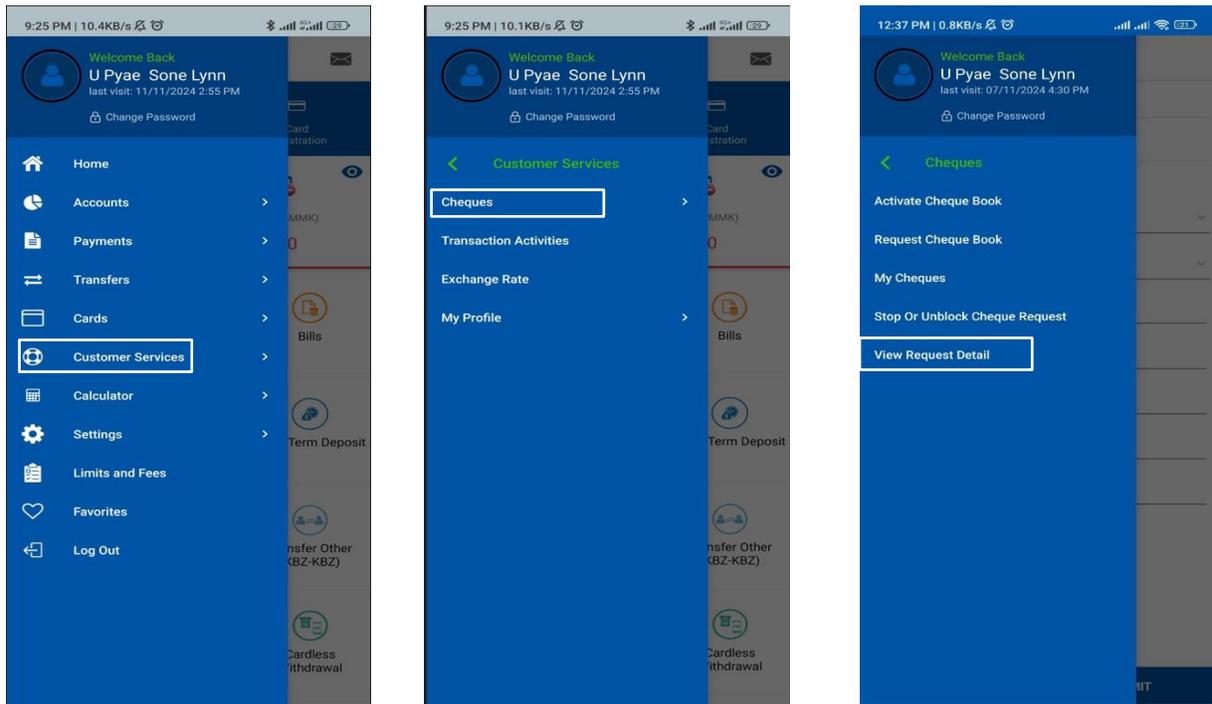
You have successfully activated the cheque book.

OK

OK

3. View Request Detail

- View Request Detail is to view the details of the requested cheque book through the internet banking service.
- To make Cheque book request, navigate to Customer Services >> View Request Detail



- To make View Request Detail:
 - (1) From Date : Choose the start date of the check request from the calendar.
 - (2) To Date : Choose the end date of the check request from the calendar.
 - (3) Account Number : Choose the account number of the requested cheque.
 - (4) Cheque Book Status: Choose the status of the cheque book.

Remark: Please Select at least one criteria for view request detail.

HOW TO REQUEST, ACTIVATE & VIEW CHEQUE BOOK

- Click “Search”.
- Then, choose one of the cheque book orders, and click on it to view the details.

Remark: If the status is “Requested,” it needs to be changed to “Delivered” by activating the cheque book via the “Activate Cheque Book” menu to make it usable.

The image shows two screenshots of a mobile application interface for viewing cheque book request details. The left screenshot shows the search and filter options, while the right screenshot shows the detailed information for a specific request.

Left Screenshot (Search and Filter):

- Time: 8:28 PM | 13.1KB/s
- Header: VIEW REQUEST DETAIL
- Fields: From, To, Select Bank Account Number, Cheque Book Status
- Button: SEARCH
- Section: Cheque Book Order
- Item 1: Requested Date : 11-10-2024, Account Number : 20610120602635001, No. of Cheque Leaves : 10, Request Status : Requested
- Item 2: Requested Date : 11-10-2024, Account Number : 20610120602635001, No. of Cheque Leaves : 10

Right Screenshot (Request Details):

- Time: 4:55 PM | 3.3KB/s
- Header: VIEW REQUEST DETAIL
- Fields: Account Number (20610120602635001), Cheque Type (MICR), No. of Cheque Leaves (10), Cheque Fees (1,050.00), Delivery Fees (2,500.00), Region (YANGON), Township (Ahlone), Address (test), Contact Name (test), Contact Number (05365665), Status (Requested), Requested Date (11-10-2024)

Please kindly contact to KBZ Call Center if you would like to know more information. Or you may also send and query via email.

Email : customer_service@kbzbank.com

KBZ Call Center number: 09951018555

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