AGENCY BANKING TRANSACTION ILLUSTRATION

To perform Mobile phone based Agency banking transactions, customer must be registered for I&M Mobile.

A. **Cash withdrawal using I&M Mobile App**

**Step 1**
Login to I&M Mobile App inside I&M Bank menu and select “Withdraw Cash from Agent”

![Mobile App screenshot](image)

**Step 2**
You will find list of Agency banking partners listed. Currently only Mobikash will be available.
Step 3
Enter the amount you wish to withdraw followed by specific agent outlet code. The Agent code will be displayed on the agent’s premises. NB: Every outlet affiliated with a specific partner (e.g., Mobikash) will have its own unique agent code.

Step 4
Press the “Next” button and agent name will be displayed for your confirmation purpose. If ok, select I&M Bank account to withdraw from and enter pin to complete transaction.
Step 5

The agent attendant will get SMS notification with your transaction details and give you cash.

Your account will automatically be debited with transaction amount and the corresponding charges.

You will also receive SMS notification confirming success or failure of the transaction.
B. **Cash withdrawal using *458#**

**Step 1**

Dial *458# from your I&M Mobile registered phone number, and enter your PIN. The menu is displayed as below

![Menu Image]

Select option no.5 (withdraw cash)

**Step 2**

Upon selecting option no.5, the list of agents will be displayed (currently, only MobiKash is available)

![Agent List Image]
Select no.1 for MobiKash.

**Step 3**

Enter MobiKash agent code displayed at the outlet that you are transacting at.

![Agent Code Input](image)

**Step 4**

Enter the amount to withdraw

![Amount to Withdraw](image)

**Step 5**

Select the account you are withdrawing from if you have multiple accounts and then proceed to confirm the transaction.

The agent attendant will get SMS notification with your transaction details and give you cash.

Your account will automatically be debited with transaction amount and the corresponding charges.

You will also receive SMS notification confirming success or failure of the transaction.