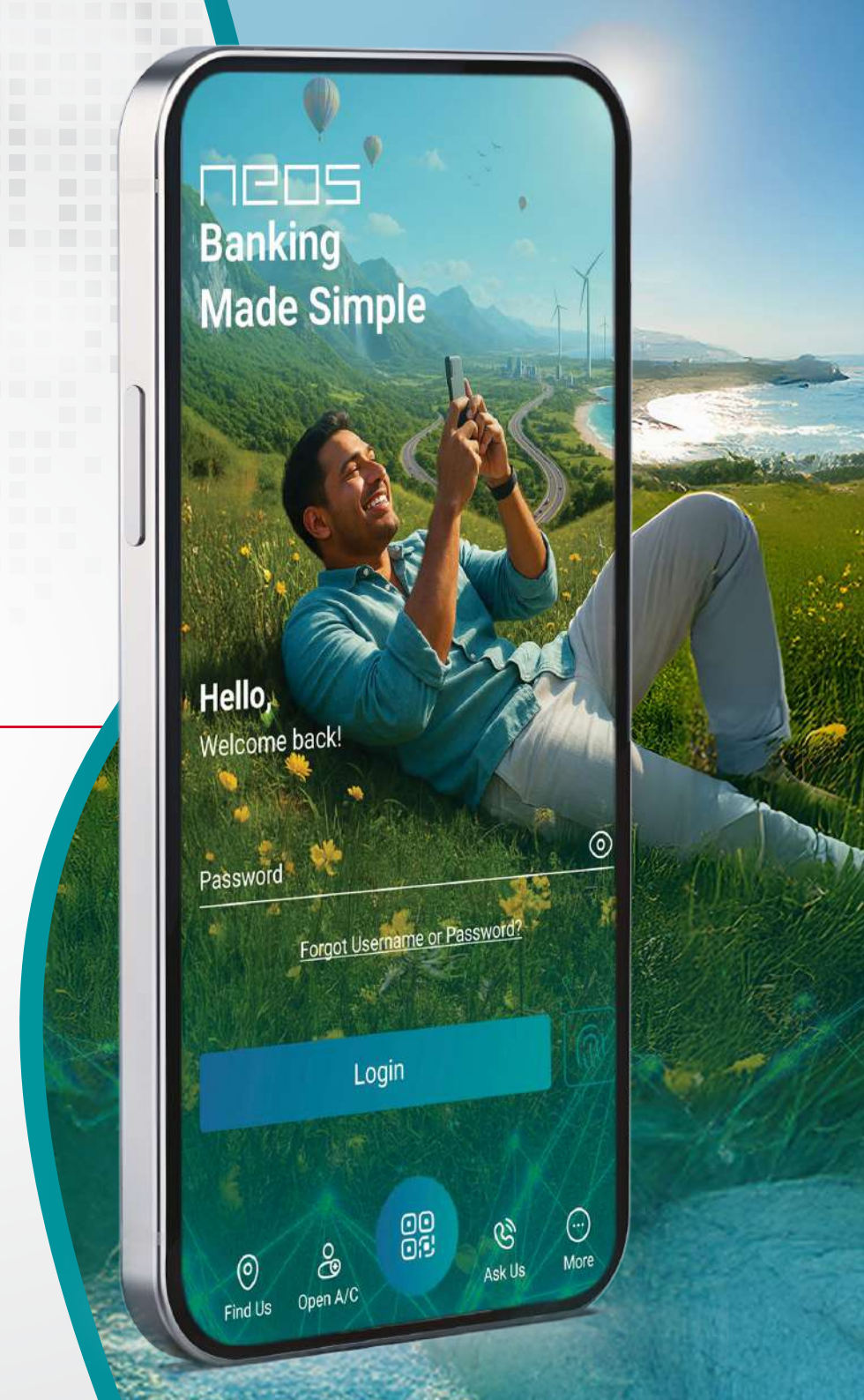


NEOS *Made Easy*

Everything You Need to Know About Using NEOS

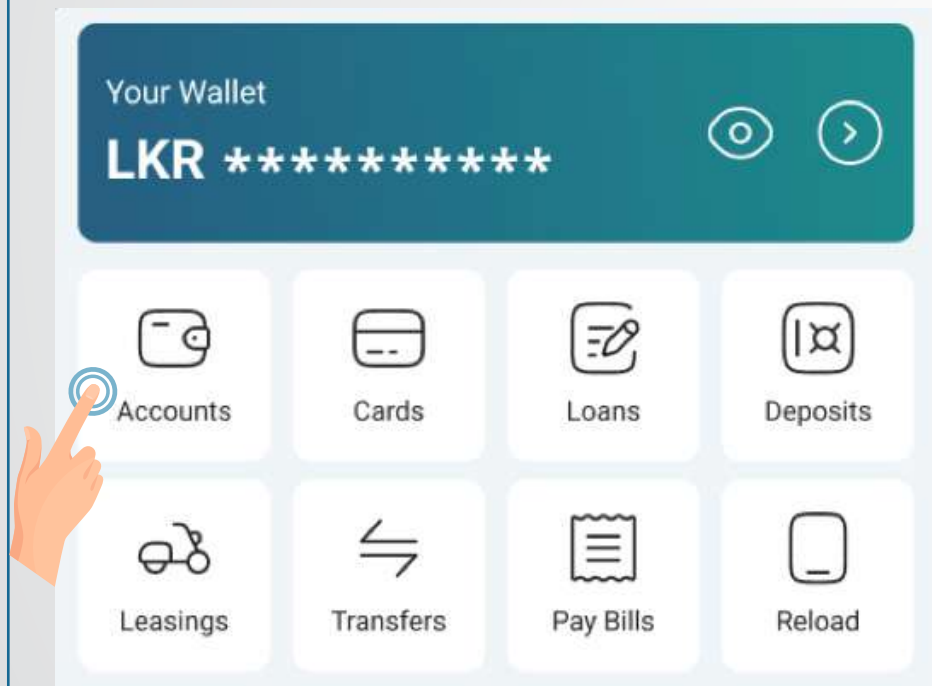


View all your Accounts on NEOS

1

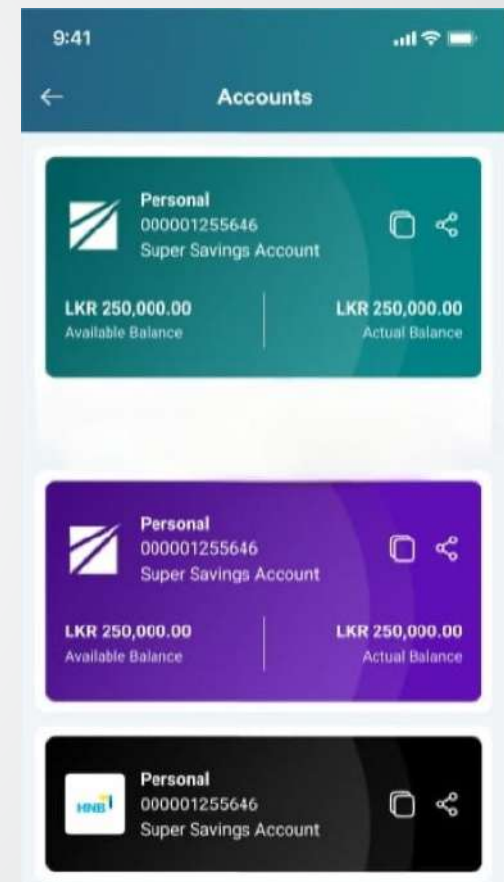
STEP 01

On the NEOS home page, click 'Accounts'.



STEP 02

On the 'Account' page, you can view all your NDB accounts along with any other bank accounts you've linked to NEOS.



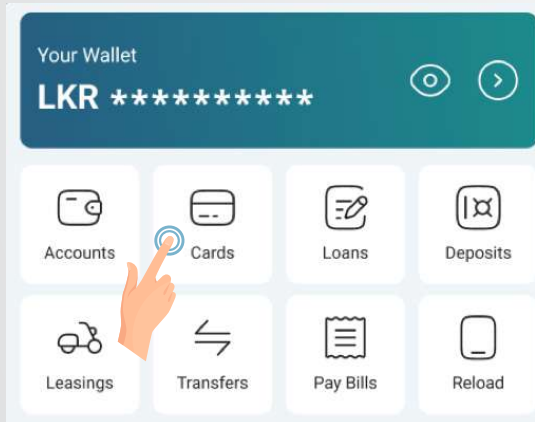
That's it! Your account details are at your fingertips.

View your Credit Cards on NEOS

2

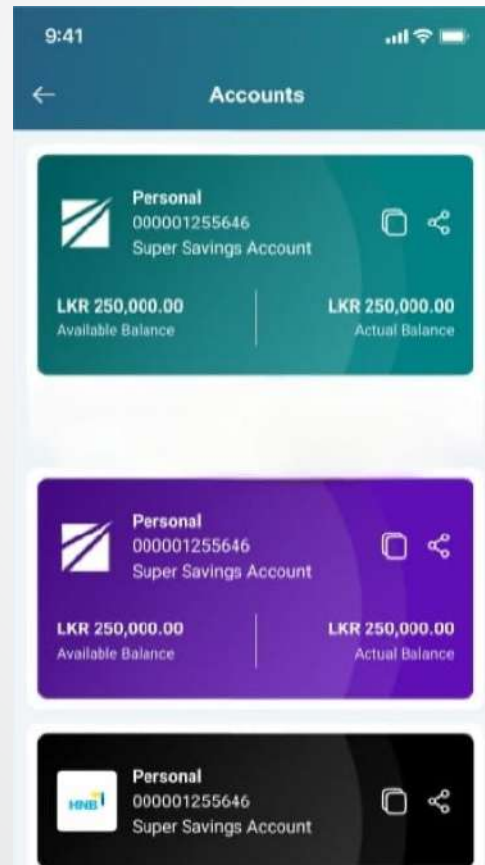
STEP 01

On the NEOS home page, click 'Cards'.



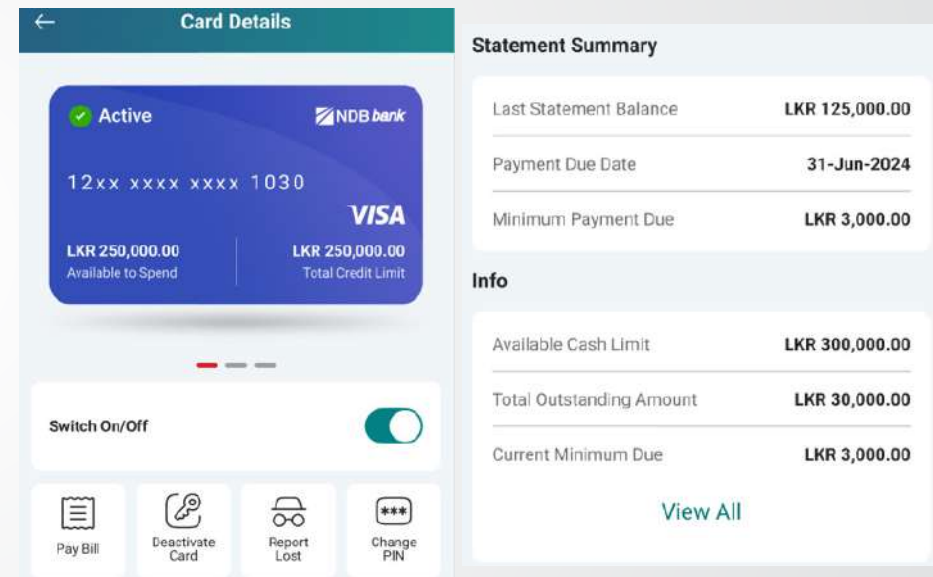
STEP 02

All your cards will be listed on this screen.



STEP 03

Click on any of your preferred card image for more details.



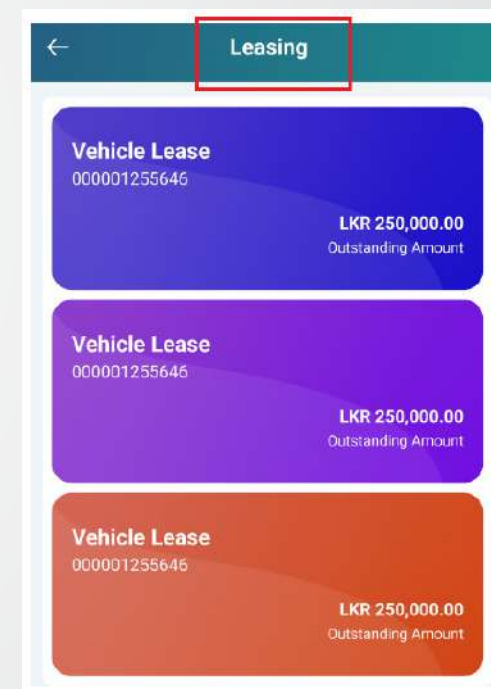
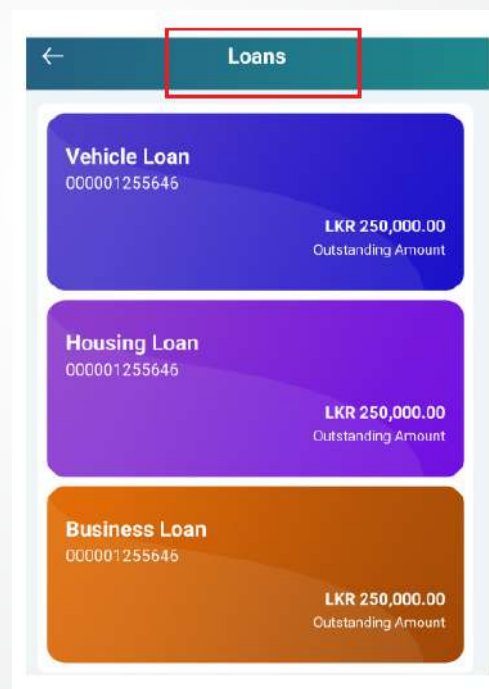
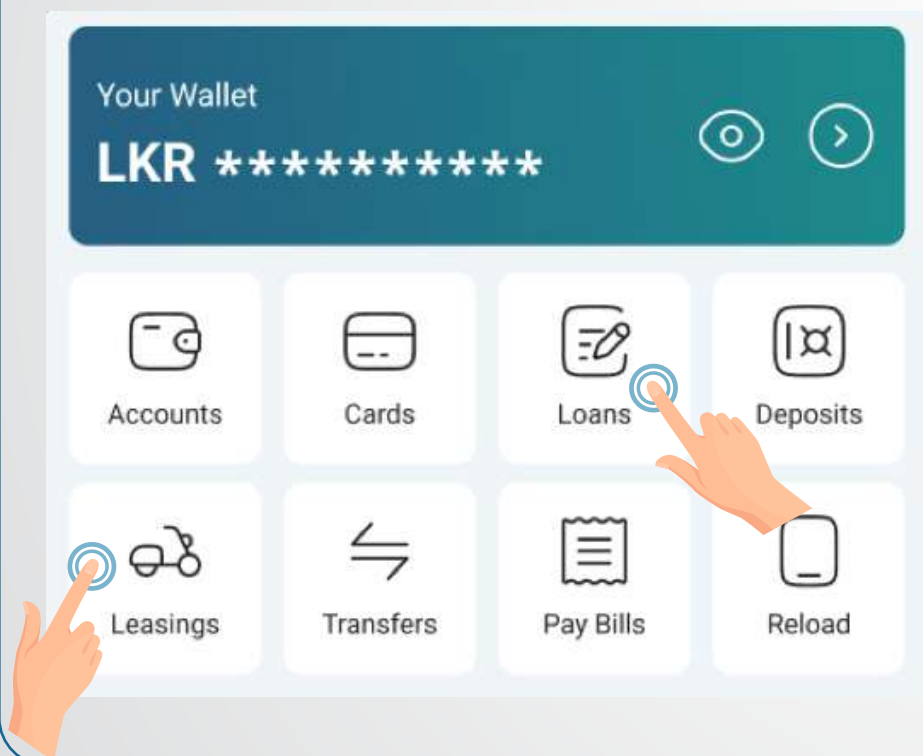
If your card is lost or stolen, you can temporarily switch it off using the 'Switch On/Off' option available here.

View your Lease/Loans on NEOS

3

STEP 01

On the NEOS home page, click 'Loans' to view your loans, or click 'Leasing' to view your leases.

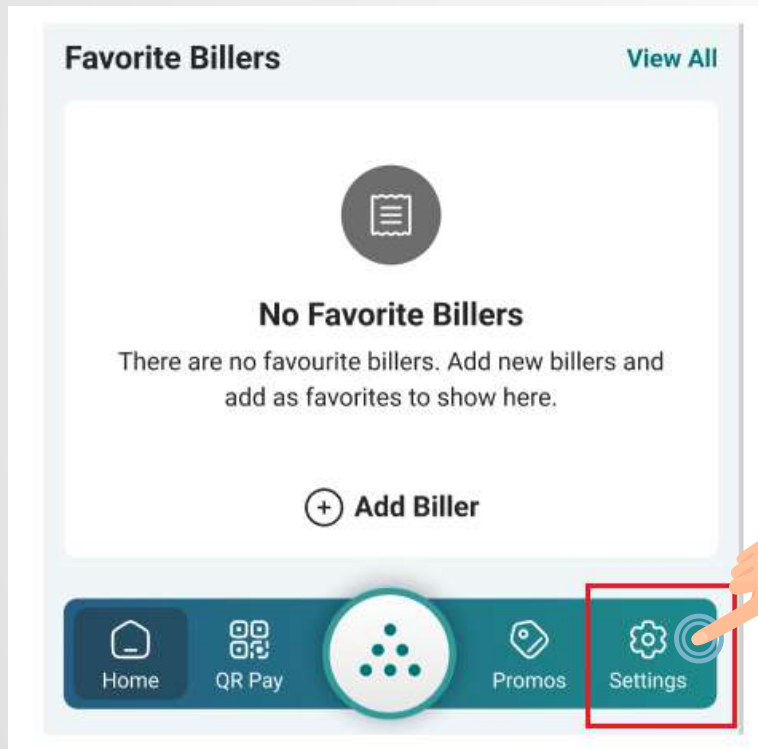


Personalise your NEOS Home screen

4

STEP 01

On the NEOS home page, click 'Settings'.



Use Your Password

Enter your password to access the settings or

Password

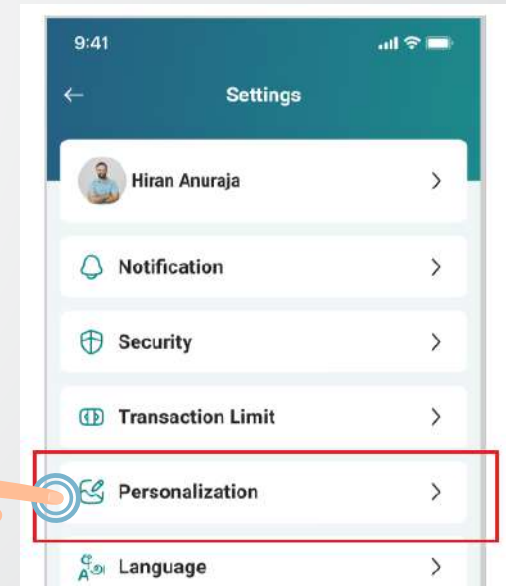


STEP 02

Enter your Password

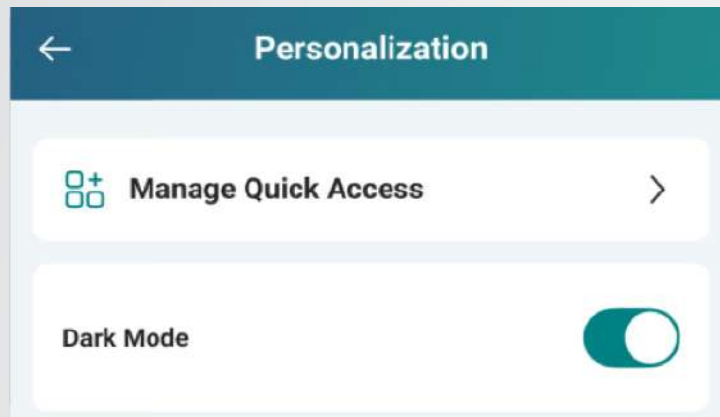
STEP 03

Click on "Personalisation"



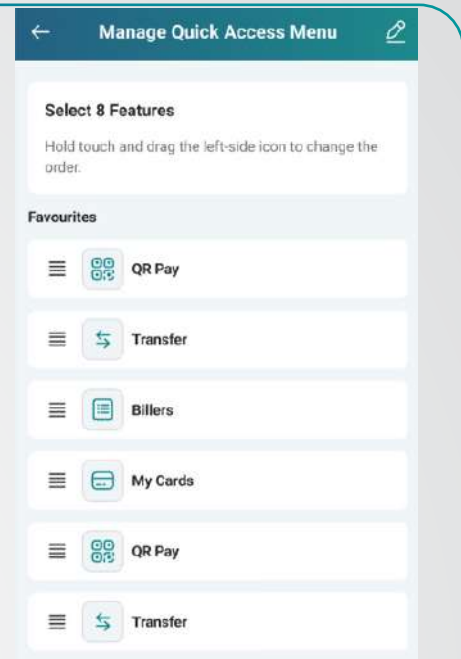
STEP 04

Click on "Manage Quick Access"



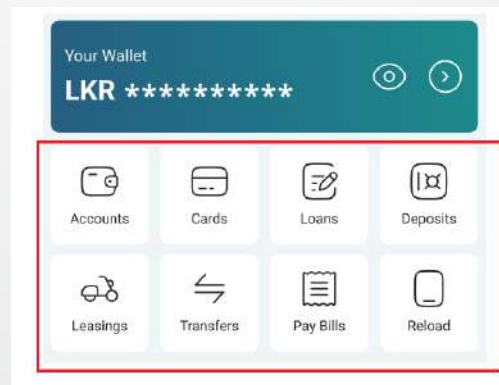
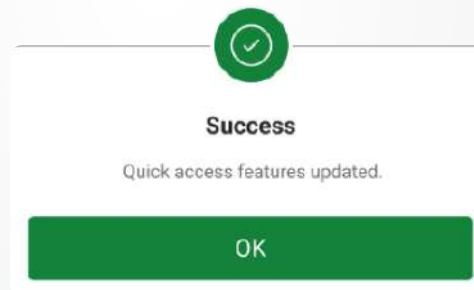
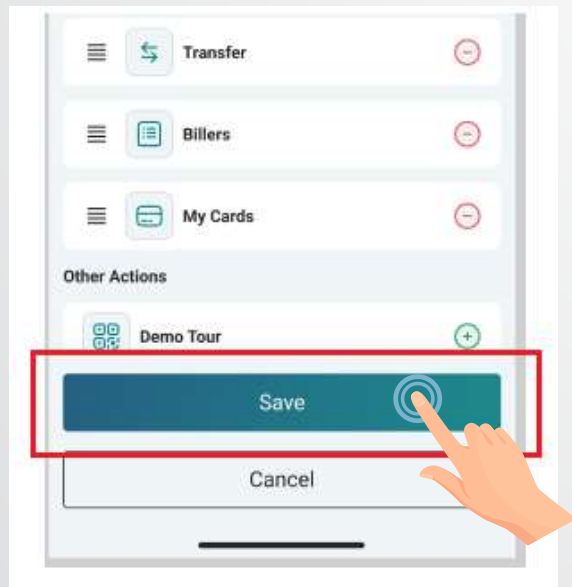
STEP 05

Select preferred 8 features for your home page



STEP 06

Once selected, click "Save"



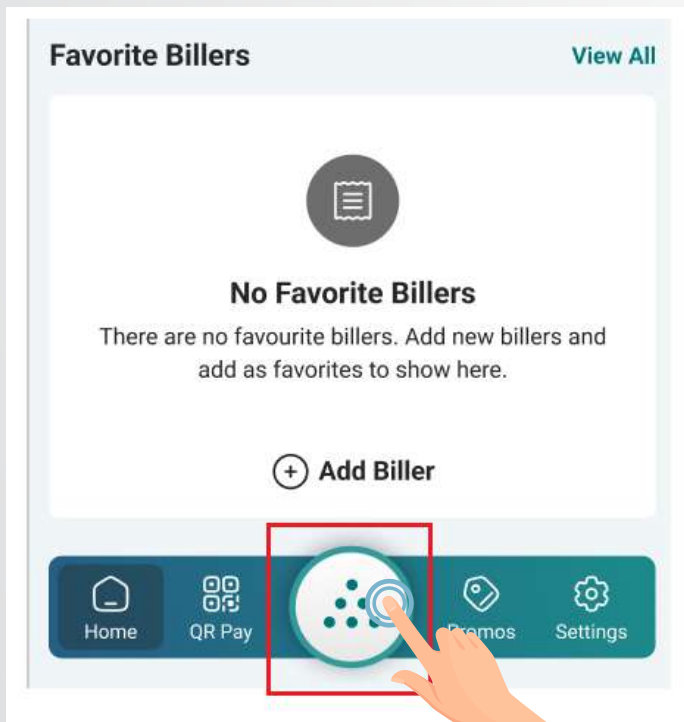
That's it!
Your preferred 8 features will appear on your Home screen.

Add a new Account Payee

5

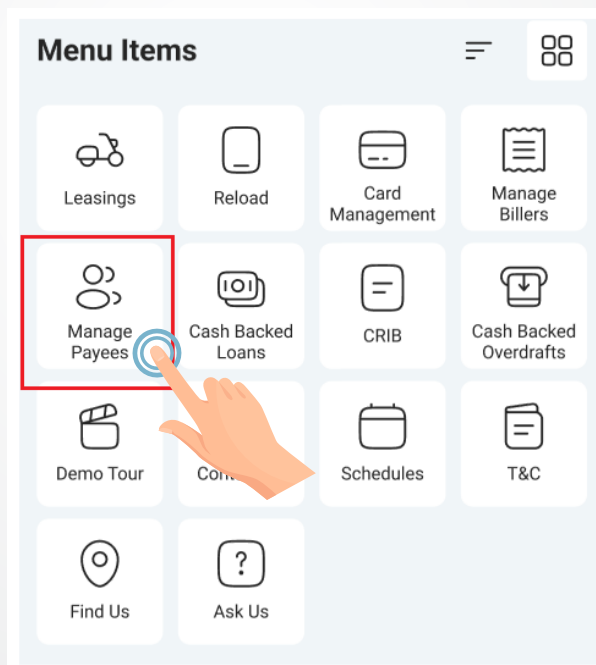
STEP 01

On the NEOS home page, click on the Main menu icon



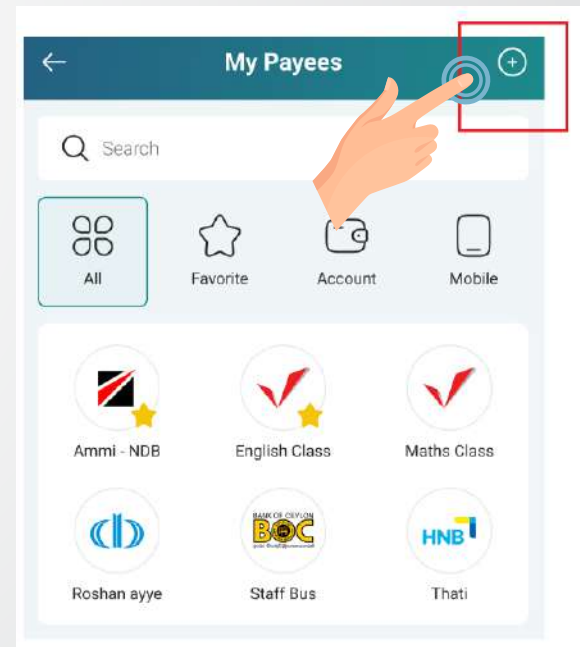
STEP 02

Click on "Manage Payees"



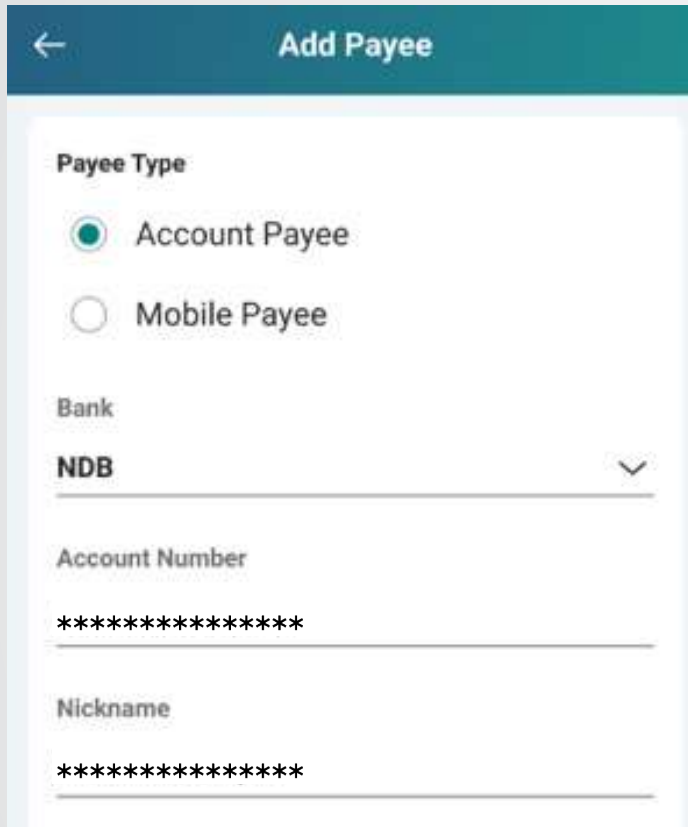
STEP 03

Click on the plus (+) mark on the top right corner



STEP 04

Select your preferred Payee Type



← Add Payee

Payee Type

☒ Account Payee

☐ Mobile Payee

Bank

NDB

Account Number

Nickname

- Account Payee by using the Payee Account Number
- Mobile Payee by using the Payee Mobile Number

STEP 05

Click on “Save” once the required details are filled

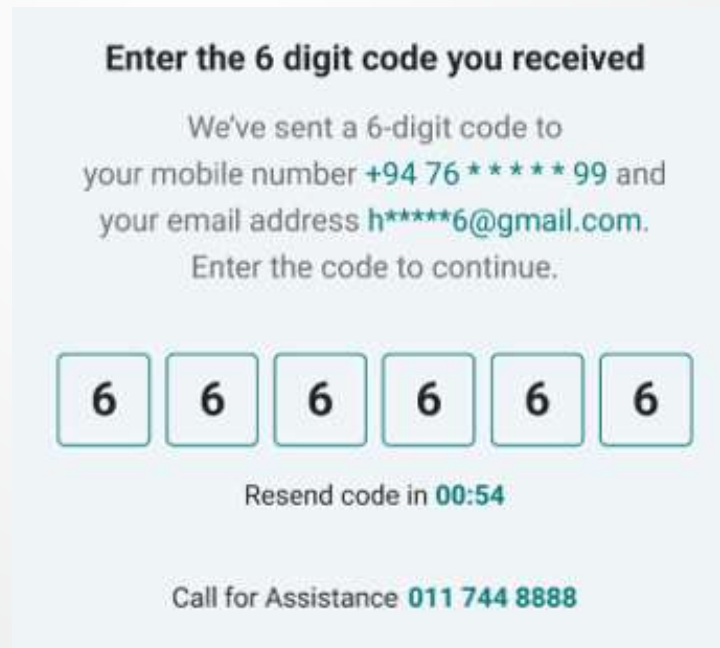


Save

Cancel

STEP 06

Verify by entering the “OTP”



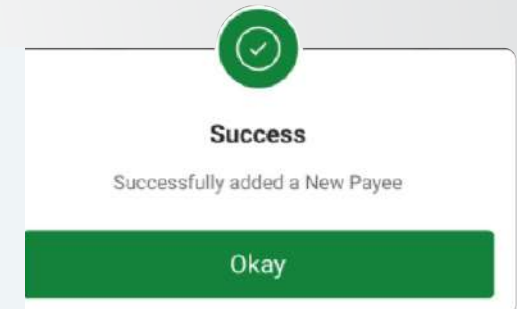
Enter the 6 digit code you received

We've sent a 6-digit code to your mobile number +94 76 ***** 99 and your email address h*****6@gmail.com. Enter the code to continue.

6 6 6 6 6 6

Resend code in 00:54

Call for Assistance 011 744 8888



Success

Successfully added a New Payee

Okay

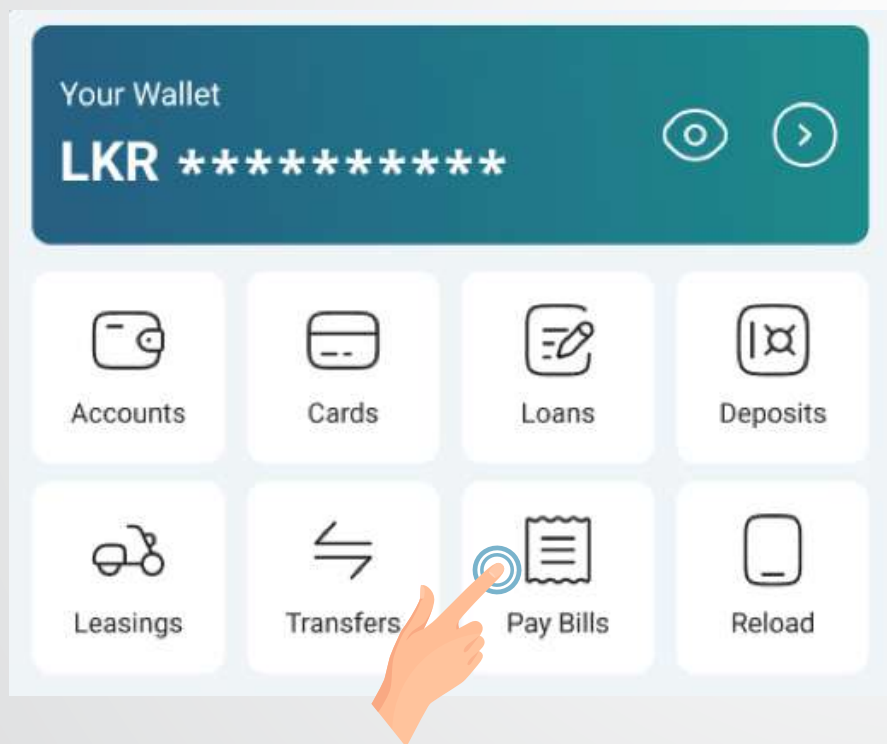
That's it!
You have
successfully
saved a Payee

Add a new Biller

6

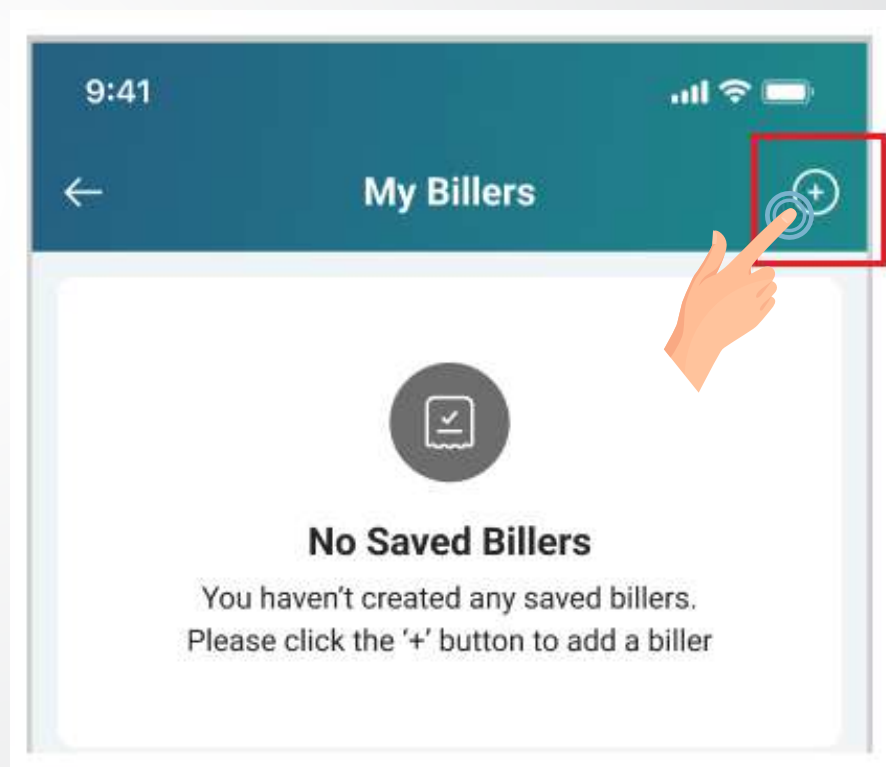
STEP 01

On the NEOS home page, click on the “Pay Bills” icon



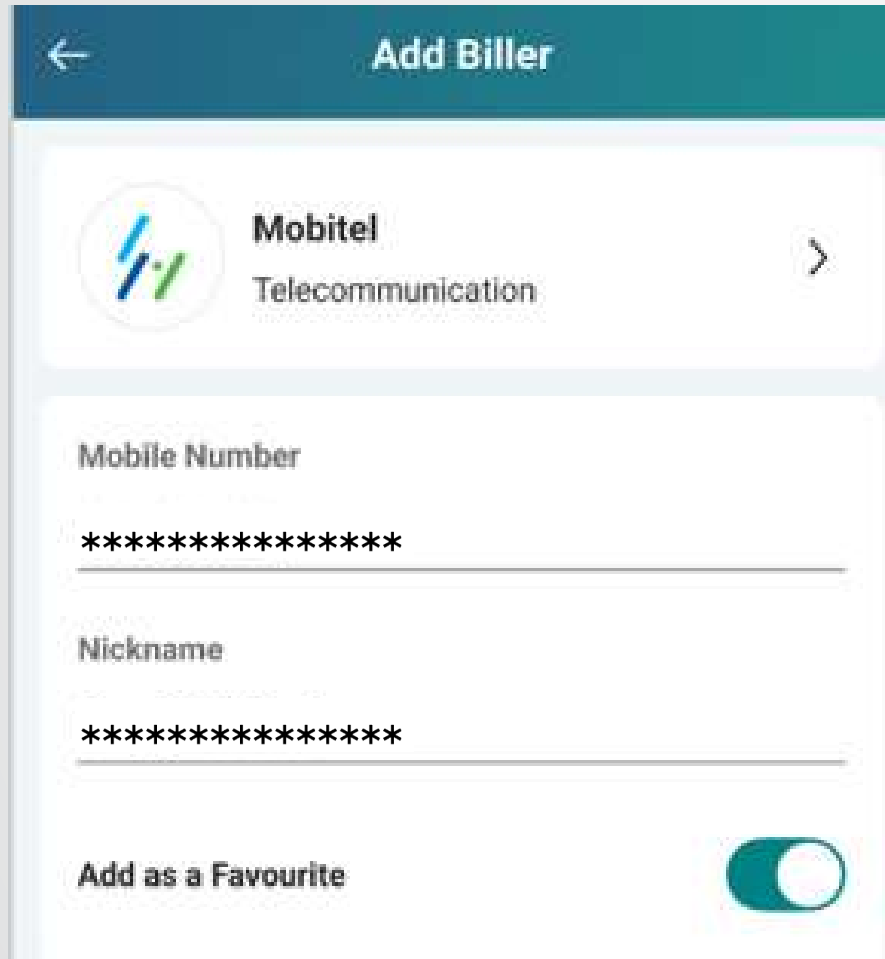
STEP 02

Click on the plus mark to add a new Biller




STEP 03

Select your preferred Biller and fill in the required details



← Add Biller

 **Mobitel**
Telecommunication >

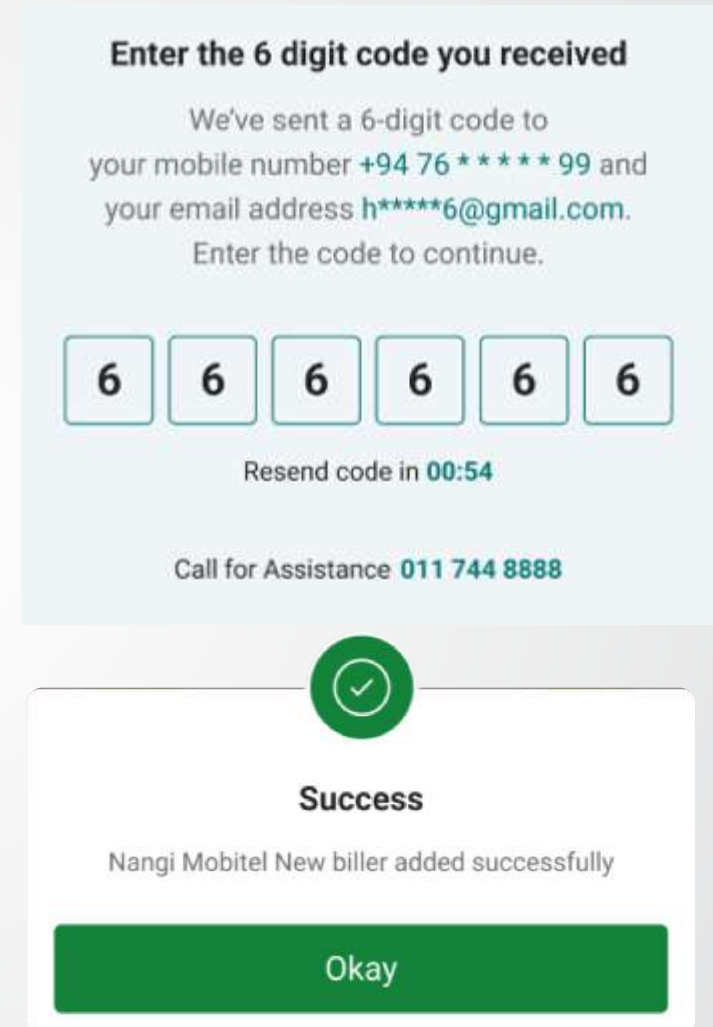
Mobile Number

Nickname

Add as a Favourite ☒

STEP 04

Verify by entering the “OTP”




Enter the 6 digit code you received

We've sent a 6-digit code to your mobile number +94 76 ***** 99 and your email address h*****6@gmail.com. Enter the code to continue.

6 6 6 6 6 6

Resend code in 00:54

Call for Assistance 011 744 8888


Success
Nangi Mobitel New biller added successfully
Okay

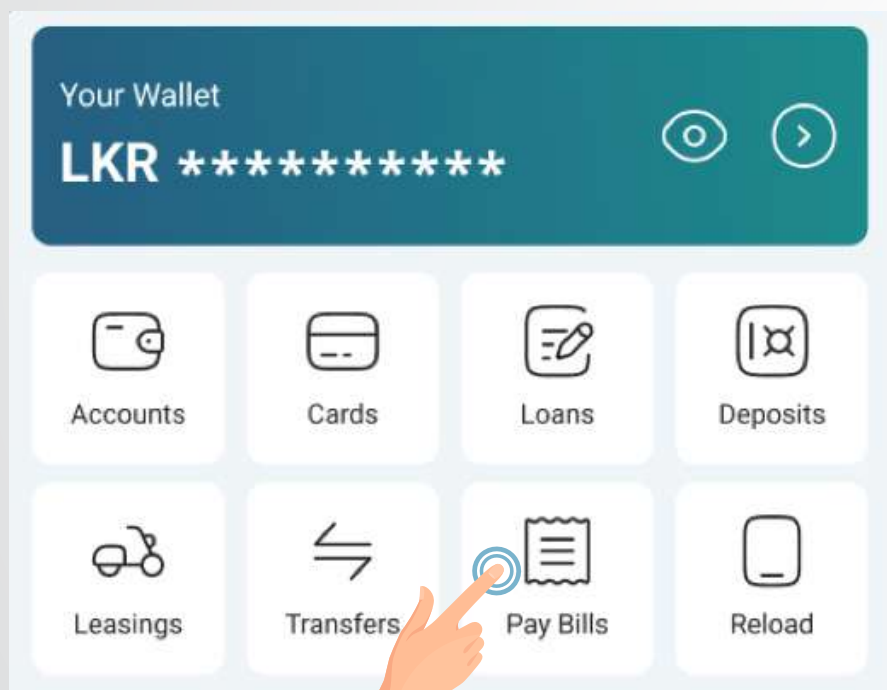
That's it! You have successfully saved a Biller.

Pay your Tax and other Government Payments

7

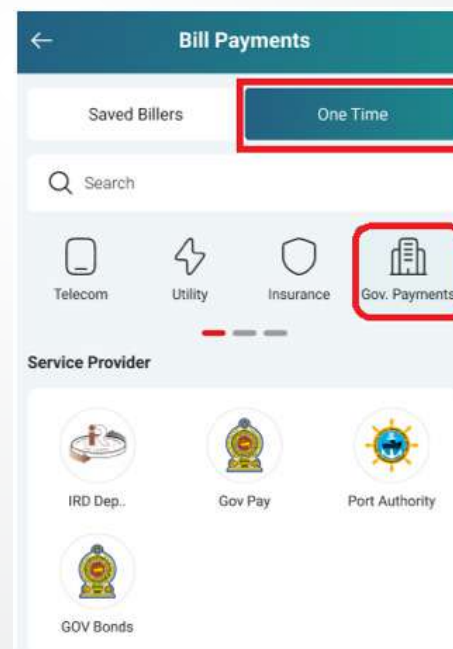
STEP 01

On the NEOS home page, click on the “Pay Bills” icon



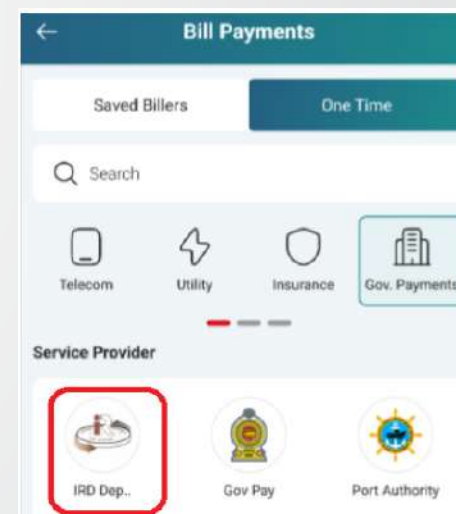
STEP 02

Click on “One Time” and then click on “Gov. Payments”




STEP 03

Click on “IRD Department” to pay your taxes




STEP 04

Click proceed with the relevant service charge

Service Provider	Government Payment Government Bonds
Pay From	Salary+ J H Jayarathne 4589365421050154
Service Charge	LKR 0.00
Date & Time	08-May-2024 05:30 PM
 Read Details Aloud	
<p>Please Note</p> <p>Ensuring the accuracy of the payment details is a responsibility of the customer, and the bank shall not be responsible for the same.</p>	
<p>Proceed</p>	
<p>Cancel</p>	

STEP 05

Enter the OTP and click "Verify". Once the OTP is verified, you will be directed to the official government payment platform to complete the transaction.



Enter the 6 digit code you received


We've sent a 6-digit code to your mobile number +94 76 ***** 99 and your email address h*****6@gmail.com. Enter the code to continue.

Resend code in 00:54

Call for Assistance 011 744 8888

Verify

That's it!
You have successfully made your government payments.



Payment Successful

LKR 500.00


Paid To Service ProGovernment Paymet
000001255646

Paid From Savings+
000001255646

Date and Time 08-May-2024 | 05:30 PM

Please Note

This is a computer-generated document. No Signature is required.

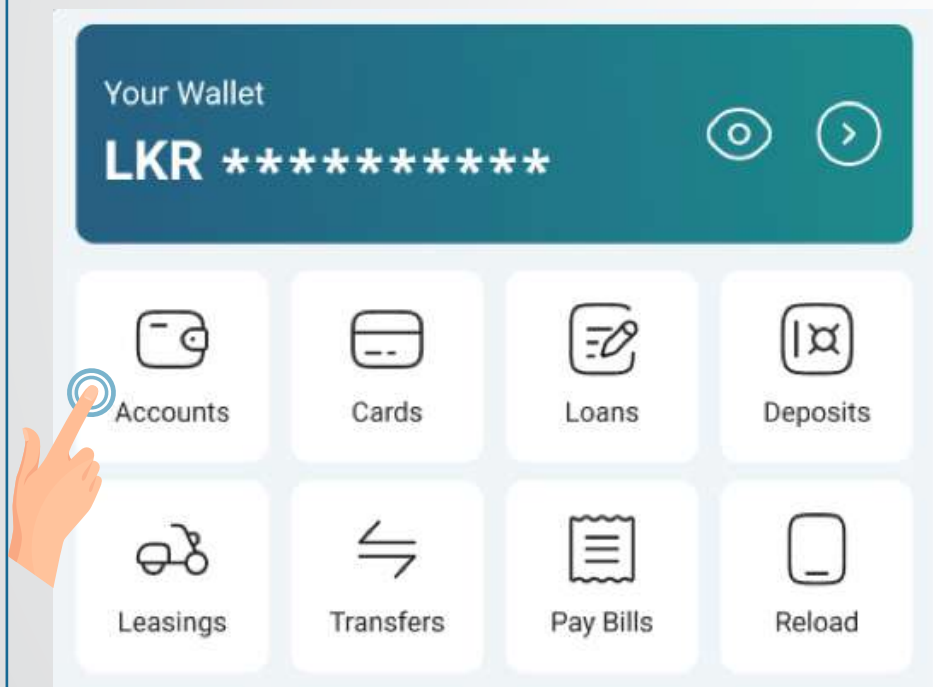

Download

Add your own other bank accounts

8

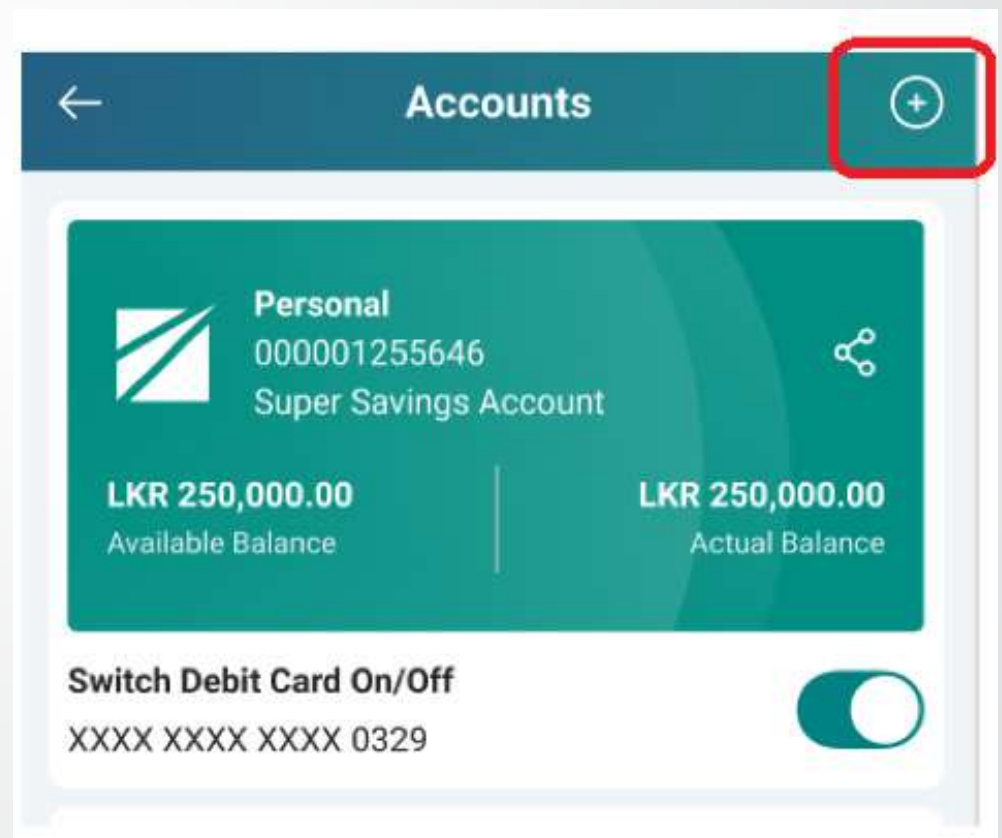
STEP 01

On the NEOS home page, click 'Accounts'.



STEP 02

Click on the plus mark to add your own other bank account/s



STEP 03

Enter the details of your relevant other bank account details and acknowledge the tick box and then click “Continue”

←

Add New Payment Option

Enter your other bank payment option details.

Bank Name

Commercial Bank

Account Number

458936542050154

Account Type

☒ Savings Account

☐ Current Account

Account Nickname

Combank Salary Saving

☐ I confirm that, transaction SMS Alert service is enabled with this account

Continue

Cancel

STEP 04

Read the T&Cs and click “Agree” or “Decline” as preferred

←

Terms and Conditions

Conditions

Lorem Ipsum has been the industry's standard dummy text ever since the, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the with the release of Letraset sheets containing Lorem Ipsum passages;

1. Terms

It was popularised in the with the release of Letraset sheets containing Lorem Ipsum passages, It has survived not only five centuries, but also the leap into electronic typesetting

2. Use License

It was popularised in the with the release of Letraset sheets containing Lorem Ipsum passages, It has survived not only five centuries, but also the leap into electronic typesettingremaining essentially unchanged.

3. Use License

It was popularised in the with the release of Letraset.

Agree

Decline

←

Terms and Conditions

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3. Use License

It was popularised in the with the release of Letraset.

Agree

Decline

STEP 05

Enter the OTP & Click "Verify"

To verify your payment option

Please enter the OTP received from
<bank name of the account>

Resend code in 00:54

Call for Assistance 011 744 8888

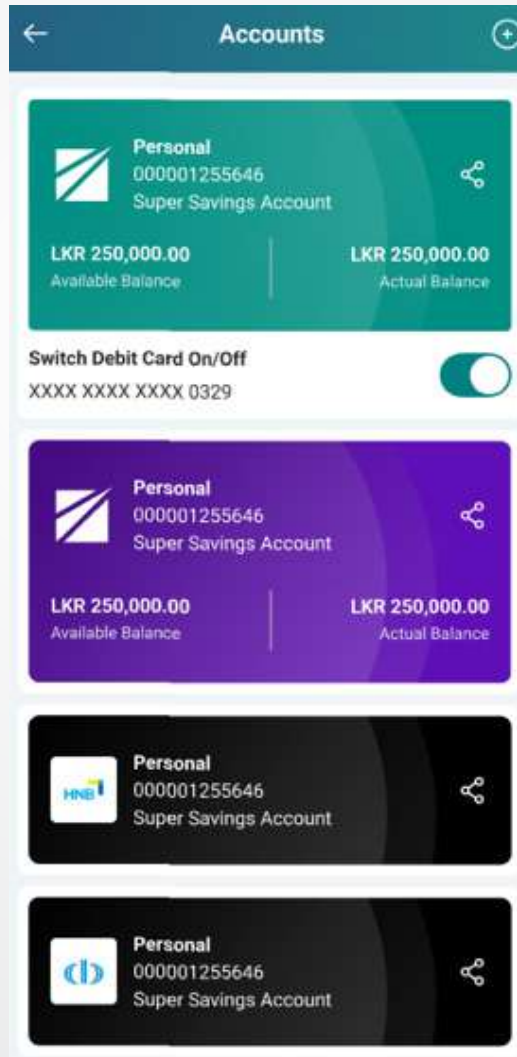
Verify



Success

You have successfully registered your
other bank account

Done



That's it!
You have successfully
added your own other
bank account.

Request Money from Someone

9

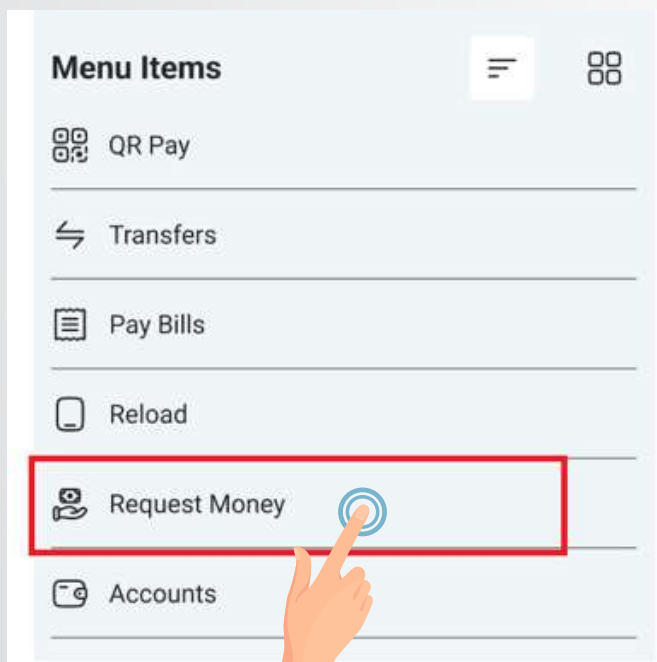
STEP 01

On the NEOS home page click on the Main Menu icon



STEP 02

Click on the "Request Money" option



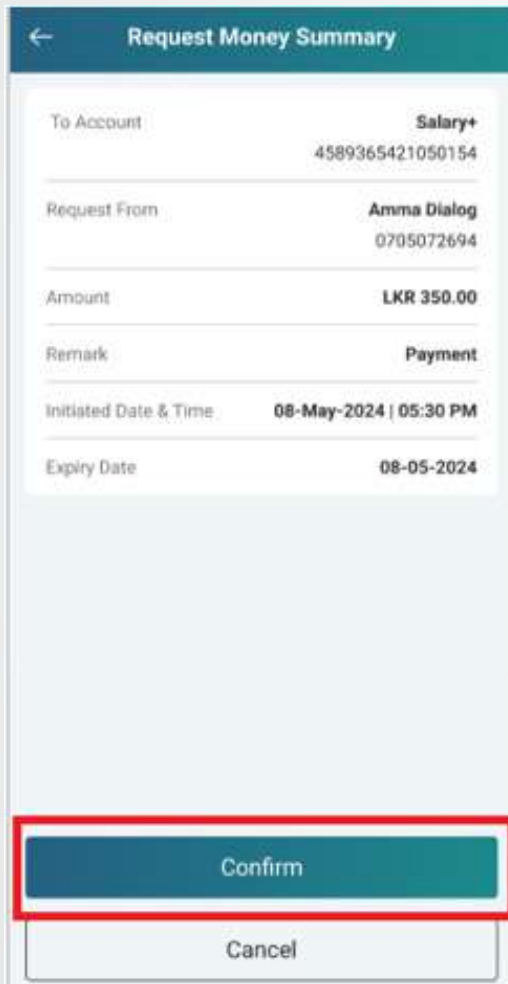
STEP 03

Enter the mobile number of the NEOS customer you wish to request money from and enter the amount you wish to request

The image shows the 'Request Money' form in the NEOS app. At the top, there's a title bar with a back arrow and the text 'Request Money'. Below it are two tabs: 'New Request' (active) and 'History'. The form has several sections: 'To Account' with a card for 'Salary +' showing a mobile number and a balance; 'Mobile Number' with a text input field containing '077726995' and a note that says 'Please note that you can only request money from NDB Neos customers'; 'Amount' with a text input field containing 'LKR 350.00'; 'Remarks (Optional)' with a text input field; and 'Payment' with a text input field. At the bottom, there are two buttons: 'Request' (in a teal box) and 'Cancel' (in a white box with a grey border).

STEP 04

Check the details in the summary page and click “Confirm”



The image shows a mobile application screen titled "Request Money Summary". It contains a list of details for a money request. At the bottom, there are two buttons: "Confirm" and "Cancel". The "Confirm" button is highlighted with a red rectangular border.

Request Money Summary	
To Account	Salary+ 4589365421050154
Request From	Amma Dialog 0705072694
Amount	LKR 350.00
Remark	Payment
Initiated Date & Time	08-May-2024 05:30 PM
Expiry Date	08-05-2024

Confirm

Cancel



Success

Your request has been submitted successfully. Note:
This request will expire on DD-MM-YYYY.

Done

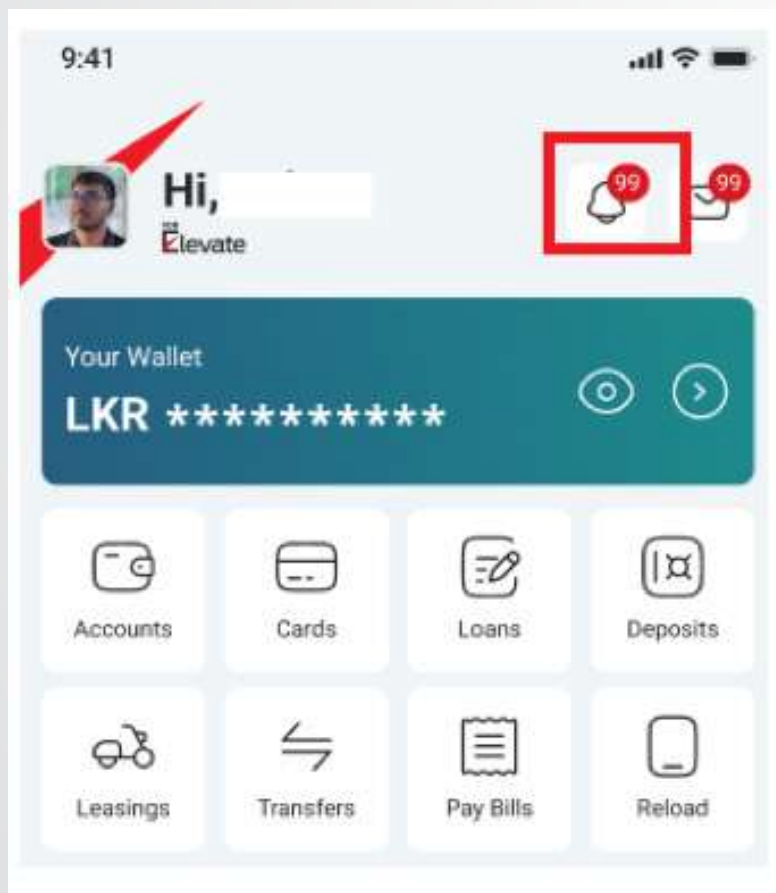
That's it!
You have successfully
sent the money request.

Send money to someone if someone has requested money via “Request Money” option

10

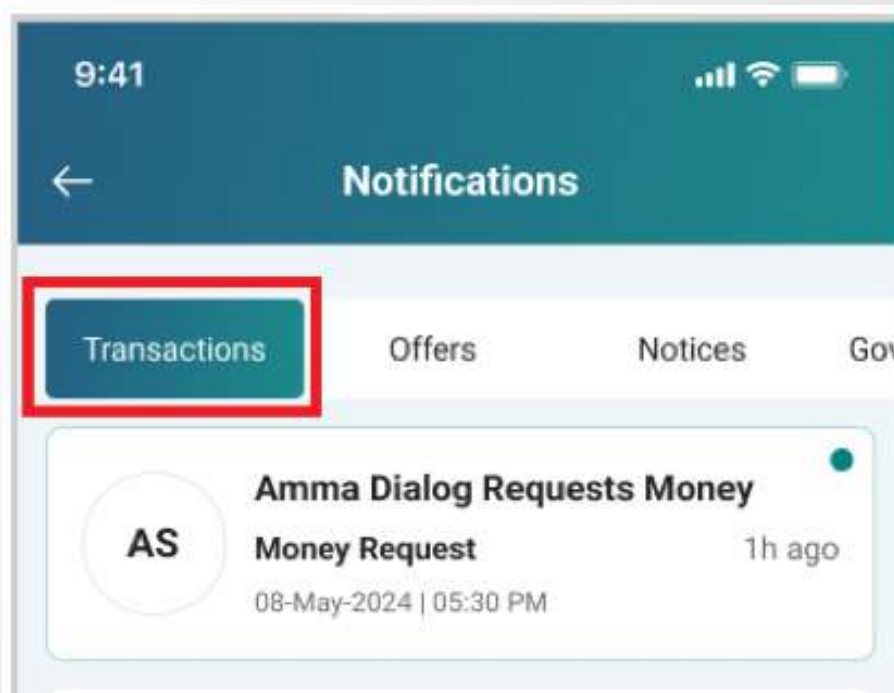
STEP 01

On your NEOS home screen, click on the bell icon which represents the notifications



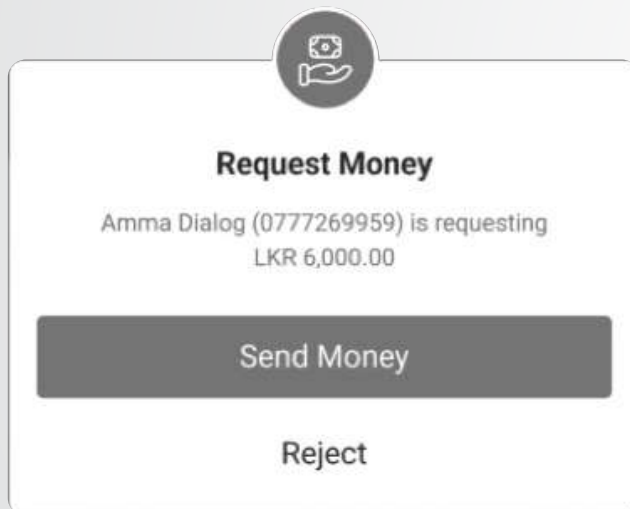
STEP 02

Under the “Transactions” tab, you will be able to view the Requests. Click on the preferred request



STEP 03

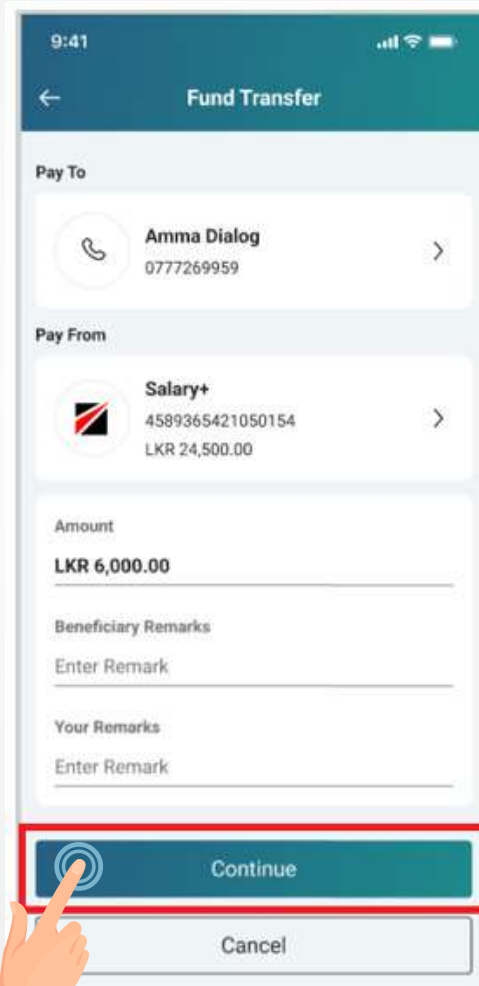
Accept the request by clicking "Send Money" or click "Reject" as preferred



A dialog box titled "Request Money" with a circular icon of a hand holding a coin. The text inside says "Amma Dialog (0777269959) is requesting LKR 6,000.00". At the bottom, there are two buttons: "Send Money" and "Reject".

STEP 04

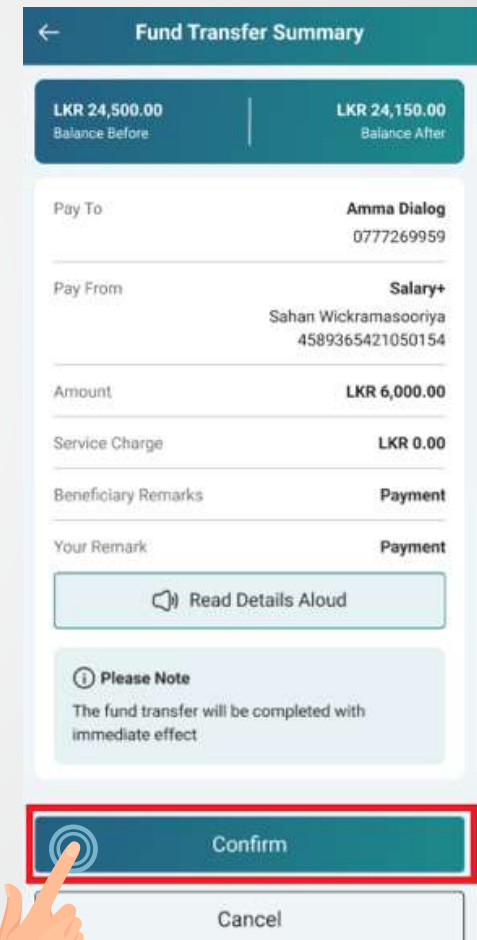
Enter the details and click "Continue" to proceed



A mobile app screen titled "Fund Transfer". It shows a "Pay To" section with "Amma Dialog" and phone number "0777269959". Below that is a "Pay From" section with "Salary+" and account number "4589365421050154", and a balance of "LKR 24,500.00". The "Amount" field is set to "LKR 6,000.00". There are fields for "Beneficiary Remarks" and "Your Remarks", both with "Enter Remark" placeholder text. At the bottom, there are two buttons: "Continue" and "Cancel". A hand icon is pointing at the "Continue" button.

STEP 05

Check the details in the summary screen and click "Confirm"



A mobile app screen titled "Fund Transfer Summary". It shows a summary of the transaction. At the top, it displays "LKR 24,500.00 Balance Before" and "LKR 24,150.00 Balance After". Below that, it lists the "Pay To" as "Amma Dialog" with phone number "0777269959", and the "Pay From" as "Salary+" with account number "4589365421050154". The "Amount" is "LKR 6,000.00", "Service Charge" is "LKR 0.00", and "Beneficiary Remarks" is "Payment". There is a "Your Remark" field with "Payment" entered. At the bottom, there are two buttons: "Confirm" and "Cancel". A hand icon is pointing at the "Confirm" button.

STEP 06

Enter the OTP & Click “Verify”

Enter the 6 digit code you received

We've sent a 6-digit code to
your mobile number +94 76 *****99 and
your email address h*****6@gmail.com.

Enter the code to continue.

Resend code in 00:54

Call for Assistance 011 744 8888

Verify



Fund Transfer Successful

LKR 6,000.00

Bank Name National Development Bank

Paid To Amma Dialog
0777269959

Paid From Chanuka Saranga
Sahan Wickramasooriya
4589365421050154

Date & Time 08-May-2024 | 05:30 PM

Service Charge LKR 0.00

Beneficiary Remarks Payment

Reference Number 265894

Beneficiary Notification ENABLED

Mobile Number 0705072694



Download



Share



Save Payee

That's it!
You have successfully
transferred money.

View your Fixed Deposits

11

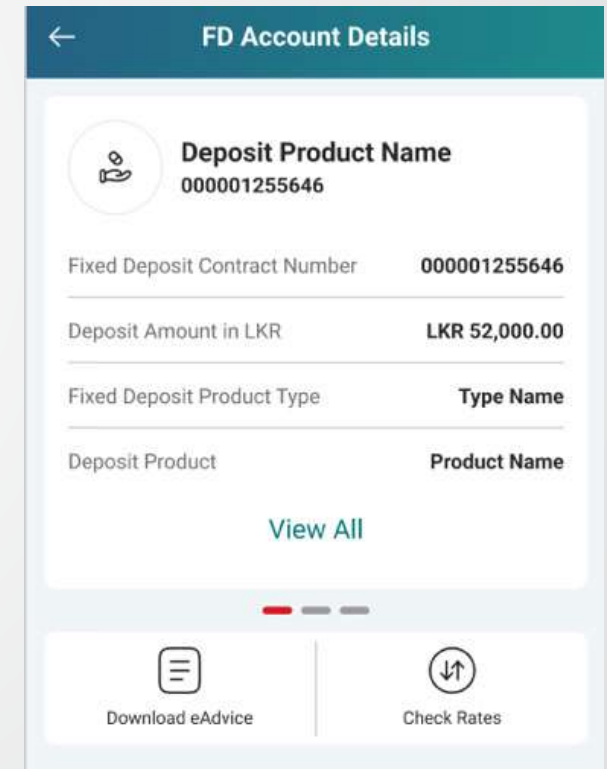
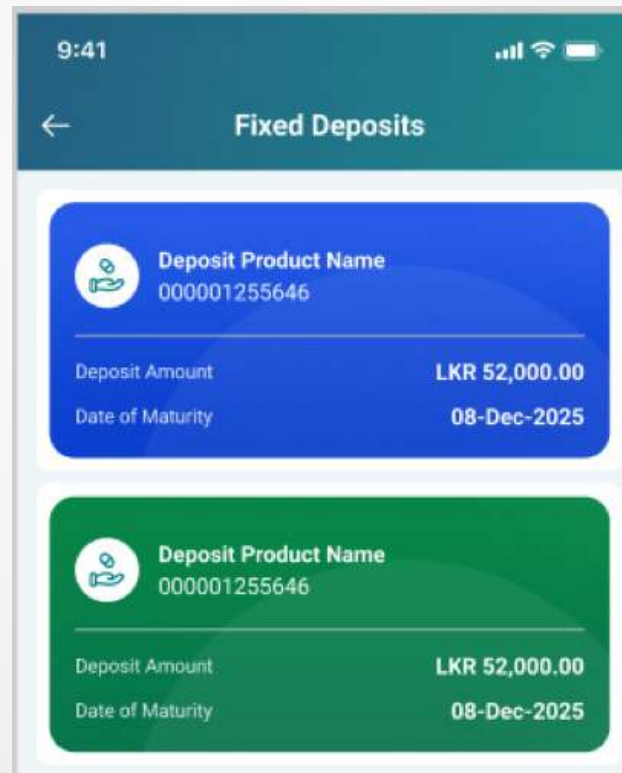
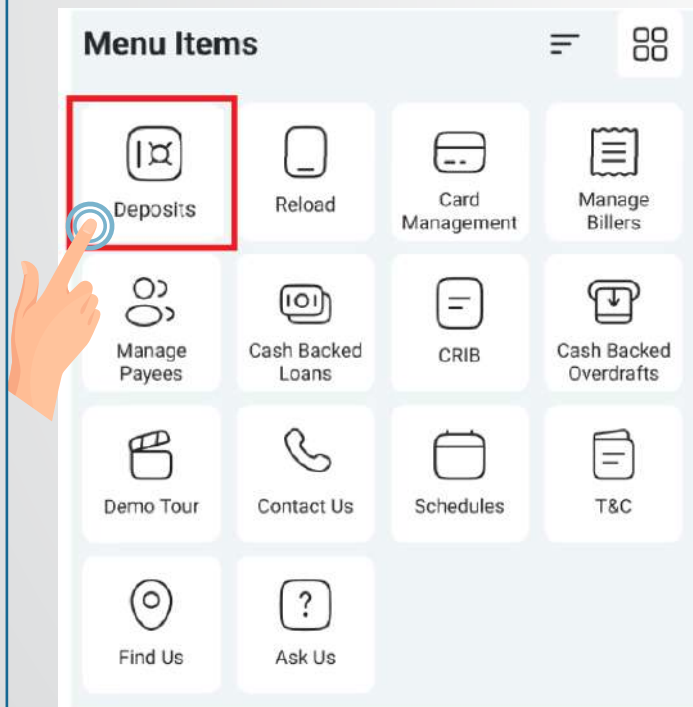
STEP 01

On the NEOS home page click on the Main Menu icon



STEP 02

Click on the "Deposits" icon



That's it!

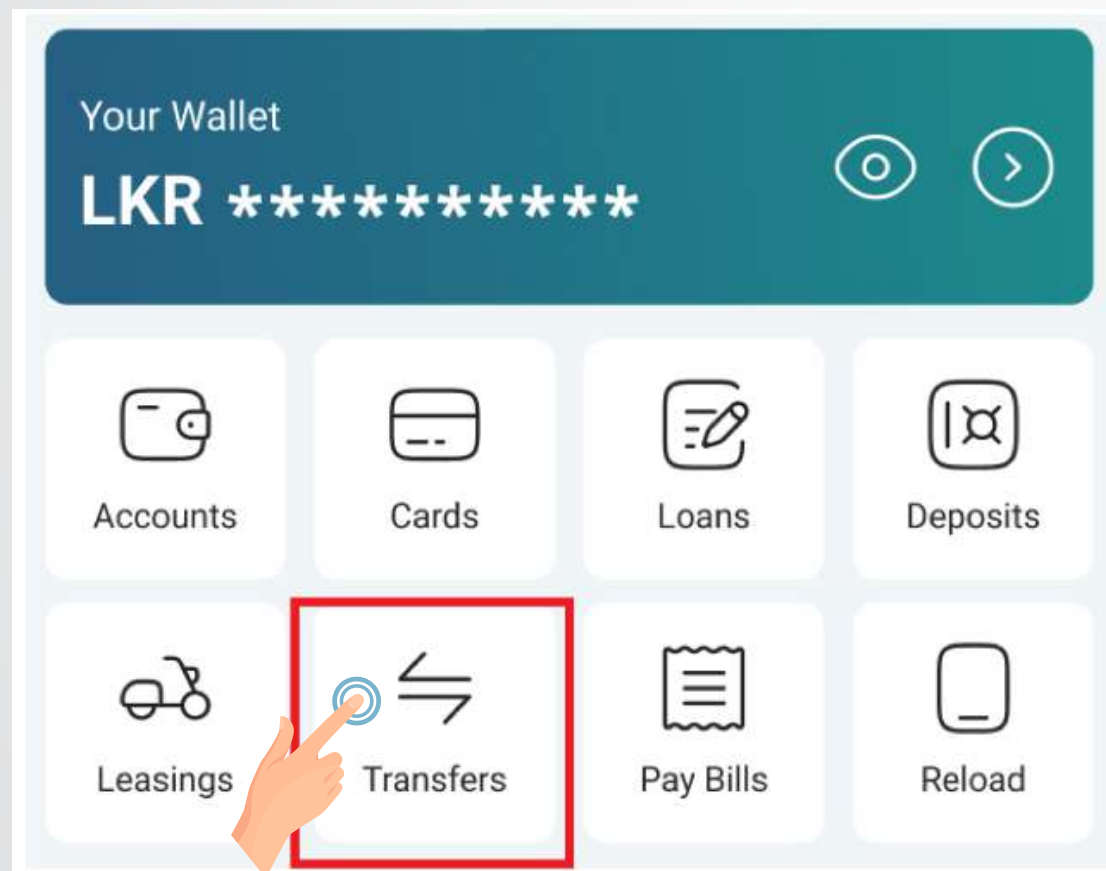
You can now view your Fixed Deposit details.

Make a Fund Transfer

12

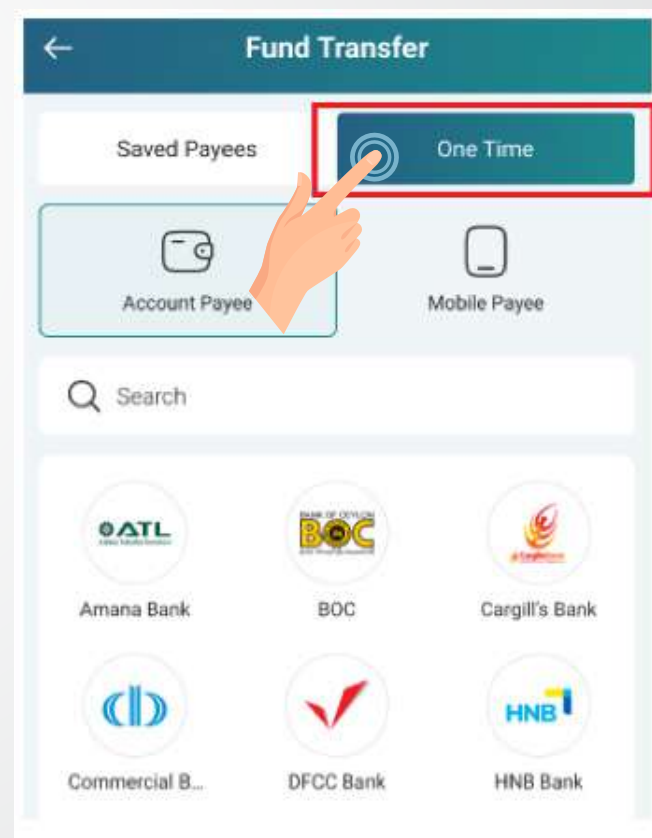
STEP 01

On your NEOS home screen, click on “Transfers”



STEP 02

Click on “One Time” and Select the preferred bank



STEP 03

Fill the respective details and click "Continue"

Pay To Bank

HNB

Account Number
458936542050154

Account Holder Name
J V P Samantha

Branch
Kadawatha

Pay From

Salary+
4589365421050154
LKR 24,500.00

Amount
LKR 350.00

Beneficiary Remarks
Payment

Your Remark
Payment

Continue

Cancel

STEP 04

Check the details on the summary page, and click "Confirm"

Fund Transfer Summary

LKR 24,500.00
Balance Before

LKR 24,150.00
Balance After

Pay To
J V P Samantha
4589365421050154

Pay From
Salary+
4589365421050154

Bank
HNB

Branch
Kadawatha

Amount
LKR 350.00

Service Charge
LKR 0.00

Beneficiary Remarks
Payment

Your Remark
Payment

Read Details Aloud

Please Note
The fund transfer will be completed on immediate effect

Confirm

Cancel

STEP 05

Enter the OTP & click "Verify"

Enter the 6 digit code you received

We've sent a 6-digit code to your mobile number +94 76 ***** 99 and your email address h*****6@gmail.com. Enter the code to continue.

Resend code in 00:54

Call for Assistance 011 744 8888

Verify

Fund Transfer Successful

LKR 500.00

Bank Name	National Development Bank
Paid To	Saman 4589365421050154
Paid From	Chanuka Saranga *****0154
To Bank	HNB
Branch	Kadawatha
Date & Time	08-May-2024 05:30 PM
Service Charge	LKR 0.00
Beneficiary Remarks	Payment
Reference Number	265894

Download Share Save Payee

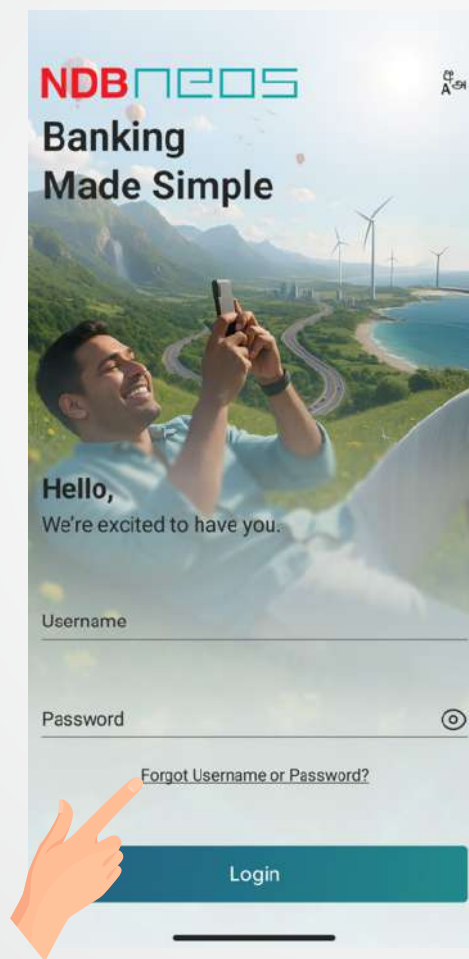
That's it!
You have successfully transferred the funds.

Forgot your NEOS password? Easily reset it using your card details

13

STEP 01

On NEOS login screen,
Click on 'Forgot Username
or Password'



STEP 02

Click 'Forgot Password'

Forgot Username or Password



Forgot Password



Forgot Username

STEP 03

Click "NDB Cards" tab to initiate the Password Reset process

Forgot Username

Select a method to recover your username

NDB Cards

Contact Bank

STEP 04

Fill in the fields using your NDB Debit or Credit card.



Recover Using Cards

Enter the below details to recover your username

Card Number

Enter Card Number

Card Expiry Date

Enter Date

CVV ⓘ

Enter CVV

ATM PIN

Enter ATM PIN

STEP 05

Enter the 6 digit OTP code to continue the process


Enter the 6 digit code you received


We've sent a 6-digit code to your mobile number +94 76 * * * * * 99 and your email address h*****6@gmail.com.

Enter the code to continue.


STEP 06


Create a strong password for your NEOS login

 Create a New Password



Create a strong password for your NDB Neos profile.

New Password ⓘ
..... 

Confirm New Password ⓘ
..... 



Success

Your password has been reset successfully.

Done

That's it!

Your NEOS password has been successfully reset.

Where **INNOVATION** meets **EFFORTLESS** control

Embrace the next evolution
of online banking with

NEOS



The future is banking on us