# Finabank Online Corporate Banking Manual



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# **Chapter 1. Introduction**

This manual provides the instruction on how to use Finabank Online Corporate Banking. The goal of this manual is to provide clear instructions on how to navigate and use Finabank Online Retail Banking.

Before you can use Finabank Online Corporate Banking you need to request a <u>USER ID</u> if you are not an Online Banking user yet. If you are an Online Banking user, you can use your existing USER ID to log in.

After the USER ID is requested, you will receive your USER ID via e-mail.

### Tools needed:

- E-mail address to receive USER ID and authentication code mail;
- Smartphone to download the Finabank Corporate Mobile Banking application;
- Laptop or computer to connect to the website, if you would like to use Finabank Corporate
   Online Banking.

# **Chapter 2. Uniken authorization application**

Go to the Google Playstore or iOS Store and download the Finabank Retail Application.



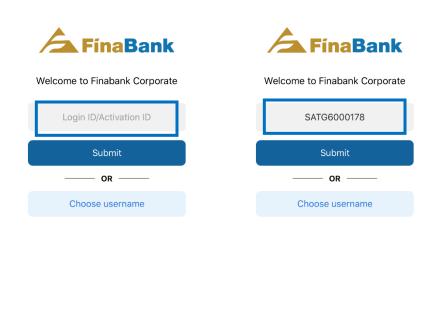


After download is finished, complete the following steps:

- Open the application 'Finabank Corporate'
- 2) Fill in the USER ID and press submit
- 3) Check e-mail for Online Banking authentication code
- 4) Fill in authentication code and press submit
- 5) After being processed, verify National ID # and press submit
- 6) If you have a phone security set up, the application will automatically make us of that security option. (Face ID, fingerprint, Pattern or code). If not, the application will request you to set up a security option of choice
- 7) After finalization log in is complete and the application is ready for use

12:39 **1** 12:40 **1** 

. II LTE



# FinaBank Mobile banking: Activation Credentials



Dear User, Your Activation Code for Fina Corporate is 'rcqhss' and it will expire on 2020-01-11 15:36:16 SRT Best regards / Met vriendelijke groet,

Onlinebanking

Dr. Sophie Redmondstraat 59-61

(597) 472266 (597) 422672

onlinebanking@finabanknv.com

http://www.finabanknv.com







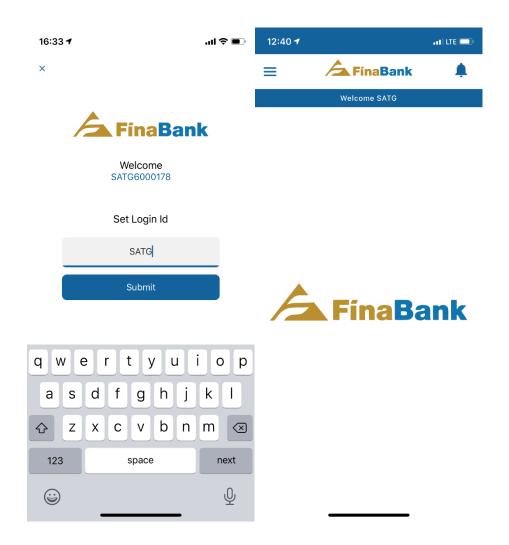






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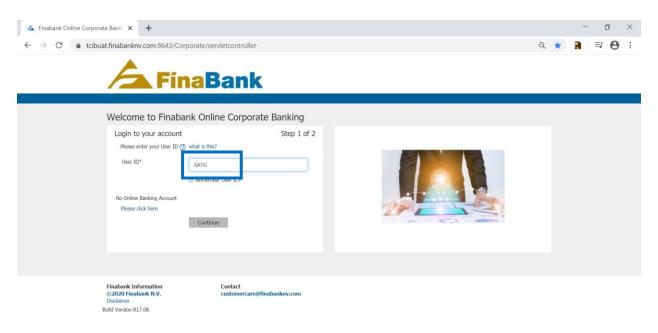


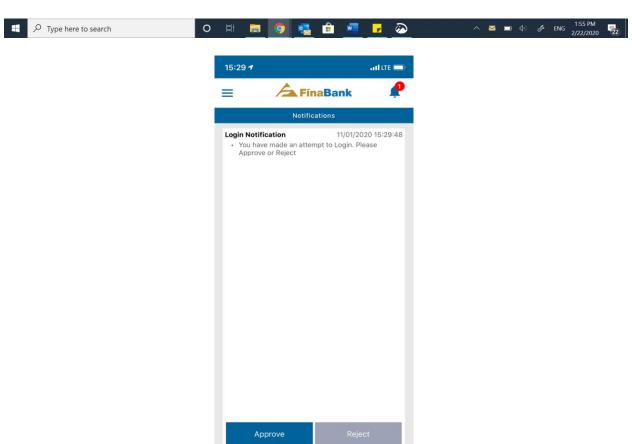


# **Chapter 3. Log in to Finabank Corporate Online Banking**

The link to the Finabank Corporate Online Banking will be send to you by e-mail. To access the link, complete the following steps:

- Log in to the Finabank Corporate Mobile Application by
  - 1) Opening the Finabank Corporate Mobile Application
  - 2) Use Fingerprint, Face ID or password code to login to the application
- Open the link in your preferred web browser
  - 1) Fill in the USER ID and press continue;
  - 2) A request for authorization will be received on your mobile application;
  - 3) After approval, you are logged in.





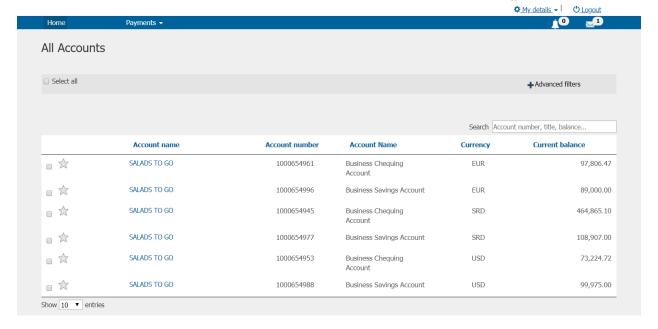
# **Chapter 4. Browsing Finabank Corporate Online Banking**

When you are logged in, you will see your Home Screen with the following (if applicable):

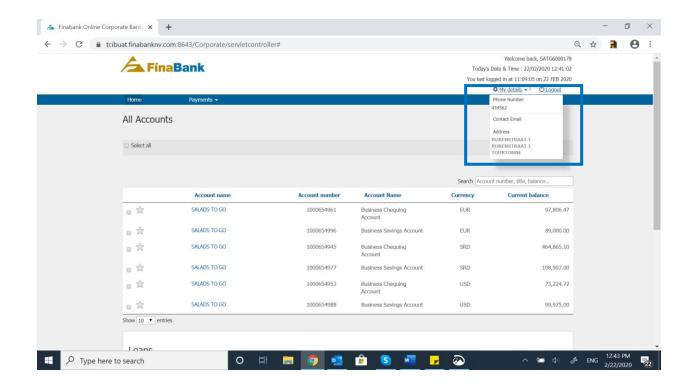
- All accounts
- o All loans
- All term deposits



Welcome back, SATG6000178
Today's Date & Time: 22/02/2020 12:41:02
You last logged in at 11:09:05 on 22 FEB 2020



To view your own details, click on 'My Details' on the right side of the home screen. To change your details, send a 'Message' to the bank with subject 'Change your details'.



### Messages

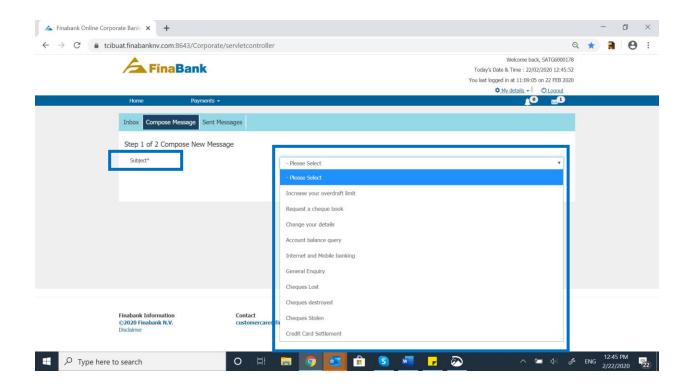
Select 'envelope' icon on the right side of the home screen.

View all messages in 'Inbox Messages'

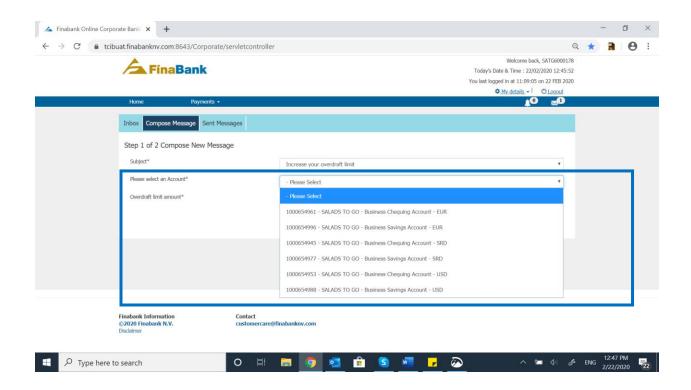
o To send a new message to the bank, select 'Compose Message'



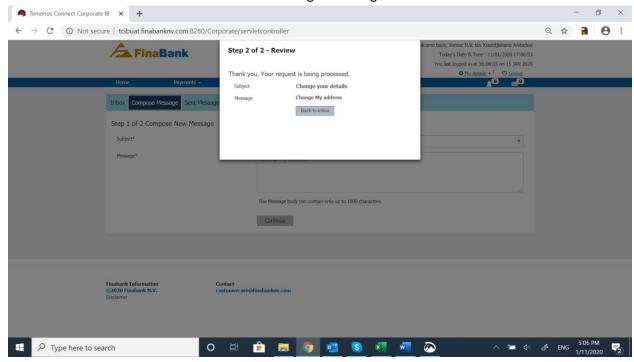
Select 'subject' from drop down list



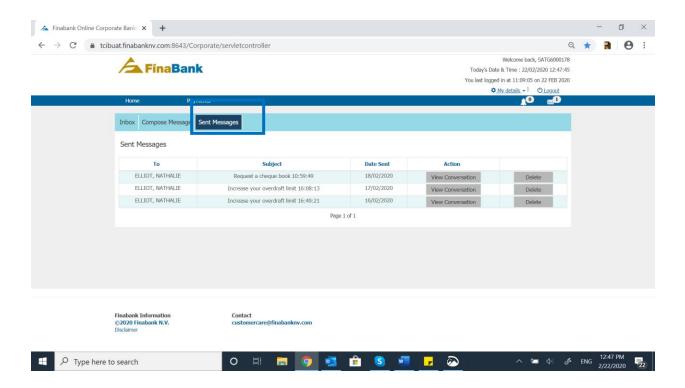
- Select one of your available accounts from the drop-down list if the following subjects are selected:
- Increase overdraft limit
- Request a cheque book
- Account balance query
- Fill in requested details



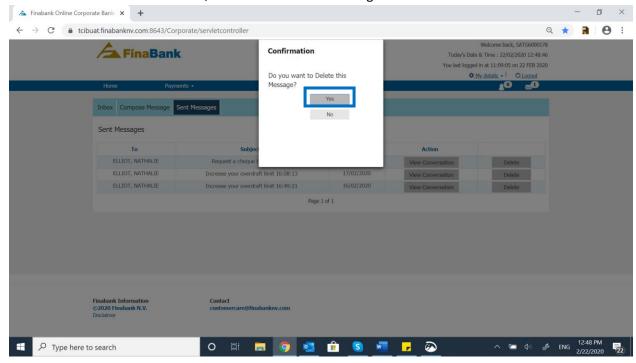
- o Click 'continue'
- o Review window is received after successful sending of message



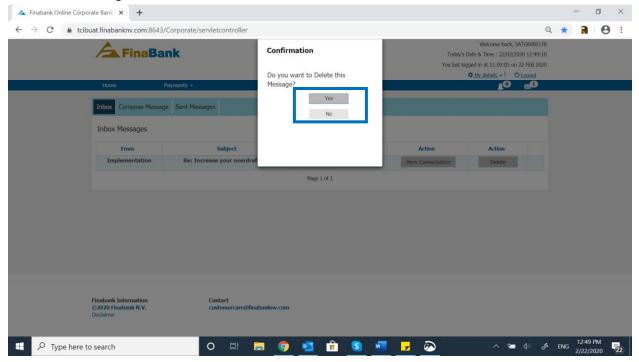
o To view a send message, select 'Sent Messages'



- To delete a send message, select 'Delete'
- Confirmation window is received, click 'Yes' to delete message



o To delete a message from the inbox, select 'Delete'

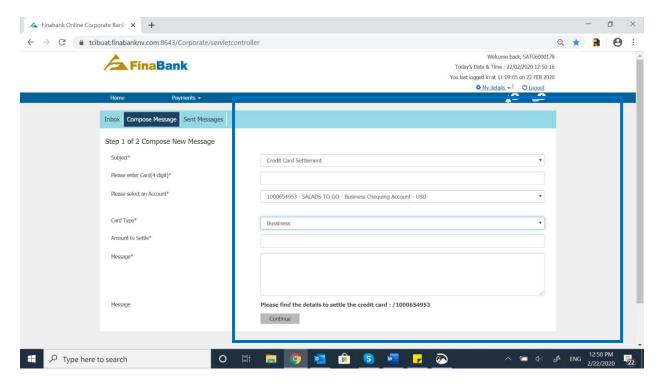


o Confirmation window is received, click 'Yes' to delete message

### **Credit Card Settlement**

To settle your credit card, select 'Compose Message' and select subject 'Credit Card Settlement'.

Fill in all requested information.

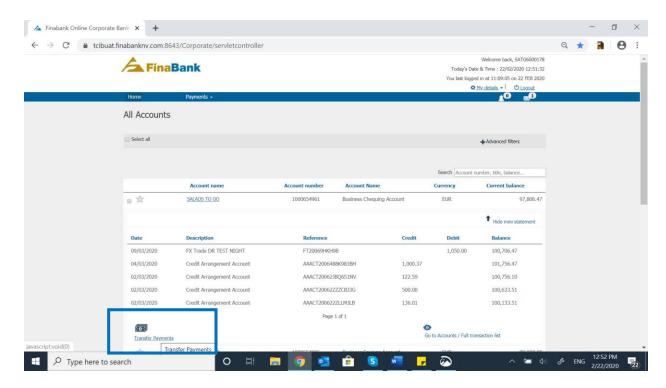


- o Click 'Continue' to send message
- o Review window is received after successful sending of message

### **Payments**

### Making a payment or transfer:

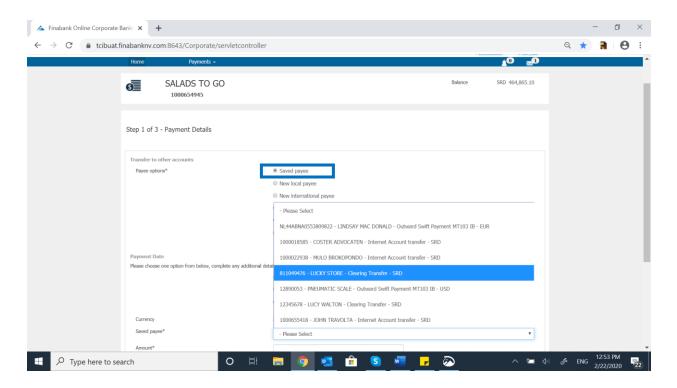
- 1) To make a payment or transfer funds from an account to another account, select the specific account (SRD, EUR or USD)
- 2) Select transfer payments



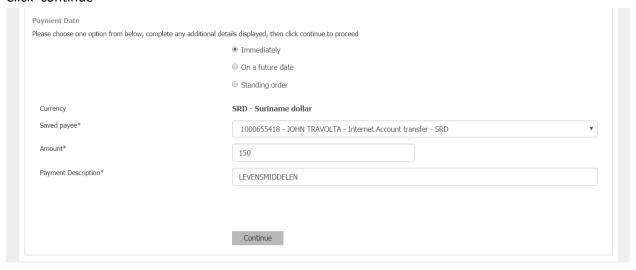
- 3) Choose 'Payee options':
  - a. Saved payee
  - b. New local payee
  - c. New international payee
  - d. New Finabank payee
  - e. Own account transfer
  - f. New FX transfer

### Payment to a saved payee:

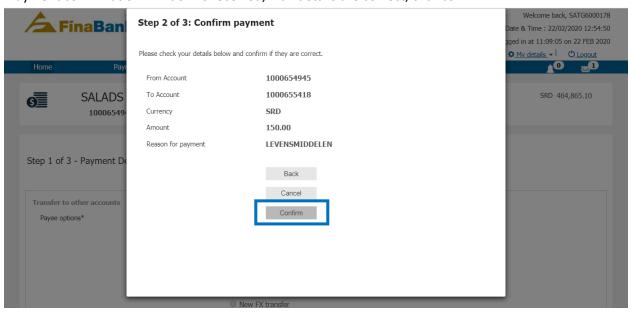
- Select 'Saved payee'
- Choose payment date:
- Immediately
- On a future date
- Standing order
- Currency is automatically selected
- Select 'Saved payee' from drop down list



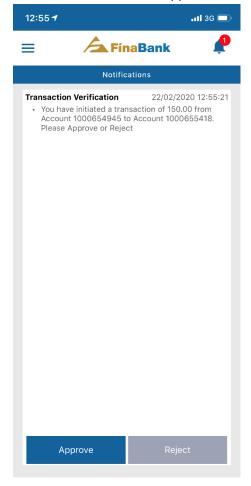
- o Fill in amount
- o Fill in 'Payment Description'
- o Click 'continue'



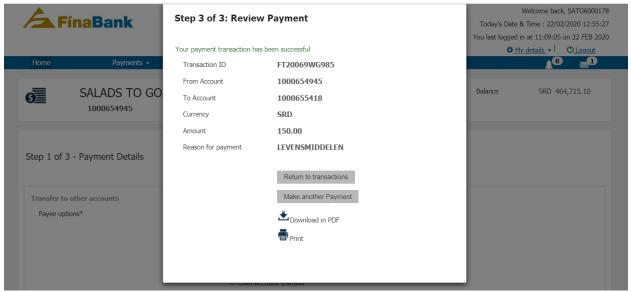
o 'Payment confirmation' window is received, if all details are correct, click confirm



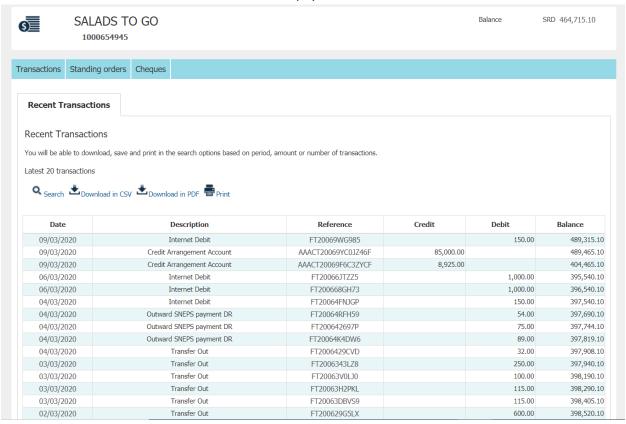
o A request for authorization will be received on mobile application



- After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



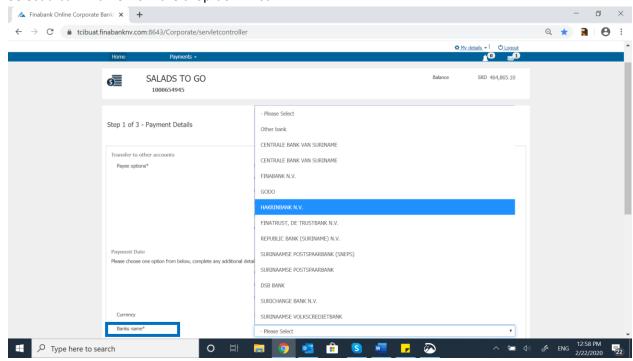
Select 'Return to transactions' to view the recent payment



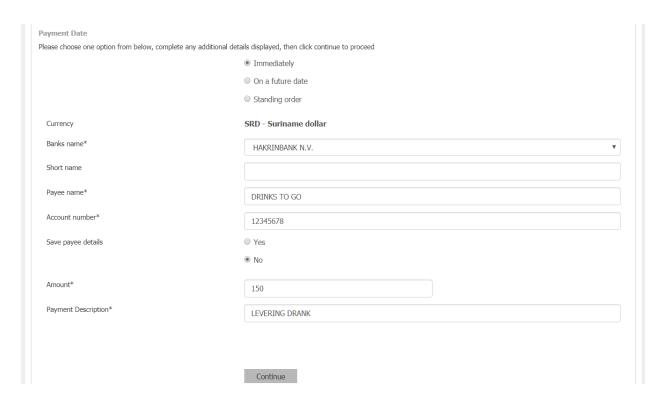
 Select 'Make another Payment' to continue making other payments from the same account or click on the home button to select another account.

### Payment to a new local payee:

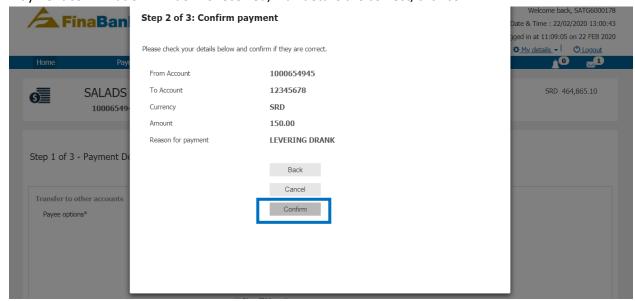
- Select 'New local payee':
- Choose payment date:
- Immediately
- On a future date
- Standing order
- Currency is automatically selected
- Select a bank name from the drop-down list



- Optional: Fill in short name
- o Fill in 'Payee name'
- Fill in 'Account number'
- Select 'Yes or No' to automatically save payee
- Fill in amount
- o Fill in 'Payment Description'
- o Click 'continue'



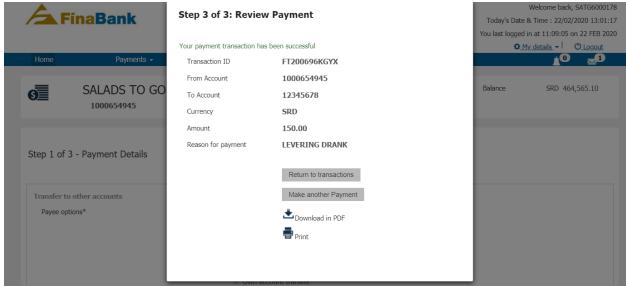
o 'Payment confirmation' window is received, if all details are correct, click confirm



o A request for authorization will be received on mobile application



- o After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



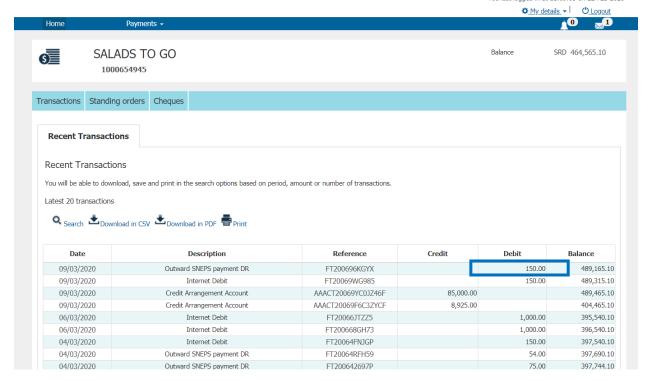
Select 'Return to transactions' to view the recent payment



Welcome back, SATG6000178

Today's Date & Time: 22/02/2020 13:01:34

You last logged in at 11:09:05 on 22 FEB 2020



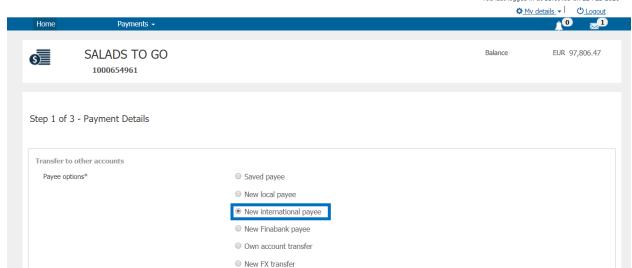
 Select 'Make another Payment' to continue making payments or click on the home button to select another account.

### Payment to a new international payee (only possible from EUR or USD account):

- Select 'New international payee':
- Choose payment date:
- Immediately
- On a future date
- Standing order
- o Currency is automatically selected
- o Select routing: ABA or SWIFT







- Select 'Yes or No' to automatically save payee
- Select 'Transfer Cost'

Payment Date

- Our
- Shared
- Beneficiary
- o Optional: Fill in intermediary details (Bank BIC and Bank Address)

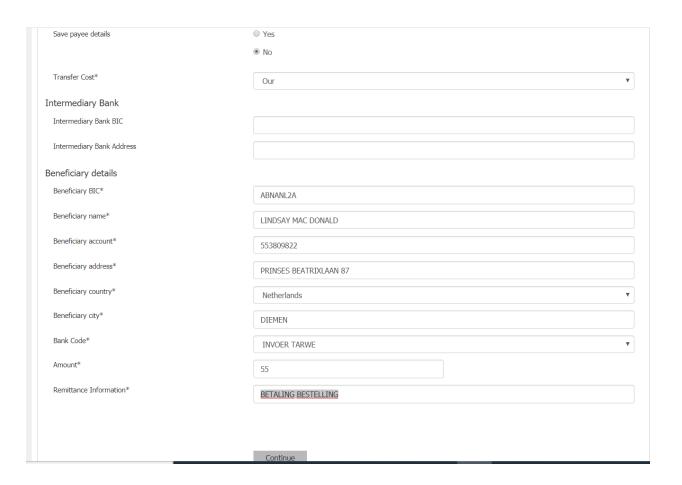
Please choose one option from below, complete any additional details displayed, then click continue to proceed

Immediately On a future date Standing order

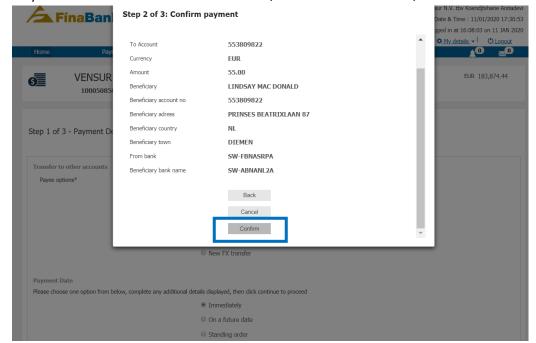
Fill in 'Beneficiary BIC number'

**FinaBank** 

- Fill in 'Beneficiary name' 0
- Fill in 'Beneficiary address'
- o Select 'Beneficiary country' from drop down list
- o Fill in 'Beneficiary city'
- Select 'Bank Code' from drop down list
- Fill in amount
- Fill in 'Remittance Information'
- Click 'continue'



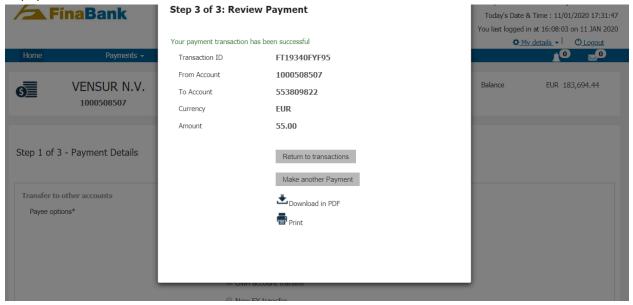
o 'Payment confirmation' window is received, if all details are correct, click confirm



o A request for authorization will be received on mobile application



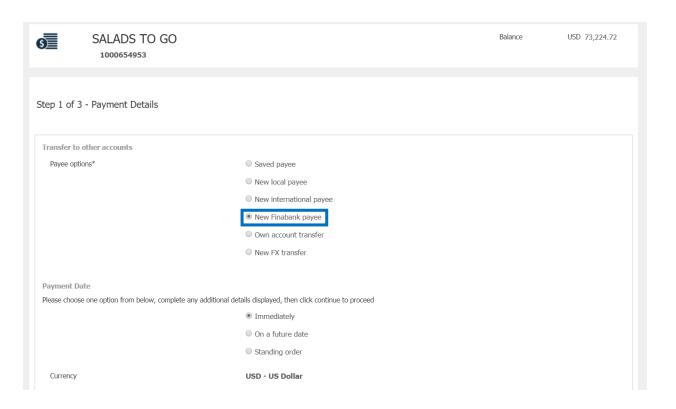
- o After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



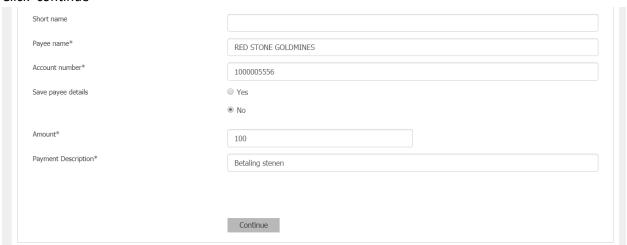
- o Select 'Return to transactions' to view the recent payment
- Select 'Make another Payment' to continue making payments
- After the international payment is processed by the Transfers Department, the payment will be seen in the transaction list

### Payment to a new Finabank payee:

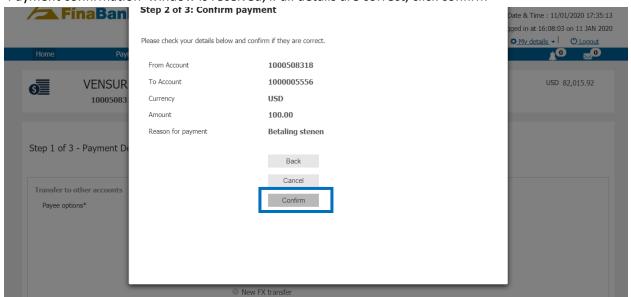
- Select 'New Finabank payee':
- Choose payment date:
- Immediately
- On a future date
- Standing order
- Currency is automatically selected



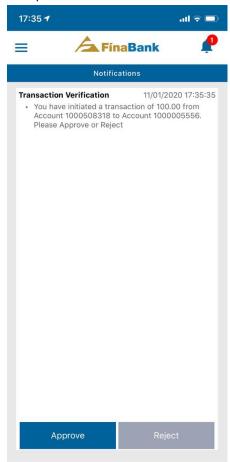
- Optional: Fill in short name
- o Fill in 'Payee name'
- o Fill in 'Account number'
- Select 'Yes or No' to automatically save payee
- o Fill in amount
- o Fill in 'Payment Description'
- o Click 'continue'



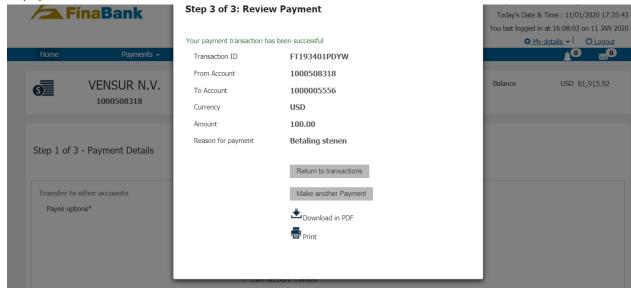
'Payment confirmation' window is received, if all details are correct, click confirm



o A request for authorization will be received on mobile application



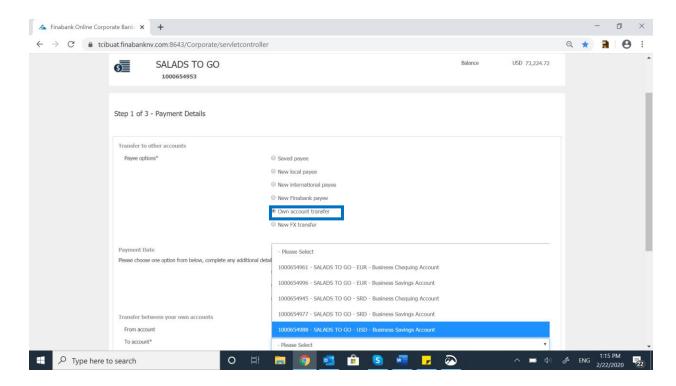
- After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



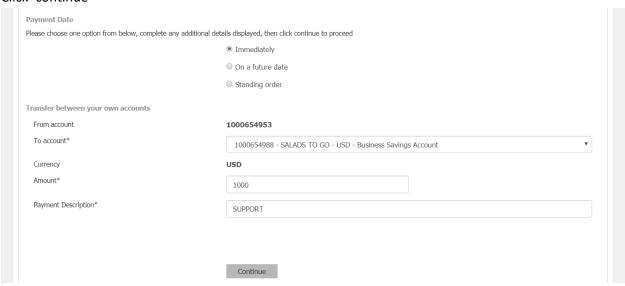
 Select 'Return to transactions' to view the recent payment or select 'Make another Payment' to continue making payments or click on the home button to select another account

### Payment to own account transfer (only same currency transfer allowed):

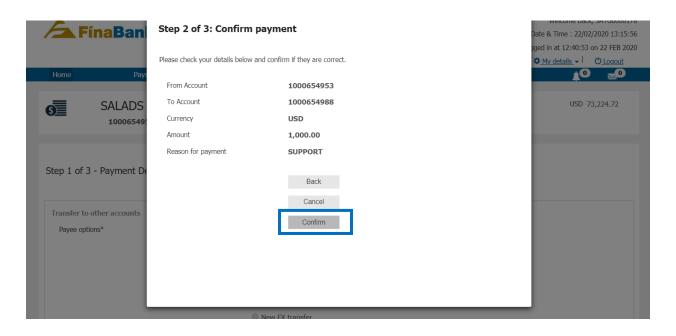
- o Select 'Own account transfer':
- Choose payment date:
- Immediately
- On a future date
- Standing order
- o Currency is automatically selected
- Select 'to account' from drop down list



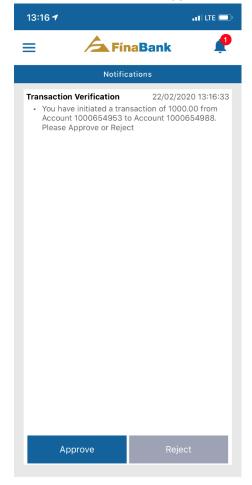
- Fill in amount
- o Fill in 'Payment Description'
- Click 'continue'



o 'Payment confirmation' window is received, if all details are correct, click confirm

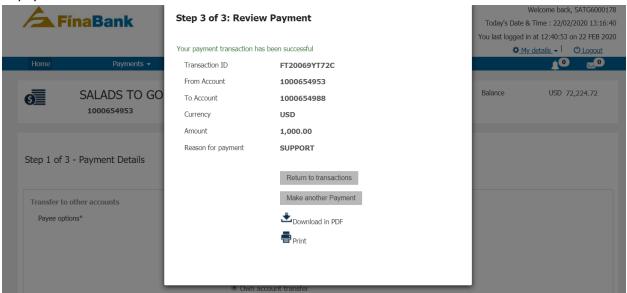


o A request for authorization will be received on mobile application

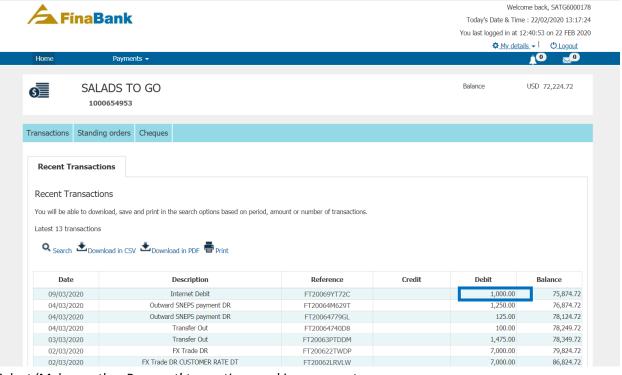


o After approval, the payment will be processed

 After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



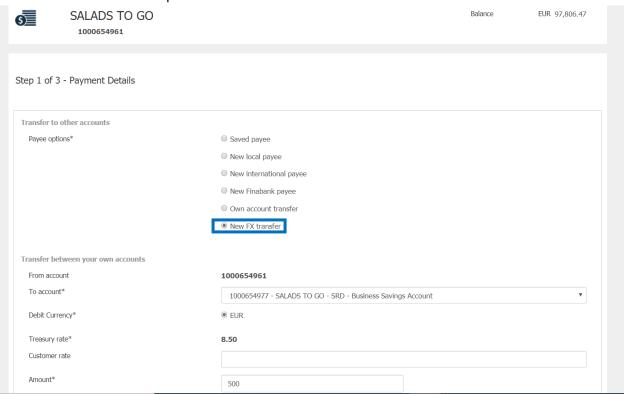
Select 'Return to transactions' to view the recent payment



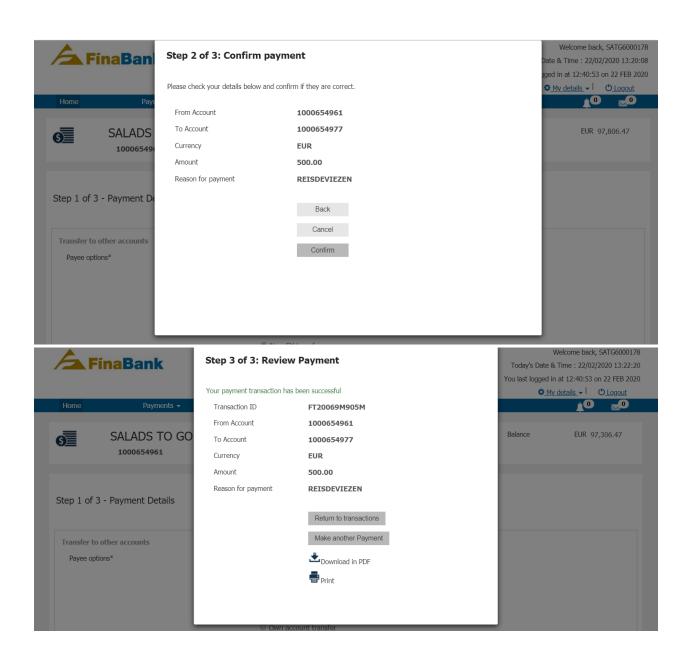
Select 'Make another Payment' to continue making payments

### New FX transfer:

- Select 'New FX transfer':
- Choose payment date:
- Immediately
- On a future date
- Standing order
- Select 'to account' from drop down list

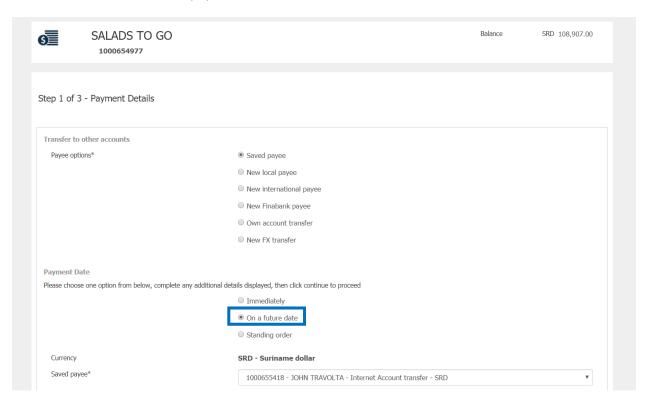


- Treasury rate will be visible
- Optional: Fill in 'customer rate'
- o Fill in amount
- o Fill in 'Payment Description' (Not more than 20 characters)
- o Click 'continue'
- o 'Payment confirmation' window is received, if all details are correct, click confirm
- o A request for authorization will be received on mobile application
- o After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment
- Select 'Return to transactions'
- Select 'Make another Payment' to continue making payments
- The Treasury Department will approve the FX transfer, after approval the transfer will be seen in the transaction list

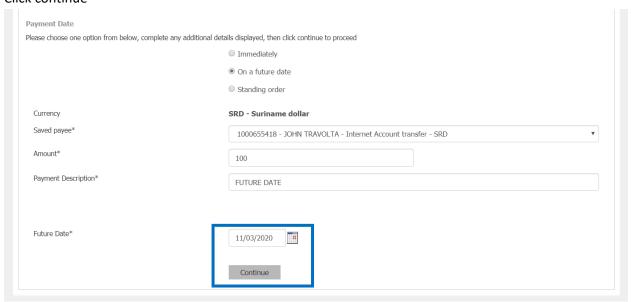


## **Future date payment**

After the account is selected, fill in all payment details.



- Select 'on a future date'
- o Fill in date
- Click continue

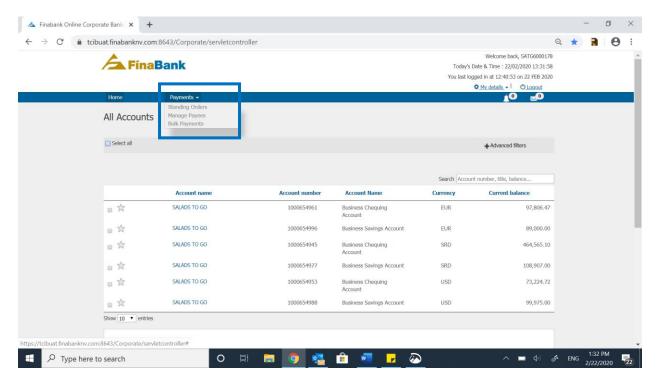


o 'Payment confirmation' window is received, if all details are correct, click confirm

- A request for authorization will be received on mobile application
- After approval, the payment will be scheduled
- Select 'Return to transactions'
- Select 'Make another Payment' to continue making payments

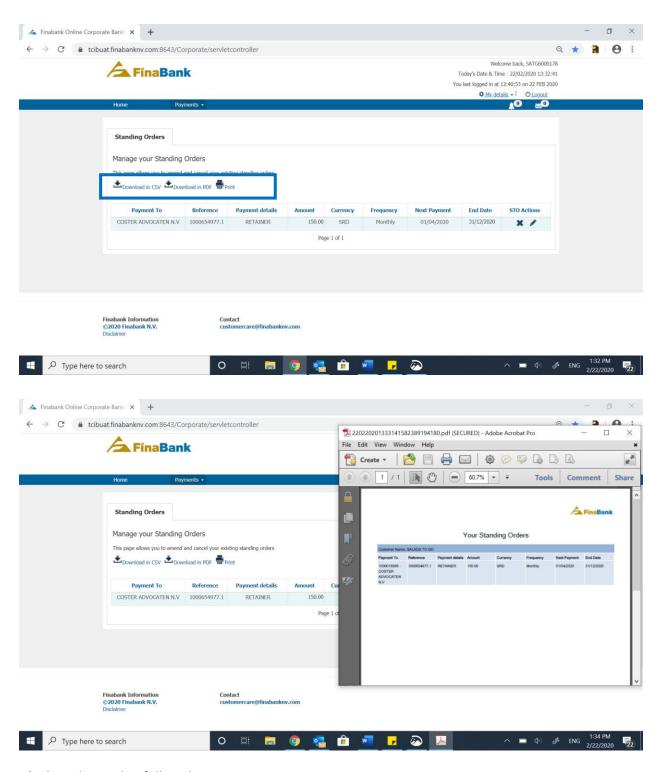
## **Standing Orders**

On home screen, select 'Standing Orders' under 'Payments'



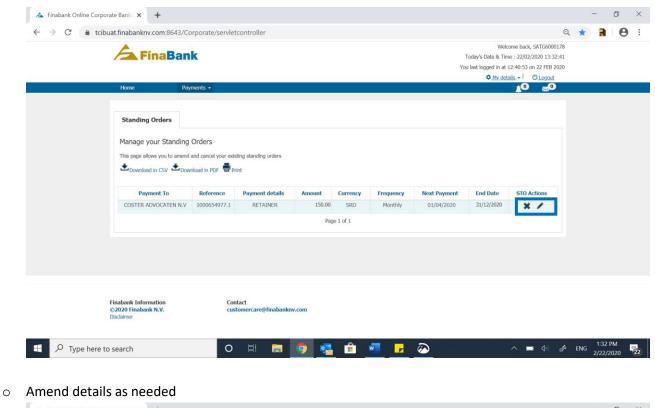
All created standing orders are visible in the standing order list.

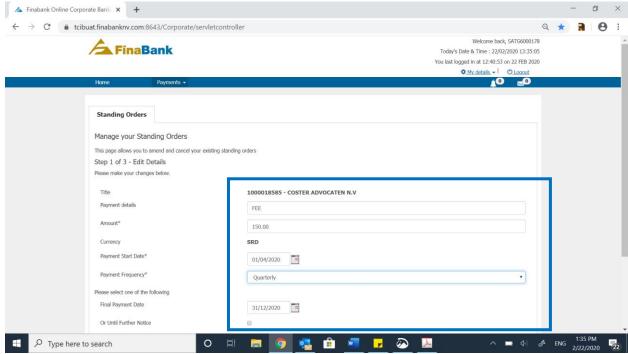
- Select 'Download in CSV' or 'Download in PDF' to download all standing orders in CSV format or PDF file
- Select 'Print' to print all standing orders. Standing order list will open in a new window



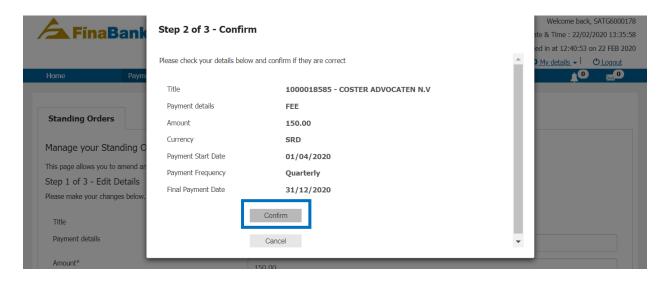
To **amend** a 'standing order, follow the next steps:

o Under actions, select the 'pencil' icon

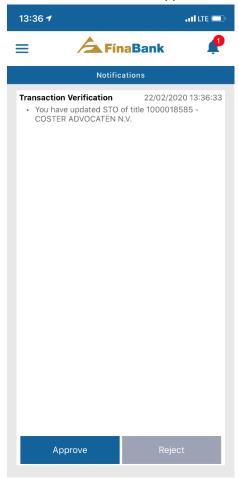




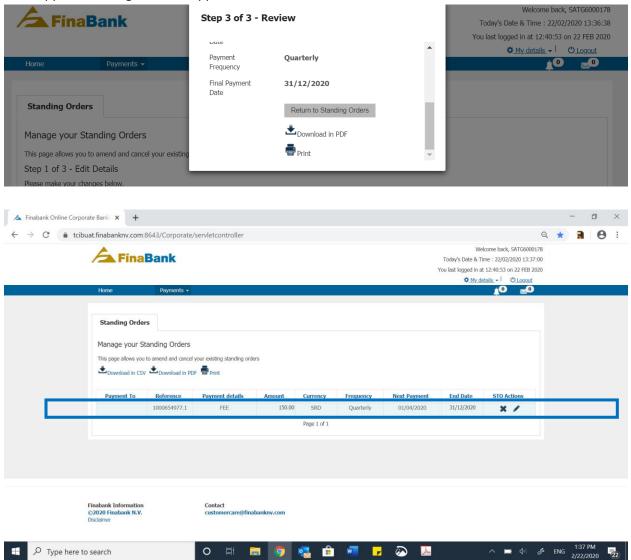
Select 'Accept changes'



o A request for authorization will be received on mobile application

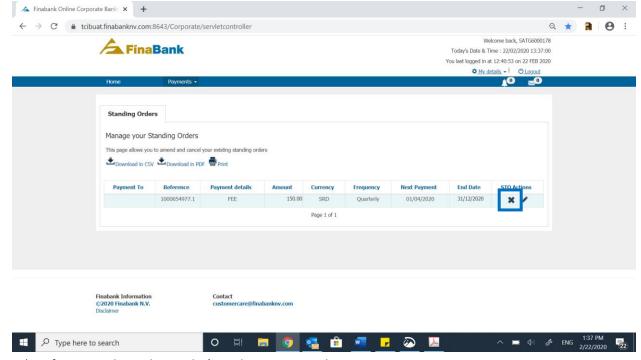


o After approval, changes will be applied

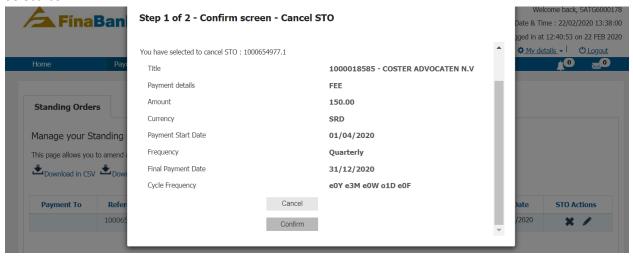


To <u>delete</u> a 'standing order', follow the next steps:

Under actions, select the 'X' icon



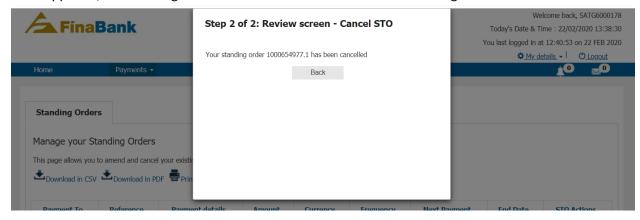
- o A 'Confirm cancel standing order' window is received
- Select 'confirm'



o A request for authorization will be received on mobile application



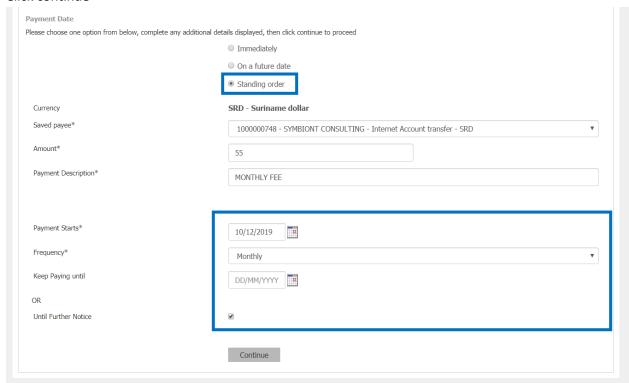
o After approval, the standing order is deleted and is removed from standing order list



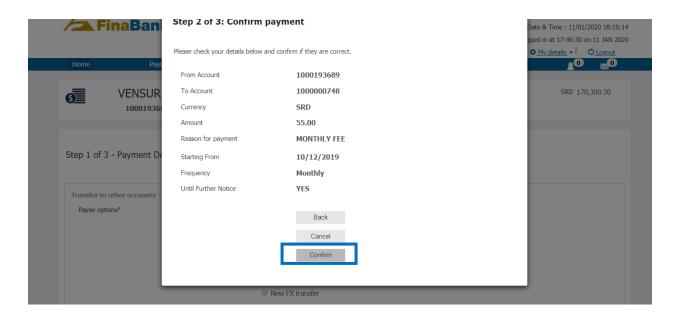
## **Creating a standing order**

After the account is selected, fill in all payment details.

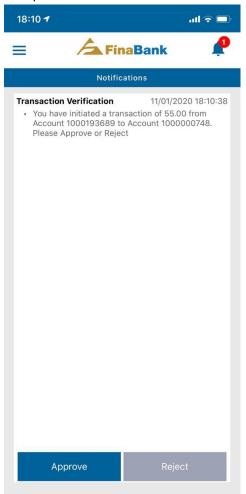
- Select 'Standing order'
- Fill in 'Payment Starts' date
- Select 'Frequency' from drop down list
- o Fill in 'Keep Paying until' or select 'Until further notice'
- o Click continue



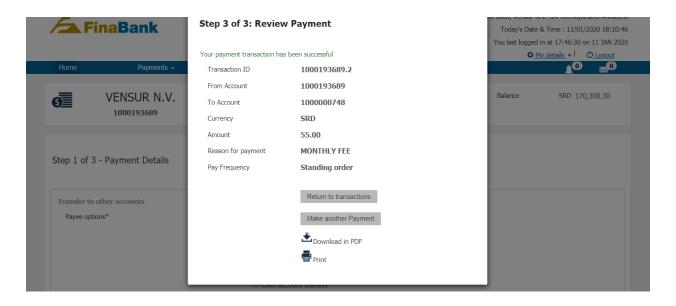
o 'Payment confirmation' window is received, if all details are correct, click confirm



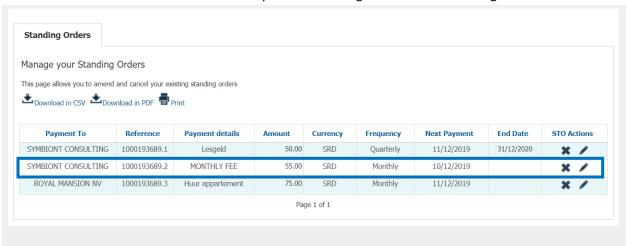
o A request for authorization will be received on mobile application



After approval, the payment will be processed



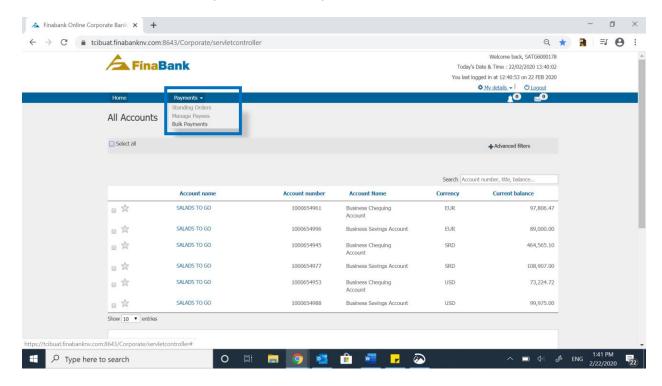
Select 'Return to transactions' to view newly create standing order under 'Standing orders'



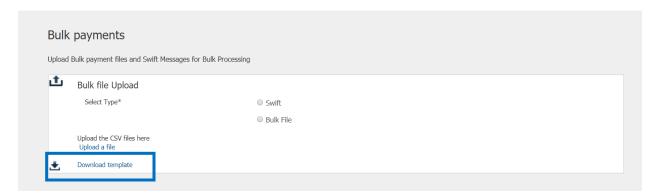
Select 'Make another Payment' to continue making payments

## **Bulk Payments**

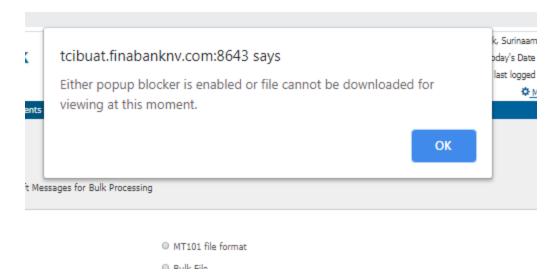
On home screen, select 'Bulk Payments' under 'Payments'.



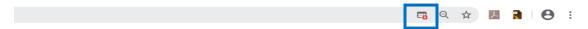
To download a template, select 'download template'.



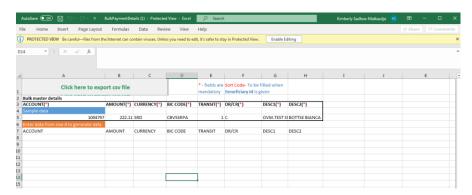
If pop-up blocker is enabled the template will not download automatically.



To enable this popup, click on the icon in the search bar as shown below.

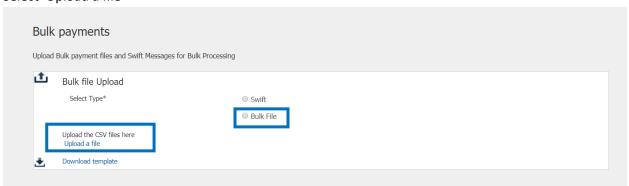


The bulk template has been downloaded.



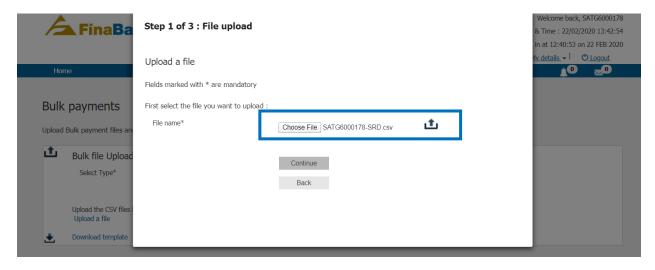
### To upload bulk file:

- Select 'Bulk file'
- Select 'Upload a file'

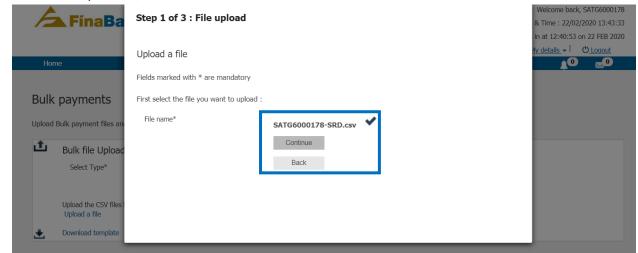




Choose file and click 'upload 'icon



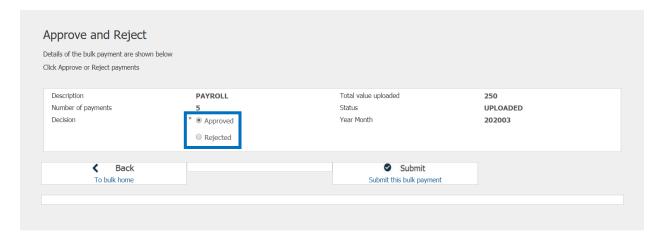
After file is uploaded, click continue



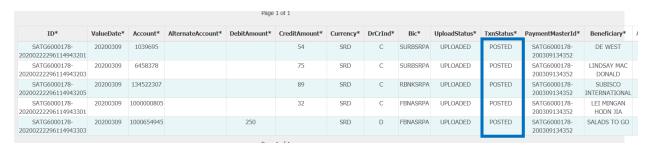
Click 'More Details' to approve the file



Select 'Action'



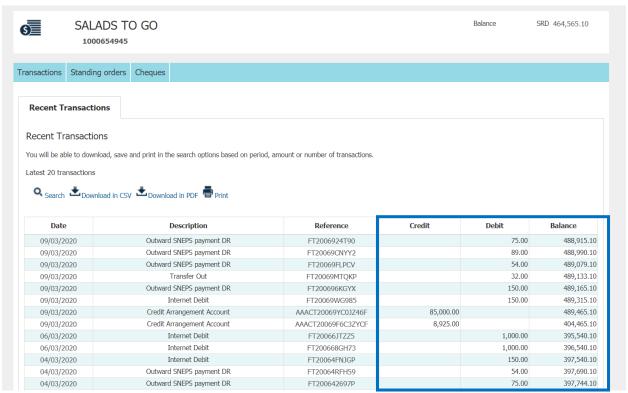
- Select Approved or Rejected and click Submit.
- After approving, the amounts will be posted on successfully and the account (SRD/EUR/USD) will be debited. Select details to view.



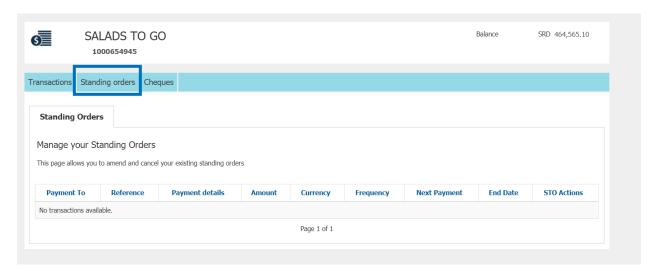
#### **View transactions**

To view transactions, select the specific account and select 'Go to accounts/full transaction list'

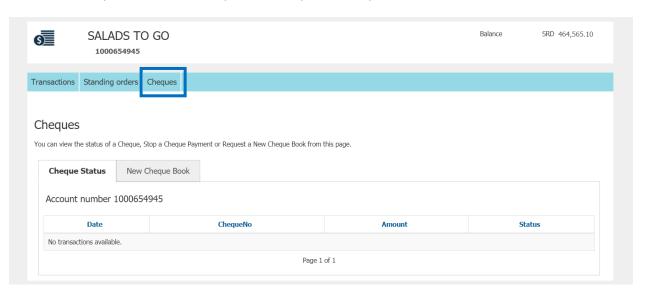
All recent transactions are visible



o Select 'Standing orders' to view all standing orders

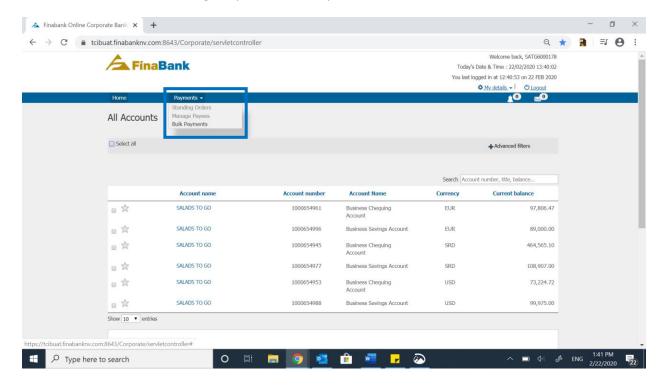


Select 'Cheques' to view all cheques or to request a cheque book

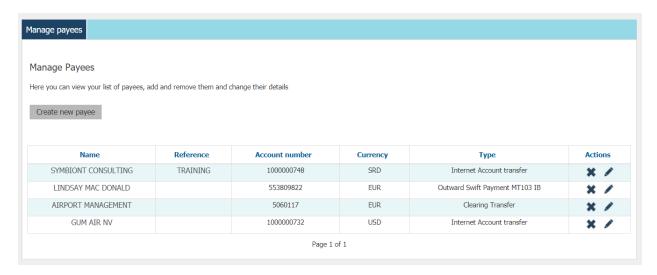


## **Manage Payees**

On home screen, select 'Manage Payees' under 'Payments'



All saved payees are visible in the beneficiary list.

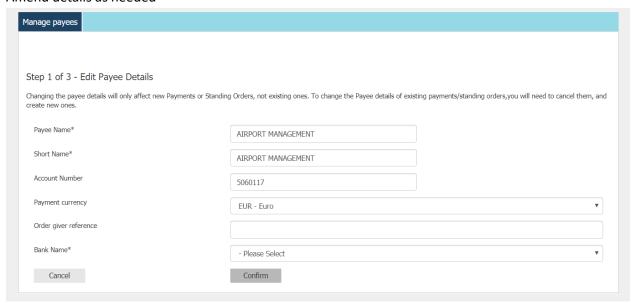


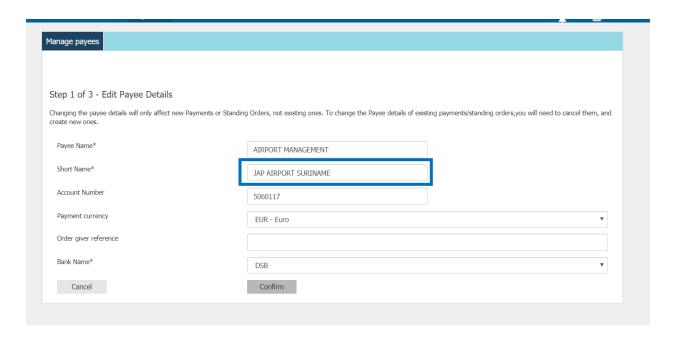
### To **amend** a 'saved payee', follow the next steps:

o Under actions, select the 'pencil' icon

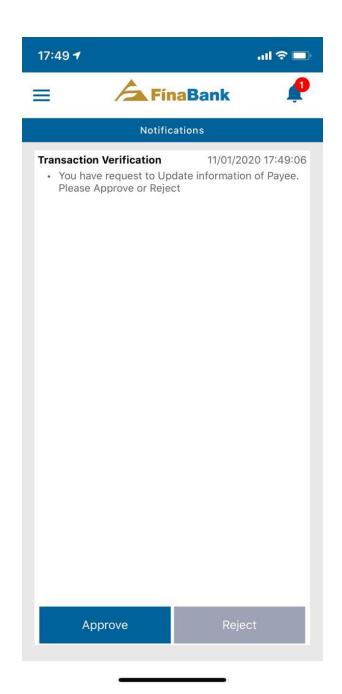


Amend details as needed

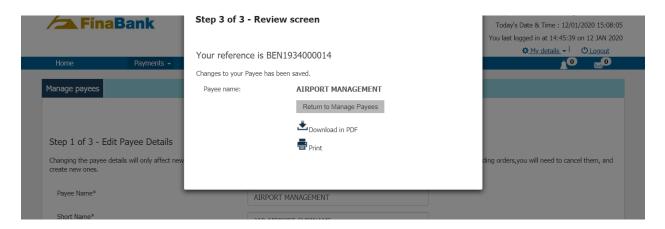


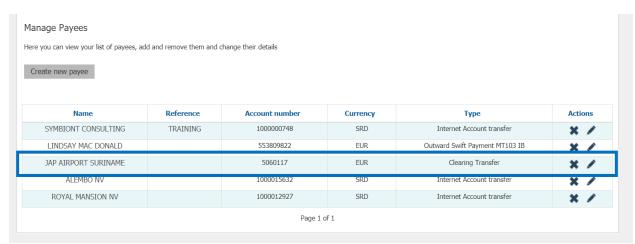


- Select 'confirm'
- o A request for authorization will be received on mobile application



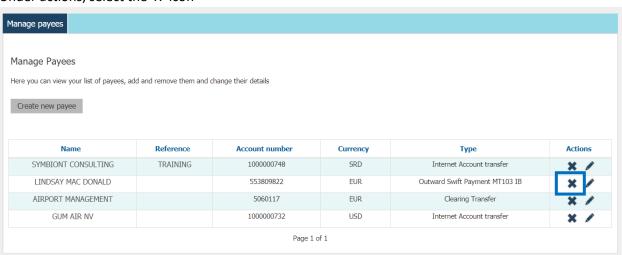
o After approval, changes will be applied



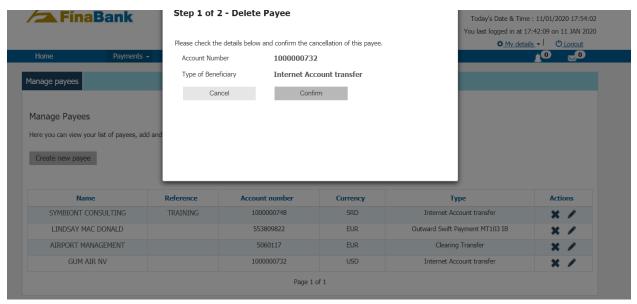


### To <u>delete</u> a 'saved payee', follow the next steps:

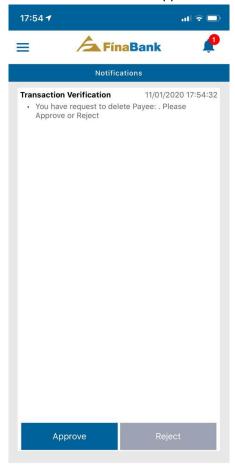
o Under actions, select the 'X' icon

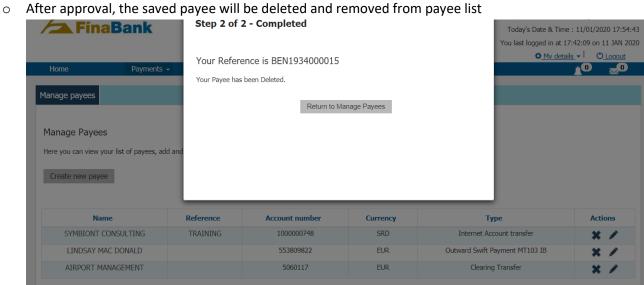


o A 'Delete payee' window is received



- Select 'confirm'
- O A request for authorization will be received on mobile application





#### Loans

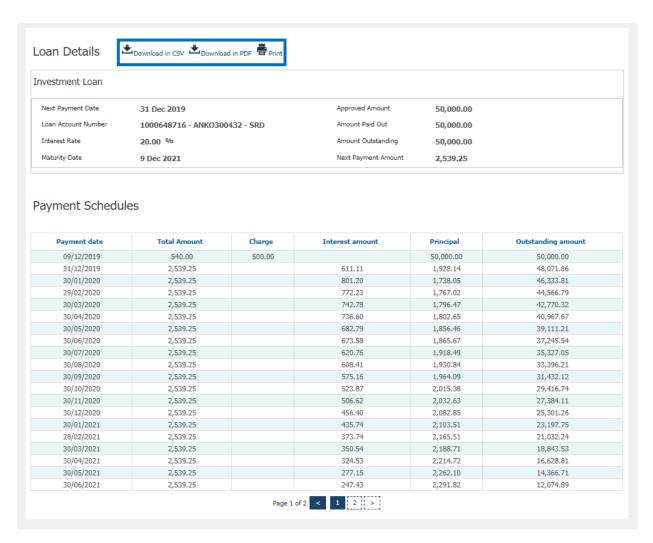
All loans are visible.



o Select 'view' to see details of the loan



## o Select 'Download in CSV', 'Download in PDF' or 'Print'



# **Term Deposits**

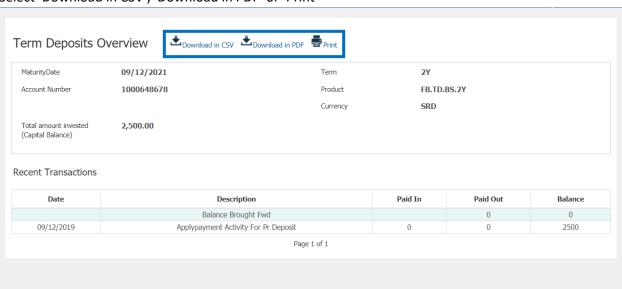
All term deposits are visible



o Select 'view' to see all details of the term deposit

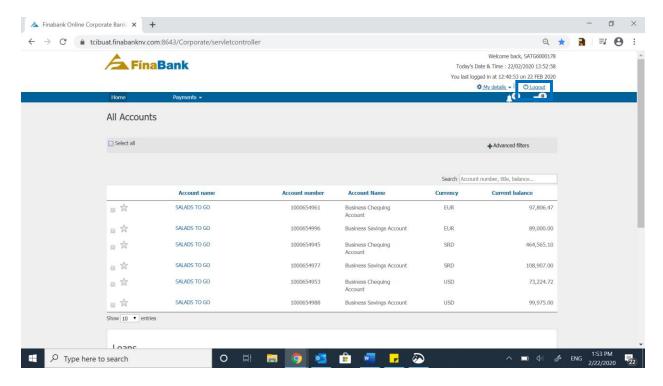


Select 'Download in CSV', 'Download in PDF' or 'Print'



## Log out

To log out of the Finabank Online Corporate Banking, select 'Log out' on the home screen.



## Click 'Yes' to log out

