

# Gibraltar International Bank

**E-BANKING**

**CORPORATE USER GUIDE  
APPLE**



**Gibraltar**  
INTERNATIONAL BANK

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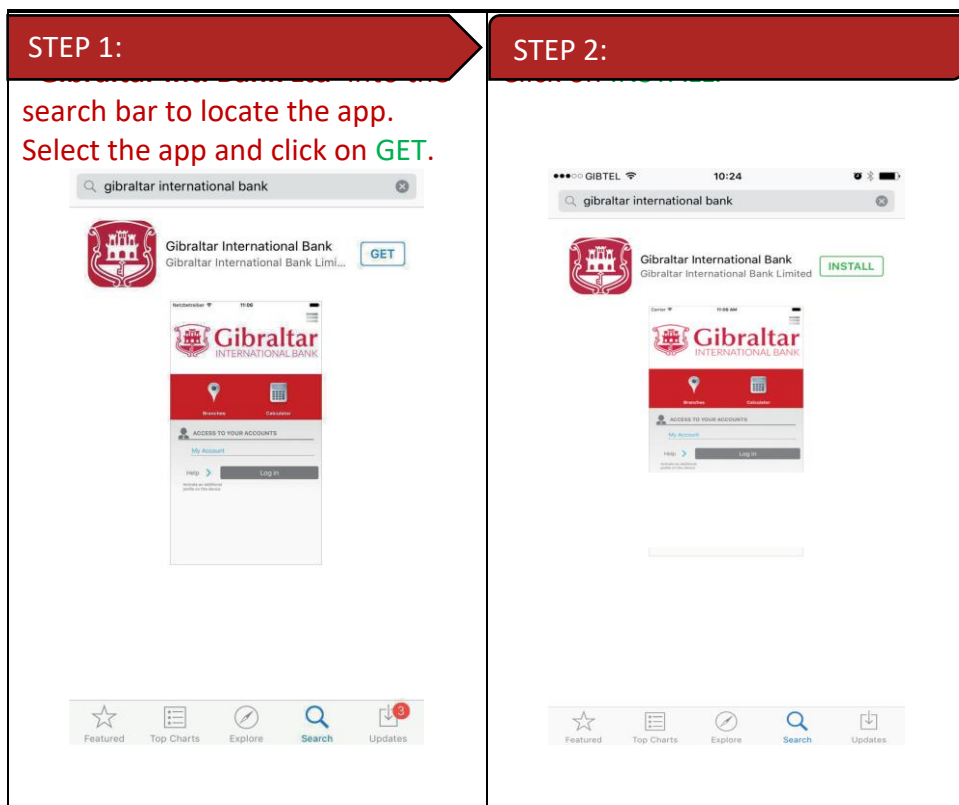
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# 1 Getting started: how do I install the app?

In order to install the Gibraltar International Bank's iOS app on your phone, you will need the following:

- A Gibraltar International Bank account.
- An activated E-Banking account with us.
- An iOS smartphone.
- Internet access.
- Access to your E-Banking account: your E-Banking username and password.



If you have any issues with the Mobile Banking app installation process, please don't hesitate to contact us.

Telephone : +350 200 13900

Email : [gibraltar@gibintbank.gi](mailto:gibraltar@gibintbank.gi)

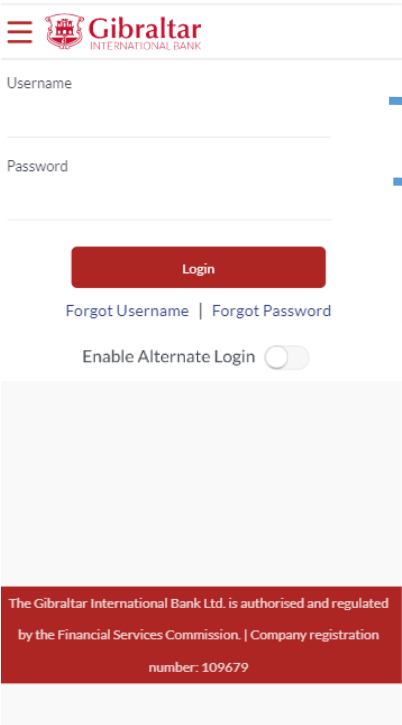
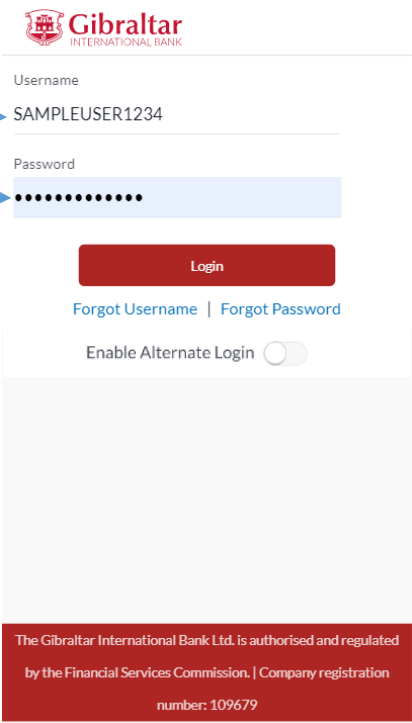
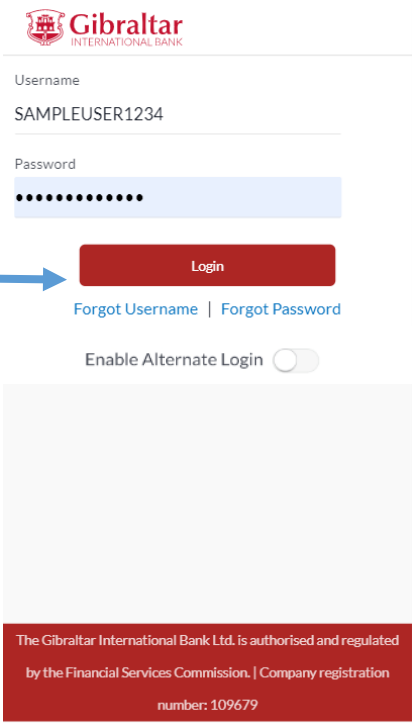
Protection of your privacy and the security of your personal information are very important to us.

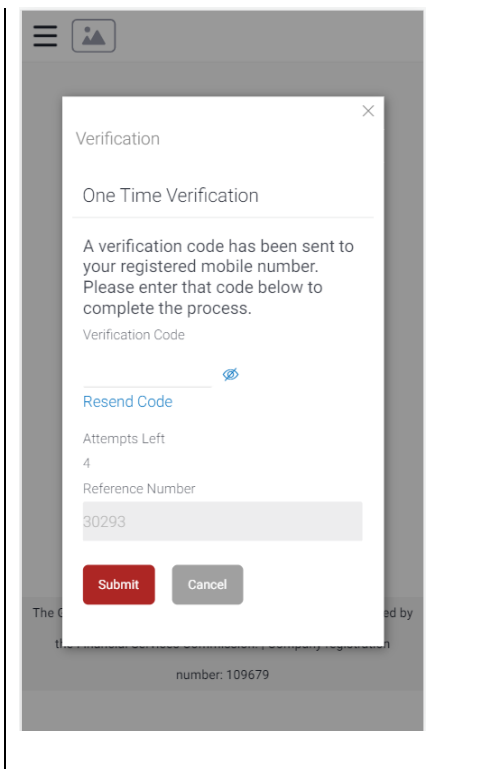
All information provided by you is protected by us, please refer to our [Privacy Policy](#) for more details.

## 2 Getting started: how do I login?

To access the features of Gibraltar International Bank's iOS app, you must first login using your E-Banking account username and password.

Launch the Gibraltar International Bank's iOS app. Use your E-banking account Username and Password provided by us to login.

STEP 1:	STEP 2:	STEP 2:
<p>Launch the app on your smartphone.</p> 	<p>Enter your E-banking account Username and password.</p> 	<p>Click on <a href="#">Login</a>.</p> 
<p>STEP 4:</p> <p>You will receive a One Time Password (OTP) on your registered email and mobile number, enter this code into the <a href="#">Verification Code</a> field &amp; click on <a href="#">Submit</a></p>		



If you have forgotten your username; please click on 'Forgot Username'. Refer to [Section 6](#) for detailed instructions.

If you have forgotten your password; please click on 'Forgot Password'. Refer to [Section 7](#) for detailed instructions.

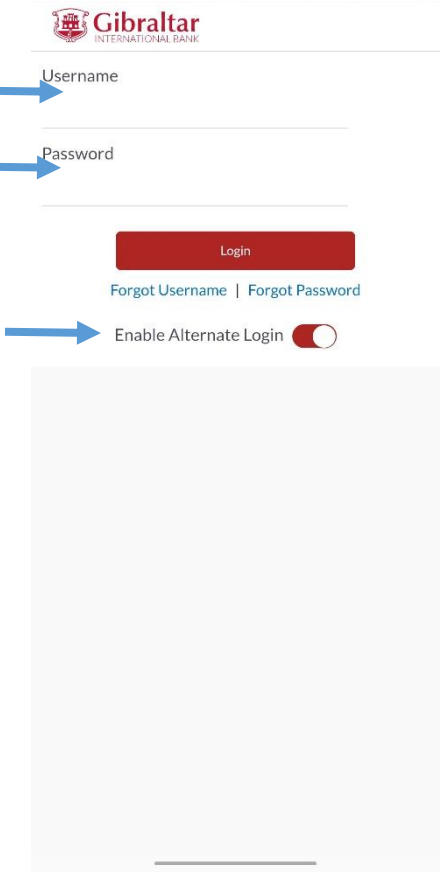
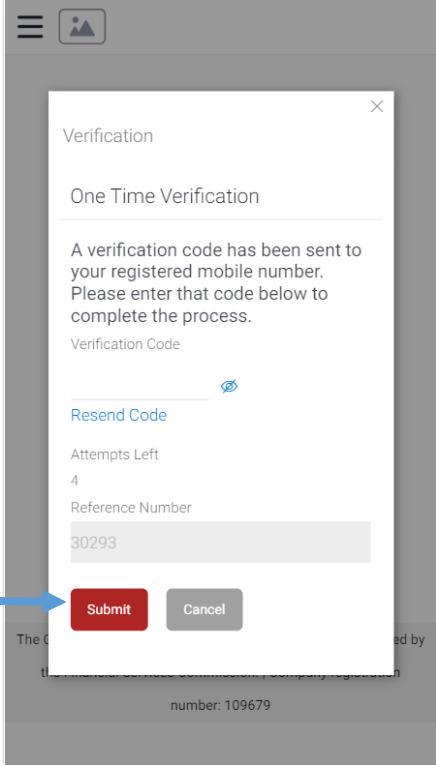
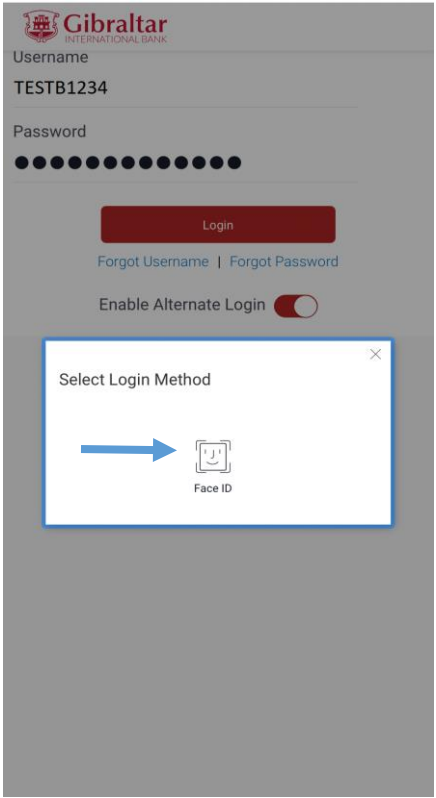
### 3 Alternate Login

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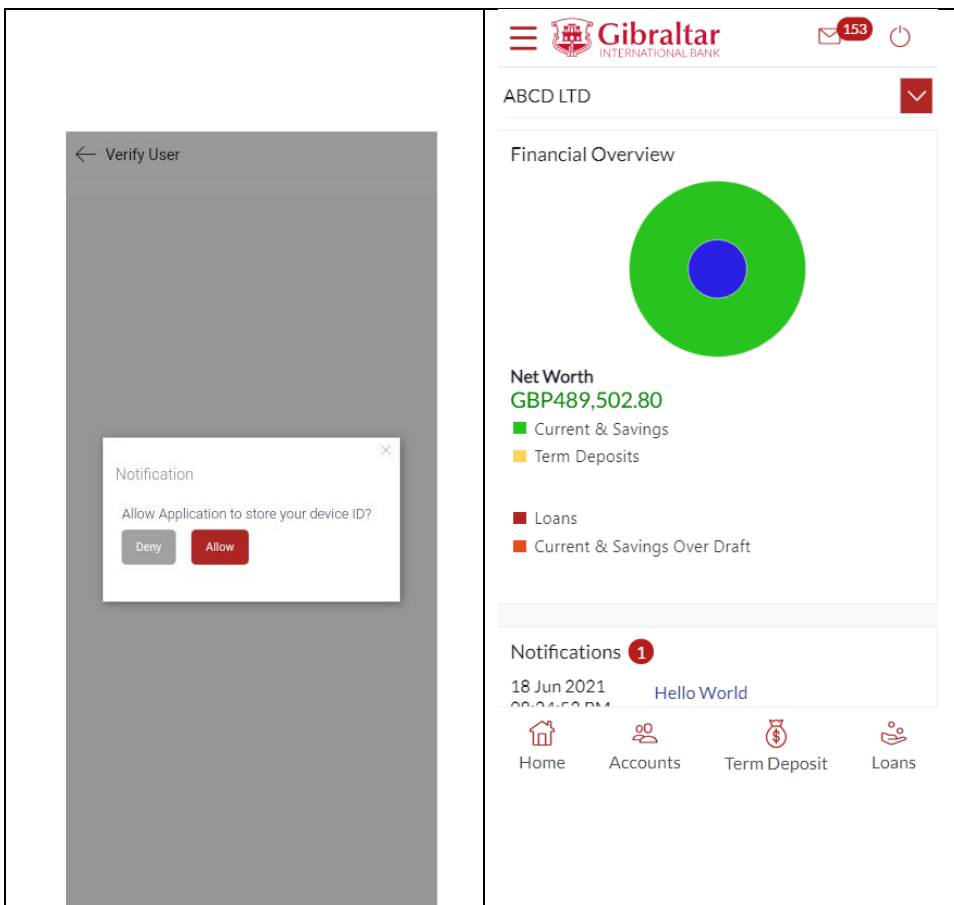
You can also setup alternate login i.e., biometric login by checking the Enable Alternate Login button. Enter your credentials and click on login. You will be challenged with an OTP. On successful OTP validation, you will be asked which login method, select Face ID. A message will be prompted for the application to store your Face ID. Press on Allow. You will get a screen where you are asked to scan your face. On successful verification you will be taken to the dashboard.

Once alternate login is registered, next time when you open the application, you have the option to login with credentials or with biometric. To login with biometric, click on Login with Face ID, scan your Face ID, on successful verification you will be taken to the dashboard.

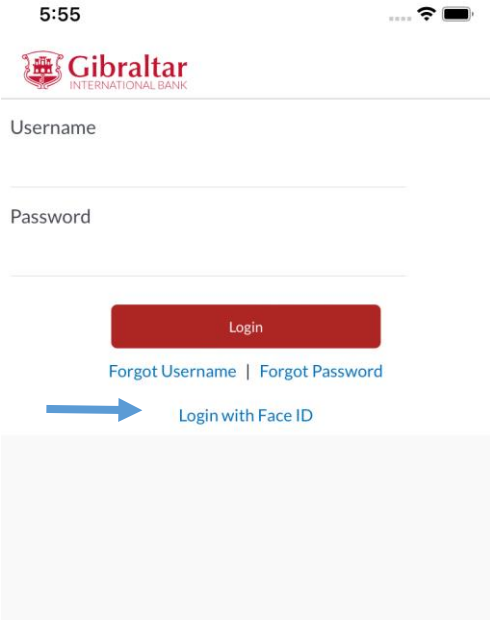
## 3.1 Face ID Registration

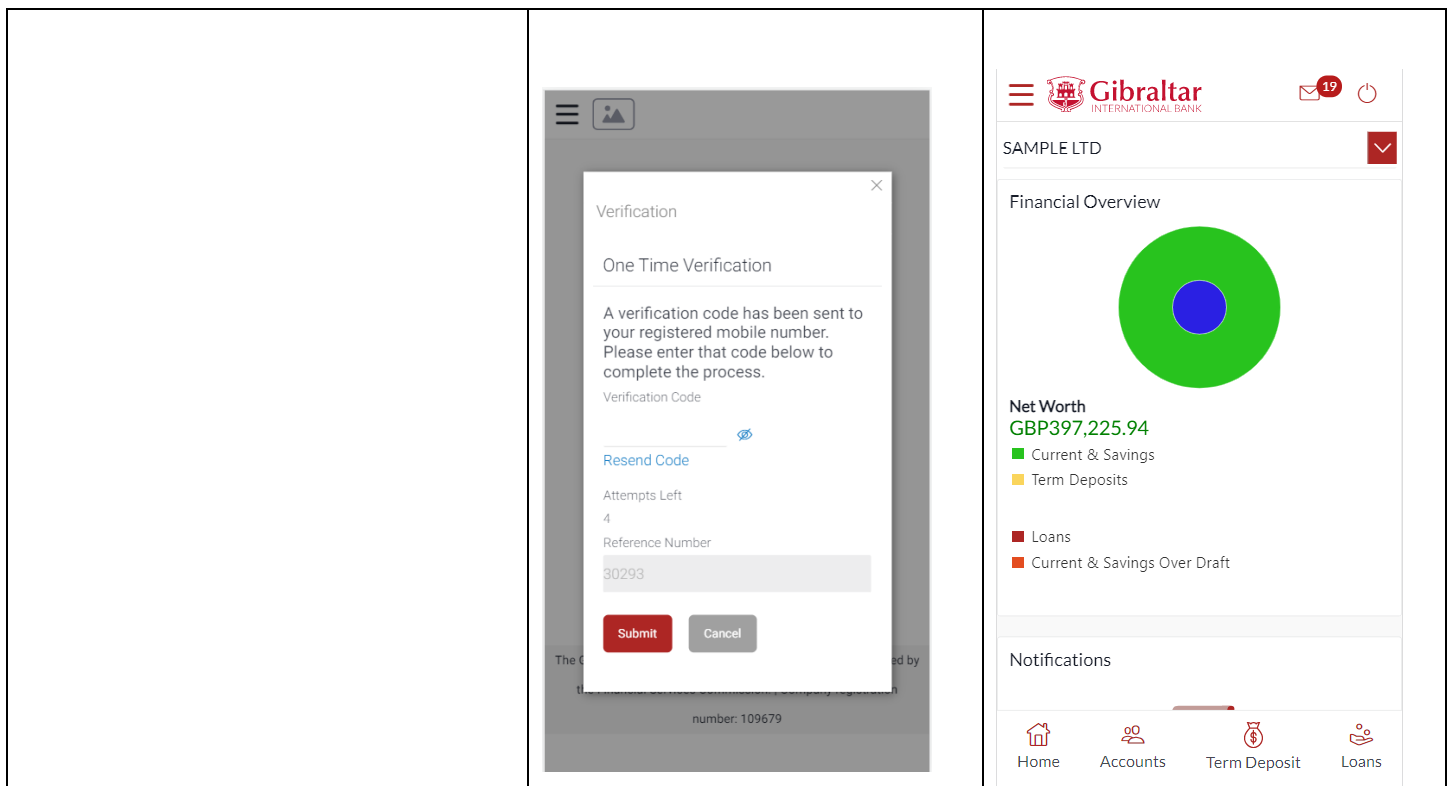
STEP 1:	STEP 2:	STEP 3:
<p>Enter your username and password and enable the Alternate Login button.</p> 	<p>You will receive a One Time Password (OTP) on your registered email and mobile number, enter this code into the <i>Verification Code</i> field &amp; click on <i>Submit</i></p> 	<p>Select <i>Face ID</i> from the select Login Method.</p> 
STEP 4:	STEP 5:	
<p>A message will be prompted to allow the application to store your device ID. Click on <i>Allow</i>.</p>	<p>Scan your <i>Face ID</i> when prompted. On successful verification you will be taken to the dashboard.</p>	





### 3.2 Login with Face Id

STEP 1:	STEP 2:	STEP 3:
<p>Click on Login with <b>Face ID</b></p> 	<p>Scan your <b>Face ID</b> when prompted. On successful recognition You will receive a One Time Password (OTP) on your registered email and mobile number, enter this code into the <b>Verification Code</b> field &amp; click on <b>Submit</b></p>	<p>On successful verification you will be taken to the dashboard.</p>




## 4 What is session timeout?

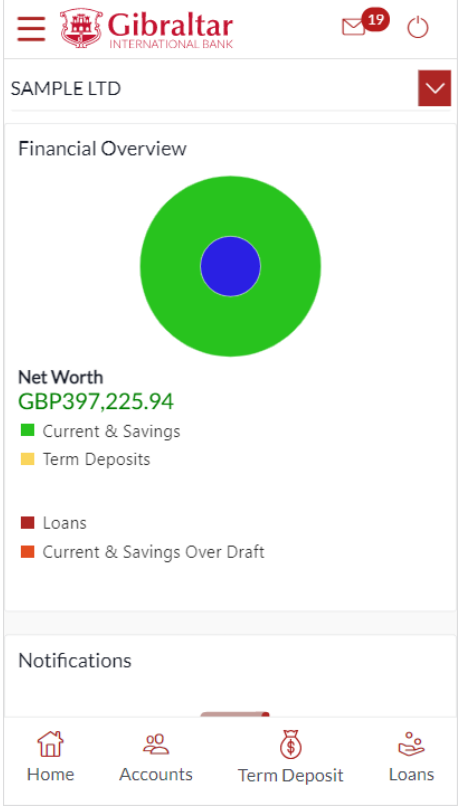
Session timeout occurs when you do not perform any action on the GIB app for 10 minutes. If you are inactive for 10 minutes, to protect your account, the app will log you off. If you wish to continue to transact on the app, please login again.

## 5 Logging out

Once you are done transacting on the GIB app, we recommend you log out and not leave you login idle.

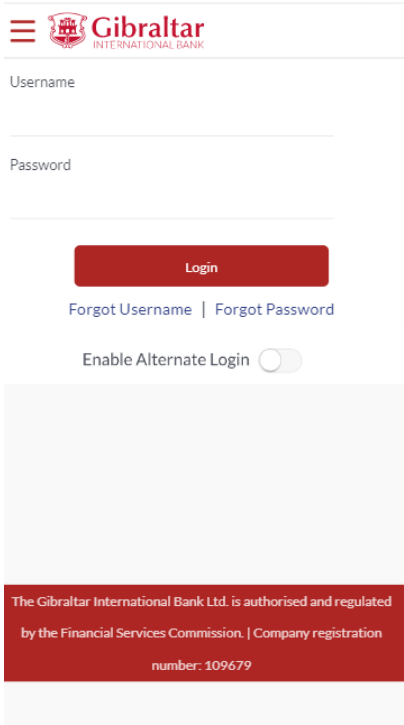
STEP 1:

Click on 



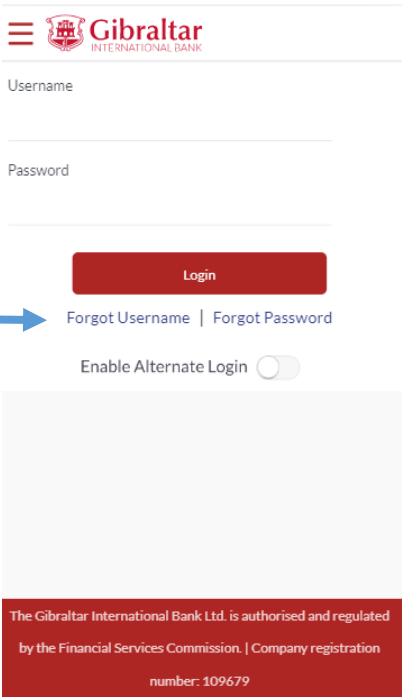
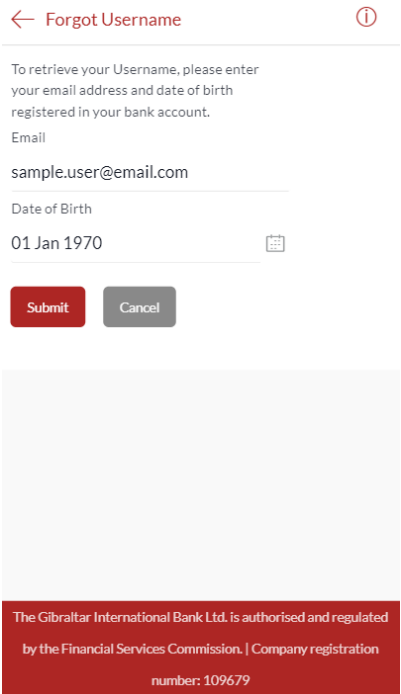
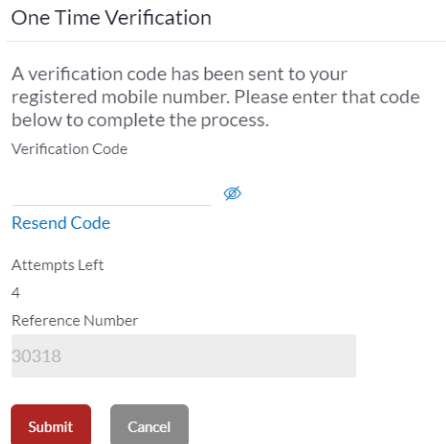
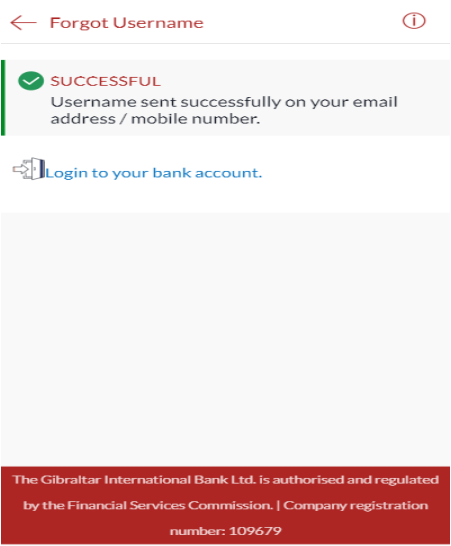
STEP 2:

On successful log out, you will be returned to the Login page.



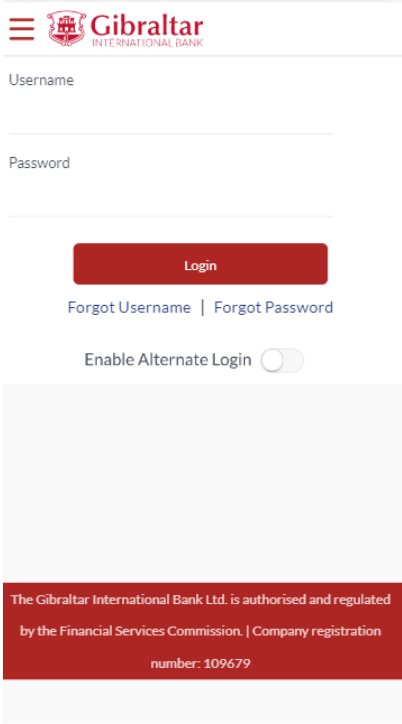
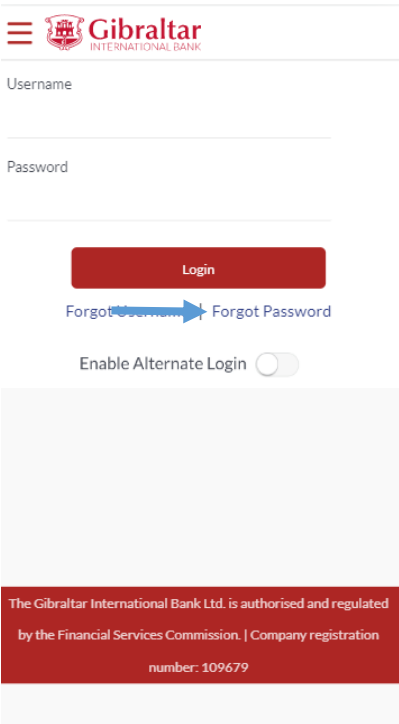
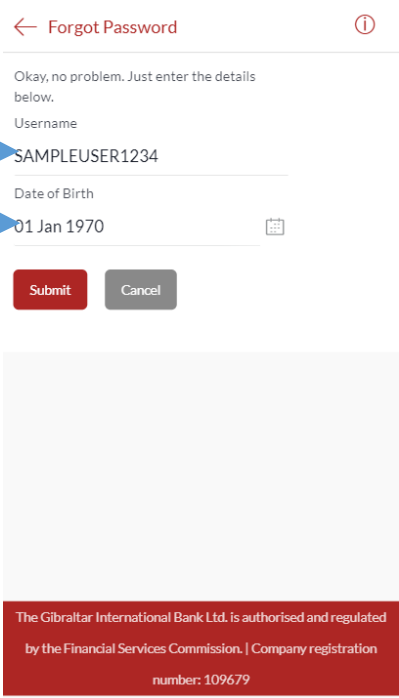
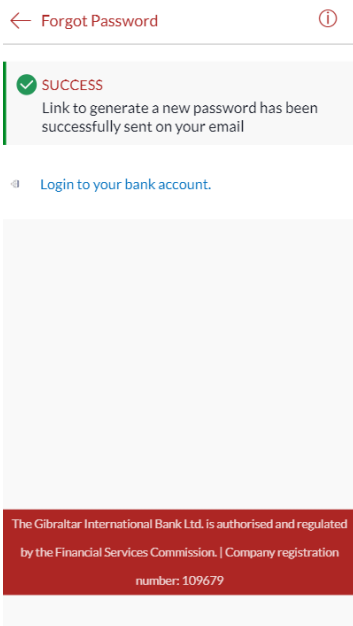
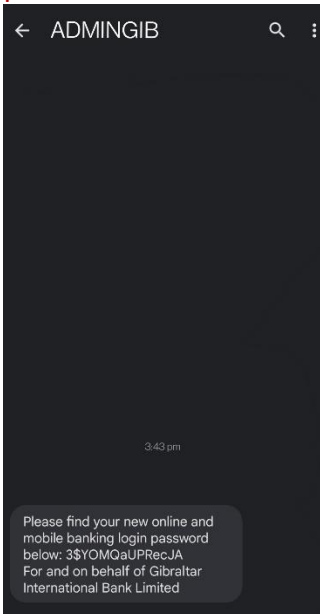
## 6 What do I do if I forgot my Username?

You can retrieve your username if you have forgotten by following below steps.

STEP 1:	STEP 2:	Step 3:
<p><b>Launch the app on your smartphone. Click on <i>Forgot Username?</i></b></p>  <p>Username</p> <p>Password</p> <p>Login</p> <p>Forgot Username   Forgot Password</p> <p>Enable Alternate Login <input type="checkbox"/></p> <p>The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission.   Company registration number: 109679</p>	<p><b>Enter your E-banking account <i>Email</i> and your <i>Date of Birth</i>. Click on <i>Submit</i>.</b></p>  <p>← Forgot Username</p> <p>To retrieve your Username, please enter your email address and date of birth registered in your bank account.</p> <p>Email</p> <p>sample.user@email.com</p> <p>Date of Birth</p> <p>01 Jan 1970</p> <p>Submit Cancel</p> <p>The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission.   Company registration number: 109679</p>	<p><b>You will receive a One Time Password (OTP) on your registered email and mobile number, enter this code into the <i>Verification Code</i> field &amp; click on <i>Submit</i></b></p>  <p>One Time Verification</p> <p>A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.</p> <p>Verification Code</p> <p>Resend Code</p> <p>Attempts Left</p> <p>4</p> <p>Reference Number</p> <p>30318</p> <p>Submit Cancel</p> <p>The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission.   Company registration number: 109679</p>
<p><b>STEP 4:</b></p> <p><b>Your Username will be sent to your registered email account.</b></p>  <p>← Forgot Username</p> <p><b>SUCCESSFUL</b></p> <p>Username sent successfully on your email address / mobile number.</p> <p>Login to your bank account.</p> <p>The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission.   Company registration number: 109679</p>		

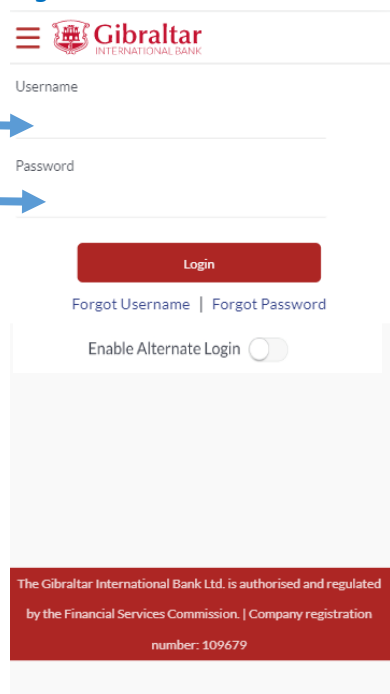
## 7 What do I do if I forgot my password? (reset password)

You can reset your password if you forget your password.

STEP 1:	STEP 2:	Step 3:
<p>Launch the app on your smartphone.</p> 	<p>Click on <i>Forgot Password?</i></p> 	<p>Enter your E-banking account <i>Username</i> and your <i>Date of Birth</i>. Click on <i>Submit</i>.</p> 
<p>STEP 4:</p> <p>A One Time Password (OTP) is sent to your registered email ID &amp; mobile number.</p> <p>One Time Verification</p> <p>A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.</p> <p>Verification Code</p> <p>Resend Code</p> <p>Attempts Left 4</p> <p>Reference Number 30318</p> <p>Submit Cancel</p>	<p>Step 5:</p> <p>Enter the OTP in the <i>Verification Code</i> field &amp; click on <i>Submit</i>.</p> 	<p>Step 6:</p> <p>A temporary password will be sent on the users registered phone number.</p> 

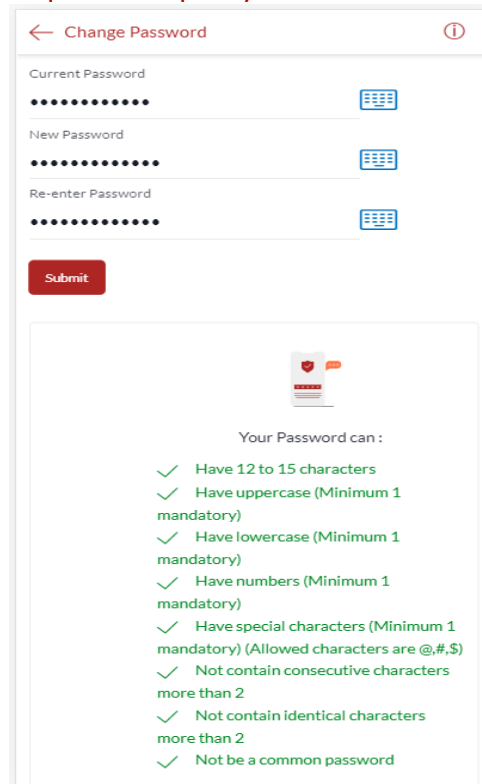
## STEP 7:

Enter your **Username** and **Temporary Password**. Click on **Login**



## STEP 8:

Enter the temporary password as current password. Enter new password according to the password policy.



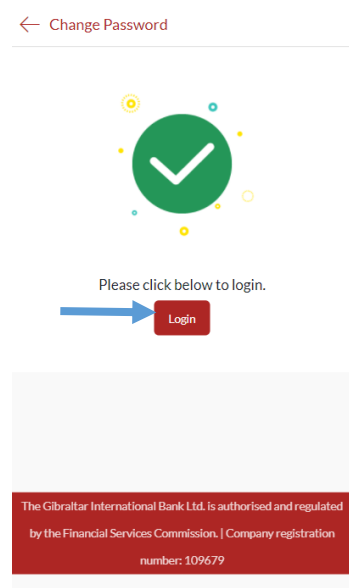
## Password requirements:

To ensure your account is secured by a strong password, your password must

- 1) Have 12 to 15 characters
- 2) Have uppercase (Minimum 1 mandatory)
- 3) Have lowercase (Minimum 1 mandatory)
- 4) Have numbers (Minimum 1 mandatory)
- 5) Have special characters (Minimum 1 mandatory) (Allowed characters are @, #, \$)
- 6) Not contain consecutive characters more than 2
- 7) Not contain identical characters more than 2
- 8) Not be a common password

## Confirmation:


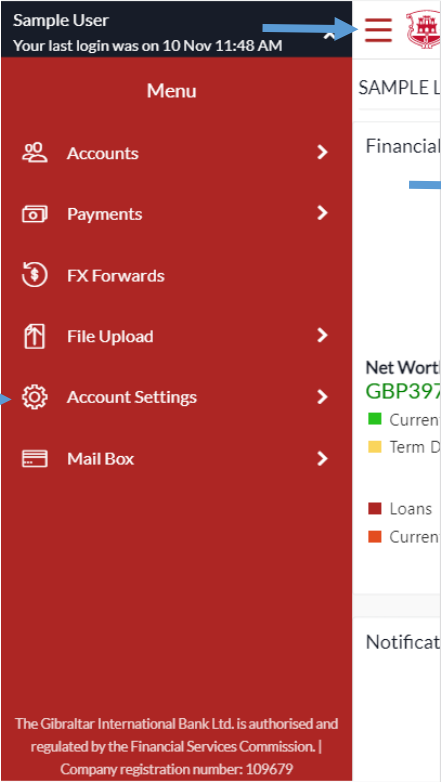
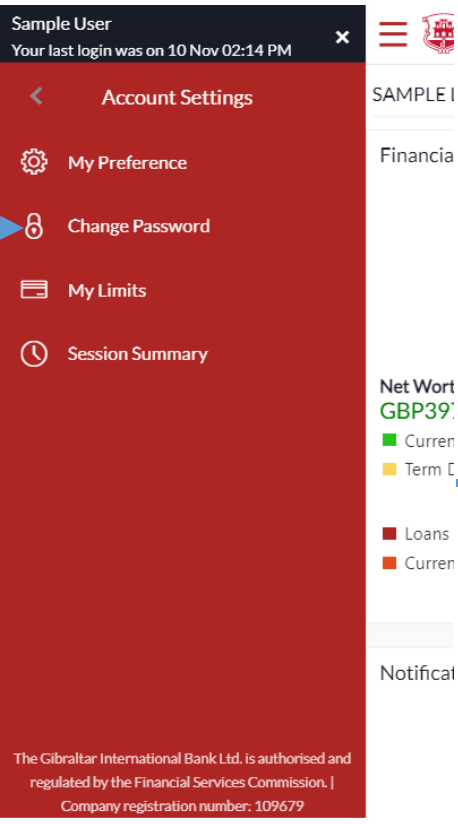
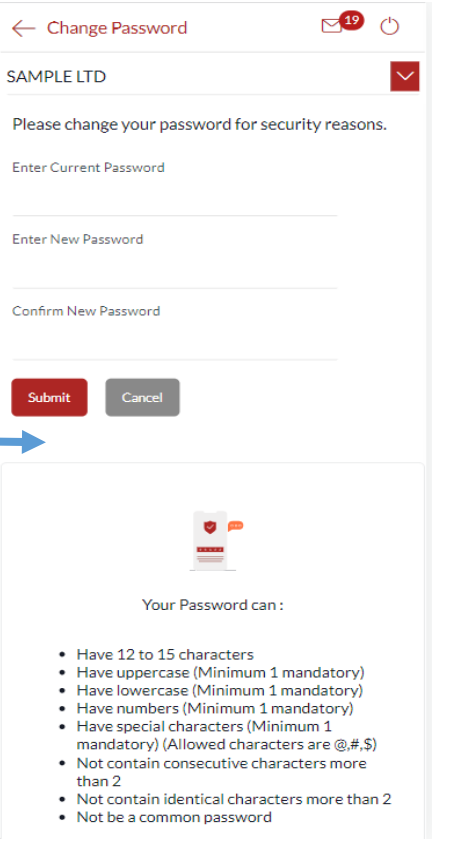
If your password is successfully reset, a confirmation message is displayed. Click on **Login**.





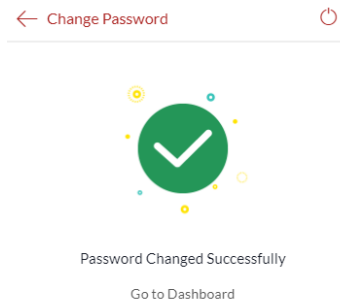
## 8 How do I change my password after I login?

To keep your GIB account secure, we recommend you change your password at regular intervals. You can change your password through the app. Login to the app and carry out the following:

STEP 1:	STEP 2:	Step 3:
<p>Click on the  icon. Click on <b>Account Settings</b>.</p> 	<p>Select <b>Change Password</b></p> 	<p>Enter a <b>New Password</b> and <b>Confirm New Password</b>. Click on <b>Submit</b>.</p> 
<p><b>Password requirements:</b></p> <p>To ensure your account is secured by a strong password, your password must</p> <ol style="list-style-type: none"><li>1) Have 12 to 15 characters</li><li>2) Have uppercase (Minimum 1 mandatory)</li><li>3) Have lowercase (Minimum 1 mandatory)</li><li>4) Have numbers (Minimum 1 mandatory)</li><li>5) Have special characters (Minimum 1 mandatory) (Allowed characters are @, #, \$)</li><li>6) Not contain consecutive characters more than 2</li></ol>	<p><b>Confirmation:</b></p> <p>If your password is successfully reset, a confirmation message is displayed. Click on <b>Go to Dashboard</b>.</p>	




- 7) Not contain identical characters more than 2
- 8) Not be a common password

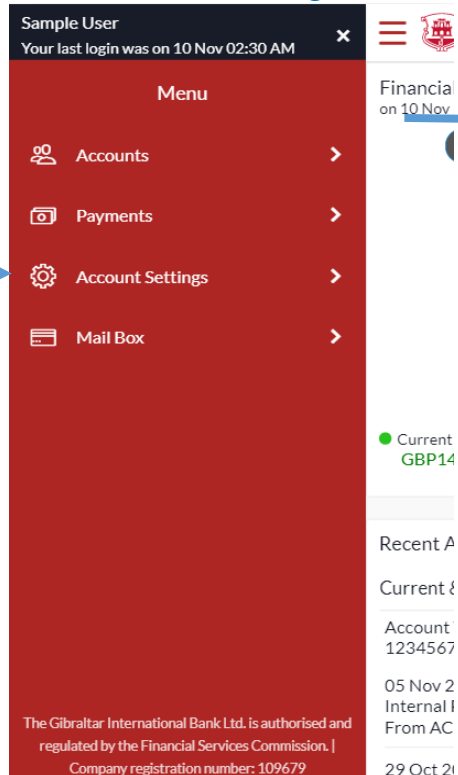


## 9 How do I view my profile details?

You can view your E-Banking profile and other information through the app.

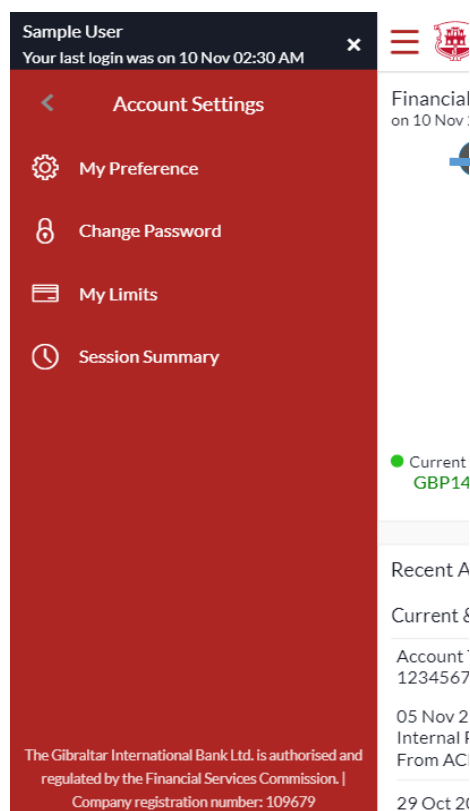
### STEP 1:

Click on the  icon.  
Click on **Account Settings**.



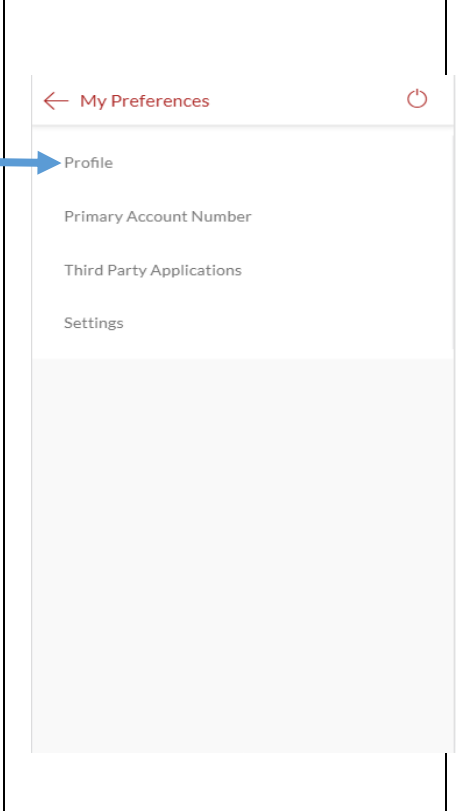
### STEP 2:

Click on **My Preference**.



### STEP 2:



Click on **Profile**.



#### STEP 4:


Your Online Banking profile details are displayed.

← Profile

<sup>19</sup>

SAMPLE LTD

▼



SAMPLE USER

Download

Personal Information

Date of Birth

01 Jan 1970

Contact Information

Communication Address

AddressLine1,  
AddressLine2,  
AddressLine3,  
AddressLine4,  
GIBRALTAR, GI,  
GX111AA

Email

sample.user@email.com

Phone Number

350123456789

Ok

# 10 How do I set my Primary Account Number?

You can set your primary account number through the app.

STEP 1:

Go to **My Preferences** and click on **Primary Account Number**.

← My Preferences

Profile

Primary Account Number

Third Party Applications

Settings

STEP 2:

Select an account number and click on **Submit**.

← Primary Account Number

SAMPLE LTD

Select Primary Account

Select	Account Type And Number	Party Nan
<input checked="" type="radio"/>	12345678-Current Account	SAMPLE LTD
<input type="radio"/>	23456789-Current Account	SAMPLE LTD
<input type="radio"/>	34567890-Current Account	SAMPLE LTD
<input type="radio"/>	45678901-Current Account	SAMPLE LTD

Submit

STEP 3:

On submit you will get a confirmation message

← Primary Account Number

SAMPLE LTD

Confirmation

Primary account saved successfully !!

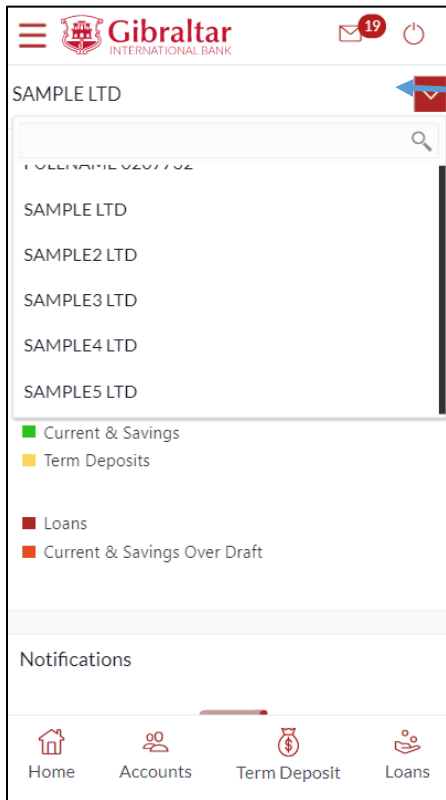
Select	Account Type And Number	Party Nan
<input checked="" type="radio"/>	12345678-Current Account	SAMPLE LTD
<input type="radio"/>	23456789-Current Account	SAMPLE LTD
<input type="radio"/>	34567890-Current Account	SAMPLE LTD
<input type="radio"/>	45678901-Current Account	SAMPLE LTD

Submit

## 11 How do I transact on multiple Customer IDs?

---

If you have more than one Customer mapped to your E-banking account; you can switch from one *Customer* to another using the Customer drop-down on the dashboard.



## 12 What are the features of the Approver Dashboard?

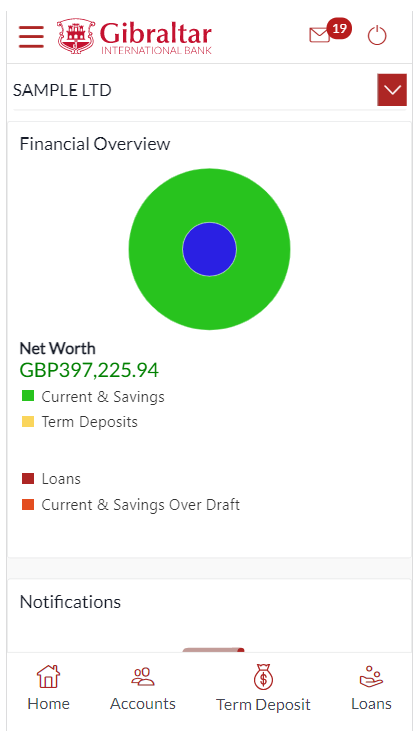
The Dashboard provides you with an overview of your transactions, account balances and quick access to frequently used features.

Dashboard displays data as per role assigned to the logged in user. Details displayed on the dashboard under each section will be for the selected party unless specified otherwise.

You can view details of each linked party by selecting the **Party** from the **Party** dropdown.

### 12.1 View Financial Overview

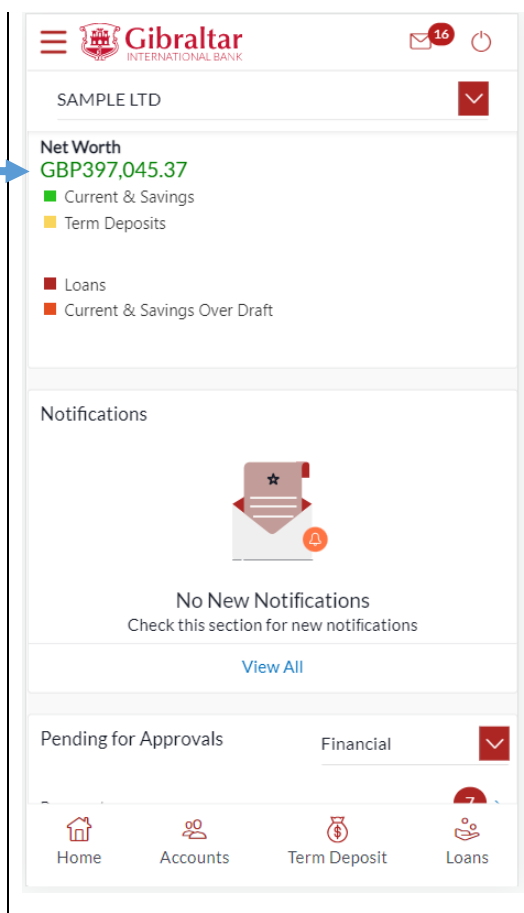
**Financial Overview** section displays a pie chart showing the distribution of assets and liabilities across the CASA, TD & Loans accounts held with the bank.

Financial Overview	
	<ul style="list-style-type: none"><li>• Financial displays the total amount of assets and liabilities.</li><li>• Account types displayed in the section include CASA, term deposits, overdraft and loans.</li></ul>

### 12.2 Notifications

Any information, broadcast messaged sent by the bank will be available under Notifications.

Notifications	
<p>On the Dashboard, scroll to <b>Notifications</b> sections to view notifications sent by the Bank.</p>	<ul style="list-style-type: none"><li>• Only new notifications will be displayed. Click on the <b>Subject link</b> to view the details of corresponding notification.</li></ul>



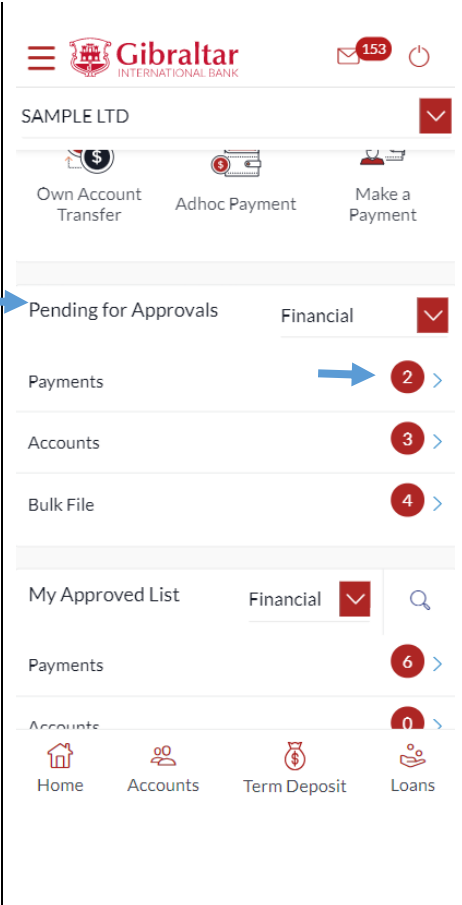
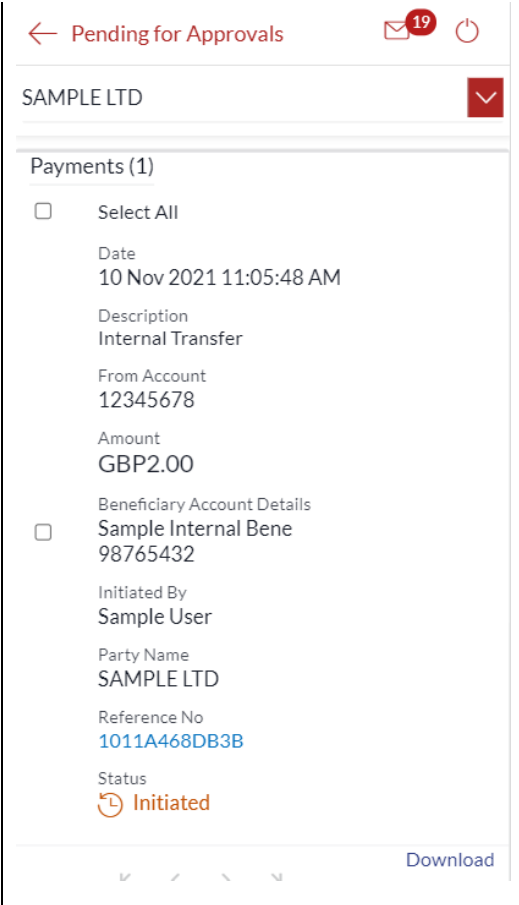
- Click [View All](#) to view all notification received so far.

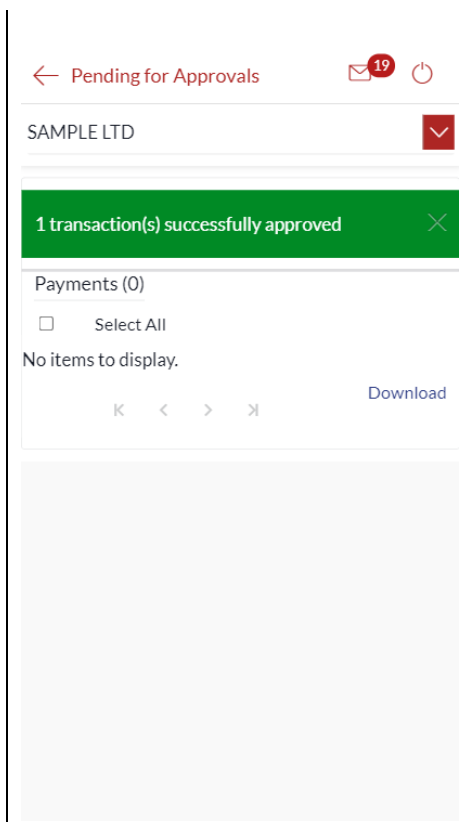
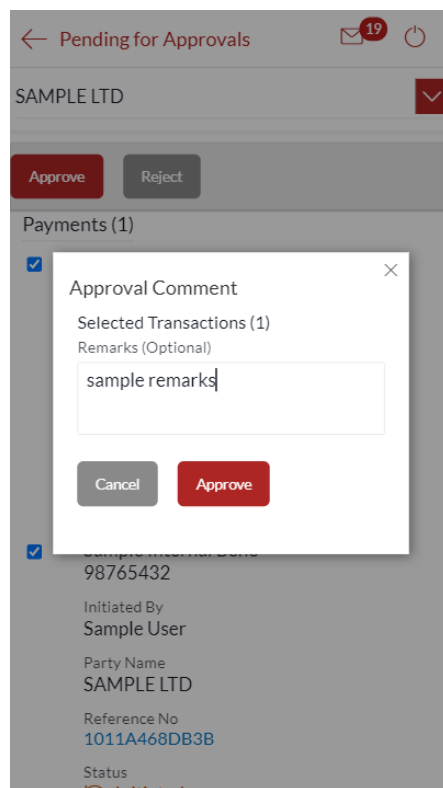
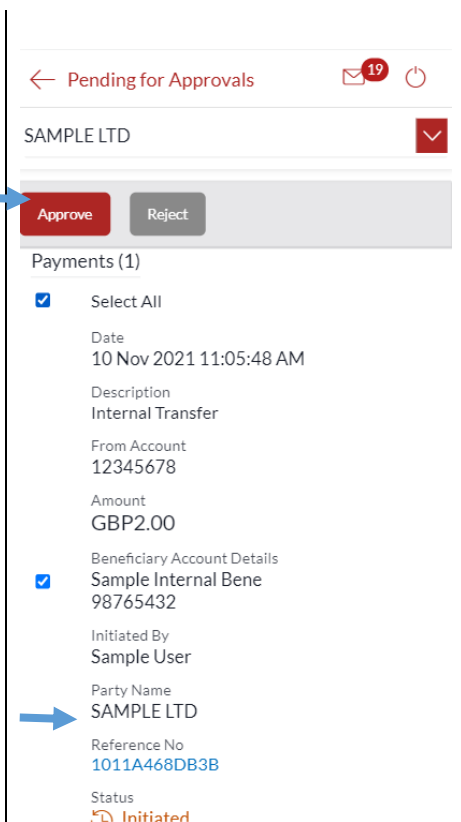
## 12.3 Pending for Approvals

The Financial and Non Financial transactions in your queue pending for approval.

If transaction is does not belong to the selected party id then party Name link should be clickable and reference number link will not be available. In this case Approver has to click on party name to change the party and enable the reference link.

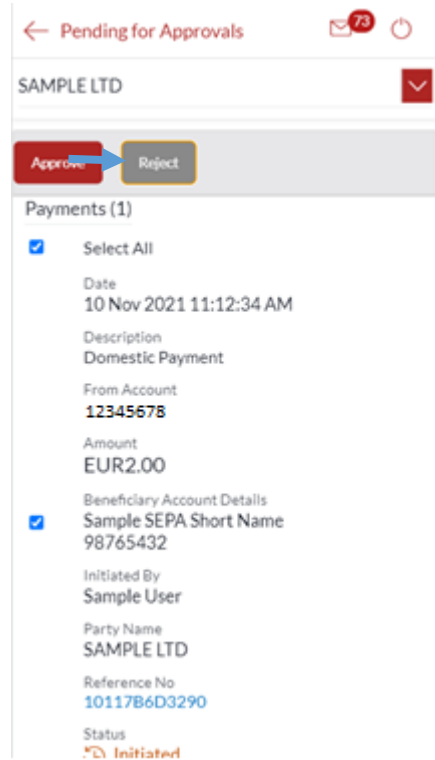
Step 1:	Step 2:
<p>Select <b>Financial</b> or <b>Non – Financial</b> from drop down to view <b>Financial</b> transactions or <b>Non Financial</b> transactions that are initiated by the maker and are pending for approvals.</p> <p>Click on <b>number of transactions</b> against required transaction type to access the transactions list.</p>	<p>If there are multiple transactions pending approval, use the navigation keys &lt; &gt; to scroll between records.</p> <p>Click the <b>Reference Number</b> link to view, approve or reject the transaction</p>

		
<div data-bbox="94 957 553 1024">Step 3 (Approve Transaction):</div> <p>Select the record to be processed. Review the details entered. If the transaction is valid and entered correctly, click on <a href="#">Approve</a>. or on <a href="#">click Reference</a> number and review the details, click on <a href="#">Approve</a>.</p>	<div data-bbox="553 957 1068 1024">Step 4 (Approve Transaction):</div> <p>Enter remarks (if any) for the transaction approval decision. Click on <a href="#">Approve</a>.</p>	<div data-bbox="1068 957 1529 1024">Confirmation</div> <p>A confirmation is displayed.</p>



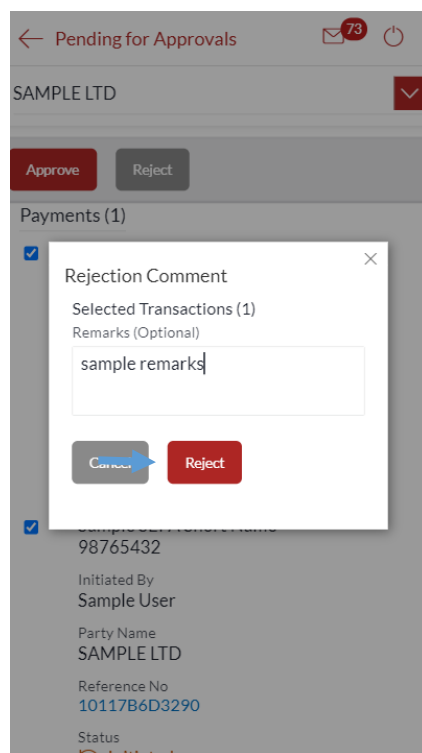
### Step 3 (Reject Transaction):

Select the record to be processed.  
Review the details entered.  
If the transaction is invalid or details entered incorrectly, click on **Reject**.



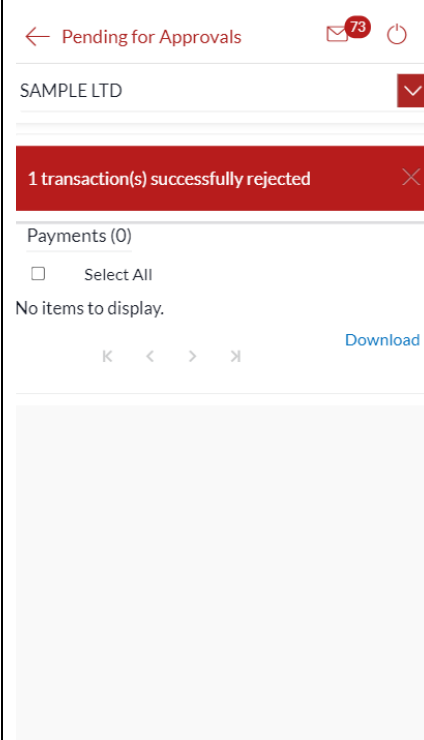
### Step 4 (Reject Transaction):

Enter remarks (if any) for the transaction approval decision. Click on **Reject**.



### Confirmation

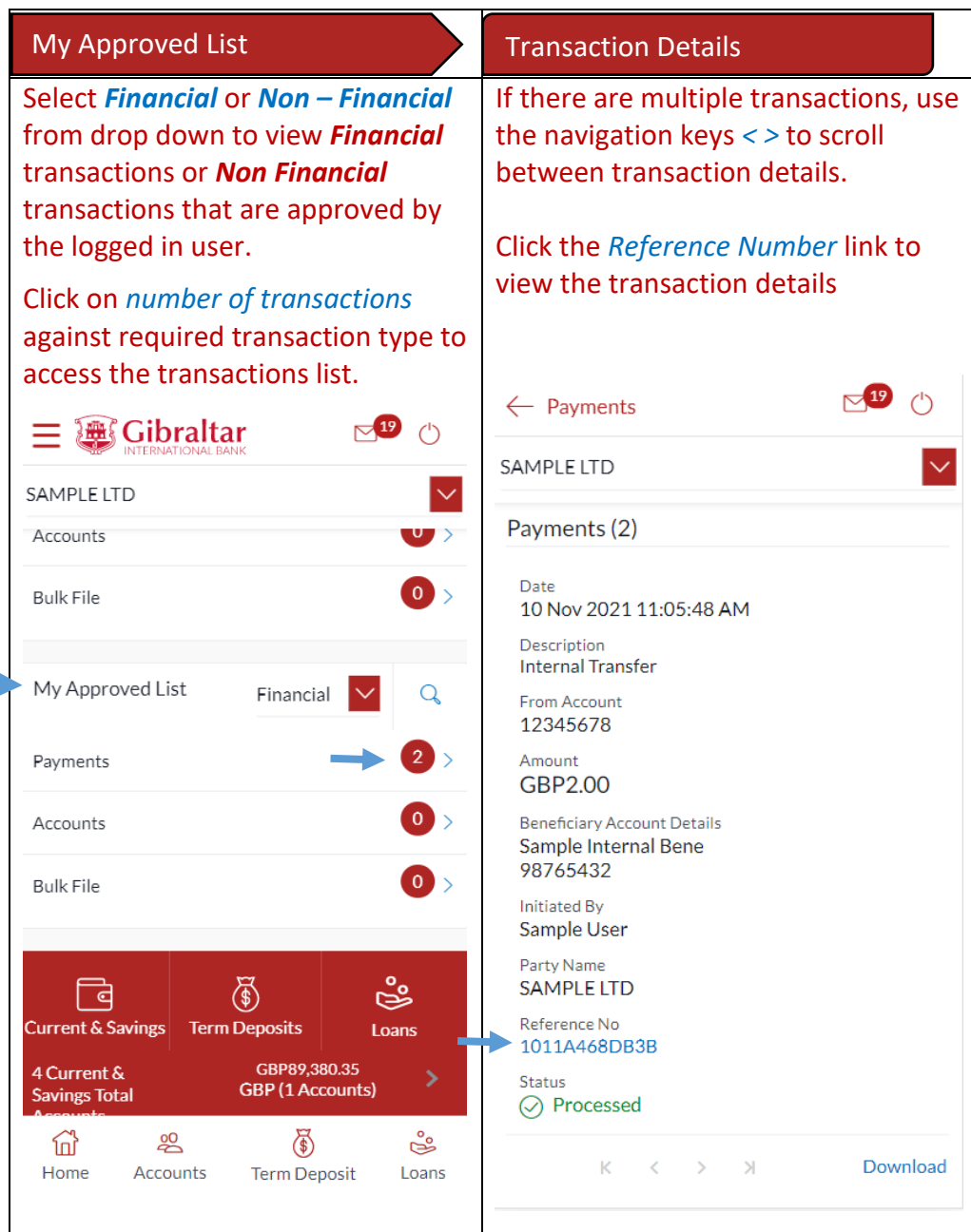
A confirmation is displayed.





## 12.4 My Approved List

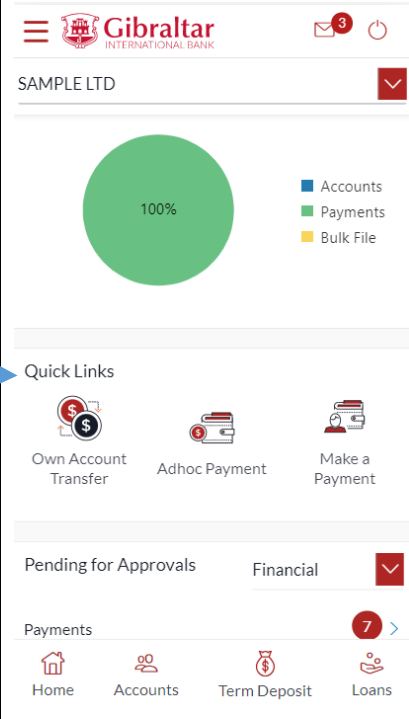
Select **Financial** or **Non – Financial** from drop down to view **Financial** transactions or **Non Financial** transactions that are approved by the approver.

My Approved List	Transaction Details
<p>Select <b>Financial</b> or <b>Non – Financial</b> from drop down to view <b>Financial</b> transactions or <b>Non Financial</b> transactions that are approved by the logged in user.</p> <p>Click on <b>number of transactions</b> against required transaction type to access the transactions list.</p>  <p>← Payments <span>19</span></p> <p>SAMPLE LTD</p> <p>Payments (2)</p> <p>Date 10 Nov 2021 11:05:48 AM</p> <p>Description Internal Transfer</p> <p>From Account 12345678</p> <p>Amount GBP2.00</p> <p>Beneficiary Account Details Sample Internal Bene 98765432</p> <p>Initiated By Sample User</p> <p>Party Name SAMPLE LTD</p> <p>Reference No <b>1011A468DB3B</b></p> <p>Status <span>Processed</span></p> <p>Download</p>	<p>If there are multiple transactions, use the navigation keys &lt; &gt; to scroll between transaction details.</p> <p>Click the <b>Reference Number</b> link to view the transaction details</p>

## 12.5 Quick Links

Quick Links:

Scroll to the **Quick Links** sections.

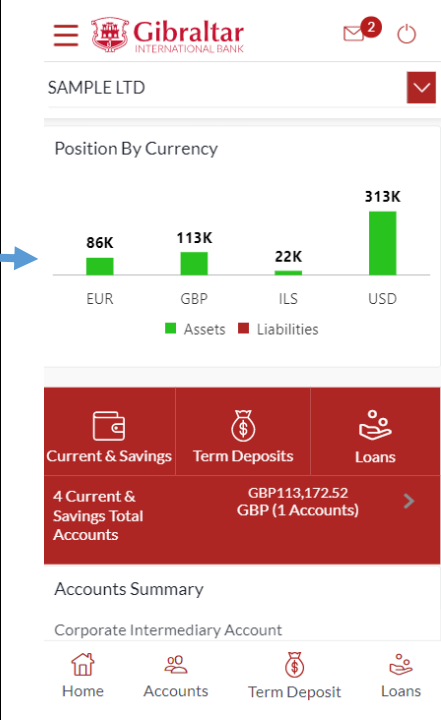


You can access the following transactions through **Quick Links** section:

- Own Account Transfer
- Make A Payment
- Adhoc Payments

## 12.6 Position by Currency

Position by Currency



The following details are displayed:

- Position By Currency section displays currency wise position of user's assets and liabilities in the form of a bar graph. Each bar represents one currency.

E-Banking Corporate User Guide – Apple

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## 12.7 Pending for Action


## Pending for Action

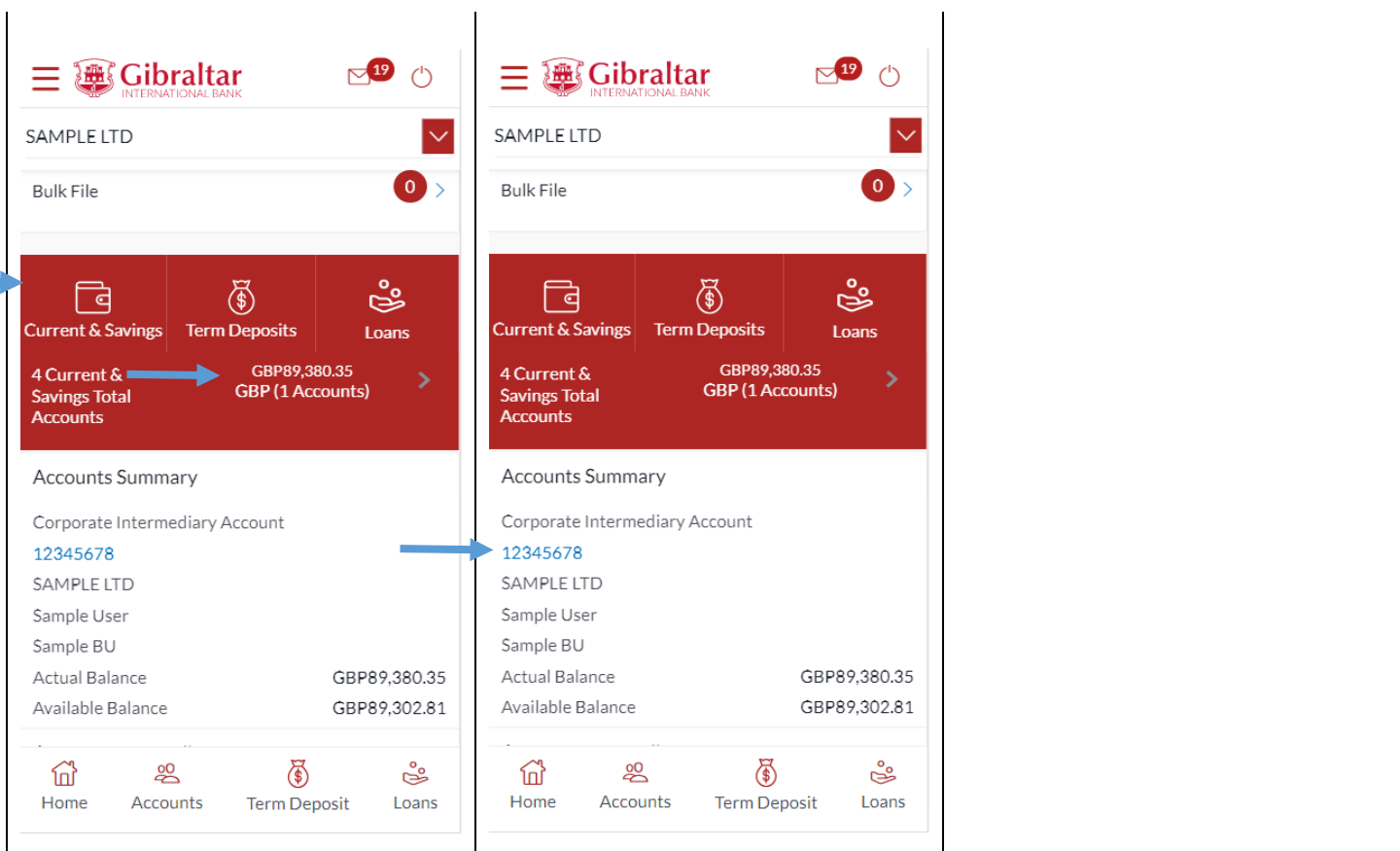


- Pending for Action section displays the summary of all the financial and non-financial transactions that are pending for approval by the corporate approver user in a graphical form
- **Financial:**
  - Payments
  - Accounts
  - Bulk File
- **Non Financial:**
  - Accounts
  - Payee

## 12.8 Current & Savings Accounts

Scroll to the [Current & Savings Accounts](#) section of the Dashboard to view summary of the accounts as per transaction currency, number of accounts and total of available balance and Actual Balance of each account. Click on Download button to download the Accounts summary in PDF.

<p>1) Summary</p> <p>Click on  to view details of accounts.</p>	<p>2) Account Details</p> <p>Click on an account number to view account details.</p>	<p>Account Details</p> <p>The following details are displayed:</p> <ul style="list-style-type: none"> <li>• Type of account (product)</li> <li>• Account number</li> <li>• Name of the account holders</li> <li>• Available balance and Actual balance of each account</li> </ul>
--	--	---




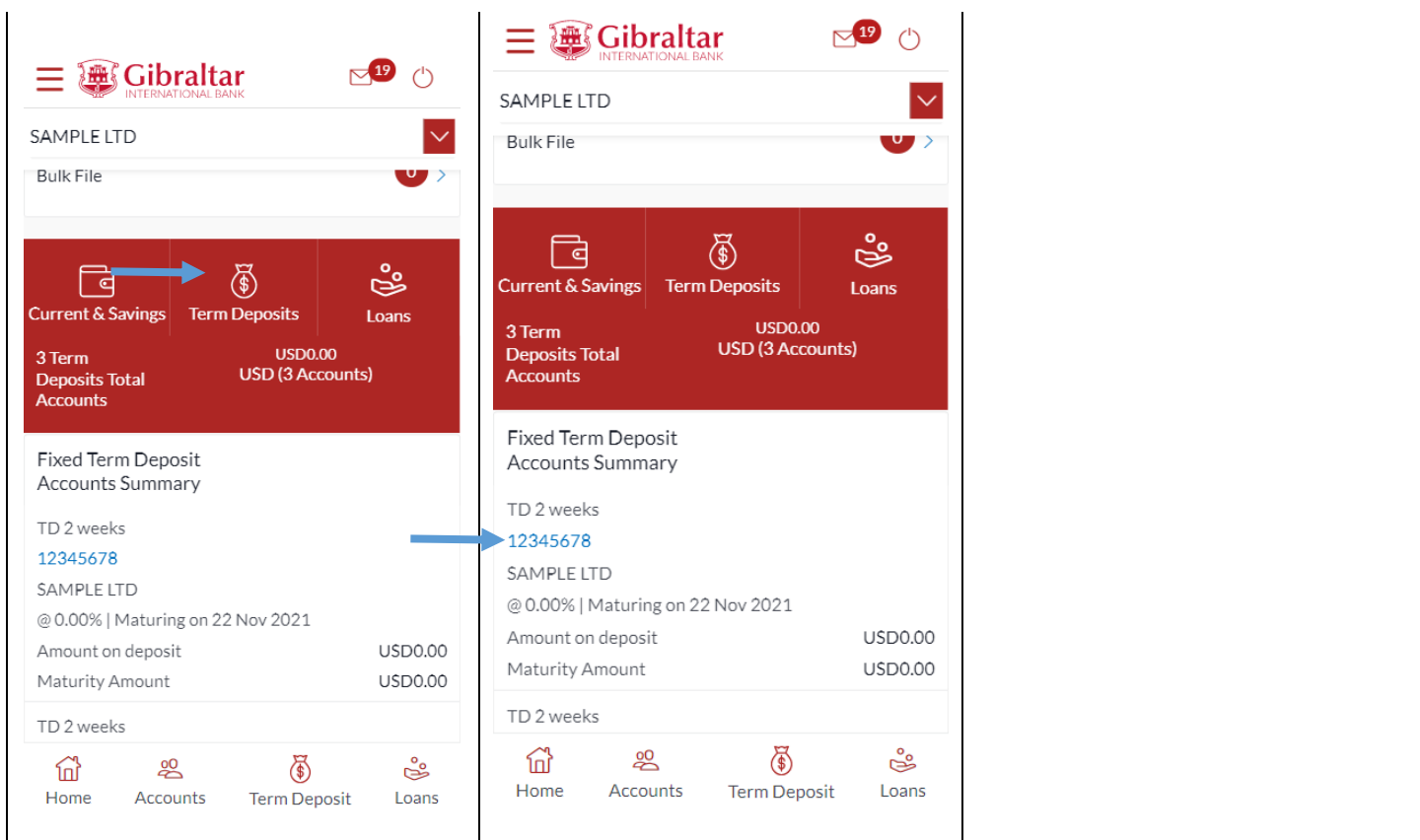
## 12.9 Term Deposits

Scroll to the *Current & Savings*, *Term Deposits* and *Loans* section of the Dashboard. Click on Term Deposits section to view the summary of accounts as per transaction currency, number of accounts and total of maturity balance.

List of your Deposit Accounts numbers along with the deposit details in each of your accounts will be displayed in Deposits Accounts Summary.

Click on Download button to download the Accounts summary in PDF.

1) Summary	2) Account Details	Account Details
Click on  to view details of accounts.	Click on an account number to view account details.	<p>The following details are displayed:</p> <ul style="list-style-type: none"> <li>• Type of account (product)</li> <li>• Deposit Account number</li> <li>• Interest rate payable on the deposit</li> <li>• Maturity date</li> <li>• Amount on Deposit</li> <li>• Maturity amount</li> </ul>



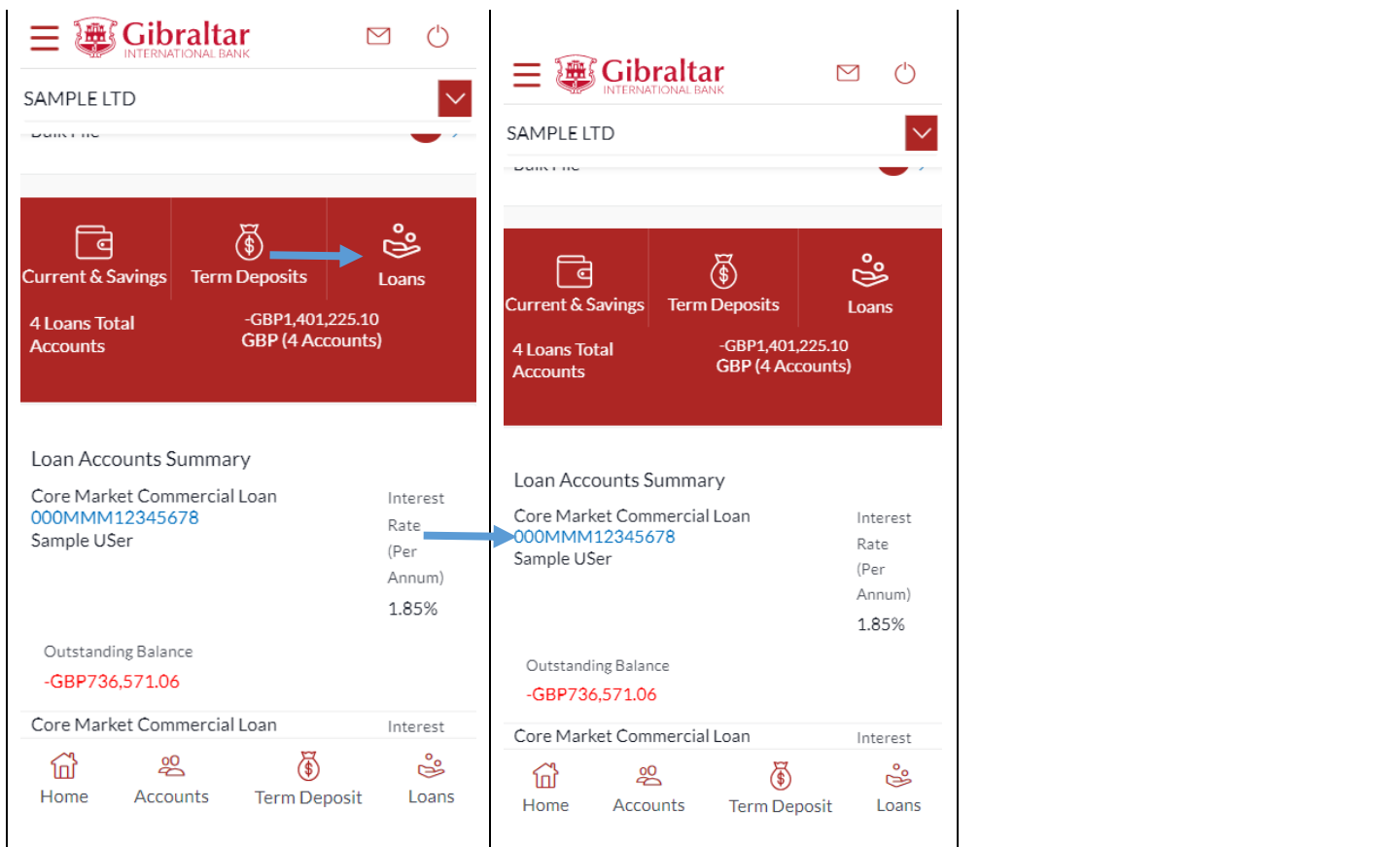
## 12.10 Loans

Scroll to the [Current & Savings](#), [Deposits](#) and [Loans](#) section of the Dashboard. Click on Loans section to view summary of accounts as per the transaction currency, number of accounts and total of outstanding loan balance.

List of your Loan Accounts along with the loan details in each of your accounts will be displayed in the Loan Accounts Summary.

Click on Download button to download the Accounts summary in PDF.

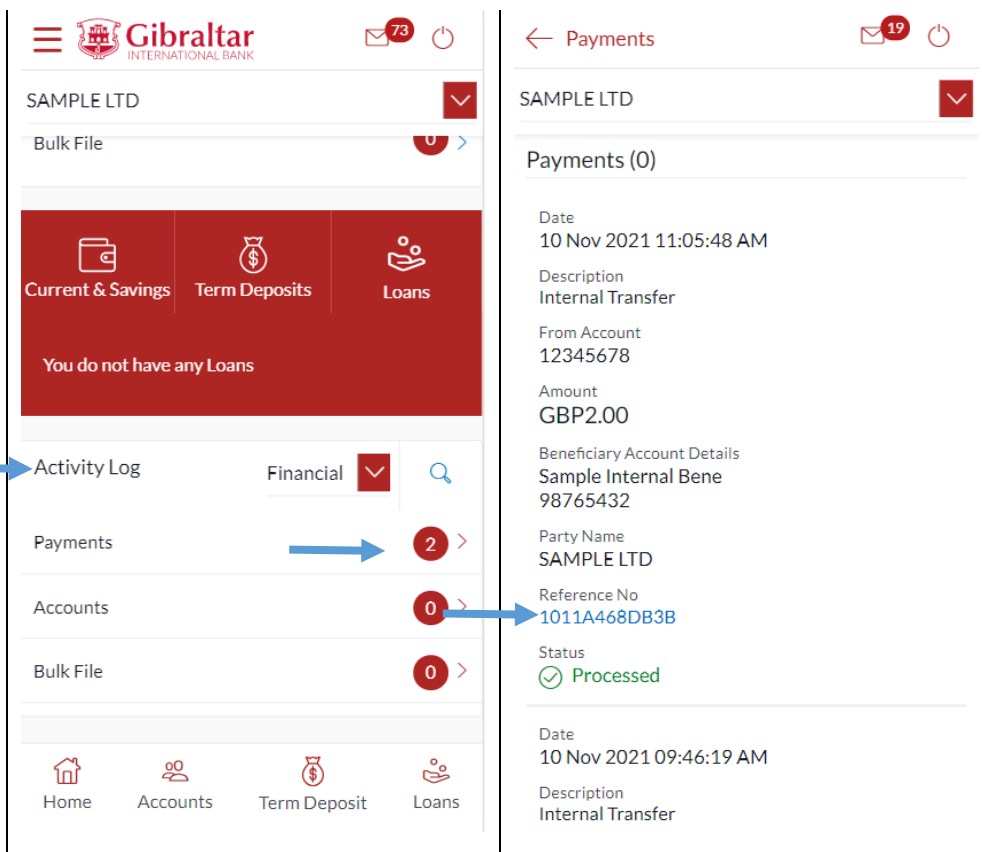
1) Summary	2) Account Details	Account Details
Click on <a href="#">Loans</a> to view details of accounts.	Click on an account number to view account details.	The following details are displayed: <ul style="list-style-type: none"> <li>Interest rate (per annum)</li> <li>Account number</li> <li>Name of the account holders</li> <li>Outstanding loan balance of each account</li> </ul>



## 12.11 Activity Log

Scroll to the [Activity Log](#) section for a list of initiated Financial and Non Financial transactions.

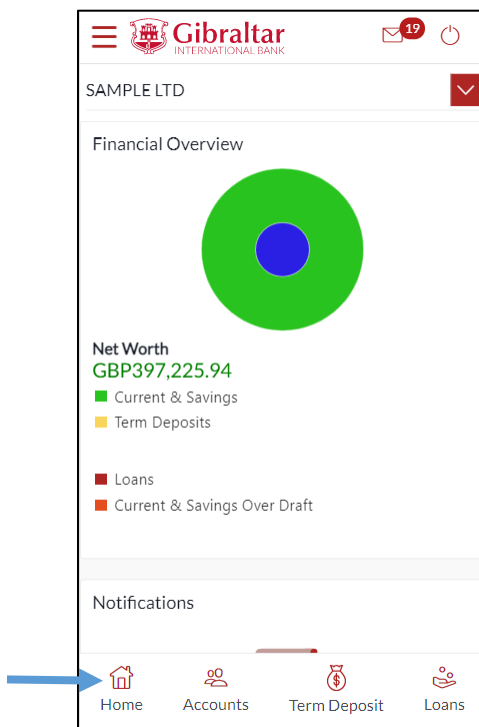
Activity Log	
<p>Select <b>Financial</b> or <b>Non – Financial</b> from drop down to view <b>Financial</b> transactions or <b>Non Financial</b> transactions that are approved by the logged in user.</p> <p>Click on <b>number of transactions</b> against required transaction type to access the transactions list</p>	<p>If there are multiple transactions, use the navigation keys &lt; &gt; to scroll between transaction details.</p> <p>Click the <b>Reference Number</b> link to view the transaction details.</p>



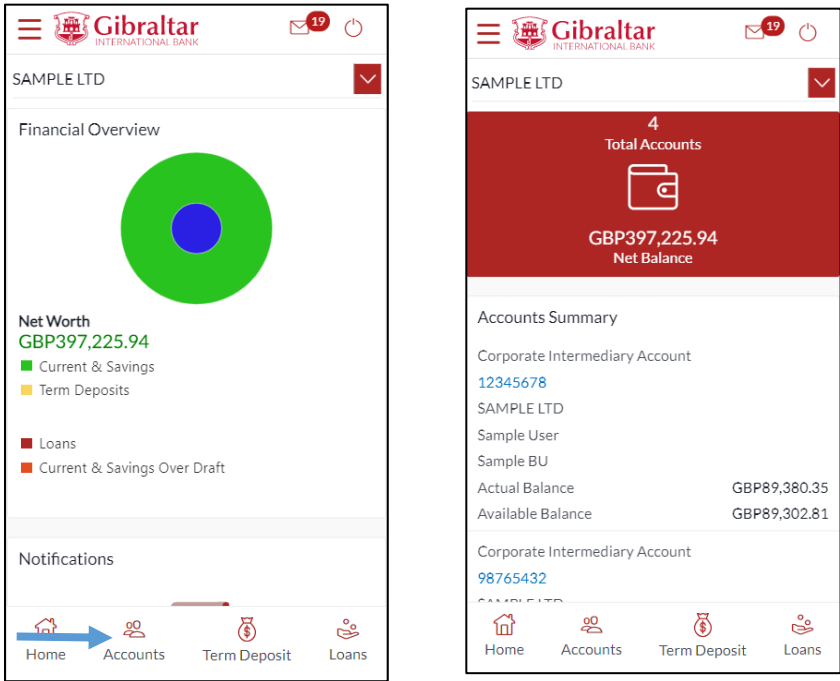
## 12.12 Quick Access

There are 4 quick link buttons at the bottom of the dashboard.

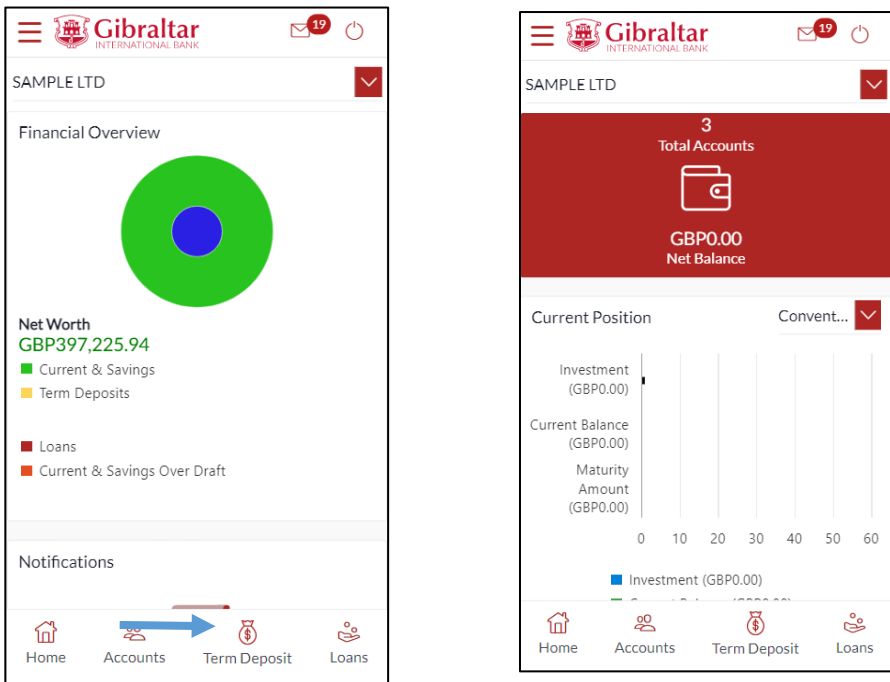
On clicking Home, the dashboard will reload, and you will be taken to the start of the dashboard page.



On clicking Accounts, you will be taken to Currents and Savings Account Overview page.

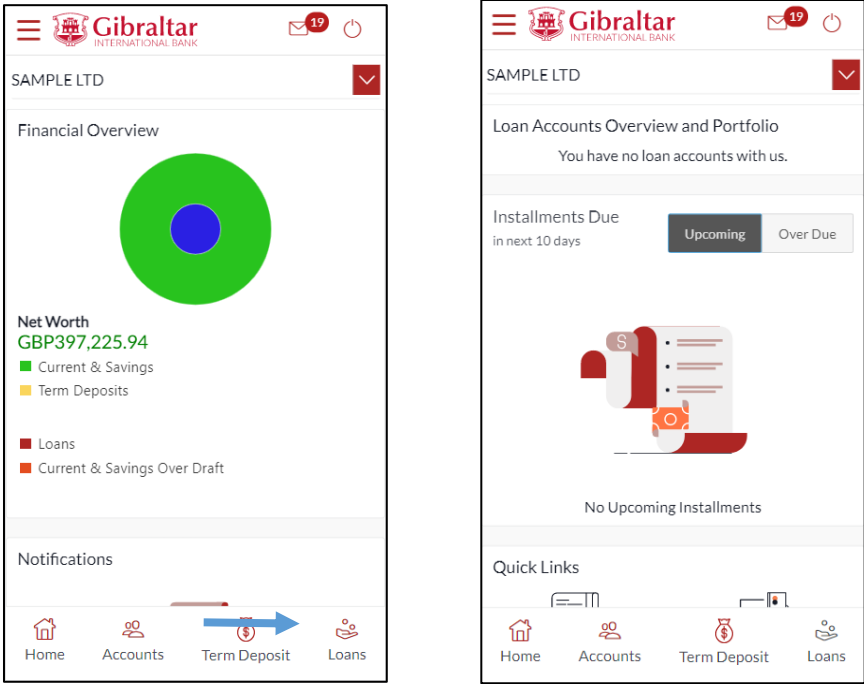


On clicking Term Deposit, you will be taken to Term Deposit Overview page.





On clicking Loans, you will be taken to Loan Overview page.



## 13 What are the features of the Maker Dashboard?

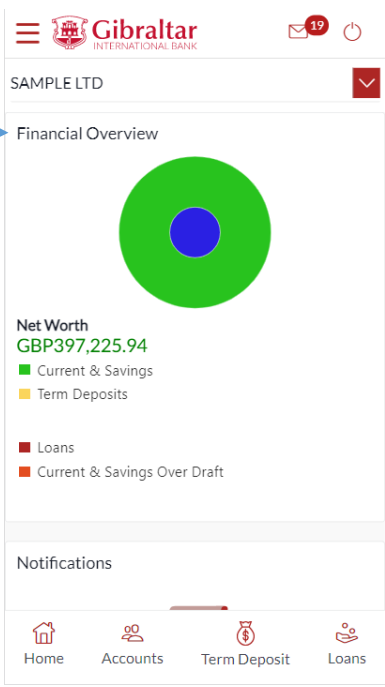
The Dashboard provides you with an overview of your transactions, account balances and quick access to frequently used features.

Dashboard displays data as per role assigned to the logged in user. Details displayed on the dashboard under each section will be for the selected party unless specified otherwise.

You can view details of each linked party by selecting the **Party** from the **Party** dropdown.

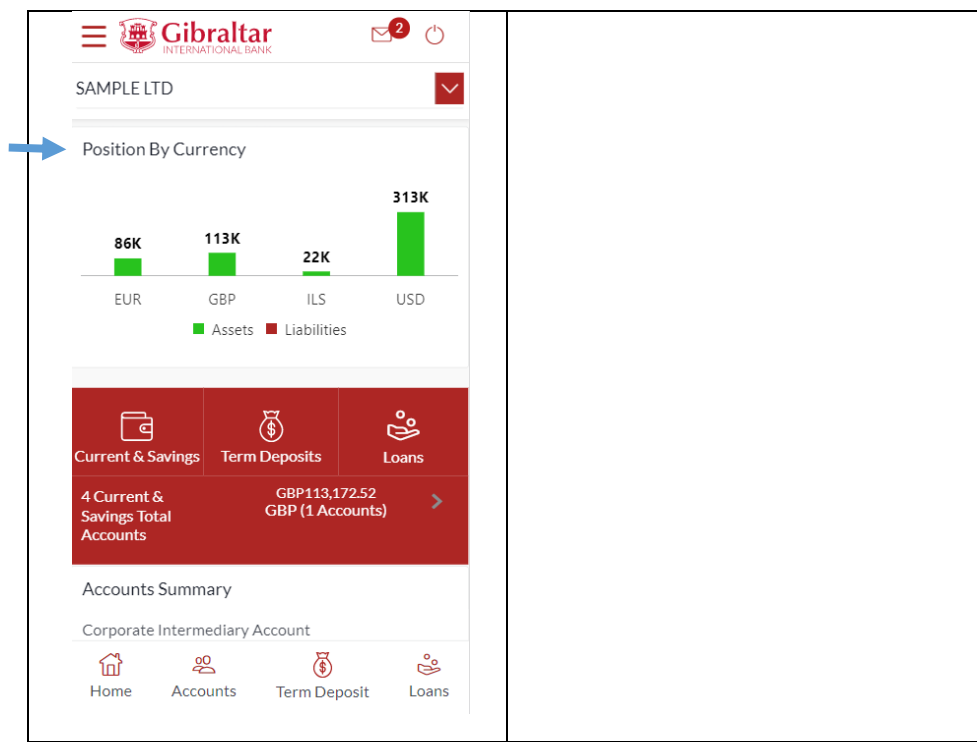
### 13.1 Financial Overview

**Financial Overview** section displays a pie chart showing the distribution of assets and liabilities across the CASA, TD & Loan accounts held with the bank.

Financial Overview	
	<p>The following details are displayed:</p> <ul style="list-style-type: none"><li>the total amount of assets and liabilities. Account types displayed in the section include CASA, term deposits, overdraft and loans.</li></ul>

### 13.2 Position by Currency

Position by Currency	
	<p>The following details are displayed:</p> <ul style="list-style-type: none"><li>Position By Currency section displays currency wise position of user's assets and liabilities in the form of a bar graph. Each bar represents one currency.</li></ul>



## 13.3 Quick Links

You can quickly initiate payment transactions through the [Quick Links](#) section.


**Quick Links:**


Scroll to the [Quick Links](#) sections.

You can access the following transactions through [Quick Links](#) section:


- Own Account Transfer
- Make a Payment
- Adhoc Payments

1) Summary

Click on  to view details of accounts.




19




SAMPLE LTD

Bulk File


0 >



Current & Savings



Term Deposits



Loans

4 Current & Savings Total Accounts

GBP89,380.35  
GBP (1 Accounts)

>

Accounts Summary

Corporate Intermediary Account

12345678

SAMPLE LTD

Sample User


Sample BU

Actual Balance


GBP89,380.35

Available Balance


GBP89,302.81




Home



Accounts




Term Deposit




Loans

2) Account Details

Click on an account number to view account details.




19




SAMPLE LTD

Bulk File


0 >



Current & Savings



Term Deposits



Loans

4 Current & Savings Total Accounts

GBP89,380.35  
GBP (1 Accounts)

>

Accounts Summary

Corporate Intermediary Account

12345678

SAMPLE LTD

Sample User


Sample BU

Actual Balance


GBP89,380.35

Available Balance


GBP89,302.81




Home



Accounts



Term Deposit



Loans

Account Details

The following details are displayed:


- Type of account (product)
- Account number
- Name of the account holders
- Available balance and Actual balance of each account

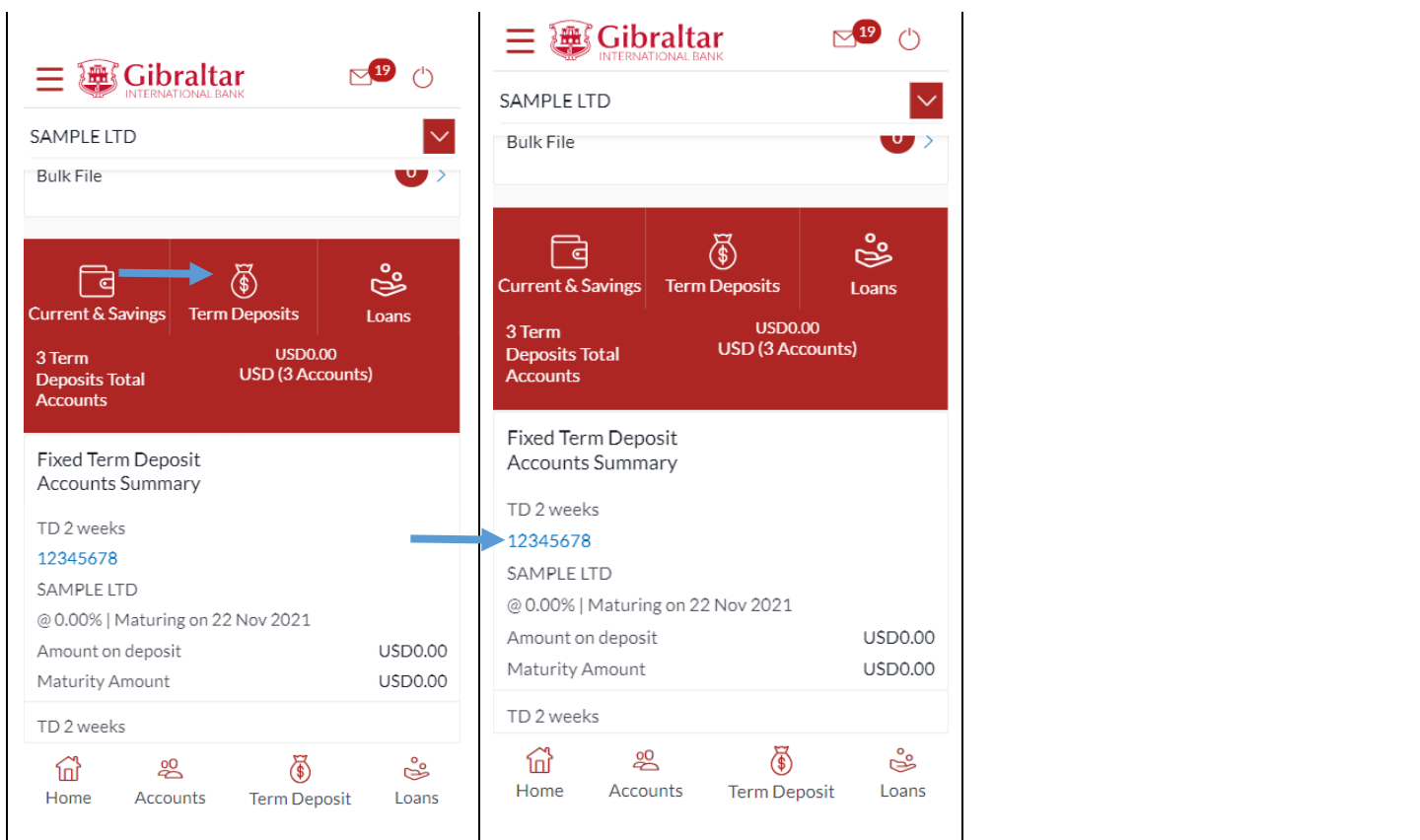
## 13.4 Term Deposits

Scroll to the [Current & Savings](#), [Term Deposits](#) and [Loans](#) section of the Dashboard. Click on Term Deposits section to view the summary of accounts as per transaction currency, number of accounts and total of maturity balance.

List of your Deposit Accounts numbers along with the deposit details in each of your accounts will be displayed in Deposits Accounts Summary.

Click on Download button to download the Accounts summary in PDF.

1) Summary	2) Account Details	Account Details
<p>Click on  to view details of accounts.</p>	<p>Click on an account number to view account details.</p>	<p>The following details are displayed:</p> <ul style="list-style-type: none"> <li>• Type of account (product)</li> <li>• Deposit Account number</li> <li>• Interest rate payable on the deposit</li> <li>• Maturity date</li> <li>• Amount on Deposit</li> <li>• Maturity amount</li> </ul>



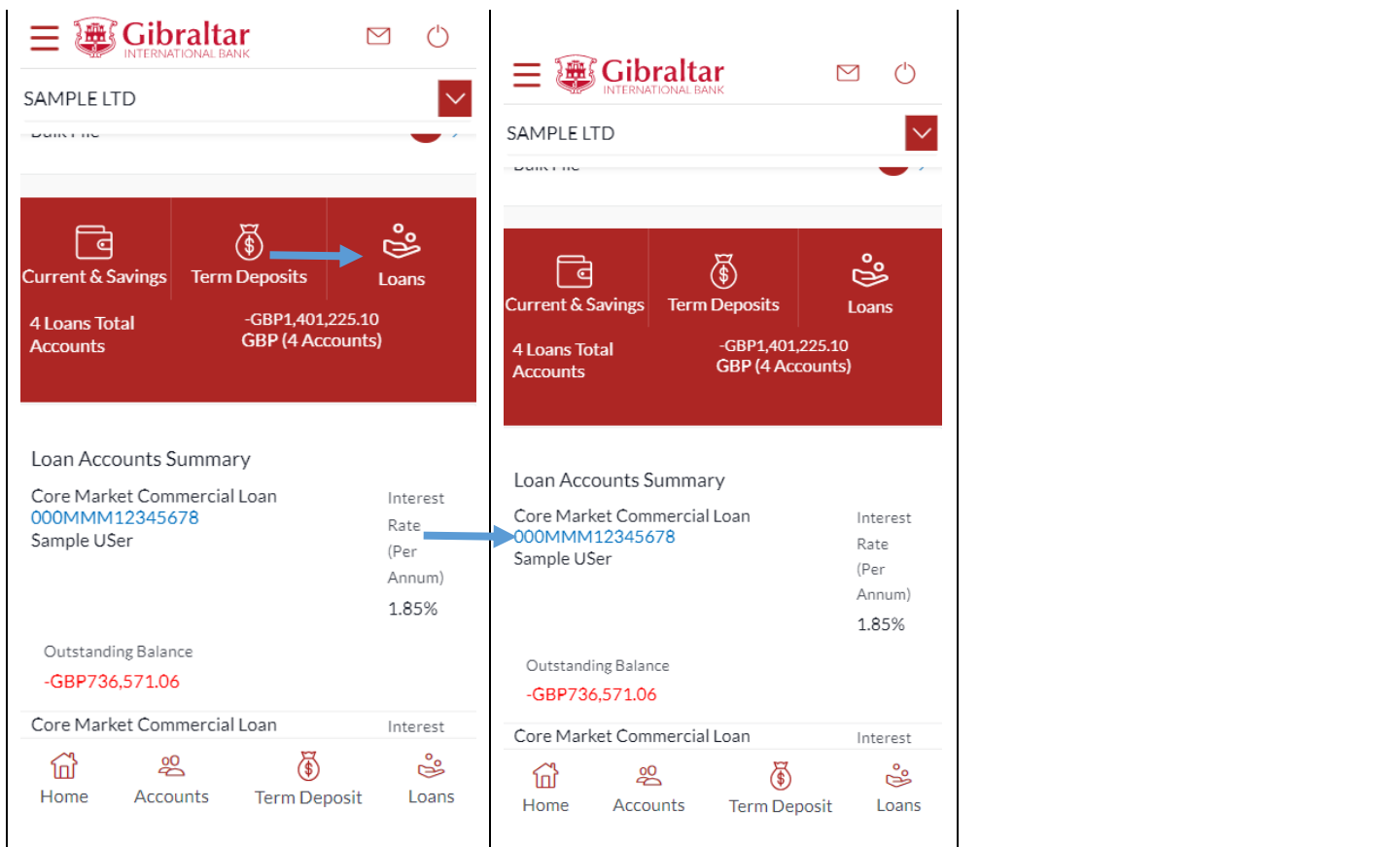
## 13.5 Loans

Scroll to the [Current & Savings](#), [Deposits](#) and [Loans](#) section of the Dashboard. Click on Loans section to view summary of accounts as per the transaction currency, number of accounts and total of outstanding loan balance.

List of your Loan Accounts along with the loan details in each of your accounts will be displayed in the Loan Accounts Summary.

Click on Download button to download the Accounts summary in PDF.

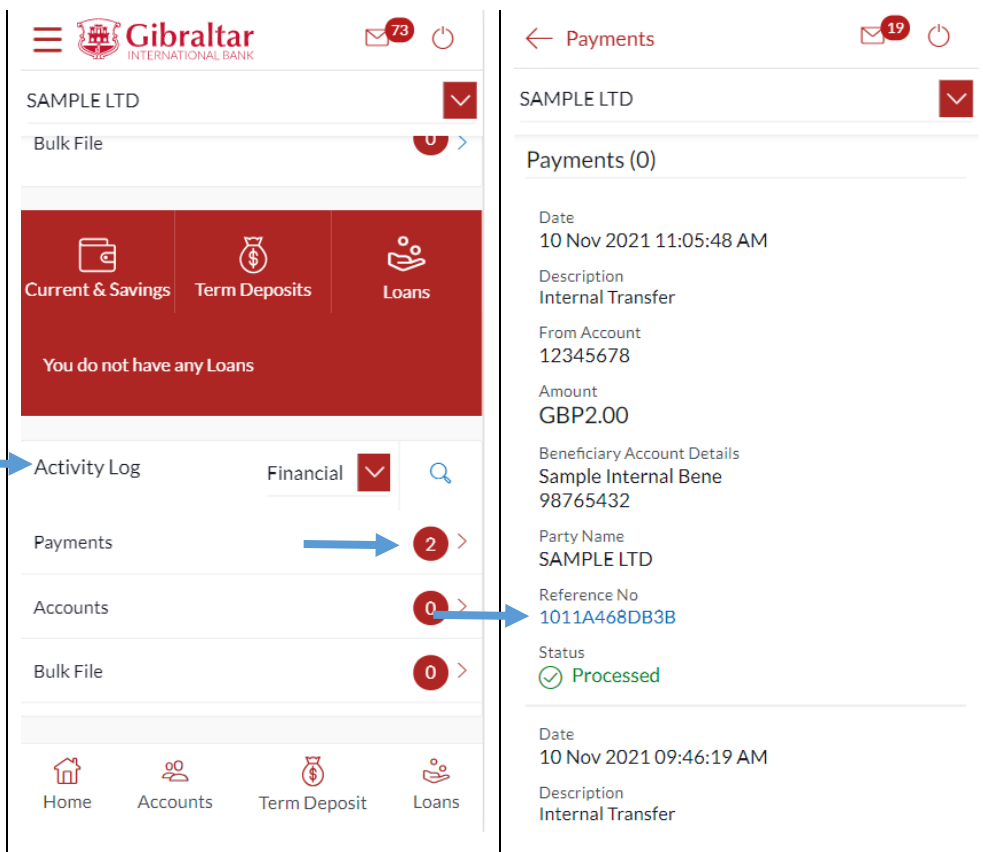
1) Summary	2) Account Details	Account Details
Click on <a href="#">Loans</a> to view details of accounts.	Click on an account number to view account details.	The following details are displayed: <ul style="list-style-type: none"> <li>Interest rate (per annum)</li> <li>Account number</li> <li>Name of the account holders</li> <li>Outstanding loan balance of each account</li> </ul>



## 13.6 Activity Log

Scroll to the [Activity Log](#) section for a list of initiated Financial and Non Financial transactions.

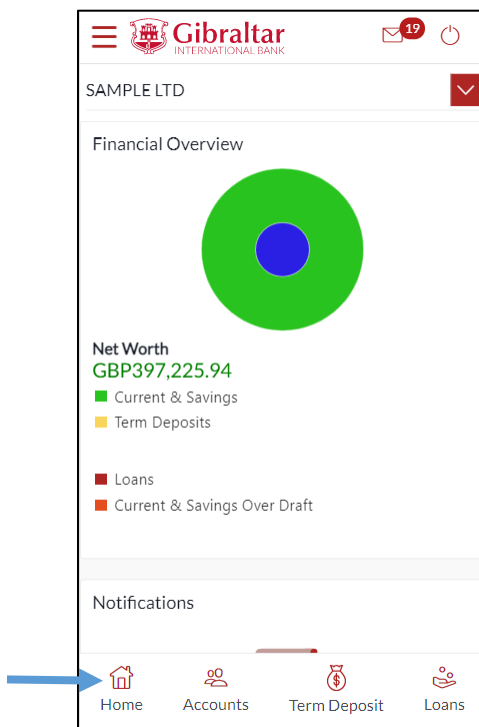
Activity Log	
<p>Select <b>Financial</b> or <b>Non – Financial</b> from drop down to view <b>Financial</b> transactions or <b>Non Financial</b> transactions that are approved by the logged in user.</p> <p>Click on <b>number of transactions</b> against required transaction type to access the transactions list</p>	<p>If there are multiple transactions, use the navigation keys &lt; &gt; to scroll between transaction details.</p> <p>Click the <b>Reference Number</b> link to view the transaction details.</p>



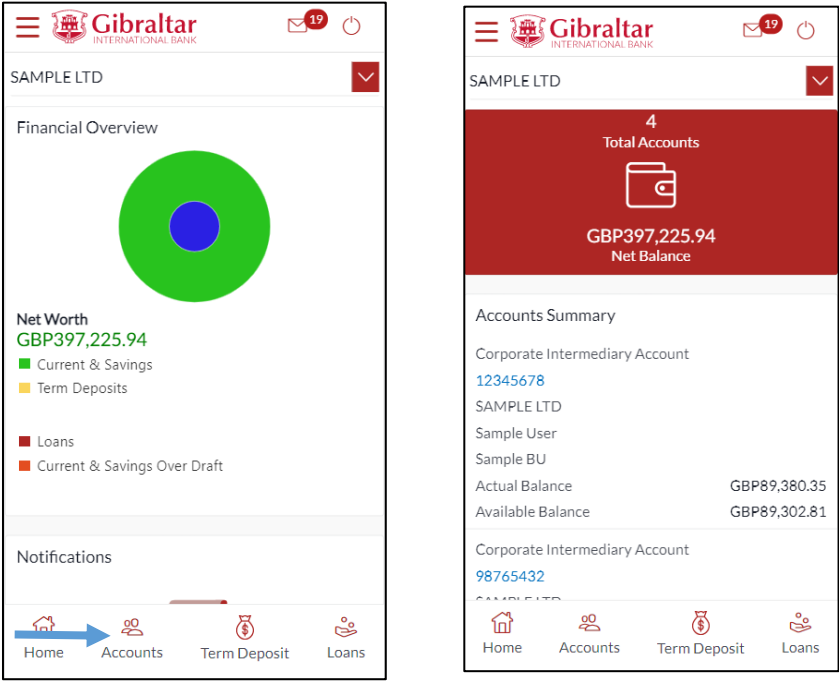
## 13.7 Quick Access

There are 4 quick link buttons at the bottom of the dashboard.

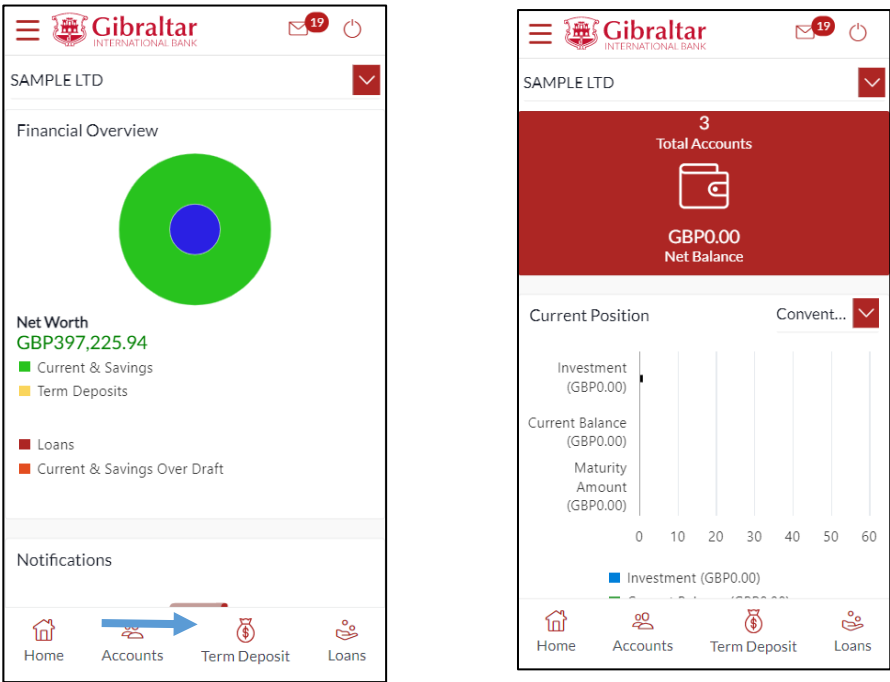
On clicking Home, the dashboard will reload, and you will be taken to the start of the dashboard page.



On clicking Accounts, you will be taken to Currents and Savings Account Overview page.

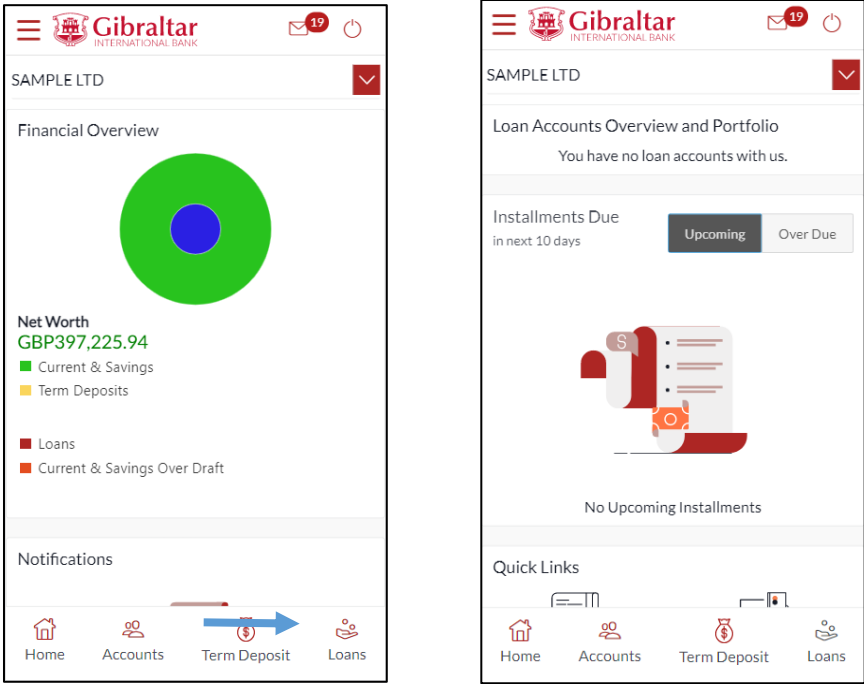


On clicking Term Deposit, you will be taken to Term Deposit Overview page.





On clicking Loans, you will be taken to Loan Overview page.



# 14 What are the features of the Viewer Dashboard?

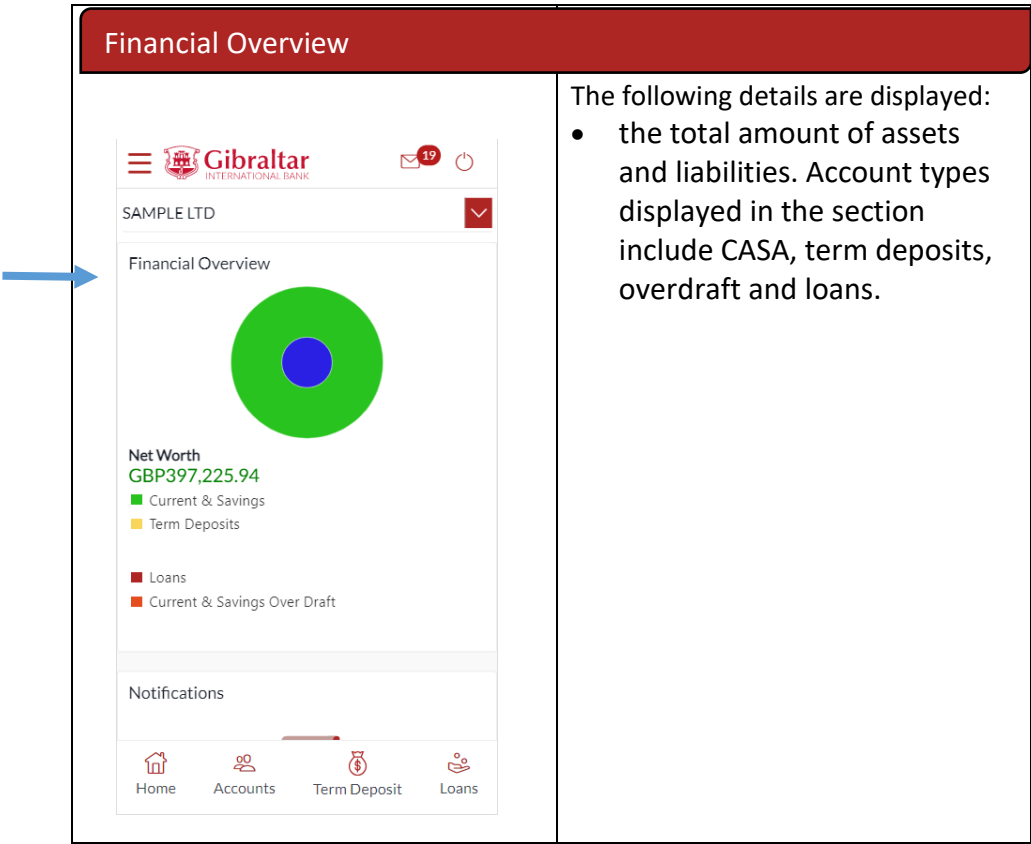
The Dashboard provides you with an overview of your transactions, account balances and quick access to frequently used features.

The Dashboard displays data as per role assigned to the logged in user. Details displayed on the dashboard under each section will be for the selected party unless specified otherwise.

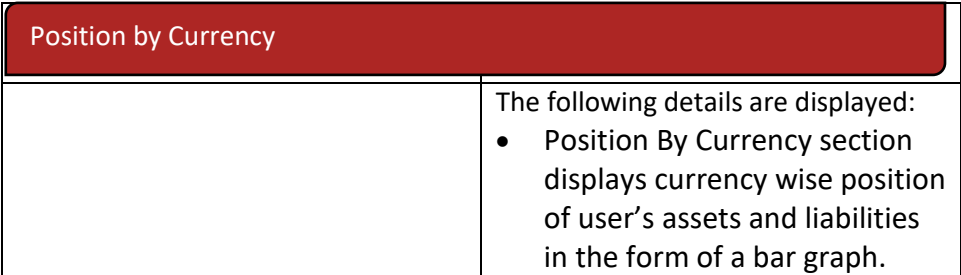
You can view details of each linked party by selecting the *Party* from the *Party* dropdown.

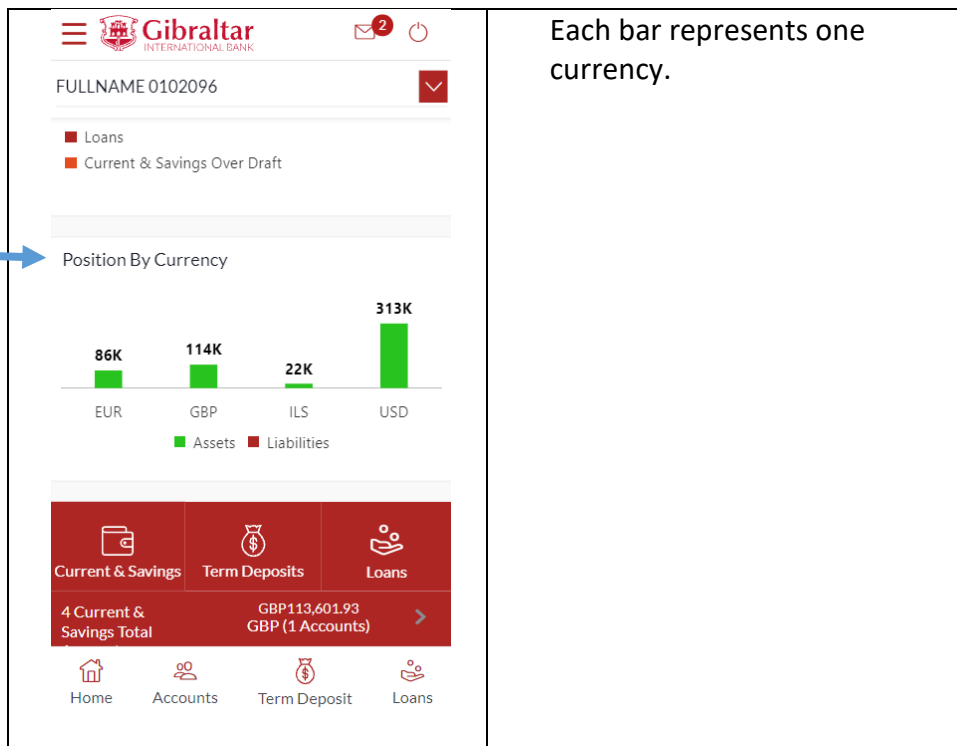
## 14.1 Financial Overview

**Financial Overview** section displays a pie chart showing the distribution of assets and liabilities across the CASA, TD & Loan accounts held with the bank.



## 14.2 Position by Currency





1) Summary

Click on to view details of accounts.

SAMPLE LTD

Bulk File
0

Current & Savings
Term Deposits
Loans

4 Current & Savings Total Accounts
GBP89,380.35
GBP (1 Accounts)

Accounts Summary
Corporate Intermediary Account
12345678
SAMPLE LTD
Sample User
Sample BU
Actual Balance
GBP89,380.35
Available Balance
GBP89,302.81

Home
Accounts
Term Deposit
Loans

2) Account Details

Click on an account number to view account details.

SAMPLE LTD

Bulk File
0

Current & Savings
Term Deposits
Loans

4 Current & Savings Total Accounts
GBP89,380.35
GBP (1 Accounts)

Accounts Summary
Corporate Intermediary Account
12345678
SAMPLE LTD
Sample User
Sample BU
Actual Balance
GBP89,380.35
Available Balance
GBP89,302.81

Home
Accounts
Term Deposit
Loans

Account Details

The following details are displayed:


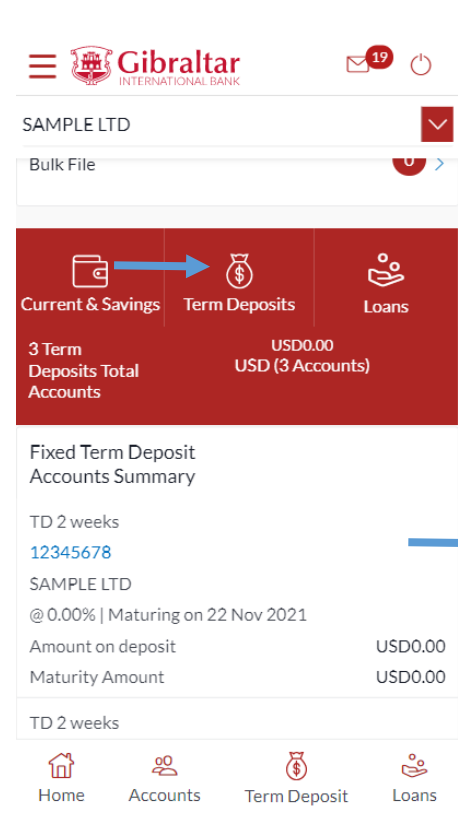
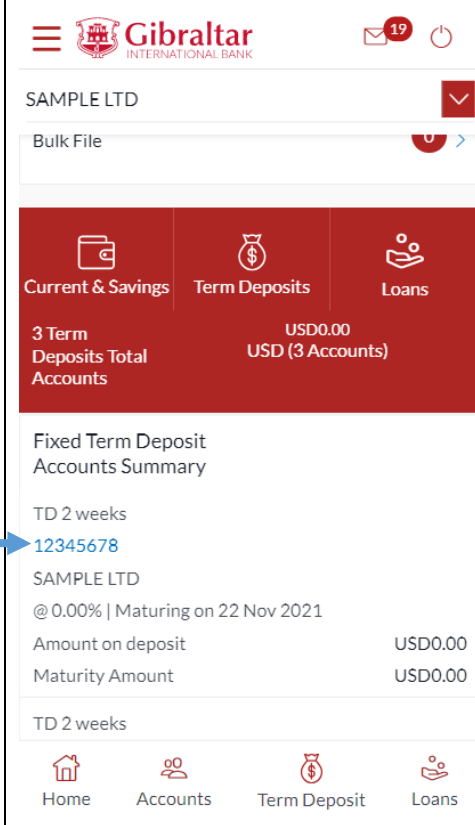
- Type of account (product)
- Account number
- Name of the account holders
- Available balance and Actual balance of each account

## 14.3 Term Deposits

Scroll to the [Current & Savings](#), [Term Deposits](#) and [Loans](#) section of the Dashboard. Click on Term Deposits section to view the summary of accounts as per transaction currency, number of accounts and total of maturity balance.

List of your Deposit Accounts numbers along with the deposit details in each of your accounts will be displayed in Deposits Accounts Summary.

Click on Download button to download the Accounts summary in PDF.

1) Summary	2) Account Details	Account Details								
<p>Click on  to view details of accounts.</p>  <p>Fixed Term Deposit Accounts Summary</p> <p>TD 2 weeks 12345678</p> <p>SAMPLE LTD @ 0.00%   Maturing on 22 Nov 2021</p> <table><tr><td>Amount on deposit</td><td>USD0.00</td></tr><tr><td>Maturity Amount</td><td>USD0.00</td></tr></table> <p>TD 2 weeks</p>	Amount on deposit	USD0.00	Maturity Amount	USD0.00	<p>Click on an account number to view account details.</p>  <p>Fixed Term Deposit Accounts Summary</p> <p>TD 2 weeks 12345678</p> <p>SAMPLE LTD @ 0.00%   Maturing on 22 Nov 2021</p> <table><tr><td>Amount on deposit</td><td>USD0.00</td></tr><tr><td>Maturity Amount</td><td>USD0.00</td></tr></table> <p>TD 2 weeks</p>	Amount on deposit	USD0.00	Maturity Amount	USD0.00	<p>The following details are displayed:</p> <ul style="list-style-type: none"><li>• Type of account (product)</li><li>• Deposit Account number</li><li>• Interest rate payable on the deposit</li><li>• Maturity date</li><li>• Amount on Deposit</li><li>• Maturity amount</li></ul>
Amount on deposit	USD0.00									
Maturity Amount	USD0.00									
Amount on deposit	USD0.00									
Maturity Amount	USD0.00									

## 14.4 Loans

Scroll to the [Current & Savings](#), [Deposits](#) and [Loans](#) section of the Dashboard. Click on Loans section to view summary of accounts as per the transaction currency, number of accounts and total of outstanding loan balance.

List of your Loan Accounts along with the loan details in each of your accounts will be displayed in the Loan Accounts Summary.

Click on Download button to download the Accounts summary in PDF.

### 1) Summary

Click on Loans to view details of accounts.

The screenshot shows the Summary page of the Gibraltar International Bank. The 'Loans' section is highlighted with a blue arrow. Below it, the 'Loan Accounts Summary' table is visible, showing the 'Core Market Commercial Loan' with an interest rate of 1.85% and an outstanding balance of -GBP736,571.06.

### 2) Account Details

Click on an account number to view account details.

The screenshot shows the Account Details page. The 'Loan Accounts Summary' table is visible, showing the 'Core Market Commercial Loan' with an interest rate of 1.85% and an outstanding balance of -GBP736,571.06. A blue arrow points to the account number 000MMM12345678.

### Account Details

The following details are displayed:

- Interest rate (per annum)
- Account number
- Name of the account holders
- Outstanding loan balance of each account

## 14.5 Activity Log

Scroll to the [Activity Log](#) section for a list of initiated Financial and Non Financial transactions.

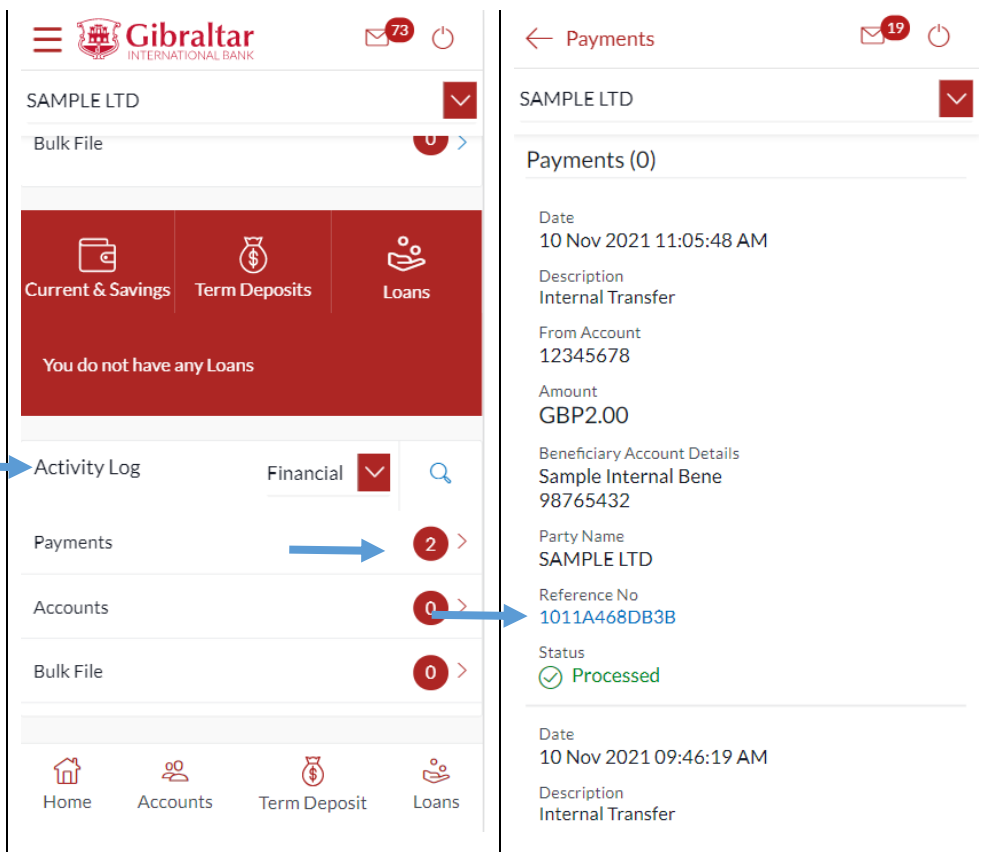
### Activity Log

Select **Financial** or **Non – Financial** from drop down to view **Financial** transactions or **Non Financial** transactions that are approved by the logged in user.

Click on **number of transactions** against required transaction type to access the transactions list

If there are multiple transactions, use the navigation keys < > to scroll between transaction details.

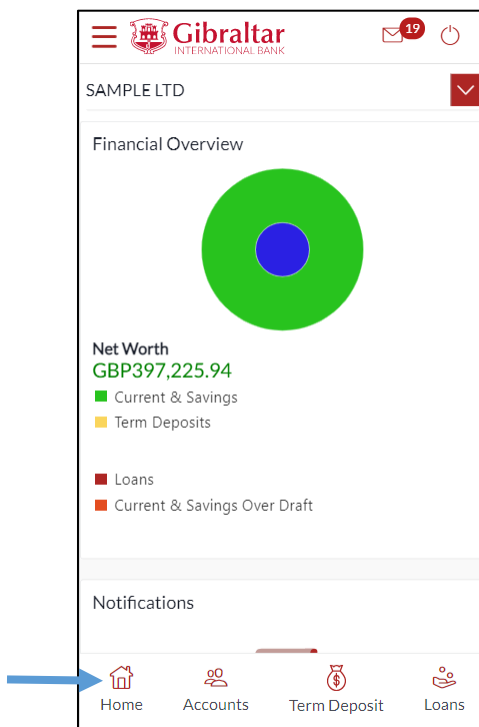
Click the **Reference Number** link to view the transaction details.



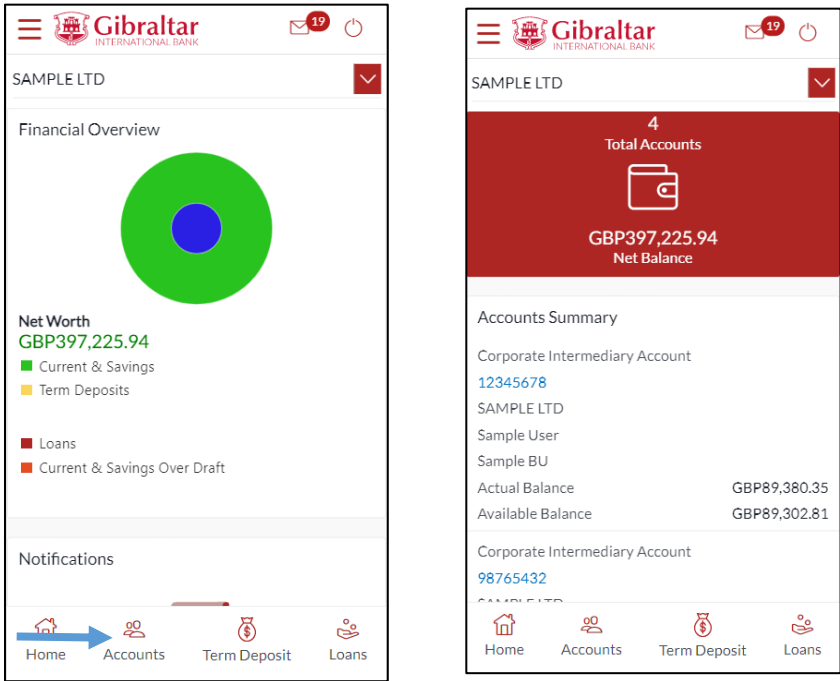
## 14.6 Quick Access

There are 4 quick link buttons at the bottom of the dashboard.

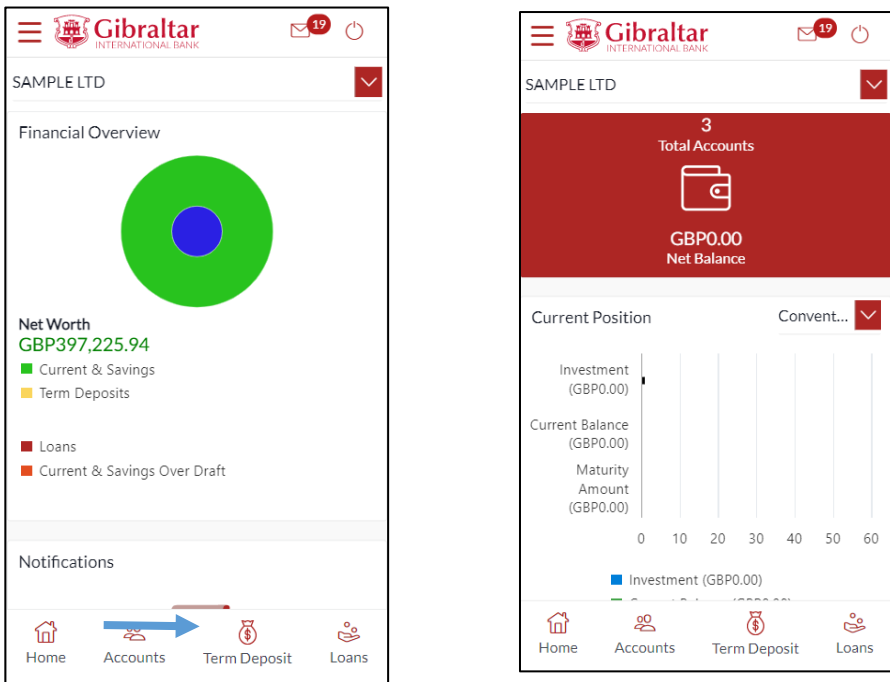
On clicking Home, the dashboard will reload, and you will be taken to the start of the dashboard page.



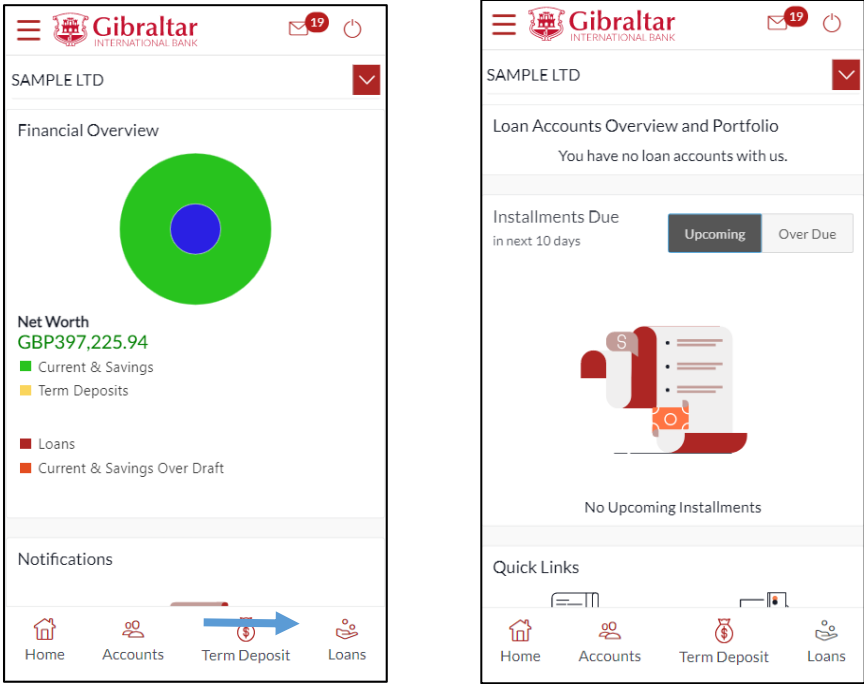
On clicking Accounts, you will be taken to Currents and Savings Account Overview page.



On clicking Term Deposit, you will be taken to Term Deposit Overview page.



On clicking Loans, you will be taken to Loan Overview page.









## 15 How do I view details of my Current and Savings Accounts?


### 15.1 Account Details through the *Dashboard*


You can access your Current and Savings Accounts details through the Dashboard.


Dashboard


Scroll to the Current & Savings Accounts Section  
Click on  to view details of accounts.




SAMPLE LTD





Bulk File

  
Current & Savings  
4 Current & Savings Total Accounts




  
Term Deposits  
GBP89,380.35  
GBP (1 Accounts)


  
Loans


Accounts Summary  
Corporate Intermediary Account  
12345678  
SAMPLE LTD  
Sample User  
Sample BU  
Actual Balance GBP89,380.35  
Available Balance GBP89,302.81


 Home  Accounts  Term Deposit  Loans


Click on an account number to view account details.




SAMPLE LTD





Bulk File

  
Current & Savings  
4 Current & Savings Total Accounts

  
Term Deposits  
GBP89,380.35  
GBP (1 Accounts)


  
Loans

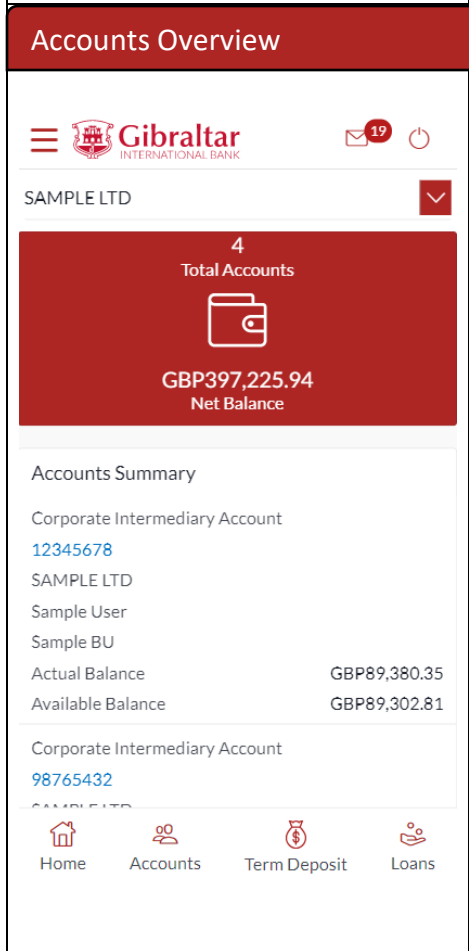
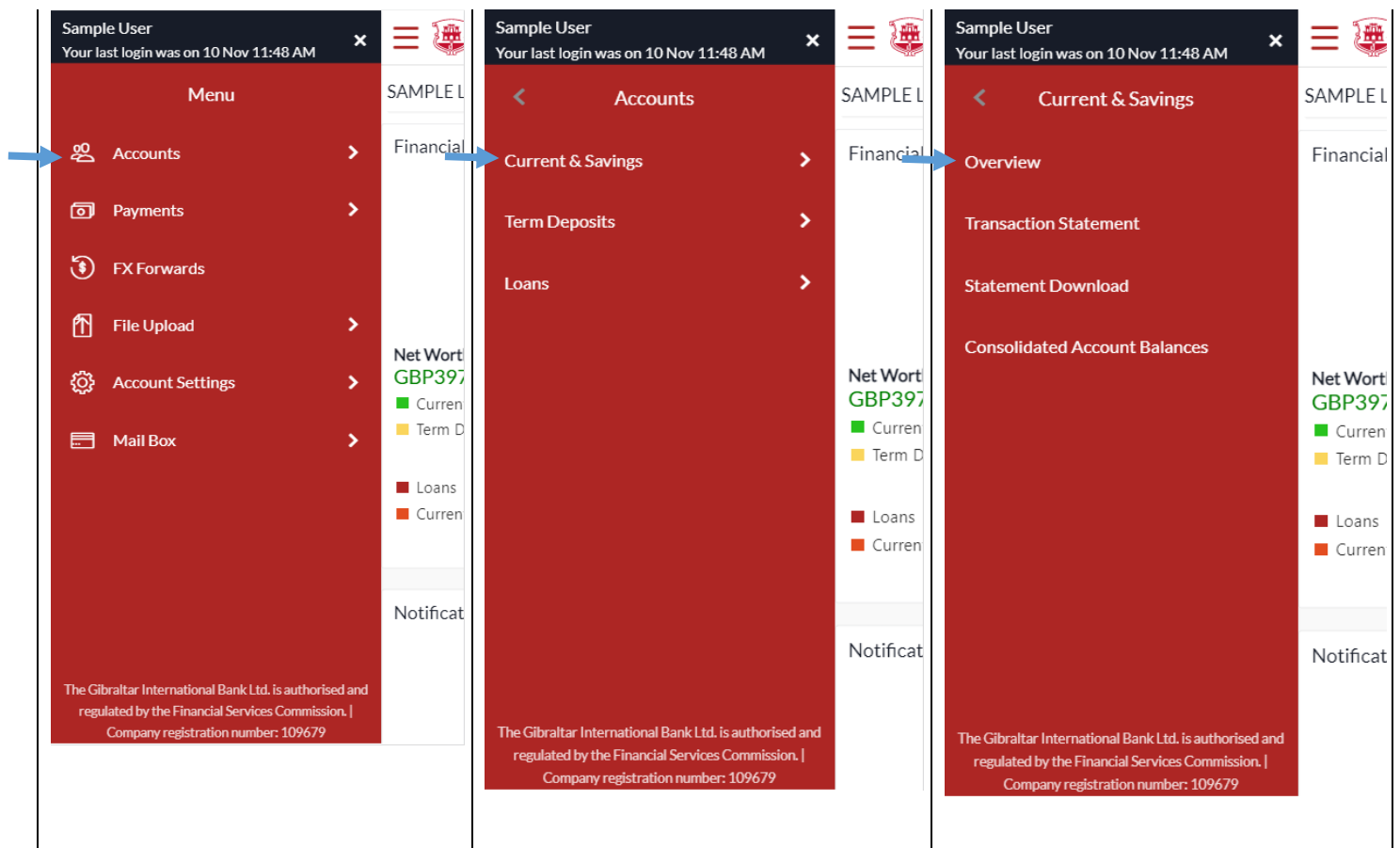
Accounts Summary  
Corporate Intermediary Account  
12345678  
SAMPLE LTD  
Sample User  
Sample BU  
Actual Balance GBP89,380.35  
Available Balance GBP89,302.81

 Home  Accounts  Term Deposit  Loans

### 15.2 Account Details through the *Accounts Menu*

You can access your Savings and Current Account details through the Accounts Menu.




<div>Step 1:</div> <div>Access <i>Accounts menu</i> by clicking on  from anywhere in the app. Click on <i>Accounts</i>.</div>	<div>Step 2:</div> <div>Click on <i>Current and Savings</i></div>	<div>Step 3:</div> <div>Click <i>Overview</i>.</div>
--	---	--



## 15.3 Account Details


### Account Details

Click on an **Account Number** to view account details.



SAMPLE LTD

4  
Total Accounts

  
GBP397,225.94  
Net Balance

#### Accounts Summary

Corporate Intermediary Account

12345678

SAMPLE LTD

Sample User

Sample BU

Actual Balance





GBP89,380.35

Available Balance

GBP89,302.81





Corporate Intermediary Account

98765432



HomeAccountsTerm DepositLoans

### Account Details



SAMPLE LTD

Select Account

12345678 - GBP - Sampl...

Available Balance : GBP89,302.81

Account Type

Corporate Intermediary Account

#### Basic

Sort Code

60-83-14

IBAN

GI00GIBK000000012345678

Account Type

Current Account

Account Currency

GBP

Account Designation

Sample BU

Account Branch

Gibraltar International Bank Ltd PO Box 1375, Inces House, 310 Main Street, GIBRALTAR

Account Status

Active

#### Balances

Available Balance

GBP89,302.81

Actual Balance


GBP89,380.35

#### Limits

Overdraft Limit

GBP0.00

#### Quick Links

  
Transaction Statement

Back

### Account Details

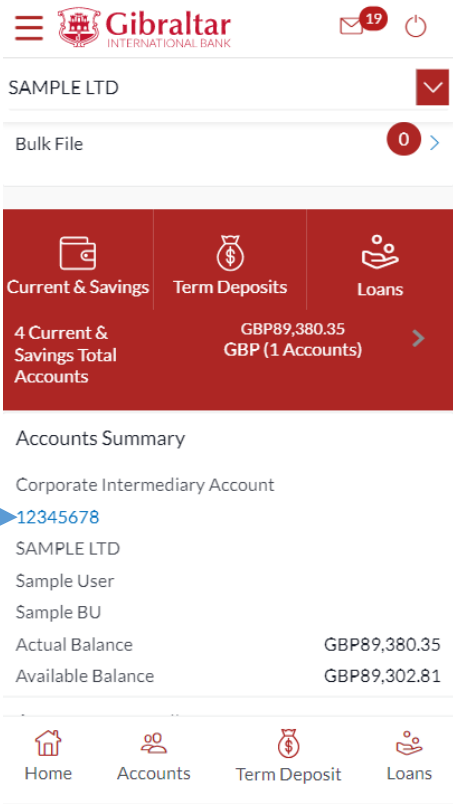
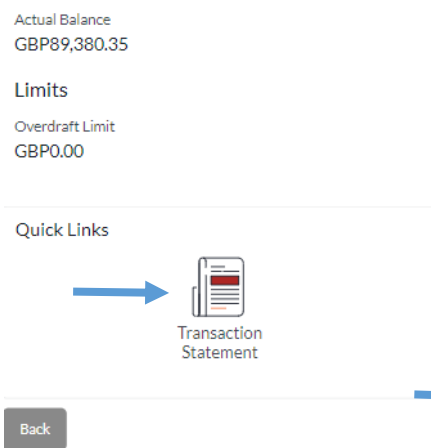
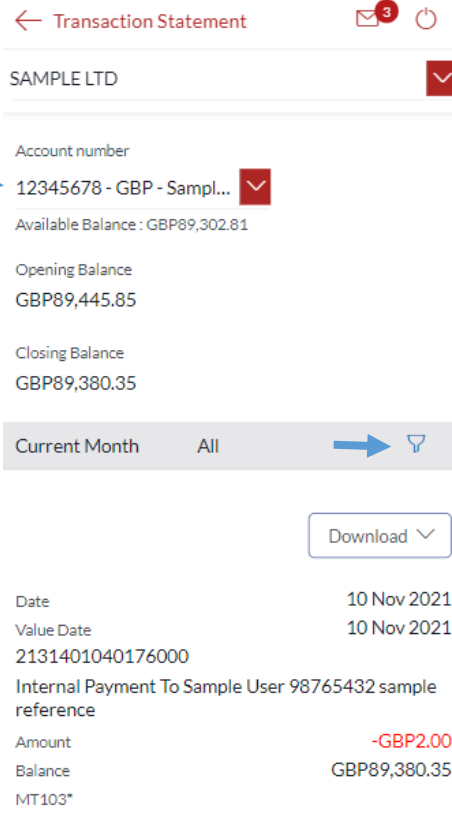
The following account details are displayed:

- IBAN No – Your international bank account no
- Account Type – This displays Savings/Current account
- Account Currency – Currency of your account
- Account Branch – Branch name in which your account is held along with address
- Account Status – Status of your account e.g. Active or Closed
- Actual Balance – This is the current balance of your account and may include transactions that are still being processed.
- Available Balance – This is the amount available to withdraw, including any agreed overdraft limit.
- Overdraft Limit – This is your agreed overdraft limit for this account.
- Sort Code
- Quick Links – View Statement

## 16 How do I view and download my Current & Savings Account statement?

### 16.1 Current & Savings Account Statement through the *Dashboard*

You can view and download your account statements in PDF & CSV (comma-separated values) format.

Step 1:	Step 2:	Step 3:
<p>Click on an <b>Account Number</b> to view Account Details.</p>  <p>The screenshot shows the Gibraltar International Bank dashboard. At the top, there's a header with the bank logo and a notification bell. Below that, the account name 'SAMPLE LTD' is displayed. A 'Bulk File' button is visible. The main section has three tabs: 'Current &amp; Savings', 'Term Deposits', and 'Loans'. Under 'Current &amp; Savings', there's a summary showing '4 Current &amp; Savings Total Accounts' and a total balance of 'GBP89,380.35 GBP (1 Accounts)'. Below this, there's an 'Accounts Summary' section with a list of accounts. The account number '12345678' is highlighted with a blue arrow. The bottom of the dashboard has navigation links for 'Home', 'Accounts', 'Term Deposit', and 'Loans'.</p>	<p>Click on Transaction Statement link on Account Details screen</p>  <p>The screenshot shows the 'Transaction Statement' screen. At the top, there's a header with a back arrow and the title 'Transaction Statement'. Below that, there's a summary showing 'Actual Balance GBP89,380.35' and 'Limits Overdraft Limit GBP0.00'. The main section has a 'Quick Links' section with a 'Transaction Statement' link highlighted by a blue arrow. Below this, there's a 'Back' button.</p>	<p>Search by – filters to view the transactions of a specific period</p> <ul style="list-style-type: none"><li>Reference Number – reference number for the transaction</li><li>Transaction Type – filters to view the transactions based on Credits or Debits or All</li></ul>  <p>The screenshot shows the 'Transaction Statement' search and filter section. At the top, there's a header with a back arrow and the title 'Transaction Statement'. Below that, there's a summary showing 'Account number 12345678 - GBP - Sampl...' and 'Available Balance : GBP89,302.81'. The main section has a 'Current Month' and 'All' filter. Below this, there's a 'Download' button highlighted by a blue arrow. The bottom of the section shows transaction details: 'Date 10 Nov 2021', 'Value Date 10 Nov 2021', '2131401040176000', 'Internal Payment To Sample User 98765432 sample reference', 'Amount -GBP2.00', 'Balance GBP89,380.35', and 'MT103*'. A 'Download' button is also visible at the bottom right.</p>
<p>Step 4:</p> <p>Scroll to the bottom of Account Details and click on <b>Download</b>.</p>	<p>Step 5:</p> <p>Click on <b>Download</b> to select the file format. Select the file format (<b>csv</b> or <b>pdf</b>).</p>	<p>Step 6:</p> <p>The account statement in the selected format is displayed and can be saved.</p>

Transaction Statement

SAMPLE LTD

Account number  
12345678 - GBP - Sampl...

Available Balance : GBP89,302.81

Opening Balance  
GBP89,445.85

Closing Balance  
GBP89,380.35

Current Month All

Download

Date: 10 Nov 2021  
Value Date: 10 Nov 2021  
2131401040176000  
Internal Payment To Sample User 98765432 sample reference  
Amount: -GBP2.00  
Balance: GBP89,380.35  
MT103\*

Transaction Statement

SAMPLE LTD

Account number  
12345678 - GBP - Sampl...

Available Balance : GBP89,302.81

Opening Balance  
GBP89,445.85

Closing Balance  
GBP89,380.35

Current Month All

Download

Date: 10 Nov 2021  
Value Date: 10 Nov 2021  
2131401040176000  
CSV  
PDF  
Balance: GBP89,380.35

Gibraltar International Bank

SAMPLE LTD

ADDRESS1  
ADDRESS2  
ADDRESS3  
ADDRESS4  
GIBRALTAR  
CS311 S.A.

Account Number: 12345678

Opening Balance: GBP89,445.85

Statement Period: 01 Nov 2021 to 10 Nov 2021

Closing Balance: GBP89,380.35

Date	Value Date	Description	Operation Number	Amount	Balance
10 Nov 2021	10 Nov 2021	Internal Payment To ACBESC	2131401040176000	-GBP2.00	GBP89,380.35
10 Nov 2021	10 Nov 2021	Internal Payment To ACBESC	2131401040176000	-GBP2.00	GBP89,380.35
01 Nov 2021	01 Nov 2021	Internal Payment EUR 4451.142729 To ACBESC 21345678	2131201400000000	-GBP19.50	GBP89,407.35

Gibraltar International Bank Limited • P.O. Box 1175, Sea's House, 310 Main Street, Gibraltar  
t +350 2001 1900 w gibraltarbank.gi  
Company registration number 109679  
The Gibraltar International Bank Limited is authorized and supervised by the Financial Services Commission.

## 16.2 Current & Savings Accounts Statement through the [Accounts Menu](#)

You can download your historical periodic account statements in PDF format through the Accounts menu.

Step 1:	Step 2:	Step 3:
<p>Access <a href="#">Accounts menu</a> by clicking on  from anywhere in the app</p>	<p>Click on <a href="#">Accounts</a> → <a href="#">Current and Savings Accounts</a> → <a href="#">Statement Download</a></p>	<p><a href="#">Account Number</a> will be defaulted to the selected account from Dashboard and <a href="#">Statement Year</a> will be defaulted to <a href="#">Current Year</a>. All statements generated for the selected account for the current year will be available for <a href="#">view</a> and <a href="#">download</a>. You can select the <a href="#">Account Number</a>, <a href="#">Statement Year</a> and Click on <a href="#">Search</a> to view statement for a different account or year.</p>



# 17 How do I view details of my Loan Accounts?

## 17.1 Loan Account Details through the *Dashboard*

You can access your Loan Accounts details through the Dashboard.

Dashboard

Scroll to the Loans Section  
Click on Loans to view details of accounts.

Gibraltar

INTERNATIONAL BANK

SAMPLE LTD

Current & Savings

Term Deposits

Loans

4 Loans Total  
Accounts

-GBP1,401,225.10  
GBP (4 Accounts)

Loan Accounts Summary

Core Market Commercial Loan

000MMM12345678

Sample USeR

Interest  
Rate  
(Per  
Annum)  
1.85%

Outstanding Balance

-GBP736,571.06

Core Market Commercial Loan

Interest

Home

Accounts

Term Deposit

Loans

Click on an account number to view account details.

Gibraltar

INTERNATIONAL BANK

SAMPLE LTD

Current & Savings

Term Deposits

Loans

4 Loans Total  
Accounts

-GBP1,401,225.10  
GBP (4 Accounts)

Loan Accounts Summary

Core Market Commercial Loan

000MMM12345678

Sample USeR

Interest  
Rate  
(Per  
Annum)  
1.85%

Outstanding Balance

-GBP736,571.06

Core Market Commercial Loan

Interest

Home

Accounts


Term Deposit

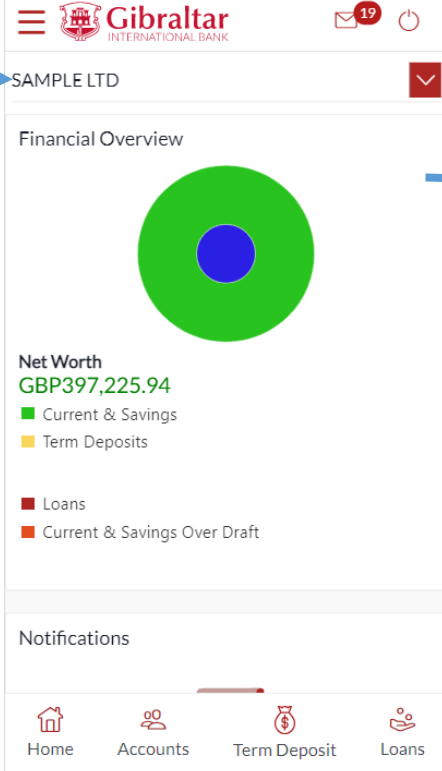
Loans

## 17.2 Loan Account Details through the *Accounts Menu*

You can access your Loan Account through the Accounts Menu.

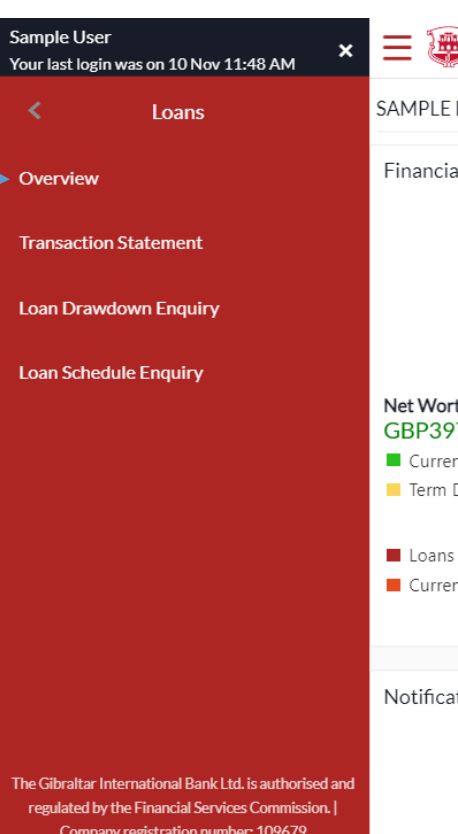
Step 1:

Access *Accounts menu* by clicking on 



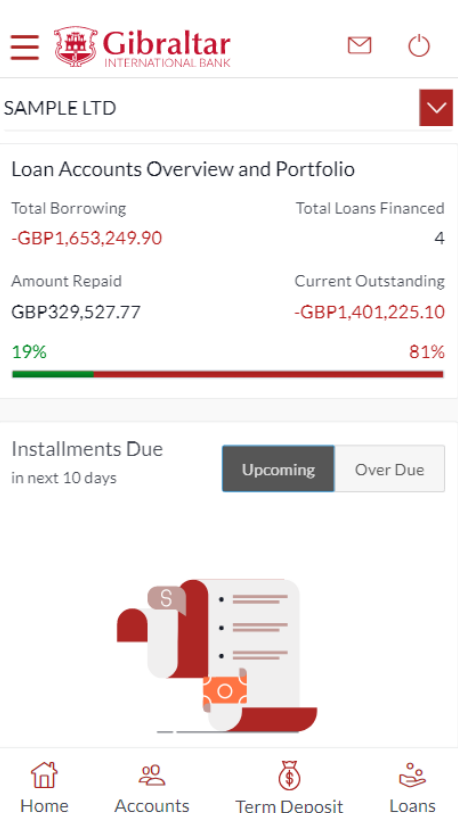
Step 2:

Click on *Accounts* → *Loans* → *Overview*



Loan Accounts Overview

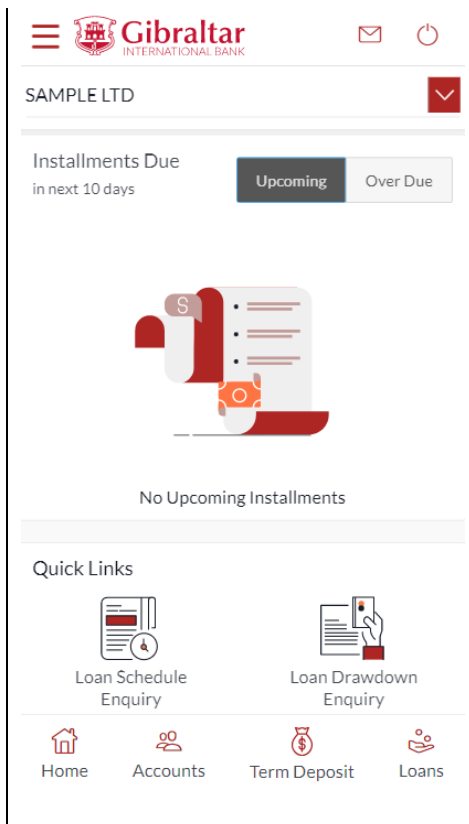
The *Total Borrowing* and the *Current Outstanding* are displayed.



Accounts Overview

The *Instalments due* and *Quick links* are displayed





## 17.3 Loan Account Details

### Loan Account Details

Scroll to the [Loan Accounts Summary](#) section and click on a [Loan Account Number](#) to view loan account details.

**Quick Links**

Loan Schedule Enquiry    Loan Drawdown Enquiry

**Loan Accounts Summary**

Core Market Commercial Loan	Interest Rate (Per Annum)
000MMM12345678 Sample User	1.85%

**Outstanding Balance**  
-GBP736,571.06

**Core Market Commercial Loan**    **Interest**

Home    Accounts    Term Deposit    Loans

### Loan Account Details

← Loan Details    8    ⏻

SAMPLE LTD

Select Account  
000MMM12345678 - G...    ▼

Product Name  
Core Market Commercial Loan

**Loan Account Details**

Account Number  
000MMM12345678

Account Description  
Sample User

Alternate Account Number  
987654322

Start Date  
01 Oct 2018

Maturity Date  
01 Apr 2037

Status  
Active

Interest Rate (Per Annum)  
3.60%

Loan Branch  
Gibraltar International Bank Ltd

**Loan Amounts Details**

Original Approved Amount  
GBP215,000.00

Amount Drawdown  
GBP204,060.91

Amount Paid To Date  
GBP14,681.14

Outstanding Balance  
-GBP189,491.84

**Repayment Details**

Interest Frequency  
Monthly

Capital Frequency  
Monthly

Late Payment Penalty  
0.00%




Prepayment Penalty  
0.00%

**Loan Instalments**

### Loan Account Details

The following Loan Account Details are displayed:

- Product name
- Opening Date – The loan account opening date.
- Account Number
- Account Description
- Alternate Account Number – Account Number. (Only in case of Migrated Loan Account)
- Maturity Date - The date on which the loan account will mature.
- Status - Status of your account e.g. Active or closed.
- Interest Rate (Per Annum) – The rate of interest applicable on the loan account.
- Loan Branch - Branch name in which your account is held along with address
- Original Approved Amount – The sanctioned loan amount to you. (Only in case of Migrated Loan Account)
- Approved Amount – The sanctioned loan amount to you. (Only in case of new Loan Account)
- Amount Drawdown - The actual amount of loan that the bank has given to you till date.
- Amount Paid To Date - The capital total amount paid in instalments till date.
- Outstanding Balance - Outstanding loan amount i.e. Outstanding principal + Interest arrears if any.
- Interest Frequency - Intervals at which the interest is to be paid.
- Capital Frequency - Intervals at which the principal is to be repaid.

	<p>Loan Term 222 months</p> <p>Total Instalments 222</p> <p>Remaining Instalments 199</p> <p>Next Instalment Date 01 Oct 2020</p> <p>Next Instalment Amount GBP1,265.42</p> <p>Arrears</p> <p>Outstanding Capital Amount GBP0.00</p> <p>Interest Arrears GBP0.00</p> <p>Late Payment Charges GBP0.00</p> <p>Other Fees GBP0.00</p> <p>Quick Links</p> <div>  Loan Schedule Enquiry  Loan Drawdown Enquiry </div> <div>  Transaction Statement </div>	<ul style="list-style-type: none"> <li>• Late Payment Penalty - Late payment interest rate applicable if any on Product.</li> <li>• Prepayment Penalty – Prepayment interest rate applicable if any on Product.</li> <li>• Term - The duration for which the loan amount was sanctioned in terms of years/months/days.</li> <li>• Total Instalments - The total number of scheduled payments made towards repaying the loan.</li> <li>• Remaining Instalments - The number of scheduled payments remaining towards repaying the loan completely.</li> <li>• Next Instalment Date - Date on which next instalment to be paid.</li> <li>• Next Instalment Amount– Amount to be paid as next instalment.</li> <li>• Outstanding Capital Amount – The amount due on the loan principal after having missed one or more repayment instalments i.e. Outstanding principal amount.</li> <li>• Interest Arrears - The amount due towards loan interest payment in case of missed instalments.</li> <li>• Late Payment Charges - The charges levied on any late payment of a loan instalment.</li> <li>• Other Fees - Other/ miscellaneous fees applicable on the loan account.</li> <li>• Quick links “Loan Drawdown Enquiry”, “Loan Schedule Enquiry” and “View Statement”</li> </ul>
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## 18 How do I view and download my Loan Account statement?

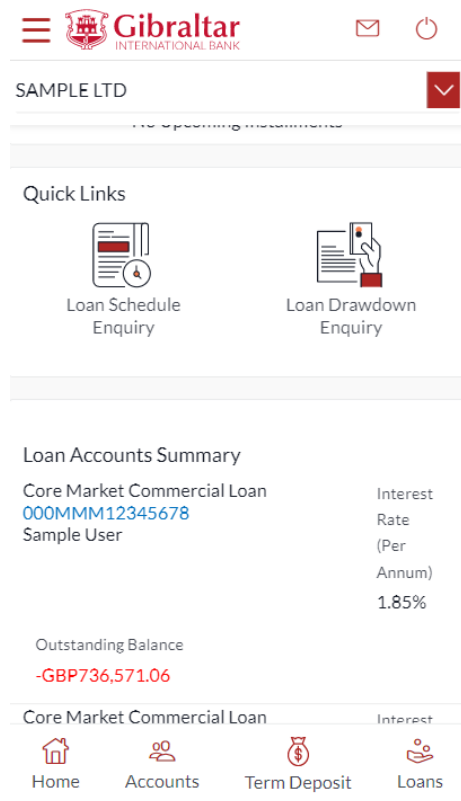
You can view and download your loan account statement. Account statement can be downloaded in PDF & CSV (comma-separated values) format.

Step 1:

Step 2:

Step 3:

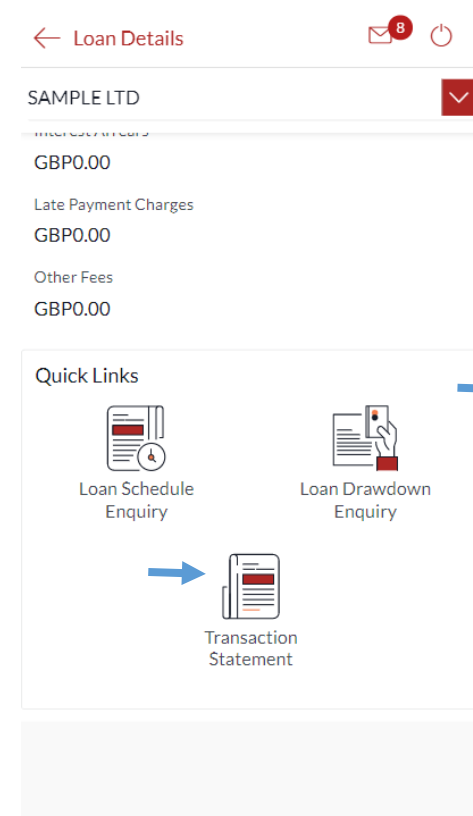
Access the [Loans Details](#) page (refer Section 14).  
 Scroll down to the [Loan Accounts Summary](#) section and click on Account Number



Step 4:

Select the file format ([csv](#) or [pdf](#)).

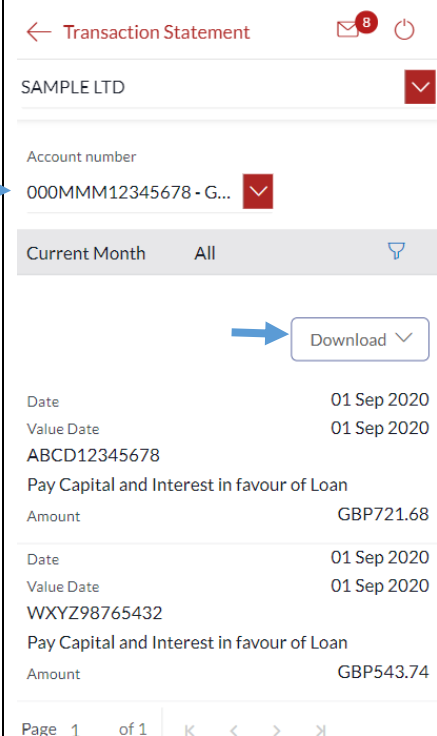
Click on [Transaction Statement](#) under Quick Links on [Loan details](#)



Step 5:

The account statement in the selected format is displayed and can be saved.

Apply filter to search the transactions. Your account statement is displayed on the screen.  
 Click on [Download](#) to select the file format.



Transaction Statement

8

SAMPLE LTD

Account number

000MMM12345678 - G...

Current Month

All

Download

Date

01 Sep 2020

Value Date

01 Sep 2020

ABCD12345678

Pay Capital and Interest in favour of Loan

Amount

GBP721.68

Date

01 Sep 2020

Value Date

01 Sep 2020

WXYZ98765432

Pay Capital and Interest in favour of Loan

CSV

PDF

Gibraltar  
INTERNATIONAL BANK

SAMPLE LTD  
ADDRESS1, ADDRESS2, ADDRESS3, ADDRESS4  
0102375, ADDRESS5 0102375, GL GX11 1AA,  
Account Number: 001MMM123456789  
Statement Period: 01 Jul 2021 to 30 Sep 2021

Loan Account Statement

Date	Value Date	Description	Reference Number	Amount
28 Jul 2021	28 Jul 2021	Pay Capital and Interest in favour of Loan GBP 4000000(-) 3.00% 28.06.2021 To 28.07.2021	001ZTR712090760	GBP512.68

Gibraltar International Bank Limited • P O Box 1375, Ince's House, 310 Main Street, Gibraltar  
t +350 20013900 w gibraltarbank.gi  
Company registration number: 108679  
The Gibraltar International Bank Limited is authorised and regulated by the Financial Services Commission.

## 19 How do I view the amount of loan I have utilized (loan drawdown)?

### 19.1 Loan Account Drawdown through *Loan Details*

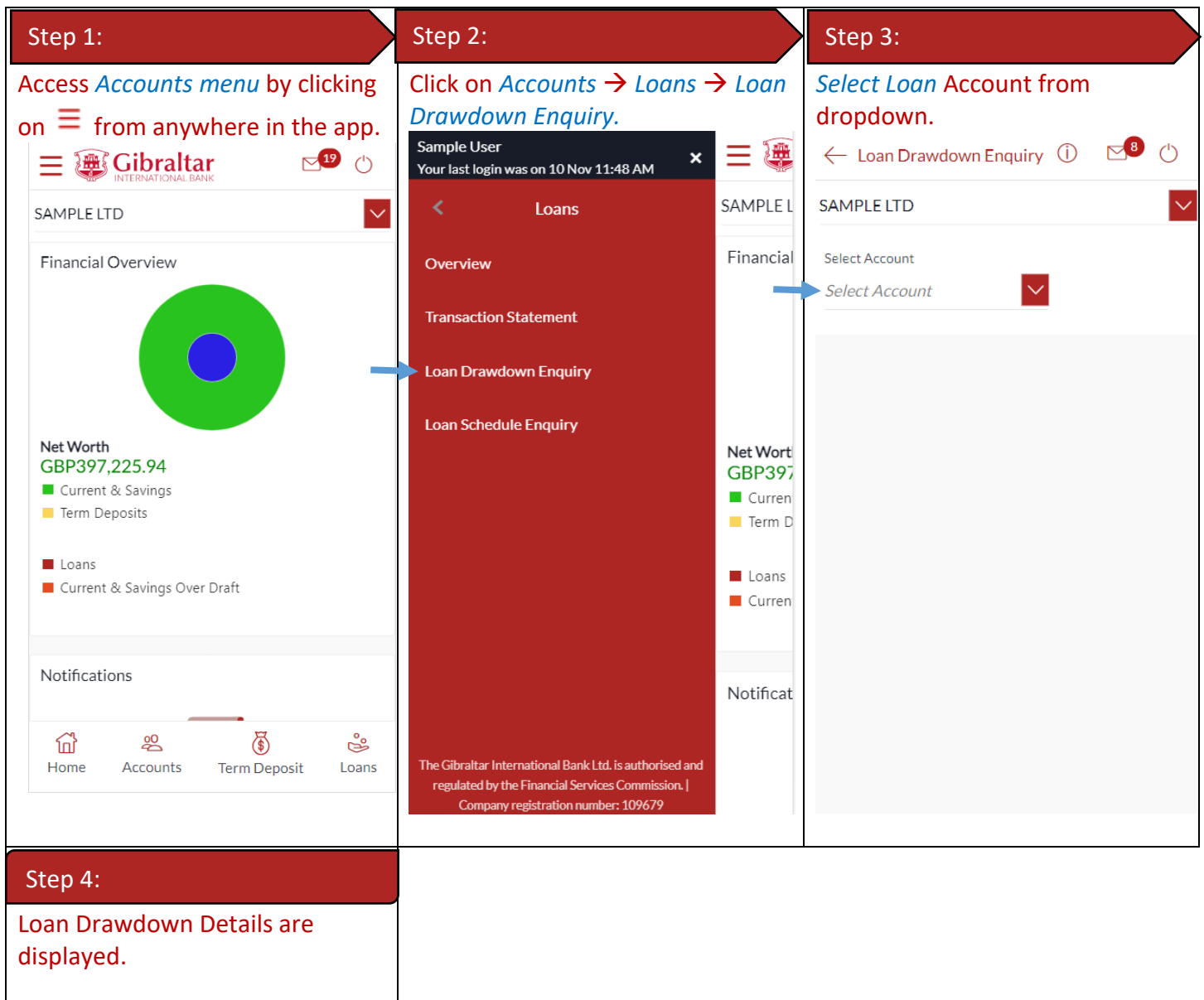
Step 1:

Scroll to the *Quick Links* section on the *Loan Details* page. Click on *Drawdown Enquiry*.

Step 2:

The Loan Drawdown details are displayed.

## 19.2 Loan Account Drawdown through the *Accounts Menu*



←

Loan Drawdown Enquiry

ⓘ

✉

8

⌂

SAMPLE LTD

Select Account

000MMM12345678 - G...

▼

Account Description

Sample User

Account Number

000MMM12345678

Original Approved Amount

GBP215,000.00

Drawdown Amount

GBP204,060.91

01 Oct 2018

GBP204,060.91



# 20 How do I view the Loan Schedule (Loan Schedule Enquiry)?

Loan Schedule provides the repayment schedule for the loan.

## 20.1 Loan Account Schedule Enquiry through *Loan Details*

Step 1:

Scroll to the *Quick Links* section on the *Loan Details* page. Click on *Schedule Enquiry*.

← Loan Details

8

⏻

SAMPLE LTD

▼

GBP0.00

Late Payment Charges

GBP0.00

Other Fees

GBP0.00

Quick Links

➡

📄

Loan Schedule Enquiry

📄

Loan Drawdown Enquiry

📄

Transaction Statement

Step 2:

The Loan Schedule is displayed.

← Loan Schedule Enquiry

8

⏻

SAMPLE LTD

▼

Select Account

000MMM12345678 - G... ▼

Download

Account Number

000MMM12345678

Account Description

Sample User

Instalment Summary

First Instalment

01 Nov 2018

Last Instalment

01 Apr 2037

Total Instalments

222

Instalments Paid

23

Amount Paid To Date

GBP30,191.35

Payment Overview

📊

● Paid Amount

GBP30,191.35

● Paid Amount  
GBP30,191.35

Principal	Interest
GBP14,681.14	GBP15,510.21

● Unpaid Amount  
GBP251,817.46

Principal	Interest
GBP189,379.77	GBP62,437.69

Due Date	01 Nov 2018
Principal	GBP592.76
Interest	GBP736.58
Instalment	GBP1,329.34
Unpaid Instalment	GBP0.00

Due Date	03 Dec 2018
Principal	GBP571.21
Interest	GBP758.13
Instalment	GBP1,329.34
Unpaid Instalment	GBP0.00


Due Date	02 Jan 2019
Principal	GBP620.59
Interest	GBP708.75
Instalment	GBP1,329.34
Unpaid Instalment	GBP0.00

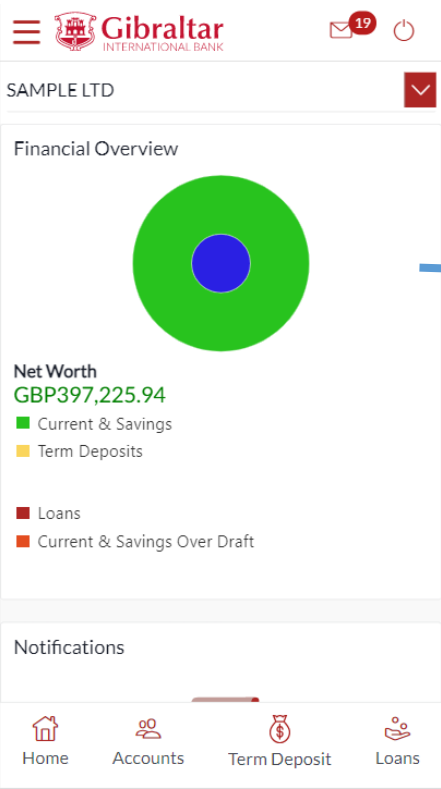
⏪ < > ⏩

[Back](#)

20.2 Loan Schedule Enquiry through the *Accounts Menu*

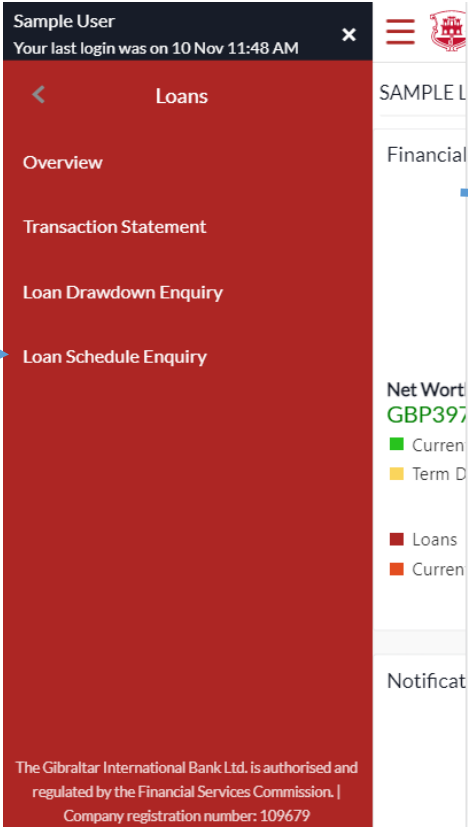
Step 1:

Access *Accounts menu* by clicking on  from anywhere in the app.



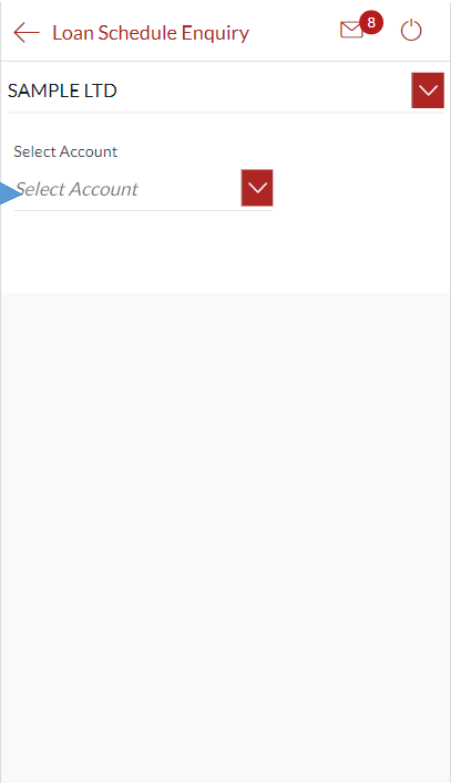
Step 2:

Click on *Accounts* → *Loans* → *Loan Schedule Enquiry*.



Step 3:

Select *Loan Account* from dropdown.



20.3 Loan Schedule Details

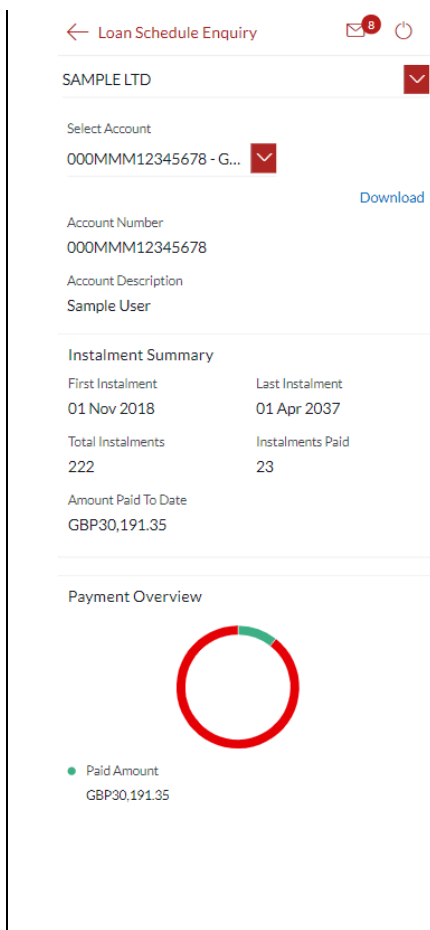
Loan Schedule Details

Loan Schedule Details are displayed.

Loan Schedule Details

The following Loan Schedule Details are displayed:

- Account Description – name of the primary holder of the loan
- Account Number – Loan account number
- First Instalment – date on which the first instalment is due



- Last Instalment – date on which the last instalment is due
- Total Instalments – total number of instalments
- Instalments Paid – number of instalments paid till date
- Amount paid till date – total amount paid till date
- Repayment Date – date on which the specific instalment is due
- Principal – principal amount that is due corresponding to the instalment date
- Interest – interest amount that is due corresponding to the instalment date
- Instalment – total instalment amount that is due corresponding to the instalment date
- Unpaid Instalment – amount that is to be paid, if at all, on the specific instalment date




## 21 How do I view details of my Term Deposit Accounts?


### 21.1 Term Deposit Details through the *Dashboard*


You can access your Current and Savings Accounts details through the Dashboard.


Dashboard


Scroll down to CASA, Term Deposits and Loans section. Click on Term Deposits to view details of accounts.




SAMPLE LTD 

Bulk File 

Current & Savings

Term Deposits

Loans

3 Term Deposits Total Accounts

USD0.00  
USD (3 Accounts)

Fixed Term Deposit Accounts Summary

TD 2 weeks  
[12345678](#)





SAMPLE LTD

@ 0.00% | Maturing on 22 Nov 2021

Amount on deposit USD0.00

Maturity Amount USD0.00

TD 2 weeks

Home Accounts Term Deposit Loans

Click on an account number to view account details.



SAMPLE LTD 

Bulk File 

Current & Savings

Term Deposits

Loans

3 Term Deposits Total Accounts

USD0.00  
USD (3 Accounts)

Fixed Term Deposit Accounts Summary

TD 2 weeks  
[12345678](#)

SAMPLE LTD

@ 0.00% | Maturing on 22 Nov 2021

Amount on deposit USD0.00

Maturity Amount USD0.00


TD 2 weeks

Home Accounts Term Deposit Loans

## 21.2 Term Deposit Details through the *Accounts Menu*

You can access your Term Deposit account details through the *Menu*.


Step 1:


Access *Accounts menu* by clicking on  from anywhere in the app.


Sample User


Your last login was on 10 Nov 11:48 AM


Menu


 Accounts

 Payments

 FX Forwards

 File Upload

 Account Settings

 Mail Box

Financial

Net Worth

GBP397

Current

Term D

Loans

Current

Notificat

Step 2:

Click on *Accounts* → *Term Deposits* → *Fixed Term Deposit Overview*.

Sample User

Your last login was on 10 Nov 11:48 AM

Term Deposits

Fixed Term Deposit Overview

New Term Deposit

Transaction Statement

Financial

Net Worth

GBP397

Current

Term C

Loans

Current


Notificat

Step 3:


Total Accounts – The total Accounts all the deposits

Net Balance – The total net balance of all deposits Accounts.

Fixed Term Deposit Accounts Summary – Summary displays list of all deposits Accounts with their respective details




19



SAMPLE LTD

3

Total Accounts



GBP0.00

Net Balance

Current Position

Convent...

Investment (GBP0.00)

Current Balance (GBP0.00)

Maturity Amount (GBP0.00)

0

10

20


30


40


50


60

Investment (GBP0.00)

 Home

 Accounts

 Term Deposit

 Loans

E-Banking Corporate User Guide – Apple

Page | 70

## Term Deposit Account Details

Click on an **Account Number** to view Term Deposit account details.



SAMPLE LTD



- Investment (GBP0.00)
- Current Balance (GBP0.00)
- Maturity Amount (GBP0.00)

### Fixed Term Deposit Accounts Summary

TD 2 weeks

[12345678](#)

SAMPLE LTD

@ 0.00% | Maturing on 22 Nov 2021

Amount on deposit USD100.00

Maturity Amount USD100.00

TD 2 weeks



Home



Accounts



Term Deposit



Loans

## Term Deposit Account Details

← Term Deposit Details



SAMPLE LTD



Select Account

12345678 - USD - Sampl...

Available Balance : USD0.00

Product name

TD 2 weeks

Account Description

Sample User

### Initial Deposit

Amount On Deposit

USD0.00

Start Date

02 Aug 2021

Interest Rate (Per Annum)

0.0%

Deposit Branch

Gibraltar International Bank Ltd PO Box 1375, Inces House, 310 Main Street, GIBALTAR

### Current Position

Current Balance

USD0.00

Deposit Term

0 Years 0 Months 14 Days

### Maturity

Maturity Amount

USD0.00

Maturity Date

22 Nov 2021

Maturity Instruction

Renew Interest and Pay Out the Principal

Pay To

12345678

Internal Account

Gibraltar International Bank Ltd

PO Box 1375

Inces House, 310 Main Street

Gibraltar - GX11 1AA

GIBALTAR

### Quick Links



Edit Maturity Instruction

## Term Deposit Account Details

The following **Term Deposit Details** are displayed:

- Amount on Deposit – The amount for which the deposit was opened
- Account Description – name of the account holder
- Status – status of your account e.g. active or closed
- Amount on Deposit – amount for which the deposit was opened
- Interest Rate (Per Annum) – rate of interest
- Current Deposit Balance – current principal amount is the revised principal amount after top-up/partial redemption, if any
- Start Date – deposit opening date
- Deposit Term – term/period for which the deposit is maintained
- Maturity Date – date on which the term deposit will mature
- Maturity Amount – value of the term deposit at the time of maturity
- Maturity Instruction – maturity instruction for the deposit
- Pay to – account number to which the deposit amount will be transferred on maturity
- Edit Maturity instruction link

## 21.3 View and download Term Deposit statement

To view and download term deposit statement, go to term deposit details as described in [Section 21.2](#) above.

Step 1:

Click on [Accounts](#) → [Term Deposits](#) → [Transaction Statement](#)

Sample User  
Your last login was on 10 Nov 11:48 AM

Term Deposits

Fixed Term Deposit Overview

New Term Deposit

Transaction Statement

Net Worth  
GBP39,123

Current

Term Deposit

Loans

Current

Notificat

The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679

Step 2:

Click on [Download](#) and Select the file format ([csv](#) or [pdf](#)).

Transaction Statement

SAMPLE LTD

Account number  
12345678 - USD - Sampl...

Available Balance : USD0.00

Current Month All

Download

Date 08 Nov 2021  
Value Date 08 Nov 2021  
ABCD12345678  
Term Dep Mat 2 Wks A/C No. 12345678  
Amount -USD23.00

Page 1 of 1 (1 of 1 items)

Step 3:

The account statement in the selected format is displayed and can be saved.

Gibraltar  
INTERNATIONAL BANK

SAMPLE LTD  
ADDRESS1  
ADDRESS2  
ADDRESS3  
GX11 1AA  
Account Number: 12345678  
Statement Period: 01.11.2021 to 10.11.2021

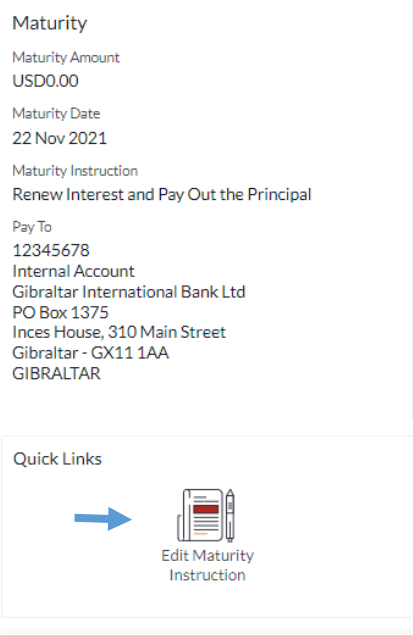
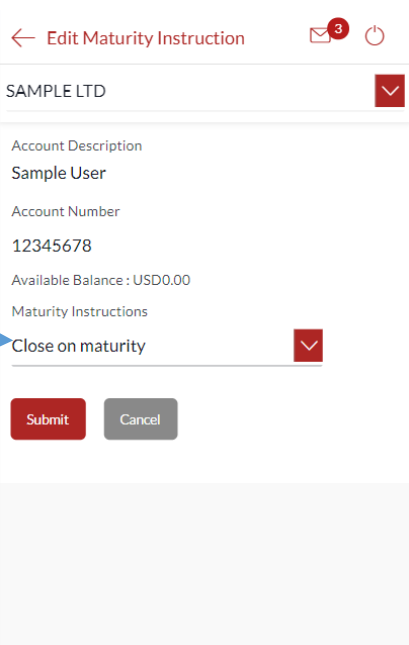
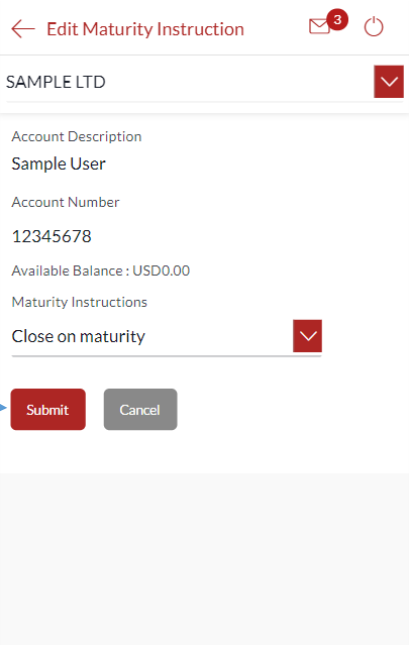
Date	Value Date	Description	Reference Number	Amount
08 Nov 2021	08 Nov 2021	Term Dep Mat 2 Wks A/C No. 98765432	00110212W211120001	USD23.00

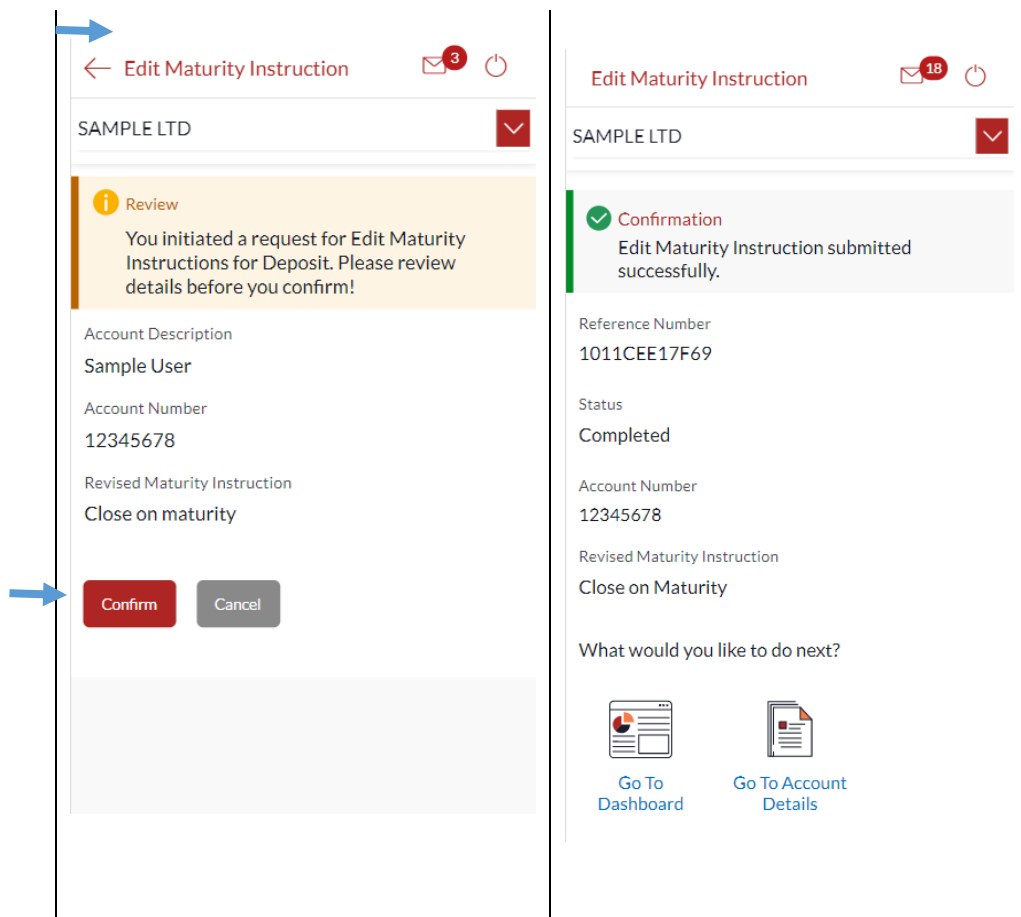
Gibraltar International Bank Limited • P O Box 1375, Inca's House, 310 Main Street, Gibraltar  
t +350 20013900 w gibraltarbank.gi  
Company registration number: 109679  
The Gibraltar International Bank Limited is authorised and regulated by the Financial Services Commission.



## 22 How do I change my Term Deposit maturity instructions?


You can change the term deposit maturity instructions through the Term Deposit details page. Navigate to the Term Deposit details page as described in Section 19 above.

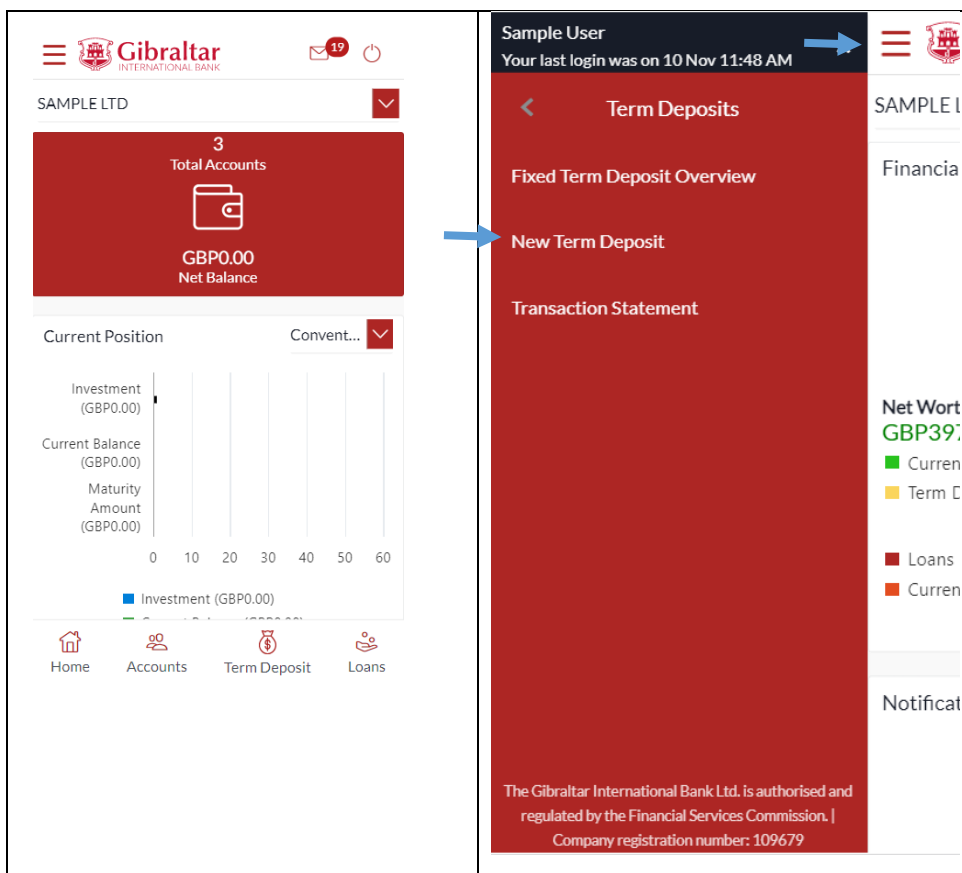
<p><b>Step 1:</b></p> <p>Scroll to Quick Links and click on <b>Edit Maturity Instruction</b> on Deposit details screen.</p> 	<p><b>Step 2:</b></p> <p>Select the <b>Maturity Instruction</b> from the drop down.</p> 	<p><b>Step 3:</b></p> <p>Enter <b>Roll-over Amount</b> if you wish to change the same. Click on <b>Submit</b>.</p> 
<p><b>Step 4:</b></p> <p>Review the <b>Revised Maturity Instruction</b> &amp; Click on <b>Confirm</b> if correct. Click <b>←</b> to Back on edit screen.</p>	<p><b>Confirmation</b></p> <p>The confirmation screen is displayed with Reference Number</p>	



## 23 How do I book a new Term Deposit?

You can book a new term deposit by debit to your Current or Savings account through the app.

Step 1:	Step 2:
Access <a href="#">Accounts menu</a> by clicking on  from anywhere in the app.	Click on <a href="#">Accounts</a> → <a href="#">Term Deposits</a> → <a href="#">New Term Deposit</a> .



### Step 3:

Enter details required to open a new term deposit.

The following **Deposit Details** must be entered:

- [Select Product](#) from a drop down
- [Select Account](#) to be debited to fund the new term deposit
- Enter the [Deposit Amount](#)
- Select [Maturity Instruction](#); payout of interest &/or principle are credited to the account selected in [Select Account](#) above
- Enter [Rollover Amount](#) if you wish to rollover only part of the maturity amount

Click on [Submit](#).

### Step 4:

Review the *Deposit Details* and click on [Confirm](#) if correct. Click [Cancel](#) to cancel the operation or click [←](#) to edit.

		<div><div><div><div><div><div>← New Term Deposit</div><div><div><div></div><div>3</div></div><div><div></div><div></div></div></div></div><div><div>SAMPLE LTD</div><div></div></div></div><div><div>Term Deposit Details</div><div><div>Term Deposit Product</div><div>TD 10 Months</div><div>Source Account</div><div>12345678</div><div>Deposit Amount</div><div>GBP100.00</div><div>Deposit Tenure</div><div>0 Year(s), 10 Month(s), 0 Day(s)</div><div>Opening Date</div><div>10 Nov 2021</div><div>Primary Account Holder</div><div>SAMPLE LTD</div></div></div><div><div>Maturity Details</div><div><div>Maturity Instruction</div><div>Close on Maturity</div><div>Maturity Date</div><div>10 Sep 2022</div><div>Maturity Amount</div><div>GBP100.00</div></div></div><div><div>Confirm</div><div>Cancel</div></div></div></div></div>
--	--	--



Transactions, which do not require approval:	Transactions, which require approval:
If the transaction does not require approval A success message is displayed with a payment reference number.	If the transaction requires approval (by an Approver profile); the transaction is sent to approvers. <a href="#">Section 12.3: Pending for Approvals</a>

New Term Deposit

SAMPLE LTD

**Confirmation**  
 New Term Deposit submitted successfully.

Reference Number  
 10119EA43F75

Status  
 Pending for Approval

Deposit Tenure  
 0 Year(s), 10 Month(s), 0 Day(s)

Deposit Amount  
 GBP100.00

Maturity Date  
 10 Sep 2022

Maturity Instruction  
 Close on maturity

Maturity Amount  
 GBP100.00

What would you like to do next?

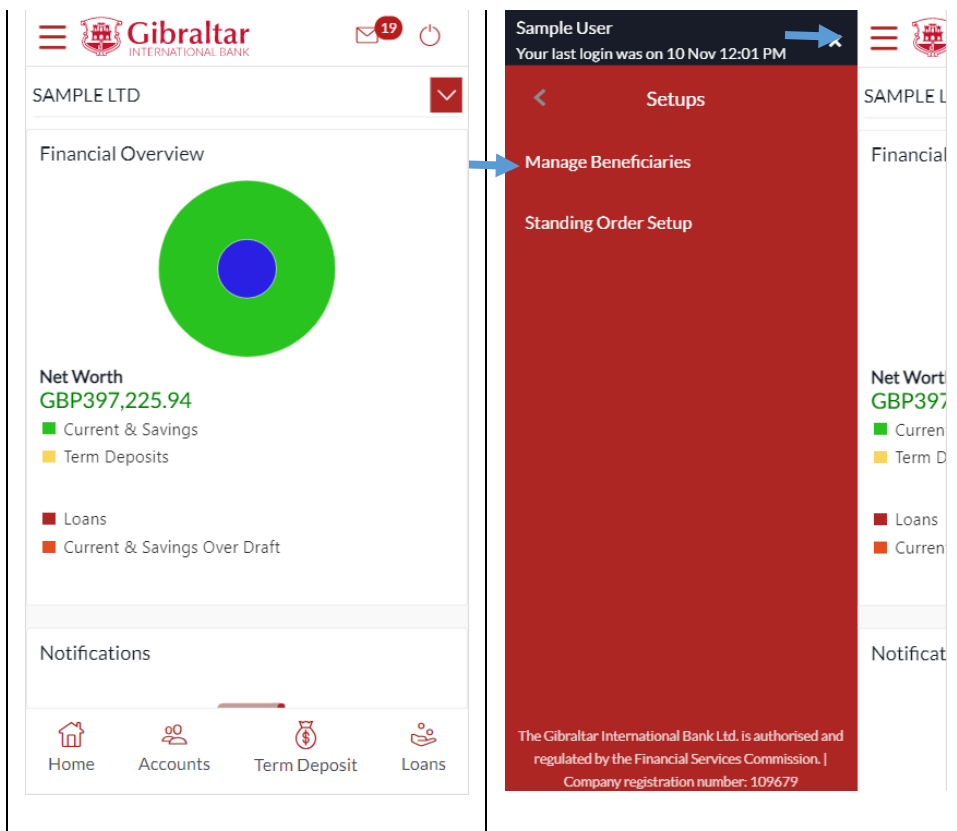
Go To Dashboard

Go To Account Details

## 24 How do I add a Beneficiary?

### 24.1 Add a new Beneficiary














<b>Step 1:</b> Access <i>Accounts menu</i> by clicking on  from anywhere in the app.	<b>Step 2:</b> Click on <i>Payments</i> → <i>Setups</i> → <i>Manage Beneficiaries</i> .
---	--



## 24.2 New Beneficiary (Internal)

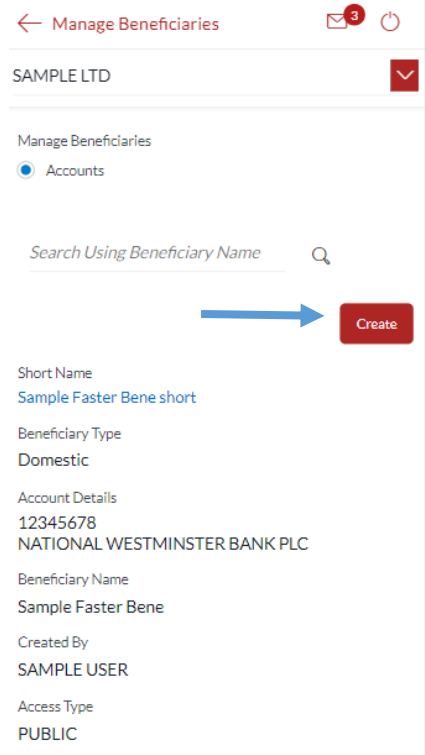
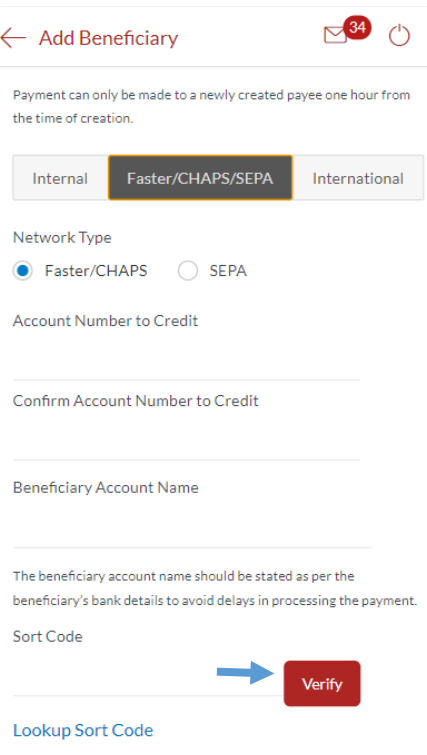
Internal – create beneficiaries holding accounts within Gibraltar International Bank.

Step 1:	Step 2:	Enter Beneficiary Details
<p>Click on <i>Create New Beneficiary</i>.</p>	<p>Select <i>Internal</i>.</p>	<p><b>Enter:</b></p> <ul style="list-style-type: none"> <li>Account Number to Credit</li> <li>Re-enter Account Number to Credit for confirmation</li> <li>Beneficiary Account Name</li> <li>Short name to identify the beneficiary</li> </ul> <p>Click on <i>Create</i>.</p>

Step 3:	Step 4:	Confirmation
<p>Review the information entered and click <b>Confirm</b> to accept, click  to go back to previous screen to modify.</p> <p> Add Beneficiary  250 </p> <div> <div> Review</div> <div>You have initiated a request for Internal Bank Account Beneficiary. Please review details before you confirm!</div> </div> <p>Payment Type Internal</p> <p>Beneficiary Account Name Sample Internal Bene Name</p> <p>Account Number to Credit 12345678</p> <p>Short Name Sample Internal Short Name</p> <p><b>Confirm</b> <b>Cancel</b></p>	<p>A One Time Password (OTP) is sent to your registered email ID &amp; mobile number. Enter the OTP in the <b>Verification Code</b> field &amp; click on <b>Submit</b>.</p> <p>One Time Verification</p> <p>A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.</p> <p>Verification Code</p> <p></p> <p><b>Resend Code</b></p> <p>Attempts Left 4</p> <p>Reference Number 30318</p> <p><b>Submit</b> <b>Cancel</b></p>	<p>A success message is displayed if the beneficiary creation is successful.</p> <p>Add Beneficiary  156 </p> <div> <div> Confirmation</div> <div>Request submitted successfully.</div> </div> <p>Reference Number 2020274021253357</p> <p>Payment Type INTERNAL</p> <p>Beneficiary Account Name Sample Internal Bene Name</p> <p>Short Name Sample Internal Short Name</p> <p>Account Number to Credit 12345678</p> <p>What would you like to do next?</p> <div> <div> Go To Dashboard</div> <div> More Payment Options</div> <div> Pay Now</div> <div> Set up Beneficiary Limits</div> </div>

## 24.3 New Beneficiary (Faster/CHAPS)

Faster/CHAPS – create beneficiaries holding accounts within the U.K. outside Gibraltar International Bank.

Step 1:	Step 2:	Enter Beneficiary Details
<p>Click on <i>Create New Beneficiary</i>.</p> 	<p>Select <i>Faster/CHAPS/SEPA</i></p> 	<p><b>Enter:</b></p> <ul style="list-style-type: none"> <li>• Select Network Type – Faster/CHAPS</li> <li>• Account Number to Credit</li> <li>• Re-enter Account Number to Credit for confirmation</li> <li>• Beneficiary Account Name</li> <li>• Sort Code &amp; click on <i>Verify</i> to validate sort Code</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Click on <i>Lookup Sort Code</i> if you do not know the beneficiary bank's Sort Code</li> <li>• Short name to identify the beneficiary</li> </ul> <p>Click on <i>Create</i>.</p>
Step 3:	Step 4:	Confirmation
<p>Review the information entered and click <i>Confirm</i> to accept, click <i>←</i> to go back to previous screen to modify.</p>	<p>A One Time Password (OTP) is sent to your registered email ID &amp; mobile number. Enter the OTP in the <i>Verification Code</i> field &amp; click on <i>Submit</i>.</p>	<p>A success message is displayed if the beneficiary creation is successful.</p>





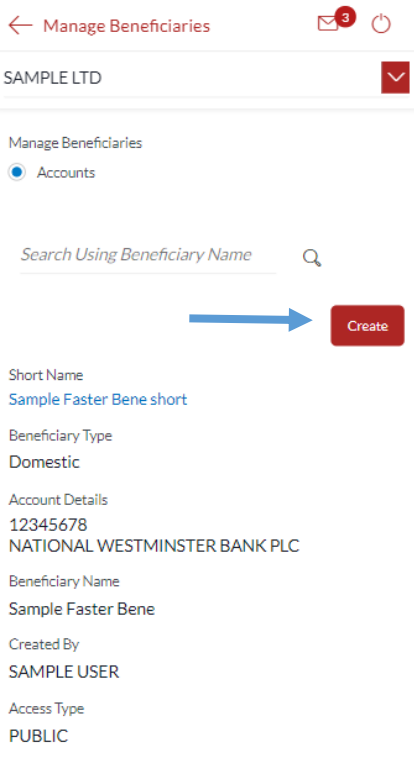
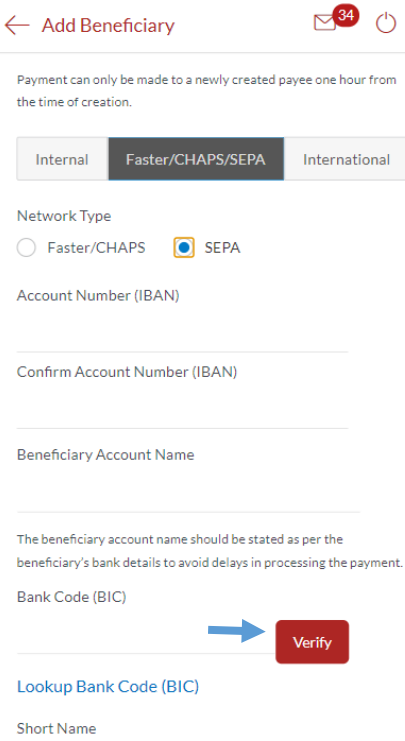
## 24.4 New Beneficiary (International)

International – for beneficiaries holding accounts outside the U.K. and outside SEPA countries.

Step 1:	Step 2:	Enter Beneficiary Details
<p><b>Click on <i>Create New Beneficiary</i></b></p> <p>Manage Beneficiaries</p> <p>Accounts</p> <p>Search Using Beneficiary Name</p> <p>Create</p> <p>Short Name Sample Faster Bene short</p> <p>Beneficiary Type Domestic</p> <p>Account Details 12345678 NATIONAL WESTMINSTER BANK PLC</p> <p>Beneficiary Name Sample Faster Bene</p> <p>Created By SAMPLE USER</p> <p>Access Type PUBLIC</p>	<p><b>Select <i>International</i>.</b></p> <p>Add Beneficiary</p> <p>Payment can only be made to a newly created payee one hour from the time of creation.</p> <p>Internal Faster/CHAPS/SEPA International</p> <p>Account Number (IBAN)</p> <p>Confirm Account Number (IBAN)</p> <p>Beneficiary Account Name</p> <p>The beneficiary account name should be stated as per the beneficiary's bank details to avoid delays in processing the payment.</p> <p>Pay Via</p> <p>SWIFT Code</p> <p>Verify</p> <p>Lookup SWIFT code</p>	<p><b>Enter the following details:</b></p> <ul style="list-style-type: none"> <li>Account Number (IBAN)</li> <li>Re-enter Account Number to Credit for confirmation</li> <li>Beneficiary Account Name</li> <li>SWIFT Code &amp; click on <i>Verify</i> to validate sort Code</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Click on <i>Lookup SWIFT Code</i> if you do not know the beneficiary bank's SWIFT Code</li> <li>Short name to identify the beneficiary</li> </ul> <p>Click on <i>Create</i>.</p>
<p><b>Step 3:</b></p> <p><b>Review the information entered and click <i>Confirm</i> to accept, click ← to go back to previous screen to modify.</b></p> <p>Add Beneficiary</p> <p>Review</p> <p>You have initiated a request for International Bank Account Beneficiary. Please review details before you confirm!</p> <p>Payment Type International</p> <p>Account Number (IBAN) 12345678909876</p> <p>Beneficiary Account Name Sample International Bene Name</p> <p>SWIFT Code LOYDGB2LXXX LLOYDS BANK PLC</p> <p>11-15 MONUMENT STREET,LONDON</p> <p>Short Name Sample International Short Name</p> <p>Confirm Cancel</p>	<p><b>Step 4:</b></p> <p><b>A One Time Password (OTP) is sent to your registered email ID &amp; mobile number. Enter the OTP in the <i>Verification Code</i> field &amp; click on <i>Submit</i>.</b></p> <p>One Time Verification</p> <p>A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.</p> <p>Verification Code</p> <p>Resend Code</p> <p>Attempts Left 4</p> <p>Reference Number 30318</p> <p>Submit Cancel</p>	<p><b>Confirmation</b></p> <p><b>A success message is displayed if the beneficiary creation is successful.</b></p> <p>Add Beneficiary</p> <p>Confirmation</p> <p>Request submitted successfully.</p> <p>Reference Number 2020274021253403</p> <p>Payment Type International</p> <p>Short Name Sample International Short Name</p> <p>Beneficiary Account Name Sample International</p> <p>Bene Name</p> <p>Account Number (IBAN) 12345678909876</p> <p>Bank Details LOYDGB2LXXX LLOYDS BANK PLC 11-15 MONUMENT STREET,LONDON</p> <p>What would you like to do next?</p> <p>Go To Dashboard More Payment Options Pay Now</p>


## 24.5 New Beneficiary (SEPA)

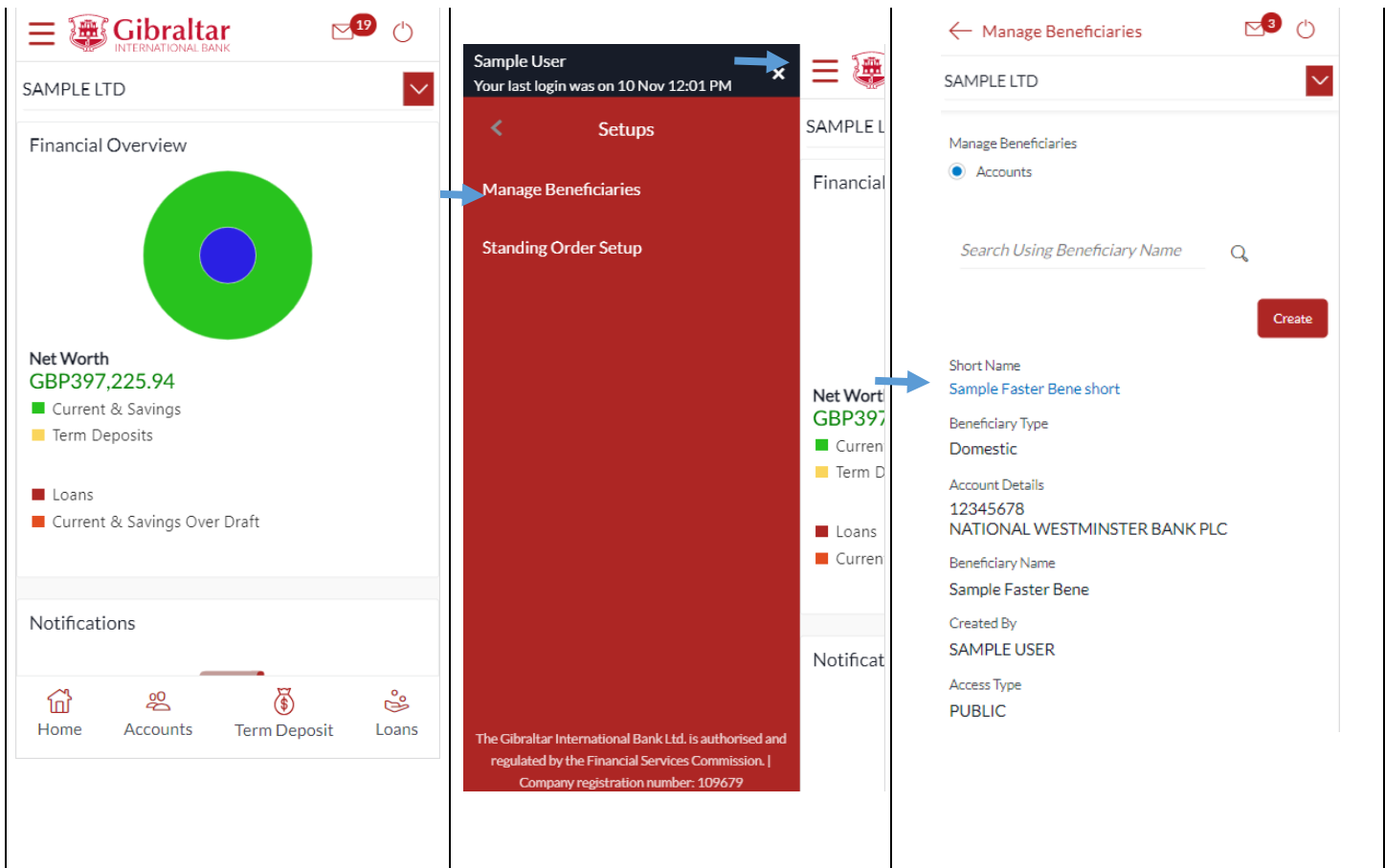
SEPA – create beneficiaries holding accounts within SEPA zone outside Gibraltar International Bank.

Step 1:	Step 2:	Enter Beneficiary Details
<p>Click on <i>Create New Beneficiary</i>.</p> 	<p>Select <i>Faster/CHAPS/SEPA</i>.</p> 	<p><b>Enter:</b></p> <ul style="list-style-type: none"> <li>• Select Network Type – SEPA CREDIT</li> <li>• Account Number to Credit</li> <li>• Re-enter Account Number to Credit for confirmation</li> <li>• Beneficiary Account Name</li> <li>• Bank Code(BIC) &amp; click on <i>Verify</i> to validate Bank Code (BIC)</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Click on <i>Lookup Bank Code (BIC)</i> if you do not know the beneficiary bank's Bank Code (BIC)</li> <li>• Short name to identify the beneficiary</li> </ul> <p>Click on <i>Create</i>.</p>
Step 3:	Step 4:	Confirmation
<p>Review the information entered and click <i>Confirm</i> to accept, click <i>←</i> to go back to previous screen to modify.</p>	<p>A One Time Password (OTP) is sent to your registered email ID &amp; mobile number. Enter the OTP in the <i>Verification Code</i> field &amp; click on <i>Submit</i>.</p>	<p>A success message is displayed if the beneficiary creation is successful.</p>

<div> <div> Add Beneficiary <div>3</div> <div></div> </div> <div> SAMPLE LTD <div></div> </div> <div> <div> <i>i</i> Review </div> <div> You have initiated a request to add Domestic Bank Account Beneficiary. Please review details before you confirm! </div> </div> <div> <div>Beneficiary Account Name</div> <div>Sample SEPA Bene Name</div> </div> <div> <div>Payment Type</div> <div>Domestic</div> </div> <div> <div>Network Type</div> <div>SEPACREDIT</div> </div> <div> <div>Account Number (IBAN)</div> <div>123456789012345</div> </div> <div> <div>Bank Code (BIC)</div> <div>ABCEGB2LXXX</div> </div> <div> <div>Short Name</div> <div>Sample SEPA Short Name</div> </div> <div> <div>Beneficiary Access Type</div> <div>Public</div> </div> <div> <div>Confirm</div> <div>Cancel</div> </div> </div>	<div> <div>One Time Verification</div> <div> A verification code has been sent to your registered mobile number. Please enter that code below to complete the process. </div> <div> <div>Verification Code</div> <div></div> <div>Resend Code</div> </div> <div> <div>Attempts Left</div> <div>4</div> </div> <div> <div>Reference Number</div> <div>30318</div> </div> <div> <div>Submit</div> <div>Cancel</div> </div> </div>	<div> <div> Add Beneficiary <div>3</div> <div></div> </div> <div> SAMPLE LTD <div></div> </div> <div> <div> <div>Confirmation</div> Add Beneficiary submitted successfully. </div> </div> <div> <div>Reference Number</div> <div>10116694B6B4</div> </div> <div> <div>Status</div> <div>Completed</div> </div> <div> <div>Payment Type</div> <div>Domestic</div> </div> <div> <div>Beneficiary Account Name</div> <div>Sample SEPA Bene Name</div> </div> <div> <div>Account Number (IBAN)</div> <div>123456789012345</div> </div> <div> <div>Network Type</div> <div>SEPACREDIT</div> </div> <div> <div>Short Name</div> <div>Sample SEPA Short Name</div> </div> <div> <div>Bank Details</div> <div> ABCEGB2LXXX  ABC INTERNATIONAL BANK PLC  ARAB BANKING CORPORATION  HOUSE,1-5 MOORGATE,GB </div> </div> <div> <div>What would you like to do next?</div> <div> <div>Go To</div> <div>Pay Now</div> </div> </div> </div>
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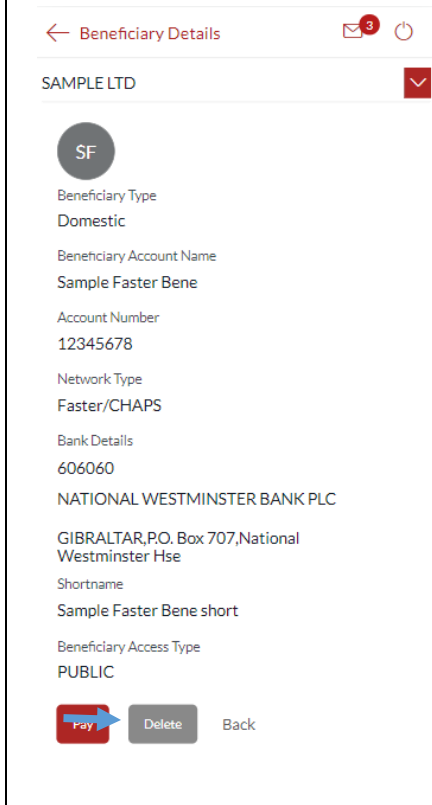
## 25 How do I delete an existing Beneficiary?

Step 1:	Step 2:	Step 3:
Access <i>Accounts menu</i> by clicking on  from anywhere in the app.	Click on <i>Payments</i> → <i>Setup</i> → <i>Manage Beneficiaries</i> .	Click on the <i>Short Name</i> of beneficiary to be deleted.



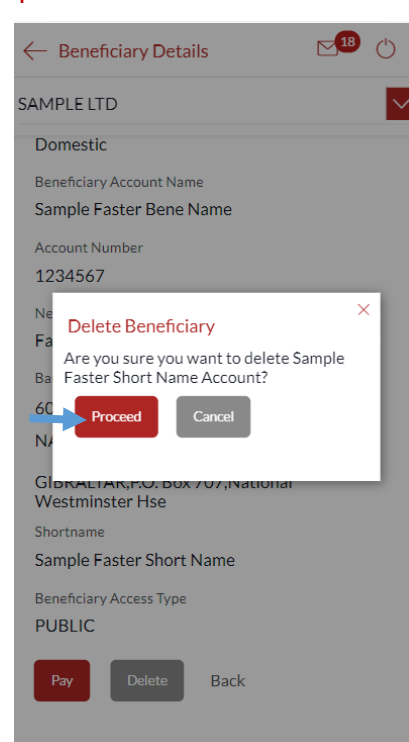
#### Step 4:

Beneficiary details are displayed. Click on **Delete**.



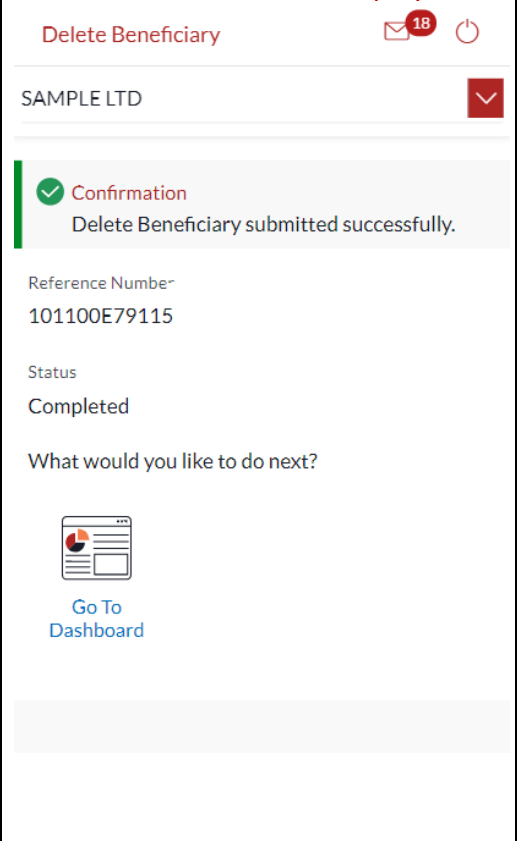
#### Step 5:

Click **Proceed** to confirm deletion or Click **Cancel** to Cancel the operation.



#### Confirmation

A confirmation screen is displayed.



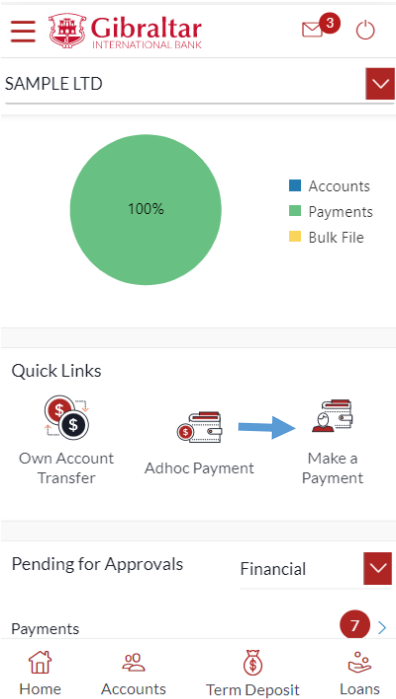
## 26 How do I Make a Payment to a registered beneficiary?

You can make a payment through the [Dashboard](#) and [Payments Menu](#).

### 26.1 Make a Payment through [Dashboard](#)


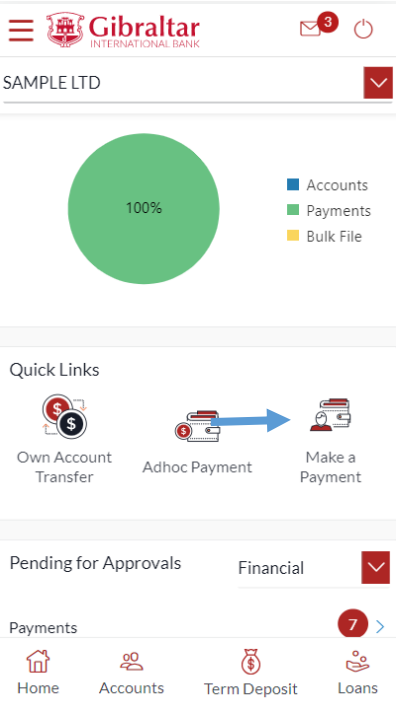
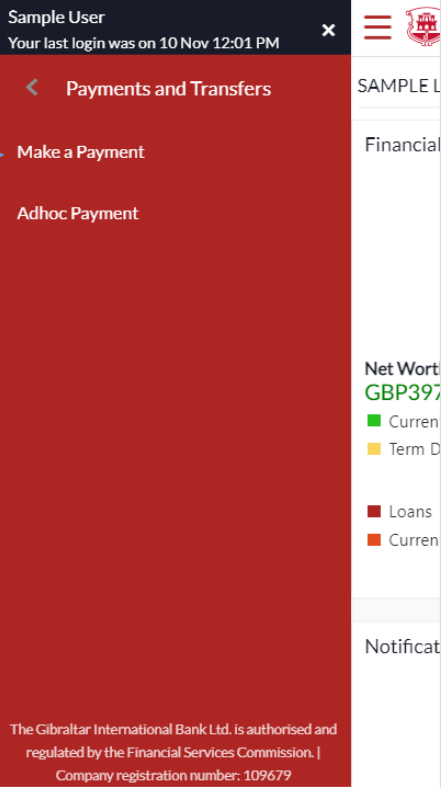
**Step 1:**

Scroll to the [Quick Links](#) section of the dashboard. Click on [Make a Payment](#).



The screenshot displays the Gibraltar International Bank dashboard for a user named 'SAMPLE LTD'. At the top, there is a header with the bank's logo, a notification bell with a red '3', and a power icon. Below the header, the user's name 'SAMPLE LTD' is shown with a dropdown arrow. A large green circle indicates '100%' completion for 'Payments'. A legend shows 'Accounts' in blue, 'Payments' in green, and 'Bulk File' in yellow. The 'Quick Links' section contains three icons: 'Own Account Transfer', 'Adhoc Payment', and 'Make a Payment'. Below this, there is a 'Pending for Approvals' section with a 'Financial' dropdown. At the bottom, a 'Payments' section shows a red circle with the number '7' and a right arrow, followed by four icons: 'Home', 'Accounts', 'Term Deposit', and 'Loans'.

## 26.2 Make a Payment through *Payments Menu*

Step 1:	Step 2:
<p>Access <i>Payments menu</i> by clicking on  from anywhere in the app.</p> 	<p>Click on <i>Payments</i> → <i>Payments and Transfers</i> → <i>Make a Payment</i>.</p> 

## 26.3 Make a Payment

Step 1:	Step 2:	Payment Details
<p>Click on <i>Existing Beneficiary</i> to initiate a payment.</p>	<p>Capture Payment Details.</p>	<p><b>Capture the following details:</b></p> <ul style="list-style-type: none"> <li>• Select beneficiary type: <ul style="list-style-type: none"> <li>○ Existing Beneficiary</li> <li>○ My Accounts</li> <li>○ New Beneficiary</li> </ul> </li> <li>• Select <i>Beneficiary</i> from drop down</li> <li>• Select <i>Payment Type</i> (<i>CHAPS/Faster</i>) in case of Faster Payments</li> <li>• Select <i>Transfer From</i> – the account to be debited from the drop down</li> <li>• Select payment currency from the drop down</li> </ul>

← Make a Payment

SAMPLE LTD

Transfer Type

☒ Existing Beneficiary
 ☐ My Accounts

New Beneficiary

Beneficiary

Please Select

Pay Cancel

← Make a Payment

SAMPLE LTD

Transfer Type

☒ Existing Beneficiary
 ☐ My Accounts

New Beneficiary

Beneficiary

Sample SEPA Short Name - 12345...

SS Sample SEPA Short Name

Beneficiary Type

DOMESTIC

Account Number

123456789012345

Network Type

SEPACREDIT

Account Name

Sample SEPA Bene Name

Bank Details

ABCEGB2LXXX

Transfer From

12345678 - GBP - Sampl...

Available Balance : GBP279,541.95

Amount

EUR

EUR2.00

View Limits

Exchange Rate : GBP/EUR

1.083635

Transfer When

☒ Now
 ☐ Later

Your transaction will be processed with below value date.

Value Date

13 Jan 2021

Payment Charges

15 GBP

The charge for this payment will be deducted from the payment account selected.

Reference

sample reference

Add Payment Details

Please note that foreign currency conversions are for indication purposes only and to obtain a definitive rate please contact the Bank. No reliance should be placed on the information provided.

Pay Cancel

- Enter payment amount
- Click [View Limits](#) to view beneficiary limits
- Select [Value Date – Now](#) to initiate the payment on the same day, [Later](#) to initiate a future dated payment
- The applicable [Payment Charges](#) are displayed
- Enter [Reference](#) to help you identify the payment. For Faster/CHAPS, SEPA and International Payments, you can enter narrative in 4 lines by clicking **Add Payment Details** link
- Enter [Special Routing Instructions](#) to provide instructions for International Payments.

Click on [Pay](#).



### Step 3:

Review the information entered and click [Confirm](#) to accept, Click on [Cancel](#) to cancel the operation.

← Make a Payment



SAMPLE LTD



Short Name



Sample SEPA Short Name

Account Number (IBAN)

123456789012345

Beneficiary Type

DOMESTIC

Beneficiary Account Name

Sample SEPA Bene Name

Bank Details

ABCEGB2LXXX

ABC INTERNATIONAL BANK PLC

ARAB BANKING CORPORATION HOUSE,1-5  
MOORGATE,LONDON EC2R 6AB

Transfer From

12345678

Payment Type

SEPACREDIT

Amount

EUR2.00

Transfer When

13 Jan 2021

Reference

sample reference

Confirm

Cancel

### Step 4:

A One Time Password (OTP) is sent to your registered email ID & mobile number. Enter the OTP in the [Verification Code](#) field & click on [Submit](#).

One Time Verification

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.

Verification Code

[Resend Code](#)

Attempts Left

4

Reference Number

30318

Submit

Cancel

Transactions which do not require approval:

If the transaction does not require approval A success message is displayed with a payment reference number.

Click on [e-Receipt](#) to download e-receipt for the transaction.

To quickly access this payment in the future, click on [Add Favourite](#).

Make a Payment



SAMPLE LTD



✓ Confirmation

Make a Payment submitted successfully.

Reference Number

10111F438501

Status

Pending for Approval

Transfer From

12345678

Account Number

123456789012345

Amount

EUR2.00

Short Name

Sample SEPA Short  
Name

Payment Type

SEPACREDIT

Reference

sample reference

Bank Details


ABCEGB2LXXX  
ABC INTERNATIONAL  
BANK PLC  
ARAB BANKING  
CORPORATION  
HOUSE,1-5  
MOORGATE,LONDON  
EC2R 6AB

Transfer When

13 Jan 2021

What would you like to do next?



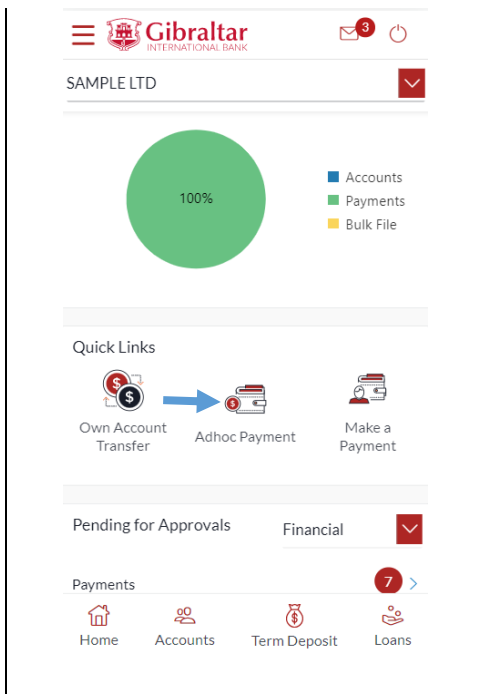
Transactions, which require approval:	E-Receipt Download:
<p>If the transaction requires approval (by an Approver profile); the transaction is sent to approvers.</p> <p>To quickly access this payment in the future, click on <a href="#">Add Favourite</a></p> <p>Refer <a href="#">Section 12.3: Pending for Approvals</a></p>	<p>An e-receipt for the transaction is generated and displayed on the screen. The same can be saved for future reference.</p> 

## 27 How do I make an Adhoc Payment?

You can make a payment through the [Dashboard](#) and [Payments Menu](#).

### 27.1 Make a Payment through [Dashboard](#)

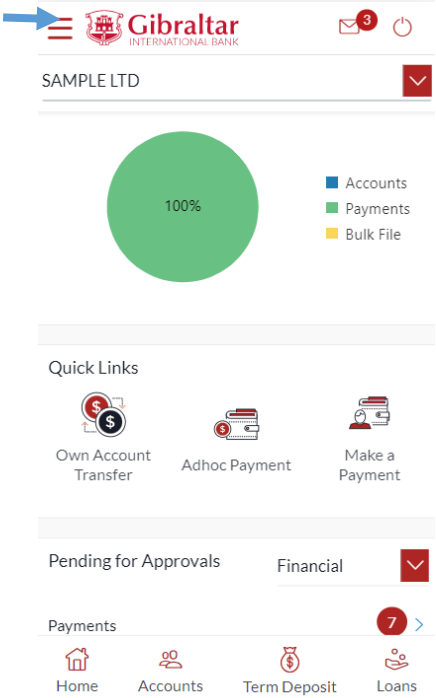
Step 1:
<p>Scroll to the <a href="#">Quick Links</a> section of the dashboard. Click on <a href="#">Adhoc Payment</a>.</p>



## 27.2 Make an Adhoc Payment through *Payments Menu*

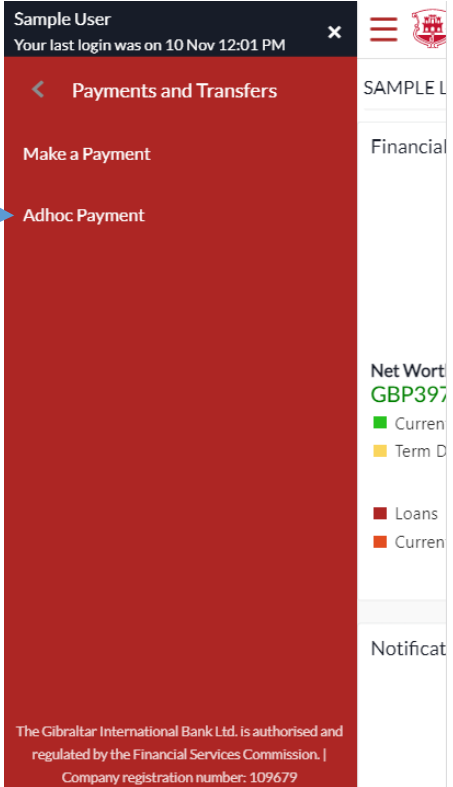
**Step 1:**

Access *Payments* menu by clicking on from anywhere in the app.

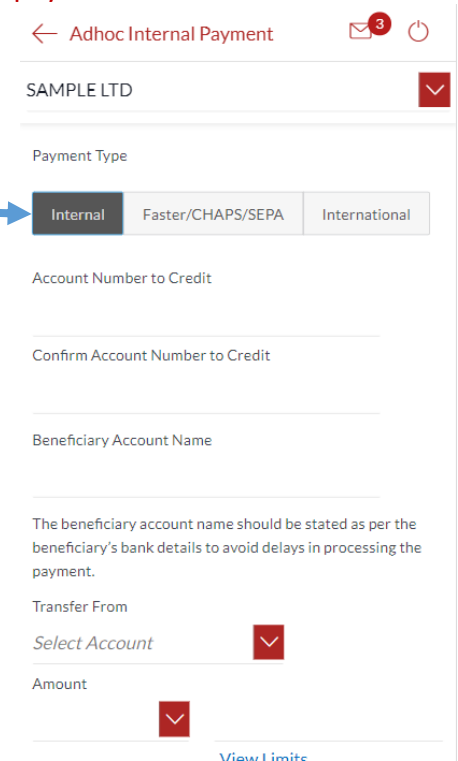
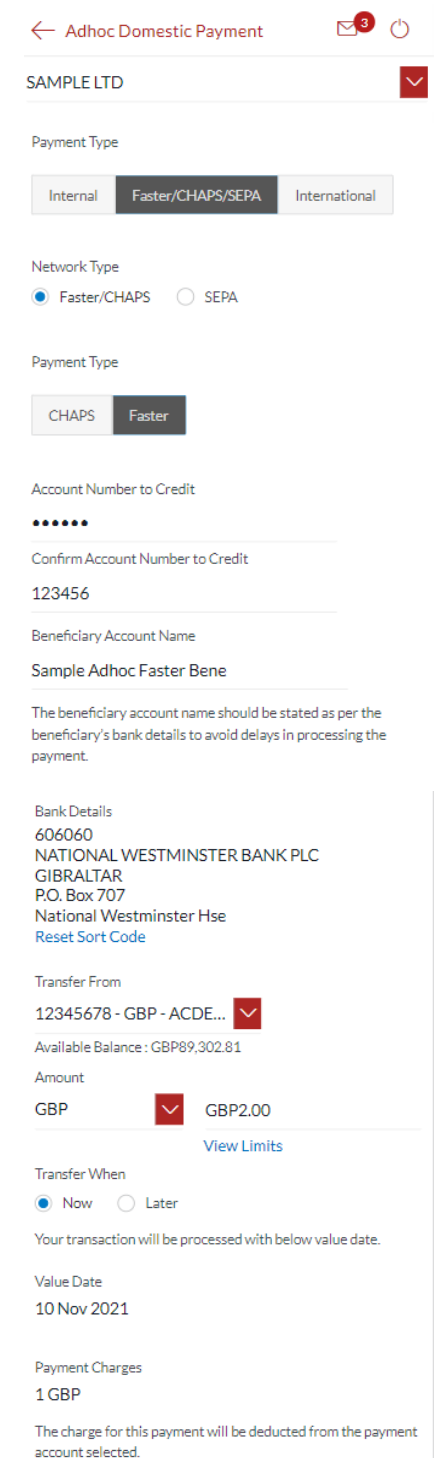


**Step 2:**

Click on *Payments* → *Payments and Transfers* → *Adhoc Payment*.



## 27.3 Make an Adhoc Payment

Step 1:	Step 2:	Payment Details
<p>Click on <a href="#">Payment Type</a> to initiate a payment.</p> 	<p>Capture Payment Details.</p> 	<p>Capture the following details:</p> <ul style="list-style-type: none"><li>• Select <a href="#">Payment Type</a></li><li>• Enter the <a href="#">Account Number (IBAN)</a> – beneficiary's account number</li><li>• Enter <a href="#">Beneficiary Account Name</a></li><li>• Depending on the type of payment, enter/lookup <a href="#">Sort Code Bank Code (BIC)</a> or <a href="#">SWIFT Code</a></li><li>• Select <a href="#">Transfer From</a> – the account to be debited from the drop down</li><li>• <a href="#">Amount</a> – select payment currency from the drop down</li><li>• Enter payment <a href="#">amount</a></li><li>• For international payments, the GBP exchange rate is displayed</li><li>• Click <a href="#">View Limits</a> to view beneficiary limits</li><li>• Select <a href="#">Value Date</a> – <a href="#">Today</a> to initiate the payment on the same day, <a href="#">Later</a> to initiate effect a future dated payment</li><li>• For SWIFT payments select if <a href="#">Correspondence Charges</a> will be paid by you (Self), the Beneficiary or Shared.</li><li>• The applicable <a href="#">Payment Charges</a> are displayed</li><li>• Enter a <a href="#">Payment Details</a> to help you identify the payment</li></ul> <p>Click on <a href="#">Pay</a>.</p>

	<p>Reference</p> <p>sample reference</p> <p><a href="#">Add Payment Details</a></p> <p>Please note that foreign currency conversions are for indication purposes only and to obtain a definitive rate please contact the bank. No reliance should be placed on the information provided.</p> <p>This Payment can be executed without creating beneficiary template.</p> <p><a href="#">Pay</a> <a href="#">Cancel</a></p>	
--	---	--

<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; font-weight: bold;">Step 3:</div> <p><b>Review the information entered and click <a href="#">Confirm</a> to accept, <a href="#">Cancel</a> to cancel the operation.</b></p> <div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>← Adhoc Domestic Payment</span> <span> 3 </span> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> SAMPLE LTD <span style="float: right; color: red; font-weight: bold;">▼</span> </div> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p> <b>Review</b></p> <p>You initiated a request for Adhoc Payment. Please review details before you confirm!</p> </div> <div style="margin-top: 10px;"> <p>Payment Type</p> <p>Domestic</p> <p>Account Number to Credit</p> <p>123456</p> <p>Beneficiary Account Name</p> <p>Sample Adhoc Faster Bene</p> <p>Bank Details</p> <p>606060</p> <p>GIBALTAR</p> <p>P.O. Box 707</p> <p>National Westminster Hse</p> <p>Network</p> <p>FASTER</p> <p>Amount</p> <p>GBP2.00</p> <p>Transfer When</p> <p>10 Nov 2021</p> <p>Transfer From</p> <p>12345678</p> <p>Reference</p> <p>sample reference</p> <div style="display: flex; justify-content: flex-end; margin-top: 10px;"> <div style="background-color: #c00000; color: white; padding: 5px 15px; border-radius: 3px; margin-right: 10px;"><a href="#">Confirm</a></div> <div style="background-color: #a0a0a0; color: white; padding: 5px 15px; border-radius: 3px;"><a href="#">Cancel</a></div> </div> </div> </div>	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; font-weight: bold;">Step 4:</div> <p><b>A One Time Password (OTP) is sent to your registered email ID &amp; mobile number. Enter the OTP in the <a href="#">Verification Code</a> field &amp; click on <a href="#">Submit</a>.</b></p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>One Time Verification</p> <p>A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.</p> <p>Verification Code</p> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px; margin-bottom: 5px;"> <span style="color: blue; font-size: 1.2em; float: right;">🔗</span> </div> <p><a href="#">Resend Code</a></p> <p>Attempts Left</p> <p>4</p> <p>Reference Number</p> <div style="background-color: #a0a0a0; padding: 5px; margin-bottom: 10px;">30318</div> <div style="display: flex; justify-content: flex-end; margin-top: 10px;"> <div style="background-color: #c00000; color: white; padding: 5px 15px; border-radius: 3px; margin-right: 10px;"><a href="#">Submit</a></div> <div style="background-color: #a0a0a0; color: white; padding: 5px 15px; border-radius: 3px;"><a href="#">Cancel</a></div> </div> </div>	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; font-weight: bold;">Transactions, which do not require approval:</div> <p><b>If the transaction does not require approval A success message is displayed with a payment reference number.</b></p> <p><b>Click on <a href="#">e-Receipt</a> to download e-receipt for the transaction.</b></p> <div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>Adhoc Domestic Payment</span> <span> 3 </span> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> SAMPLE LTD <span style="float: right; color: red; font-weight: bold;">▼</span> </div> <div style="background-color: #e0f2f1; padding: 10px; margin-top: 10px;"> <p> <b>Confirmation</b></p> <p>Adhoc Domestic Payment submitted successfully.</p> </div> <div style="margin-top: 10px;"> <p>Reference Number</p> <p>101103E167CB</p> <p>Status</p> <p>Pending for Approval</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Payment Type</td> <td style="width: 50%;">Beneficiary Account Name</td> </tr> <tr> <td>Domestic</td> <td>Sample Adhoc Faster Bene</td> </tr> <tr> <td>Amount</td> <td>Account Number</td> </tr> <tr> <td>GBP2.00</td> <td>123456</td> </tr> <tr> <td>Bank Details</td> <td>Network</td> </tr> <tr> <td>606060</td> <td>FASTER</td> </tr> <tr> <td>GIBALTAR</td> <td></td> </tr> <tr> <td>P.O. Box 707</td> <td></td> </tr> <tr> <td>National Westminster Hse</td> <td></td> </tr> <tr> <td>Transfer From</td> <td>Transfer When</td> </tr> <tr> <td>12345678</td> <td>10 Nov 2021</td> </tr> <tr> <td>Payment Details</td> <td></td> </tr> <tr> <td>sample reference</td> <td></td> </tr> </table> </div> </div>	Payment Type	Beneficiary Account Name	Domestic	Sample Adhoc Faster Bene	Amount	Account Number	GBP2.00	123456	Bank Details	Network	606060	FASTER	GIBALTAR		P.O. Box 707		National Westminster Hse		Transfer From	Transfer When	12345678	10 Nov 2021	Payment Details		sample reference	
Payment Type	Beneficiary Account Name																											
Domestic	Sample Adhoc Faster Bene																											
Amount	Account Number																											
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Bank Details	Network																											
606060	FASTER																											
GIBALTAR																												
P.O. Box 707																												
National Westminster Hse																												
Transfer From	Transfer When																											
12345678	10 Nov 2021																											
Payment Details																												
sample reference																												

What would you like to do next?



Go To  
Dashboard



Add as  
Beneficiary?

## E-Receipt Download:

An e-receipt for the transaction is generated and displayed on the screen. The same can be saved for future reference.

SAMPLE LTD

10 Nov 2021 10:24:33

ADHOC DOMESTIC PAYMENT

Reference Number	2128001029865000
Payment Type	Domestic
Network Type	FASTER
Account Number	12345123
Account Name	Sample FASTER Bene Name
Bank Details	606060 NATIONAL WESTMINSTER BANK PLC GIBRALTAR P.O. Box 707 National Westminster Hse
Transfer From	12345678
Amount	GBP65.00
Transfer When	07 Oct 2021
Reference	Sample Reference

This is computer generated receipt no signature required.

Electronic Receipt owns no official legal effect. You may go to branch to get the paper receipt.

## Transactions which require approval:


If the transaction requires approval (by an Approver profile); the transaction is sent to approvers.

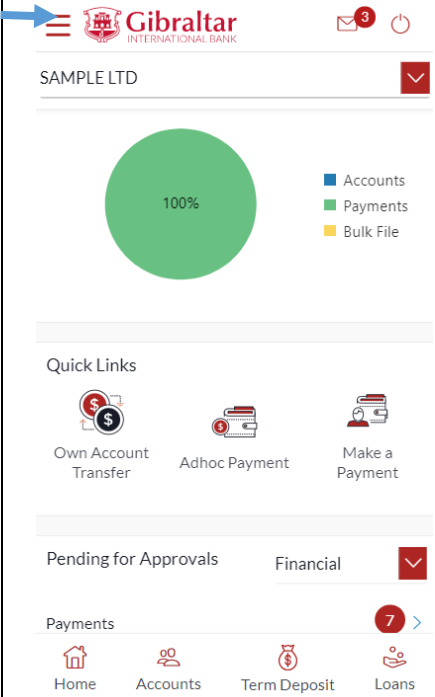
Refer to [Section 12.3 Pending for Approvals.](#)

## 28 How do I set up a Standing Order?

You can set up a repetitive payment instruction (a Standing Order).

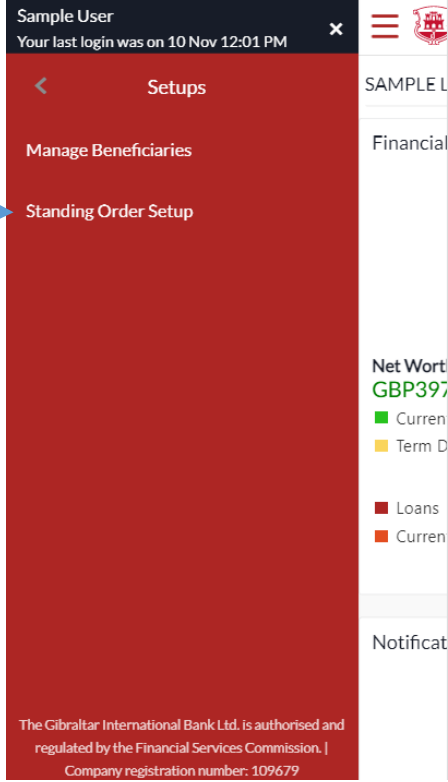
Step 1:

Access **Payments** menu by clicking on  from anywhere in the app.



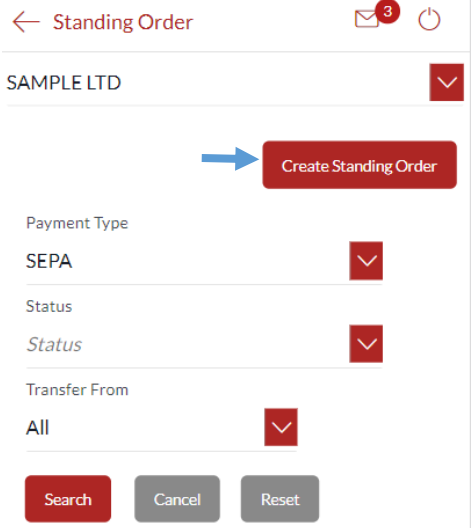
Step 2:

Click on **Payments** → **Setups** → **Standing Order Setup**.



Step 3:












Click on **Create Standing Order**.



E-Banking Corporate User Guide – Apple

Page | 95

## 28.1 Set up a Standing Order

Step 1:	Standing Order Details:	Step 3:
<p><b>Capture Standing Order details</b></p> <p>← Create Standing Order  18 </p> <p>SAMPLE LTD </p> <p>Payment To <input checked="" type="radio"/> Existing Beneficiary <input type="radio"/> My Accounts</p> <p><b>New Beneficiary</b></p> <p>Beneficiary Sample SEPA Short Name - 12345... </p> <p>Payment Type Domestic</p> <p>Account Name Sample SEPA Bene Name</p> <p>Account Number 123456789012345</p> <p>Bank Details ABCEGB2LXXX,ABC INTERNATIONAL BANK PLC,ARAB BANKING CORPORATION HOUSE,1-5 MOORGATE,LONDON EC2R 6AB</p> <p>Transfer From 12345678 - GBP - ACDE... </p> <p>Available Balance : GBP279,541.95</p> <p>Amount EUR  EUR2.00 <a href="#">View Limits</a></p> <p>Exchange Rate : GBP/EUR 1.083635</p> <p>Payment Charges 15 GBP</p> <p>The charge for this payment will be deducted from the payment account selected.</p> <p>Payment Frequency Quarterly </p> <p>Start Date 10 Nov 2021 </p> <p>End Date <input type="radio"/> on <input type="radio"/> after <input checked="" type="radio"/> not specified</p> <p>Reference sample reference <a href="#">Add Reference</a></p> <p>Please note that foreign currency conversions are for indication purposes only and to obtain a definitive rate please contact the bank. No reliance should be placed on the information provided.</p> <p><b>Submit</b> <b>Cancel</b></p>	<p><b>Capture the following details:</b></p> <ul style="list-style-type: none"><li>• Select beneficiary type:<ul style="list-style-type: none"><li>○ Existing Beneficiary</li><li>○ My Accounts</li><li>○ New Beneficiary</li></ul></li><li>• Select <b>Beneficiary</b> from drop down</li><li>• Select <b>Payment Type</b></li><li>• Select <b>Transfer From</b> – the account to be debited from the drop down</li><li>• Select payment currency from the drop down</li><li>• Enter payment <b>Amount</b></li><li>• Click <b>View Limits</b> to view beneficiary limits</li><li>• Select <b>Payment Frequency</b> (e.g. Daily, Weekly, Monthly, etc.) from the drop down</li><li>• Enter the Standing Order <b>Start Date</b></li><li>• Enter the <b>End Date</b> for the Standing Order, select <b>Not Specified</b>, if there is no end date</li><li>• The applicable <b>Payment Charges</b> are displayed</li><li>• Enter <b>Reference</b> to help you identify the payment</li><li>• Enter <b>Special Routing Instructions</b> in case of International Payments to provide instructions for routing.</li></ul> <p>Click on <b>Submit</b>.</p>	<p><b>Review the information entered and click <b>Confirm</b> to accept, Click ← to modify and click on <b>Cancel</b> to cancel the operation.</b></p> <p>← Create Standing Order  18 </p> <p>SAMPLE LTD </p> <p><b>Review</b> You initiated a request for Domestic Standing Order. Please review details before you confirm!</p> <p>Short Name Sample SEPA Short Name</p> <p>Payment Type Domestic</p> <p>Account Number 123456789012345</p> <p>Account Name Sample SEPA Bene Name</p> <p>Transfer From 12345678</p> <p>Amount EUR2.00</p> <p>Network Type SEPA CREDIT</p> <p>Frequency Every 3 months</p> <p>Start Date 10 Nov 2021</p> <p>End Date 25 Dec 2099</p> <p>Reference sample reference</p> <p><b>Confirm</b> <b>Cancel</b></p>



Step 4:

A One Time Password (OTP) is sent to your registered email ID & mobile number. Enter the OTP in the *Verification Code* field & click on *Submit*.

One Time Verification

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.

Verification Code

Resend Code

Attempts Left

4

Reference Number

30318

Submit

Cancel

Transactions, which do not require approval:

If the transaction does not require approval A success message is displayed with a payment reference number.

Click on *e-Receipt* to download e-receipt for the transaction.

Create Standing Order

18

SAMPLE LTD

Confirmation

Create Standing Order submitted successfully.

Reference Number

1011C58F76F8

Status

Pending for Approval

Short Name

Amount

Sample SEPA Short Name

EUR2.00

Name

Account Number

Payment Type

123456789012345

Domestic

From Account

Transfer Frequency

12345678

Every 3 months

Start Date

End Date

10 Nov 2021

25 Dec 2099

Reference

Network Type

sample reference

SEPACREDIT

What would you like to do next?

Go To Dashboard

Transactions, which require approval:

If the transaction requires approval (by an Approver profile); the transaction is sent to approvers.

Section 12.3: Pending for Approvals

An e-receipt for the transaction is generated and displayed on the screen. The same can be saved for future reference.

SAMPLE LTD

10 Nov 2021 10:31:06

DOMESTIC PAYMENT PAY LATER/SI

Reference Number

2127901513020020

Short Name

Sample SEPA Short Name

Payment Type

Domestic

Network Type

SEPACREDIT

Account Number

123456789012345

Account Name

Sample SEPA Bene Name

Transfer From

12345678

Amount

EUR78.00

Transfer Frequency

Weekly

Start Date

07 Oct 2021

End Date

14 Oct 2021

Bank Details

JYBAGIGXXX  
TRUSTED NOVUS BANK LIMITED  
76 MAIN STREET,GI


Reference

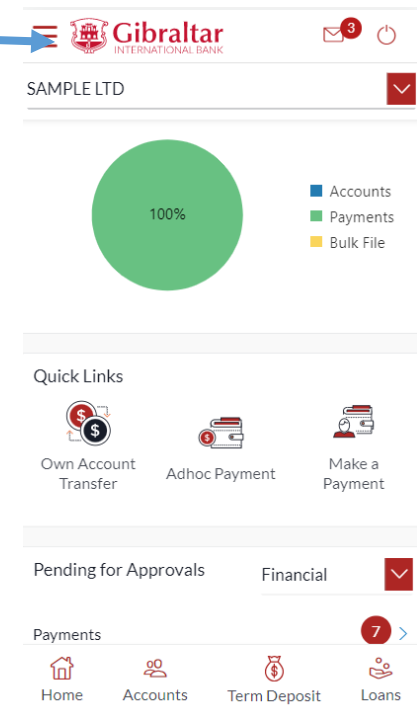
Sample Reference

This is computer generated receipt no signature required.  
Electronic Receipt owns no official legal effect. You may go to branch to get the paper receipt.

## 29 How do I modify a Standing Order?

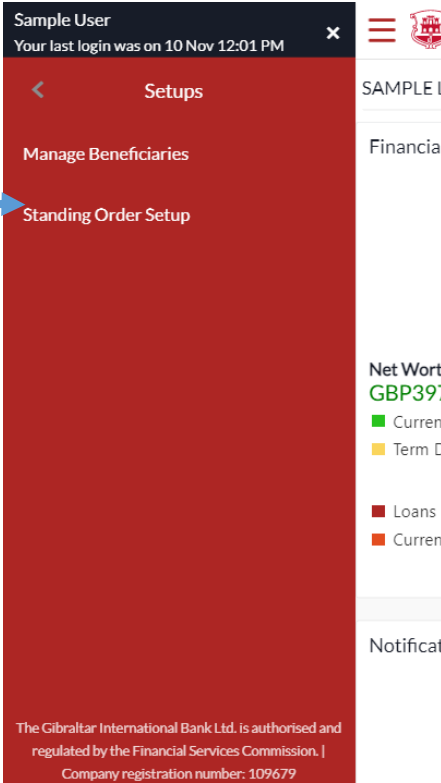
Step 1:

Access **Payments** menu by clicking on  from anywhere in the app.



Step 2:

Click on **Payments** → **Setups** → **Standing Order Setup**.




Step 3:

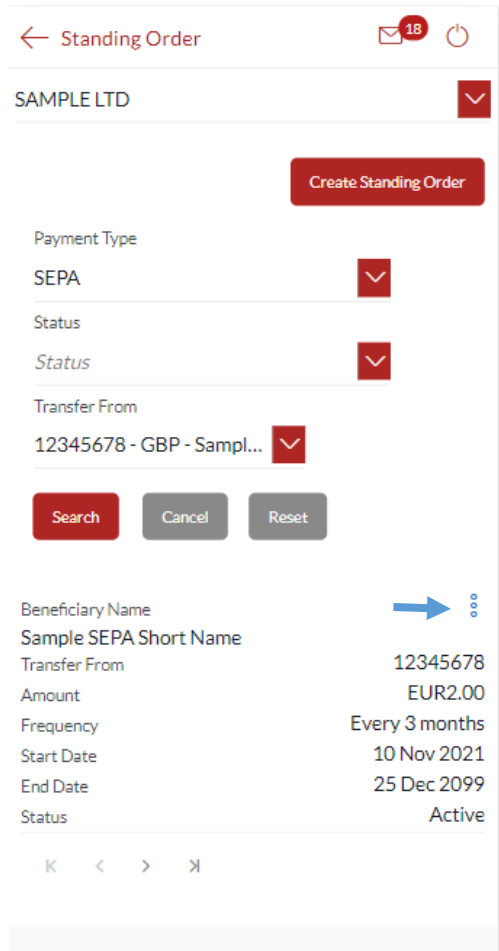
Payment Type : You can select any Standing Order SEPA , Internal , International and Faster/chaps from drop down.

Status : Active/Closed

Transfer from : You can select 'All' or any particular Accounts from drop down.

Click on **Search** to view Standing order after selecting above filter from drop down.

Click on **View** on three dots  of the Standing order transaction.



## Step 4:

Click on [Modify](#).

← View Standing Order



SAMPLE LTD



### Standing Order

Beneficiary Name

Sample SEPA Short Name

Beneficiary Account Number

123456789012345

Next Payment

10 Nov 2021

Payment Type

SEPACREDIT

From Account

12345678

Amount

EUR2.00

References

sample reference

### Execution Details

Start Date

10 Nov 2021

End Date

25 Dec 2099

Transfer Frequency

Every 3 months

### Payments History

No items to display.

Page 1 (0 of 0 items)



1



Cancel Standing Order



Modify

Back

## Step 5:

Update the Standing Order

← Modify Standing Order



SAMPLE LTD



Beneficiary Name

Sample SEPA Short Name

Account Number

123456789012345

From Account

12345678

Amount

EUR



EUR2.00

Transfer Frequency

Quarterly

Start Date

10 Nov 2021

Next Payment Date

10 Nov 2021



End Date

☒ on ☐ after ☐ not specified

24 Dec 2099



Reference

sample reference

Submit

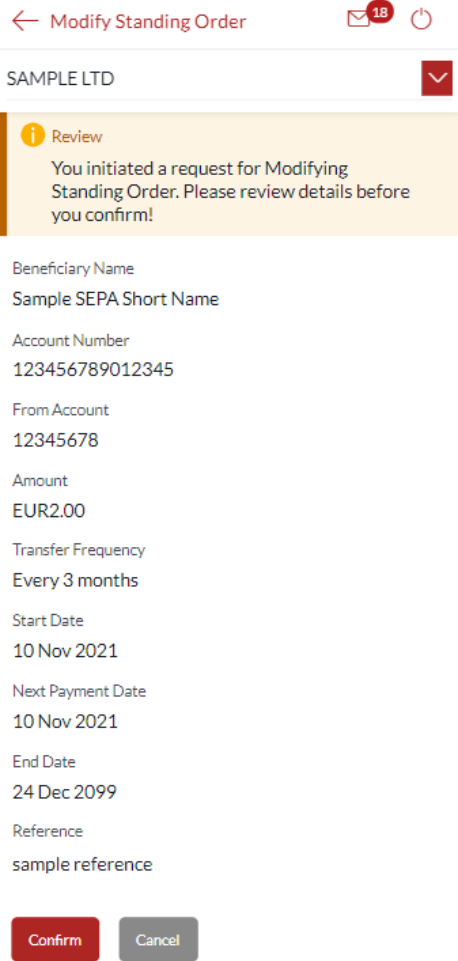
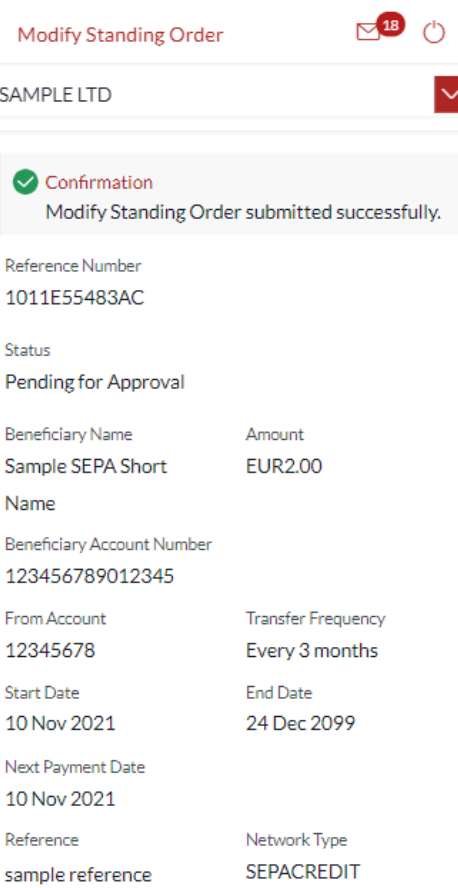
Cancel

## Step 6:

The following details can be edited:


- Payment [Amount](#)
- [Next Payment Date](#)
- Enter the [End Date](#) for the Standing Order, select [On](#), [after](#) or [not specified](#) to set end date

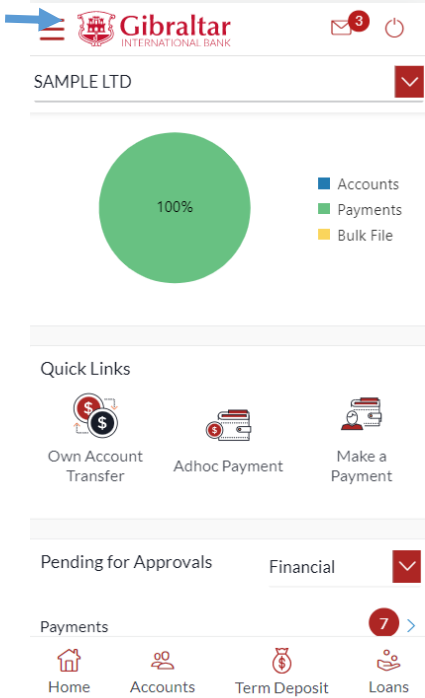
Click on [Submit](#).

Transactions, which do not require approval:	Transactions, which require approval:
<p>If the transaction does not require approval, a success message is displayed with a payment reference number.</p>  <p>The screenshot shows the 'Modify Standing Order' screen. At the top, there is a header with a back arrow, the text 'Modify Standing Order', a notification icon with '18', and a power icon. Below the header is a dropdown menu showing 'SAMPLE LTD'. A yellow review banner states: 'Review: You initiated a request for Modifying Standing Order. Please review details before you confirm!'. The transaction details are listed below:</p> <ul style="list-style-type: none"> <li>Beneficiary Name: Sample SEPA Short Name</li> <li>Account Number: 123456789012345</li> <li>From Account: 12345678</li> <li>Amount: EUR2.00</li> <li>Transfer Frequency: Every 3 months</li> <li>Start Date: 10 Nov 2021</li> <li>Next Payment Date: 10 Nov 2021</li> <li>End Date: 24 Dec 2099</li> <li>Reference: sample reference</li> </ul> <p>At the bottom, there are 'Confirm' and 'Cancel' buttons.</p>	<p>If the transaction requires approval (by an Approver profile); the transaction is sent to approvers.</p> <p><a href="#">Section 12.3: Pending for Approvals</a></p>  <p>The screenshot shows the 'Modify Standing Order' screen. At the top, there is a header with a back arrow, the text 'Modify Standing Order', a notification icon with '18', and a power icon. Below the header is a dropdown menu showing 'SAMPLE LTD'. A green confirmation banner states: 'Confirmation: Modify Standing Order submitted successfully.'. The transaction details are listed below:</p> <ul style="list-style-type: none"> <li>Reference Number: 1011E55483AC</li> <li>Status: Pending for Approval</li> <li>Beneficiary Name: Sample SEPA Short Name</li> <li>Amount: EUR2.00</li> <li>Beneficiary Account Number: 123456789012345</li> <li>From Account: 12345678</li> <li>Transfer Frequency: Every 3 months</li> <li>Start Date: 10 Nov 2021</li> <li>End Date: 24 Dec 2099</li> <li>Next Payment Date: 10 Nov 2021</li> <li>Reference: sample reference</li> <li>Network Type: SEPACREDIT</li> </ul>

## 30 How do I delete or Cancel a Standing Order?

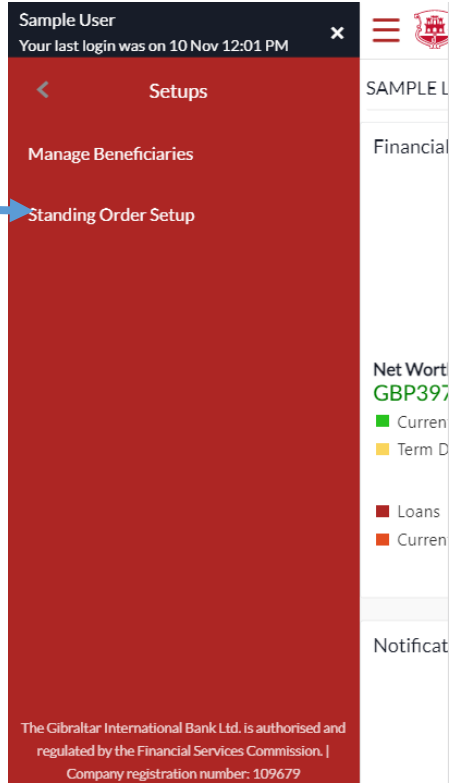
### Step 1:

Access **Payments** menu by clicking on  from anywhere in the app.



### Step 2:

Click on **Payments** → **Setups** → **Standing Order Setup**.





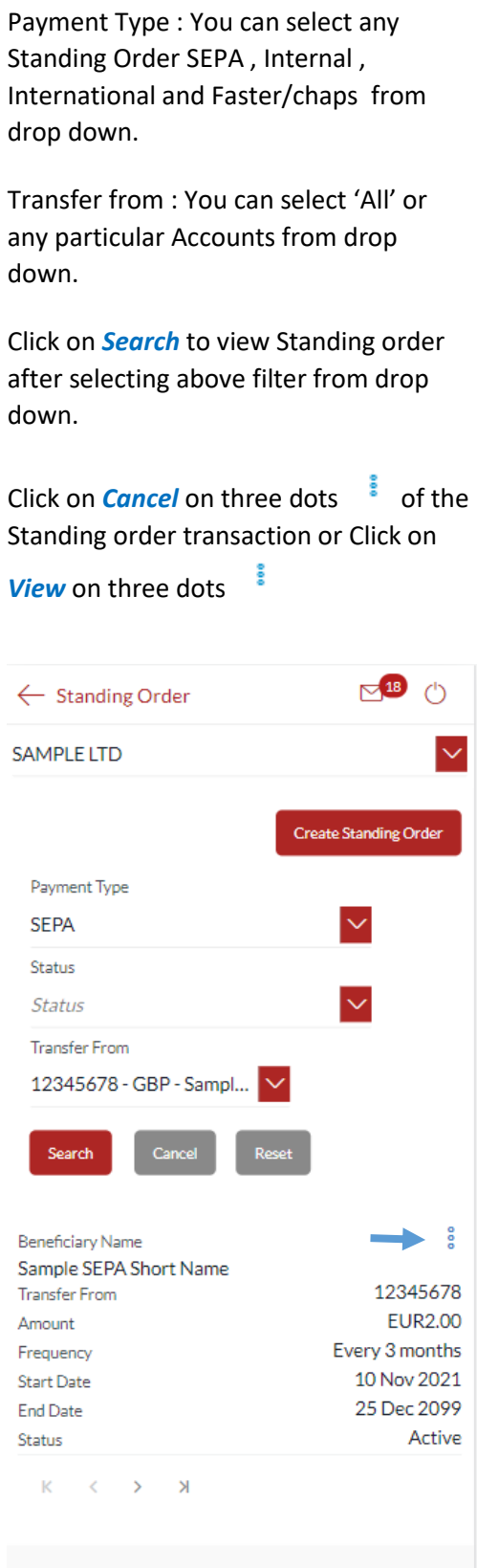
### Step 3:

Payment Type : You can select any Standing Order SEPA , Internal , International and Faster/chaps from drop down.

Transfer from : You can select 'All' or any particular Accounts from drop down.



Click on **Search** to view Standing order after selecting above filter from drop down.


Click on **Cancel** on three dots  of the Standing order transaction or Click on **View** on three dots 



#### Step 4:

Click on [Cancel Standing Order](#).

← View Standing Order  

SAMPLE LTD 

Standing Order

Beneficiary Name  
Sample SEPA Short Name

Beneficiary Account Number  
123456789012345

Next Payment  
10 Nov 2021

Payment Type  
SEPACREDIT

From Account  
12345678

Amount  
EUR2.00

References  
sample reference

Execution Details





Start Date  
10 Nov 2021


End Date  
25 Dec 2099

Transfer Frequency  
Every 3 months

Payments History



No items to display.


Page 1 (0 of 0 items)   1  


 [Cancel Standing Order](#) [Modify](#) [Back](#)

#### Step 5:

Click [Cancel Standing Order](#) to delete the Standing Order.

← Cancel Standing Order  

SAMPLE LTD 

 **Review**  
Are you sure you want to Cancel Standing Order?

Beneficiary Name  
Sample SEPA Short Name

Beneficiary Account Number  
123456789012345

From Account  
12345678

Payment Type  
SEPACREDIT

Next Payment  
10 Nov 2021

Amount  
EUR2.00

Transfer Frequency  
Every 3 months

Start Date  
10 Nov 2021

End Date  
25 Dec 2099

References  
sample reference



[Cancel Standing Order](#) [Back](#)


#### Confirmation


A success message is displayed once the standing order is deleted if the transaction does not require approval.

If the transaction requires approval (by an Approver profile); the transaction is sent to approvers.

[Section 12.3: Pending for Approvals](#)

Cancelled Standing Order  

SAMPLE LTD 

 **Confirmation**  
Cancelled Standing Order submitted successfully.

Reference Number  
1011A05DC1B9

Status  
Pending for Approval

Beneficiary Name	Transfer From
Sample SEPA Short Name	12345678
Beneficiary Account Number	Amount
123456789012345	EUR2.00
Start Date	End Date
10 Nov 2021	25 Dec 2099
Next Payment	Payment Type
10 Nov 2021	SEPACREDIT
References	Transfer Frequency
sample reference	Every 3 months

What would you like to do next?

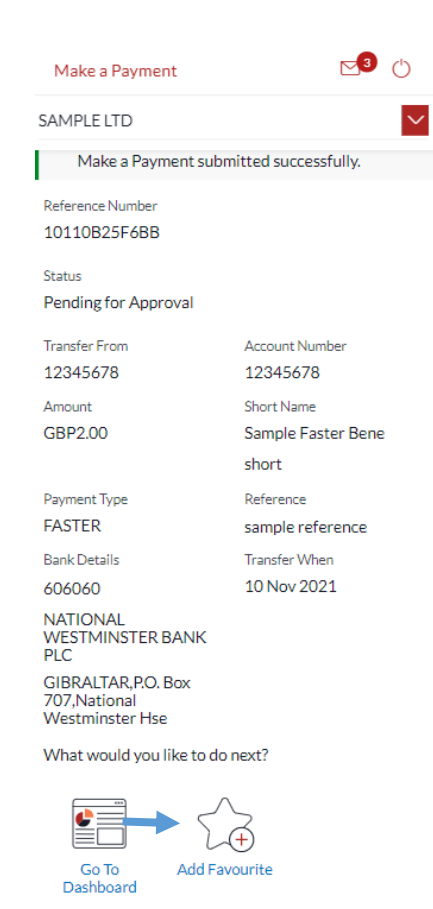
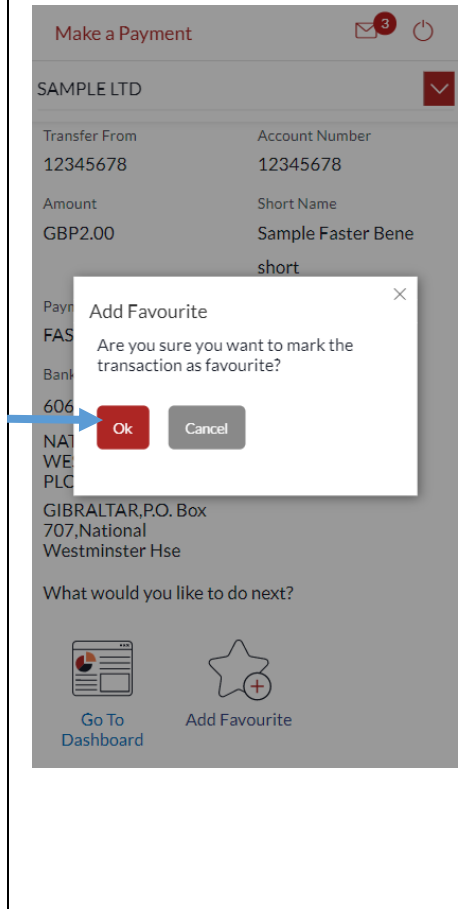
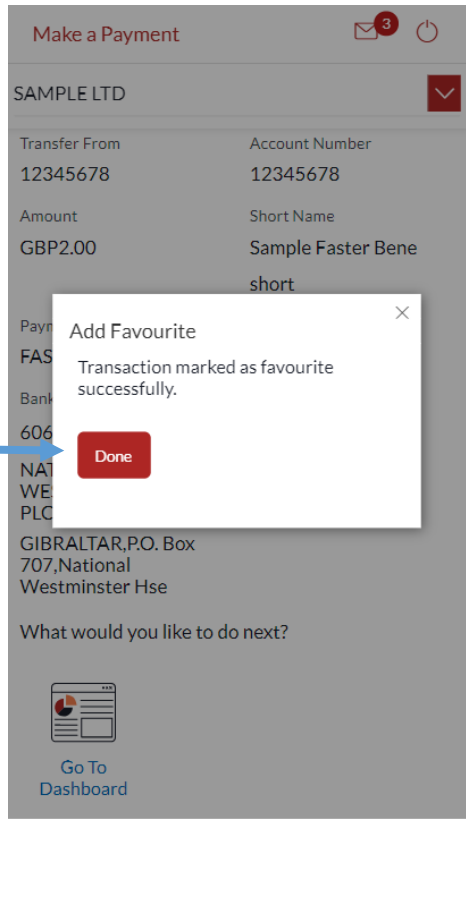


[Go To Dashboard](#)

## 31 Favourite Transactions


You can mark a transaction as a 'Favourite' transaction to quickly repeat the transaction.

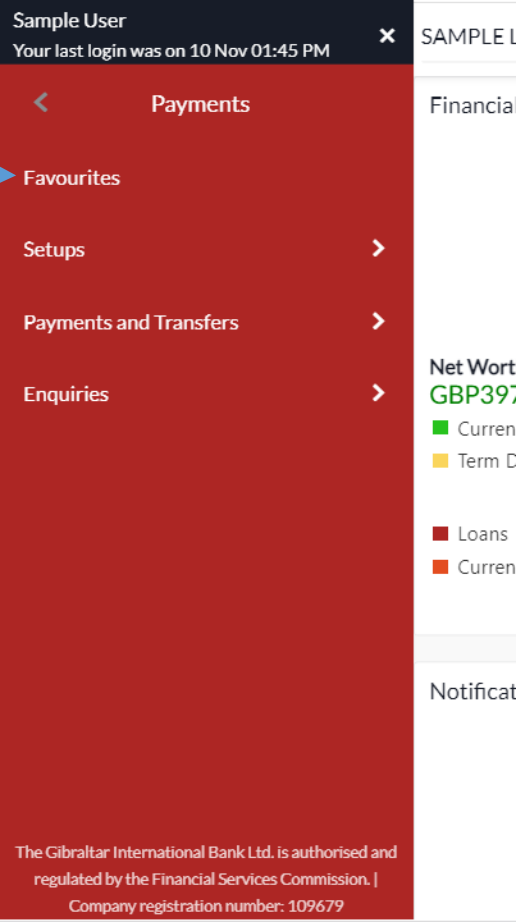
### 31.1 Mark a transaction as Favourite

Step 1:	Step 2:	Confirmation
<p>On the payment confirmation screen click on <b>Add Favourite</b>.</p> 	<p>Click on <b>OK</b> to add the transaction as a Favourite.</p> 	<p>A confirmation screen is displayed with <b>Done</b> button.</p> 



## 31.2 View Favourites and initiate a Favourite Transaction

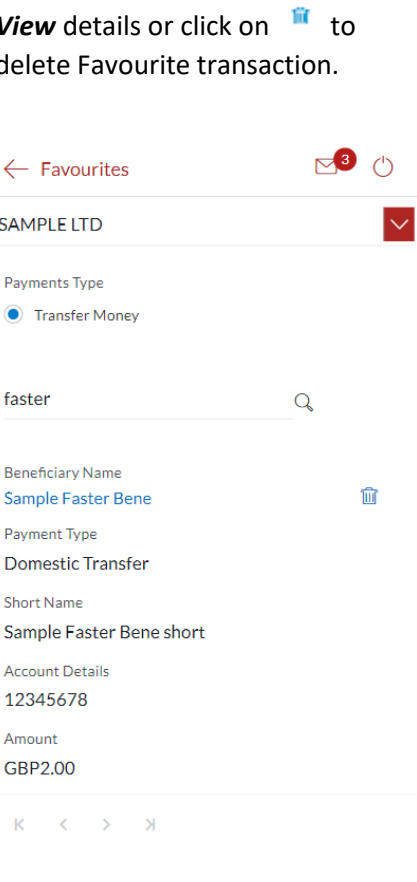
Step 1:

Access **Payments menu** by clicking on  from anywhere in the app. Click on **Payments** → **Favourites**.



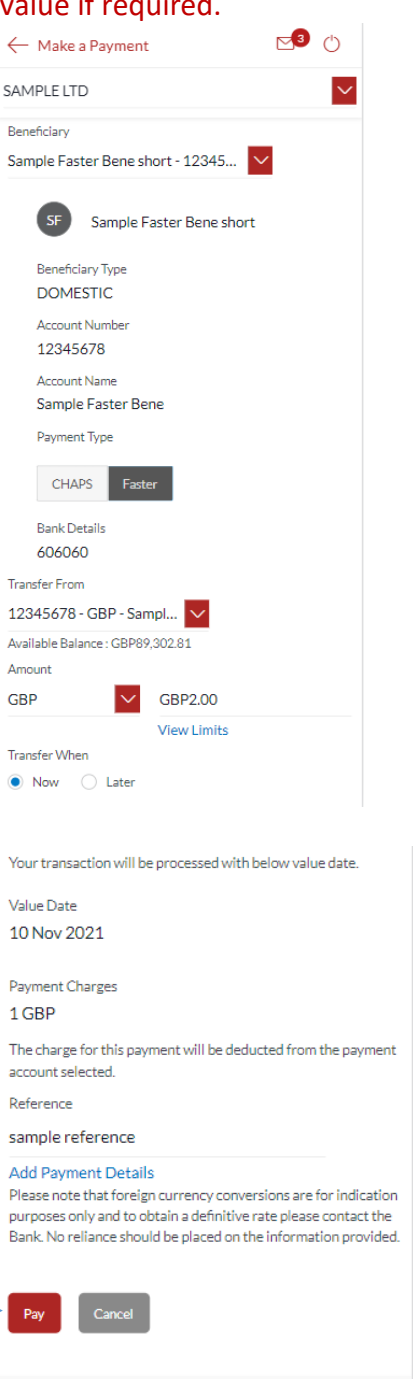
Step 2:

Enter Beneficiary name and click on  to **Search** beneficiary. Click on to **Beneficiary name** hyperlink to **View** details or click on  to delete Favourite transaction.



Step 3:

Payment details will be populated with the saved details. You can change any value if required.



**Following details will displayed:**

- Select **Transfer From** – the account to be debited from the drop down






- Select payment currency from the drop down
- Enter payment *Amount*
- Click *View Limits* to view beneficiary limits
- Select *Value Date – Today* to initiate the payment on the same day, *Later* to initiate effect a future dated payment
- The applicable *Payment Charges* are displayed
- Enter a *Reference* to help you identify the payment


Click on *Pay*.


#### Step 4:

Review the information entered and click *Confirm* to accept, *Cancel* to cancel the operation and click on *to modify*.

← Make a Payment  

SAMPLE LTD 

 **Review**  
 You initiated a request for Make a Payment.  
 Please review details before you confirm!

Short Name  
 Sample Faster Bene short

Account Number to Credit  
 12345678

Beneficiary Type  
 DOMESTIC

Beneficiary Account Name  
 Sample Faster Bene

Bank Details  
 606060  
 NATIONAL WESTMINSTER BANK PLC  
 GIBRALTAR,P.O. Box 707,National Westminster Hse

Transfer From  
 12345678

Payment Type  
 FASTER

Amount  
 GBP2.00



Transfer When  
 10 Nov 2021


Reference  
 sample reference


**Confirm** **Cancel**

#### Step 5:

A success message is displayed with a payment reference number if the payment is initiated successfully.  
 Click on *e-Receipt* to download e-receipt.  
 future click on *Add Favourite*.

Make a Payment  

SAMPLE LTD 

 **Confirmation**  
 Make a Payment submitted successfully.

Reference Number  
 1011048DF885

Status  
 Pending for Approval

Transfer From 12345678	Account Number 12345678
Amount GBP2.00	Short Name Sample Faster Bene short
Payment Type FASTER	Reference sample reference
Bank Details 606060 NATIONAL WESTMINSTER BANK PLC GIBRALTAR,P.O. Box 707,National Westminster Hse	Transfer When 10 Nov 2021

#### E-receipt

An e-receipt for the transaction is generated and displayed on the screen. The same can be saved for future reference.


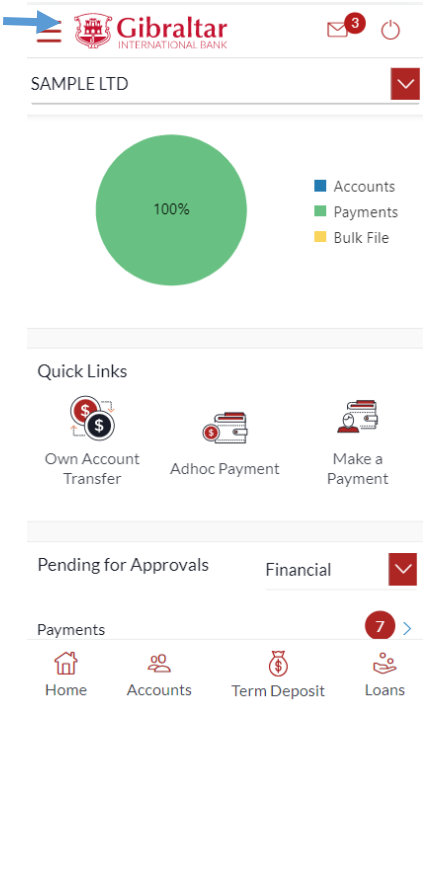
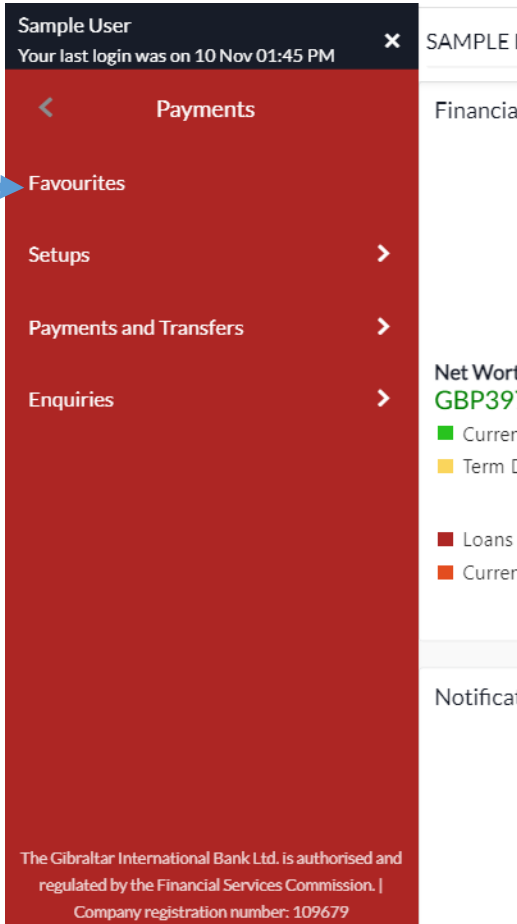

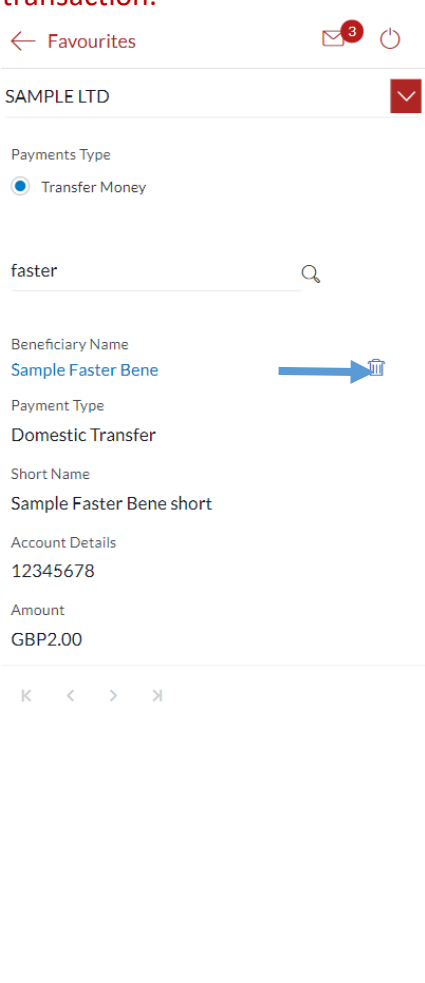
SAMPLE LTD 10 Nov 2021 10:14:34

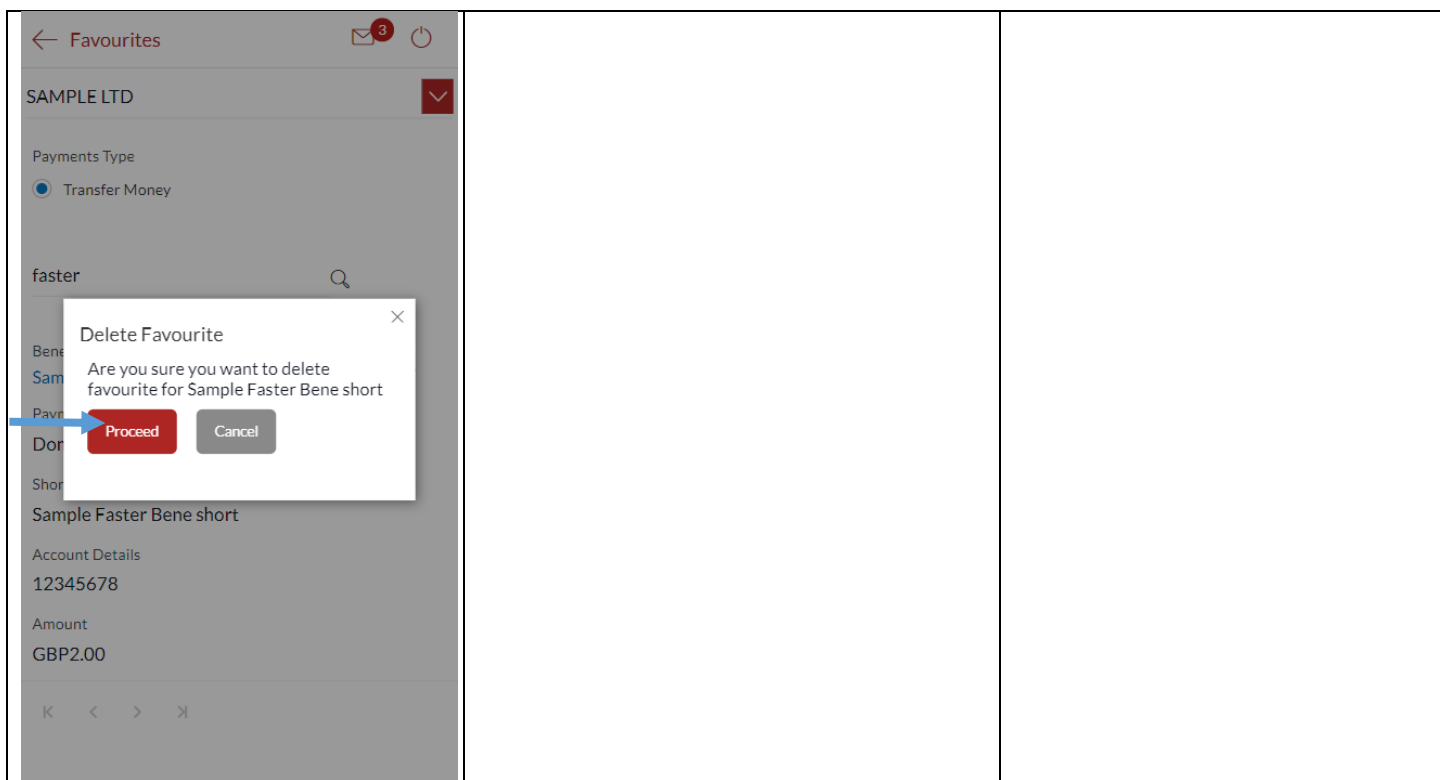
DOMESTIC PAYMENT PAY LATER/SI

Reference Number	212990132530007
Short Name	Sample SEPA Bene
Payment Type	Domestic
Network Type	SEPA CREDIT
Account Number	1234567890123456
Account Name	sepa acc
Transfer From	12345678
Amount	EUR65.00
Transfer Frequency	Weekly
Start Date	28 Oct 2021
Instances	7
Bank Details	JYBAGIGXXX TRUSTED NOVUS BANK LIMITED 76 MAIN STREET,GI
Reference	sepa si

This is computer generated receipt no signature required.  
 Electronic Receipt owns no official legal effect. You may go to branch to get the paper receipt.

## 31.3 Remove a Transaction from the Favourites List


Step 1:	Step 2:	Step 3:
<p>Access <b>Payments menu</b> by clicking on  from anywhere in the app.</p> 	<p>Click on <b>Payments</b> → <b>Favourites</b>.</p> 	<p>Click on  to delete Favourite transaction.</p> 
Step 4:	Confirmation	
<p>Click on <b>Proceed</b>.</p>	<p>Favourite transaction will get deleted from the list.</p>	

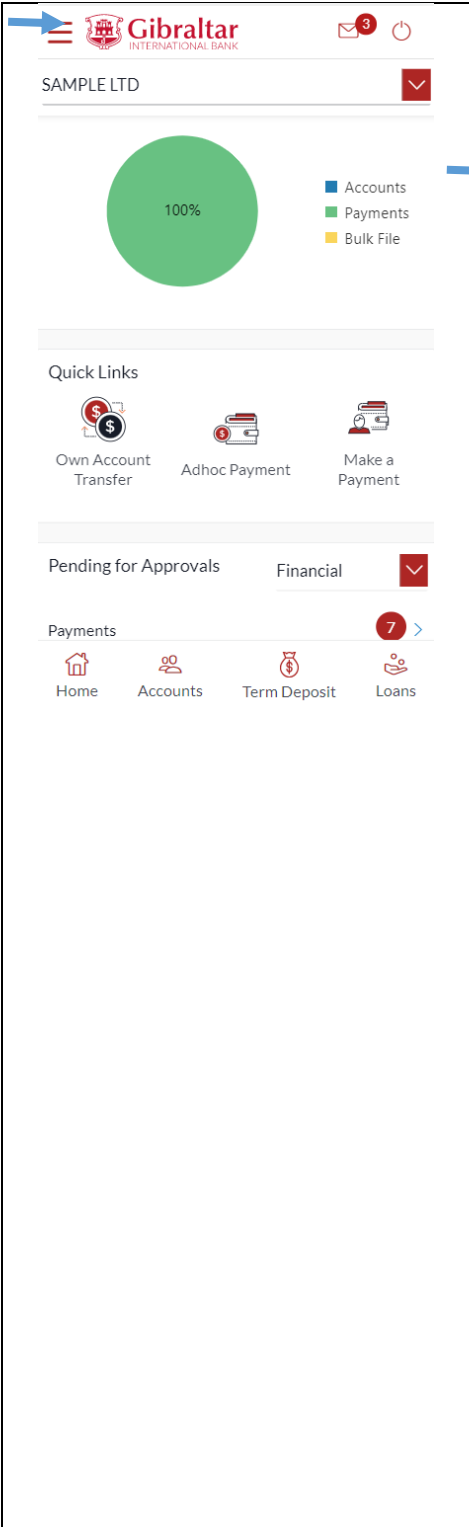
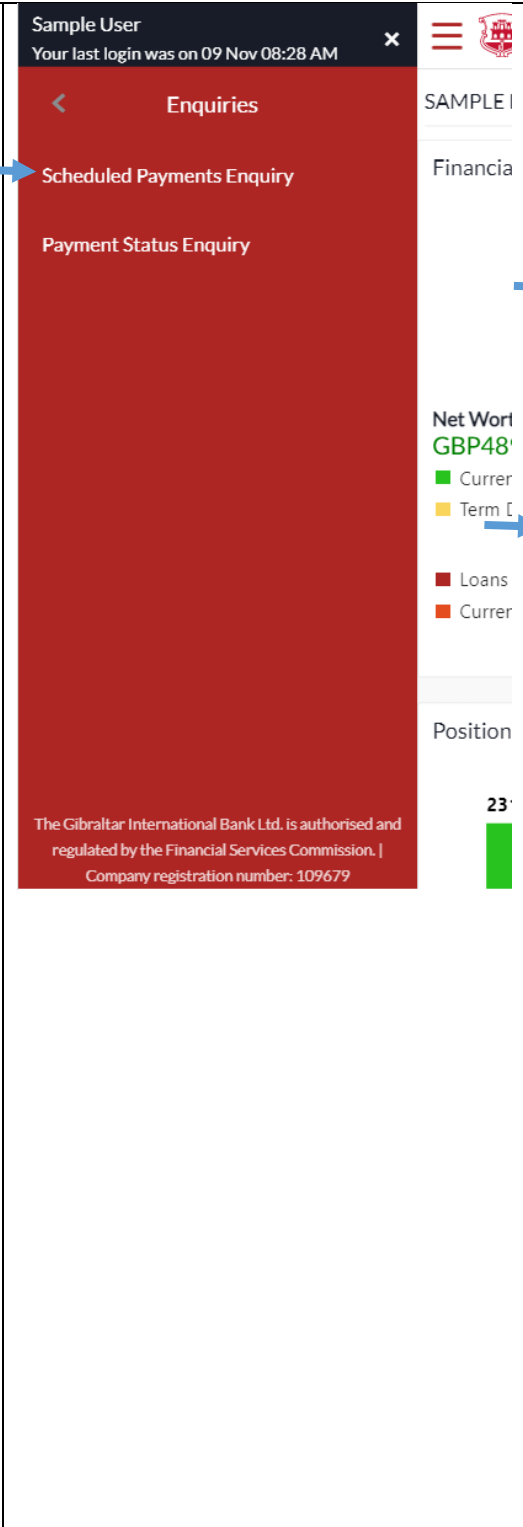
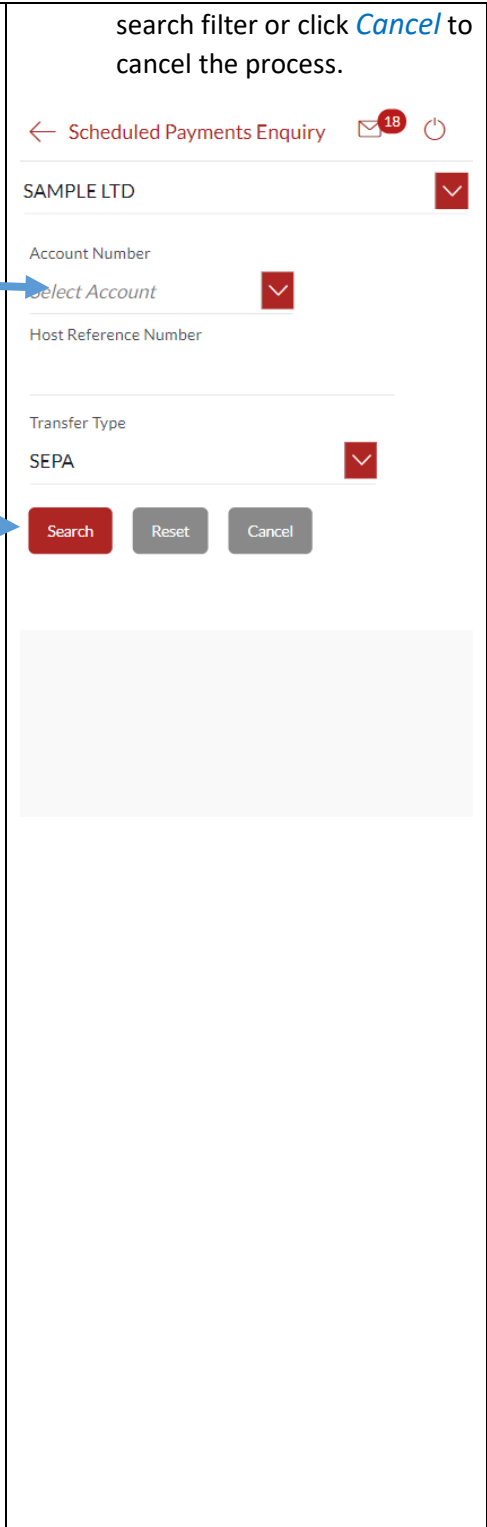


## 32 How do I view and cancel Scheduled Payments?

You can view and maintain payments which are scheduled to be processed from your account. Scheduled payments are one-time payments set with a (future) value date.

### 32.1 Scheduled Payments through *Payment Menu*.

Step 1:	Step 2:	Step 3:
Access <i>Payments menu</i> by clicking on  from anywhere in the app.	Click on <i>Payments</i> → <i>Enquiries</i> → <i>Scheduled Payments Enquiry</i> .	<ul style="list-style-type: none"> <li>• <b>Account number</b> drop down: Account number needs to be selected from drop down.</li> <li>• <b>Transfer Type</b>: Transfer type to be selected as SEPA CREDIT, Within bank, Faster/CHAPS or International from drop down</li> <li>• <b>Host Reference Number</b>: Enter the host reference number to see the scheduled payment.</li> <li>• Click on <i>Search</i> to see the scheduled payment and click on <i>Reset</i> button to reset the</li> </ul>


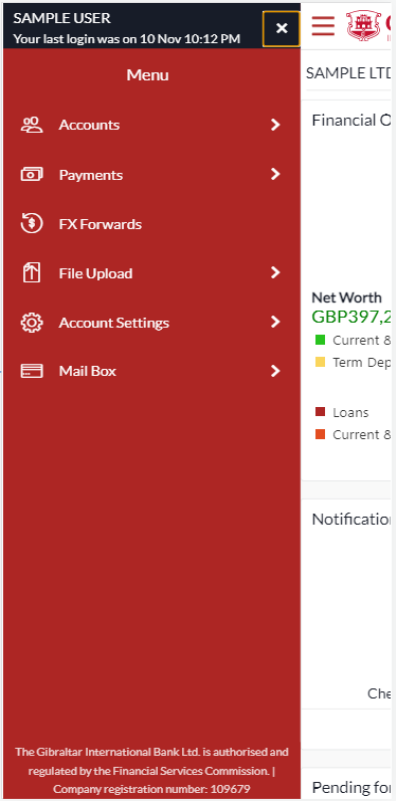
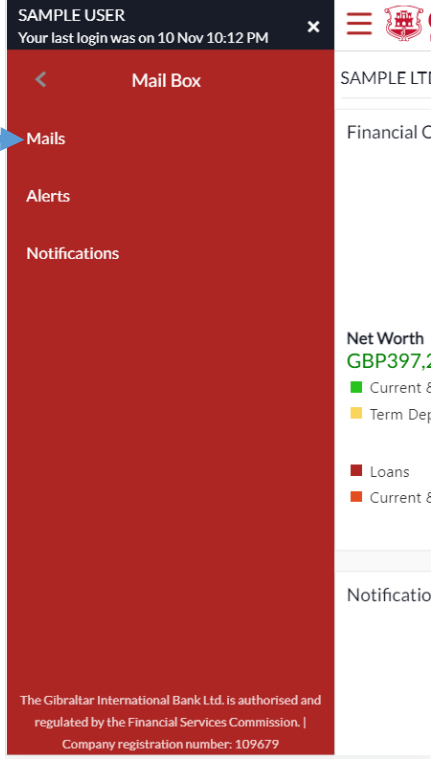
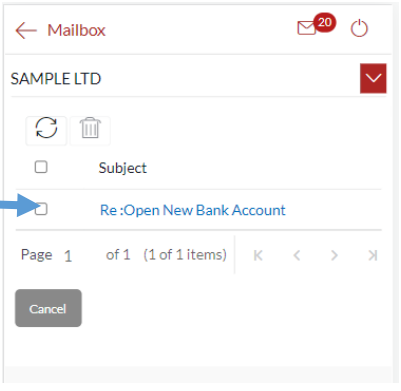
		
<p><b>Step 4:</b></p> <p>Click <a href="#">View/Cancel</a> to view details of a scheduled payment.</p>	<p><b>Step 5:</b></p> <p>Click <a href="#">Confirm</a> to proceed with the cancellation.</p>	<p><b>Confirmation</b></p> <p>A success message is displayed. If the transaction does not require approval.</p> <p>If the transaction requires approval (by an Approver profile); then the transaction is sent to an approver.</p>



## 33 How do I Communicate with the Bank Using Secure Mail?

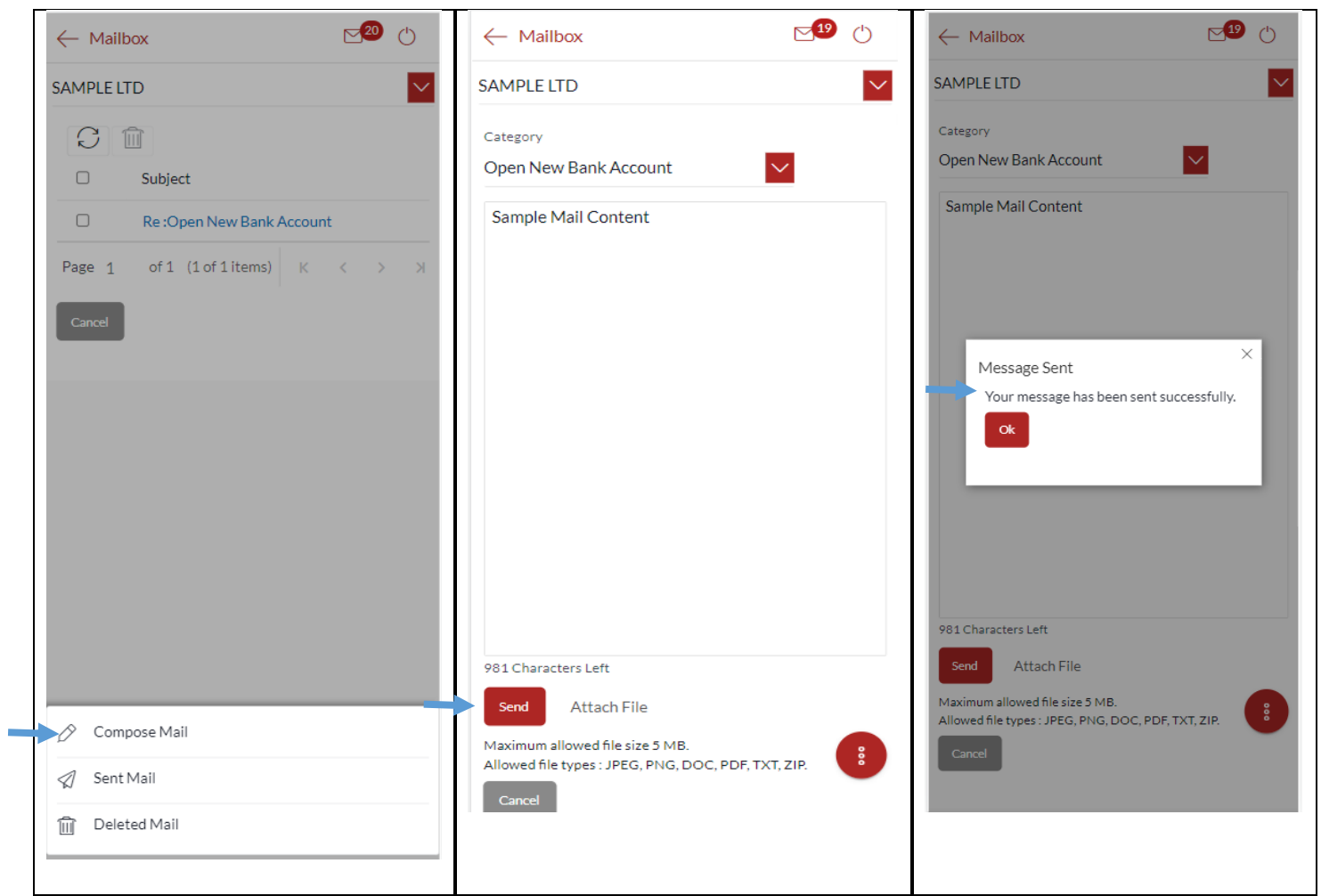
You can send and receive mails and view alerts and notifications from the bank.

### 33.1 Mailbox through the *Main Menu*

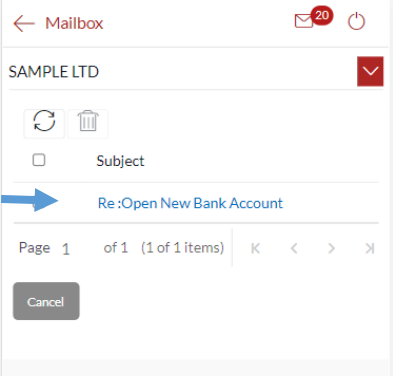
Step 1:	Step 2:	Step 3:
<p>Access <i>Main menu</i> by clicking on  and click on <i>Mailbox</i>.</p> 	<p>Click on <i>Mails</i>.</p> 	<p>Inbox is displayed.</p> 

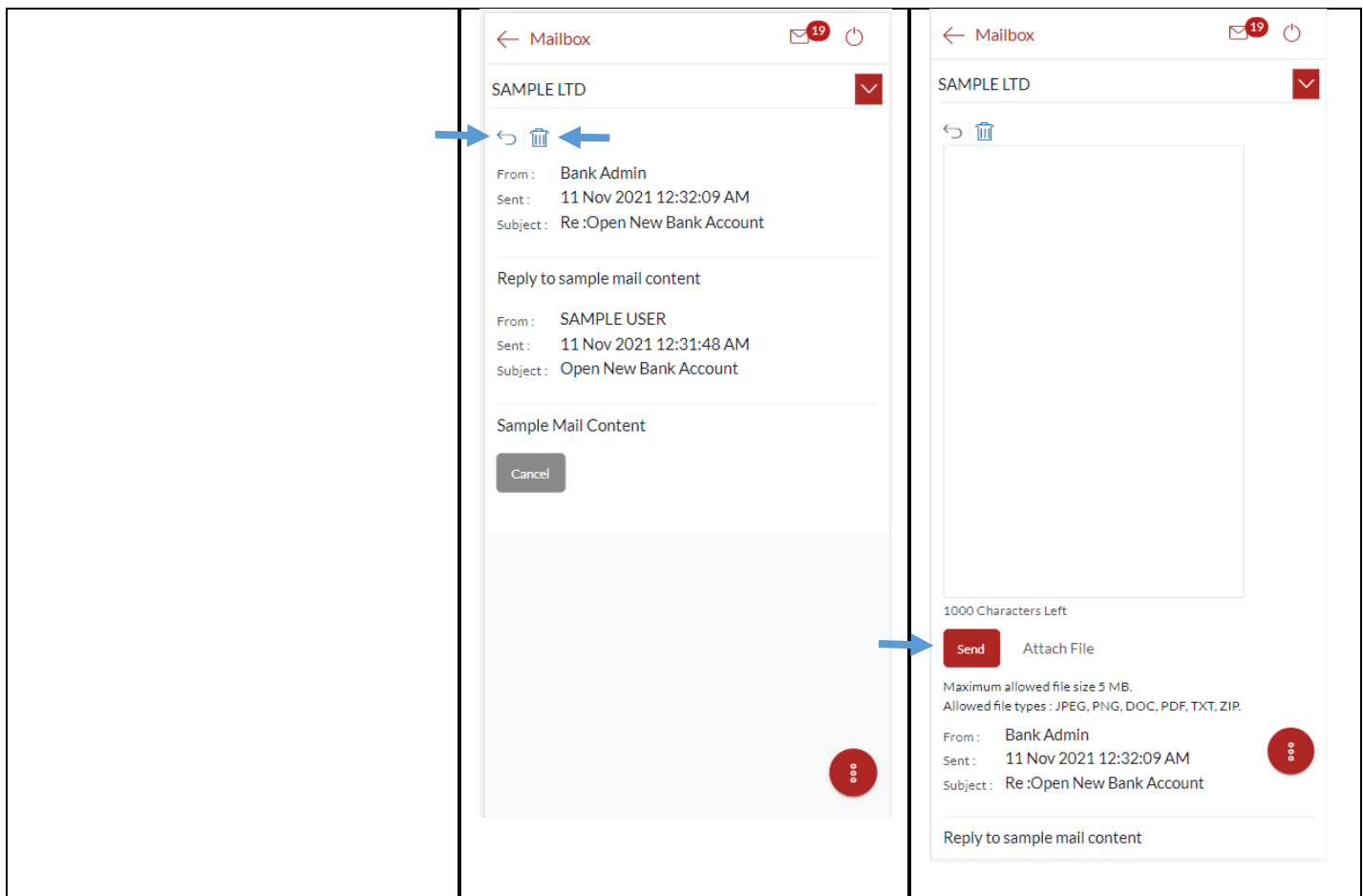
### 33.2 Compose Mail

Step 1:	Step 2:	Step 3:
<p>Click on the three dots at the bottom of the screen and select <i>Compose Mail</i>.</p>	<p>Select a subject from the drop down. Type the content of the message, attach files if required and click on <i>Send</i>.</p>	<p>Confirmation is displayed. Click on <i>Ok</i>.</p>



### 33.3 View Inbox

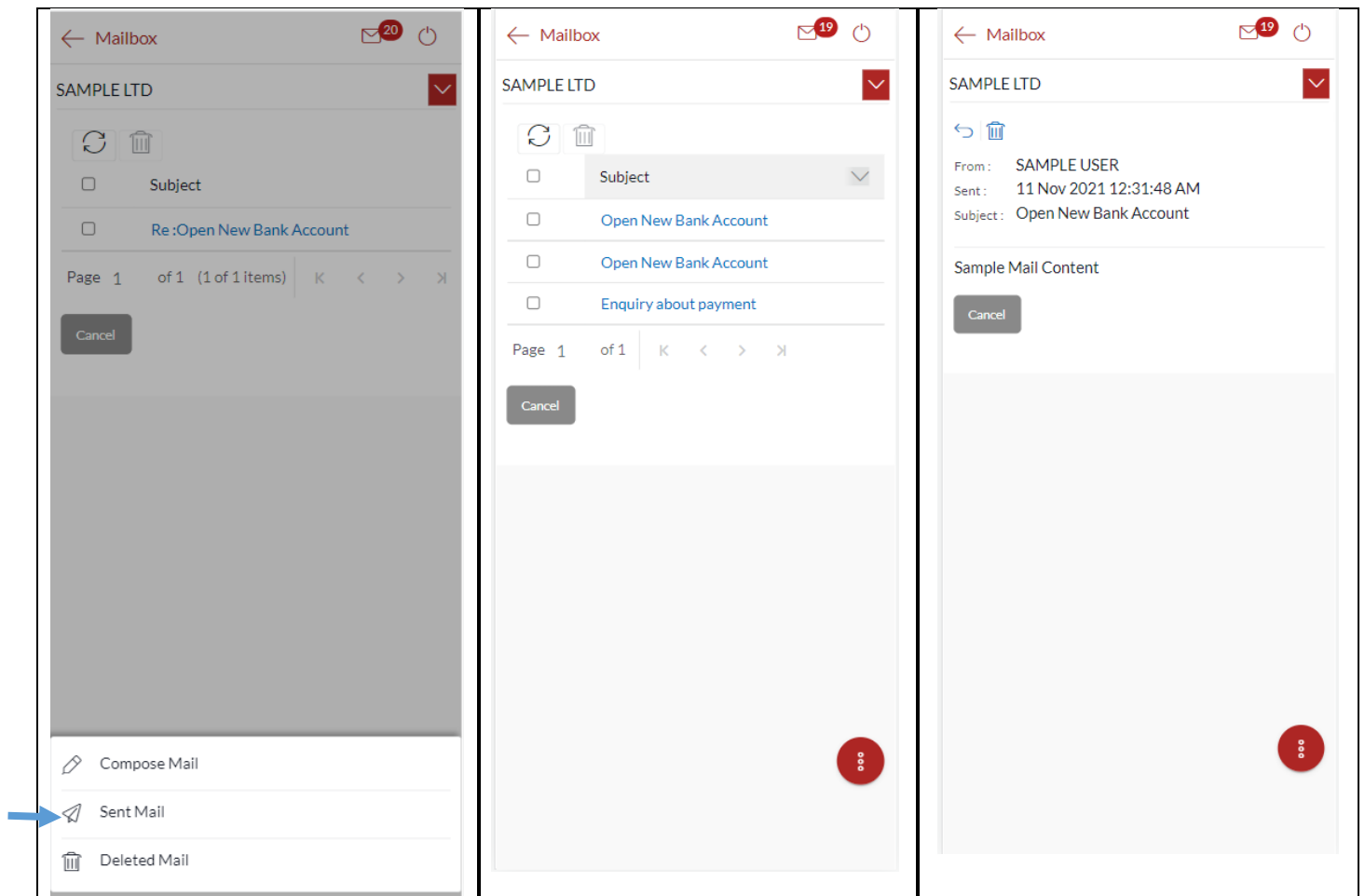
Step 1:	Step 2:	Step 3:
<p>In mailbox, click on message to view the message content.</p> 	<p>Click <b>Reply</b> to reply to the message or click <b>Delete</b> to delete the message.</p>	<p>Click on <b>Send</b> to reply.</p>



## 33.4 View Sent Mail

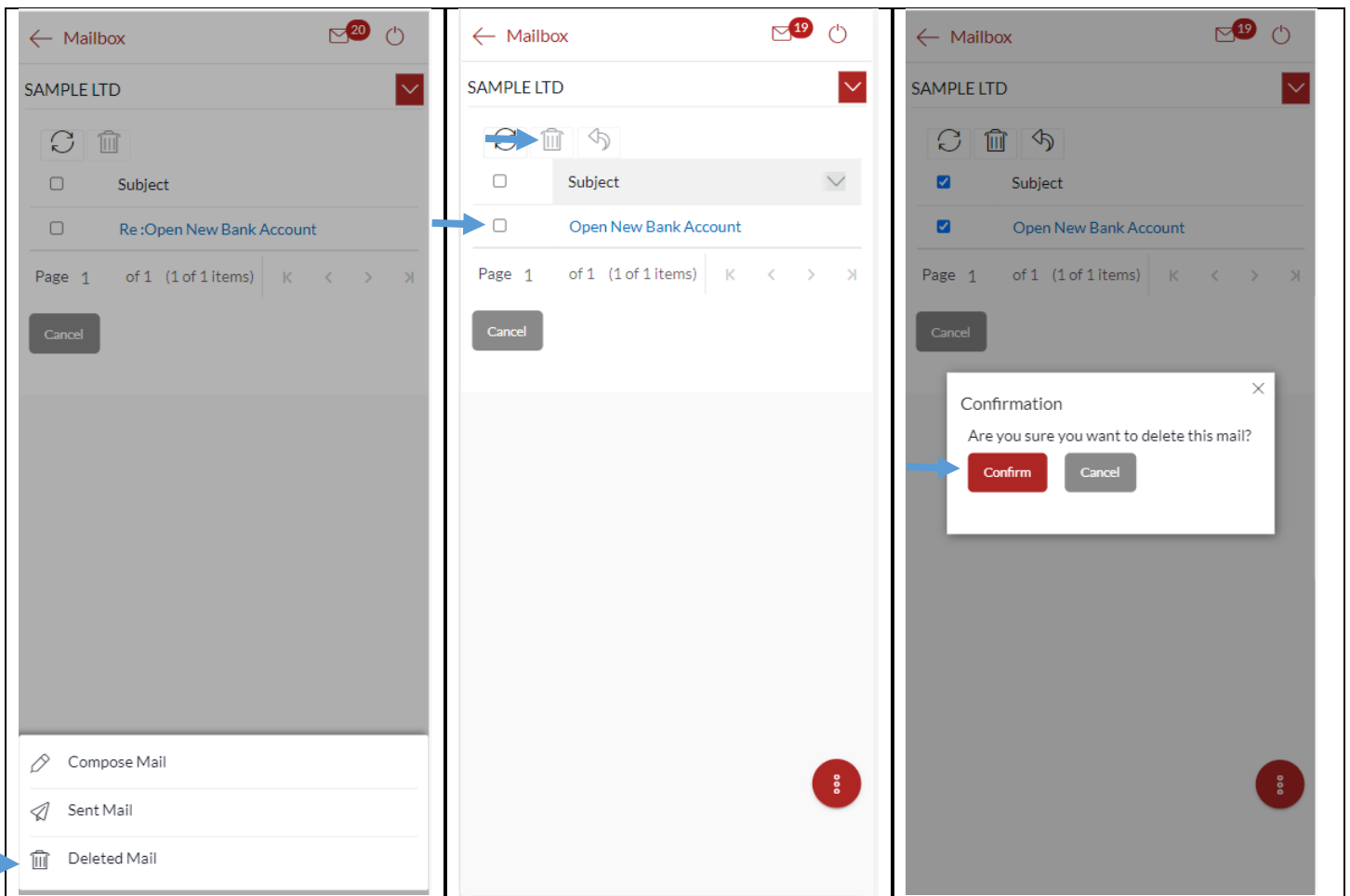
Step 1:	Step 2:	Step 3:
Click on the three dots at the bottom of the screen and select <i>Sent Mail</i> .	Click on the message to view the message content.	Click on <i>back</i> to go back.






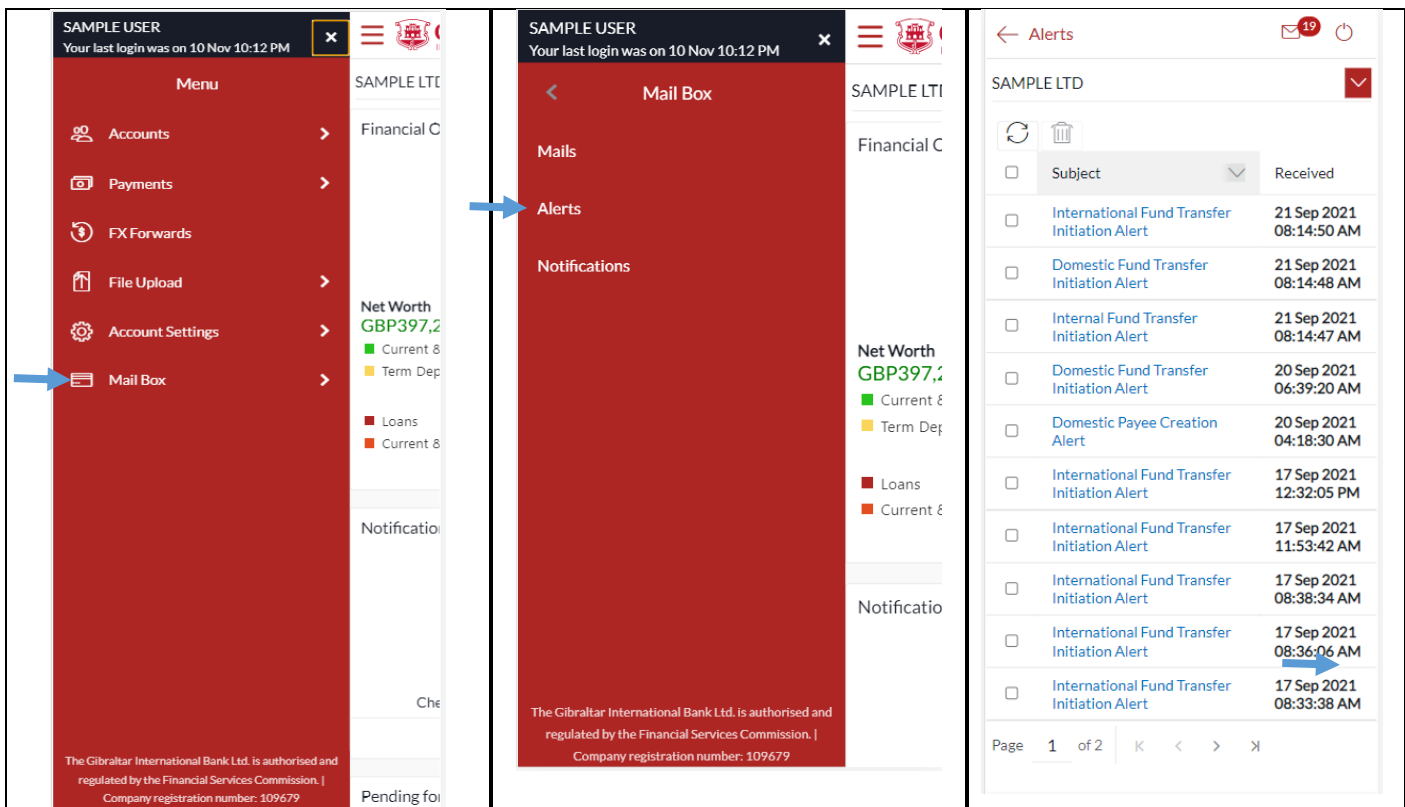
## 33.5 Delete a Mail

Step 1:	Step 2:	Step 3:
Click on the three dots at the bottom of the screen and select <i>Deleted Mail</i> .	Click on the box to select the message then click on the delete symbol to delete.	Click on <i>Confirm</i> to delete the message.



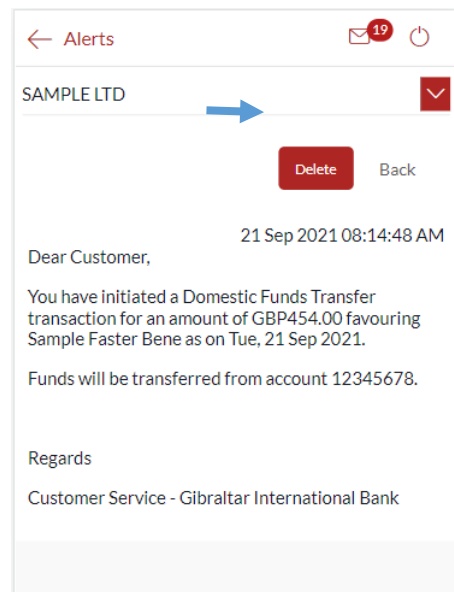
### 33.6 View Alerts

Step 1:	Step 2:	Step 3:
Access <i>Main menu</i> by clicking on  and click on <i>Mailbox</i> .	Click on <i>Alerts</i> .	Alerts are displayed. Click on an alert to view alert message.




#### Step 4:

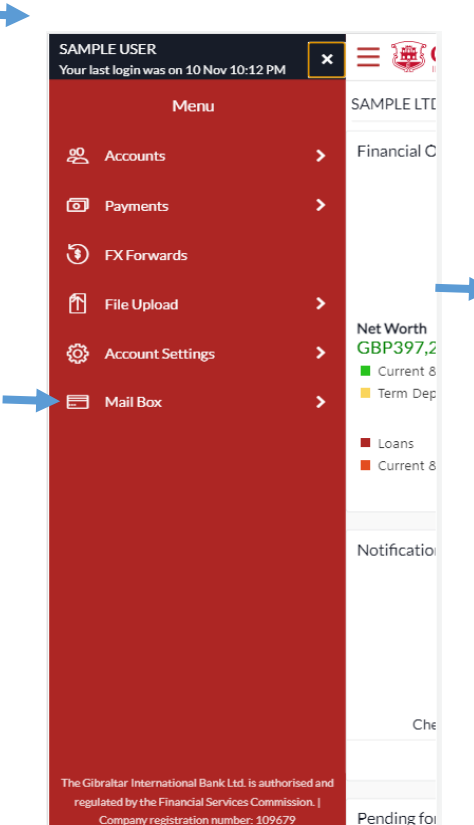
The alert message is displayed. Click **Delete** to **delete** alert or click **Go Back** to go **back** to the Alert folder.



## 33.7 View Notifications

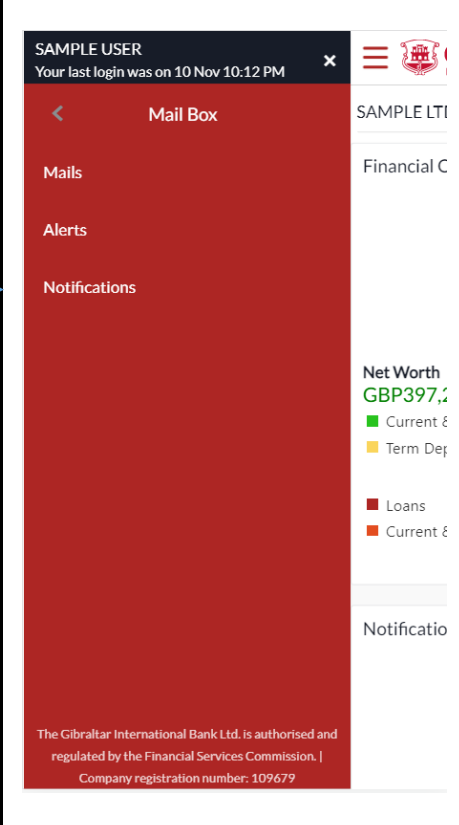
Step 1:

Access **Main menu** by clicking on  and click on **Mailbox**.



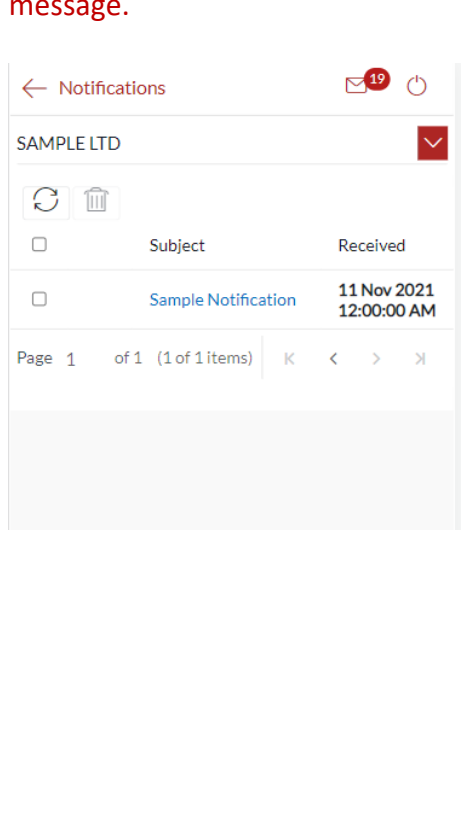
Step 2:

Click on **Notifications**.



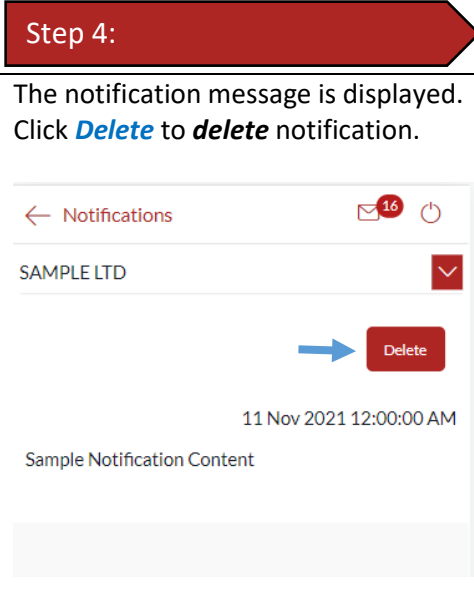
Step 3:

Notifications are displayed. Click on a notification to view the message.




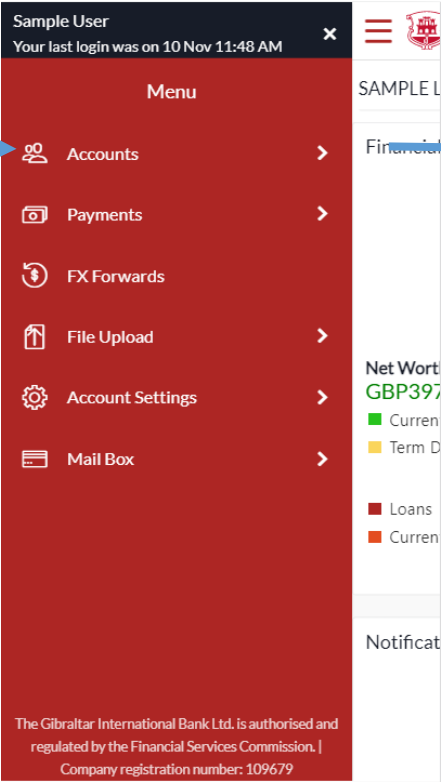
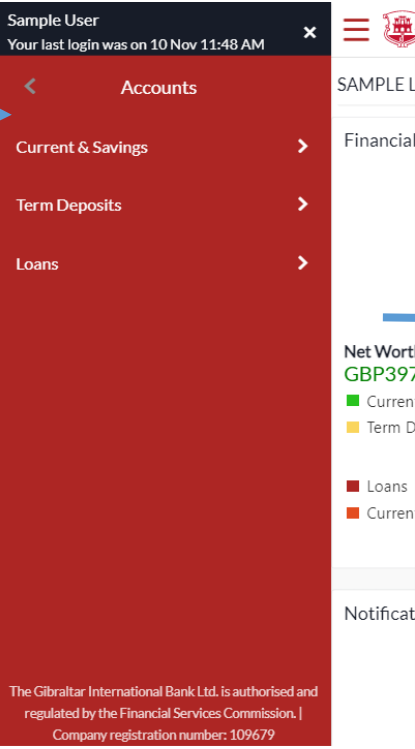
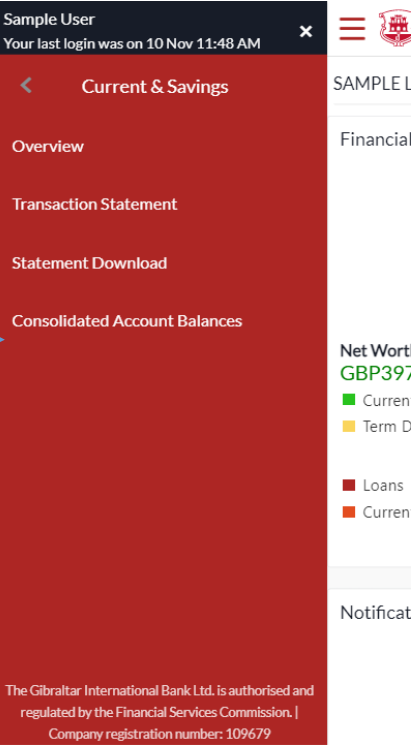
Step 4:

The notification message is displayed. Click **Delete** to **delete** notification.



## 34 How do I View My Consolidated Account Balances?

You can view consolidated account balances across all mapped parties.

STEP 1:	STEP 2:	STEP 3:
<p>Click on the  icon. Click on <b>Accounts</b>.</p> 	<p>Click on <b>Current and Savings</b>.</p> 	<p>Click on <b>Consolidated Account Balances</b>.</p> 
STEP 4:	STEP 5:	STEP 6:
<p>Consolidated Account Balance page is displayed. Select a date and click on <b>Search</b>.</p>	<p>Consolidated Account balances are displayed across all party currency wise. Click on the <b>three dots</b> to check corresponding account balances under that currency.</p>	<p>Click on <b>Download</b> to download the data as CSV or PDF. Click on <b>Back</b> to go back to previous page.</p>

← Consolidated Account Balances

3

SAMPLE LTD

Balance as on:

Search

← Consolidated Account Balances

3

SAMPLE LTD

Balance as on:

10 Nov 2021

Search

CAD	3 Accounts	CAD41,526.92	<div></div>
CHF	2 Accounts	CHF71,218.18	<div></div>
DKK	1 Account	-DKK0.72	<div></div>
EUR	74 Accounts	EUR7,679,990.15	<div></div>
GBP	108 Accounts	GBP16,649,848.88	<div></div>
ILS	2 Accounts	ILS21,727.95	<div></div>
USD	76 Accounts	USD8,790,565.47	<div></div>

\* Please note, data displayed is for all the parties. To view specific party details, kindly refer Overview screen.

← Consolidated Account Balances

3

SAMPLE LTD

CAD

3 Accounts

CAD41,526.92

Sample User

12345678

-CAD2.65

Sample User

98765432

CAD41,483.14

Sample User

23456789


CAD46.43

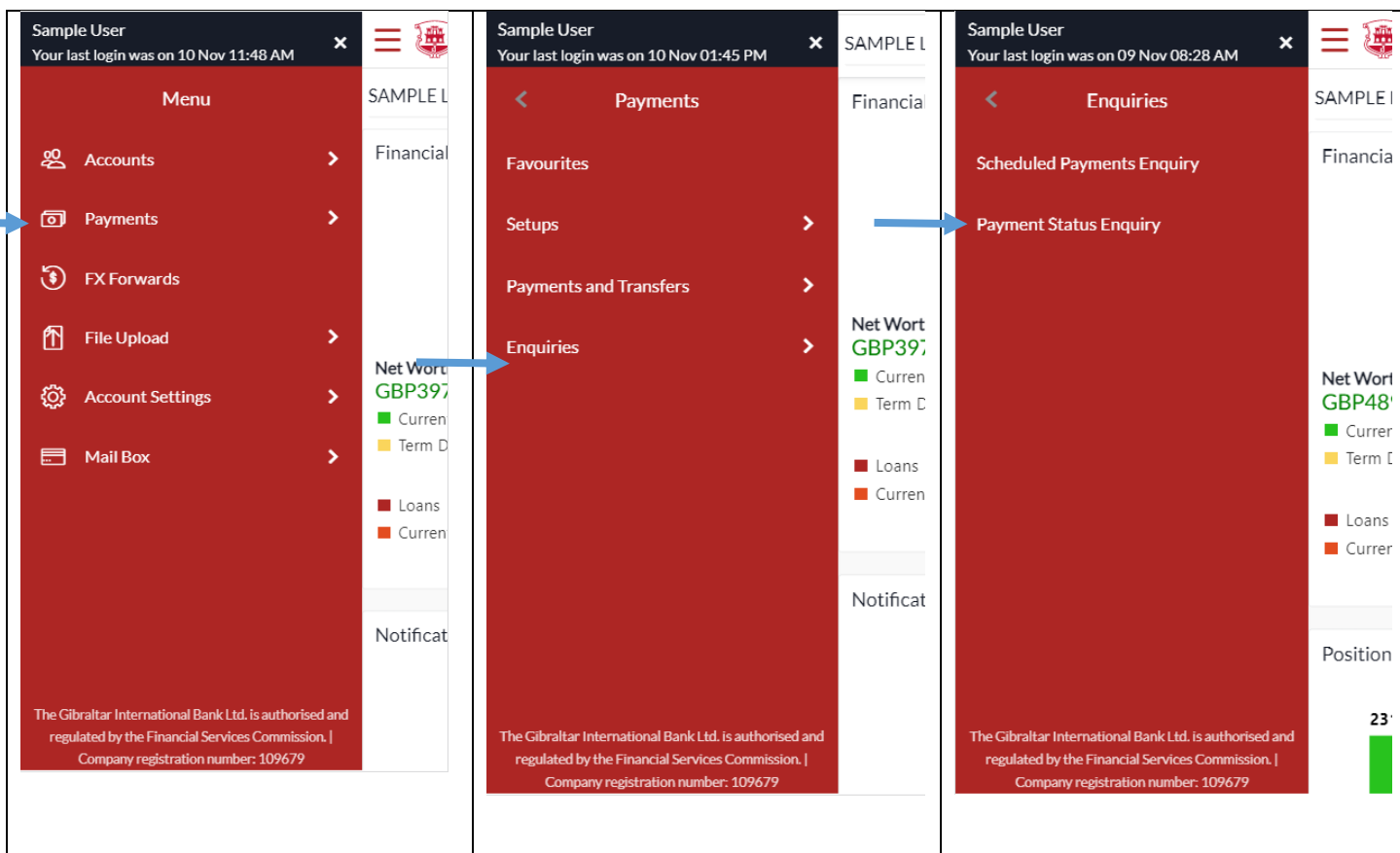
Download

Download

## 35 How do I View My Payment Status Enquiry?

You can view the current status of your payments through payment status enquiry.

STEP 1:	STEP 2:	STEP 3:
Click on the  icon. Click on <b>Payments</b> .	Click on <b>Enquiries</b> .	Click on <b>Payment Status Enquiry</b> .



#### STEP 4:

Payment Status Enquiry page is displayed. Select an account and click on **Search**.

#### STEP 5:

The following details are displayed –

- Date – Transaction date
- Beneficiary Name – Name of the account credited
- Reference Number – Transaction reference number
- Payment Type – Type of payment that is Internal, Faster/CHAPS/SEPA or International
- Amount – Amount credited to the beneficiary
- Status – Status of the transaction – **Processed** – Payment is completed, **In Progress** – Payment is under Review, **Future Date** – Payment with value date in future, **Cancelled** – Payment is rejected.



You can also search a transaction by entering the reference number in the search box and clicking on search. Filters can be applied using the filter icon. The filters available are –


- Reference Number


#### STEP 6:


List of payments as per the entered search criteria are displayed.


- Initiation Date from
- Initiation Date to
- From Amount
- To Amount

← Payment Status Enquiry  3 



SAMPLE LTD 

12345678 - GBP - Sampl... 


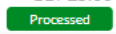
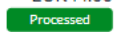
Initiation Date From  
01 Nov 2021 

Initiation Date To  
10 Nov 2021 


∨ More Search Option

[Download All](#)

Sample User 10 Nov 2021 <a href="#">2131401040176000</a> Internal Transfer	GBP2.00 
Sample User 10 Nov 2021 <a href="#">2131401033236000</a> Internal Transfer	GBP25.00 
Sample User 08 Nov 2021 <a href="#">2131201408895000</a> Internal Transfer	EUR44.00 

(Showing 3 out of 3 items)



#### STEP 7:

Click on the reference number to view transaction details.  
Transaction Details are displayed.  
You can download the E-Receipt by clicking on [Download E-Receipt](#)



← Payment Status Enquiry
 3
⌂

SAMPLE LTD
▼

You are viewing details of transaction number  
2131401040176000

[Download E-Receipt](#)

### Status

Current Status  
**Processed**

Date and Time as of current Status  
10 Nov 2021 12:00:00 AM

### Recipient Details

Account Name  
Sample User

Account Number  
12345678

### Transaction Details

Reference Number  
2131401040176000

Payment Type  
Internal

Transfer Network  
Within Bank

Transfer Amount  
GBP2.00

Initiated On  
10 Nov 2021

Transaction Date  
10 Nov 2021

Reference  
sample reference

### Remitter Details

Source Account Number  
12345678


Source Account Branch  
001

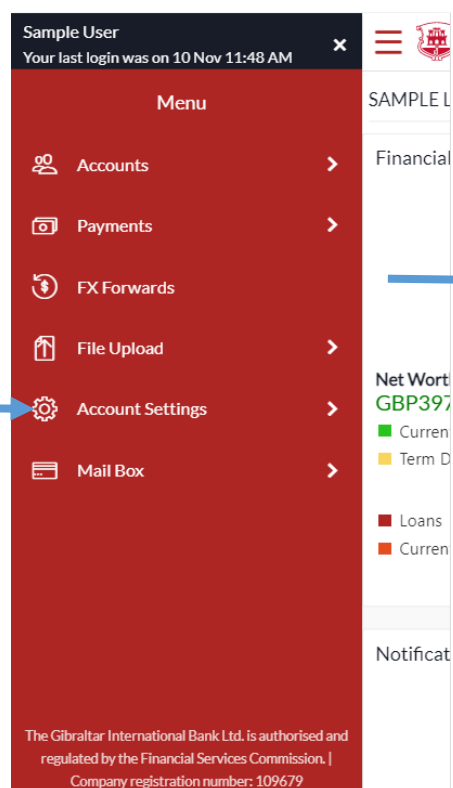
[Download E-Receipt](#)

## 36 How do I View My Limits?

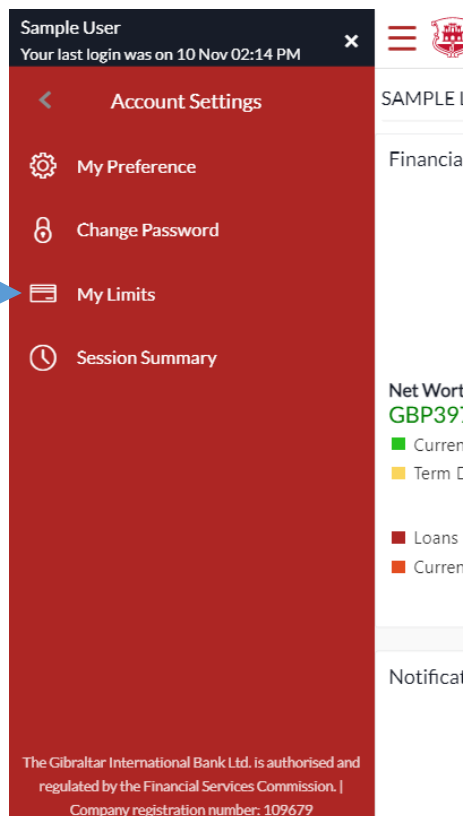
You can view your daily and cumulative limits.



Click on the  icon.  
Click on **Account Settings**.



Click on **My Limits**.



Select the channel and transactions from the dropdown and then select consolidated limits.


The following details are displayed:

- **Amount**
  - Utilized – Daily/Monthly utilized limits for the selected transaction
  - Available – Daily/Monthly available limits for the selected transaction
  - Total – Daily/Monthly total limits for the selected transaction
- **Count**
  - Utilized - Daily/Monthly utilized limits for the selected transaction
  - Available - Daily/Monthly utilized limits for the selected transaction
  - Total - Daily/Monthly utilized limits for the selected transaction

		<div><div><div>← Limits<div>3</div><div>⌵</div></div><div>SAMPLE LTD<div>⌵</div></div><div><div>My Limits</div><div>Corporate Limits</div></div><div><div>Channel</div><div>Mobile Application<div>⌵</div></div><div>Transactions</div><div>Internal Transfer<div>⌵</div></div><div>Consolidated Limits<div>⌵</div></div></div><div><div>Daily Limits</div><div><div>0% Utilized</div></div><div><div>Amount</div><div><div>Utilized</div>GBP25.00<div>Available</div>GBP9,999,999,999,974.00<div>Total</div>GBP9,999,999,999,999.00</div><div><div>0% Utilized</div></div><div><div>Count</div><div><div>Utilized</div>1<div>Available</div>998</div></div></div></div></div></div>
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### 37 How do I View My Session Summary?

You can view log of transactions and login details for the previous five logins.

STEP 1:	STEP 2:	STEP 3:
<div>Click on the  icon.</div> <div>Click on <b>Account Settings</b>.</div>	<div>Click on <b>Session Summary</b>.</div>	<div>The following details are displayed—</div> <ul style="list-style-type: none"><li>• Start Date &amp; Time - The date and time at which the particular session was started.</li><li>• End Date &amp; Time - The date and time at which the particular session was ended.</li><li>• Channel - The channel of access for the session (Desktop Browser / Mobile / Application etc.)</li></ul>

Sample User

Your last login was on 10 Nov 11:48 AM

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Menu

Accounts

Payments

FX Forwards

File Upload

Account Settings

Mail Box

Net Worth

GBP397

Current

Term D

Loans

Current

Notificat

The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679

Account Settings

My Preference

Change Password

My Limits

Session Summary

Net Worth

GBP397

Current

Term D

Loans

Current

Notificat

The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679

IP Address - The IP address of the channel.

← Session Summary

19

⏻

SAMPLE LTD

Start Date & Time

11 Nov 2021 12:25:38 AM

End Date & Time

11 Nov 2021 12:25:38 AM

Channel

Internet

IP Address

160.34.126.145, 107.162.49.43

View More

Start Date & Time

11 Nov 2021 12:06:49 AM

End Date & Time

11 Nov 2021 12:13:04 AM

Channel

Mobile (Responsive)

IP Address

160.34.126.145, 107.162.49.42

View More

Start Date & Time

10 Nov 2021 10:12:44 PM

End Date & Time

10 Nov 2021 10:41:50 PM

Channel

Mobile (Responsive)

IP Address

160.34.126.145, 107.162.58.22

View More

Start Date & Time

10 Nov 2021 09:46:56 PM

End Date & Time

10 Nov 2021 09:57:50 PM

Channel

Mobile (Responsive)

IP Address

160.34.126.145, 107.162.58.150

View More

Start Date & Time

10 Nov 2021 09:14:19 PM

#### STEP 4:

Click **View More** against a specific record to view the details of that session. The session details appear.

All the transactions initiated during the selected session are listed down one below the other. The fields documented below form part of a transaction record. The following details are displayed –

- Transaction - Name The name of the transaction that was performed during the session.
- Status - The status of the transaction.

- Transaction Date & Time -  
The date and time at which the transaction was performed.

← Session Summary
19

SAMPLE LTD

Start Date & Time  
10 Nov 2021 09:46:50 PM

End Date & Time  
10 Nov 2021 09:57:50 PM

Channel  
Mobile (Responsive)

IP Address  
160.34.126.145,  
107.162.58.150

View More

Start Date & Time  
10 Nov 2021 09:14:19 PM

End Date & Time  
10 Nov 2021 09:25:50 PM

Channel  
Mobile (Responsive)

IP Address  
160.34.126.145, 107.162.49.27

View Less

Transaction Name  
Account Activity

Status  
SUCCESS

Transaction Date & Time  
10 Nov 2021 09:14:44 PM

Transaction Name  
Account Activity

Status  
SUCCESS

Transaction Date & Time  
10 Nov 2021 09:15:15 PM

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