

Gibraltar International Bank

E-BANKING

**RETAIL USER MANUAL
(DESKTOP)**



Gibraltar
INTERNATIONAL BANK

Retail User Manual - Desktop

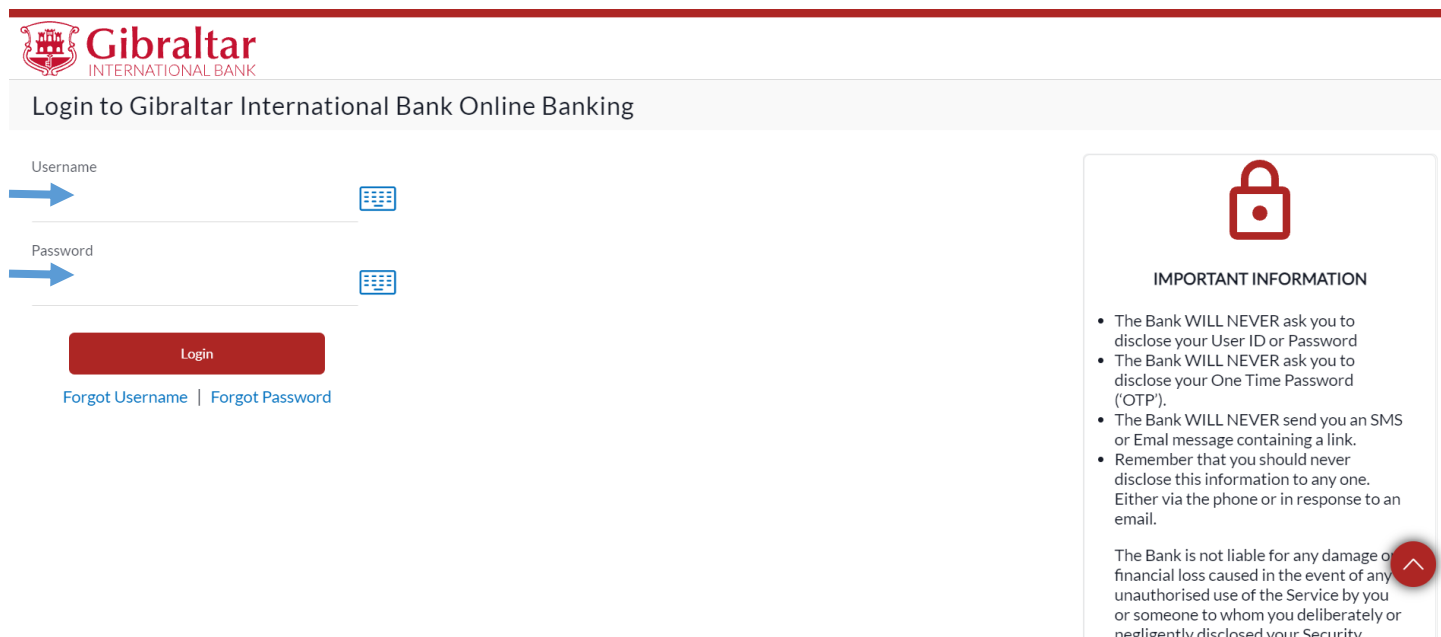
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1. How do I Login?

To visit online banking, go to <https://online.gibintbank.gi> Use the online banking **Username** and **Password** provided by bank to login.

If you have forgotten your password, click on “**Forgot Password?**” link to reset your password. A verification code will be sent to the registered email address and mobile number entered at the time of user account creation. Enter this code to login and receive a temporary password on the registered mobile number. Login with your username and this temporary password and then change to password of your choice.



The screenshot shows the login interface for Gibraltar International Bank. At the top left is the bank's logo. Below it, the text "Login to Gibraltar International Bank Online Banking" is displayed. The login form consists of two input fields: "Username" and "Password", each with a blue arrow icon to its left and a password strength indicator icon to its right. Below the fields is a red "Login" button. Underneath the button are two links: "Forgot Username" and "Forgot Password". To the right of the login form is a box titled "IMPORTANT INFORMATION" with a red padlock icon. It contains a list of security warnings and a disclaimer. A red circular button with a white up arrow is located at the bottom right of the information box.

Gibraltar
INTERNATIONAL BANK

Login to Gibraltar International Bank Online Banking

Username

Password

Login

[Forgot Username](#) | [Forgot Password](#)

IMPORTANT INFORMATION

- The Bank WILL NEVER ask you to disclose your User ID or Password
- The Bank WILL NEVER ask you to disclose your One Time Password ('OTP').
- The Bank WILL NEVER send you an SMS or Email message containing a link.
- Remember that you should never disclose this information to any one. Either via the phone or in response to an email.

The Bank is not liable for any damage or financial loss caused in the event of any unauthorised use of the Service by you or someone to whom you deliberately or negligently disclosed your Security

Figure 3.1-1

2. What is Session Timeout?

Session timeout represents the event occurring when a user does not perform any action on online banking website during an interval of 10 minutes.

3. How do I get Username if I forget my Username?

As an E–Banking customer, you can retrieve your username if you forget your username through

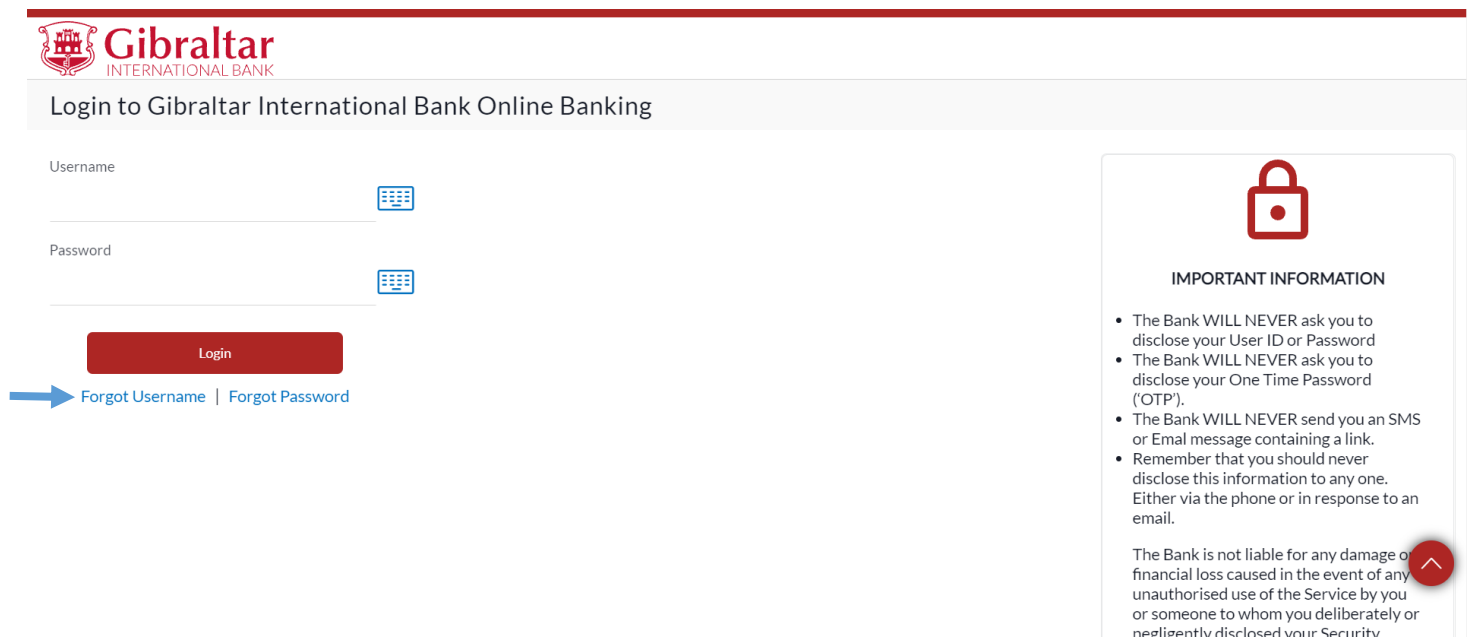
- Online Banking platform via our website <https://online.gibintbank.gi>
- Mobile Banking application available for
 - iOS devices (iPhone and iPad)
 - Android devices

This guide explains how to get Username via our website. You can get Username through **Forgot Username Link**.

3.1 Getting Username through the *Forgot Username Link*


3.1.1 Go to the Login Page


Click on the (1) **Forgot Username** Link



Gibraltar
INTERNATIONAL BANK

Login to Gibraltar International Bank Online Banking

Username 

Password 

Login

➔ [Forgot Username](#) | [Forgot Password](#)

IMPORTANT INFORMATION

- The Bank WILL NEVER ask you to disclose your User ID or Password
- The Bank WILL NEVER ask you to disclose your One Time Password ('OTP').
- The Bank WILL NEVER send you an SMS or Email message containing a link.
- Remember that you should never disclose this information to any one. Either via the phone or in response to an email.

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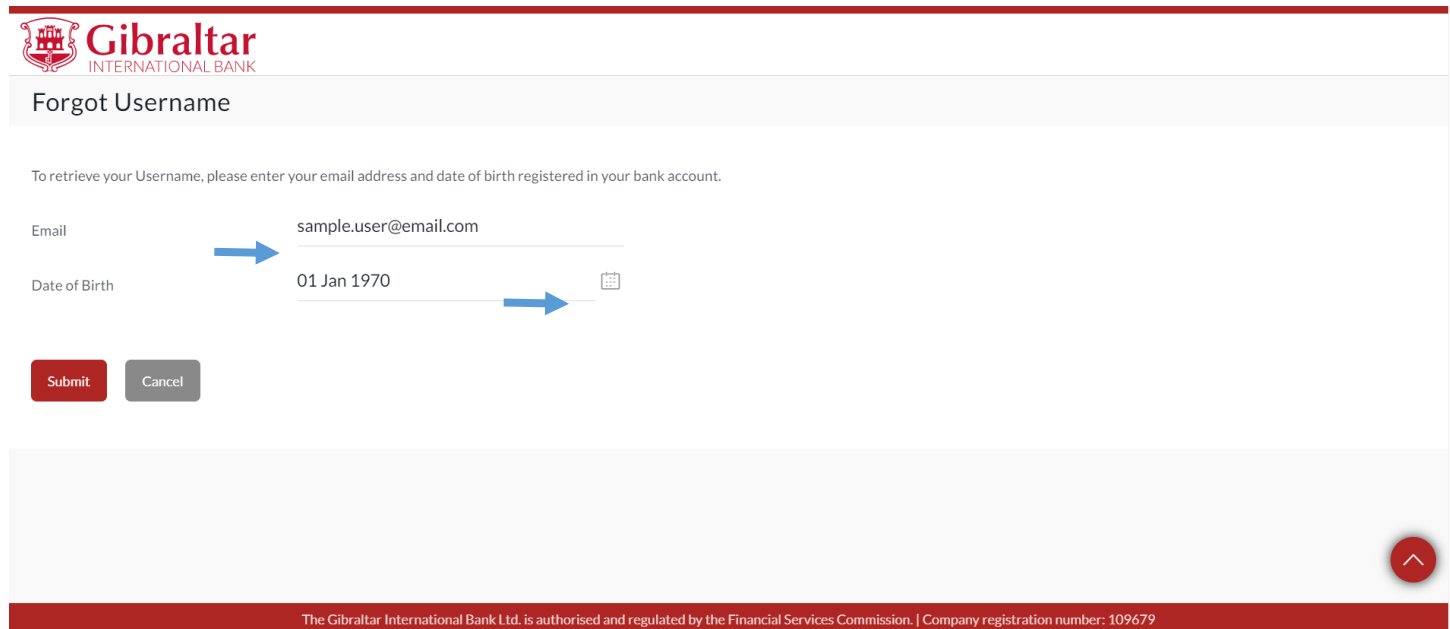
Figure 3.1-1

3.1.2 Enter details to Get Username

Enter following details to **Get Username**

- Email – Email id registered with the bank for your profile
- Date of Birth – Your Date of Birth

Click **Submit** to **get Username** or click **Cancel** to go **back** to the login page.



The screenshot shows the 'Forgot Username' page of the Gibraltar International Bank. At the top left is the bank's logo. The title 'Forgot Username' is centered. Below it, a message states: 'To retrieve your Username, please enter your email address and date of birth registered in your bank account.' There are two input fields: 'Email' with the text 'sample.user@email.com' and 'Date of Birth' with the text '01 Jan 1970'. A calendar icon is next to the date field. Below the fields are two buttons: 'Submit' (red) and 'Cancel' (grey). A red circular button with an upward arrow is in the bottom right corner. A red footer bar at the bottom contains the text: 'The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. [Company registration number: 109679]'.

Figure 3.1-2

3.1.3 Enter Verification code

Verification Code is sent to the user on registered email address and mobile number

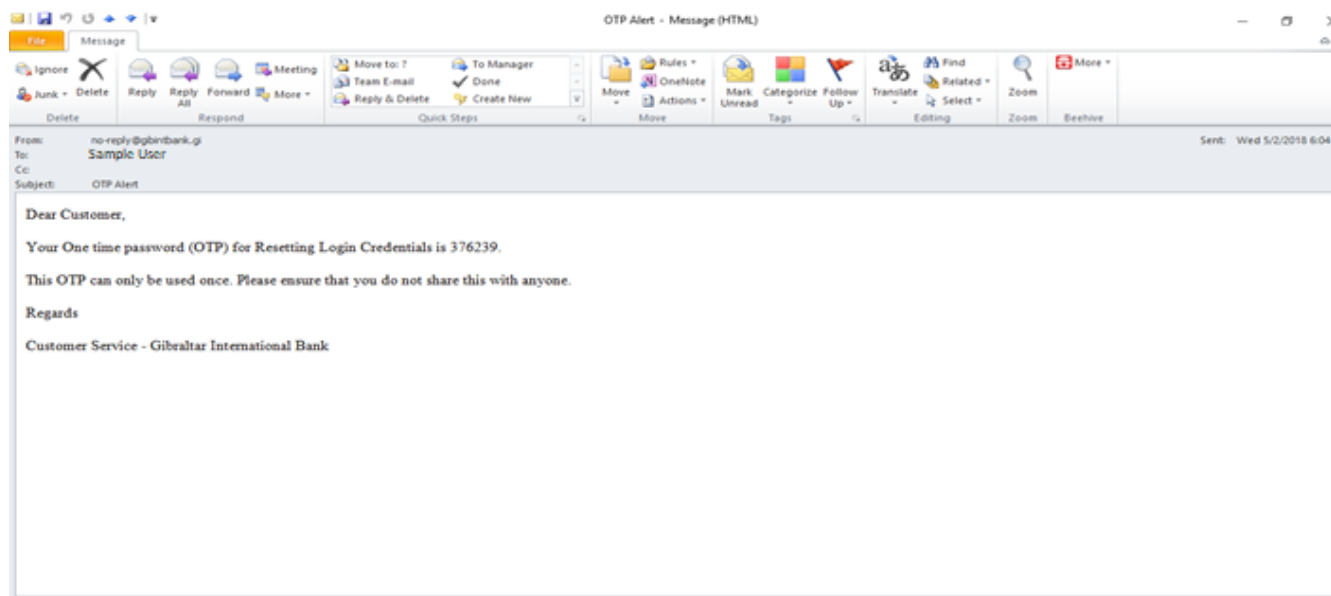


Figure 3.1-3

Enter the verification code in the following section displayed at the bottom of Forgot Username screen:

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


39742

Submit

Cancel

Figure 3.1-2


Click **Submit** to receive an email to registered email address containing the link to reset password. Click **Cancel** to go **back** to the login page.



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INTERNATIONAL BANK

Forgot Username



SUCCESSFUL

Username sent successfully on your email address / mobile number.



[Login to your bank account.](#)

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

Figure 3.1-5

A success message is displayed. Username will be received on registered email. Click **Login to your bank account** to go to login page.

Please find your user name below. Please do not share this with anyone.

Username: SAMPLEUSER1234

Regards

Administrator

Figure 3.1-6

4. How do reset password if I forget my Password?

As an E-Banking customer, you can create new Password if you forget your password through

- Online Banking platform via our website <https://online.gibintbank.gi>
- Mobile Banking application available for
 - iOS devices (iPhone and iPad)
 - Android devices

This guide explains how to reset password via our website. You can reset Password through ***Forgot Password Link***.

4.1 Reset Password through the *Forgot Password Link*

4.1.1 Go to the Login Page

Click on the ***Forgot Password*** Link

Login to Gibraltar International Bank Online Banking

Username



Password



Login

[Forgot Username](#) | [Forgot Password](#)



IMPORTANT INFORMATION

- The Bank WILL NEVER ask you to disclose your User ID or Password
- The Bank WILL NEVER ask you to disclose your One Time Password ('OTP').
- The Bank WILL NEVER send you an SMS or Email message containing a link.
- Remember that you should never disclose this information to any one. Either via the phone or in response to an email.

The Bank is not liable for any damage or financial loss caused in the event of any unauthorised use of the Service by you or someone to whom you deliberately or negligently disclosed your Security



Figure 4.1-1

4.1.2 Enter details to Reset Password

Enter following details to **Reset Password**

- Username – Log in id provided by the bank
- Date of Birth – Your Date of Birth

Click **Submit** to **reset password** or click **Cancel** to go **back** to the login page.

Default Business Unit ▼

Forgot Password

Okay, no problem. Just enter the details below.

Username

Date of Birth



Submit

Cancel



Forgot your internet banking password?

No worries, generate a new password in 3 simple steps.

1. Enter your Username and Date of birth.
2. Authenticate your details by entering OTP received on your mobile.
3. Reset password by entering a new password of your choice on the link sent to your registered email address.

Figure 4.1-2

4.1.3 Enter Verification code

Verification Code is sent to the user on registered email address and mobile number

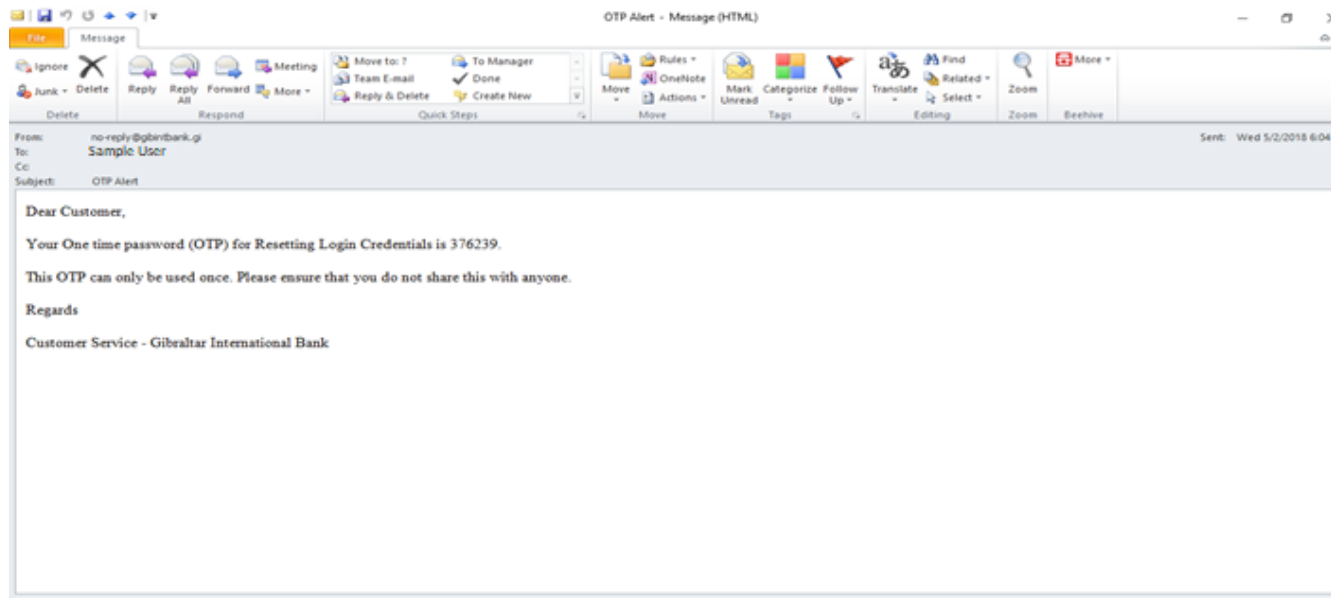


Figure 4.1-3

Enter the verification code in the following section displayed at the bottom of Forgot Password screen:

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

39742

Submit

Cancel

Figure 4.1-4

Click **submit** to receive an SMS on the registered phone number containing a temporary password.

Forgot Password



SUCCESS

New password has been successfully sent on your mobile via SMS



[Login to your bank account.](#)

Figure 4.1-5

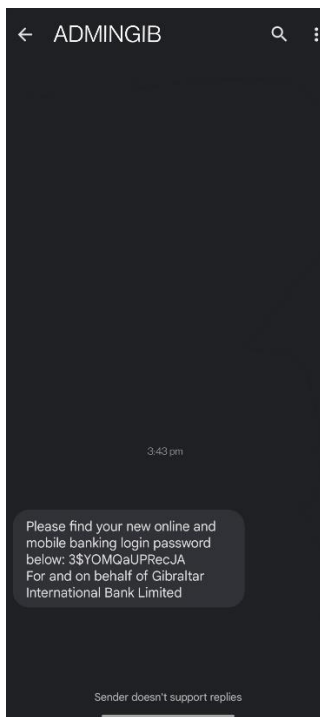




Figure 4.1-6

4.1.4 Go to Login Page

Enter your Username and the temporary password provided in the sent SMS.

Username 

Password 

[Forgot Username](#) | [Forgot Password](#)

Login

**IMPORTANT INFORMATION**

- The Bank WILL NEVER ask you to disclose your User ID or Password
- The Bank WILL NEVER ask you to disclose your One Time Password ('OTP').
- The Bank WILL NEVER send you an SMS or Email message containing a link.
- Remember that you should never disclose this information to any one. Either via the phone or in response to an email.

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Figure 4.1-7

On Login, you will be taken to Change Password screen.

4.1.5 Enter New Password

Enter the temporary password as current password. Then enter **New Password** as per the password policy.

Password Policy will be displayed on the right-hand side of the page. New password can:

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

Click **Submit** to **submit** new password or click **Cancel** to **cancel** the operation.

Change Password

Please change your password for security reasons.

Current Password

••••••••••



New Password

••••••••••



Re-enter Password

••••••~•••



Submit



Your Password can :

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

Figure 4.1-8

The success message of password reset appears. Click [Login](#) to *login*.

Change Password



Please click below to login.

Login

Figure 4.1-9

5. How do I Change My Password and View My Profile Details?

- As an E-Banking customer, you can modify your account password and view your profile details
- You can also set primary account number for your profile.
- This guide explains how to change password and view your profile details via our website. You can view your profile details through **Menu above the Dashboard**.

5.1 Change Password

5.1.1 Go to Change Password

Click on the **Main menu** → **Account Setting** → **Change Password**

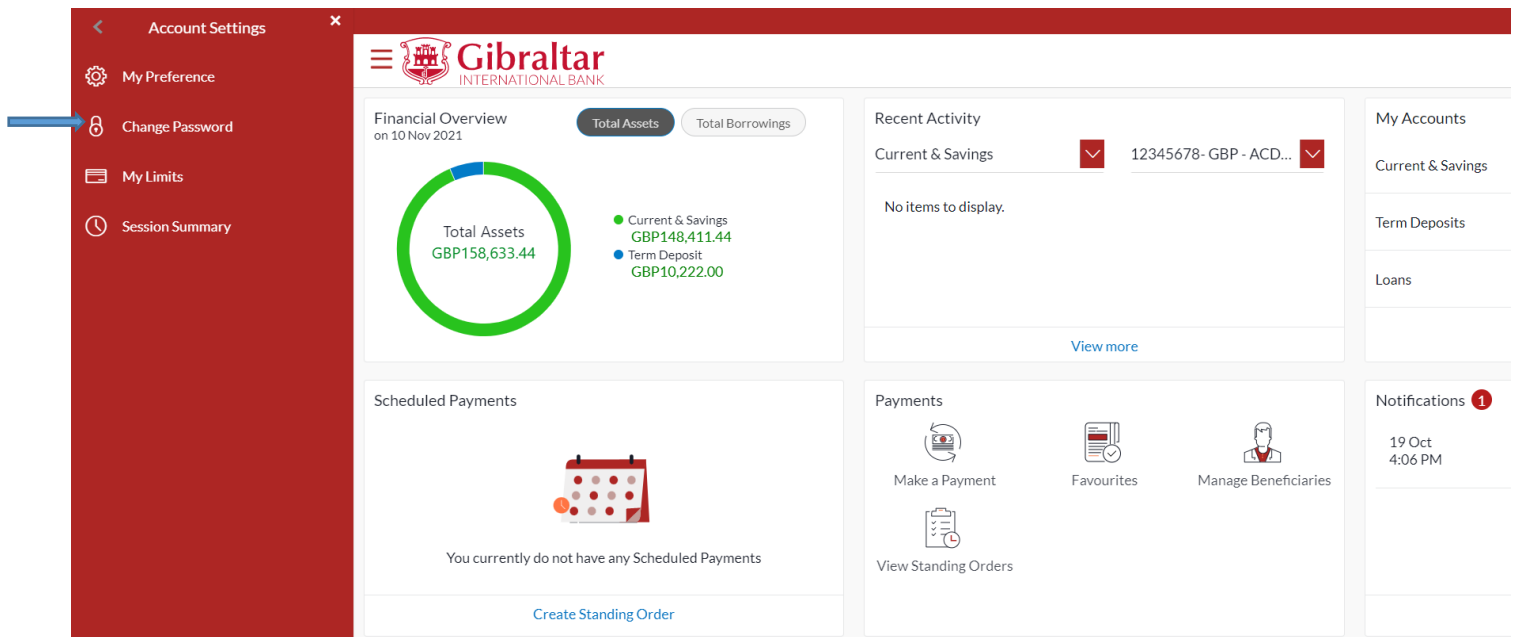


Figure 5.1-1

5.1.2 Enter New Password

The Change Password screen appears. You must enter current password and the provide a new password as per the policy.

Password Policy will be displayed on the right-hand side of the page. New password should:

- Have 12 to 15 characters
- Have uppercase (Minimum 1 mandatory)
- Have lowercase (Minimum 1 mandatory)

- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are @, #, \$)
- Not contain consecutive characters more than 2
- Not contain identical characters more than 2
- Not be a common password

Click **Submit** to **submit** password change request or click **Cancel** to **cancel** the operation.

Figure 5.1-2

The success message of changing the password appears. Click **Go to Dashboard** to **go to the dashboard page**.

Figure 5.1-3

5.1.3 Go to Profile

Click on the **Username** and select **Profile** OR Click **Main Menu** → **Account Settings** → **My Preference** → **Profile**

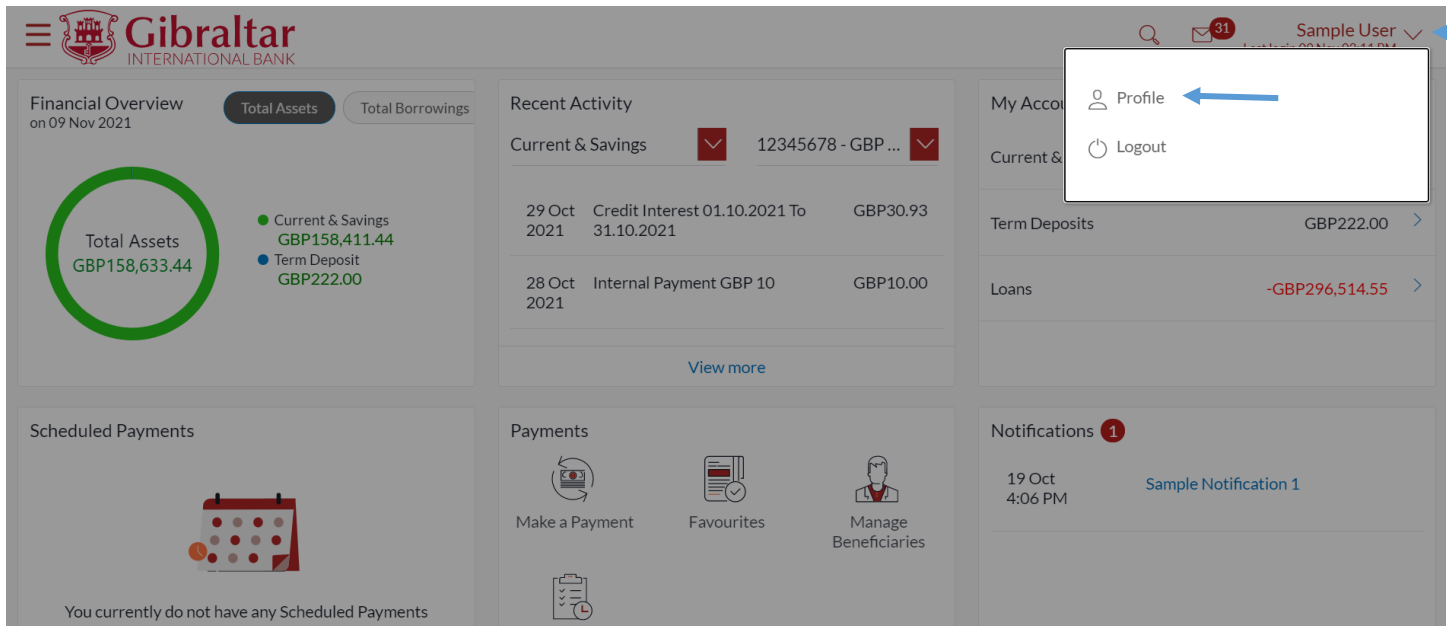


Figure 5.1-4

Profile details are displayed. Click **OK** to go back to the **dashboard**.

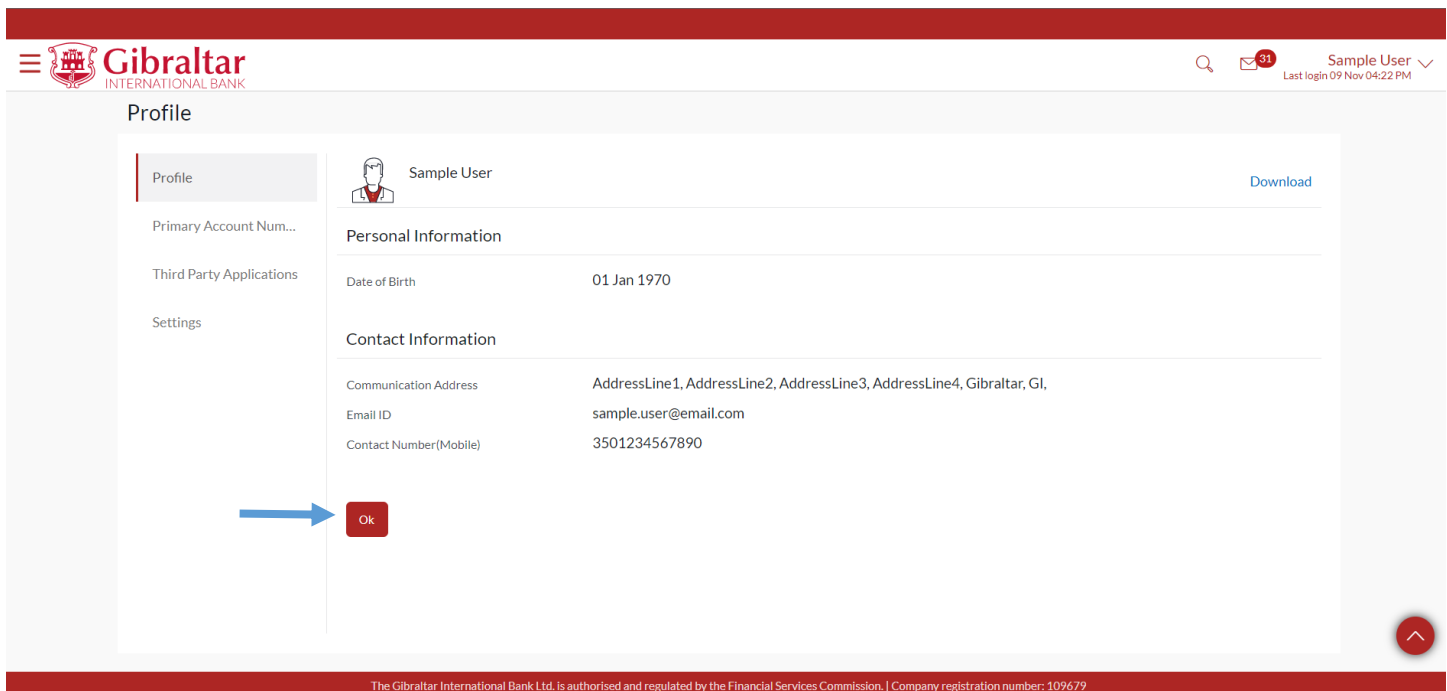


Figure 5.1-5

5.2 Set Primary Account Number

This option enables the user to define his primary account number.

Note: The account number selected in this screen will appear as a default account in all the account number selection fields (applicable for all existing and new transactions).

Click [Main Menu](#) → [Account Settings](#) → [My Preference](#) → [Primary Account Number](#)

The screenshot shows the user profile page of the Gibraltar International Bank. The sidebar on the left contains the following items: Profile, Primary Account Num..., Third Party Applications, and Settings. A blue arrow points to the 'Primary Account Num...' option. The main content area displays the user's profile for 'Sample User'. It includes a 'Download' button and sections for 'Personal Information' and 'Contact Information'. The 'Personal Information' section shows the 'Date of Birth' as '01 Jan 1970'. The 'Contact Information' section shows the 'Communication Address' as 'AddressLine1, AddressLine2, AddressLine3, AddressLine4, Gibraltar, GI', the 'Email ID' as 'sample.user@email.com', and the 'Contact Number(Mobile)' as '3501234567890'. A red 'Ok' button is located at the bottom of the form.

Figure 5.2-6

All the user's account numbers with party name and nickname (if added) appear on the Primary Account Number screen. The following details are displayed –

- Select - The option to select any account number to be marked as primary account number.
- Account Type and Number - The account numbers (in masked format) and the type of accounts are displayed as records.
- Party Name - The party name of the account is displayed against the account record.
- Account Description - The description of the account.

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INTERNATIONAL BANK

33

Sample User

Last login 09 Nov 01:10 PM

Primary Account Number

Profile

Primary Account Num...

Third Party Applications

Settings

Select Primary Account

Select	Account Type And Number	Party Name	Nick Name
<input type="radio"/>	12345678-Saving Account	SAMPLE PARTY	SAMPLE USER
<input type="radio"/>	98765432-Saving Account	SAMPLE PARTY	SAMPLE USER

Submit

Figure 5.2-7

In the Select field, select the account number to be marked as primary account number. Click [Submit](#). A message confirming definition of primary account number appears.

Gibraltar

INTERNATIONAL BANK

33

Sample User

Last login 09 Nov 01:10 PM

Primary Account Number

Profile

Primary Account Num...

Third Party Applications

Settings

Select Primary Account

Select	Account Type And Number	Party Name	Nick Name
<input checked="" type="radio"/>	12345678-Saving Account	SAMPLE PARTY	SAMPLE USER
<input type="radio"/>	98765432-Saving Account	SAMPLE PARTY	SAMPLE USER

Submit

Confirmation

Primary account saved successfully !!

Figure 5.2-8

6. What Features are Supported in my Dashboard?

- As an E-Banking retail customer, you can have a quick view of functions on your Dashboard
 - This guide explains how to have a quick view of functions for retail user via our website.
- The Dashboard is your landing page on successful login to the website.

6.1 Dashboard

6.1.1 Financial Overview

The *Financial Overview* section displays the total positive available balance across all your current and savings accounts and term deposits as total assets. It also displays the total negative available balance across all your current and savings accounts and outstanding balance in loan accounts as total borrowings.

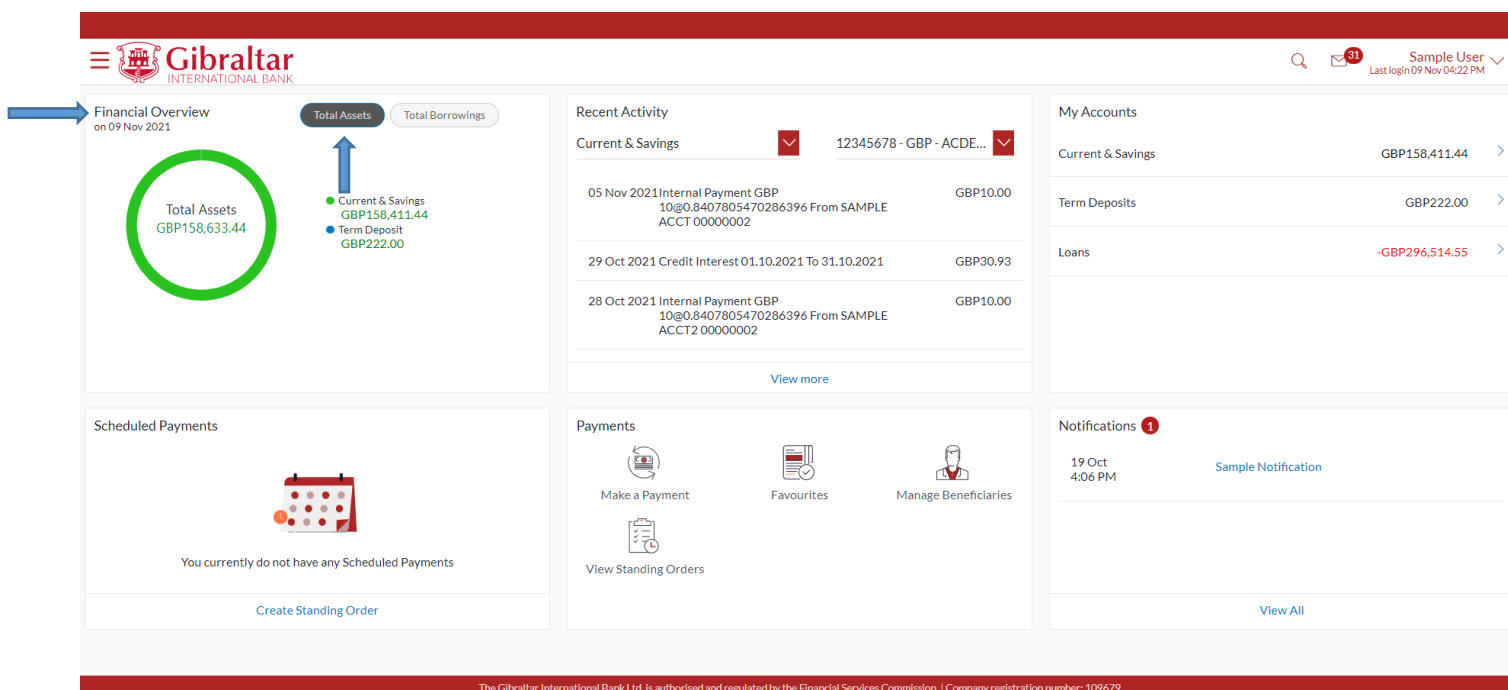


Figure 6.1-1

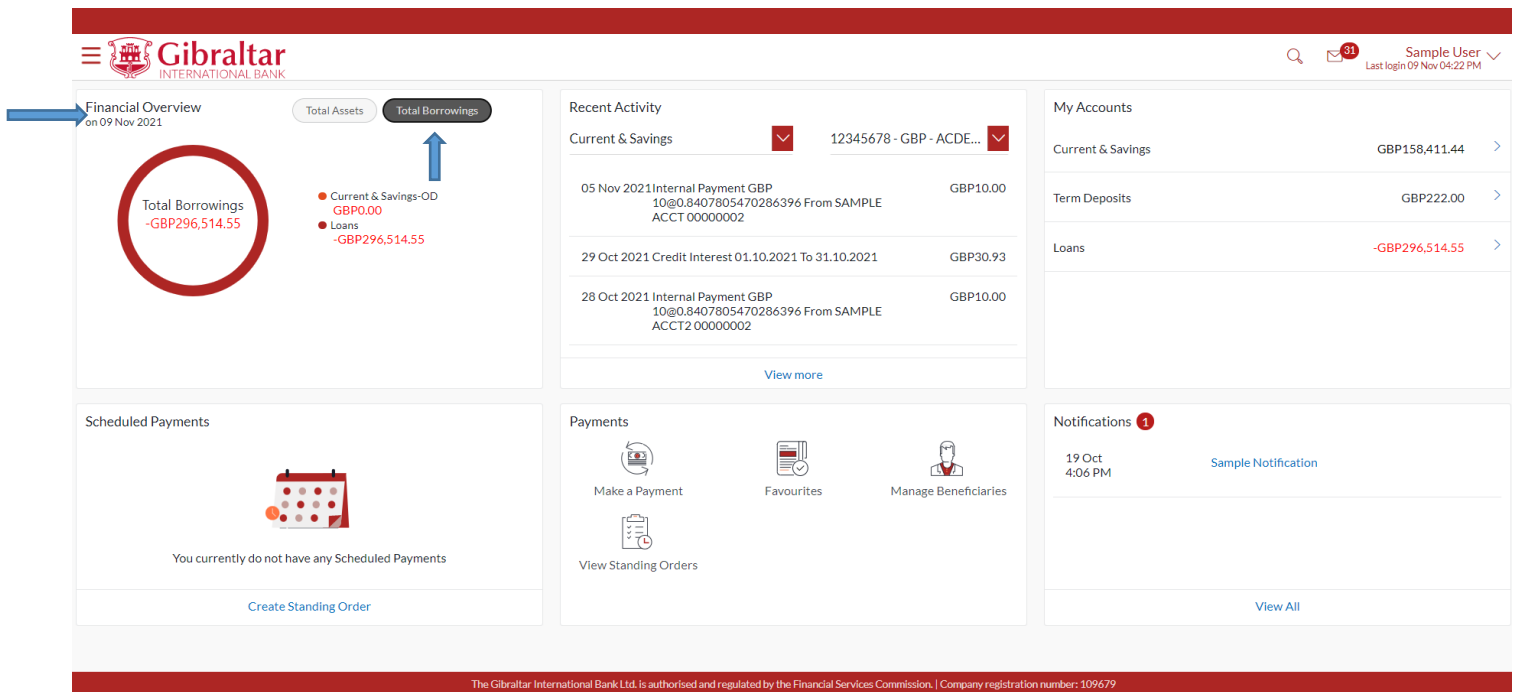


Figure 6.1-2

6.1.2 Recent Activity

Scroll to the [Recent Activity](#) section of the Dashboard; to view summary of the most recent activities or transactions corresponding to the account type and account number selected. Account type and account number can be changed by choosing the selection from the drop down.

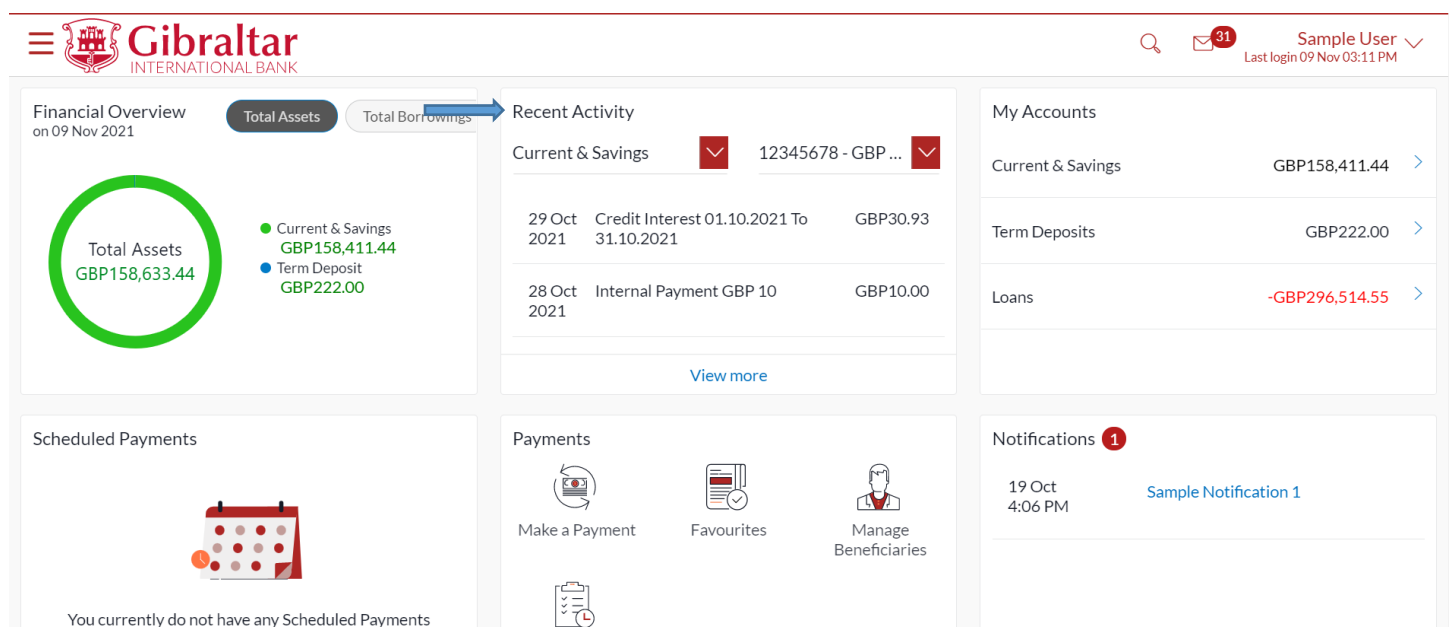


Figure 6.1-3

6.1.3 My Accounts

The My Accounts widget lists down all the account types of the accounts that you hold with the bank. You can select an account type in order to view details of each account belonging to that specific account type. The account types can be listed in this widget are as follows:

- Current & Savings
- Term Deposits
- Loans

6.1.3.1 Current & Savings

Scroll to the [My Accounts](#) section of the Dashboard; and click on [Current & Savings](#) to view summary of the accounts, count of the accounts and total of available balance of current and savings accounts in GBP.

Click on [Account Details](#) to view full details of the particular account.

Click on [View Statement](#) to view the activity on the particular account.

Click on [Statement Download](#) to view and download periodic statements for particular account.

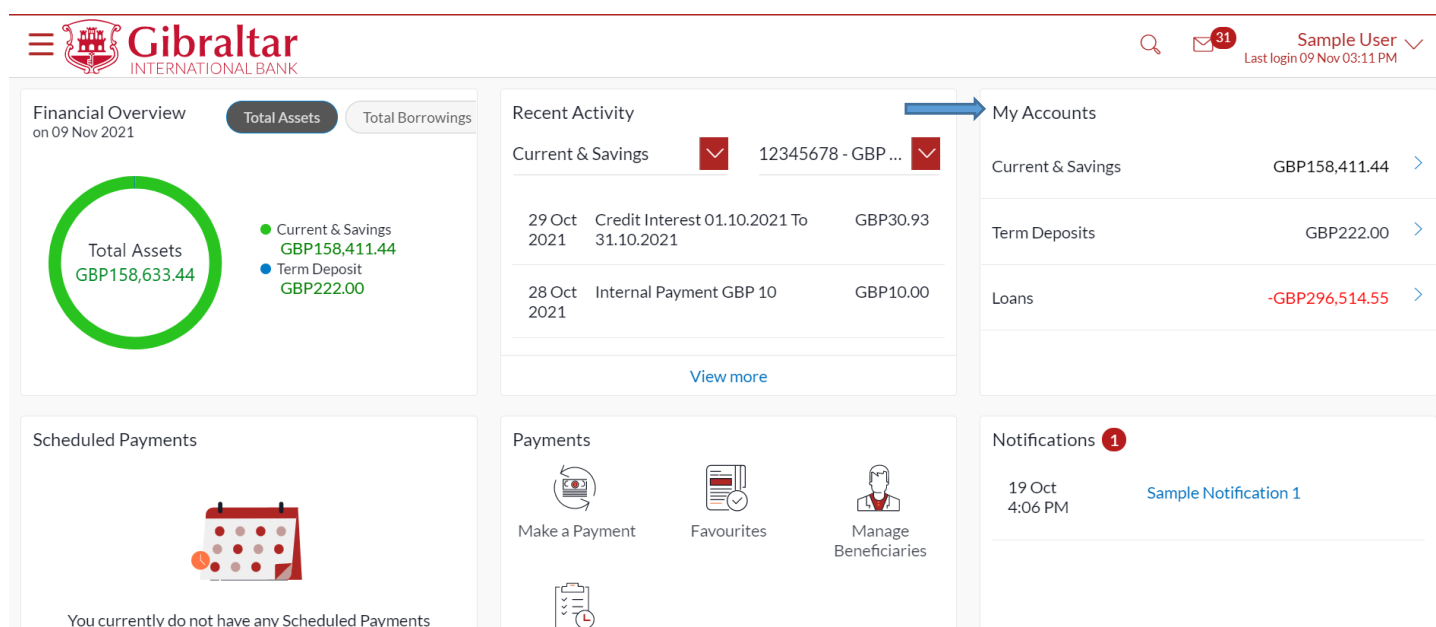


Figure 6.1-4

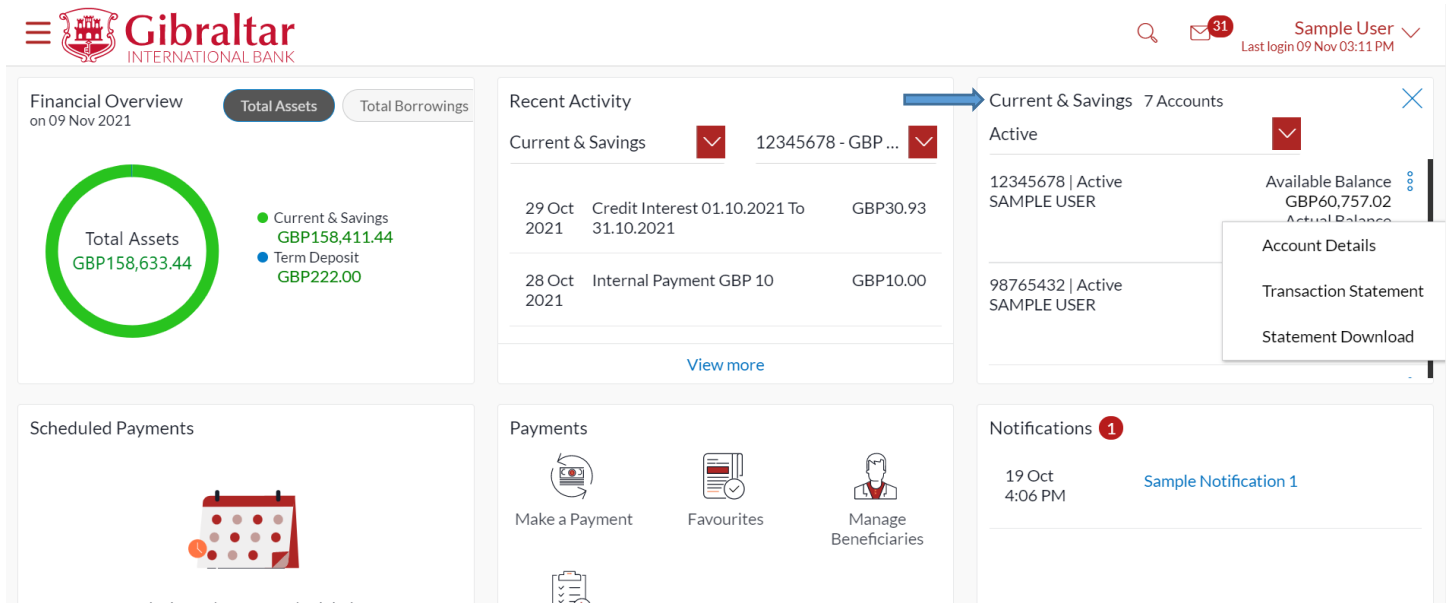


Figure 6.1-5

6.1.3.2 Term Deposits

Scroll to the [My Accounts](#) section of the Dashboard; and click on [Term Deposits](#) to view summary of the accounts, count of the accounts and current balance of term deposit in GBP.

Click on [Deposit Details](#) to view full details of the particular account.

Click on [View Statement](#) to view statements of the particular account.

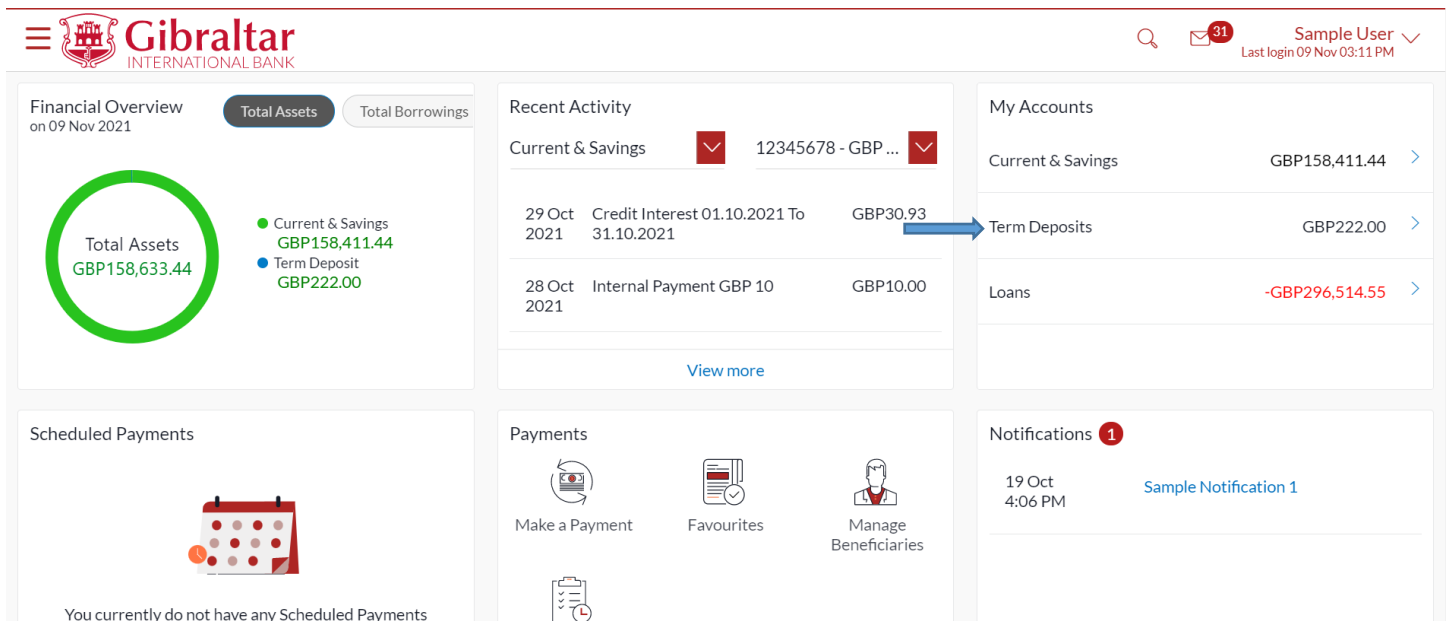


Figure 6.1-6

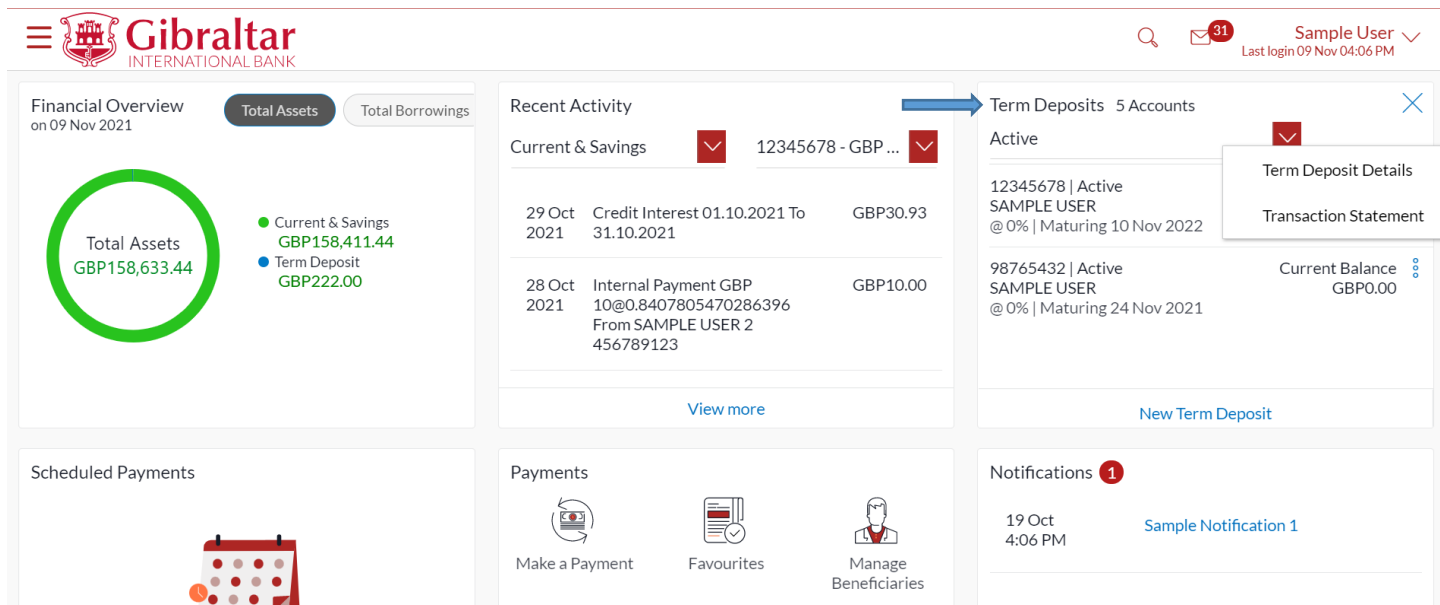


Figure 6.1-7

6.1.3.3 Loans

Scroll to the [My Accounts](#) section of the Dashboard; and click on [Loans](#) to view summary of the accounts, count of the accounts and outstanding amount of the loans in GBP.

Click on [Loan Details](#) to view full details of the particular account.

Click on [View Statement](#) to view statements of the particular account.

Click on [Loan Drawdown Enquiry](#) to view the drawdown loan amount for the particular account.

Click on [Loan Schedule Enquiry](#) to view the complete loan schedule.

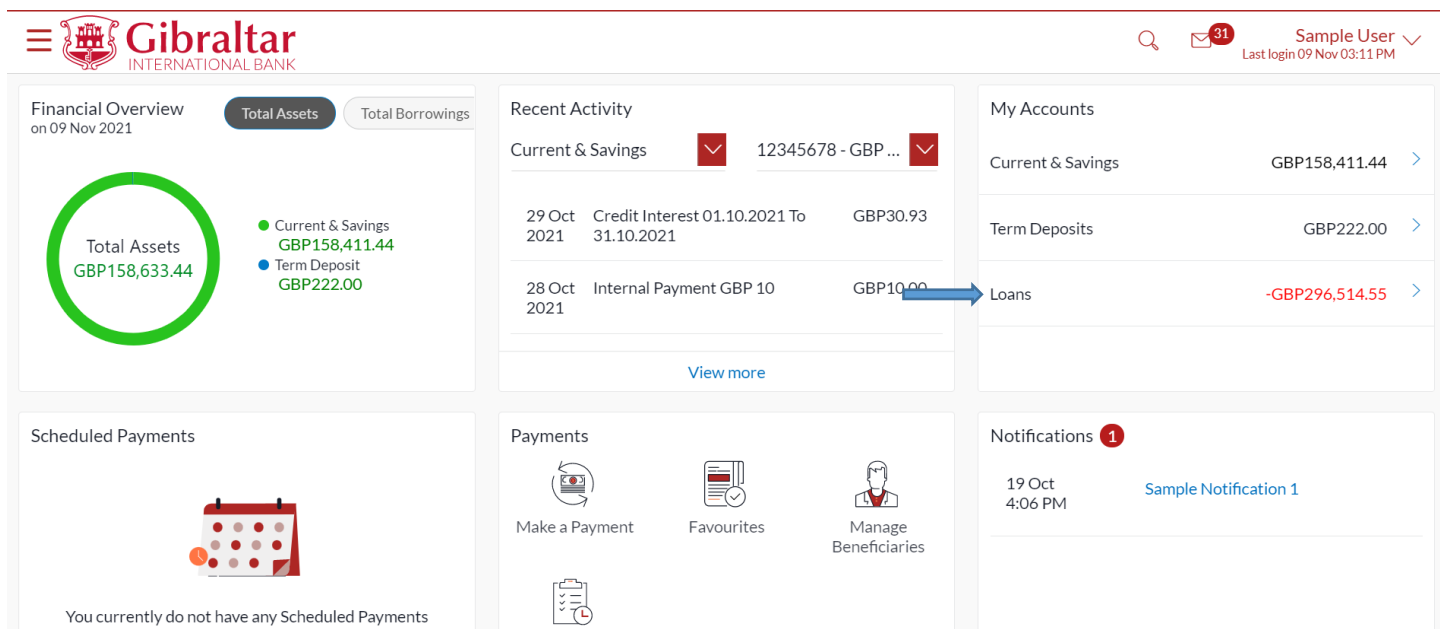


Figure 6.1-8

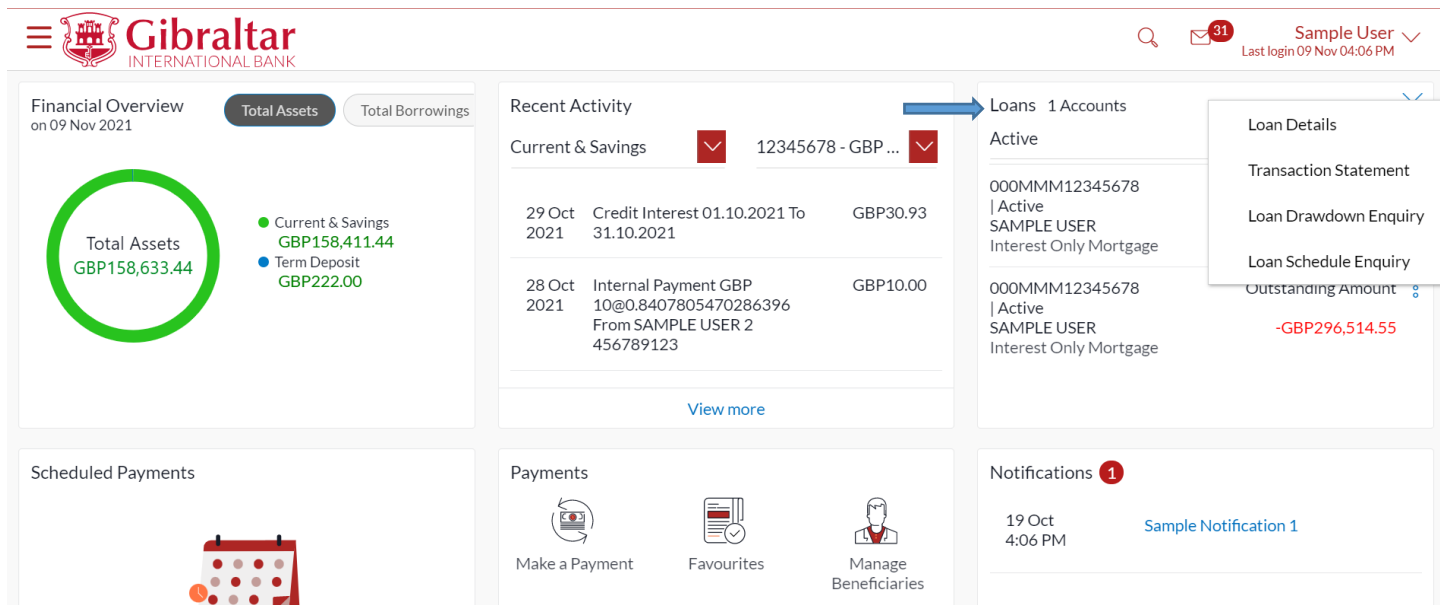


Figure 6.1-9

6.1.4 Scheduled Payments

Scroll to the *Scheduled Payments* section of the Dashboard; to view the most recent upcoming payments.

Click *View All* to view all the upcoming payments.

Click *Create Standing Orders* to setup new Standing Order.

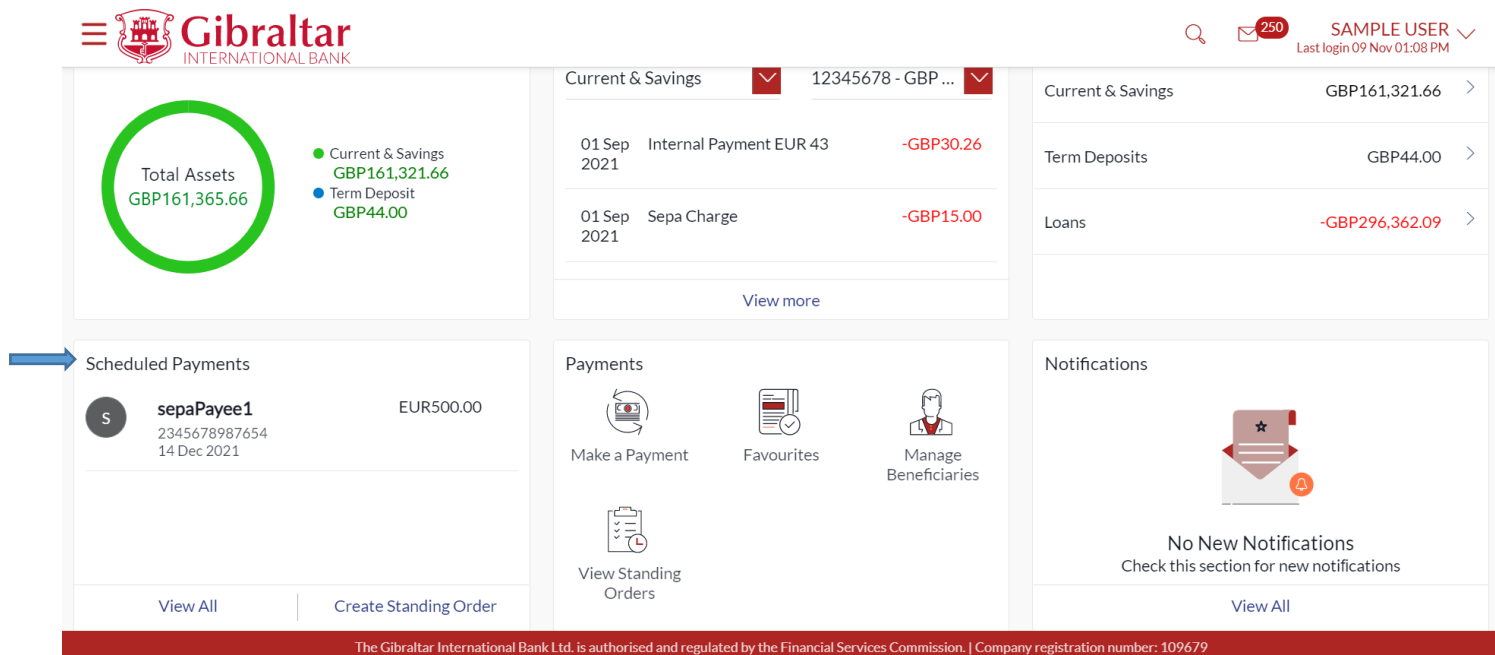


Figure 6.1-10

6.1.5 Payments

On the Dashboard scroll to the [Payments](#) section where you will find quick links to all primary used functionality.

The following transactions can be initiated from this section:

- Make a Payment
- Favourites
- Manage Beneficiaries
- View Standing Orders

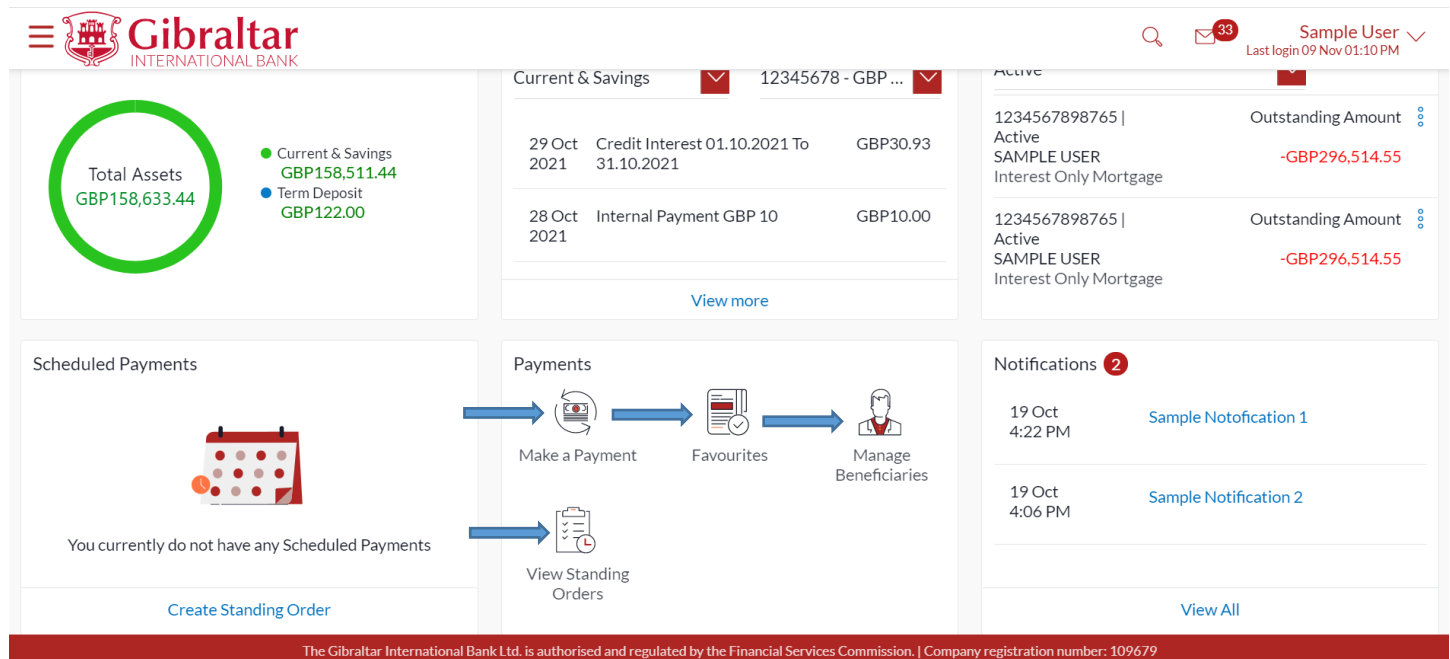


Figure 6.1-11

6.1.6 Notifications

The notification widget enables you to view the notifications sent by the bank. Click View All to view all the notifications sent by the bank.

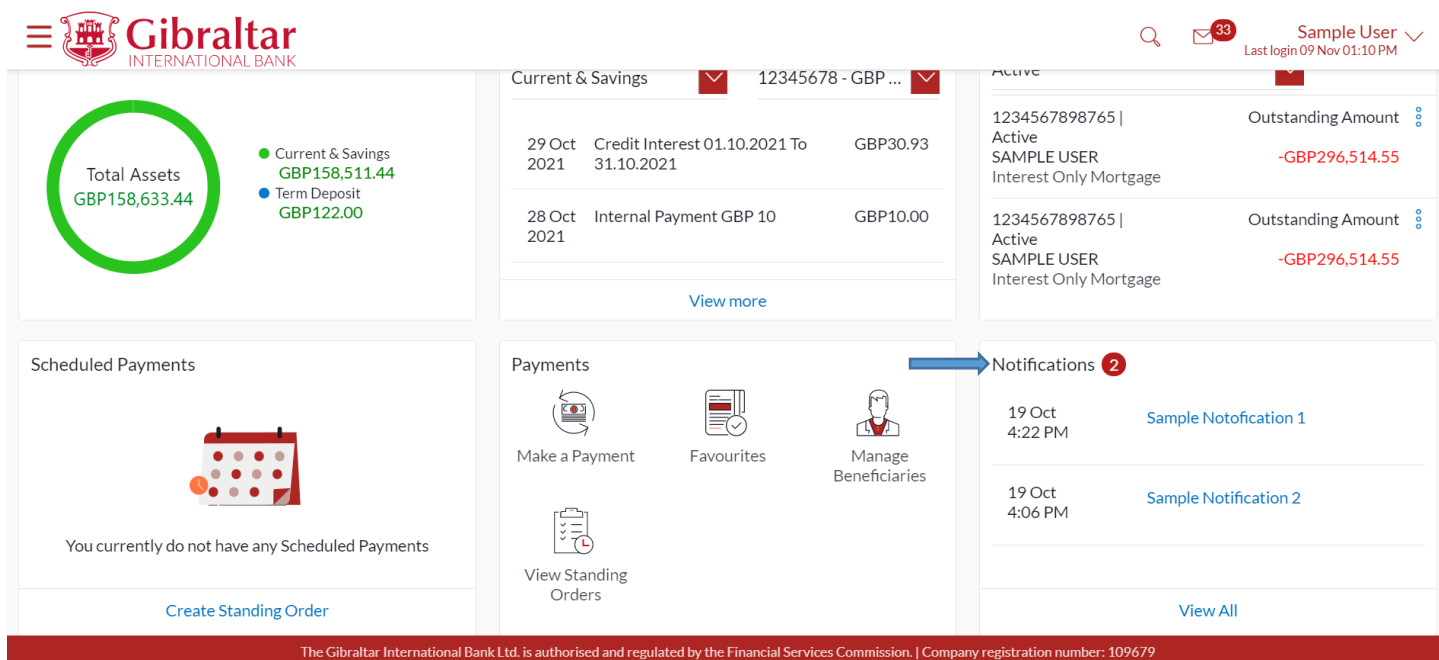


Figure 6.1-12

7. How do I view Details of my Current & Savings Account and transactions carried out on these accounts?

- As an E-Banking customer, you can view the details of your Current & Savings Account and transactions carried out on these accounts
- This guide explains how to overview Current & Savings Account and transactions via our website. You can access your Account and transaction details (Mini statement and Detailed statement) through your ***Dashboard*** or the ***Accounts Menu***.

7.1 Account Details through the Dashboard

7.1.1 On the Dashboard scroll to the My Accounts section

In the ***My Accounts*** section of the Dashboard, my accounts page menu is displayed.

Click on ***Current & Savings*** to view all Current and Savings Accounts. Click on the ***three dots*** and select ***Account Details*** to view Account details of the corresponding account.

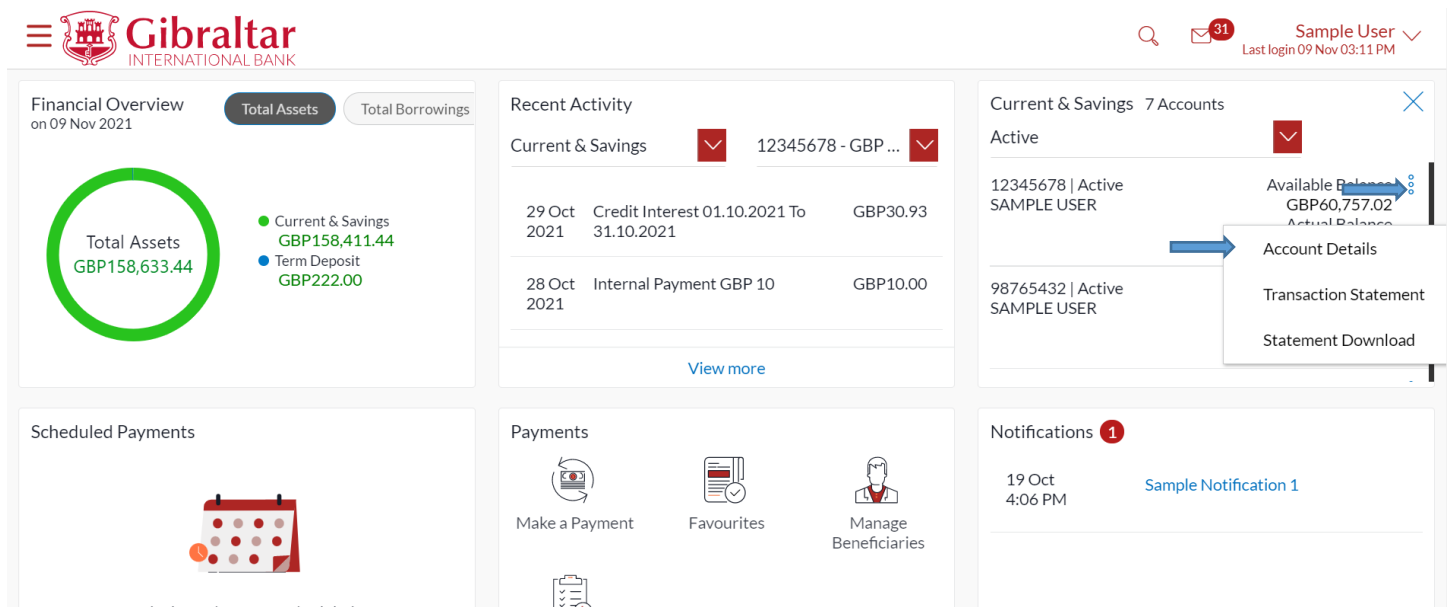


Figure 7.1-1

7.1.2 Account Details are displayed

The following **Account Details** are displayed:

- Account Description - Names of the account holder
- Account Number – Account Number
- IBAN– Your international bank account number
- Account Type – This displays Savings/Current account
- Account Holding Type - The holding pattern of the account i.e. single or joint
- Branch - Branch name in which your account is held along with address
- 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.

Click **Back** to go **back** to Dashboard

Account Details

Transaction Statement

Basics

Balance & Limits

Account Description
Sample Account

Account Number
12345678

Sort Code
60-83-14

IBAN
GIB000000000000000000000000

Account Type
Current Account

Account Holding Type
Single

Branch
Gibraltar International Bank Ltd, PO Box 1375, Inces House, 310 Main Street, Gibraltar - GX11 1AA, GIBRALTAR

Status
Active

Back

Actual Balance

GBP37,301.77

Available Balance

GBP37,301.77

Overdraft Limit

GBP0.00

Figure 7.1-2

7.1.3 Transaction Details are displayed

On the Account Details page there is a Transaction Statement section. Click on it to view all statements related to the selected account.

Sample User

Last login 09 Nov 01:31 PM

Transaction Statement

Account Details

Transaction Statement

Account Number
12345678 - GBP - SAMPLE ...

Opening Balance
GBP60,747.02

Closing Balance
GBP60,757.02

Available Balance : GBP60,757.02

Download

View Options

Current Month

Transaction

All

Date	Value Date	Description	Reference Number	Amount	Balance	MT103*
05 Nov 2021	05 Nov 2021	Internal Payment GBP 10	21234567898765432	GBP10.00	GBP60,757.02	

Page 1 of 1 (1 of 1 items)

Apply Filter

Reset

Back

* MT103 is available only for outgoing Faster, CHAPS and International Swift Payments

Figure 7.1-3

Select filter to view the transactions of a specific period

- Filters to view the transactions of a specific period

- Current Period
- Previous Month
- Previous Quarter
- Select Date Range
- Filters to view the transactions based on Credits or Debits or both

Following details are displayed:

- Opening Balance – this is the opening balance in the account
- Closing balance – this is the closing balance in the account
- Date - this is the Date on which the transaction was performed
- Description- this is the narrative/payment details of the transaction
- Reference Number - reference number for the transaction
- Amount– this is the transaction amount where debit amount is displayed in red and prefixed with a (-)sign. Credit amount are in positives and displayed in black
- Balance – this is the running balance of the account

Click on [▶](#) to go to next page or click on page number to go to that particular page.

Click on **Download** to download the statement in **.CSV** or **.PDF** format or click on **Back** to go back to the previous screen.



SAMPLE USER

ADDRESS1
ADDRESS2
GX11 1AA

Account Number: **12345678**

Statement Period: **01 Sep 2021 to 01 Sep 2021**

Opening Balance: **GBP101,228.42**

Closing Balance: **GBP100,251.20**

Transaction Statement					
Date	Value Date	Description	Operation Number	Amount	Balance
01 Sep 2021	06 Oct 2021	Faster Payment Charge	2127901308701003	-GBP1.00	GBP100,251.20
01 Sep 2021	06 Oct 2021	Internal payment from 123456 payment	2127901308701003	-GBP21.00	GBP100,252.20

Figure 7.1-4

7.2 Account Details through the Main Menu

7.2.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Current and Savings** and then select (4) **Saving and Current Account Details**

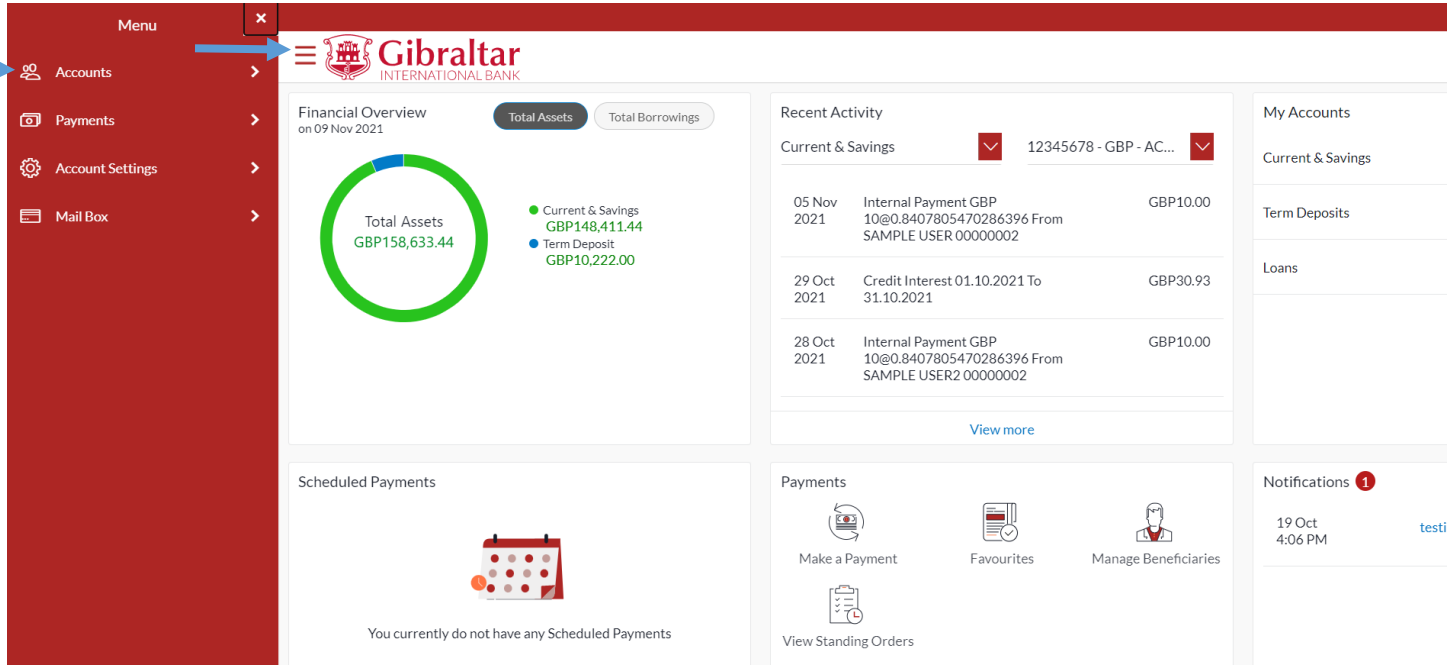


Figure 7.2-1

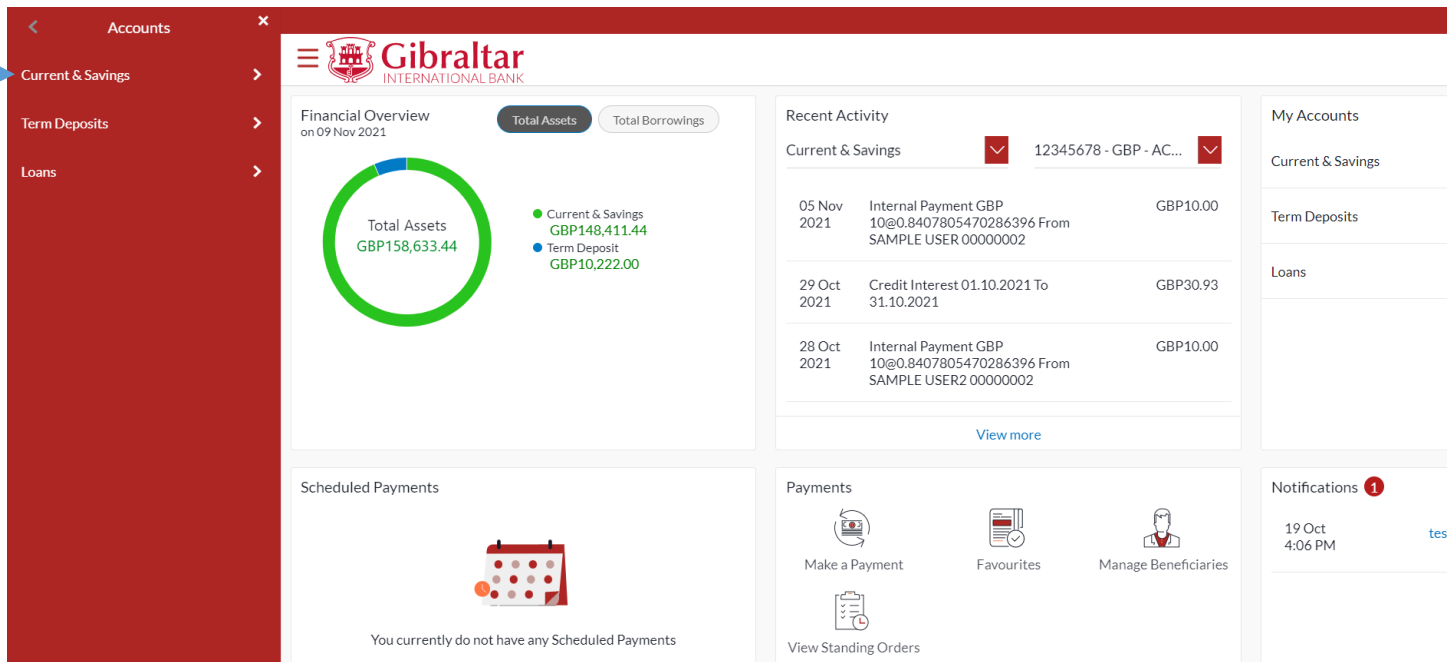


Figure 7.2-2

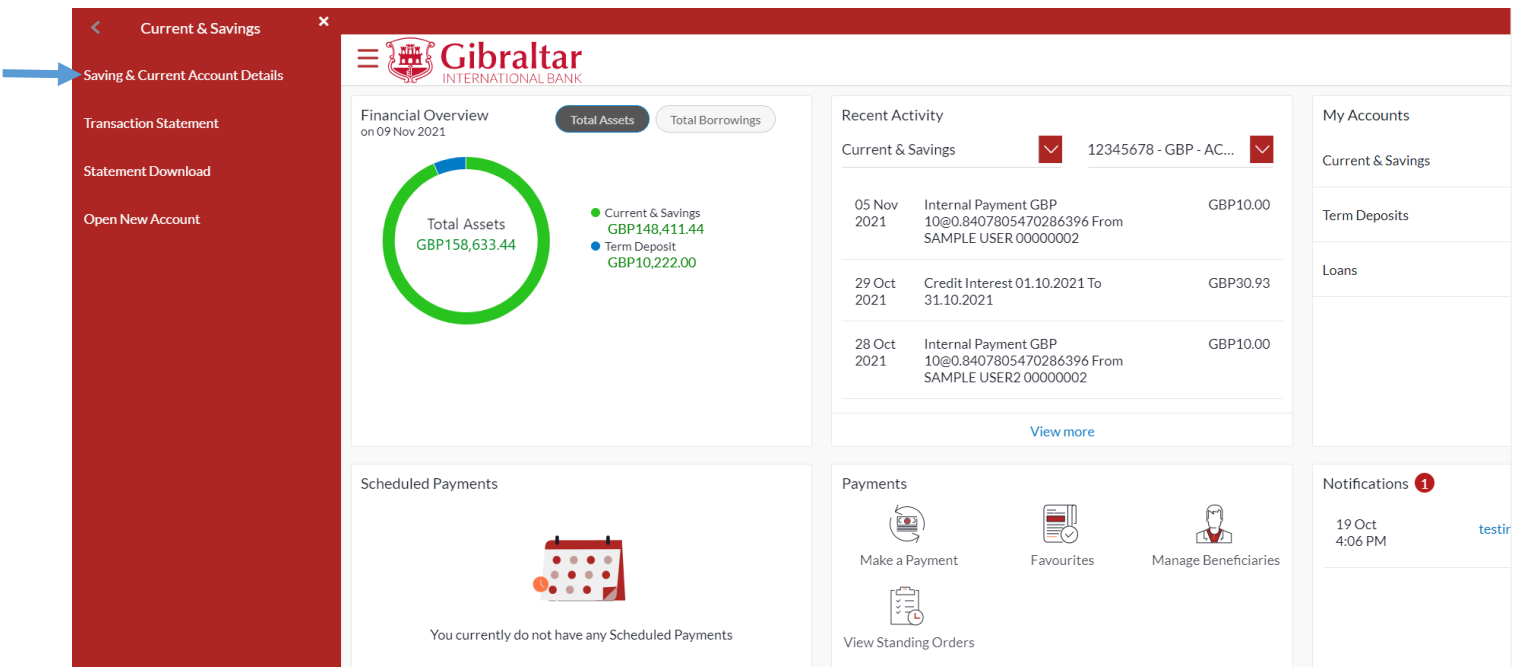


Figure 7.2-3

7.2.2 Savings and Current Account Page is displayed

Select **Account Number** from the dropdown to view Account Details.

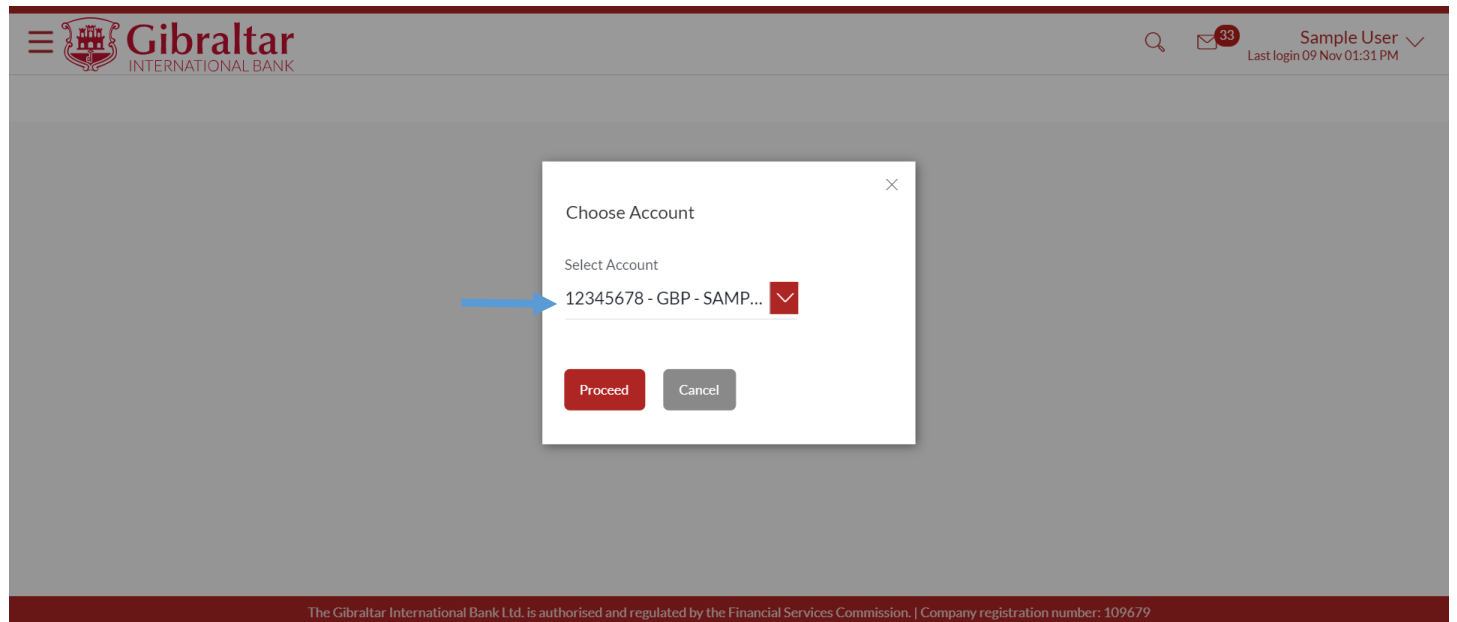


Figure 7.2-4

Refer steps 7.1.2 and 7.1.3 to view the account details.

8. How do I view my Term Deposit Account details and transactions carried out on these accounts?

- As an E-Banking customer, you can view details of your Term Deposit Account details and transaction carried out on these accounts
- This guide explains how to overview Term Deposit Account and transactions via our website. You can access your Account and transaction details through your ***Dashboard*** or the ***Accounts Menu***.

8.1 Term Deposit Details through the *Dashboard*

8.1.1 On the Dashboard scroll to the My Accounts section

In the *My Accounts* section of the Dashboard, *Term Deposits* option is displayed. Refer figure 6.1-6.

Click on *Term Deposits* to view all Term Deposits Accounts. *Click on the three dots* and select *Term Deposit Details* to view Account details of the corresponding account.

The Summary section displays the summary of your active term deposits held with the bank.

- Interest Rate – The rate of interest applicable on the term deposit
- Current Balance – The current principal amount is the revised principal amount after top-up / partial redemption, if done
- Maturity Date - The date on which the term deposit will mature

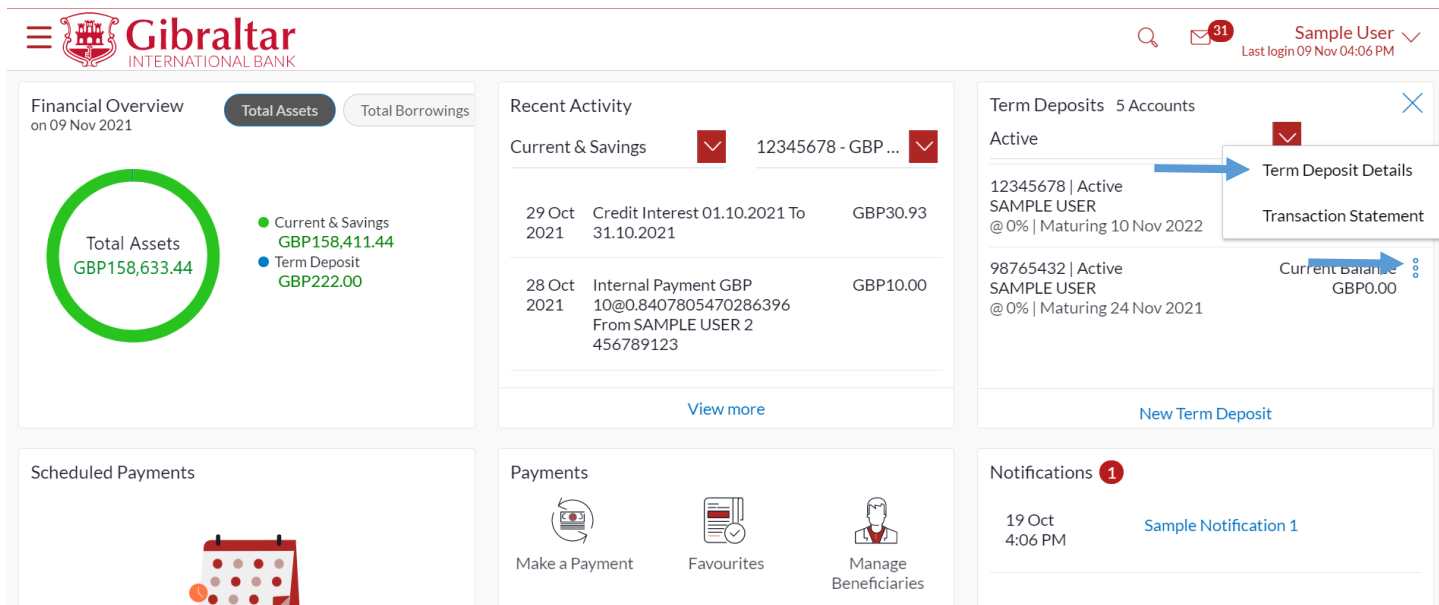


Figure 8.1-1

8.1.2 Term Deposit Details are displayed

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

- Account Holding Type - Holding pattern of the term deposit e.g. single or joint
- Account Description - Name of the account holder
- Account Number - Account Number
- Status – Status of your account e.g. Active or closed
- Amount on Deposit – The amount for which the deposit was opened
- Interest Rate (Per Annum) – The rate of interest applicable on the term deposit
- Current Deposit Balance – The current principal amount is the revised principal amount after top-up / partial redemption, if done
- Start Date – The deposit opening date
- Deposit Term – The term for which the deposit is maintained/fixed.
- Deposit Reference number - unique number for the respective term deposit
- Deposit Branch - Branch name in which your account is held along with address
- Maturity Date - The date on which the term deposit will mature
- Maturity Amount – The value of the term deposit at the time of maturity
- Maturity Instruction – Maturity instruction set by you for the specific term deposit at the time of opening the deposit
- Pay to - The account number to which the deposit amount will be transferred at the time of maturity

Click **Edit** to **modify** the maturity instruction or click **Back** to go **back** to dashboard page.

Gibraltar INTERNATIONAL BANK

Sample User
Last login 09 Nov 06:13 PM

Term Deposit Details

Term Deposit Details | Transaction Statement

Account Holder Details	Term Deposit Details	Maturity Details
Account Holding Type Single	Account Description SAMPLE TD DESC	Maturity Date 03 Nov 2021
	Account Number 12345678	Maturity Amount 100% of Principal Amount
	Amount On Deposit GBP0.00	Renewal Principal
	Current Deposit Balance GBP0.00	Edit
	Status Active	Pay To 100% of Principal Amount
	Deposit Reference Number 12345678	00000001
	Start Date 03 Nov 2021	Gibraltar International Bank Ltd
	Deposit Term 0 Year(s), 0 Month(s), 21 Day(s)	PO Box 1375
	Interest Rate (Per Annum) 0.00%	Inces House, 310 Main Street
	Deposit Branch Gibraltar International Bank Ltd	Gibraltar - GX11 1AA
	PO Box 1375	GIBRALTAR
	Inces House, 310 Main Street	
	Gibraltar - GX11 1AA	
	GIBRALTAR	

[Back](#)

Figure 8.1-2

Click **Submit** to **submit** the details or click **Back** to go **back** to the previous screen.

Gibraltar INTERNATIONAL BANK

Sample User
Last login 09 Nov 01:25 PM

Edit Maturity Instruction

Account Description
SAMPLE DESC

Account Number
12345678

Available Balance : GBP44.00

Maturity Instructions
Close on maturity [v](#)

[Submit](#) [Cancel](#) [Back](#)

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Figure 8.1-3

Click **Confirm** to **submit** the details or click **Cancel** to **cancel** the operation or click **Back** to go **back** to the previous screen.

Edit Maturity Instruction

Review

You initiated a request for Edit Maturity Instructions for Deposit. Please review details before you confirm!

Account Description

SAMPLE DESC

Account Number

12345678

Revised Maturity Instruction

Close on maturity

 Confirm

 Cancel

 Back

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Figure 8.1-4

The confirm screen is displayed with a success message. Click on **OK** to navigate back to **Dashboard**.

Edit Maturity Instruction

Confirmation

Request submitted successfully.

Account Number

12345678

Revised Maturity Instruction

Close on Maturity

What would you like to do next?



[Go To Dashboard](#)



[Go To Account Details](#)

Figure 8.1-5

8.1.3 Term Deposit Statement

In the My Accounts section, under the term Deposit tab all active term deposits will be displayed. Click on the three dots and then select Transaction Statement to view the statements related to the term deposit.

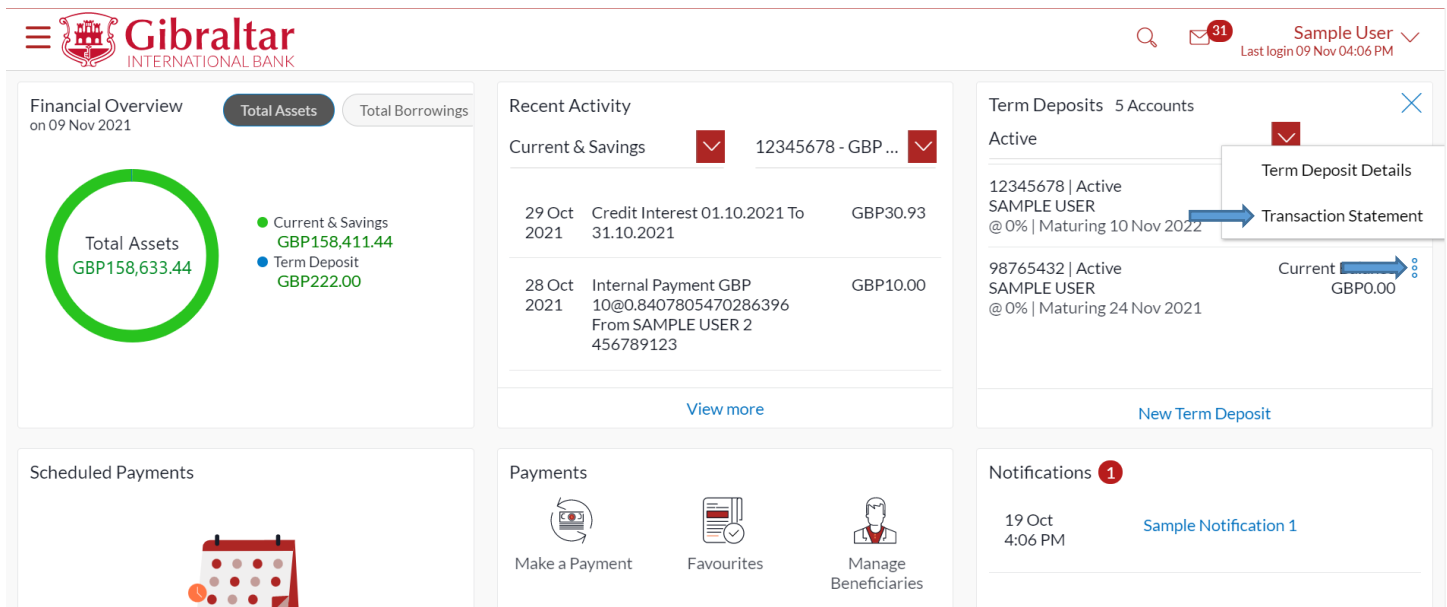


Figure 8.1-6

Select filter to view the transactions of a specific period

- Filters to view the transactions of a specific period
 - Current Period
 - Previous Month
 - Previous Quarter
 - Select Date Range
- Filters to view the transactions based on Credits or Debits or both

Following details are displayed:

- Date - this is the Date on which the transaction was performed
- Description- this is the short description of the transaction
- Reference Number - reference number for the transaction
- Amount– this is the transaction amount where debit amount is displayed in red and prefixed with a (-)sign. Credit amount are in positives and displayed in black.

Transaction Statement

Term Deposit Details

Transaction Statement

Account Number

12345678 - GBP - SAMPLE ...

Available Balance : GBP0.00

View Options





Previous Quarter 

Transaction

All 



Download 

Date	Value Date	Description	Reference Number	Amount
22 Sep 2021	22 Sep 2021	Term Dep 2 Wks A/C No. 12345678@0% p.a Maturity 24.11.2021	ABCD123456789	GBP44.00
Page 1 of 1 (1 of 1 items)   1  				

Apply Filter

Reset

Back



Figure 8.1-7

Click on **Download** to download the statement in **.CSV** or **.PDF** format or click on **Back** to go back to the previous screen.



Gibraltar
INTERNATIONAL BANK

SAMPLE USER

ADDRESS1
ADDRESS2
GX11 IAA

Account Number: **12345678**

Statement Period: **01.07.2021** to **30.09.2021**

Term Deposit Transaction Statement

Date	Value Date	Description	Reference Number	Amount
13 Sep 2021	13 Sep 2021	Term Dep 2 Wks A/C No. 12345678@0% p.a. Maturity	001DEBK212560001	GBP45.00

Figure 8.1-8

8.2 Term Deposit Details through the Main Menu

8.2.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Deposits** and then select (4) **Fixed Term Deposits Overview**

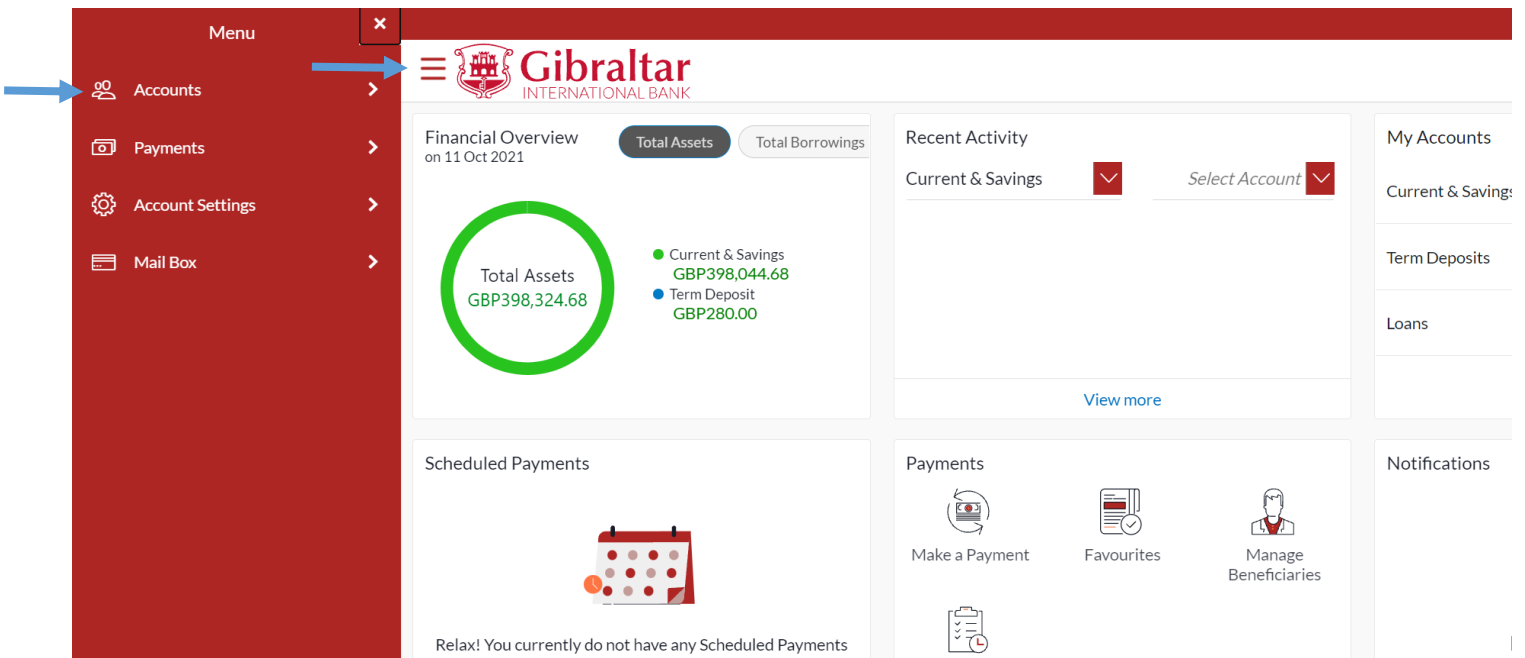


Figure 8.2-1

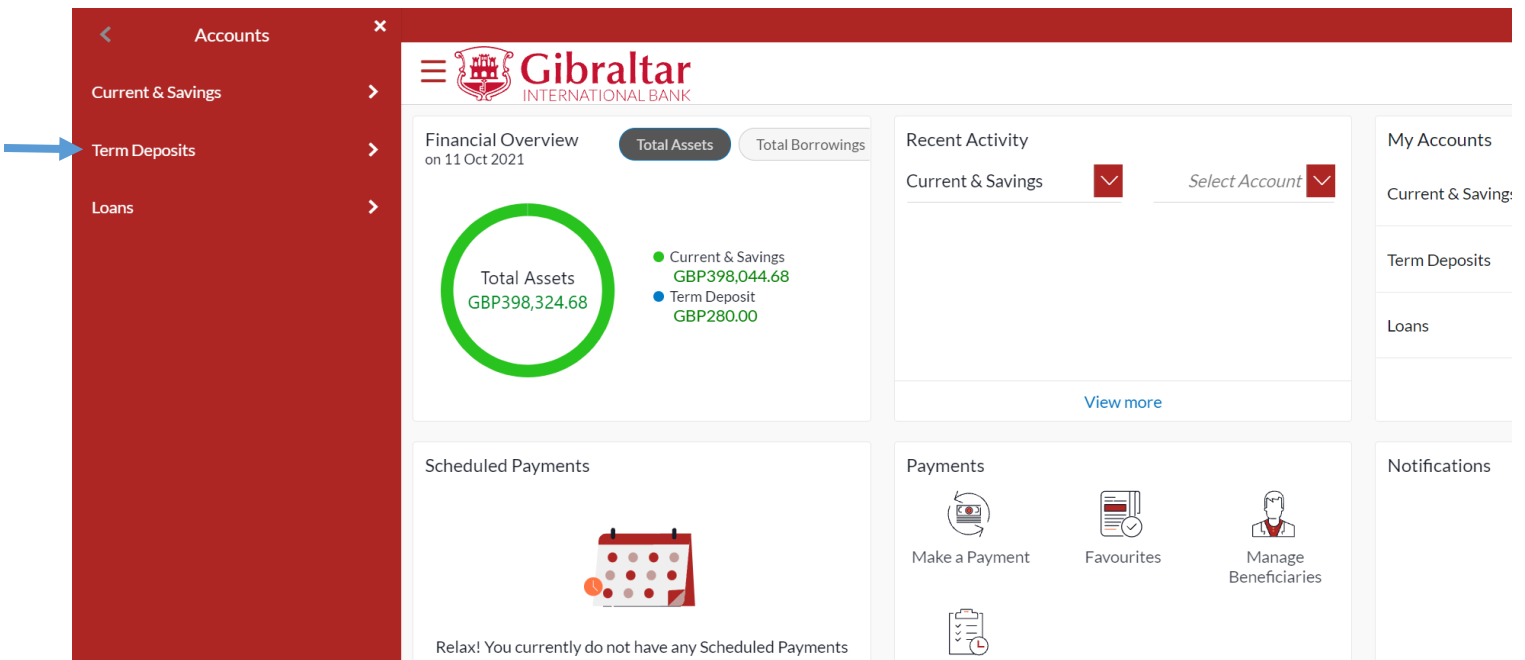


Figure 8.2-2

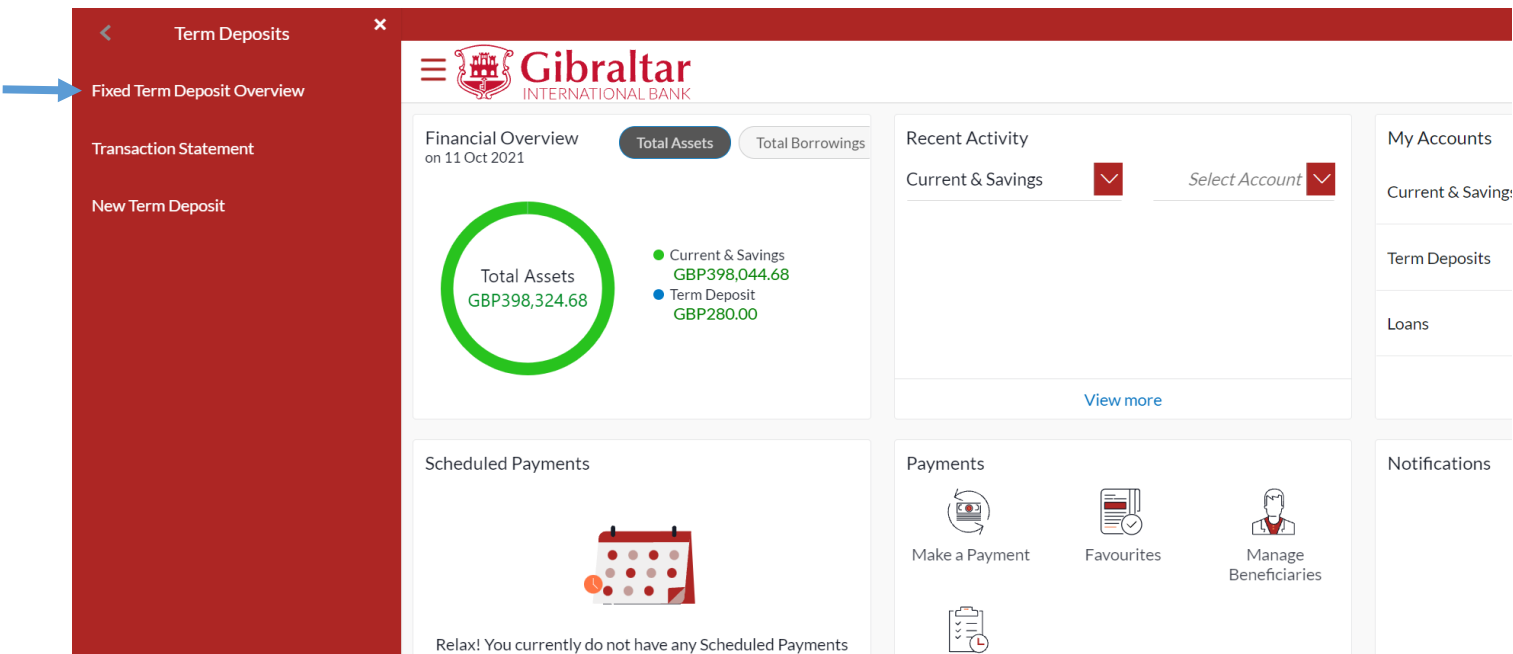


Figure 8.2-3

8.2.2 Fixed Term Deposits Page is displayed

The Fixed Term Deposits page menu displays a list of your Term Deposit Accounts. Click on an **Account Number** to view Deposit Details.

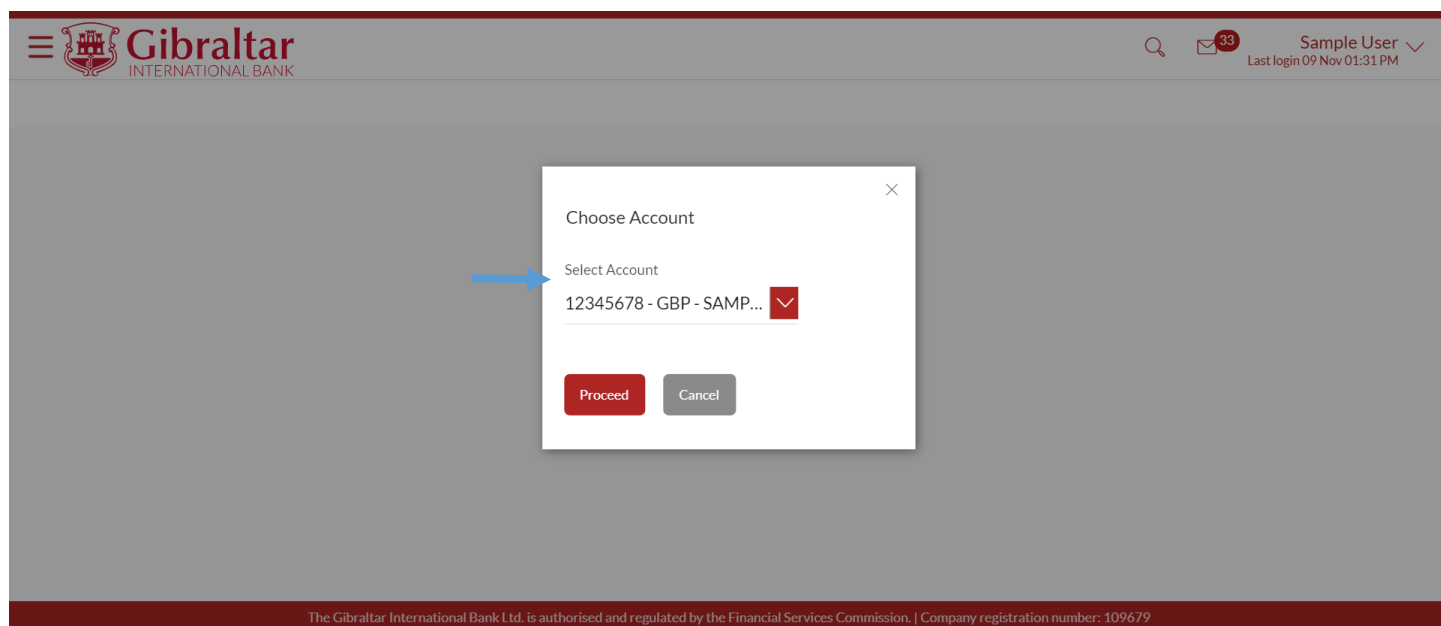


Figure 8.2-4

Refer steps 8.1.2, 8.1.3 and 8.1.4 to view the term deposit details.

9. How do I create New Term Deposit Account?

- As an E-Banking customer, you can create new Term Deposit Account
- This guide explains how to create New Term Deposit Account via our website. You can create your Term Deposit Account through **Accounts Menu**.

9.1 Create Term Deposit Account through the *Dashboard*

9.1.1 On the *Dashboard* scroll to the *Term Deposits* section

In the *Term Deposits* section of the Dashboard, **New Deposit** button is displayed. Click on it to create new Term Deposit.

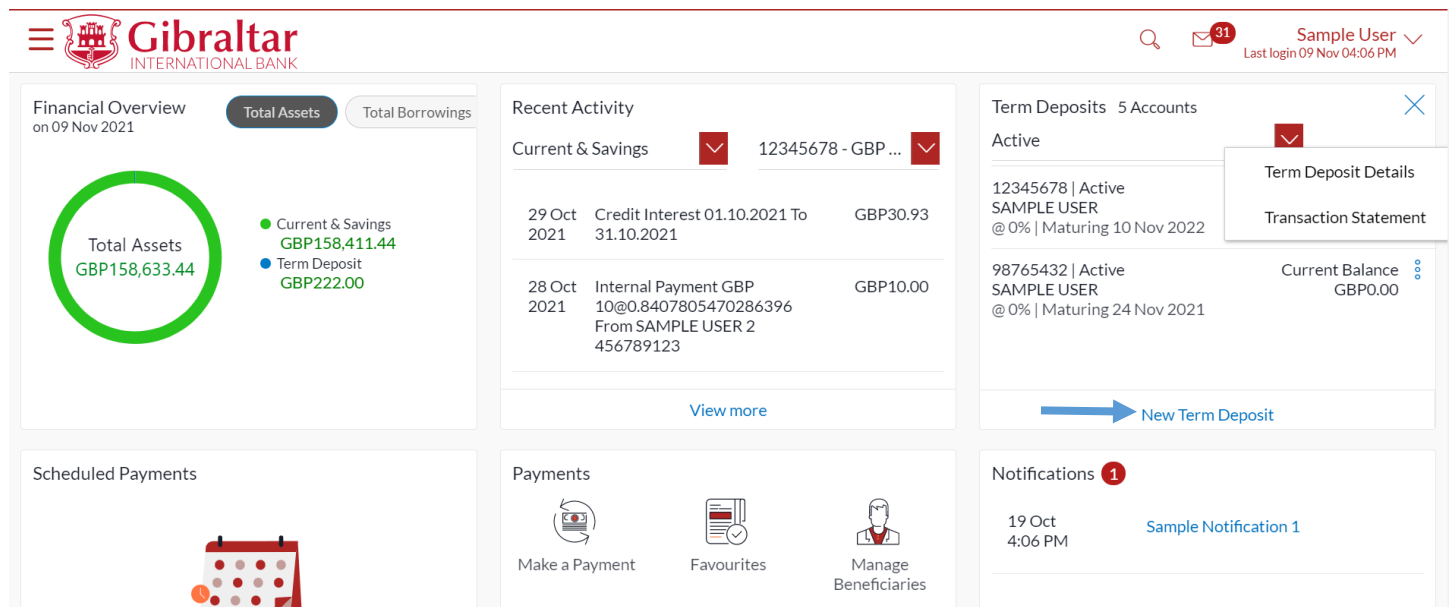


Figure 9.1-1

9.1.2 Enter details to create New Term Deposit

Enter following details to create **New Term Deposit**

- Select Product – select the term deposit product from the list
- Select Account – select the current or savings account to be debited with the deposit amount
- Deposit Amount - specify the amount for which the deposit is to be opened
- Maturity Instruction – set the Maturity instruction for the deposit account
 - Renew Principal and Pay Out the Interest
 - Renew Interest and Pay Out the Principal
 - Renew Principal and Interest
 - Close on Maturity
 - Renew Special Amount and Pay Out the Remaining Amount

- Rollover Amount – The amount to be rolled over. This field is displayed if the Renew Special Amount and Payout the Remaining Amount option from the Maturity Instruction list is selected

Click **Create** to **create** the deposit or click **Back** to go **back** to the pervious screen.

The screenshot shows the 'New Term Deposit' form in the Gibraltar International Bank system. The form is titled 'New Term Deposit' and contains several sections: 'Term Deposit Details', 'Select Account' (with a dropdown menu showing '12345678- GBP - ACDE...'), 'Available Balance' (GBP47,401.77), 'Select Product' (with a dropdown menu showing 'TD 1 Year'), 'Deposit Amount' (with a dropdown menu showing 'GBP'), and 'Maturity Instruction' (with a dropdown menu showing 'Renew Interest and Principal'). A blue arrow points to the 'Submit' button. The top navigation bar shows the Gibraltar International Bank logo and a user profile for 'Sample User'.


Figure 9.1-2



9.1.3 Review and Confirm Deposit Details to Create Deposit

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

- Account Holding Type – The ownership of the term deposit account e.g. single or joint. This will be derived based on source account relationship.
- Term Deposit Product – The term deposit product
- Interest Rate (Per Annum) – The rate of interest applicable on the term deposit
- Deposit Amount – The principal amount of the term deposit
- Maturity Date - The date on which the term deposit will mature
- Maturity Amount – The value of the term deposit at the time of maturity
- Source Account - The current or savings account to be debited to create the term deposit
- Opening Date – The deposit creation date
- Maturity Instruction – Maturity instruction set by you for the specific term deposit at the time of opening the deposit

Click **Confirm** to **create term deposit** or click **Cancel** to **cancel** the process or click **Back** to go **back** to the pervious screen.




Sample User

Last login 09 Nov 06:55 PM

New Term Deposit

 Review

You initiated a request for New Term Deposit. Please review details before you confirm!

Term Deposit Details	Maturity Details
Term Deposit Product TD 1 Year	Maturity Instruction Renew Principal and Interest
Source Account 12345678	Maturity Date 10 Nov 2022
Deposit Amount GBP10,000.00	Maturity Amount GBP10,000.00
Deposit Tenure 1 Year(s), 0 Month(s), 0 Day(s)	
Opening Date 10 Nov 2021	
Account Holding Type Single	
Primary Account Holder Sample User	








[Back](#)

Figure 9.1-3

The confirm screen is displayed with a success message along with the reference number.




Sample User

Last login 09 Nov 06:55 PM



New Term Deposit

 Confirmation

Request submitted successfully.

Deposit Number 00000001	Maturity Instruction Renew Interest and Principal
Deposit Tenure 1 Year(s), 0 Month(s), 0 Day(s)	Maturity Amount GBP10,000.00
Deposit Amount GBP10,000.00	Account Holding Type Single
Maturity Date 10 Nov 2022	

What would you like to do next?

[Go To Dashboard](#)
[Go To Account Details](#)

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Figure 9.1-4

9.2 Create Term Deposit Account through the *Main Menu*

9.2.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Term Deposits** and then select (4) **New Term Deposit**

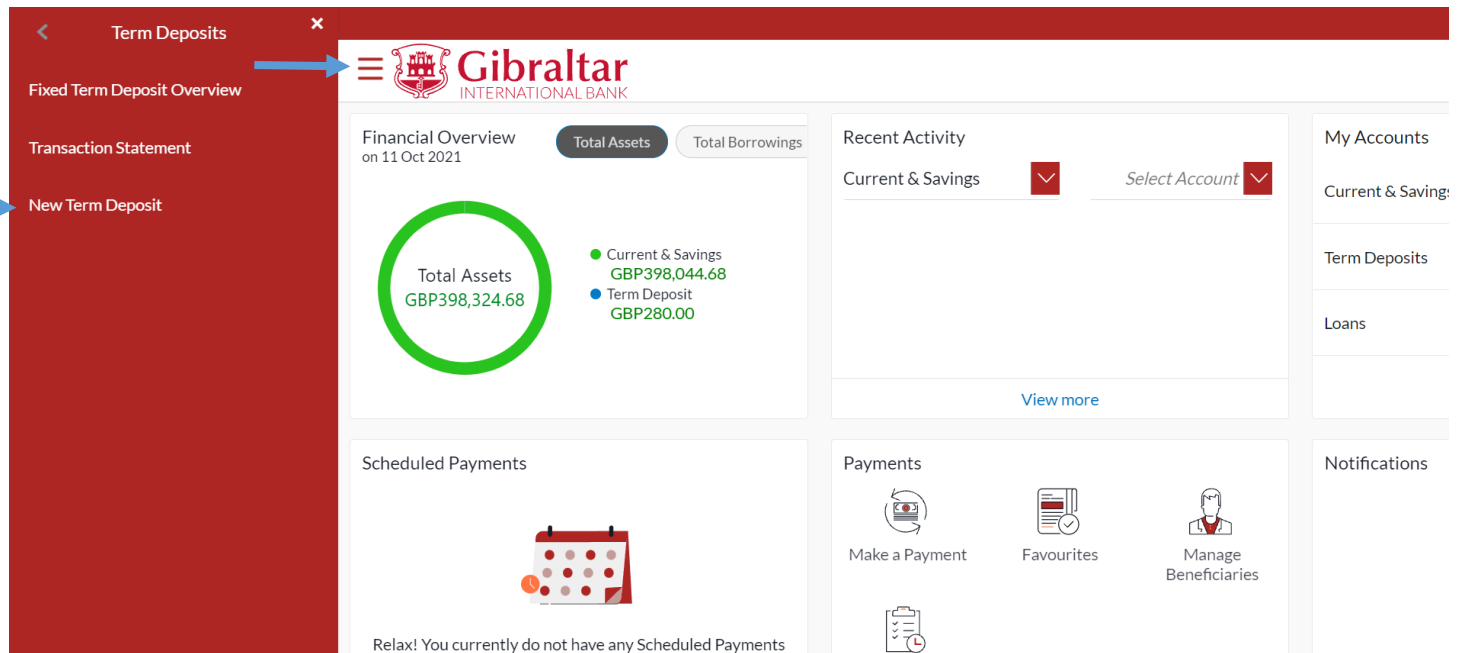


Figure 9.2-1

Refer steps 9.1.2, 9.1.3 and 9.1.4 to create new term deposit.

10. How do I view my Loan Account details and transactions carried out on these accounts?

- As an E-Banking customer, you can view the details of your Loan Account details and transaction carried out on these accounts
- This guide explains how to overview Loan Account and transactions via our website. You can access your Account and transaction details through your ***Dashboard*** or the ***Accounts Menu***.

10.1 Loan Account Details through the *Dashboard*

10.1.1 On the *Dashboard* scroll to the *Loans* section

In the My Accounts section of the dashboard click on Loans. A summary of all the loan accounts will be displayed. Click on the three dots of a particular account and select Loan Details to view the details of the loan account.

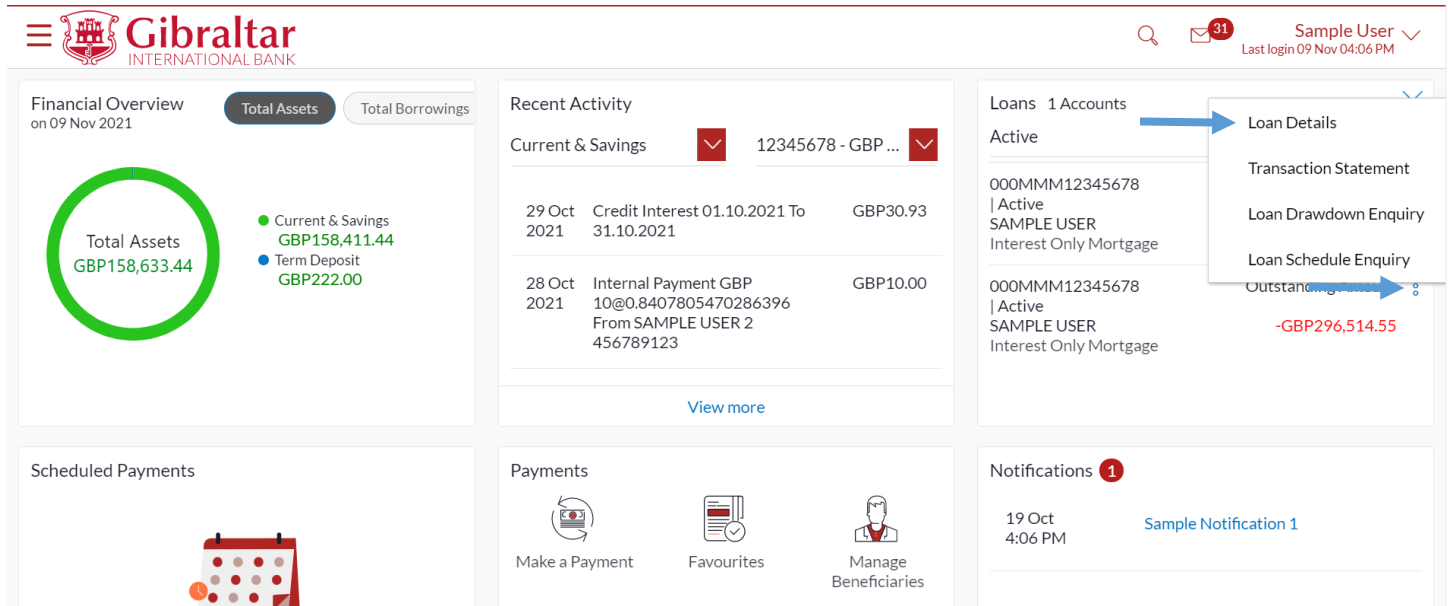


Figure 10.1-1

10.1.2 Loan Details are displayed

The following **Loan Details** are displayed:

- Account Description - Names of the account holder
- Account Number – Account Number
- Alternate Account Number – Account Number
- Start Date – The loan account opening date
- 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
- Branch - Branch name in which your account is held along with address
- Loan Original Approved Amount – The sanctioned loan amount to you
- 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 installments 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.
- Late Payment Penalty - Late payment interest rate applicable if any on Product
- Prepayment Penalty – Prepayment interest rate applicable if any on Product
- Term - The duration for which the loan amount was sanctioned in terms of years/months/days

- Total Instalments - The total number of scheduled payments made towards repaying the loan
- Remaining Instalments - The number of scheduled payments remaining towards repaying the loan completely
- Next Instalment Date - Date on which next instalment to be paid
- Next Instalment Amount– Amount to be paid as next instalment
- Outstanding Capital Amount – The amount due on the loan principal after having missed one or more repayment instalments i.e. Outstanding principal amount
- Interest Arrears - The amount due towards loan interest payment in case of missed instalments
- Late Payment Charges - The charges levied on any late payment of a loan instalment
- Other Fees - Other/ miscellaneous fees applicable on the loan account

Click [Transaction Statement](#) to **view** statement for the selected loan account or click [Loan Schedule Enquiry](#) to **view** loan schedule or click [Drawdown Details](#) to **view** loans drawdown details or click [Back](#) to go **back** to Dashboard

Loan Details

Loan Details

Transaction Statement

Loan Drawdown Enquiry

Loan Schedule Enquiry

Loan Account Details

Account Number

000MMM123456789

Account Description

SAMPLE USER

Alternate Account Number

12345678

Start Date

26 Sep 2018

Maturity Date

26 Feb 2036

Status

Active

Interest Rate (Per Annum)

5.10%

Branch

Gibraltar International Bank Ltd

Loan Amounts Details

Original Approved Amount

GBP39,779.60

Amount Drawdown

GBP36,709.00

Amount Paid To Date

GBP2,515.69

Outstanding Balance

-GBP34,250.64

Repayment Details

Interest Frequency

Monthly

Capital Frequency

Monthly

Late Payment Penalty

0.00%

Prepayment Penalty

0.00%

Loan Instalments

Loan Term

209 months

Total Instalments

209

Remaining Instalments

186

Next Instalment Date

28 Sep 2020

Next Instalment Amount

GBP266.42

Arrears

Outstanding Capital Amount

GBP0.00

Interest Arrears

GBP157.66

Late Payment Charges

GBP0.00

Other Fees

GBP0.00

Back

Figure 10.1-2

10.1.3 Transaction Details are displayed

Under Loans section on dashboard, the View Statement option is displayed. Click on it to view transaction details of the loan account. You can also click on the view statement option available on the Loan Details screen as shown in figure 10.1-2.

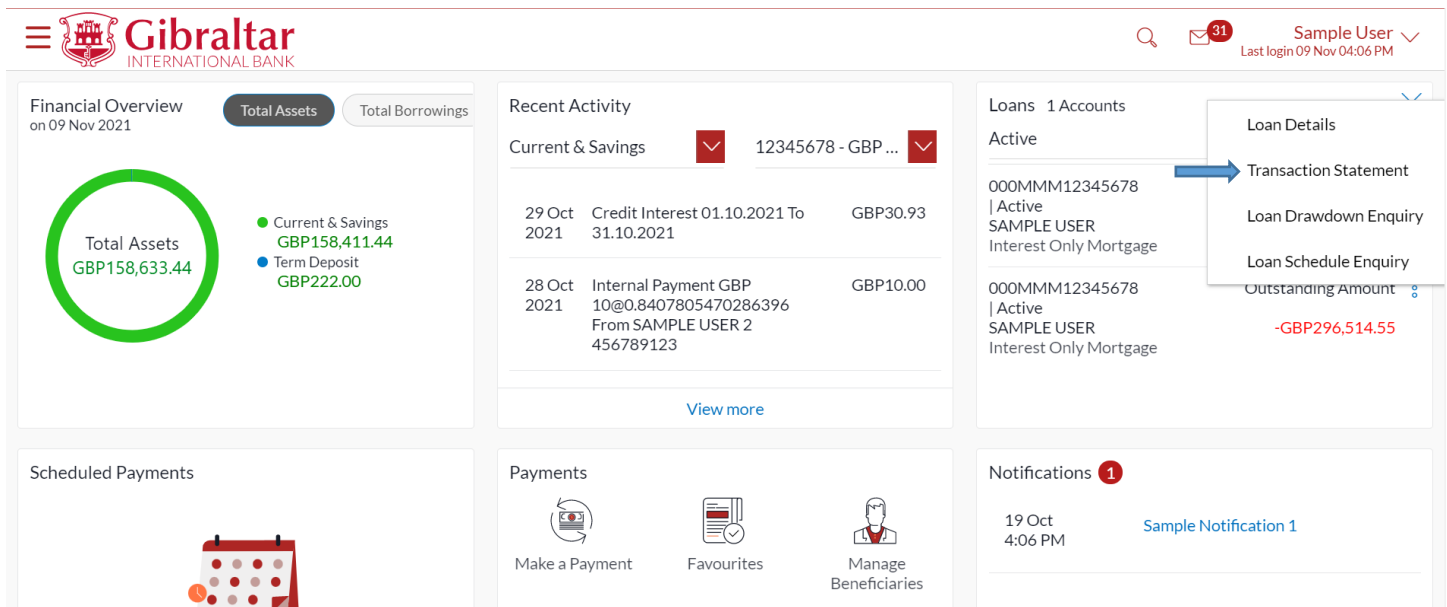


Figure 10.1-3

Select filter to view the transactions of a specific period

- Filters to view the transactions of a specific period
 - Current Period
 - Previous Month
 - Previous Quarter
 - Select Date Range
- Filters to view the transactions based on Credits or Debits or both

Following details are displayed:

- Date - this is the Date on which the transaction was performed
- Description- this is the short description of the transaction
- Reference Number - reference number for the transaction
- Amount – this is the transaction amount

Transaction Statement

[Loan Details](#)
[Transaction Statement](#)
[Loan Drawdown Enquiry](#)
[Loan Schedule Enquiry](#)

Account Number

000MMM12345678- GBP - ...

 Download 

View Options

 Previous Quarter 

Transaction

 All 

Date

Value Date

Description

Reference Number

Amount

26 Jun 2020

26 Jun 2020

Pay Capital and Interest in favour of Mortgage Loan

ABCD123456789

GBP149.65

Page 1

of 1 (1-6 of 6 items)



<

1

>



Apply Filter

Reset

Back

Figure 10.1-4

Click on **Download** to download the statement in **.CSV** or **.PDF** format or click on **Back** to go back to the previous screen.


Gibraltar
 INTERNATIONAL BANK

SAMPLE USER

ADDRESS1 , ADDRESS2 , GI, GX11 IAA

Account Number: 000MMM12345678

Statement Period: 01 Apr 2021 to 30 Jun 2021

Loan Account Statement

Date	Value Date	Description	Reference Number	Amount
15 Jun 2021	13 Jun 2021	Pay Capital and Interest in favour of Mortgage Loan GBP 296000@2.35% 13.05.2021 To 13.06.2021	001ZTRF21166030Z	GBP590.78

Figure 10.1-5

10.2 Loan Details through the *Main Menu*

10.2.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Loans** and then select (4) **Loan Details**

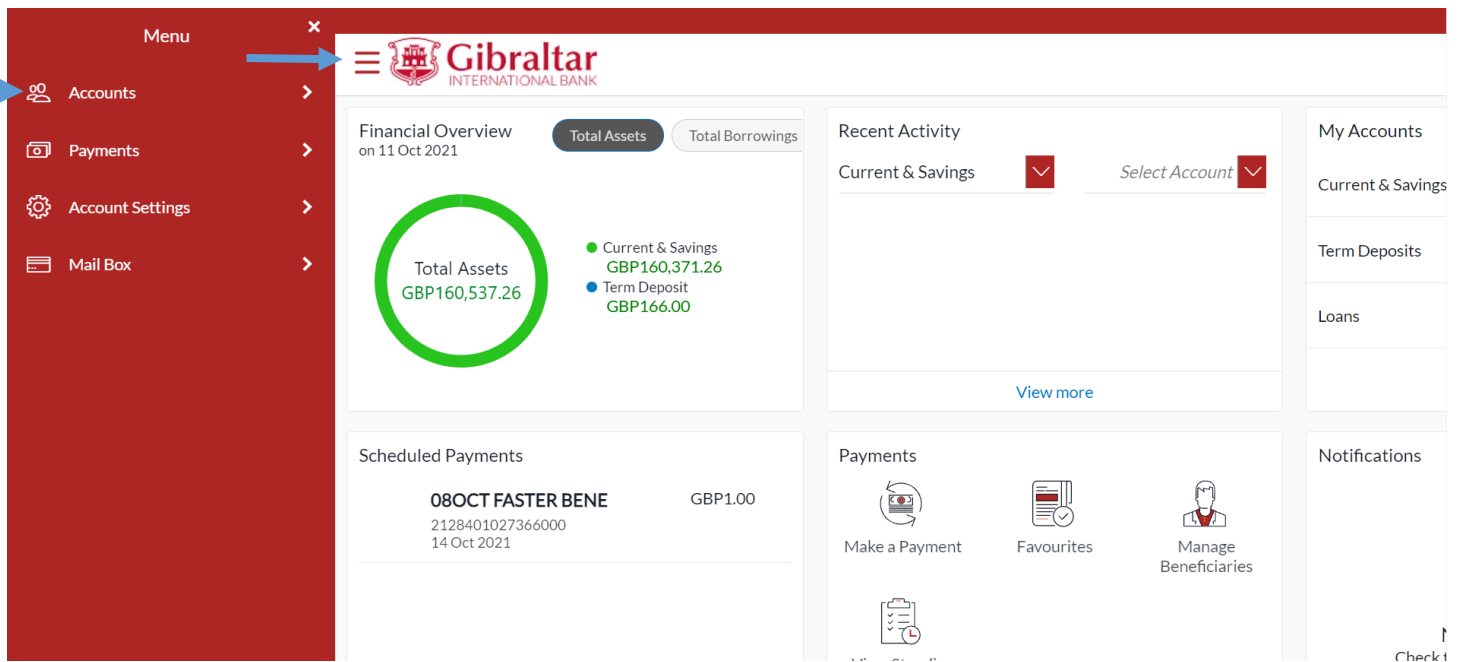


Figure 10.2-1

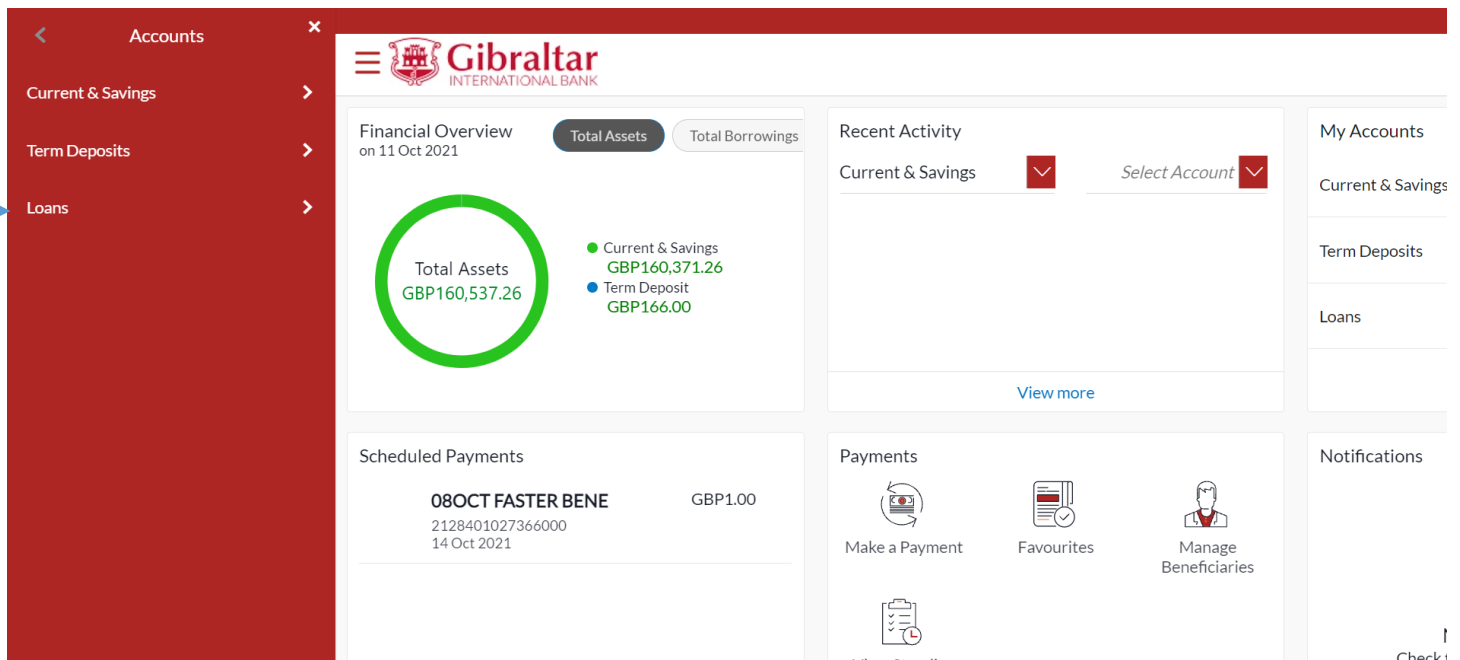


Figure 10.2-2

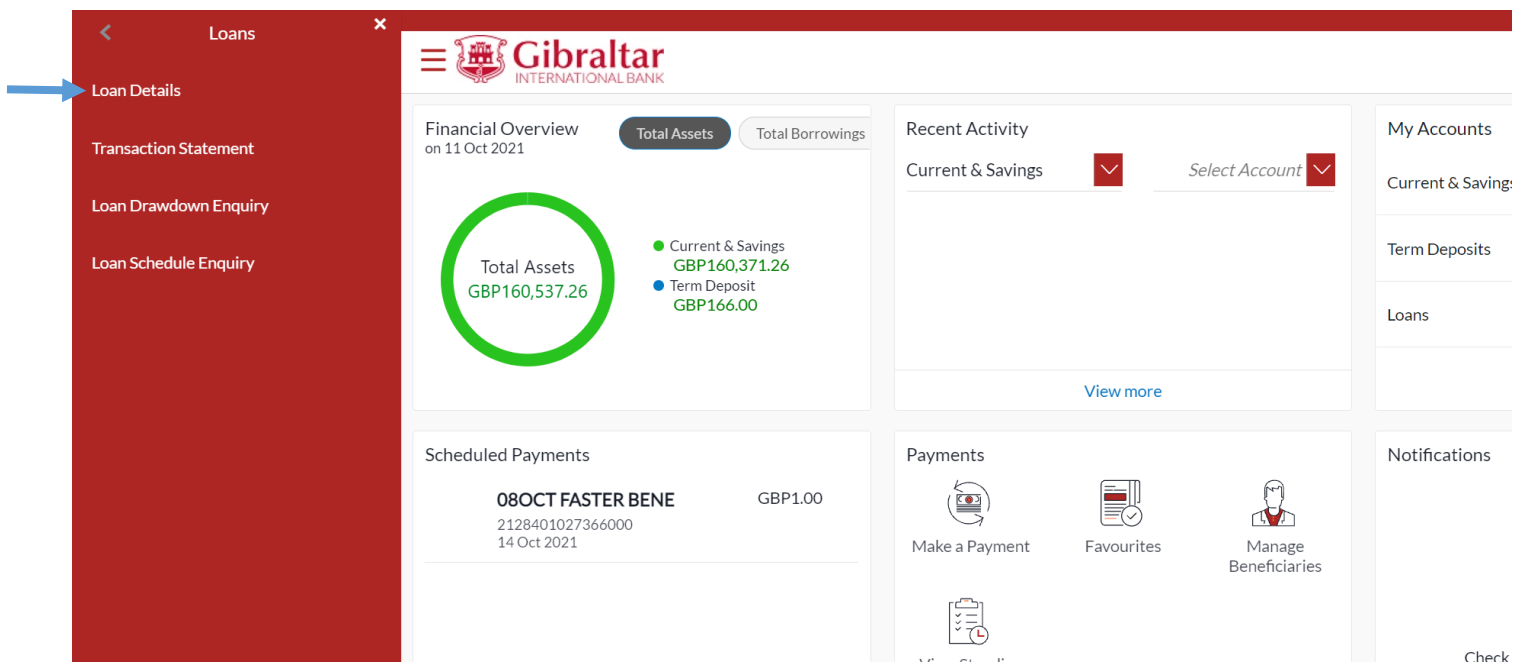


Figure 10.2-3

10.2.2 Loans Page is displayed

The Loans page menu displays a list of your Loan Accounts.

Click on an [Account Number](#) to view Account Details.

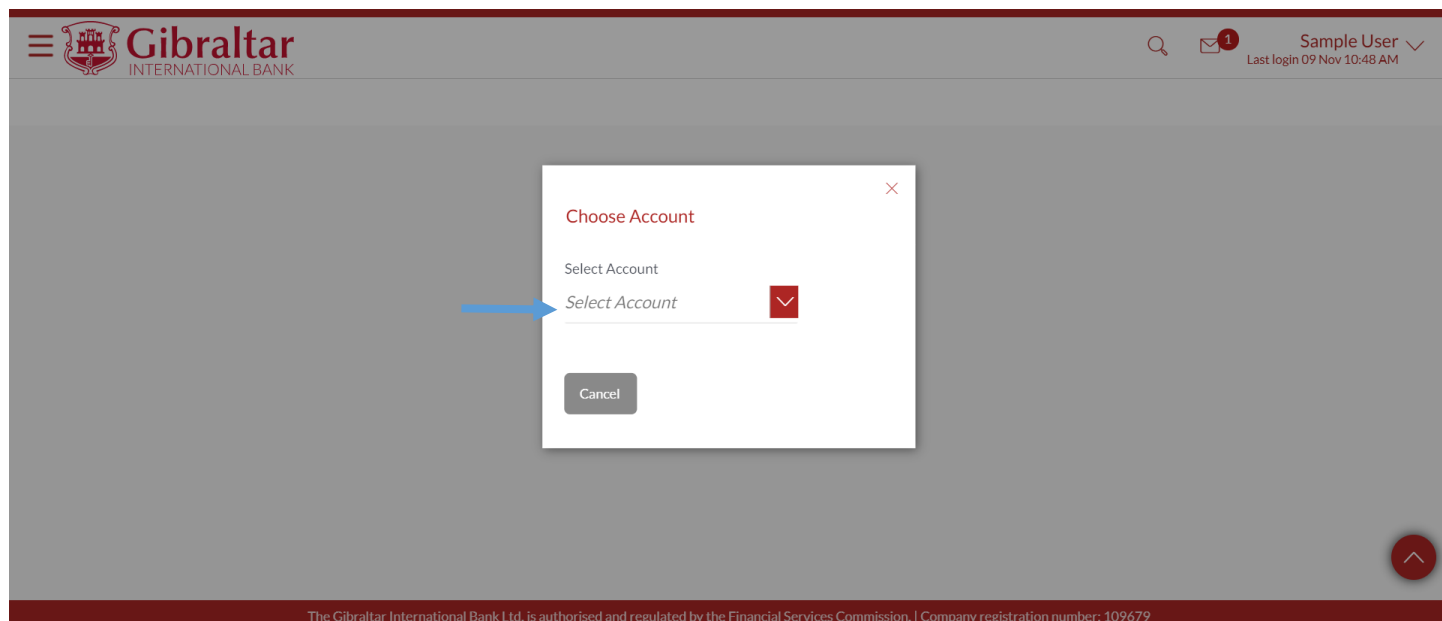


Figure 10.2-4

Refer steps 10.1.2 to view loan details.

11. How do I Enquire on Loan Drawdown?

- As an E-Banking customer, you can do your Loan drawdown enquiry
- This guide explains how to do Loan drawdown enquiry via our website. You can access your Loan Account drawdown enquiry through your ***Dashboard*** or the ***Accounts Menu***.

11.1 Loan Drawdown Enquiry through the Dashboard

11.1.1 On the Dashboard scroll to the Loans section

In the ***Loans*** section of the Dashboard, click on the three dots and select ***Loan Drawdown Enquiry***.

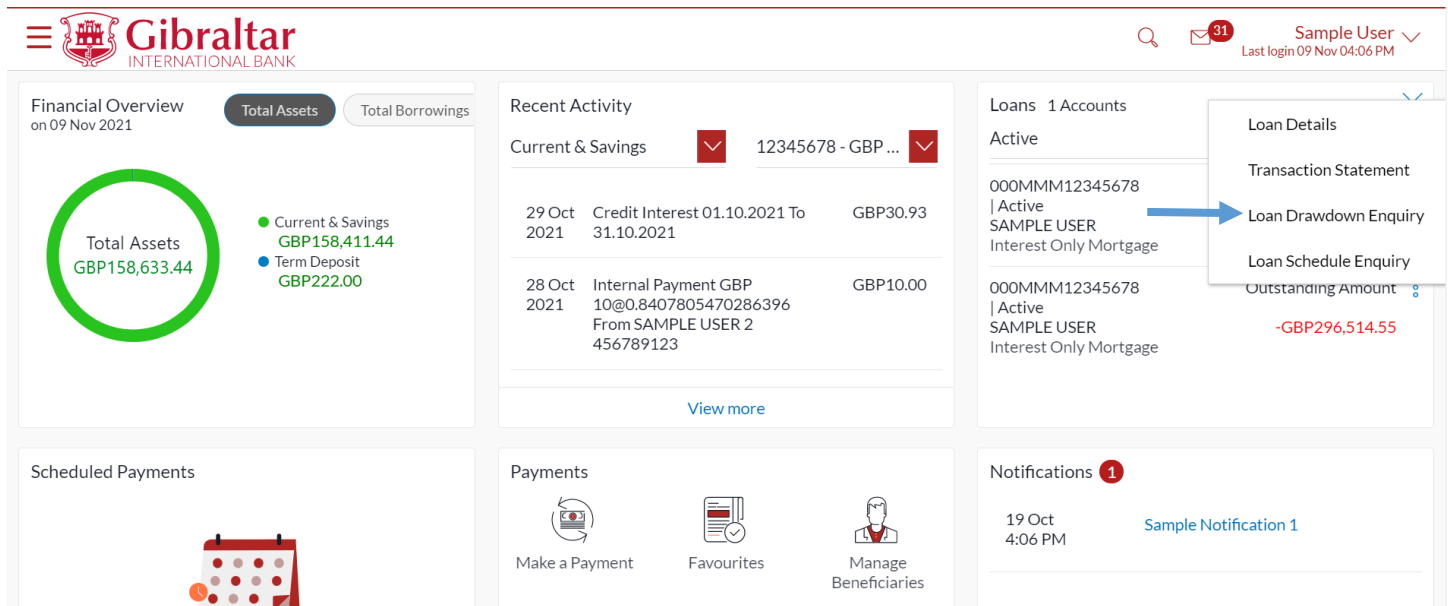


Figure 11.1-1

11.1.2 Loan Drawdown Details are displayed

Below ***Loan Drawdown Details*** are displayed.

- Account Description- The name of the primary holder of the loan
- Account Number – Loan account number
- Approved Amount – The amount of loan that the bank had agreed to approve
- Drawdown Amount – The amount of loan that the bank has given to you till date
- Date – The date on which the specific amount was disbursed

Click ***Back*** to go ***back*** to the previous screen

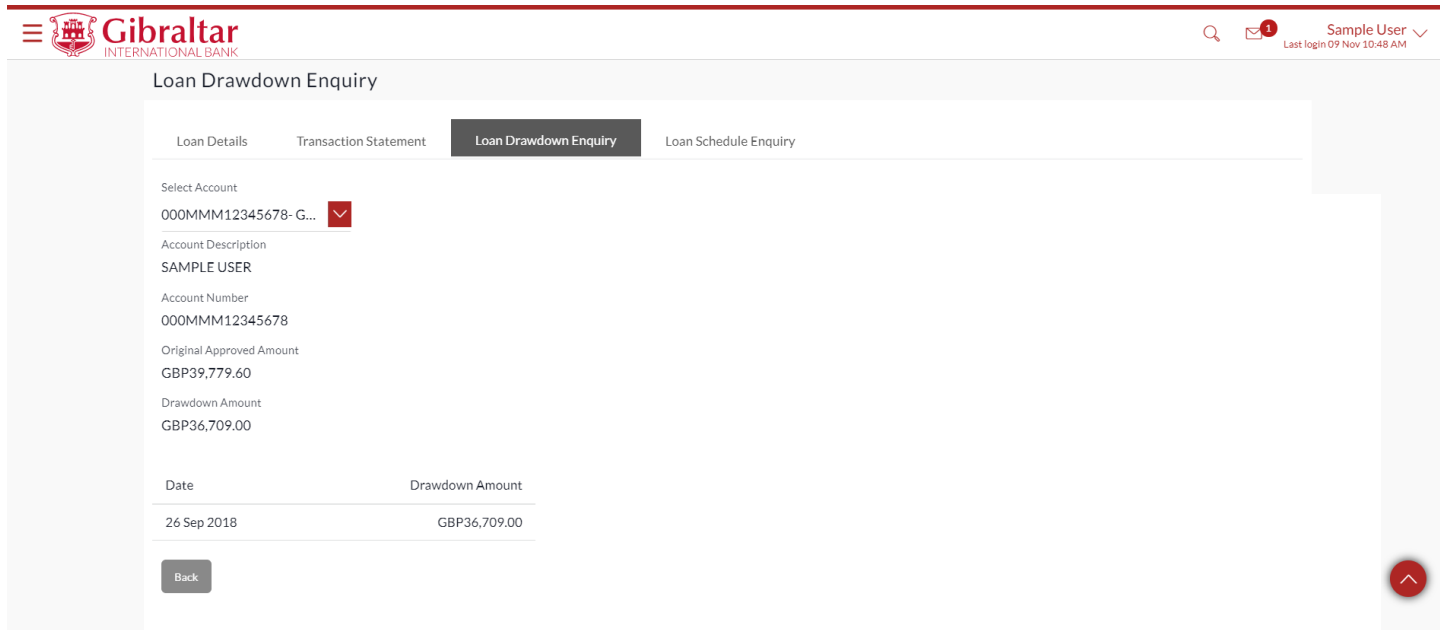


Figure 11.1-2

11.2 Loan Drawdown Enquiry through the Main Menu

11.2.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Loans** and then select (4) **Loan Drawdown Enquiry**

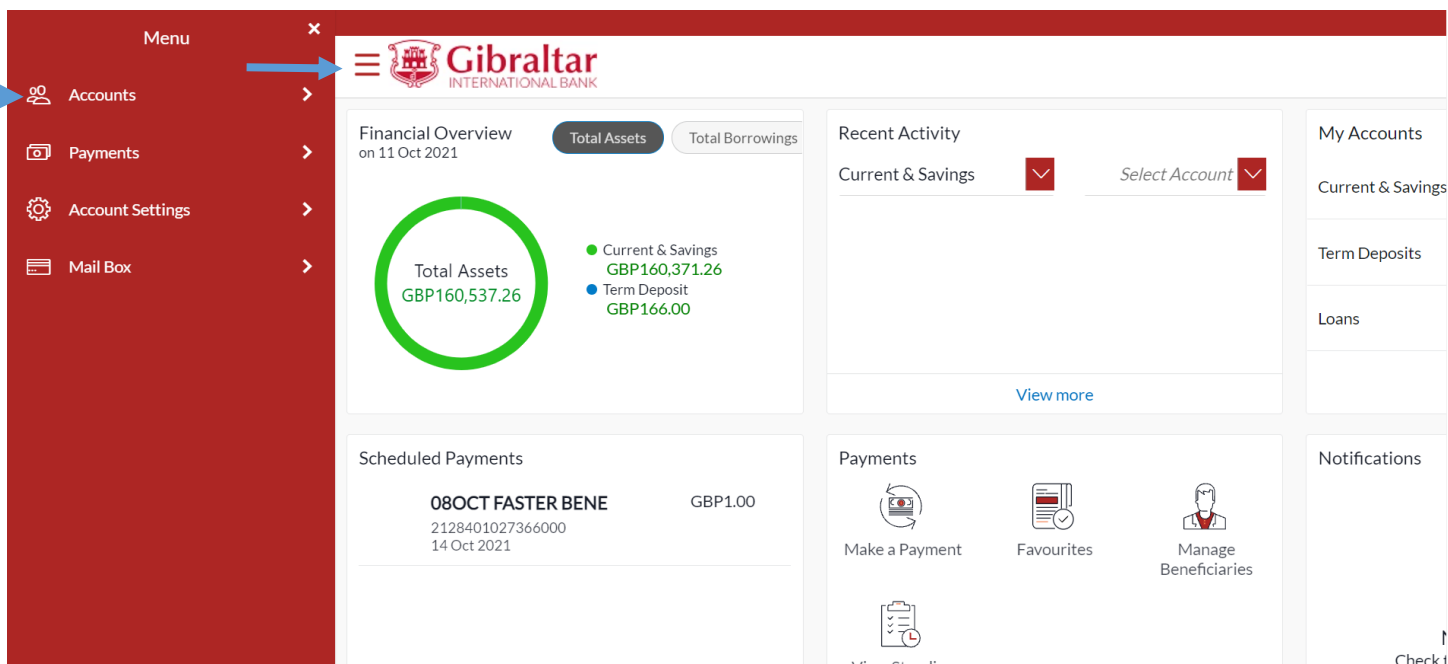


Figure 11.2-1

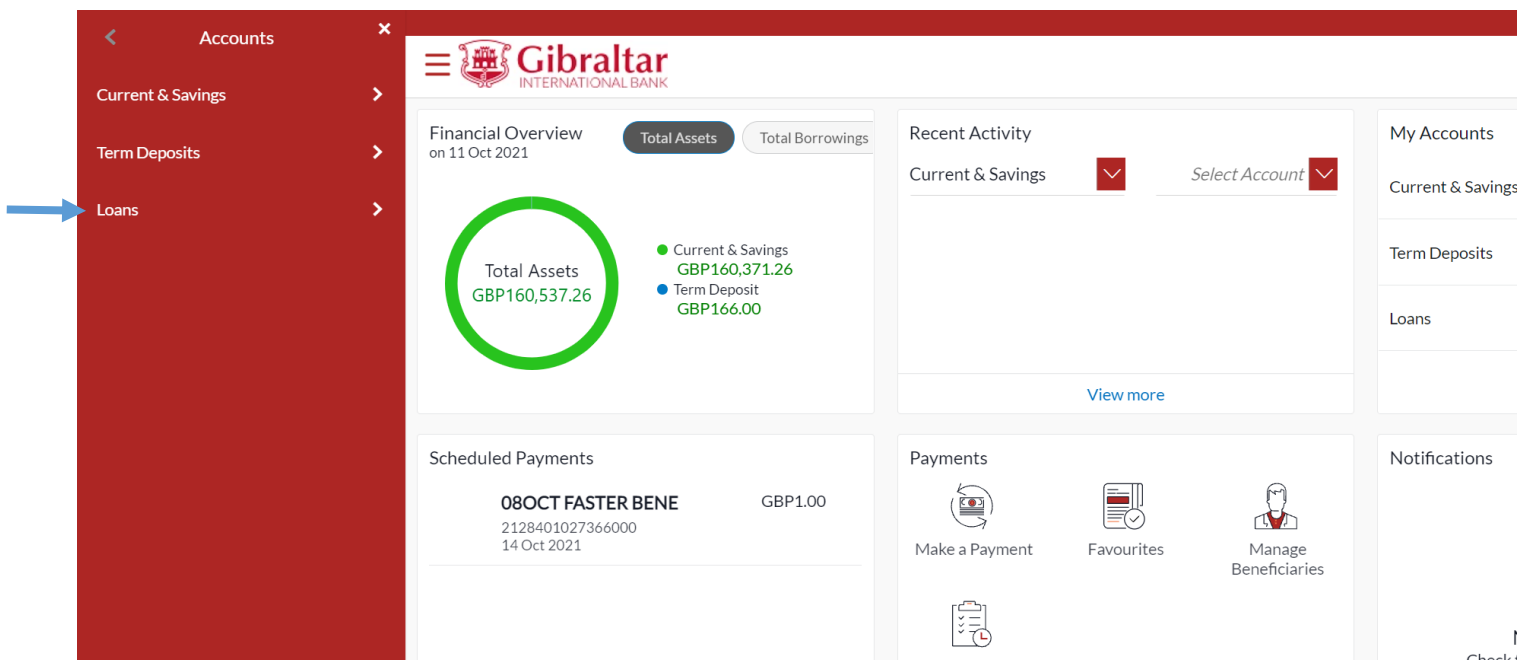


Figure 11.2-2

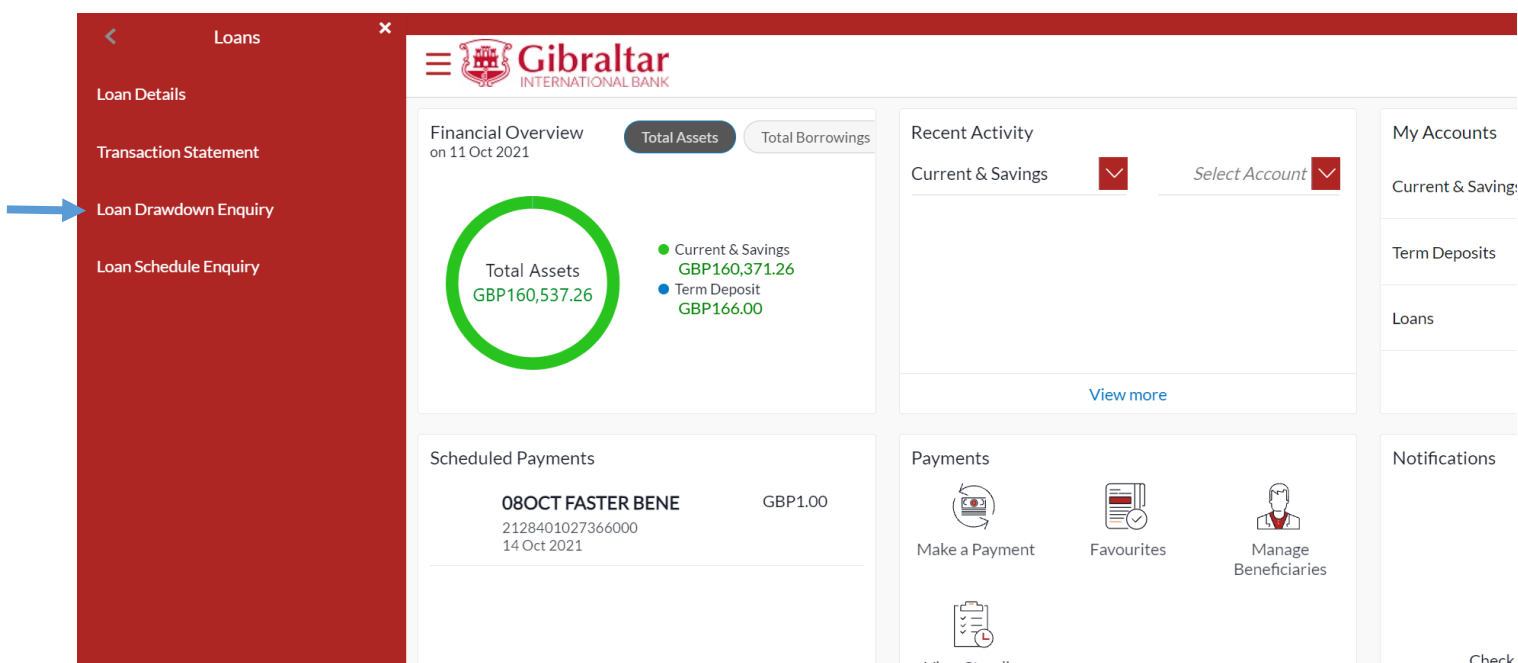


Figure 11.2-3

11.2.2 Select Account Number from the Select Account dropdown to do drawdown enquiry

Select the **Account Number** from the **Select Account** dropdown to do the drawdown inquiry

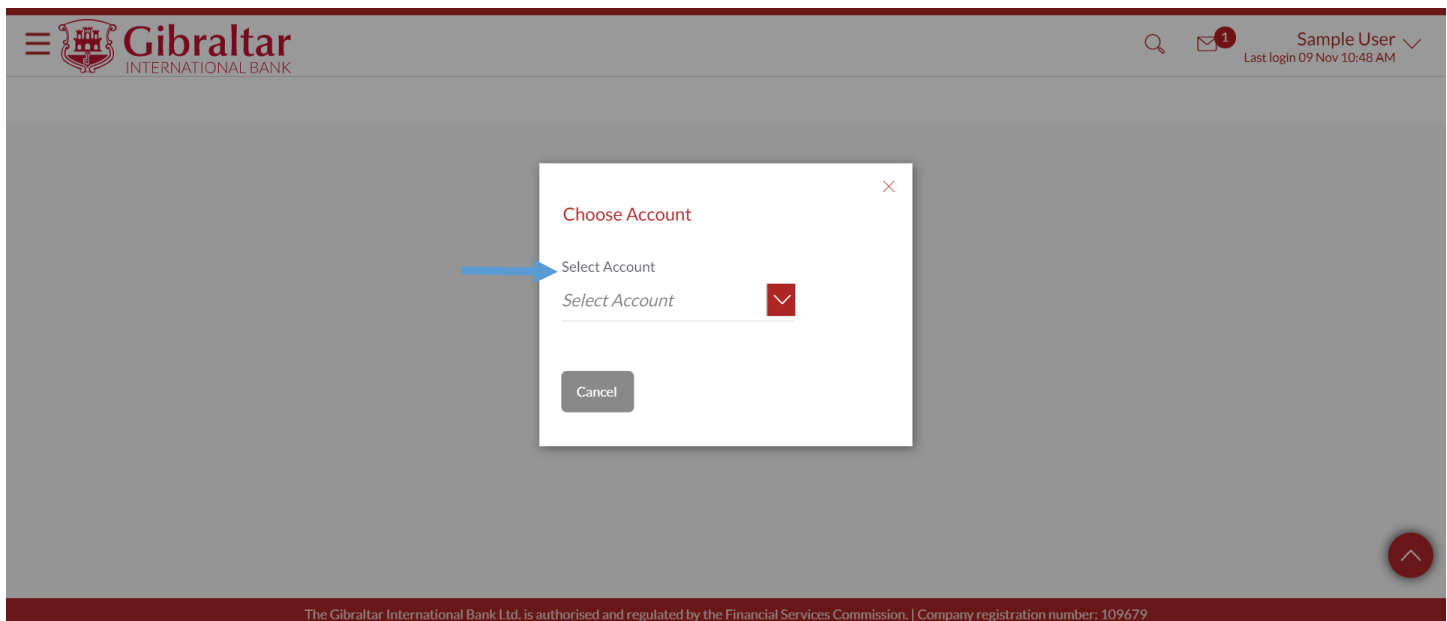


Figure 11.2-4

Refer step 11.1.3 to do loan drawdown enquiry.

12. How do I do my Loan Schedule Enquiry?

- As an E-Banking customer, you can do your Loan Schedule enquiry
- This guide explains how to do Loan Schedule enquiry via our website. You can access your Loan Account Schedule through your ***Dashboard*** or the ***Accounts Menu***.

12.1 Loan Schedule Enquiry through the Dashboard

12.1.1 On the Dashboard scroll to the Loans section

Under the Loans section on the dashboard, click on the three dots and select Loan Schedule Enquiry.

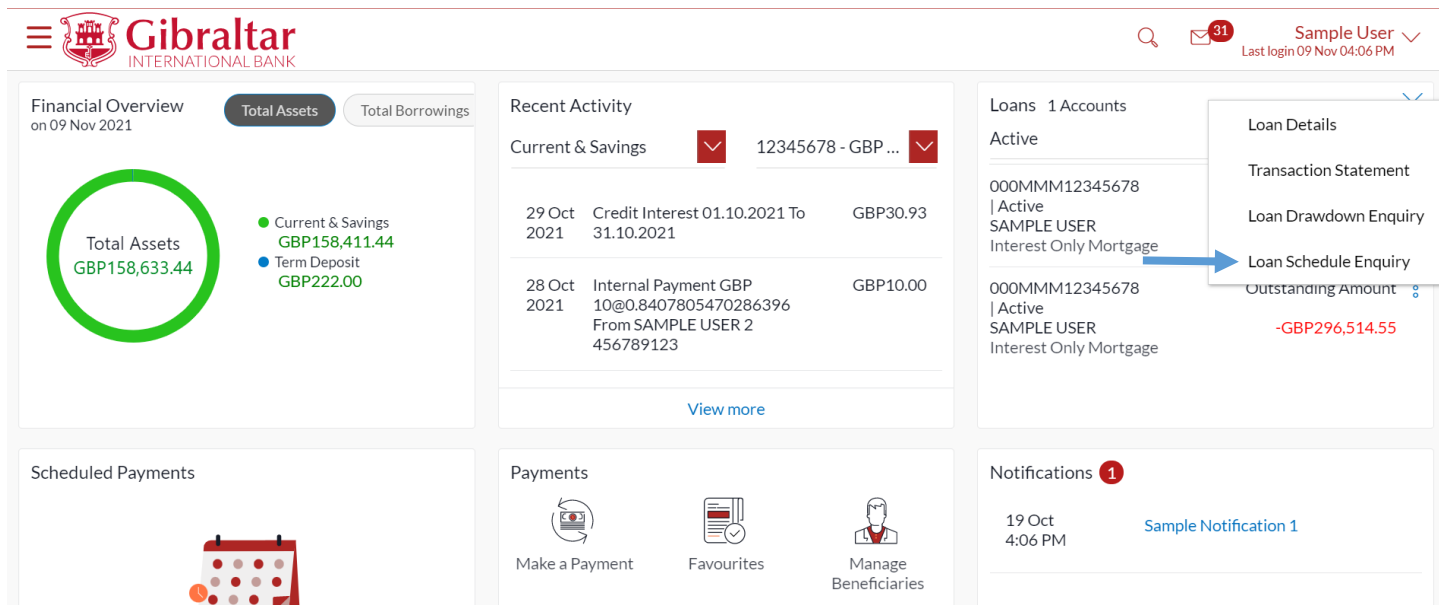



Figure 12.1-1

12.1.2 Loan Schedule Details are displayed

Below **Loan Schedule Details** are displayed.

- Account Description- The name of the primary holder of the loan
- Account Number – Loan account number
- Instalments Summary:
 - First Instalment - The date on which the first instalment payment is due on the loan
 - Last Instalment - The date on which the last instalment payment is due on the loan
 - Total Instalments - The total number of instalments of the loan
 - Instalments Paid – The number of instalments paid till date
 - Amount Paid To Date – The total amount paid in instalments till date
- Payment Overview:
 - Graphical representation of loan payments – Payments towards the loan displayed in graphical form
 - Paid Amount – Total Paid amount including principal and interest
 - Principal – Total principal amount paid
 - Interest – Total interest amount paid
 - Unpaid Amount - Total unpaid amount including principal and interest
 - Principal – Total principal amount unpaid
 - Interest – Total interest amount unpaid
- Loan Schedule
 - Date Range - Select the period for which to view instalment details
 - Sr. No. - Serial number of each instalment is displayed against the instalment record
 - Repayment Date - The 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

Click **Back** to go **back** to the previous screen



Sample User
Last login 09 Nov 10:48 AM

Loan Schedule Enquiry


Loan Details

Transaction Statement

Loan Drawdown Enquiry

Loan Schedule Enquiry

Select Account

000MMM12345678 - G... 

Account Number

000MMM12345678

Account Description

SAMPLE USER

Instalment Summary

First Instalment	Last Instalment	Total Instalments
26 Oct 2018	26 Feb 2036	209
Instalments Paid	Amount Paid To Date	
23	GBP6,332.68	

Payment Overview

Paid Amount

GBP6,332.68

Principal

GBP2,515.69

Interest

GBP3,816.99

Unpaid Amount

GBP49,553.93


Principal


GBP34,193.31

Interest

GBP15,360.62





Date Range

15 Oct 2018 

13 Jun 2022 

Download

Sr.No.	Repayment Date	Principal	Interest	Instalments	Unpaid Instalments
1	15 Oct 2018	GBP0.00	GBP778.52	GBP778.52	GBP0.00
2	13 Nov 2018	GBP0.00	GBP705.53	GBP705.53	GBP0.00
3	13 Dec 2018	GBP0.00	GBP729.86	GBP729.86	GBP0.00
4	14 Jan 2019	GBP0.00	GBP778.52	GBP778.52	GBP0.00
5	13 Feb 2019	GBP0.00	GBP729.86	GBP729.86	GBP0.00
6	13 Mar 2019	GBP0.00	GBP681.21	GBP681.21	GBP0.00
7	15 Apr 2019	GBP0.00	GBP802.85	GBP802.85	GBP0.00
8	13 May 2019	GBP0.00	GBP681.21	GBP681.21	GBP0.00
9	13 Jun 2019	GBP0.00	GBP754.19	GBP754.19	GBP0.00
10	15 Jul 2019	GBP0.00	GBP778.52	GBP778.52	GBP0.00

Page 1 of 5 (1-10 of 45 items)   1 2 3 4 5  

Back




Figure 12.1-2

12.2 Loan Schedule Enquiry through the Main Menu

12.2.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Loans** and then select (4) **Loan Schedule Enquiry**

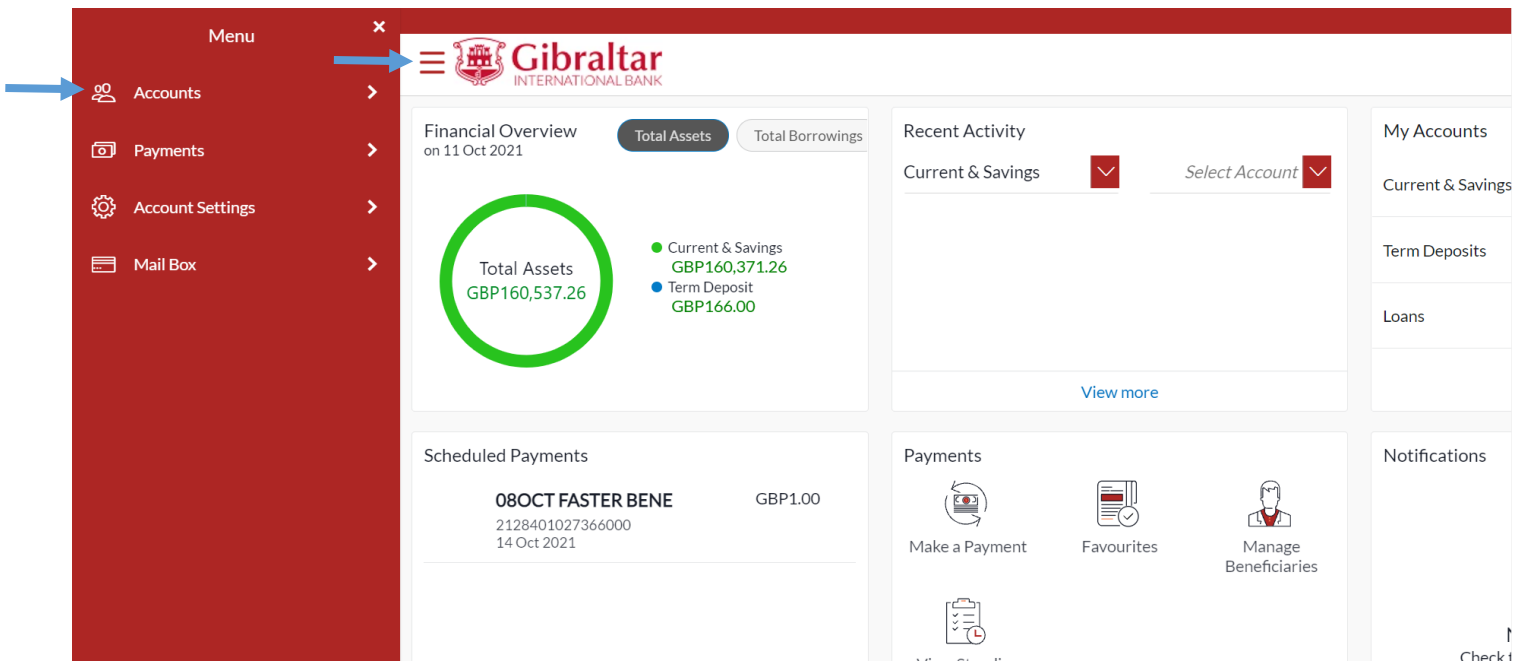


Figure 12.2-1

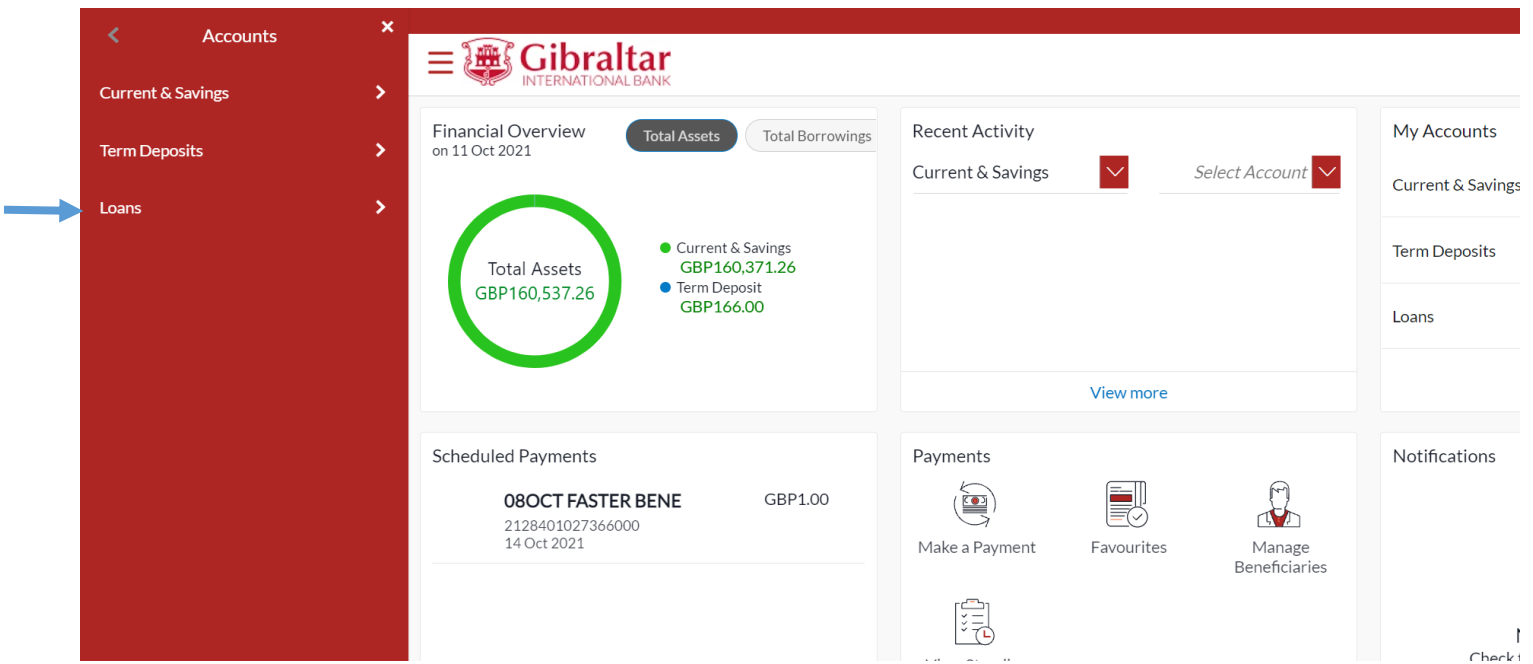


Figure 12.2-2

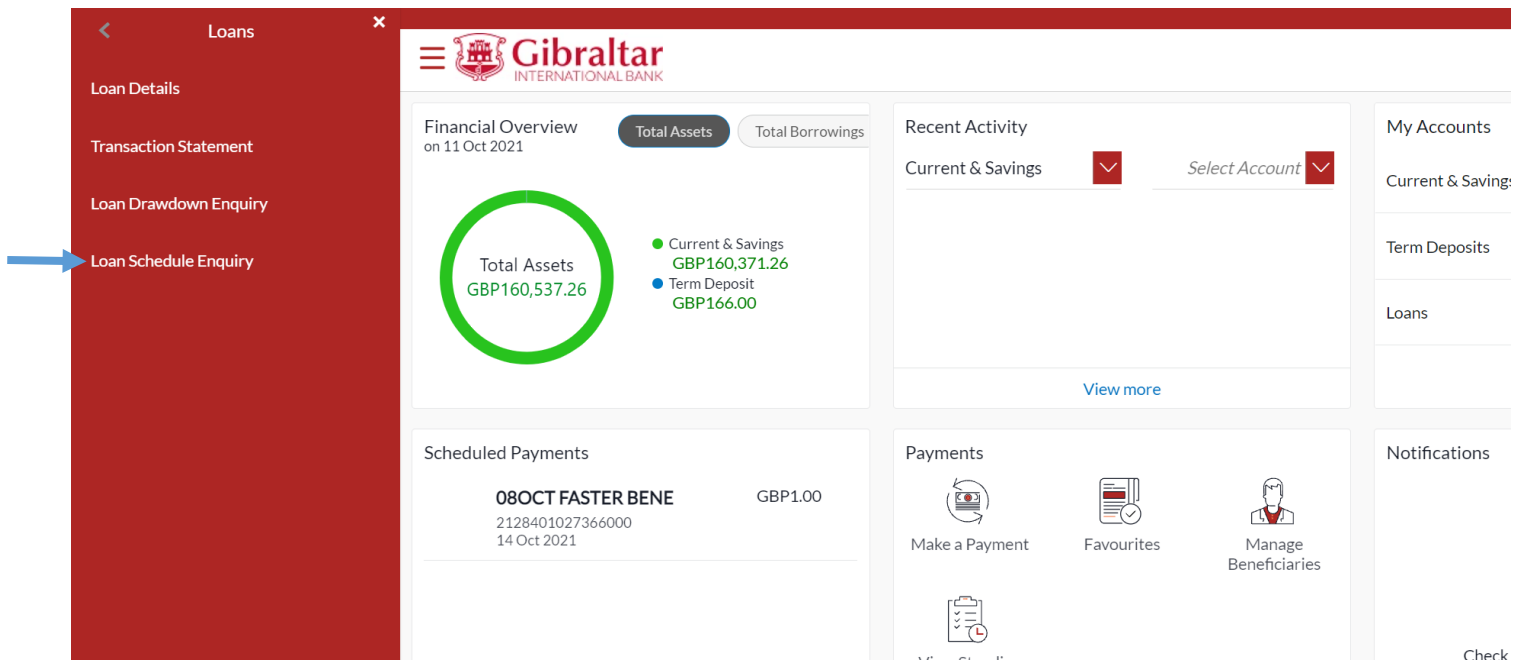


Figure 12.2-3

12.2.2 Select Account Number from the Select Account dropdown to do Schedule enquiry

Select the **Account Number** from the **Select Account** dropdown to do the Schedule inquiry

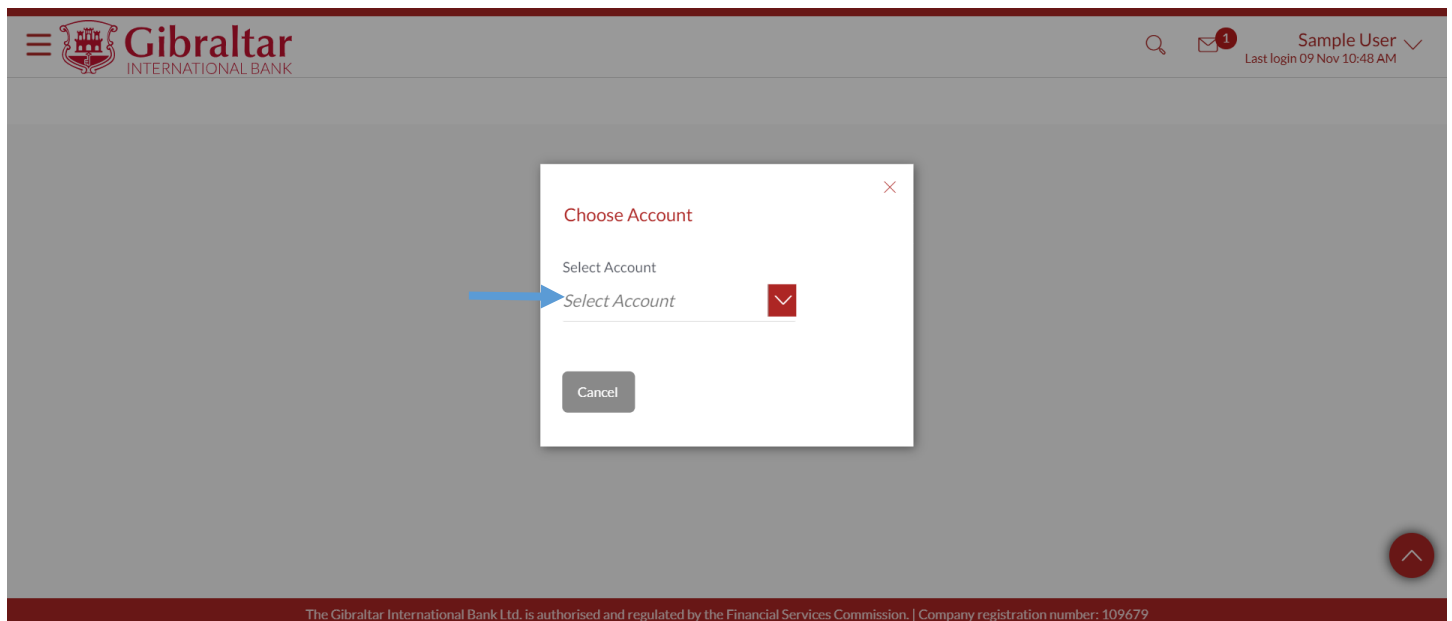


Figure 12.2-4

Refer step 12.1.3 to do loan schedule enquiry.

13. How do I Manage Beneficiaries?

- As an E-Banking customer, you can add, edit and delete beneficiaries
- This guide explains how to manage beneficiaries via our website. You can manage beneficiaries through ***Dashboard*** and ***Main Menu***.

13.1 Manage Beneficiaries through the Dashboard – Beneficiary Template

13.1.1 On the Dashboard scroll to the Payments widget

In the ***Payments*** widget of the Dashboard, ***Manage Beneficiaries*** option is displayed

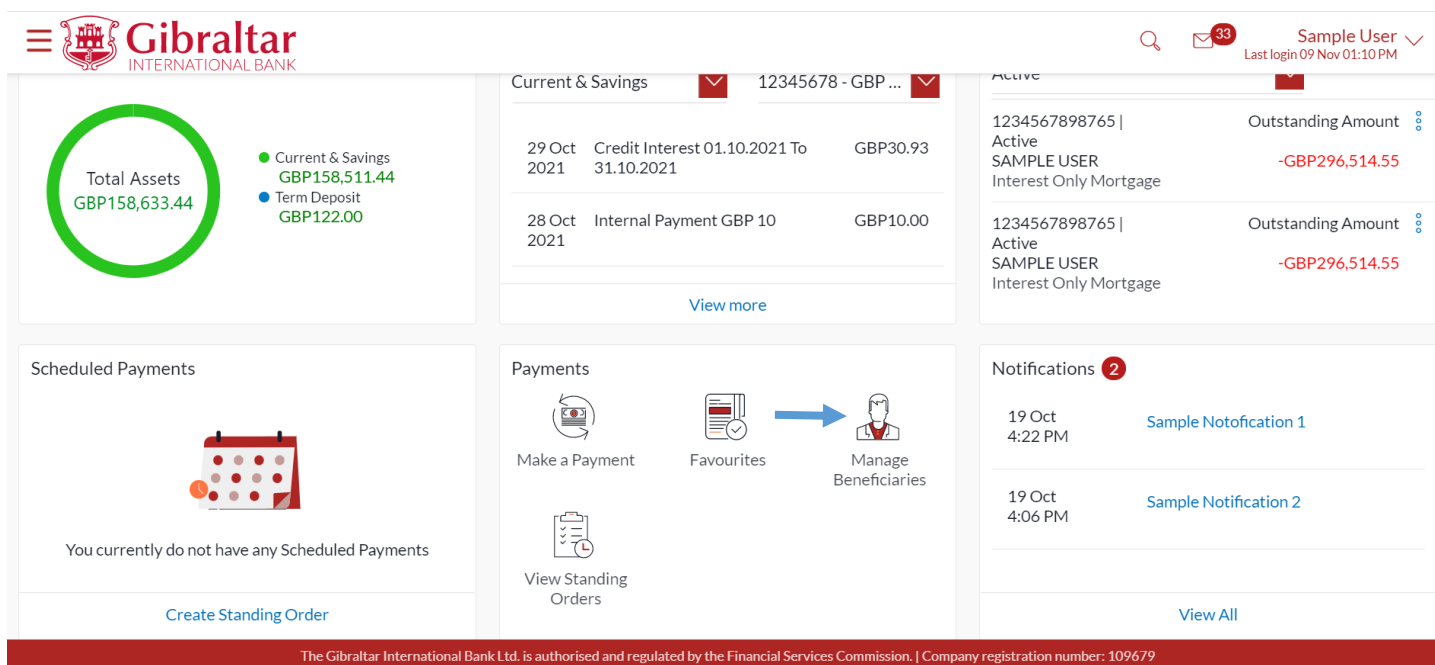




Figure 13.1-1

13.1.2 Click on Manage Beneficiaries

List of existing beneficiaries will be displayed. Click ***Create New Beneficiary*** to ***create*** new beneficiary or enter beneficiary name and click on  to ***Search*** beneficiary.

Manage Beneficiaries

Favourites
Payment Status Enquiry
Scheduled Payments
Manage Beneficiaries


→
Create New Beneficiary

SF	Sample Faster Short Name	▼
SI	Sample Internal Short Name	▼
SI	Sample International Short Name	▼
SS	Sample SEPA Short Name	▼

Figure 13.1-2

13.1.3 Enter Details to Create Beneficiary

Beneficiary is mandatory for making payments. They can be created for the following types:

- Internal – For beneficiaries holding accounts within Gibraltar International Bank
- Faster/CHAPS/SEPA – For beneficiaries holding accounts within Europe. These are further categorized as below:
 - a. Faster/CHAPS – For beneficiaries holding accounts outside Gibraltar International Bank but within UK (GBP).
 - b. SEPA – For beneficiaries holding accounts outside UK but within Europe (EUR)
- International – For Beneficiaries holding accounts outside UK across the world (Any Currency)

Click on the tab to select the type of beneficiary to be created.

Enter following details to create **Beneficiary**

- Account Number to Credit – Account number of the beneficiary
- Confirm Account Number to Credit – Re-enter the account number of the beneficiary.
- Beneficiary Account Name – Name of the beneficiary in the bank account
- Short Name – Nickname to identify the payment account
- Network Type – Faster/CHAPS or SEPA CREDIT. This field appears when Faster/CHAPS/SEPA Beneficiary option is selected.
- Sort Code – Sort Code of the beneficiary's bank. This field appears while adding beneficiary for Faster/CHAPS
- Bank Code (BIC) - Bank Identifier code (BIC) of the beneficiary's bank. This field appears while adding beneficiary for SEPA
- Swift Code – Swift Code of the beneficiary's bank. This field appears while adding beneficiary for International

Click **Create** to **create** beneficiary or click **Cancel** to cancel the operation or click **Back** to go **back** to the pervious screen.

Add Beneficiary

Payment can only be made to a newly created payee one hour from the time of creation.

Internal **Faster/CHAPS/SEPA** International

Network Type

☒ Faster/CHAPS ☐ SEPA

Account Number to Credit

Confirm Account Number to Credit

Beneficiary Account Name

The beneficiary account name should be stated as per the beneficiary's bank details to avoid delays in processing the payment.

Bank Details

606060
NATIONAL WESTMINSTER BANK PLC
GIBRALTAR
P.O. Box 707
National Westminster Hse
[Reset Sort Code](#)

Short Name

[Create](#) [Cancel](#) [Back](#)

Figure 13.1-3

13.1.4 Review and Confirm Beneficiary Details to Add Beneficiary

Click [Confirm](#) to **Add Beneficiary** or click [Cancel](#) to **cancel** the process or click [Back](#) to **modify** Beneficiary details.

Add Beneficiary

Review

You have initiated a request to add Domestic Bank Account Beneficiary. Please review details before you confirm!

Beneficiary Account Name
 Sample Faster Bene Name

Payment Type
 Domestic

Network Type
 FASTER/CHAPS

Account Number to Credit
 1234567

Sort Code
 606060

Short Name
 Sample Faster Short Name

 Confirm Cancel Back

Figure 13.1-4

On click of Confirm, you will be challenged with an OTP. A verification code will be sent to your registered email address and mobile number.

Enter the verification code in the following section displayed at the bottom of the screen:

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

39742

Submit Cancel

Figure 13.1-5

Click Submit to proceed with Beneficiary creation or Click Cancel to cancel the beneficiary creation process. Click Resend Code to generate a new code which will be delivered to your registered email address and mobile number. The confirm screen is displayed with a **SUCCESS** message. Click [Pay Now](#) to **Make a new Payment** to the newly added beneficiary or click [Go To Dashboard](#) to return to the **Dashboard** or click [More Payment Options](#) to navigate to payment screens where user had multiple options to choose like Favourites, Schedule Payments etc. or click [Setup Beneficiary Limits](#).

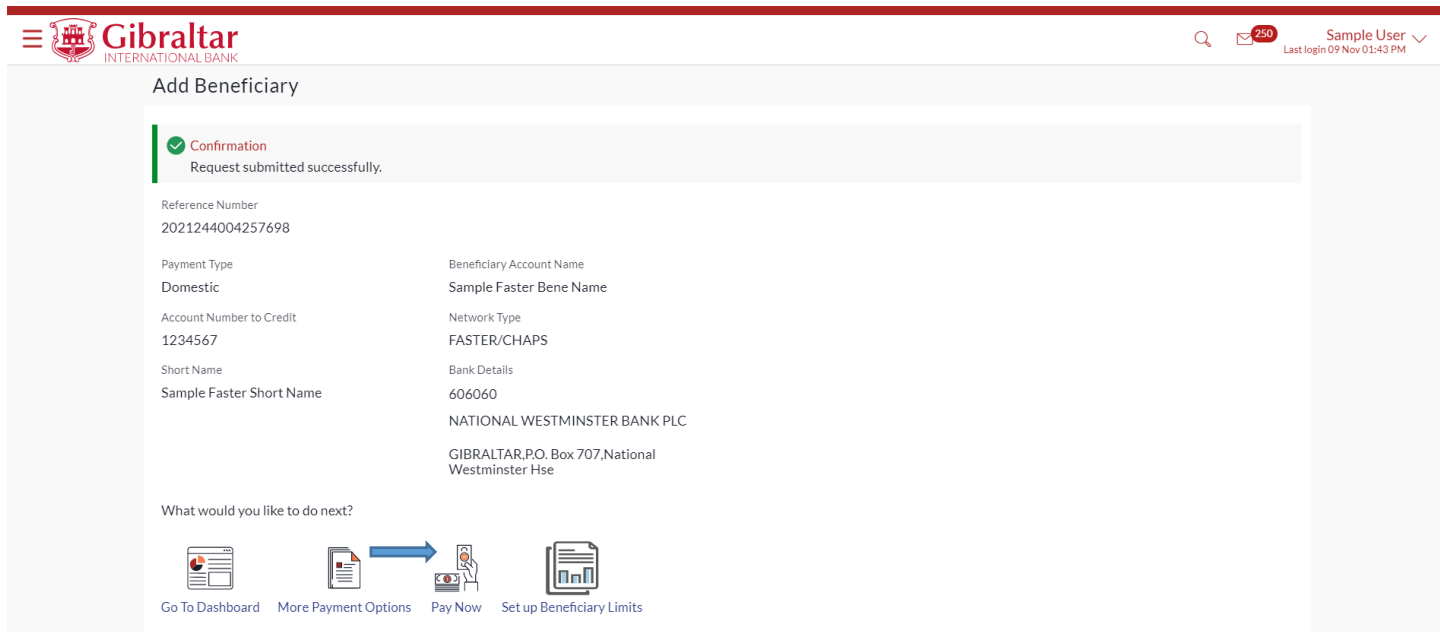


Figure 13.1-6

13.2 Manage Beneficiaries through the Main Menu

13.2.1 Go to the Main Menu

Click on the (1) **Main Menu** and click on (2) **Payments** and finally (3) **Manage Beneficiaries**

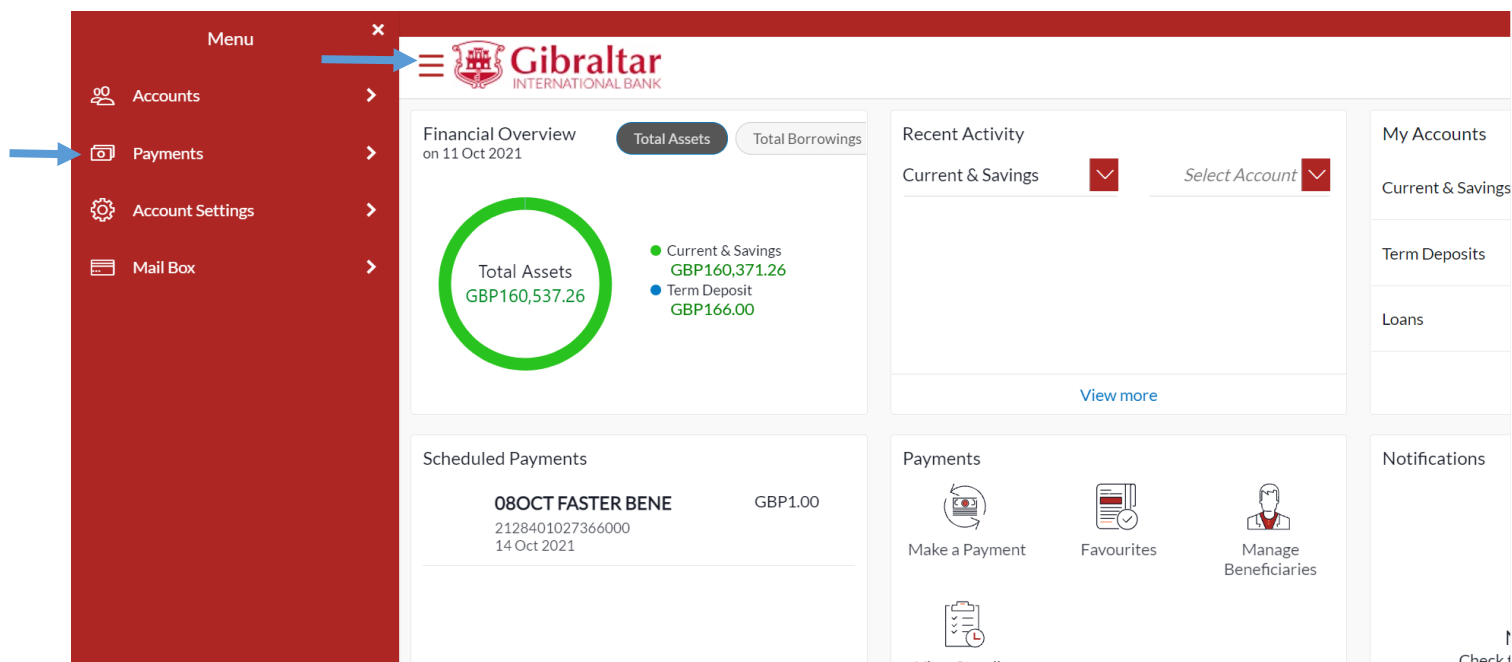


Figure 13.2-1

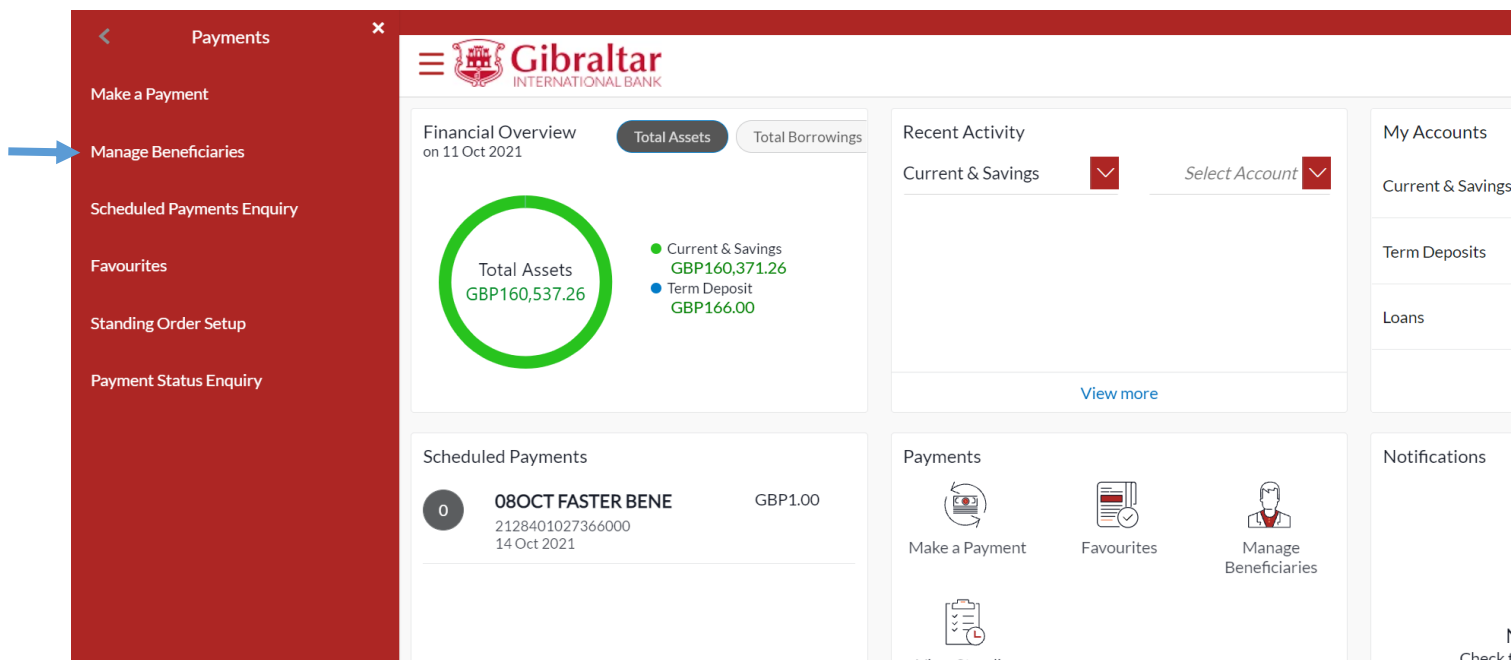





Figure 13.2-2

Refer section 13.1.2, 13.1.3 and 13.1.4 to create beneficiary.

13.2.2 Edit Beneficiary Details

Click on the (1) **Main Menu** and click on (2) **Payments** and then select (3) **Manage Beneficiaries**

Refer figure 13.2-1

Enter Beneficiary short name and click on  to **Search** beneficiary. Click on  icon to expand the beneficiary details. Click on  to view the option for selected beneficiary.

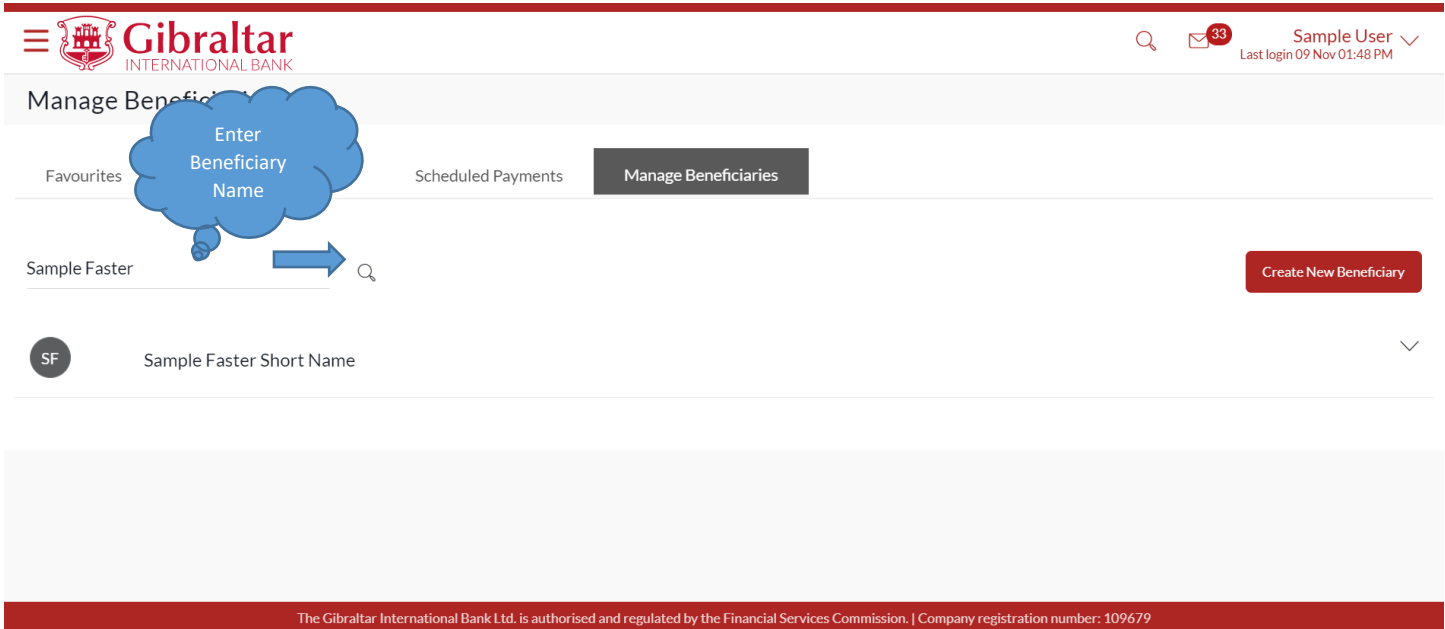


Figure 13.2-4

Click **View/Edit** to view the beneficiary details.

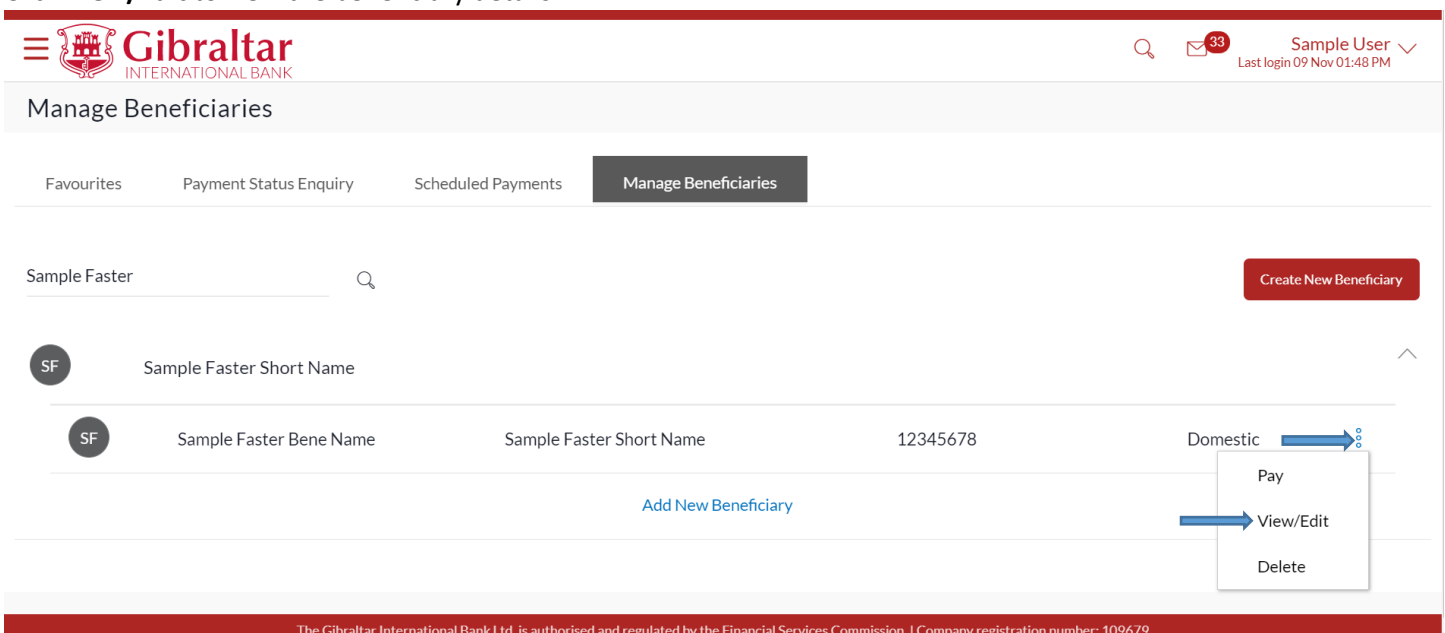


Figure 13.2-5

Click **View/Edit** to **edit** beneficiary details or click **Delete** to **delete** beneficiary or click **Pay** to **Make a Payment** to the beneficiary or click **Add New Beneficiary** to add new beneficiary to the existing group.

Only daily limit and monthly limit can be modified. Click edit icon  to set the Daily Limit or Monthly Limit.

View/Edit Beneficiary

Beneficiary Details

SF

Beneficiary Account Name

Sample Faster Bene Name

Short Name

Sample Faster Short Name

Beneficiary Type

Domestic

Account Number

12345678

Network Type

Faster/CHAPS

Bank Details

606060

NATIONAL WESTMINSTER BANK PLC

GIBRALTAR,P.O. Box 707,National Westminster Hse

Daily Limit

Not Set

Monthly Limit



Not Set


Pay

Back



Click to edit limit


Figure 13.2-6

Click save icon  to **save** the limits entered for the selected beneficiary. Click  to **cancel** the edit. Click [Remove Limits](#) to **remove** any set limit.



Gibraltar
INTERNATIONAL BANK



Sample User 
Last login 09 Nov 01:48 PM

Account Number

12345678

Network Type

Faster/CHAPS

Bank Details

606060

NATIONAL WESTMINSTER BANK PLC

GIBRALTAR,P.O. Box 707,National Westminster Hse

Daily Limit

GBP1,000.00



Monthly Limit


Not Set

Pay

Remove Limits

Back





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

Figure 13.2-7

Gibraltar
INTERNATIONAL BANK

Account Number
12345678

Network Type
Faster/CHAPS

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

Daily Limit
GBP1,000.00

Monthly Limit
Not Set

Pay **Remove Limits** **Back**


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

Figure 13.2-8

13.2.3 Delete Beneficiary Details

Click on the (1) **Main Menu** and click on (2) **Payments** and then select (3) **Manage Beneficiaries**

Refer figure 13.3-1


Enter Beneficiary short name and click on  to **Search** beneficiary. Click on to **Beneficiary name** Hyperlink to **View** beneficiary details.

Gibraltar
INTERNATIONAL BANK

Manage Beneficiaries

Enter Beneficiary Name

Search Enquiry Scheduled Payments **Manage Beneficiaries**

Sample Faster 

Create New Beneficiary

SF Sample Faster Short Name

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

Figure 13.2-9

Click on to **Beneficiary name** Hyperlink to **View** beneficiary details. Add New Beneficiary will create new payee in same group.

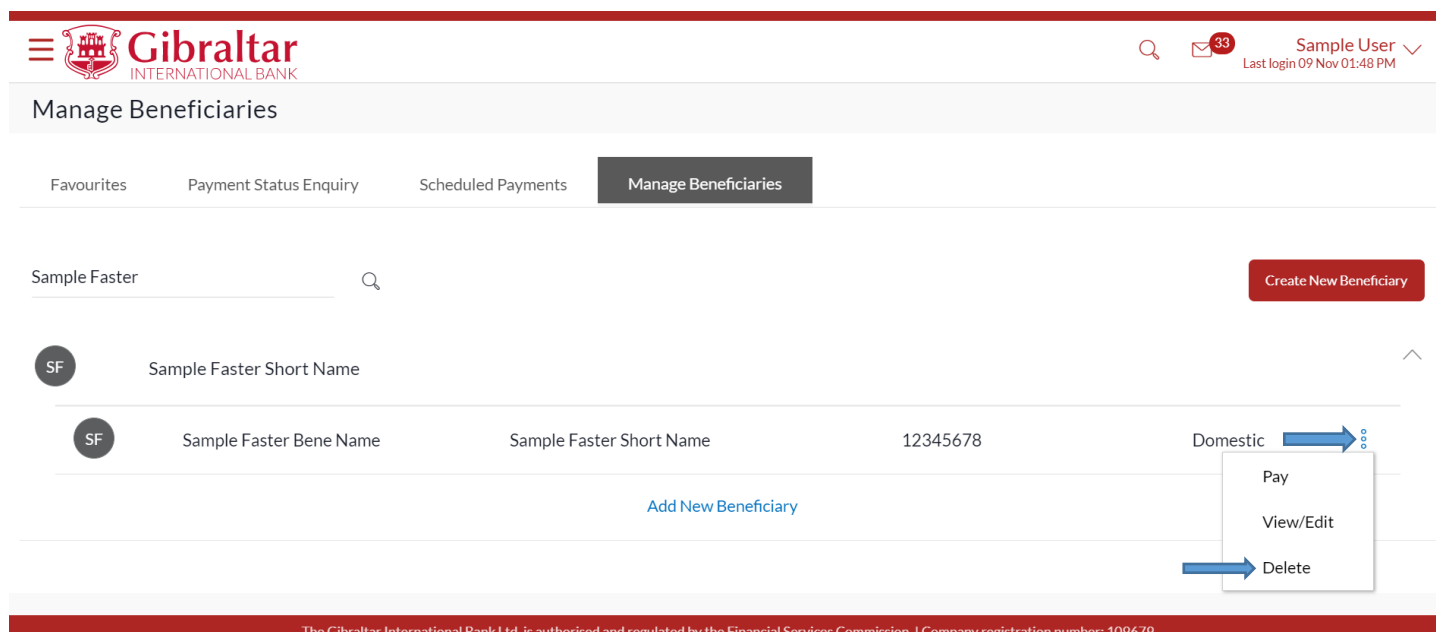


Figure 13.2-10

Click **Delete** to **delete** beneficiary or click **Back** to go **back** to the previous screen or click **Edit** to **edit** beneficiary details or click **Pay** to **Make a Payment** to the beneficiary

If you click on Delete, the Delete Beneficiary confirmation screen appears. Click **Delete** to **delete** beneficiary or click **Cancel** to **cancel** the process.

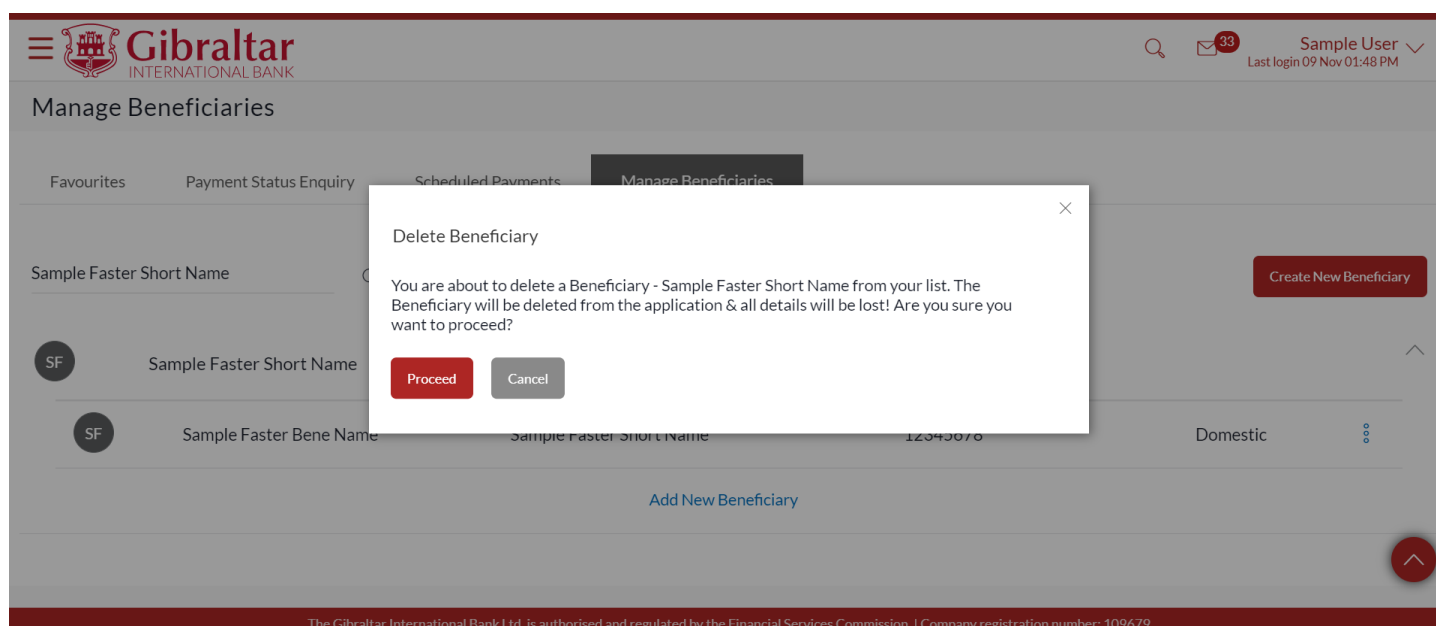


Figure 13.2-11

The confirm screen is displayed with a **success** message. Click **Go to Dashboard** to go back to the **Dashboard**.



Figure 13.2-12

14. How do I Make a Payment?

- As an E-Banking customer, you can make a payment to existing beneficiaries, new beneficiaries as well as your own accounts.
- This guide explains how to make payment to existing beneficiaries, new beneficiaries or within your own accounts via our website. You can make payment through **Dashboard** and **Main Menu**.

14.1 Make a Payment through the Dashboard- Make a Payment

14.1.1 On the Dashboard scroll to the Payments section

In the **Payments** section of the Dashboard, Make a Payment menu is displayed

The screenshot shows the Gibraltar International Bank dashboard. At the top, there's a header with the bank's logo, a search icon, a notification bell with 33 alerts, and a user profile for 'Sample User' with a last login of 09 Nov 01:10 PM. The main content area is divided into several sections. On the left, there's a 'Total Assets' section showing GBP158,633.44, broken down into Current & Savings (GBP158,511.44) and Term Deposit (GBP122.00). Below this is a 'Scheduled Payments' section with a calendar icon and a message stating 'You currently do not have any Scheduled Payments', with a 'Create Standing Order' button. The central 'Payments' section contains three icons: 'Make a Payment' (highlighted with a blue arrow), 'Favourites', and 'Manage Beneficiaries'. Below these is a 'View Standing Orders' button. To the right, there's a table of 'Active' transactions. The table has two columns: transaction details and 'Outstanding Amount'. The first two rows show 'Credit Interest' and 'Internal Payment' transactions, both with an outstanding amount of -GBP296,514.55. At the bottom of the dashboard, there's a footer with the text: 'The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679'.

Transaction	Outstanding Amount
29 Oct 2021 Credit Interest 01.10.2021 To 31.10.2021 GBP30.93	-GBP296,514.55
28 Oct 2021 Internal Payment GBP 10 GBP10.00	-GBP296,514.55

Figure 14.1-1

14.1.2 Click on Make a Payment

Click **Make a Payment** to **initiate** payment

Enter following details to initiate **Payment**

- Payment To – Select Beneficiary to make payment
 - Existing Beneficiary – Select existing beneficiary to make payment to an existing beneficiary
 - My accounts - Select my accounts to make payment to accounts belonging to you
 - New Beneficiary – Click on this button to add a new beneficiary
- Beneficiary - Select the Beneficiary from the list of added beneficiaries. This field appears while making payment to an existing beneficiary

- Payment type – Faster or CHAPS. Faster is selected by default. This field appears when Network Type Faster/CHAPS is selected.
- Transfer From – Account Number from which fund transfer needs to be done
- Transfer To – Account Number to which fund transfer needs to be done. This field appears while making payment to my accounts
- Amount – Amount to be debited. For My Accounts and Internal Payments, Currency dropdown before the amount field will have values based on the currency of selected Transfer From and Transfer To accounts. You will then have the option to select the required currency for the transfer. In case of Faster/CHAP payments, only GBP currency will be available whereas for SEPA, only EUR currency will be available. For International Payments, list of currencies supported by the Bank will be available for payment. If the Transfer From account currency differs from the payment currency, then the exchange rate will be displayed below the amount field.
- Value Date – Value date of the transaction.
- Reference - Narrative of transfer. For Faster/CHAPS, SEPA and International Payments, you can enter narrative in 4 lines by clicking **Add Payment Details** link.
- Special Instructions: This field will be displayed for International Standing Order. You may enter special routing instructions if any, to carry out this instruction/payment.

Click [View Limits](#) to view the allowed and utilized daily limits for this transfer.

The screenshot shows the Gibraltar International Bank transfer interface. On the left, the 'Transfer Type' is set to 'Existing Beneficiary'. The 'Beneficiary' field shows 'Sample Internal Short Name - 009...'. The 'Beneficiary Type' is 'INTERNAL'. The 'Account Name' is 'Sample Internal Bene Name'. The 'Transfer From' field shows '12345678 - GBP - SAMP...'. The 'Available Balance' is 'GBP60,757.02'. The 'Amount' field is set to 'GBP'. A 'View Limits' link is visible at the bottom of the form.

The 'My Limits' modal window is open, displaying the following information:

- Channel:** Internet
- Available Limits:**
 - Amount:** GBP 1.00 to GBP 100,000
 - Count:** 999
- Note:** Above limits are derived based on your per transaction initiation limits, total available cumulative limit for the current channel, payee cooling period and payee limits set up by you if any for initiating current transaction. You may have limits available for initiating this transaction from other channel, to know more details access - View Limits
- Ok** button

Figure 14.1-2

Click [Pay](#) to **make payment** or click [Cancel](#) to cancel the operation


Make a Payment

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

JYBAGIGIXX

Transfer From

12345678- GBP - ACDE... 

Available Balance : GBP60,757.02

Amount

EUR 

[View Limits](#)

Exchange Rate : GBP/EUR

Transfer When

☒ Now ☐ Later

Your transaction will be processed with below value date.

Value Date

10 Nov 2021

Payment Charges

15 GBP

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

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

Back

Figure 14.1-3

14.1.3 Review and Confirm Payment Details

Click **Confirm** to **make payment** or click **Back** to go **back** to the previous screen.

Make a Payment

Review

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

Short Name

SS Sample SEPA Short Name

Account Number (IBAN)

123456789012345

Beneficiary Type

DOMESTIC

Beneficiary Account Name

Sample SEPA Bene Name

Bank Details

JYBAGIGXXX

TRUSTED NOVUS BANK LIMITED

76 MAIN STREET,GI

Transfer From

12345678

Payment Type

SEPA CREDIT

Amount

EUR100.00

Transfer When

10 Nov 2021

Reference

sample reference

Confirm

Cancel

Back

Figure 14.1-4

On click of Confirm, you will be challenged with an OTP. A verification code will be sent to your registered email address and mobile number.

Enter the verification code in the following section displayed at the bottom of the screen:

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

39742

Submit

Cancel

Figure 14.1-5

The confirm screen is displayed with a **success** message along with Reference Number. Click on [Add favourite](#) to add the payment transaction to favourites to use it for future payments or click [More Payment Options](#) for more payment options or click [Go to Dashboard](#) to go back to the **Dashboard**.

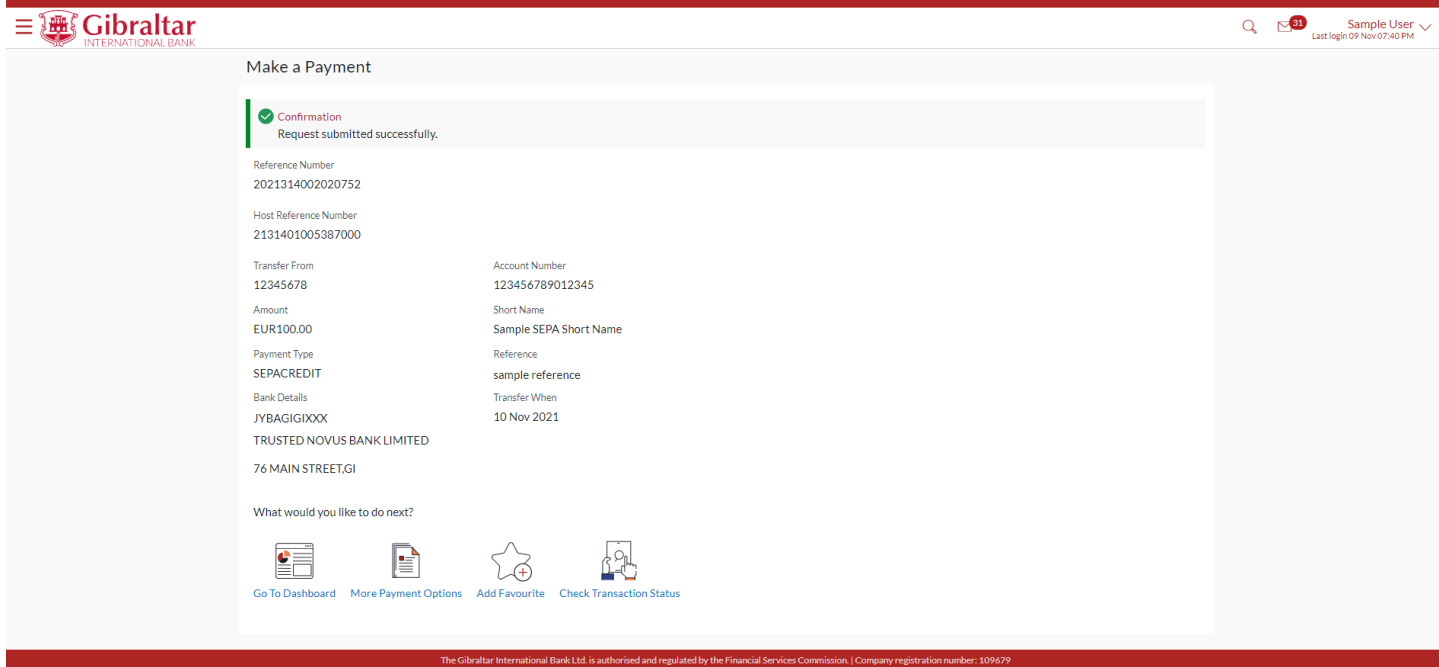


Figure 14.1-5

14.2 Make a Payment through the Main Menu

14.2.1 Go to the Main Menu

Click on the (1) **Main Menu** and click on (2) **Payments** and select (3) **Make a Payment**

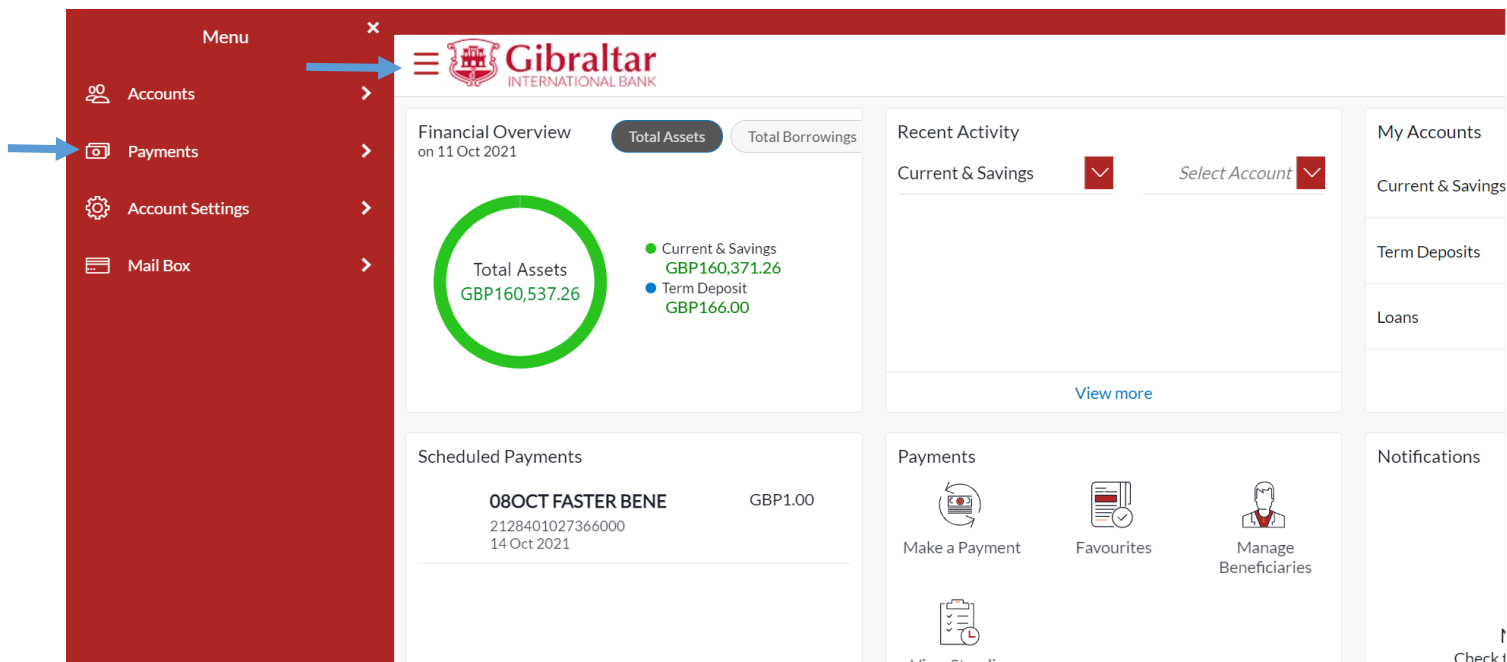


Figure 14.2-1

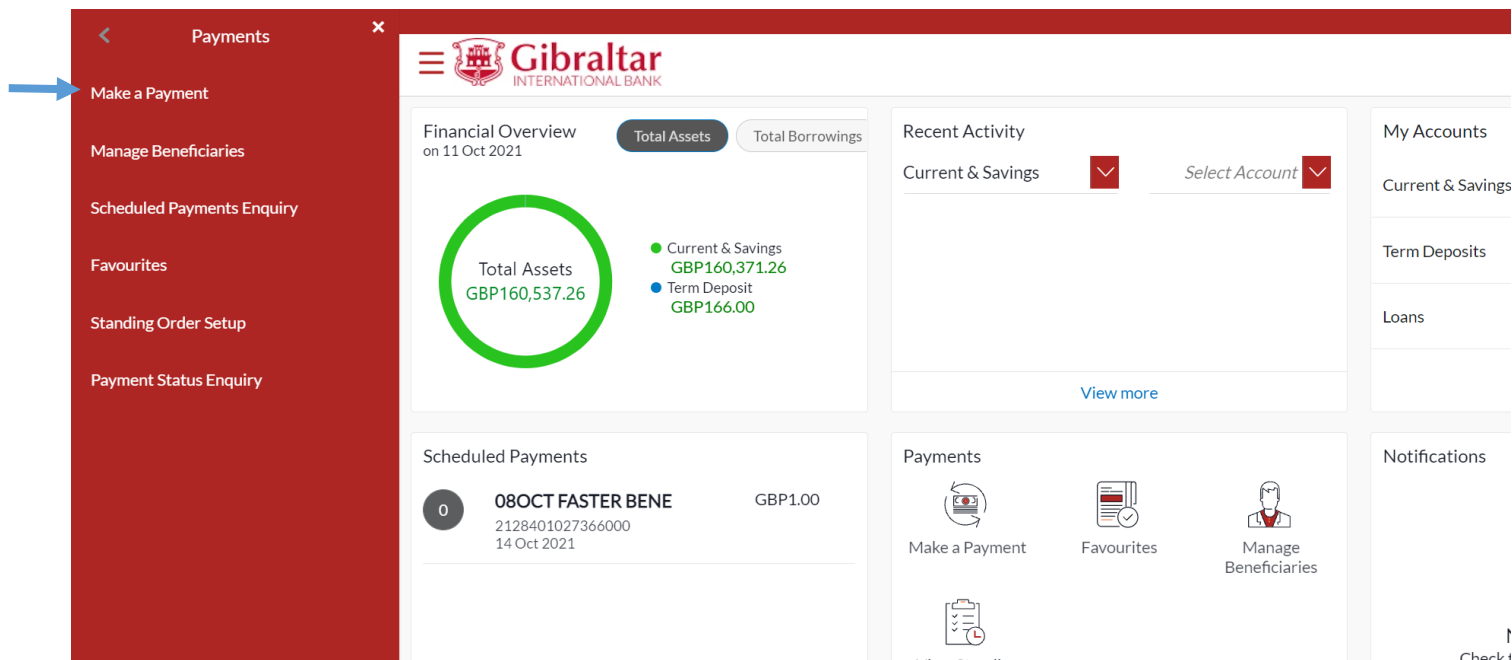


Figure 14.2-2

Refer steps 14.1.2 and 14.1.3 to make a payment.

15. How do I maintain Standing Order?

- As an E-Banking customer, you can add, modify and delete standing order
- This guide explains how to setup standing order via our website. You can maintain standing order through **Dashboard** and **Main Menu**.

15.1 Standing Order Setup through the Dashboard

15.1.1 On the Dashboard scroll to the Payments section

In the **Payments** section of the Dashboard, View Standing Orders menu is displayed. Click on **View Standing Orders** to create Standing order or view existing standing orders. You can also click on the link – Create Standing Orders under Scheduled Payments section on the Dashboard.

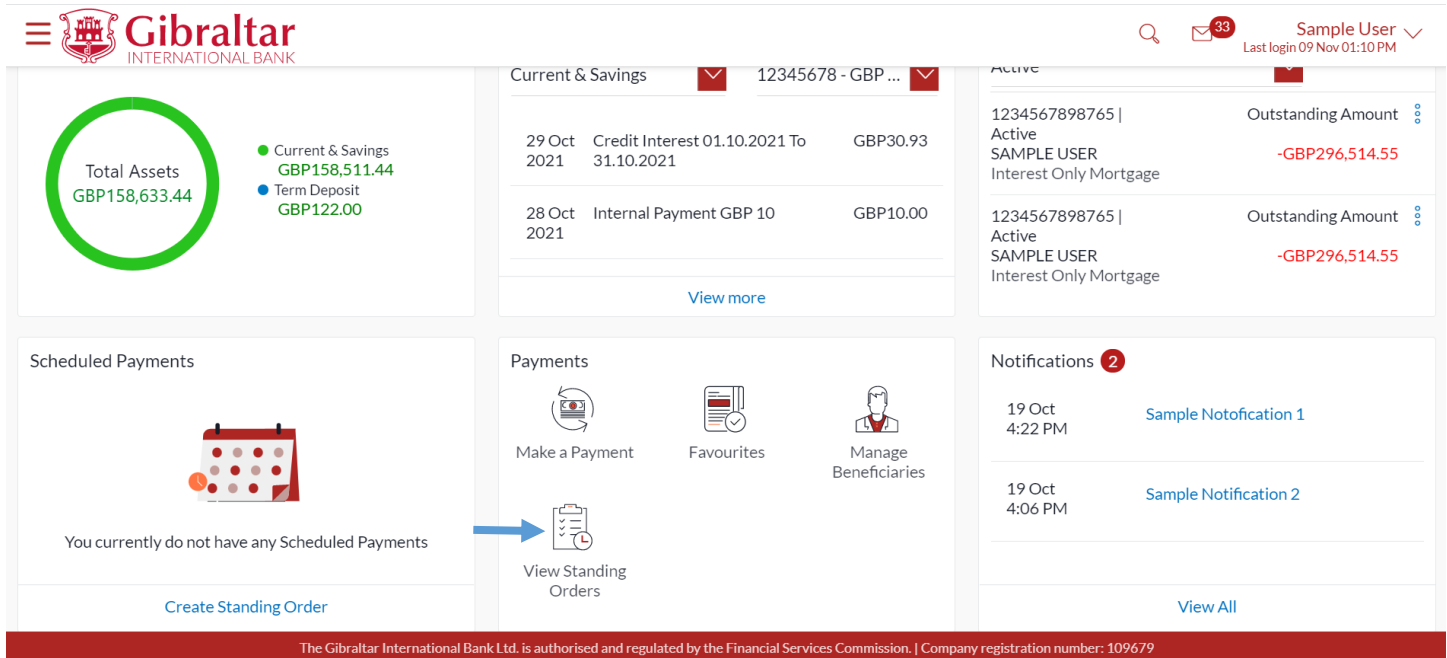


Figure 15.1-1

15.1.2 Create Standing Order

Click **Create Standing Order** to **create** standing order or click **Cancel** to go back to the dashboard or select an account and/or status and click on **Search** to **view** standing order already maintained.

The 'Standing Order' form includes the following elements:

- Header:** Same as the dashboard, with the user profile (Sample User, Last login 09 Nov 01:48 PM).
- Form Fields:**
 - Payment Type:** SEPA (dropdown menu).
 - Transfer From:** All (dropdown menu).
 - Status:** Status (dropdown menu).
- Buttons:** "View Standing Order" (disabled), "Create Standing Order" (active), "Search" (highlighted with a blue arrow), "Cancel", and "Reset".
- Footer:** "The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679".

Figure 15.1-2

15.1.3 Enter Details to Add Standing Order

Enter following details to add *Standing Order*

- Payment To – Select Beneficiary for standing order setup
 - Existing Beneficiary – Select existing beneficiary to setup standing instructing for an existing beneficiary
 - My accounts – Select my accounts to setup standing order between your own accounts
 - New Beneficiary – Click this button to add a new beneficiary
- Beneficiary – Select the Beneficiary from the list of added beneficiaries. Details of the beneficiary will be displayed on selection. Payment type like Internal, International, etc. will be decided based on the type of the selected beneficiary. In case of Faster/CHAPS beneficiary, user will have the option to select the payment mode i.e. whether the payment should be treated as Faster Payment or CHAPS Payment.
- Transfer From – Account Number from which fund transfer needs to be done
- Transfer To – Account Number to which fund transfer needs to be done. This field appears while creating Standing order for own accounts
- Amount – Amount to be debited
- Payment Frequency - Frequency for the standing instruction to be executed
- Start Date - Date for the standing order to start executing. Start Date for a standing order should always be a future date.
- End Date – select ‘on’ to specify date when the standing order should stop executing or ‘after’ to specify the number of instances after which the standing order should stop executing or ‘not specified’ to create an open-ended standing order.
- Reference - Narrative of transfer. For Faster/CHAPS, SEPA and International Payments, you can enter narrative in 4 lines by clicking **Add Payment Details** link.
- Special Instructions: This field will be displayed for International Standing Order. You may enter special routing instructions if any, to carry out this instruction/payment.

Click *Submit* to **submit** standing order details or click *Cancel* to cancel the operation.

Create Standing Order

[View Standing Order](#)


Create Standing Order

Payment To

☒ Existing Beneficiary ☐ My Accounts

[New Beneficiary](#)

Beneficiary

Sample SEPA Short Name - 12345... 

Payment Type

Domestic

Account Name

Sample SEPA Bene Name

Account Number

123456789012345

Bank Details

JYBAGIGIXXX,TRUSTED NOVUS BANK LIMITED,76 MAIN STREET,GI

Transfer From

12345678- GBP - ACDE... 

Available Balance : GBP60,757.02

Amount

EUR  EUR150.00

[View Limits](#)

Exchange Rate : GBP/EUR

1.142729

Payment Charges

15 GBP

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

Payment Frequency

Quarterly 

Start Date

11 Nov 2021 

End Date

☒ on ☐ after ☐ not specified

30 Nov 2022 

Reference

sample reference

Enter 0 or more characters, up to a maximum of 35.

[Add Reference](#)

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.

[Submit](#)

[Cancel](#)

[Back](#)

Figure 15.1-3

15.1.4 Review and Confirm Standing Order Details

Click [Confirm](#) to **Add Standing Order** or click [Back](#) to go **back** to the previous screen.

Gibraltar
INTERNATIONAL BANK

Sample User
Last login 09 Nov 07:40 PM

Create Standing Order

Review
You initiated a request for Domestic Standing Order. Please review details before you confirm!

Short Name
Sample SEPA Short Name

Payment Type
Domestic

Account Number
123456789012345

Account Name
Sample SEPA Bene Name

Transfer From
12345678

Amount
EUR150.00

Network Type
SEPA CREDIT

Frequency
Every 3 months

Start Date
11 Nov 2021

End Date
30 Nov 2022

Reference
sample reference

[Confirm](#) [Cancel](#) [Back](#)

Figure 15.1-4

On click of Confirm, you will be challenged with an OTP. A verification code will be sent to your registered email address and mobile number.

Enter the verification code in the following section displayed at the bottom of the screen:

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
39742

[Submit](#) [Cancel](#)

Figure 15.1-5

The confirm screen is displayed with a **SUCCESS** message along with Reference Number. Click [Go to Dashboard](#) to go back to the **Dashboard** or click [More Payment Options](#) to view more payment options.

Create Standing Order

 **Confirmation**
Request submitted successfully.

Reference Number
2021314002020863

Host Reference Number
2131401061170009

Short Name
Sample SEPA Short Name

Amount
EUR150.00

Account Number
123456789012345

Payment Type
Domestic

From Account
12345678

Transfer Frequency
Every 3 months

Start Date
11 Nov 2021

End Date
30 Nov 2022

Reference
sample reference

Network Type
SEPA CREDIT

What would you like to do next?



[Go To Dashboard](#)



[More Payment Options](#)

Figure 15.1-5

15.2 Standing Order Setup through the Main Menu

15.2.1 Go to the Main Menu

Click on the (1) **Main Menu** and click on (2) **Payments** and then select (3) **Standing Order Setup**

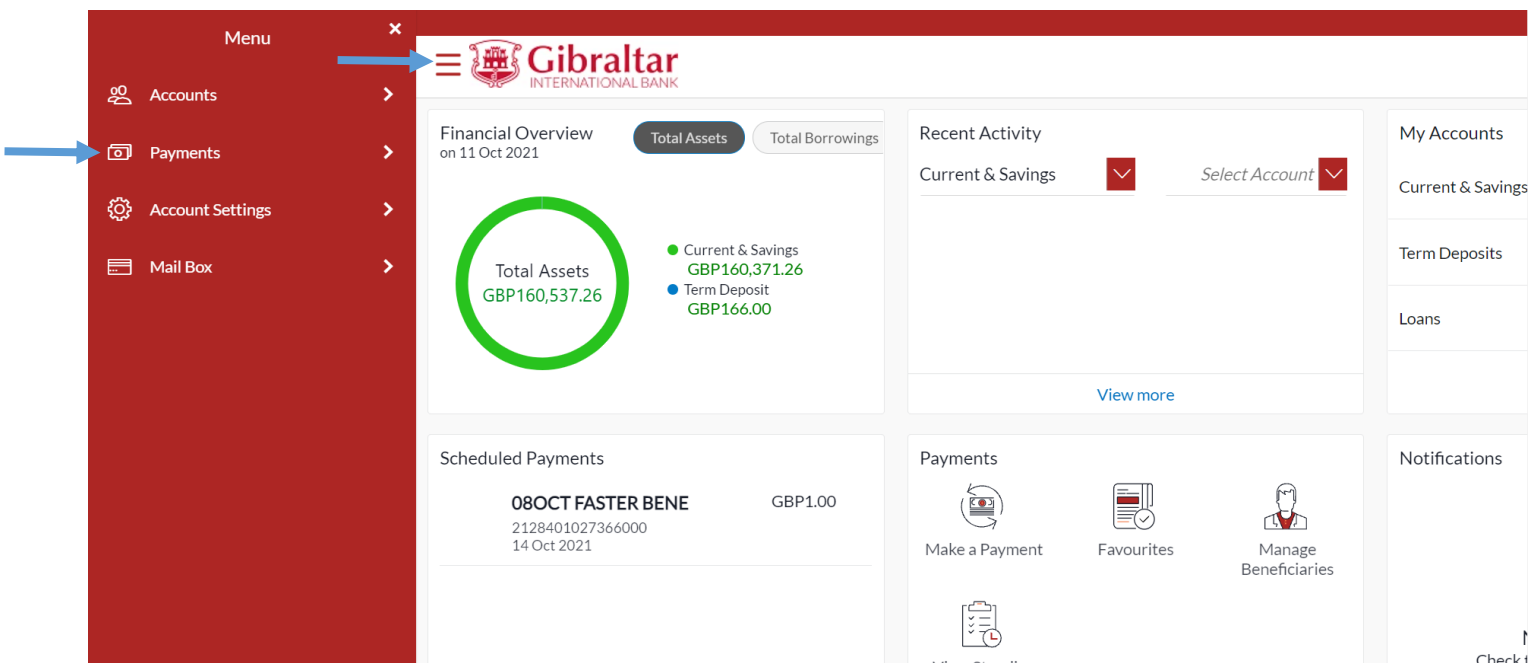


Figure 15.2-1

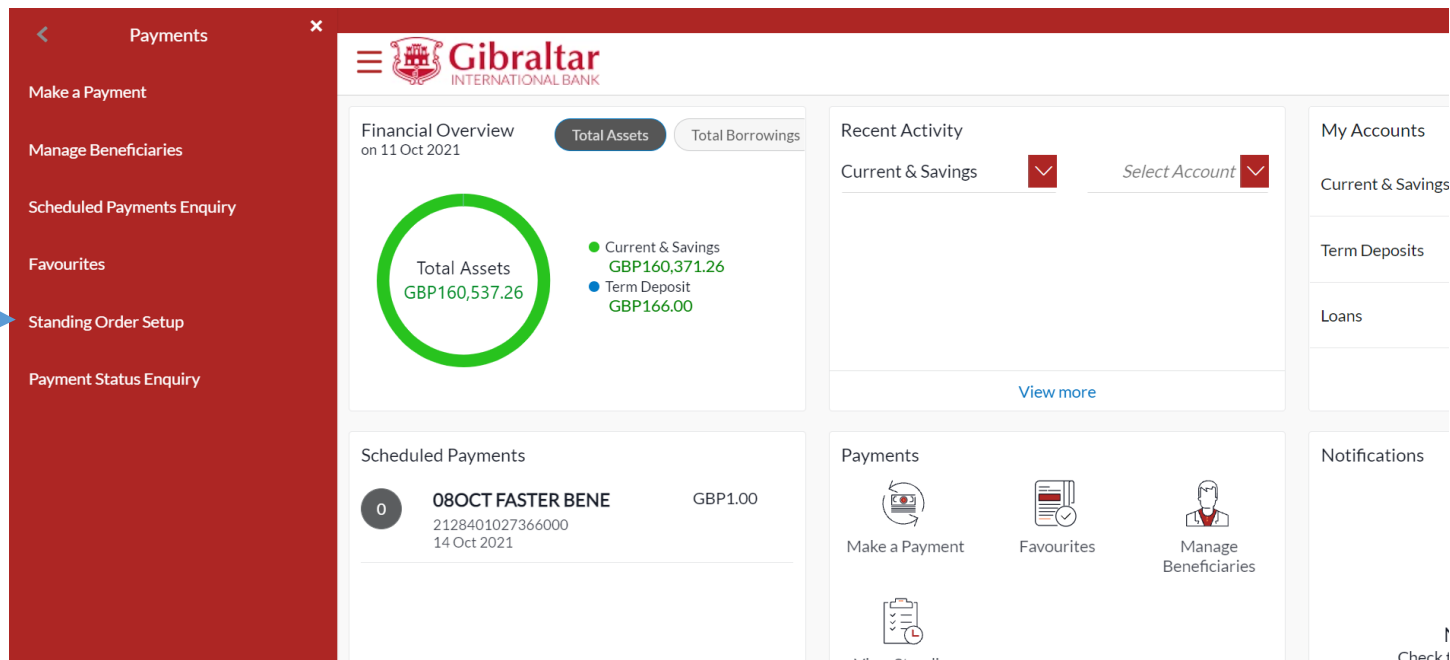


Figure 15.2-2

Refer steps 15.1.3, 15.1.4 and 15.1.5 to create standing order.

15.2.2 Modify Standing Order

Click on the (1) **Main Menu** and click on (2) **Payments** and then select (3) **Standing Order Setup**. Refer 15.2.1.

Select an account number and/or status and click on search to view list of Standing Orders. Click on the three dots and then select **View** to **view**, **modify** or **cancel** Standing Order or click **Cancel** to **cancel** Standing Order.

Search

149

Sample User
Last login 09 Nov 01:07 PM

Standing Order

View Standing Order

Create Standing Order

Payment Type

SEPA

Transfer From

All

Search

Cancel

Reset

Status

Status

Beneficiary Name	Transfer From	Amount	Frequency	Start Date	End Date	Status
Sample SEPA Short Name	12345678	EUR2.00	Every 3 months	09 Nov 2021	25 Dec 2099	Active

Page 1 of 3 (1-10 of 30 items)

<

1

>

View

Cancel

Figure 15.2-4

Standing Order details along with Payment History will be displayed. Click **Modify** to **modify** standing order or click **Back** to go **back** to the previous screen or click **Cancel Standing Order** to **delete** standing order.

View Standing Order

Standing Order

Beneficiary Name	From Account
Sample SEPA Short Name	12345678
Beneficiary Account Number	Amount
123456789012345	EUR2.00
Next Payment	References
09 Nov 2021	sample reference
Payment Type	
SEPACREDIT	

Execution Details

Start Date
09 Nov 2021
End Date
25 Dec 2099
Transfer Frequency
Every 3 months

Payments History

Sr. No.	Execution Date	Status	Reason For Failure
---------	----------------	--------	--------------------

No data to display.

Page 1 (0 of 0 items)   1  

Cancel Standing Order

Modify

Back



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Figure 15.2-5

Only amount, next payment date and end date can be modified. Click **Submit** to **modify** standing order or click **Cancel** to **cancel** the modification or click **Back** to go **back** to the previous screen.

Modify Standing Order

Beneficiary Name

Sample SEPA Bene Name

Account Number

123456789012345

From Account

12345678

Amount

EUR



EUR2.00

Transfer Frequency

Quarterly

Start Date

09 Nov 2021

Next Payment Date

09 Nov 2021



End Date

☒ on ☐ after ☐ not specified

24 Dec 2099



Reference

sample reference



Submit

Cancel

Back



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Figure 15.2-6

Click **Confirm** to **confirm** the changes or click **Cancel** to **cancel** the modification or click **Back** to go **back** to the previous screen.

Modify Standing Order

Review

You initiated a request for Modifying Standing Order. Please review details before you confirm!

Beneficiary Name

Sample SEPA Bene Name

Account Number

123456789012345

From Account

12345678

Amount

EUR2.00

Transfer Frequency

Every 3 months

Start Date

09 Nov 2021

Next Payment Date

09 Nov 2021

End Date

24 Dec 2099

Reference

sample reference



Confirm

Cancel

Back

Figure 15.2-7

The confirm screen is displayed with a **success** message. Click [Go to Dashboard](#) to go back to the **Dashboard** or click [More Payment Options](#) to **view** more options.

Modify Standing Order



Confirmation

Request submitted successfully.

Host Reference Number
2131301493730004

Beneficiary Name
Sample SEPA Bene Name

Amount
EUR2.00

Beneficiary Account Number
123456789012345

From Account
12345678

Transfer Frequency
Every 3 months

Start Date
09 Nov 2021

End Date
24 Dec 2099

Next Payment Date
09 Nov 2021

Reference
sample reference

Network Type
SEPACREDIT

What would you like to do next?



[Go To Dashboard](#)



[More Payment Options](#)

Figure 15.2-8

15.2.3 Delete Standing Order

Click on the (1) **Main Menu** and click on (2) **Payments** and then select (3) **Standing Order Setup**. Refer 15.2.1.

Select an account number and/or status and click on search to view Standing Orders. Click on the three dots and then select **Cancel** to **cancel** the Standing Order. You can also click **View** to **view** the details of the Standing Order and then Cancel.

Standing Order

[View Standing Order](#)
[Create Standing Order](#)

Payment Type

SEPA



Status

Status



Transfer From

All



Search

Cancel

Reset

Beneficiary Name	Transfer From	Amount	Frequency	Start Date	End Date	Status
Sample SEPA Short Name	12345678	EUR2.00	Every 3 months	09 Nov 2021	25 Dec 2099	Active

[View](#)
[Cancel](#)

Page 1 of 3 (1-10 of 30 items)



1



Figure 15.2-9

Click [Cancel Standing Order](#) to *delete* standing instruction or click [Modify Standing Order](#) to *modify* standing instruction or click [Back](#) to go *back* to the previous screen.

View Standing Order

Standing Order

Beneficiary Name	From Account
Sample SEPA Short Name	12345678
Beneficiary Account Number	Amount
123456789012345	EUR2.00
Next Payment	References
09 Nov 2021	sample reference
Payment Type	
SEPACREDIT	

Execution Details

Start Date
09 Nov 2021

End Date
25 Dec 2099

Transfer Frequency
Every 3 months

Payments History

Sr. No.	Execution Date	Status	Reason For Failure
---------	----------------	--------	--------------------

No data to display.

Page 1 (0 of 0 items)   1  

Cancel Standing Order

Modify

Back



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Figure 15.2-10

The Delete Standing Order screen appears. Click **Cancel Standing Order** to **delete** standing order or click **Back** to go **back** to the previous screen.

Cancel Standing Order

Review

Are you sure you want to Cancel Standing Order?

Beneficiary Name

Sample SEPA Bene Name

Beneficiary Account Number

123456789012345

From Account

12345678

Payment Type

SEPACREDIT

Next Payment

09 Nov 2021

Amount

EUR2.00

Transfer Frequency

Every 3 months

Start Date

09 Nov 2021

End Date

24 Dec 2099

References

sample reference


 [Cancel Standing Order](#)

[Back](#)

Figure 15.2-11

The confirm screen is displayed with a **success** message. Click [Go to Dashboard](#) to go back to the **Dashboard** or click [More Payment Options](#) to **view** more options.

Cancelled Standing Order



Confirmation

Request submitted successfully.

Reference Number

2020274021253143

Beneficiary Name

Sample SEPA Bene Name

Transfer From

12345678

Beneficiary Account Number

123456789012345

Amount

EUR2.00

Start Date

09 Nov 2021

End Date

24 Dec 2099

Next Payment

09 Nov 2021

Payment Type

SEPACREDIT


References


sample reference

Transfer Frequency

Every 3 months

What would you like to do next?





[Go To Dashboard](#)

[More Payment Options](#)

Figure 15.2-12

16. How do I mark a transaction as Favourite?

- As an E-Banking customer, you can mark a payment transaction as favourite
- This guide explains how to mark and delete payment transaction as favourite via our website. You can mark transaction as favourite through **Payments Menu**.

16.1 Favourite setup through the Payments Menu

16.1.1 Go to the Main Menu

Click on the (1) **Main Menu** and select (2) **Payments** and click on (3) **Make a Payment**

To Make a payment refer section 14. How do I Make a Payment?

On the payment confirm screen, **success** message along with Reference Number is displayed. Click on **Add Favourite** to **add** the payment transaction to favourites.

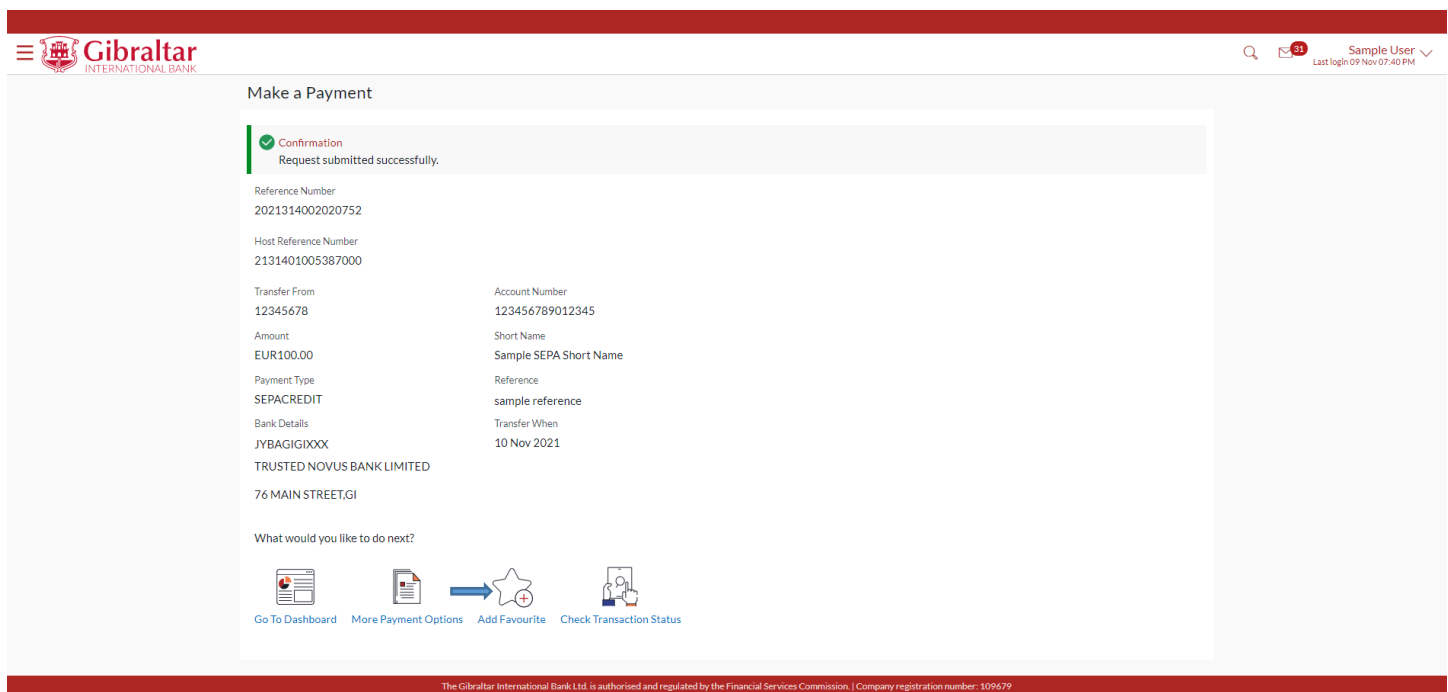


Figure 16.1-1

16.1.2 Confirm Favourite Payment Details

Click **OK** to **add** the payment transaction to favourites or click **Cancel** to **cancel** the process

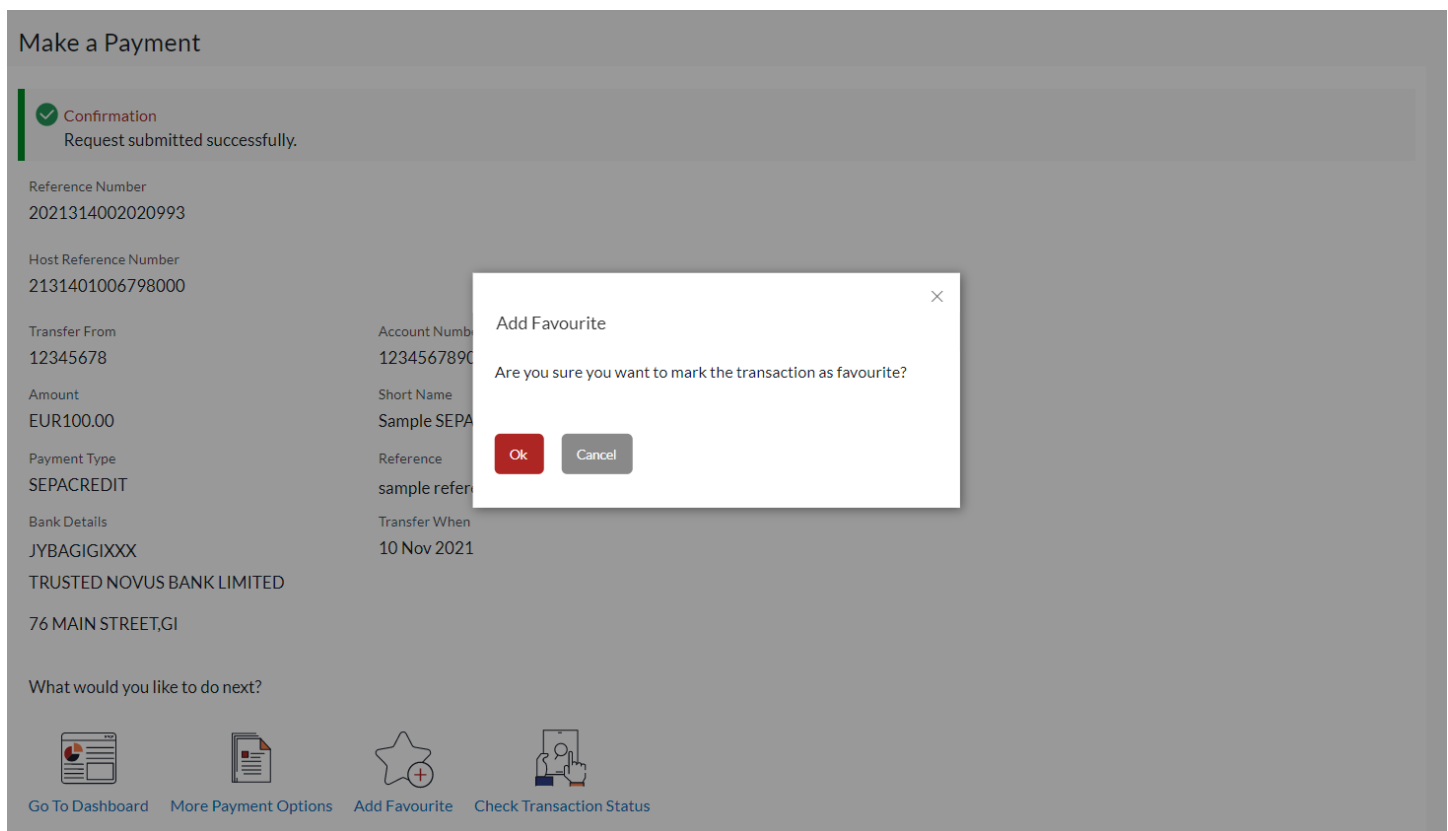


Figure 16.1-2

The screen is displayed with a **success** message. Click **Done** to go back to the **dashboard**

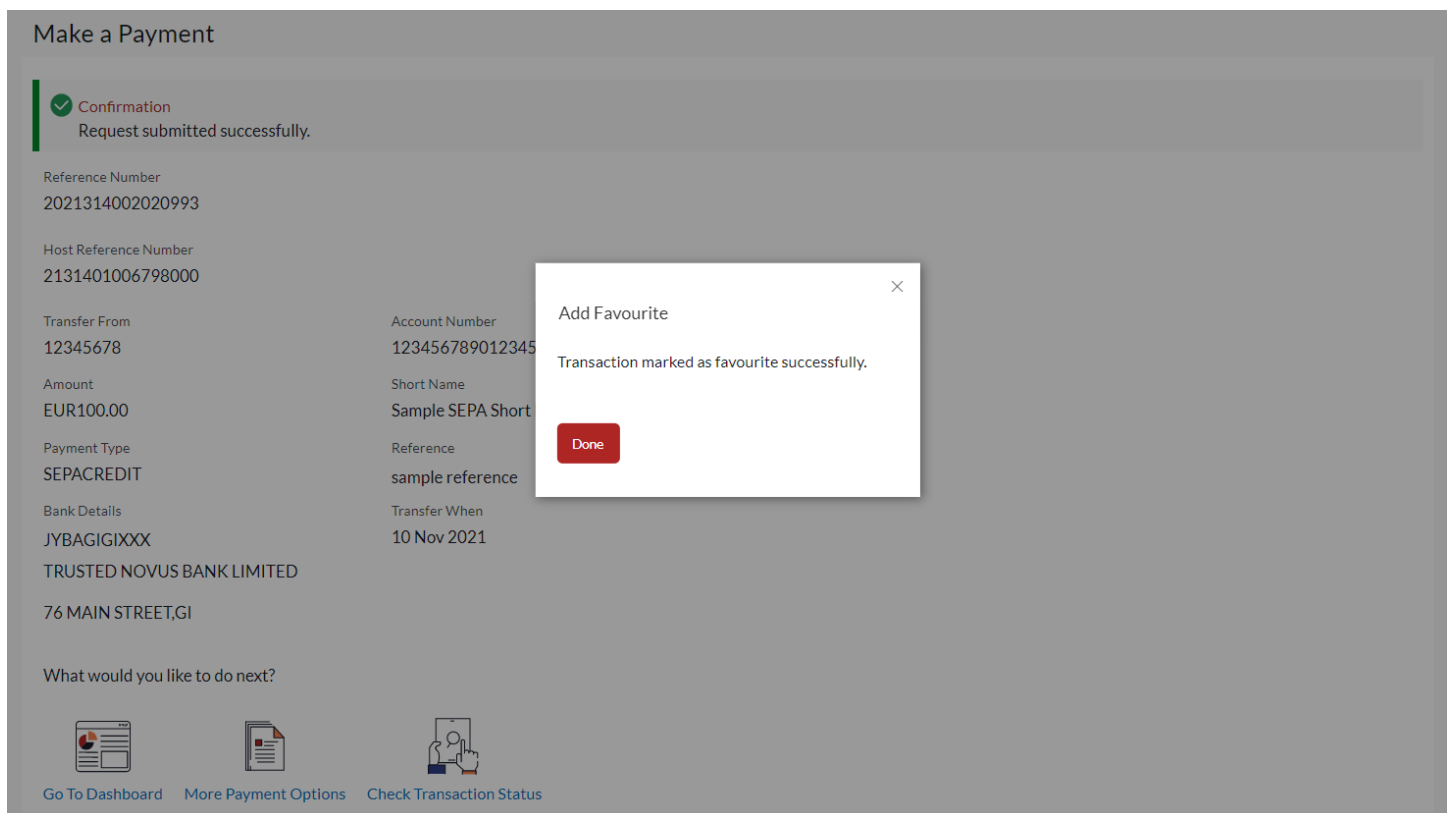


Figure 16.1-3

16.1.3 View Favourites

Click on the (1) **Main Menu** and click on (2) **Payments** and finally on (3) **Favourites**

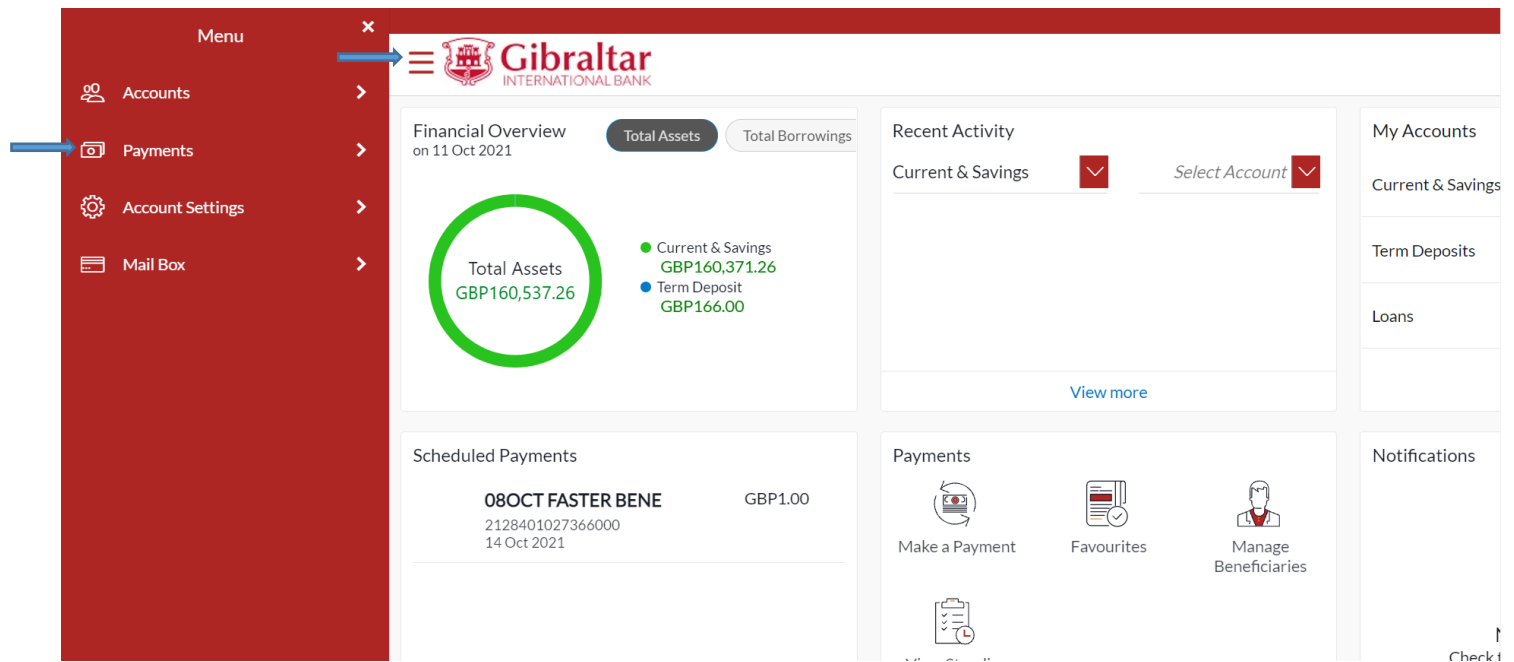


Figure 16.1-4

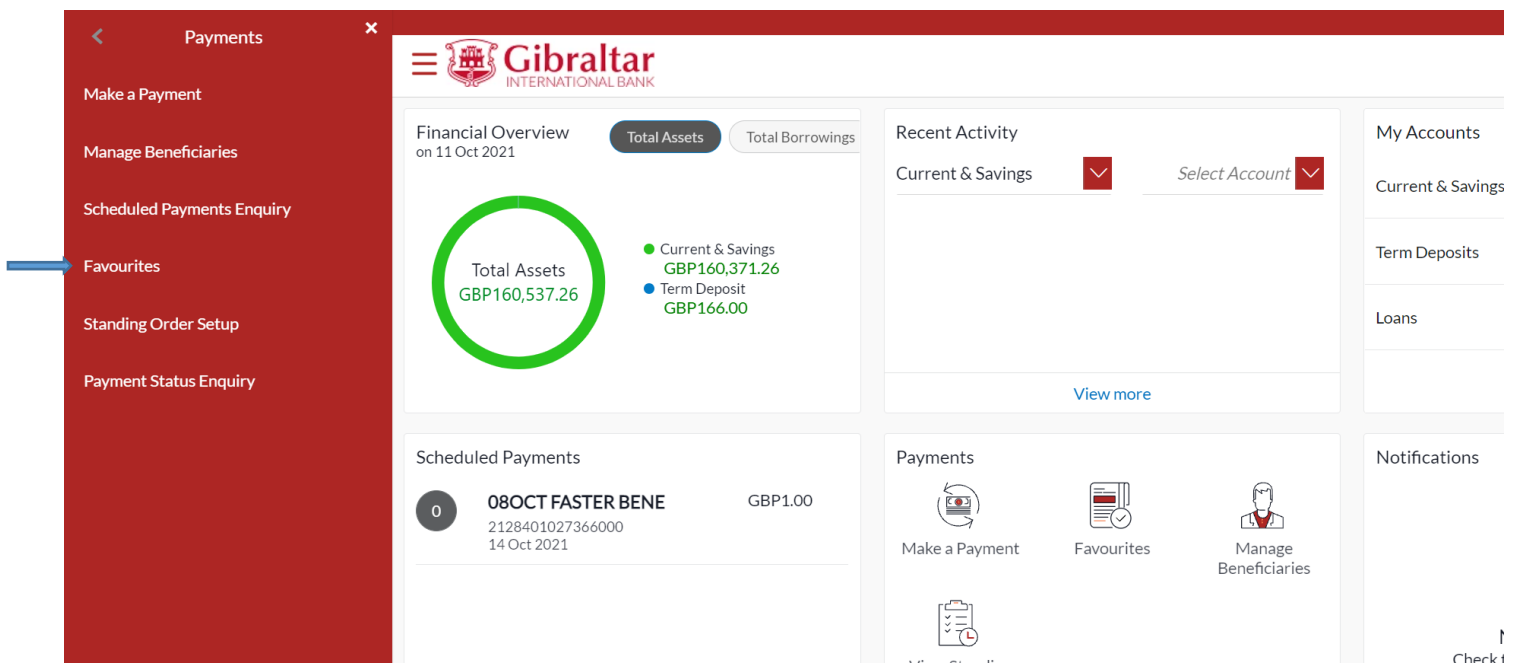


Figure 16.1-5

Click on the **three dots** for more options.

Favourites

Favourites

[Payment Status Enquiry](#)
[Scheduled Payments](#)
[Manage Beneficiaries](#)

Payments Type

☒ Transfer Money

Search...








Beneficiary Short Name	Debit Account	Amount	Payment Type	
Sample SEPA Short Name	12345678	EUR2.00	Domestic Transfer	 <div> Pay Now Remove </div>
Page 1 of 1 (1 of 1 items)   1  				

Figure 16.1-6

16.1.4 Initiate Favourite Payment Transaction

Click **Pay Now** to **make a payment** or click **Remove** to **remove** payment transaction from favourites

Make a Payment

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

SEPA CREDIT

Account Name

Sample SEPA Bene Name

Bank Details

JYBAGIGXXX

Transfer From

12345678 - GBP - SAMP...

Available Balance : GBP60,757.02

Amount

EUREUR2.00

View Limits

Exchange Rate : GBP/EUR

1.142729

Transfer When

☒ Now

☐ Later

Your transaction will be processed with below value date.

Value Date

09 Nov 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

Back

Figure 16.1-7

The confirmation screen appears. Click **Pay** to **confirm** payment request or click **Back** to go **back** to the previous screen.

Make a Payment

Review

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

Short Name

SS Sample SEPA Short Name

Account Number (IBAN)
123456789012345

Beneficiary Type
DOMESTIC

Beneficiary Account Name
Sample SEPA Bene Name

Bank Details
JYBAGIGIXXX
TRUSTED NOVUS BANK LIMITED
76 MAIN STREET,GI

Transfer From
12345678

Payment Type
SEPA CREDIT

Amount
EUR100.00

Transfer When
10 Nov 2021

Reference
sample reference

[Confirm](#) [Cancel](#) [Back](#)

Figure 16.1-8

On click of Confirm, you will be challenged with an OTP. A verification code will be sent to your registered email address and mobile number.

Enter the verification code in the following section displayed at the bottom of the screen:

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

39742

[Submit](#)

[Cancel](#)

Figure 16.1-5

The confirm screen is displayed with a **SUCCESS** message along with a Reference Number. Click on [More Payment Options](#) to see more payment options or click [Go to Dashboard](#) to go back to the **Dashboard**.

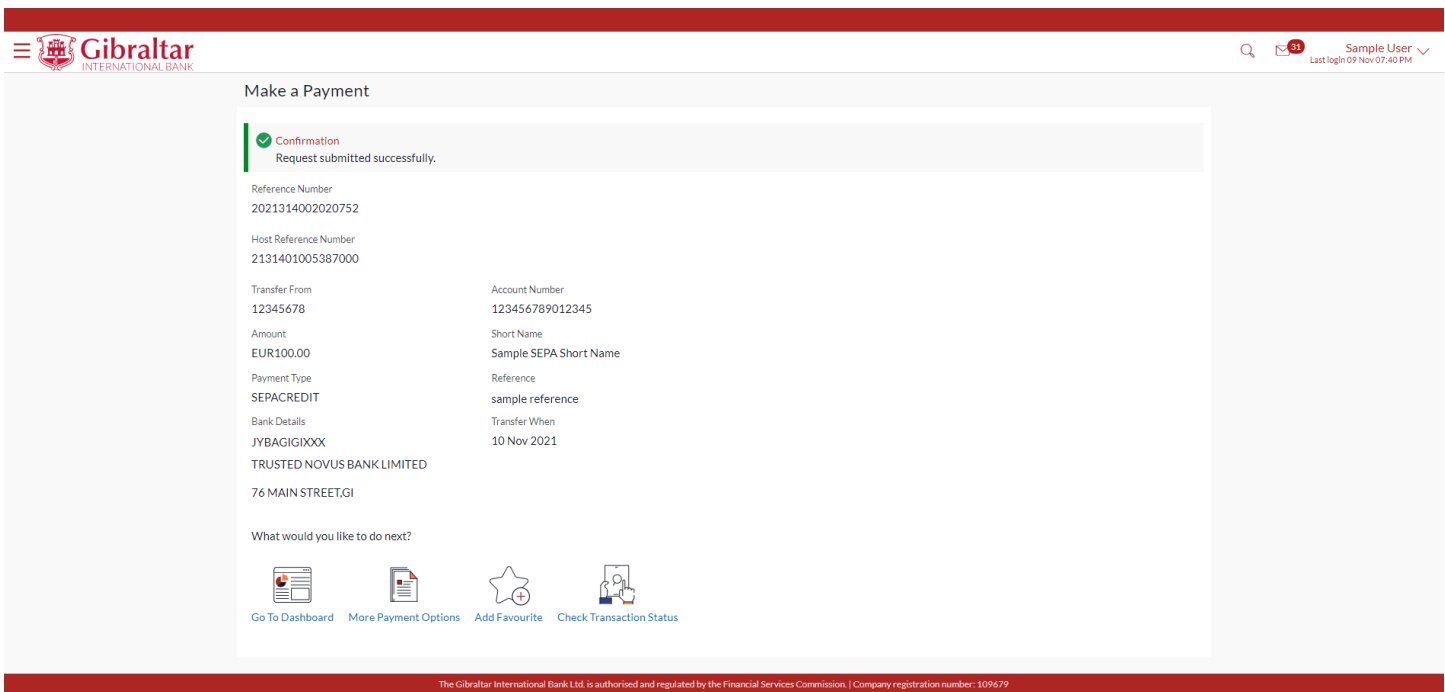


Figure 16.1-9

16.1.5 Delete Favourite Payment

Click **Remove** to **remove** payment transaction from favourites or click **Pay now** to **make a payment**.

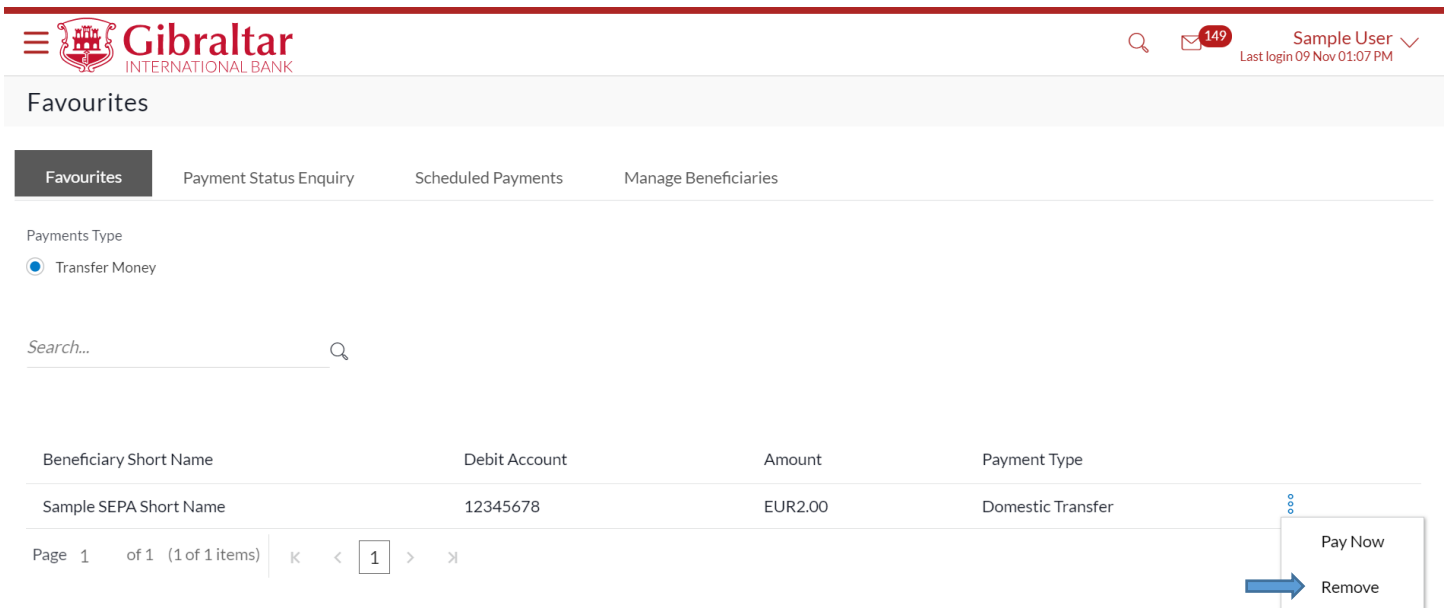


Figure 16.1-10

A pop-up box is displayed. Click **Proceed** to **remove** transaction from favourites or click **Cancel** to **cancel** the process.

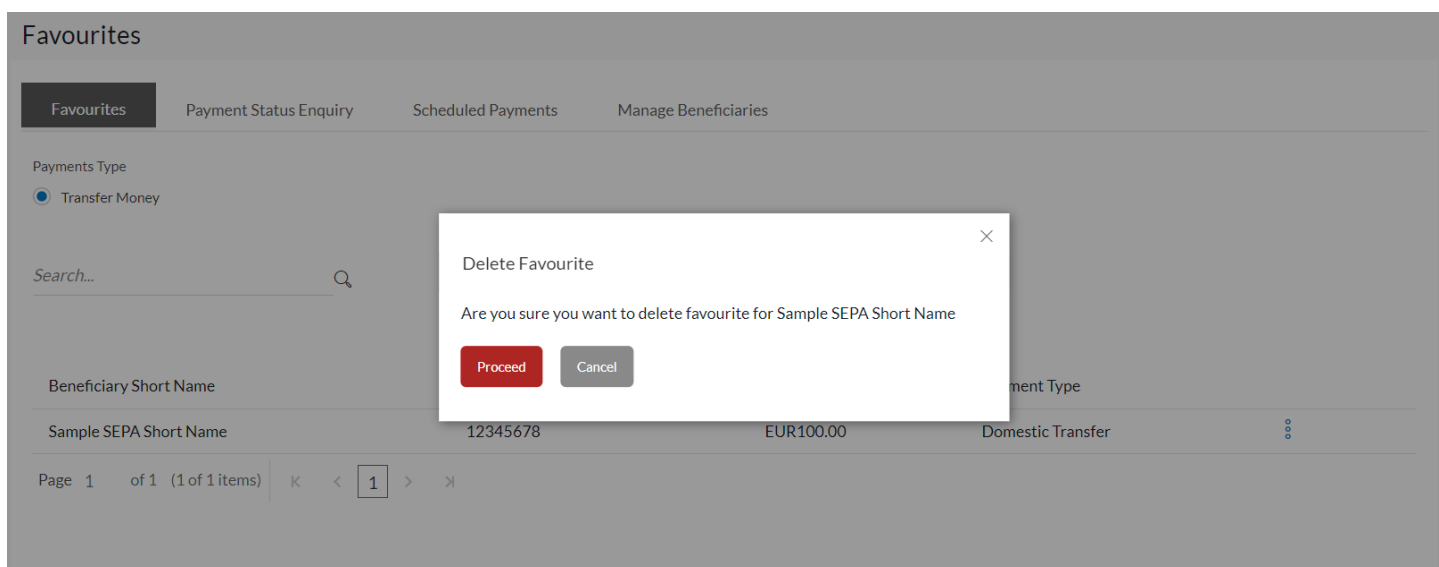


Figure 16.1-11

On clicking **Proceed** the transaction will be removed from the favourites list.

17. How do I View my Scheduled Payment?

- As an E-Banking customer, you can view your scheduled payment
- This guide explains how to view scheduled payment and cancel via our website. You can access your Scheduled Payment enquiry through your **Dashboard** and **Main Menu**.

17.1 Scheduled Payment Enquiry through Main Menu

17.1.1 Go to the Main Menu

Click on the (1) **Main Menu** and click on (2) **Payments** and select on (3) **Scheduled Payment Enquiry**

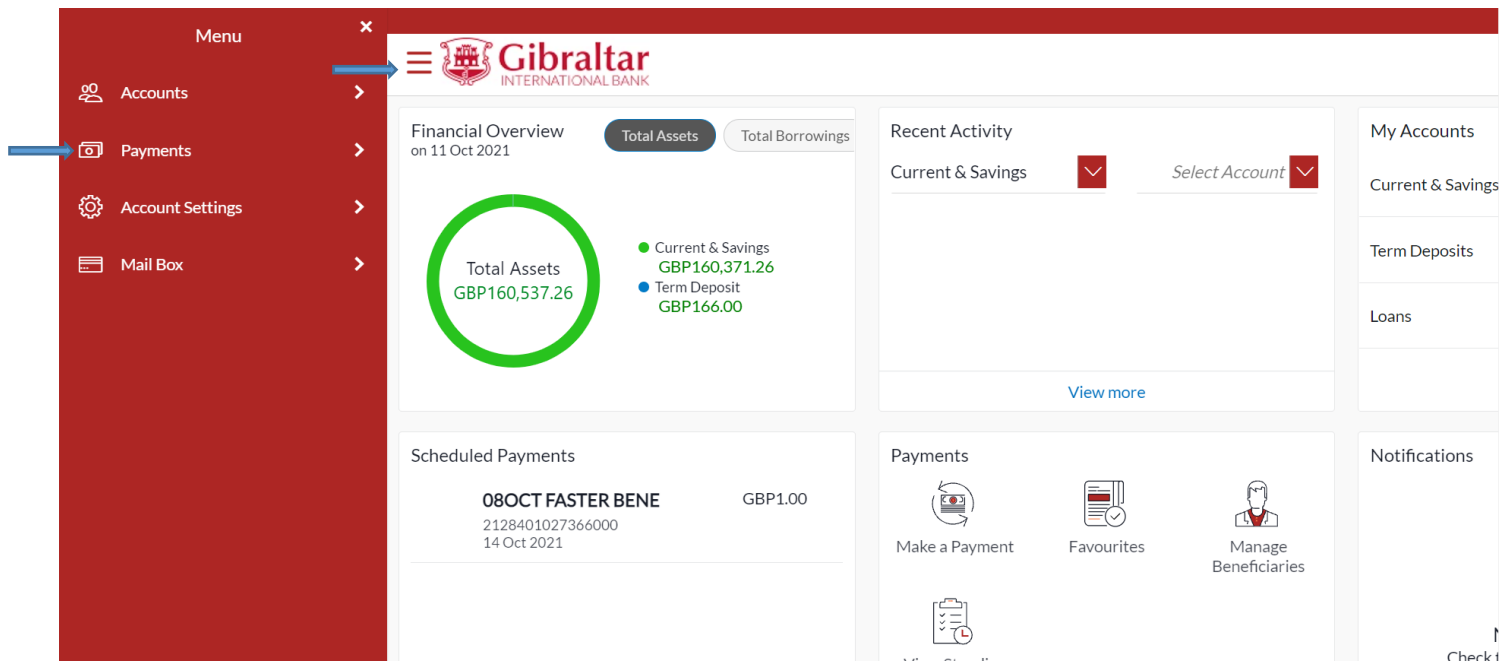


Figure 17.1-1

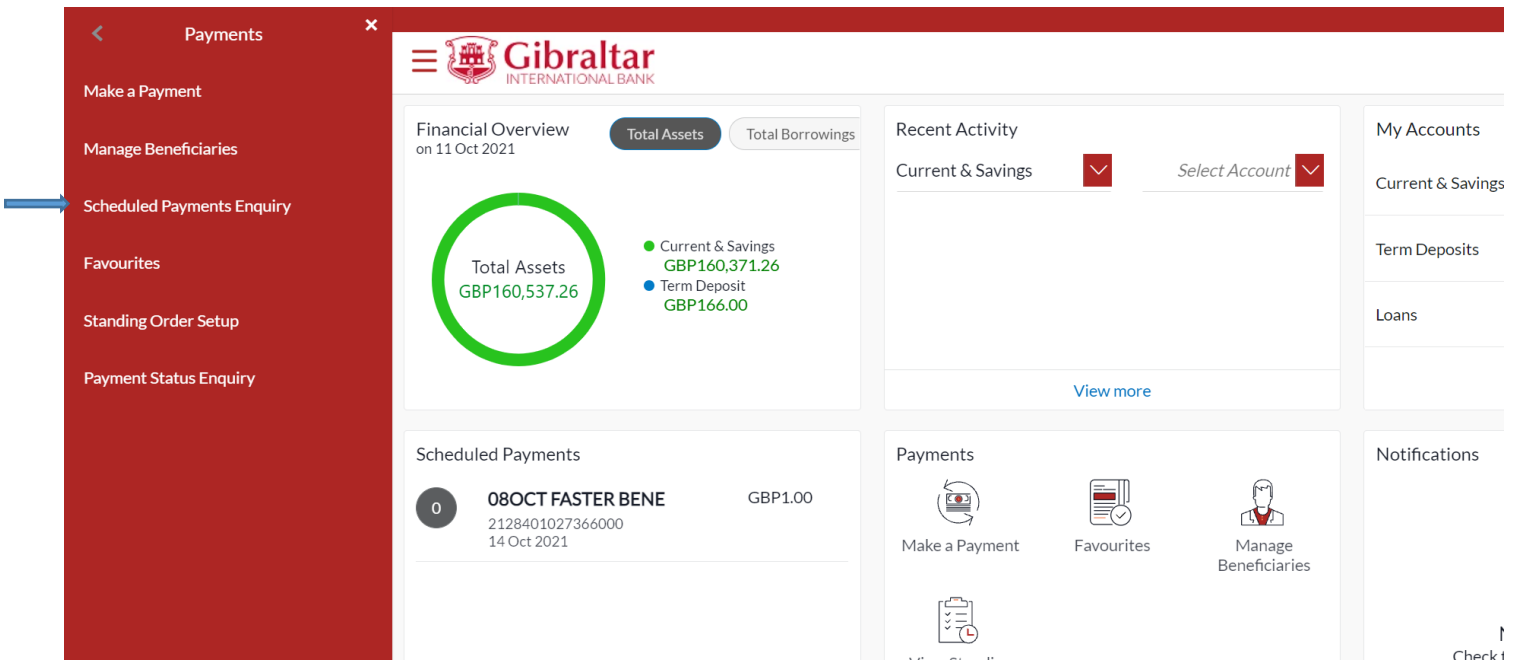


Figure 17.1-2


17.1.2 Scheduled Payments Details are displayed



Select an account number and transfer type and then click on Search. Below **Scheduled Payment** Details are displayed.

- Date - Date of execution of transaction
- Host Reference Number - reference number for the transaction
- Beneficiary Name – Name of the beneficiary
- Transaction Type – Type of the transaction like Internal, Faster/CHAPS/SEPA, International
- Account Details – The beneficiary account to where funds will be credited


- Payment Type – Payment type of the transaction like Scheduled Single Payment.
- Amount – Amount to be debited
- Action – Select View/Cancel to cancel the scheduled payment

Click [View/Cancel](#) to View/Cancel **Scheduled Payment**.



Sample User




Last login 09 Nov 01:07 PM

Scheduled Payments Enquiry


Favourites
Payment Status Enquiry
Scheduled Payments
Manage Beneficiaries

Account Number
12345678 - GBP - SAMP...



Host Reference Number


Transfer Type
SEPA





Search

Reset



Cancel

Date	Host Reference Number	Beneficiary Name	Transaction Type	Account Details	Payment Type	Amount	Action
19 Nov 2021	2130201021524000	<div>  Sample SEPA Short Name </div>	Domestic Transfer	123456789012345	Scheduled Single Payment	EUR2.00	View/Cancel

Page 1 of 1 (1 of 1 items)

1

Click to View/Cancel the Scheduled Payment

Figure 17.1-4

Click [Confirm](#) to **cancel** the Scheduled Payment.

Cancel Scheduled Payment

Review

You initiated a request to Delete Scheduled Payment. Please review details before you confirm!

Beneficiary Name

 Sample SEPA Short Name

Payment Type

Domestic

Host Reference Number

2130201021524000

Account Number

123456789012345

From Account

12345678

Amount

EUR7.00

Bank Details

BUKBGB22XXX

1 CHURCHILL PLACE

CANARY WHARF

Payment Details

sample reference

Transfer When

19 Nov 2021

Confirm

Cancel

Back

Figure 17.1-5

The confirm screen is displayed with a **success** message. Click [Go to Dashboard](#) to go back to the **Dashboard**.



Sample User 
Last login 09 Nov 01:07 PM

Cancel Scheduled Payment

Confirmation

Request submitted successfully.

Reference Number

2020274021253285

Host Reference Number

2130201021524000

What would you like to do next?



[Go To Dashboard](#)



[More Payment Options](#)

Figure 17.1-6

18. How do I View my Payment Status?

- As an E-Banking customer, you can view the status of your payments
- This guide explains how to view status of your payment. You can access **Payment Status Enquiry** through **Main Menu**.

18.1 Payment Status Enquiry through Main Menu

18.1.1 Go to the Main Menu

Click on the (1) **Main Menu** and click on (2) **Payments** and select on (3) **Payment Status Enquiry**

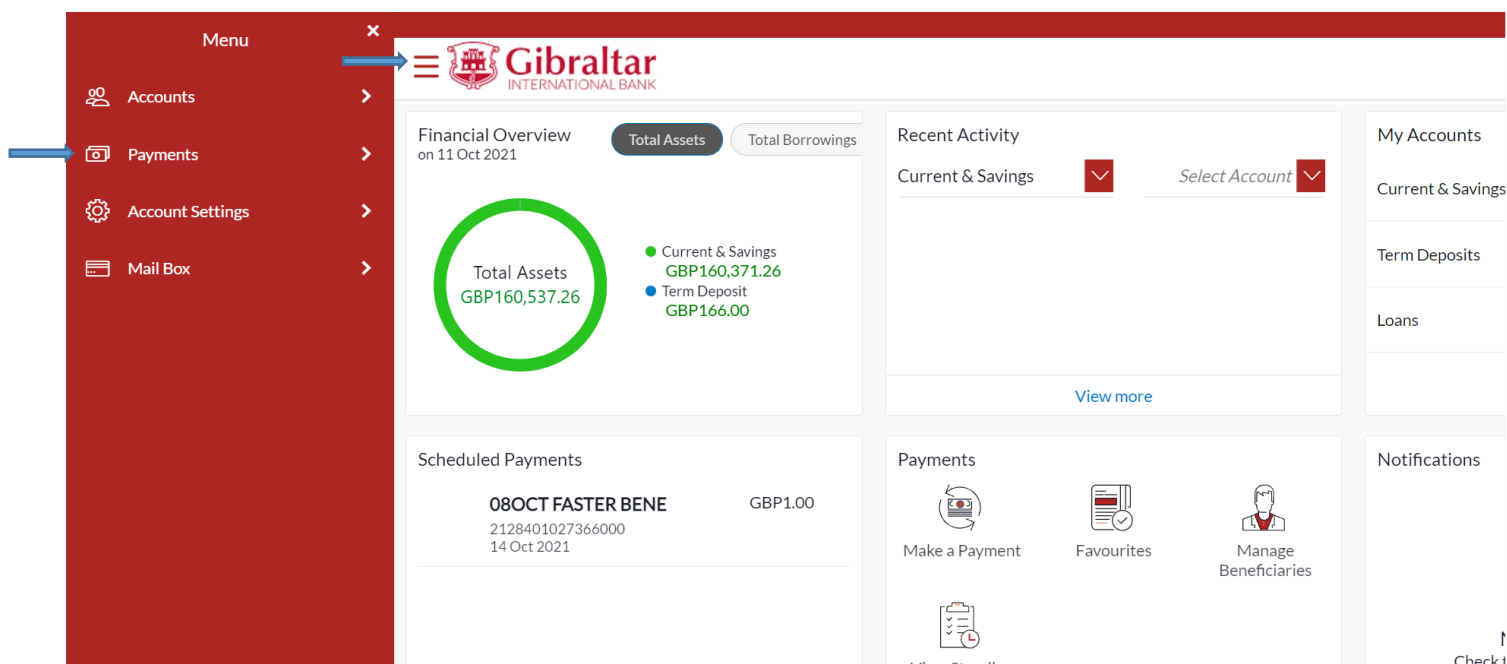


Figure 18.1-1

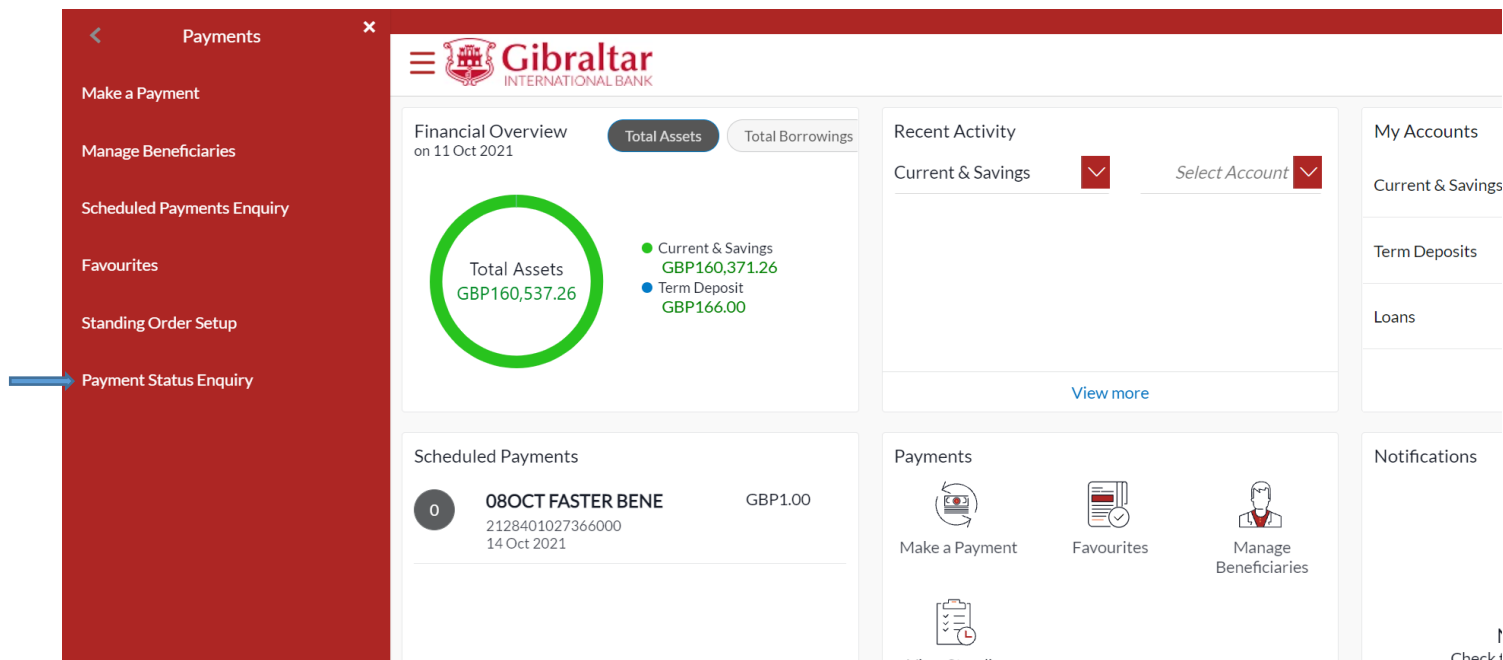


Figure 18.1-2

18.1.2 Payment Status Enquiry is displayed

Select an account from the dropdown and all transactions related to the account selected will be displayed.

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

You can also change the view from list view to table view or vice versa by clicking



Search

33

Sample User

Last login 09 Nov 02:11 PM

Payment Status Enquiry

Favourites

Payment Status Enquiry

Scheduled Payments

Manage Beneficiaries

Your Payment Transactions

From

12345678 - GBP - SAMP...

Search...

12 Oct 2021

Sample SEPA Short Name
2128501108701000

Domestic Transfer

EUR2.00
In Progress

(Showing 1 out of 1 items)

Back

To view the status of Standing Instructions, please click on the link [View Standing Order](#)

Figure 18.1-4

Table View

Search

33

Sample User

Last login 09 Nov 02:11 PM

Payment Status Enquiry

Favourites

Payment Status Enquiry

Scheduled Payments

Manage Beneficiaries

Your Payment Transactions

From

12345678 - GBP - SAMP...

Search...

Initiation Date	Reference Number	Recipient	Payment Type	Amount	Status
12 Oct 2021	2128501108701000	Sample SEPA Short Name	Domestic Transfer	EUR2.00	In Progress

Page 1 of 1 (1 of 1 items)

Back

To view the status of Standing Instructions, please click on the link [View Standing Order](#)

Figure 18.1-5

Click on the reference number to view transaction details.

You can download the E-Receipt by clicking on [Download E-Receipt](#) or click on [Back](#) button to go back to the Payment Status Enquiry screen.

Payment Status Enquiry

You are viewing details of transaction number 2128501108701000

[Download E-Receipt](#)

Status

Current Status	Date and Time as of current Status
In Progress	12 Oct 2021 12:00:00 AM

Recipient Details

Account Name	
Sample SEPA Short Name	
Account Number	Bank Details
123456789012345	76 MAIN STREET

Transaction Details

Reference Number	Payment Type
2128501108701000	Domestic
Transfer Network	Transfer Amount
SEPACREDIT	EUR2.00
Initiated On	Transaction Date
12 Oct 2021	12 Oct 2021
Payment Details	
sample reference	

Remitter Details

Source Account Number	Source Account Branch
12345678	001

[Back](#) [Download E-Receipt](#)



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Figure 18.1-6

19. How do I Communicate with the Bank using Secure email?

- As an E-Banking customer, you can compose, view and delete emails communicated with the bank.
- You can also view alerts configured for various transactions like Payments, Beneficiaries etc.
- Any information shared by the Bank like maintenance activity, product information etc. can be viewed under Notifications.

- This guide explains how to compose, view and delete emails via our website. Also view and delete alerts and notifications from our website. You can check mailbox through **Main Menu and Dashboard**.

19.1 Check Mailbox through the Main Menu

19.1.1 Go to Mailbox

Click on the (1) **Main Menu** and select (2) **Mailbox** and finally on (3) **Mails**

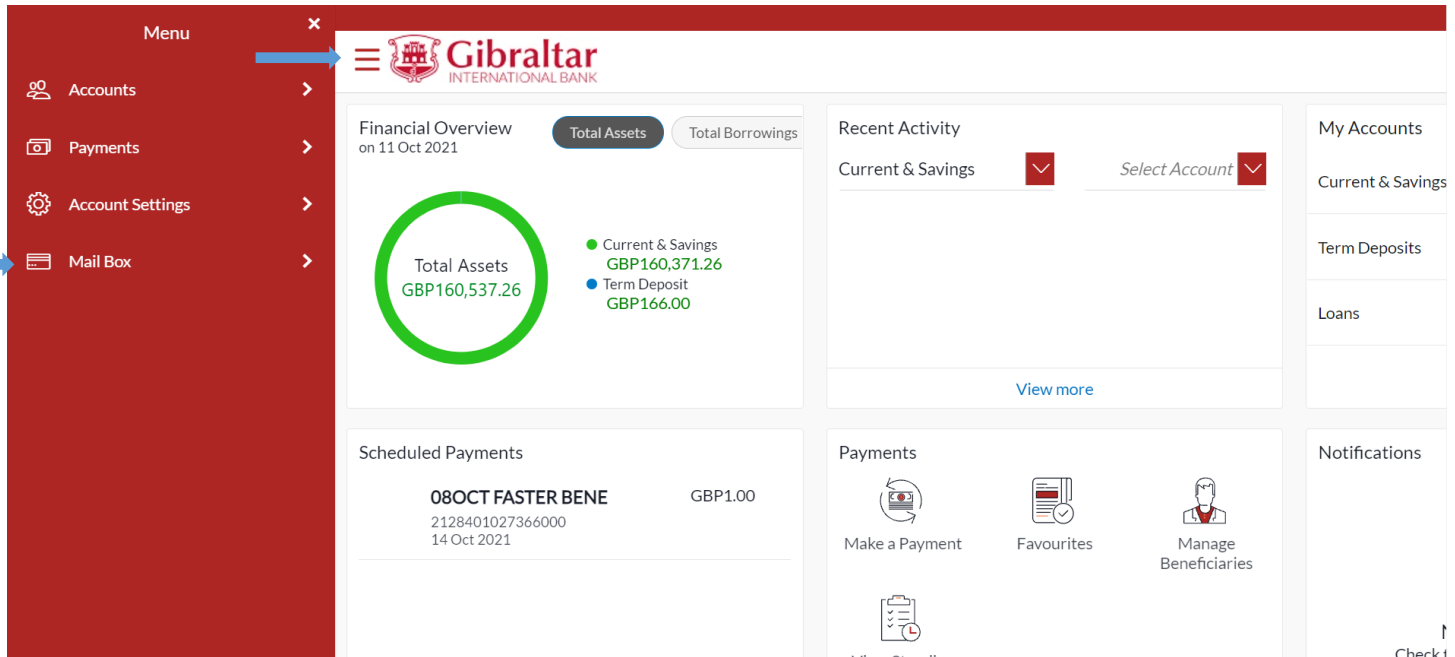


Figure 19.1-1

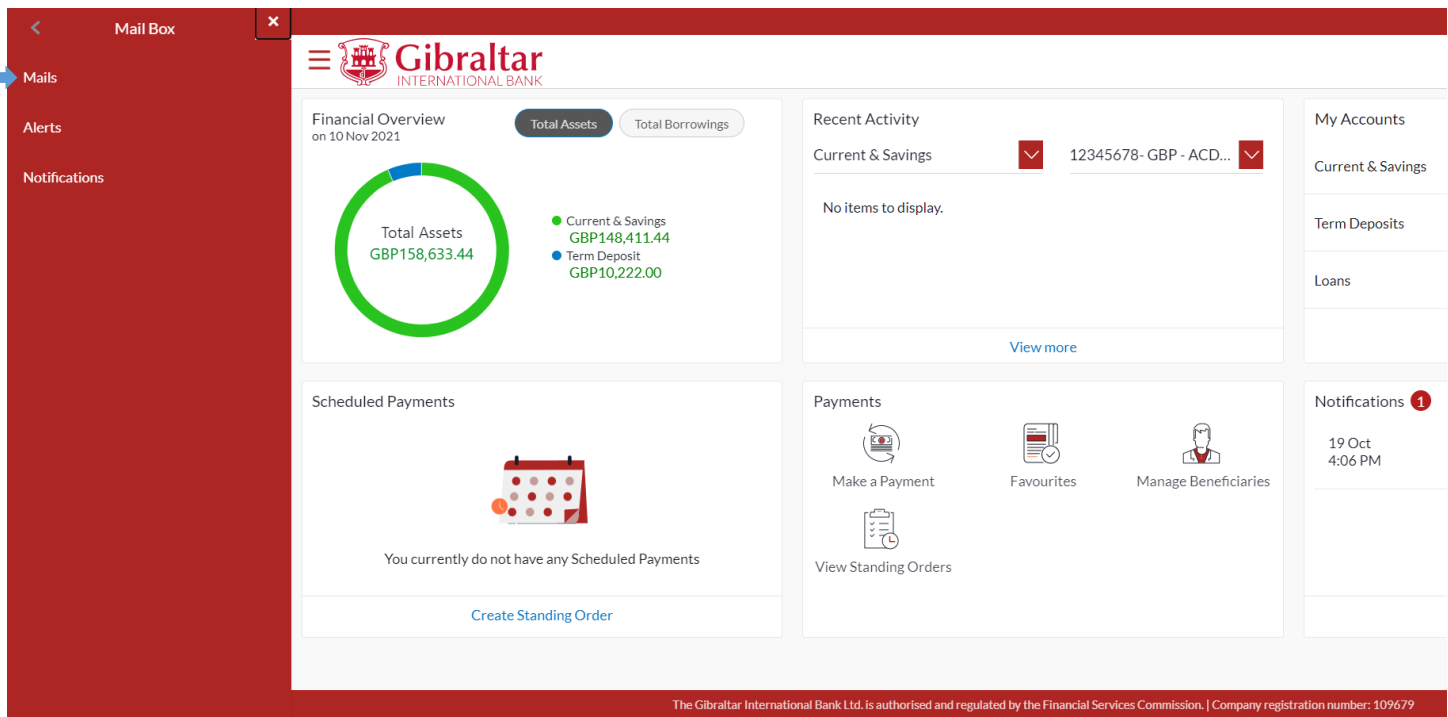


Figure 19.1-2

19.1.2 Click Compose Mail

Click **Compose Mail** to **create** new email.

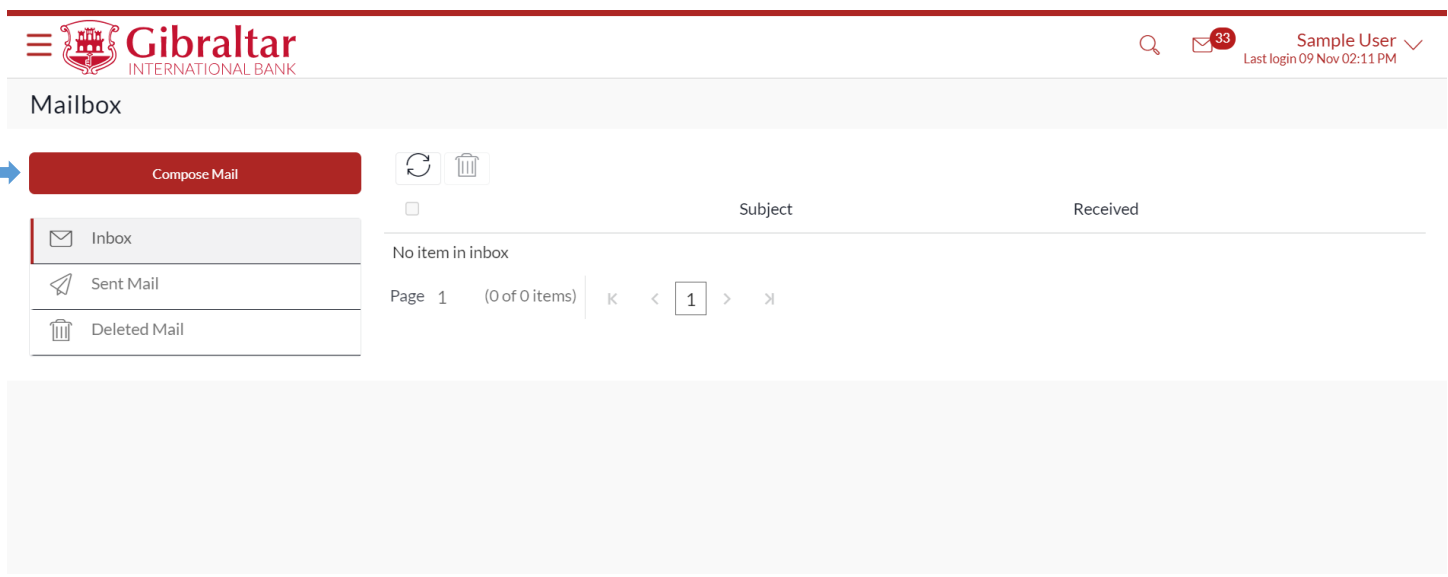


Figure 19.1-3

19.1.3 Compose Email

Enter following details to compose **Email**

- Subject - Select the subject related to which the message is to be sent.

- Message – The message to be sent
- Attach File – Click to attach files to the message

Click **Send** to **send** mail.

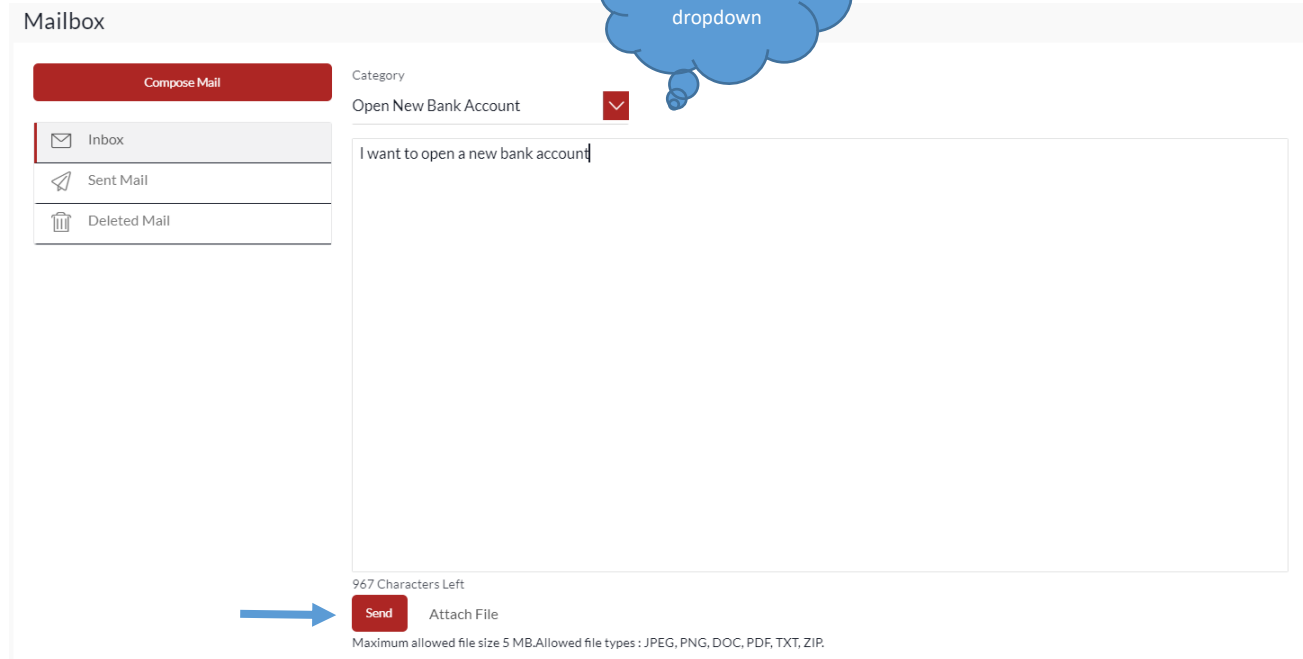


Figure 19.1-4

The success message of message sent appears. Click **OK** to go **back** to mailbox.

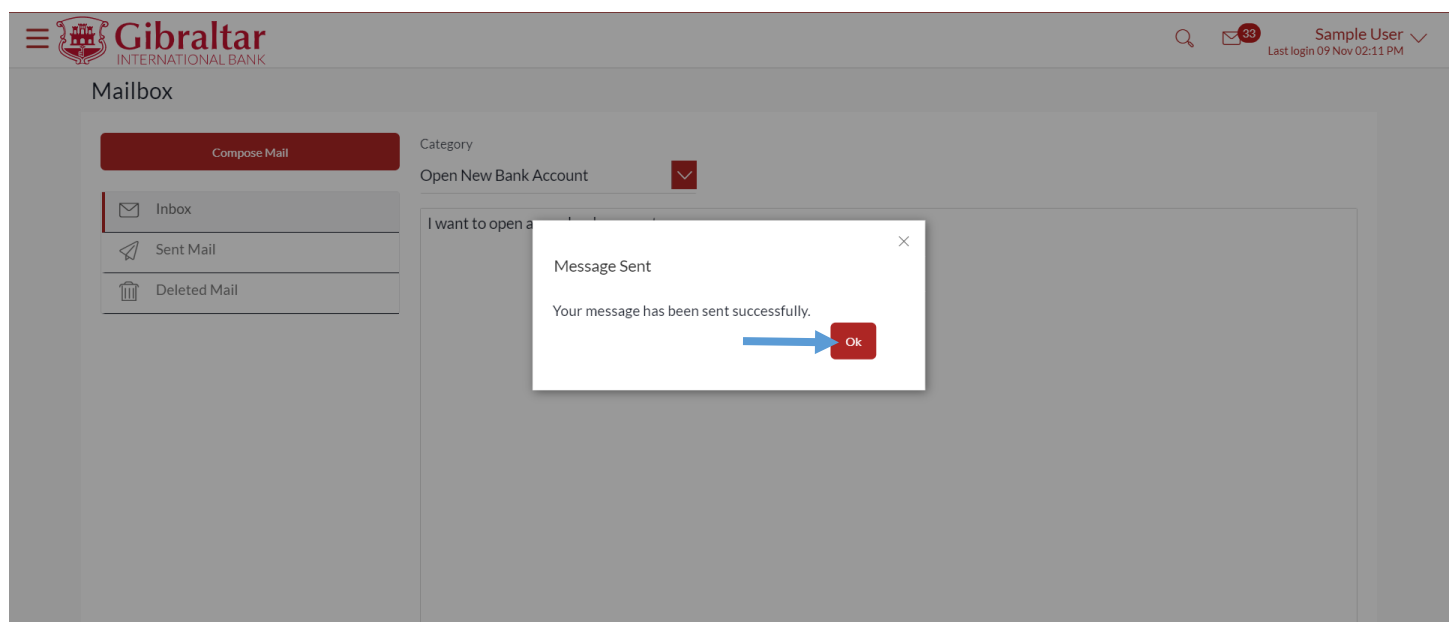


Figure 19.1-5

19.1.4 Click Inbox

Click on **Inbox** to view received emails.

Click **Subject** hyperlink to **view** message. Click  to **delete** message

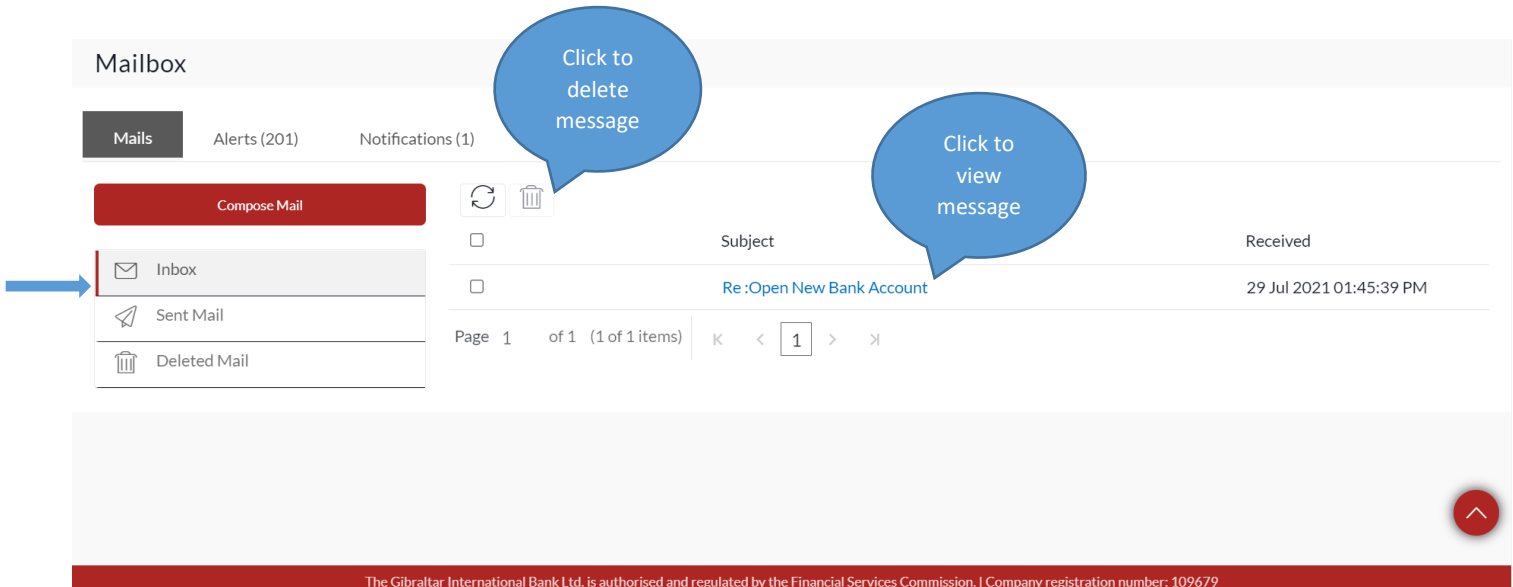


Figure 19.1-2

The message is displayed. Click **Reply** to **reply** to message or click **Delete** to **delete** message or click **Back** to go **back** to the Inbox folder.

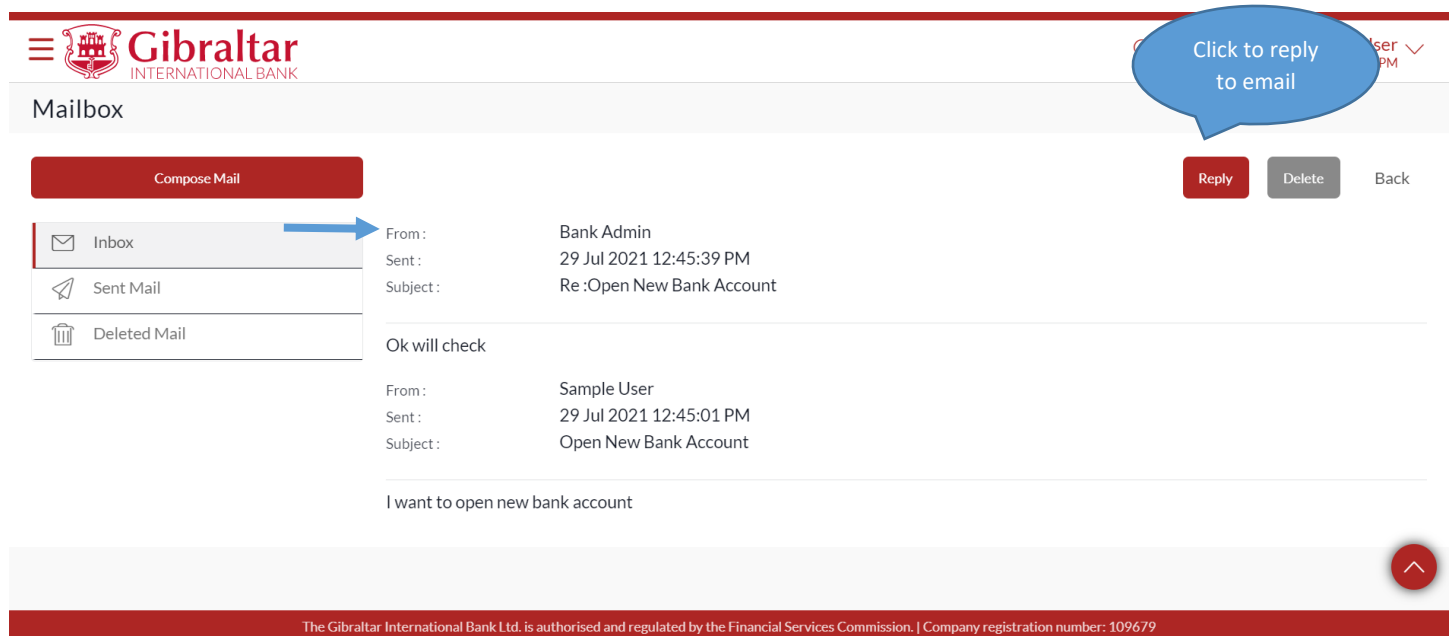


Figure 19.1-3

On click of **Reply**, the compose message screen appears. Click **Send** to **send** message.

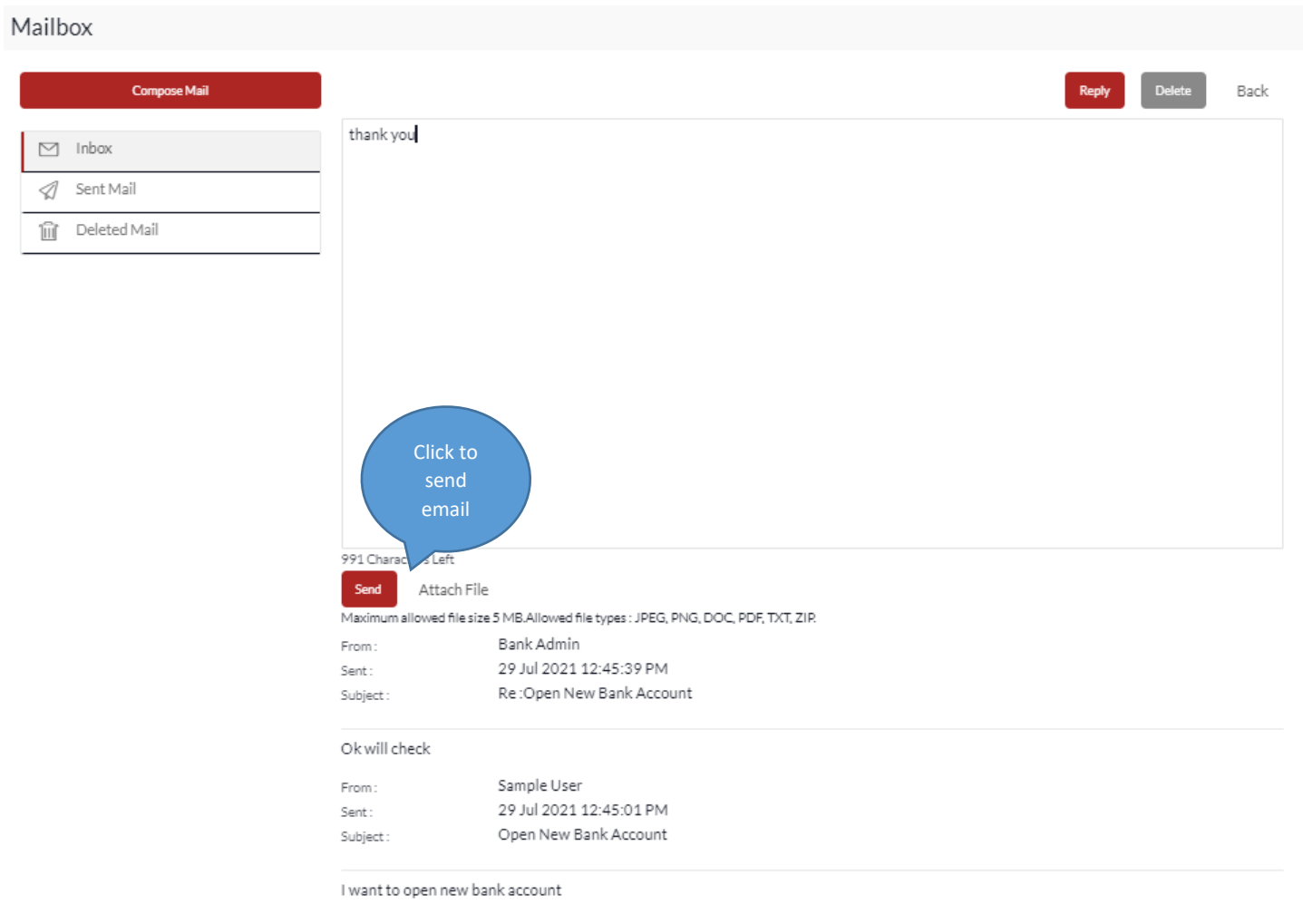


Figure 19.1-4

The success message of message sent appears. Click **OK** to go **back** to mailbox.

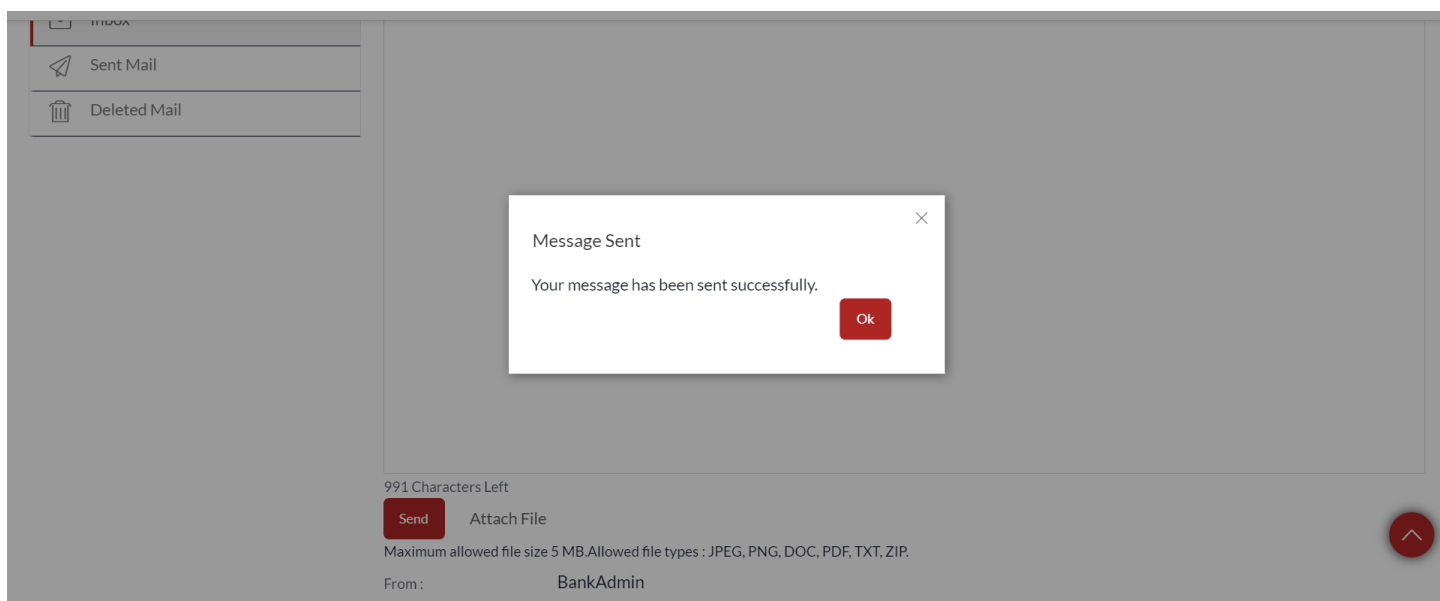



Figure 19.1-5

19.1.5 Click Sent Mail

Click on **Sent Mail** to view sent emails.

Click **Subject** hyperlink to **view** message. Click  to **delete** message

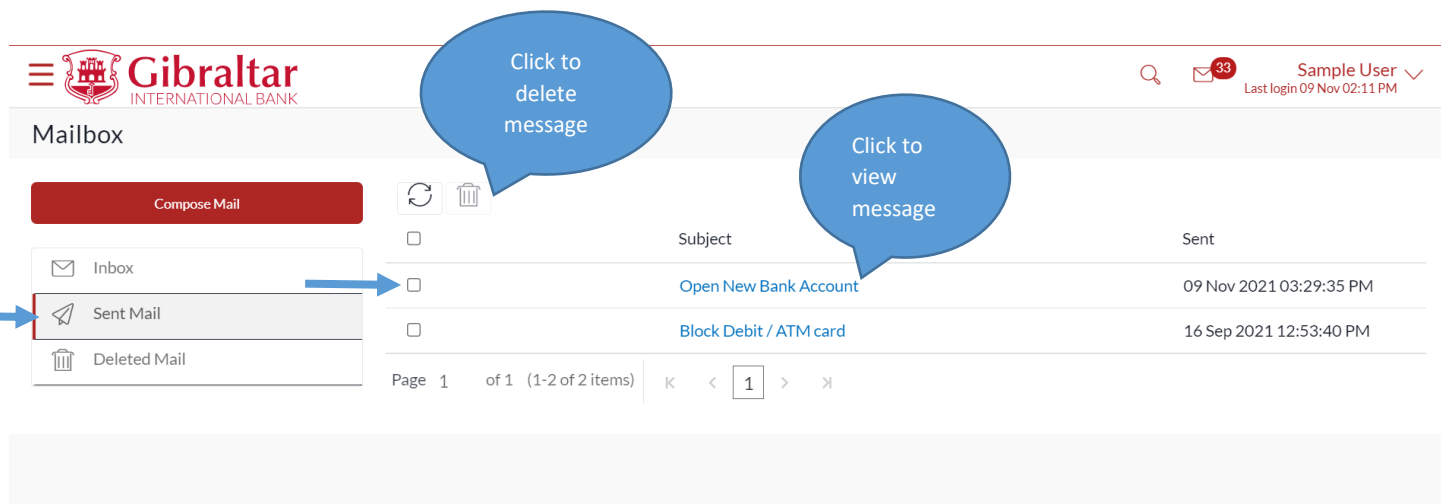


Figure 19.1-10

The message is displayed. Click **Reply** to **reply** to message or click **Delete** to **delete** message or click **Back** to go **back** to the Sent Mail folder.

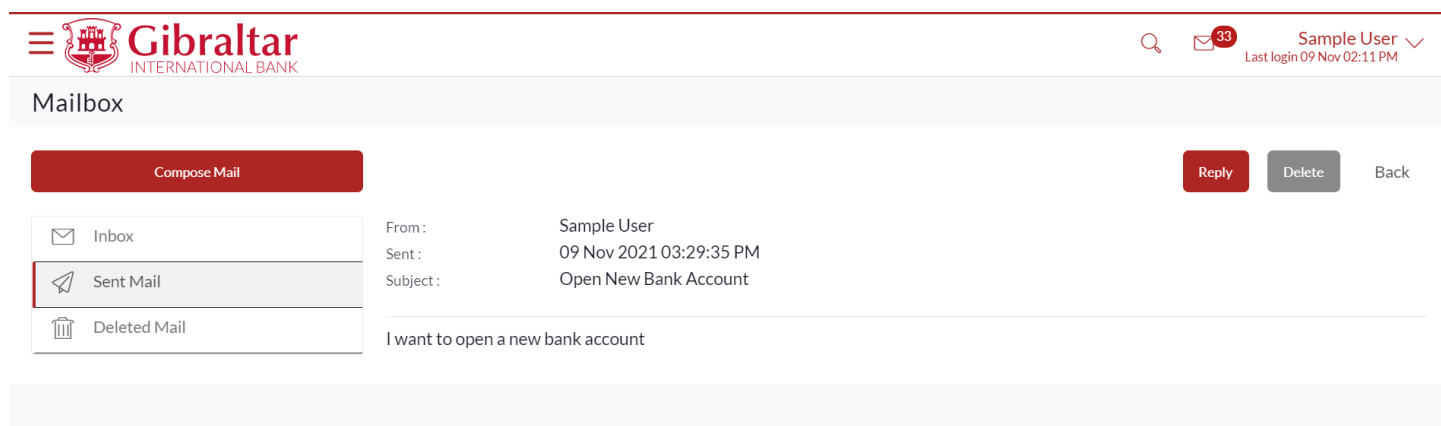


Figure 19.1-11

19.1.6 Click Deleted Mail

Click on **Deleted Mail** to view **deleted** emails.

Click **Subject** hyperlink to **view** message. Click  to **delete** message

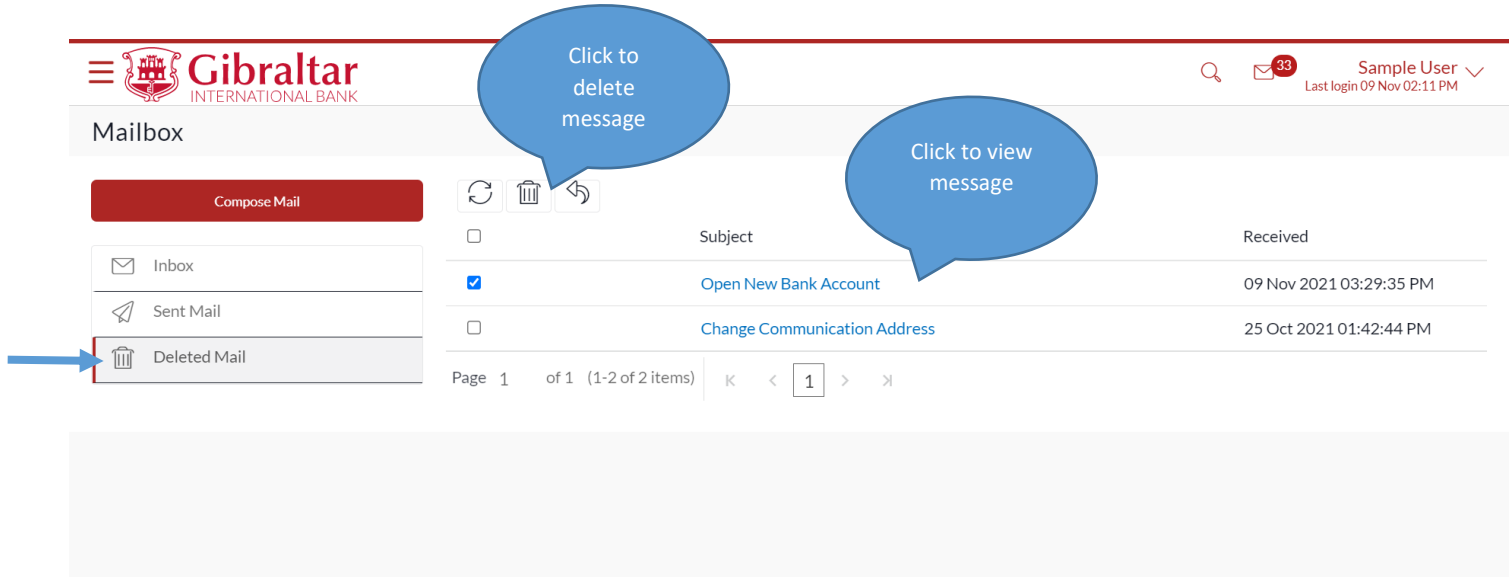


Figure 19.1-12

The message is displayed. Click **Delete** to permanently **delete** message or click **Back** to go **back** to the Deleted mail folder.

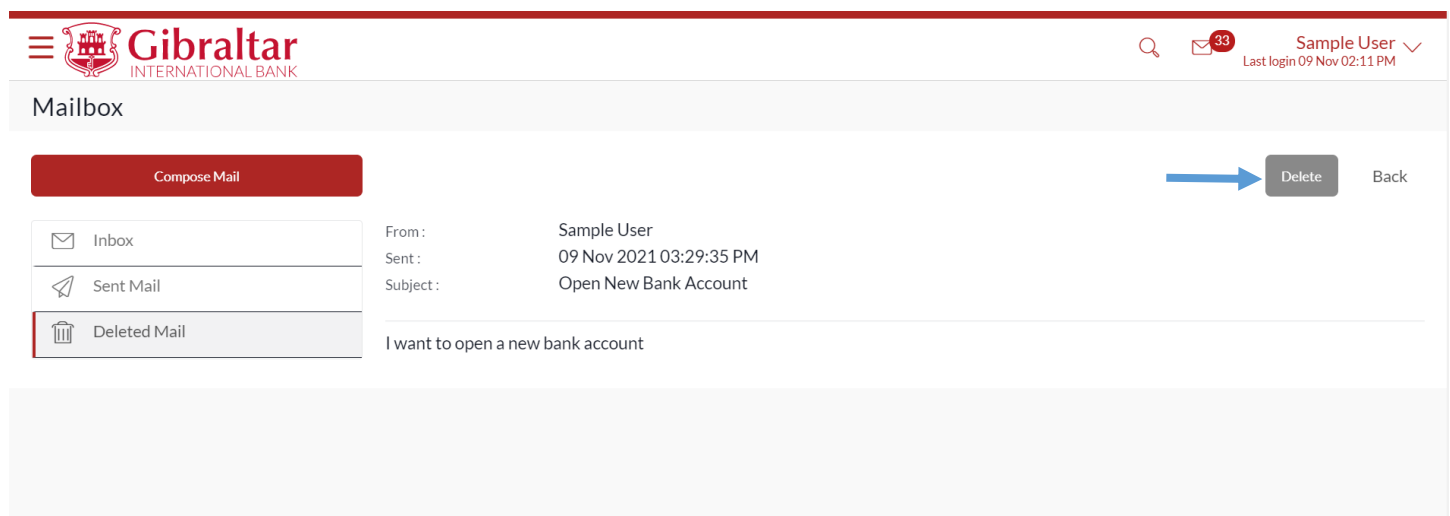


Figure 19.1-13

The confirmation pop up box is displayed. Click **Confirm** to permanently **delete** message or click **Cancel** to go **back** to the message.

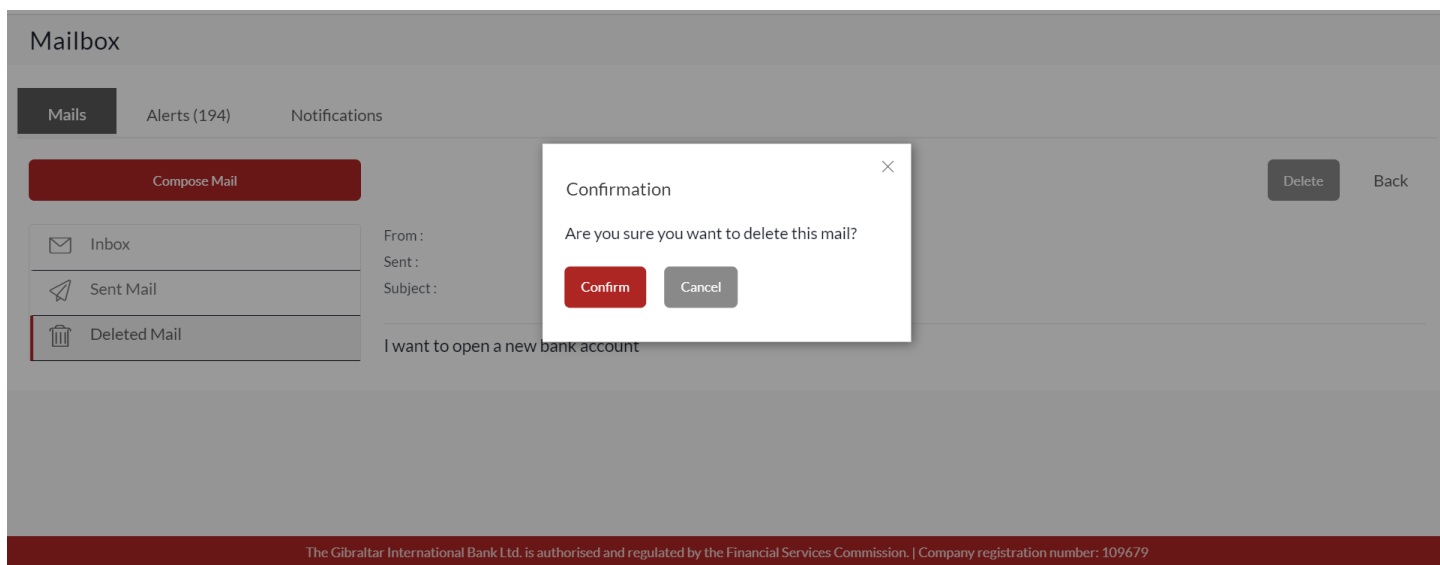


Figure 19.1-14

19.1.7 Click Alerts

Click on **Alerts** to **view** alerts sent by Bank.

Click **Subject** hyperlink to **view** message. Click  to **delete** message

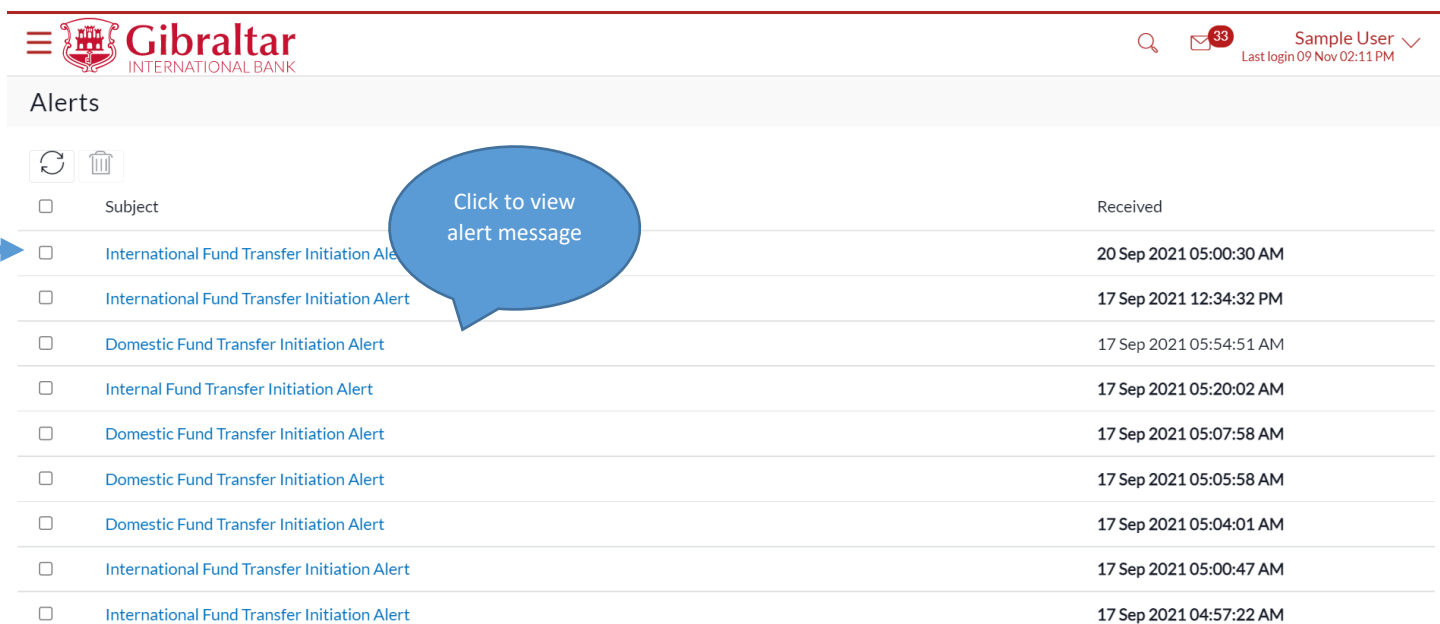


Figure 19.1-15

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

Alerts


Delete Back

20 Sep 2021 05:00:30 AM

Dear Customer,

You have initiated an International Fund Transfer transaction for an amount of EUR65.00 favouring swift bene as on Mon, 20 Sep 2021.

Funds will be transferred from account 12345678.

Regards


Customer Service - Gibraltar International Bank

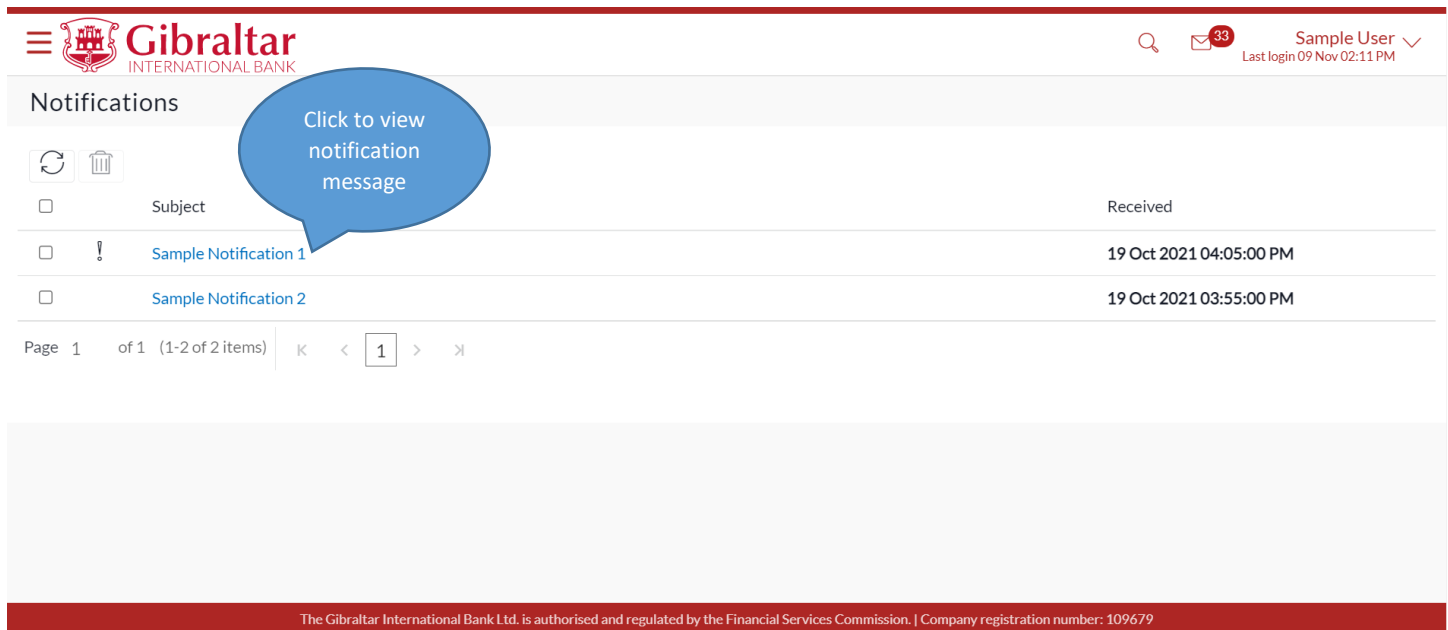
The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679

Figure 19.1-6



19.1.8 Click Notifications




Click on **Notifications** to **view** notifications sent by Bank.

Click **Subject** hyperlink to **view** message. Click  to **delete** message



Notifications

 	Subject	Received
<input type="checkbox"/>	Sample Notification 1	19 Oct 2021 04:05:00 PM
<input type="checkbox"/>	Sample Notification 2	19 Oct 2021 03:55:00 PM

Page 1 of 1 (1-2 of 2 items)   

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

Figure 19.1-8

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

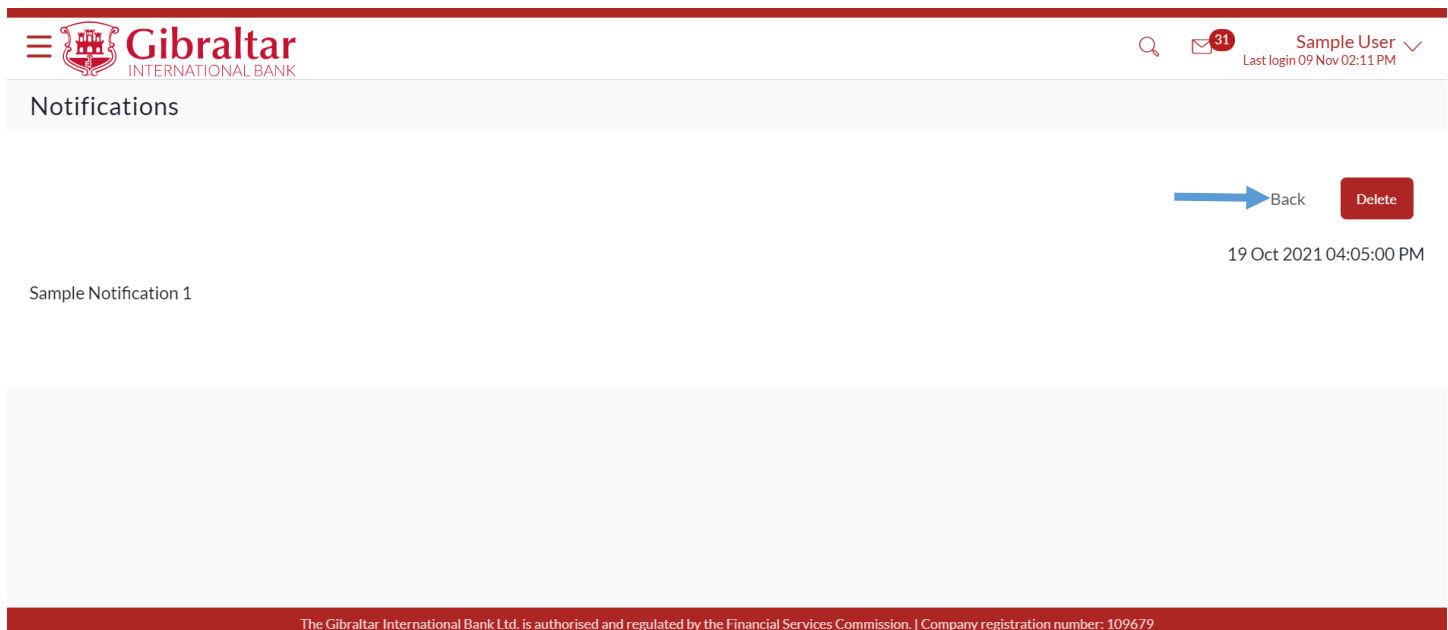


Figure 19.1-9

19.2 Check Mailbox through the Dashboard

19.2.1 Click on to go to Mailbox

Click on  to go to **Mailbox**. The **Number** displays the No of unread messages

Click to go to Mailbox

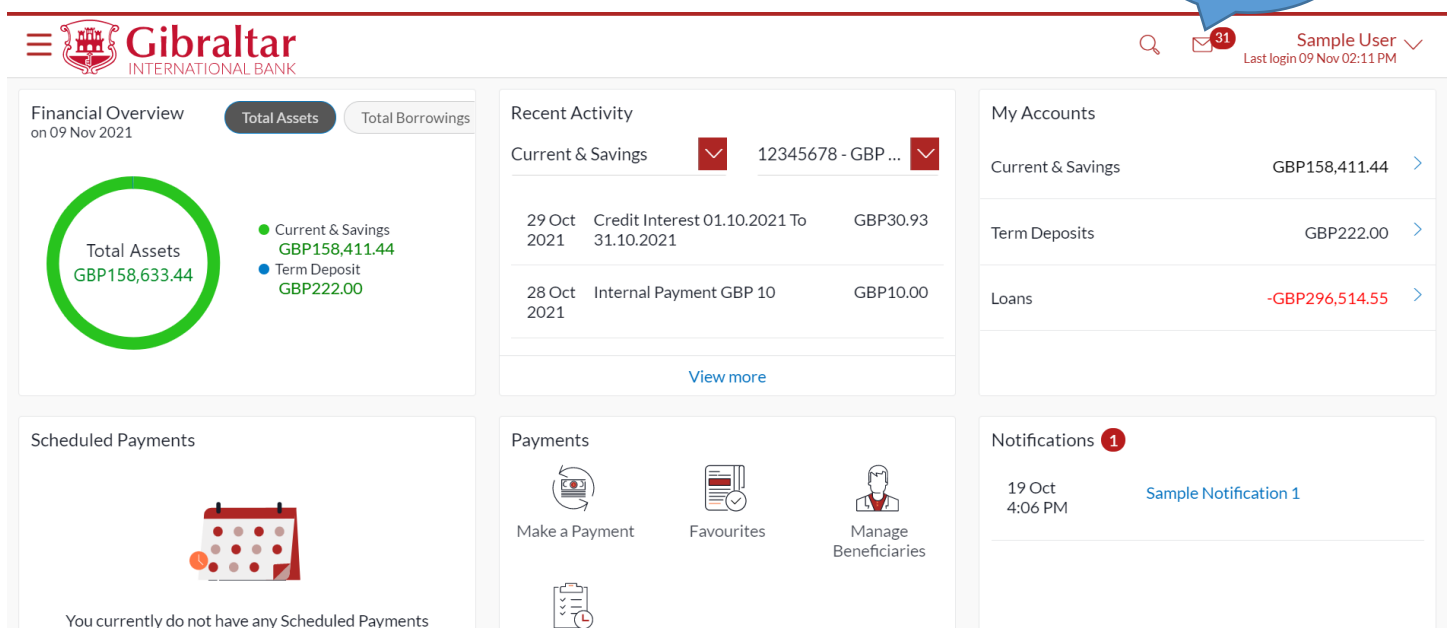


Figure 19.2-1

Click **View All** to go to **Mailbox**.

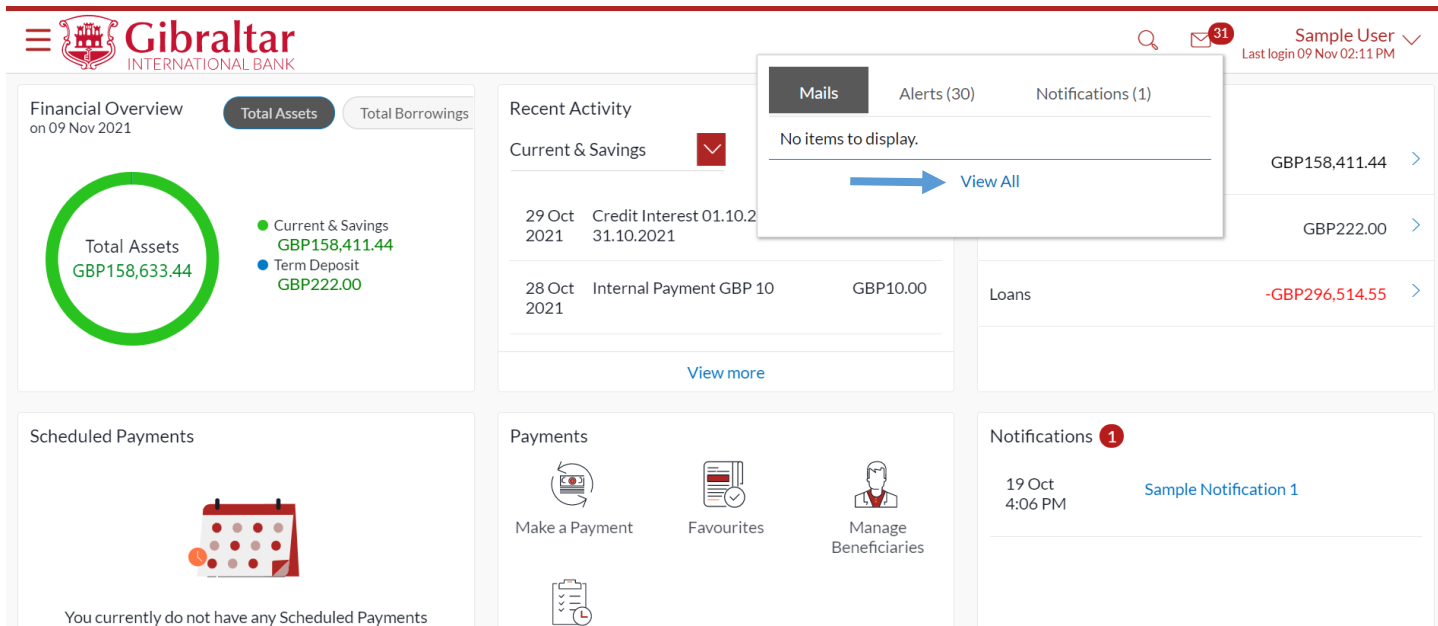


Figure 19.2-2

Mailbox screen is displayed.

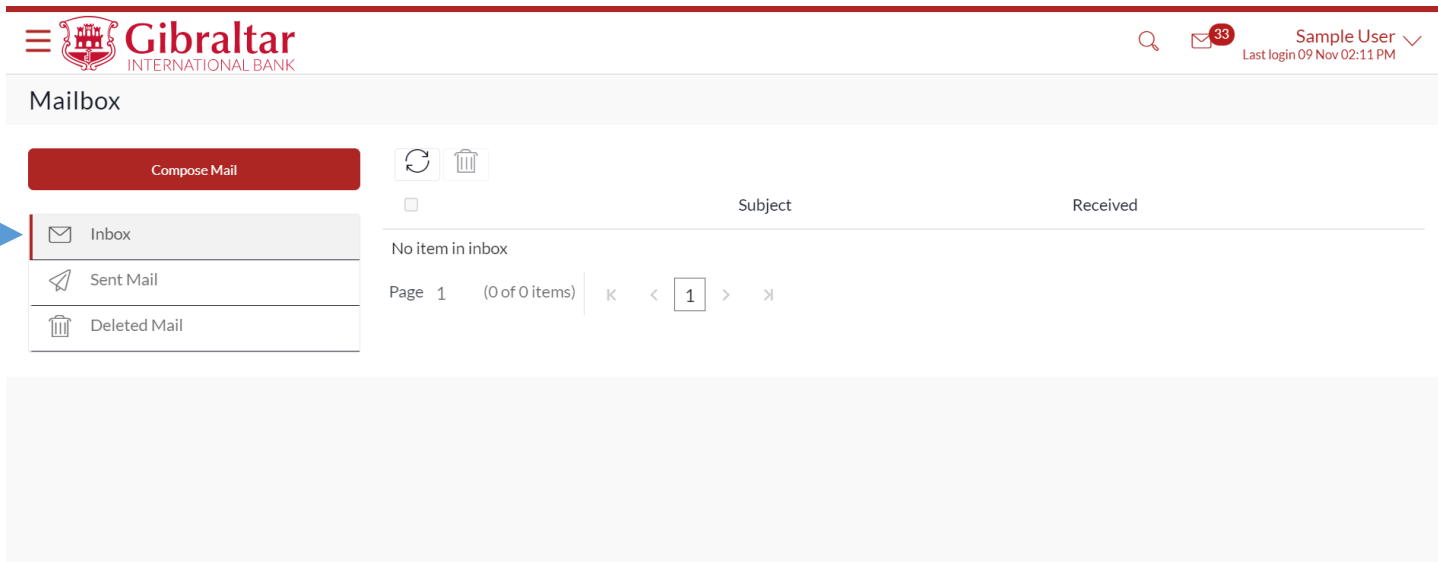


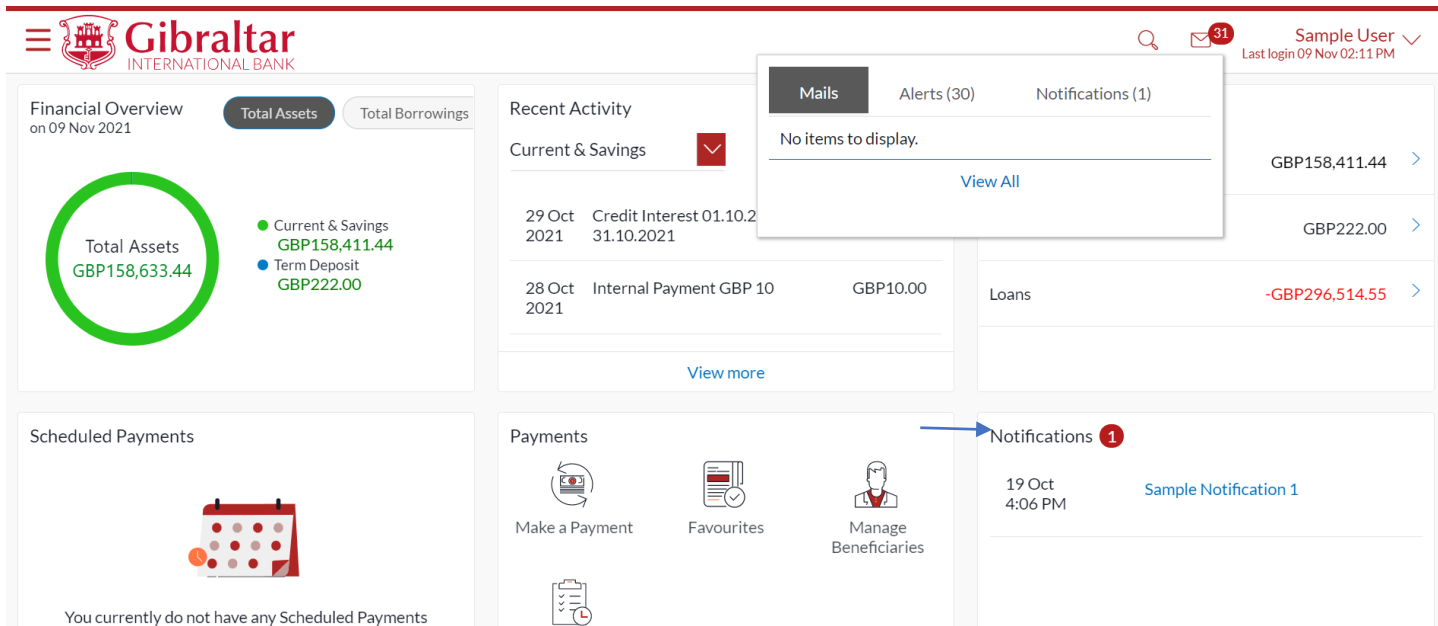
Figure 19.2-3

Refer steps 19.1.3 to 19.1.7 to view mailbox.

19.3 Check Notifications through the Dashboard

19.3.1 Go to Notifications widget on the dashboard

Any new notifications sent by the Bank that are unread will be available in the Notifications widget for a quick view.



20. How do I View my Downloaded Statement?

- As an E-Banking customer, you can search historical CASA periodic statements and download
- This guide explains how to view your CASA account periodic statement and download them via our website. You can access your downloaded statement through your **Main menu** and **Dashboard**

20.1 Download Statement through the Main Menu

20.1.1 Go to the Accounts Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Current and Savings** and then select (4) **Statement Download**

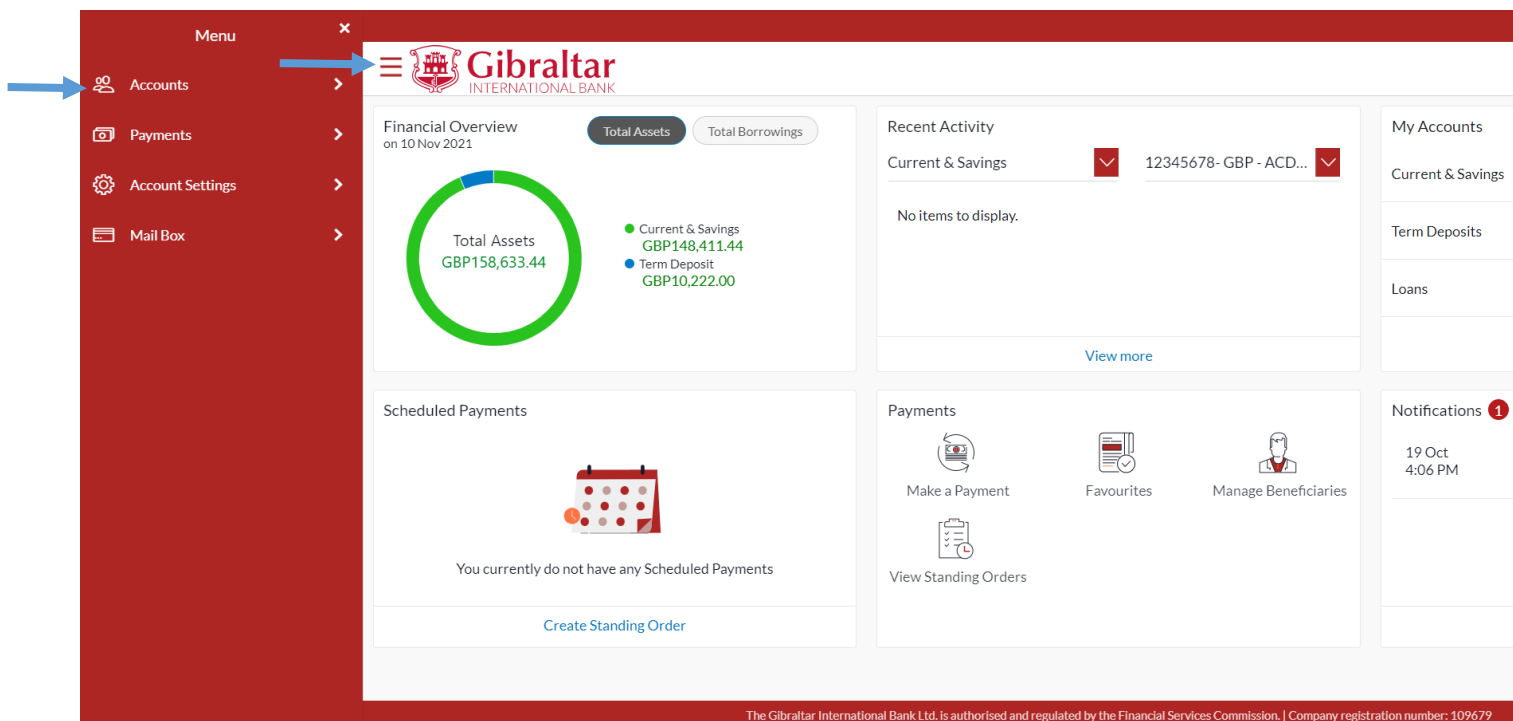


Figure 20.1.1-1

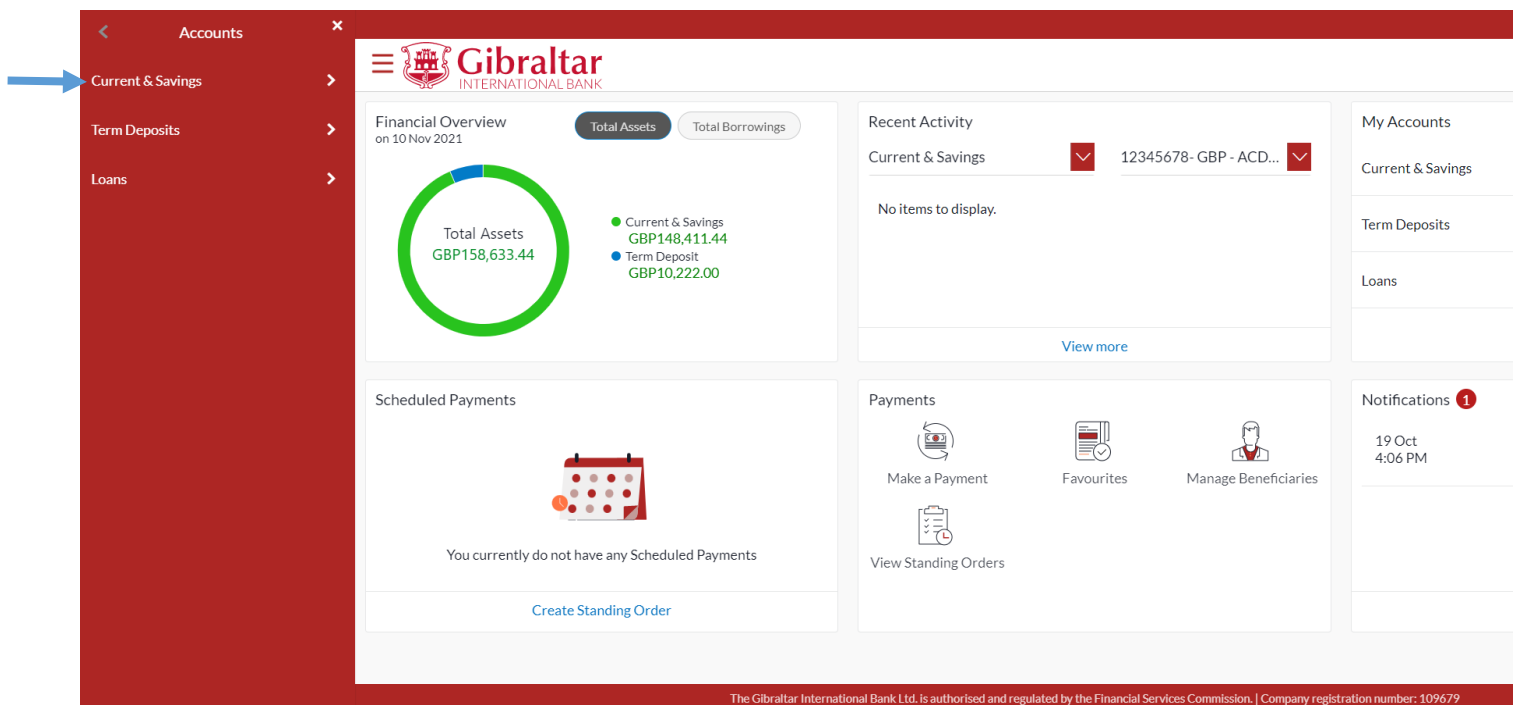


Figure 20.1.1-2

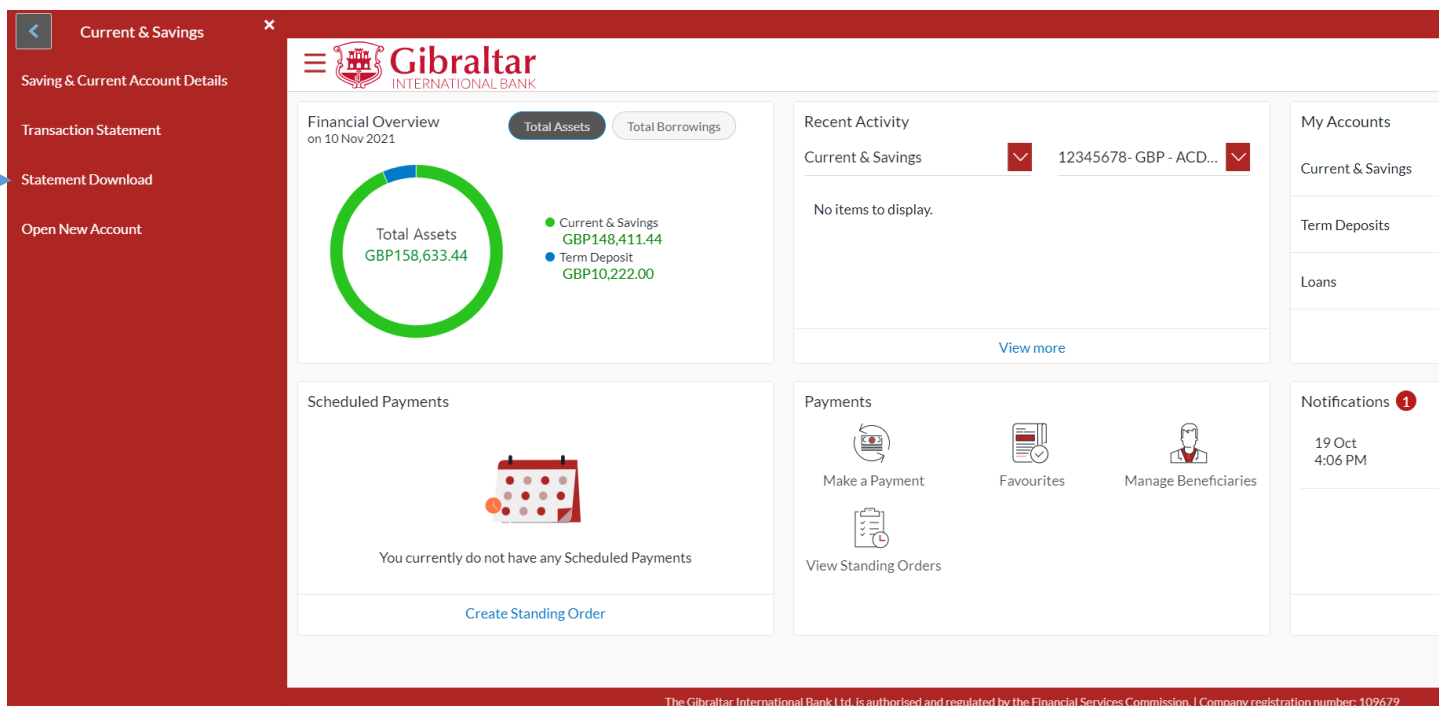


Figure 20.1.1-3

20.1.2 Select Account from dropdown

Account Number will be defaulted to the first account from the **Select Account** dropdown and **Statement Year** will be defaulted to **Current Year**. All statements generated for the selected account for the current year will be available for **view** and **download**. You can change the account and year as required and click Search to view periodic statements.

Click on **Search** to **search** the result based on the input search criteria or click on **Reset** to **reset** the search criteria.

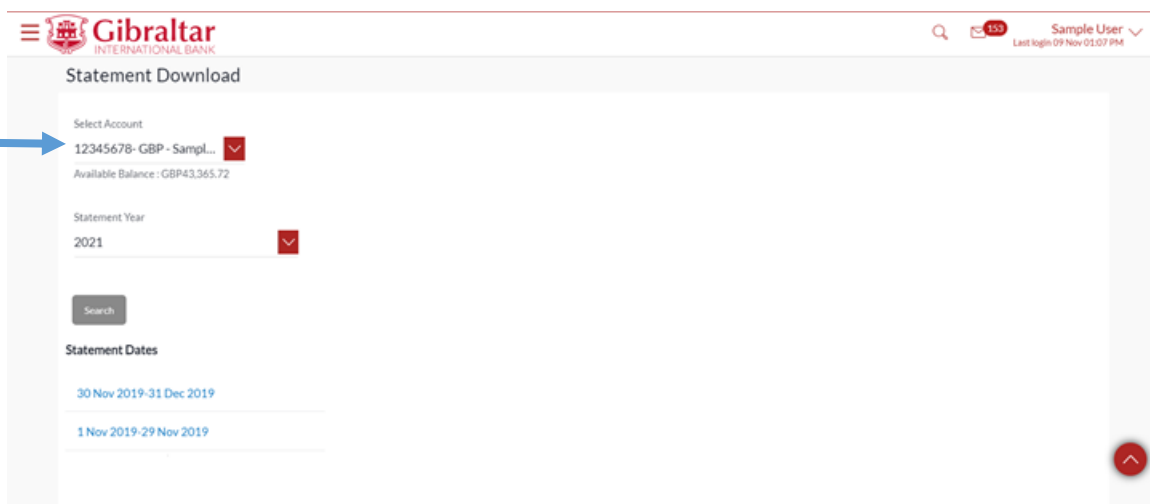


Figure 20.1-4

Click on **Statement Date** hyperlink to **download** statement or click on **Back** to go **back**.

Gibraltar INTERNATIONAL BANK

Sample User
Last login 09 Nov 01:07 PM

Statement Download

Select Account
12345678- GBP - Sampl...

Available Balance : GBP43,365.72

Statement Year
2021

Statement Dates

30 Nov 2019-31 Dec 2019

1 Nov 2019-29 Nov 2019

Figure 20.1-5

The statement is downloaded in .pdf format

Gibraltar INTERNATIONAL BANK

The Directors
DUMMY EBANKING ACCOUNT
ADDRESS1
ADDRESS2
Gibraltar
GX111AA

A/C HOLDER DUMMY EBANKING ACCOUNT

IBAN NUMBER GIBK0000000000000002
CURRENCY & TYPE GBP Current Account
BIC GIBKGIGI
SORT CODE 60-83-14

AVAILABLE BALANCE £0.00
ACTUAL BALANCE £0.00

STATEMENT PERIOD 30.11.2019 to 31.12.2019

STATEMENT OF ACCOUNT NO: 00000002

DATE	VALUE DATE	DESCRIPTION	OPERATION NUMBER	DEBIT	CREDIT	BALANCE
30.11.2019		OPENING BALANCE				£0.00
		BALANCE AS OF 31.12.2019 IN YOUR FAVOUR				£0.00

Figure 20.1-6

20.2 Download Statement through Dashboard

20.2.1 On the Dashboard scroll to the My Accounts section

In the *My Accounts* section of the Dashboard, my accounts page menu is displayed.

Click on [Current and Savings](#) to view all Current and Savings Accounts. *Click on the [three dots](#)* and select [Statement Download](#) to view list of statements for the corresponding account generated in the current year.

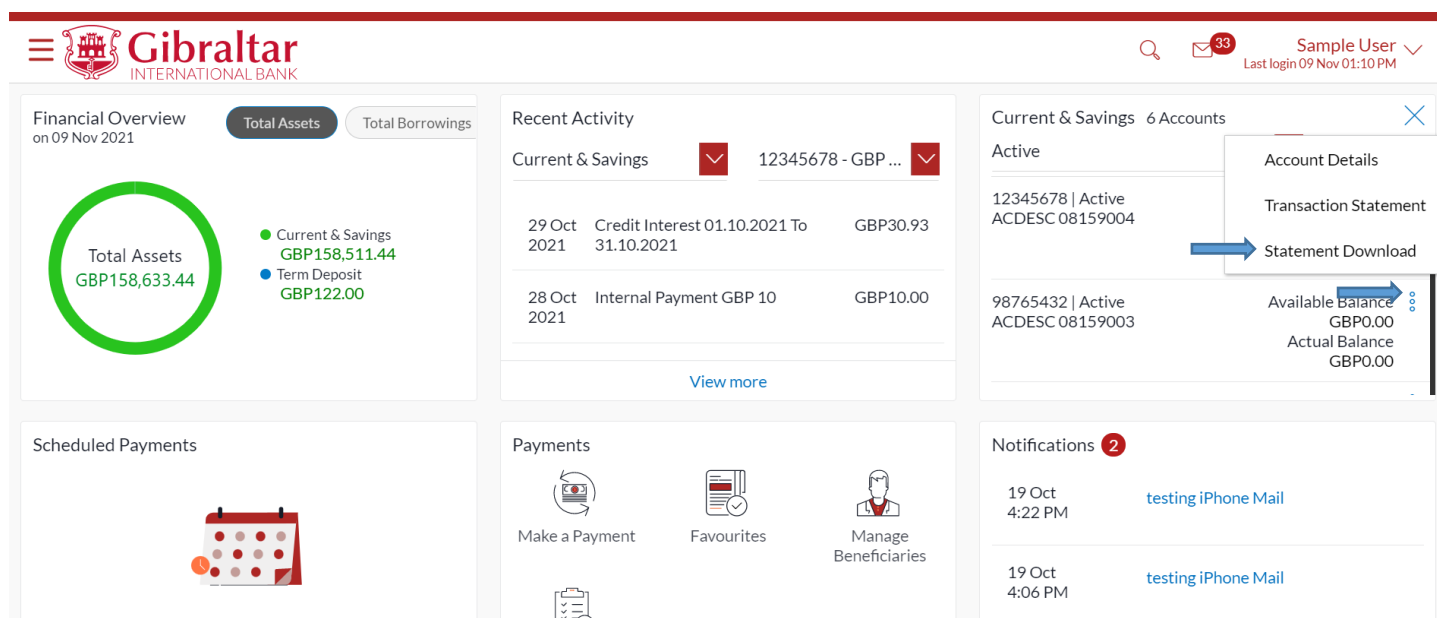


Figure 20.2-7

Refer steps 20.1.2 to view and download the periodic Statements.

21. How do I View my Limit?

- As an E-Banking customer, you can view your daily limit.
- This guide explains how to view your daily limit via our website. You can access your daily limit through **Menu above the Dashboard**.

21.1 View Limit through the Main Menu

21.1.1 Go to My Limits

Click on the (1) [Main Menu](#) and click on (2) [Account Settings](#) and select (3) [My Limits](#)

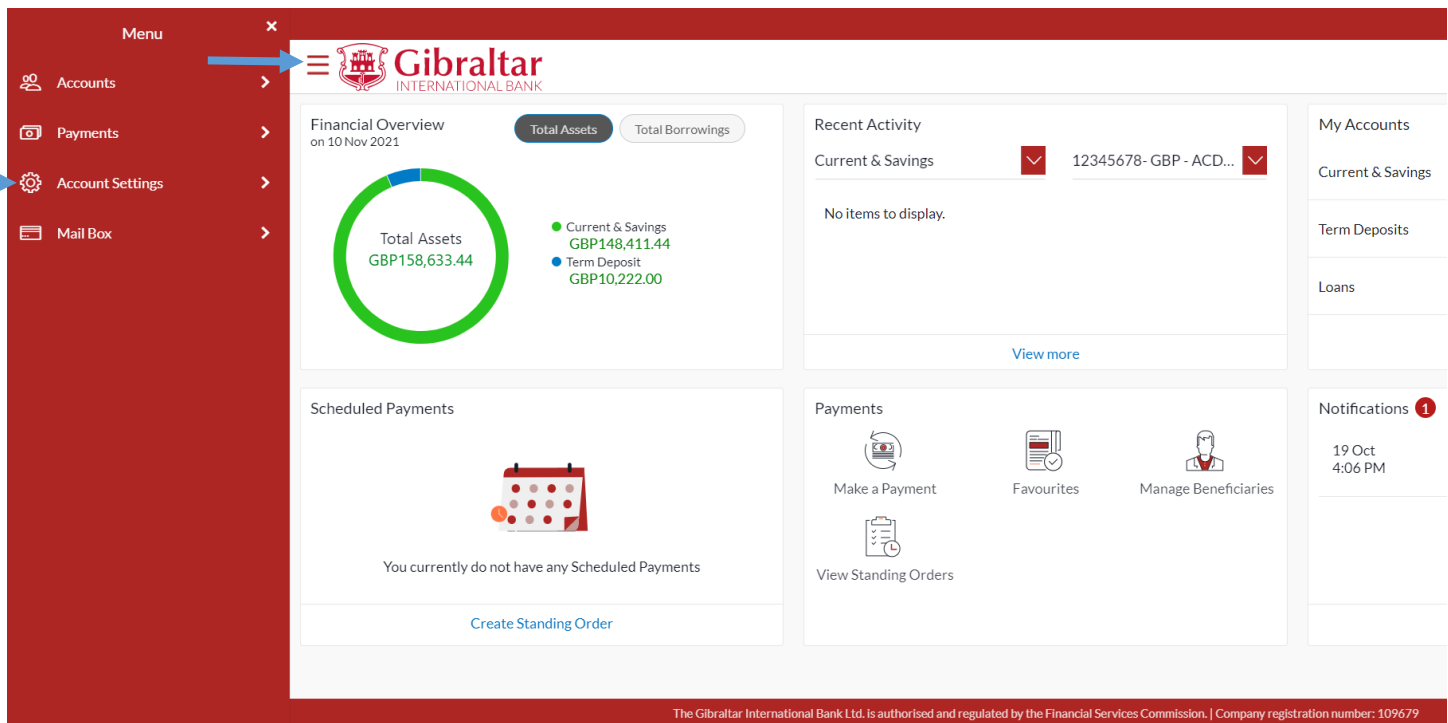


Figure 21.1-1

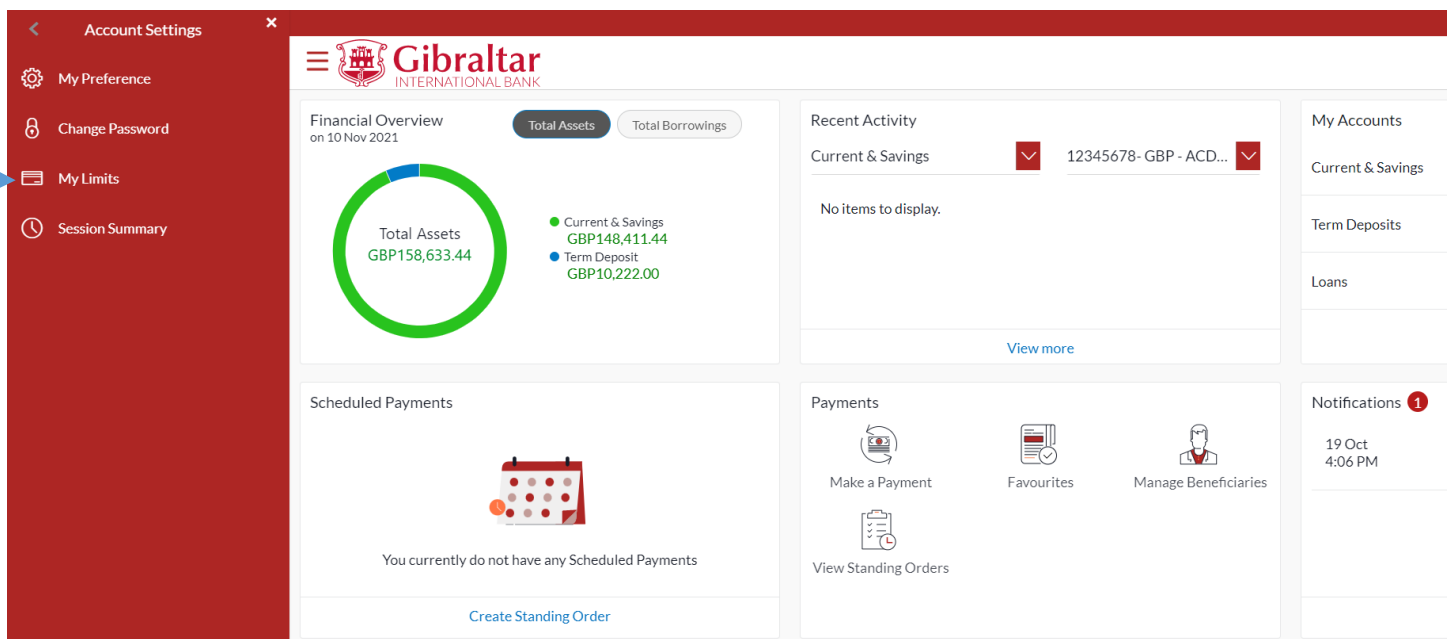


Figure 21.1-2

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

The following details are displayed for Daily and Monthly Limits as maintained:

- 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
- Minimum Amount – The per transaction limit - minimum amount
- Maximum Amount - The per transaction limit - maximum amount

Click **Edit** to **edit** daily limit or click **Ok** to go **back** to the dashboard

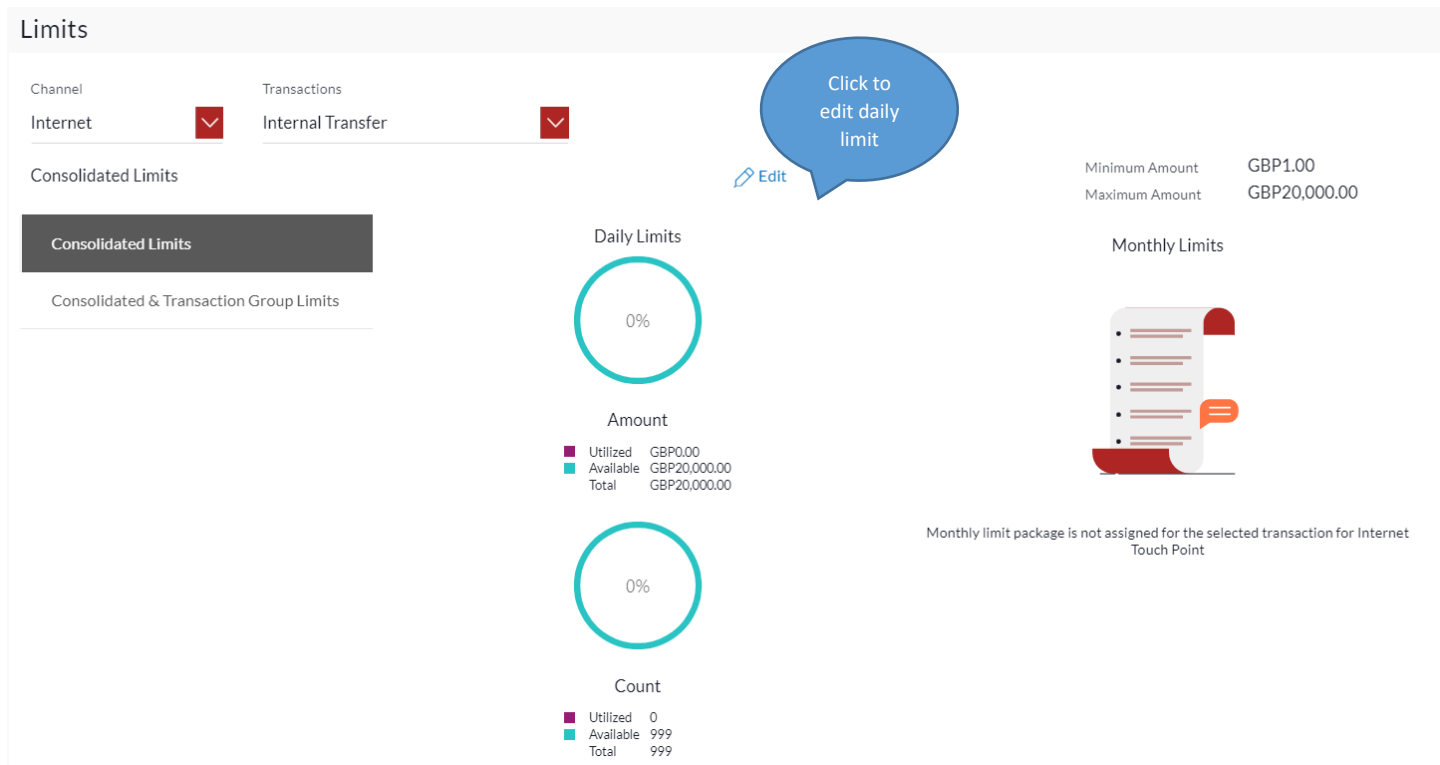


Figure 21.1-3

Enter the count and amount. Click on **Reset to Bank Limits** to reset the count and amount to values defaulted by the bank.

Click **Save** to **save** daily limit or click **Cancel** to **cancel** the process.

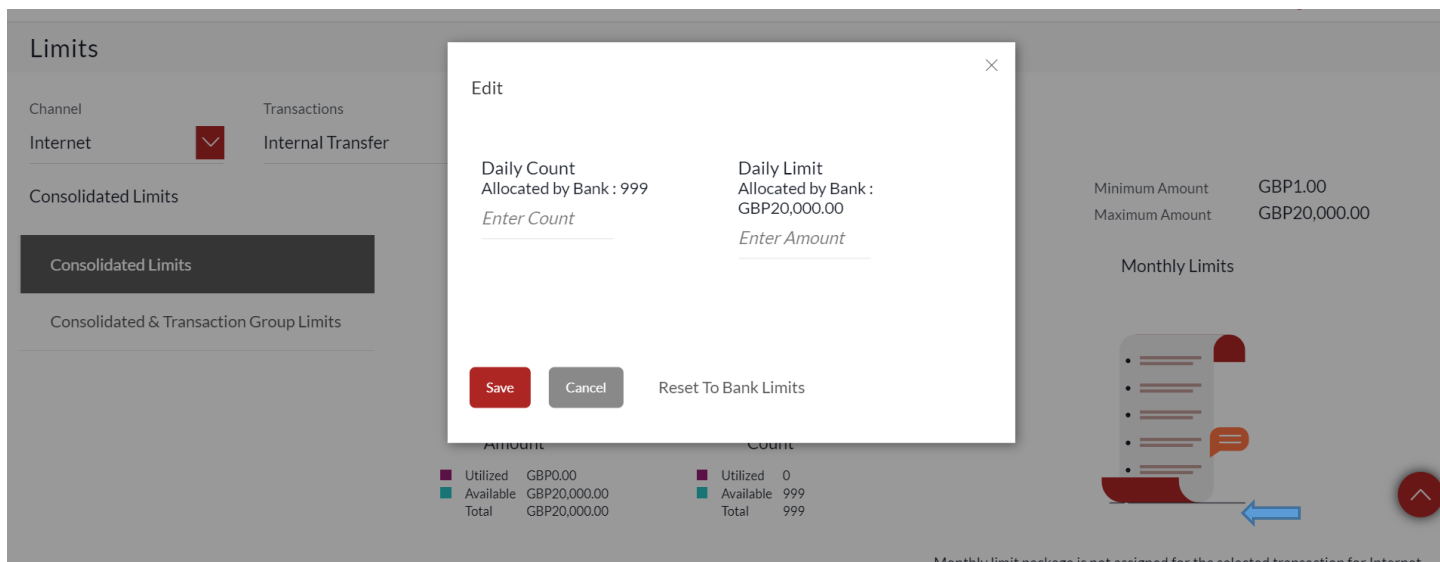


Figure 21.1-4

On click of **Save**, success message is displayed, and updated limits are available to view and applicable instantly.

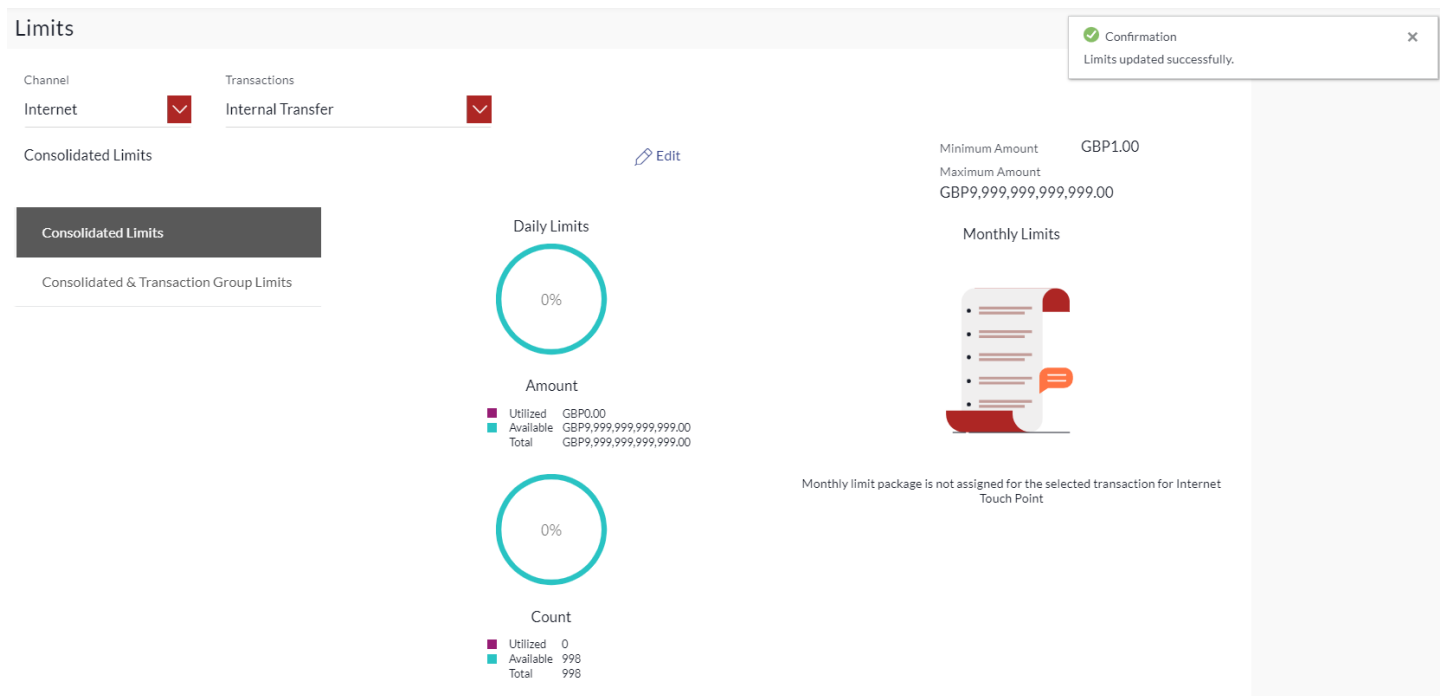


Figure 21.1-5

22. How do I Open New Account?

- As an E-Banking customer, you can open new account.

- This guide explains how to open new account via our website. You can open new account through your **Main Menu**.

22.1 Open New Account through the Main Menu

22.1.1 Go to the Main Menu

Click on the (1) **Main menu** and select (2) **Accounts** and click on (3) **Current and Savings** and then select (4) **Open New Account**

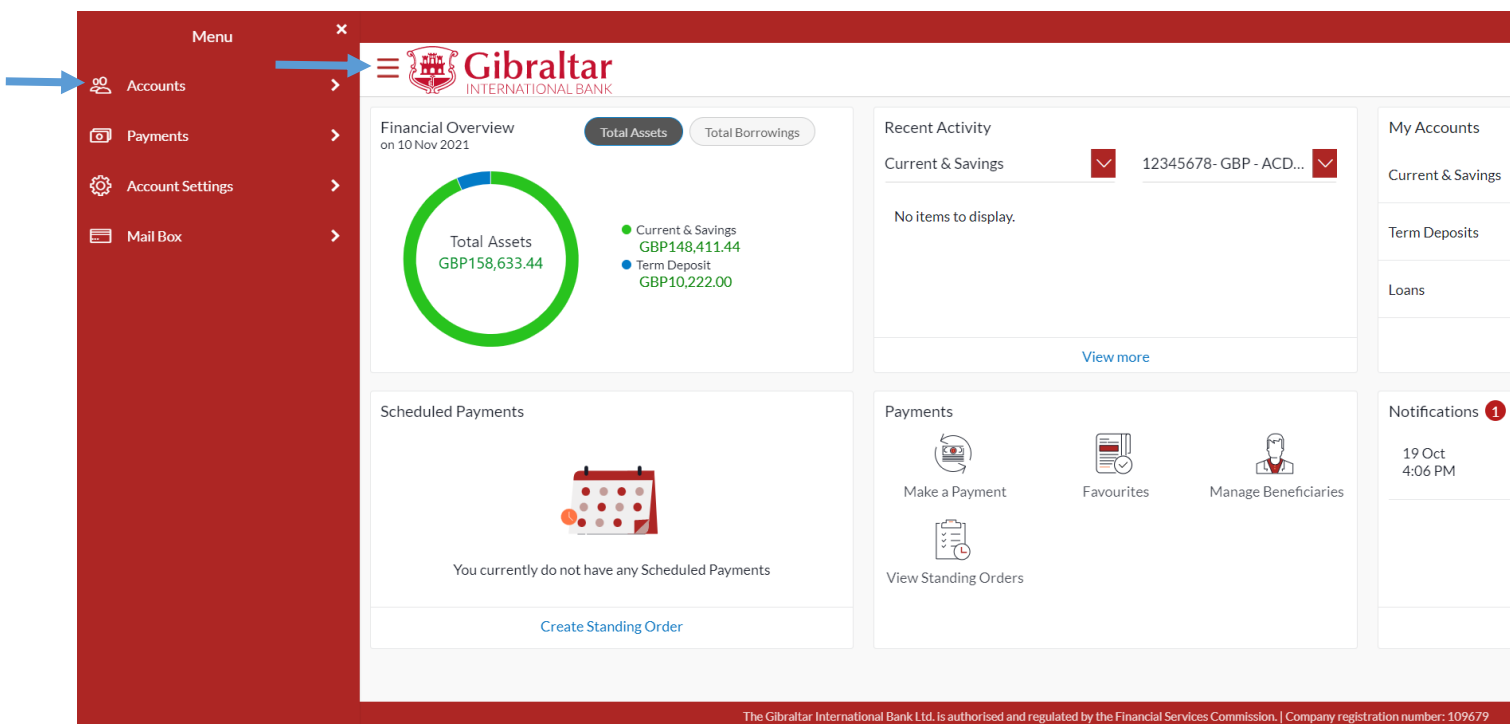


Figure 22.1-1

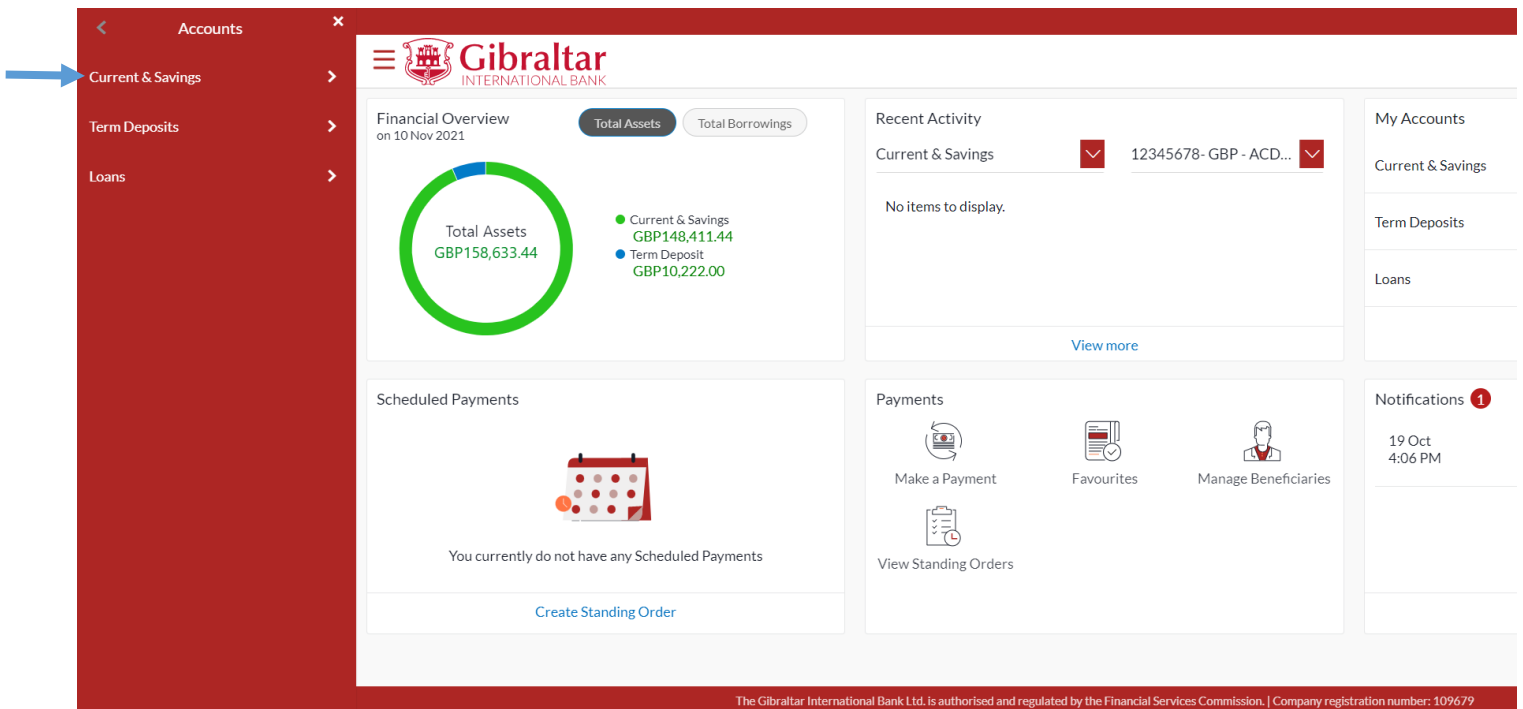


Figure 22.1-2

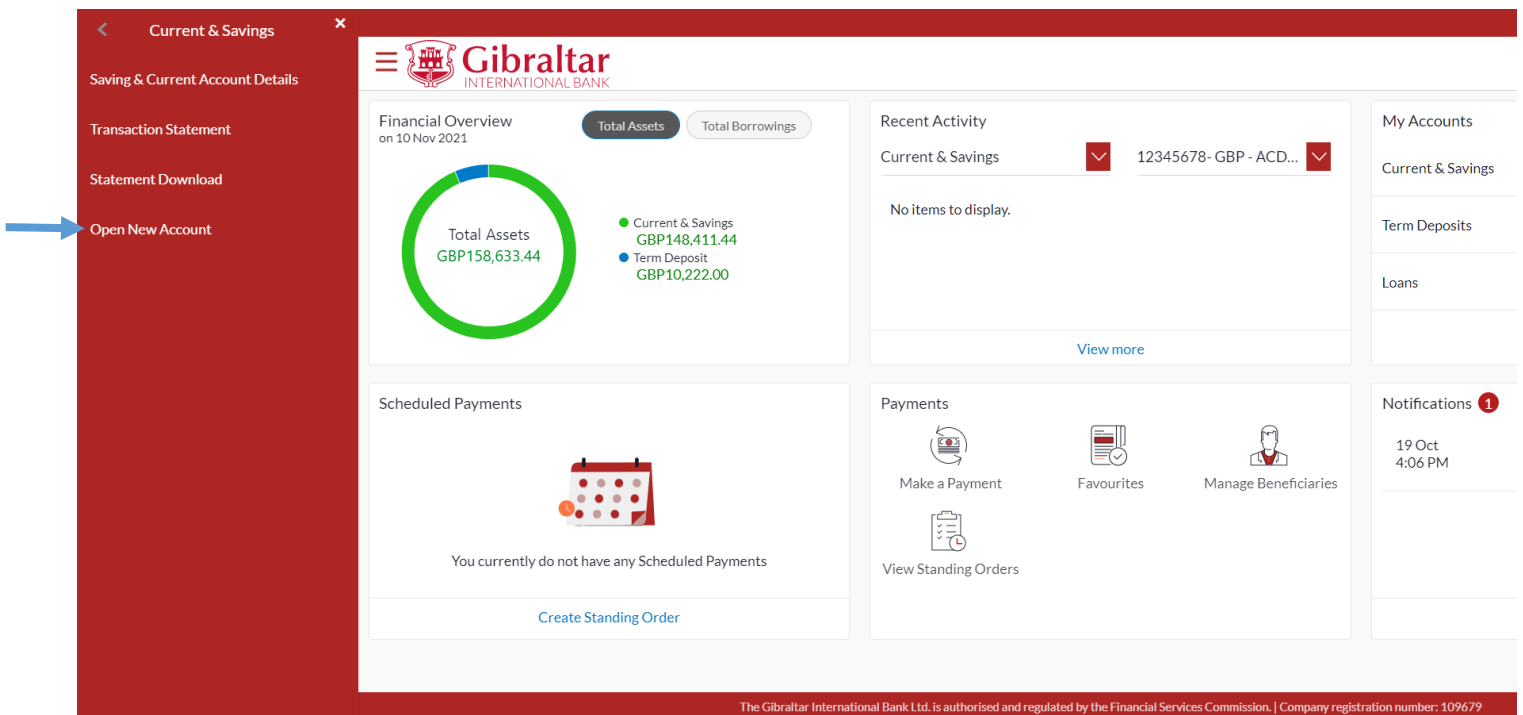


Figure 22.1-3

22.1.2 Choose the Account Type

Choose the account you wish to open.

Click on **Applications in Draft** to open account application marked as **saved for later**.

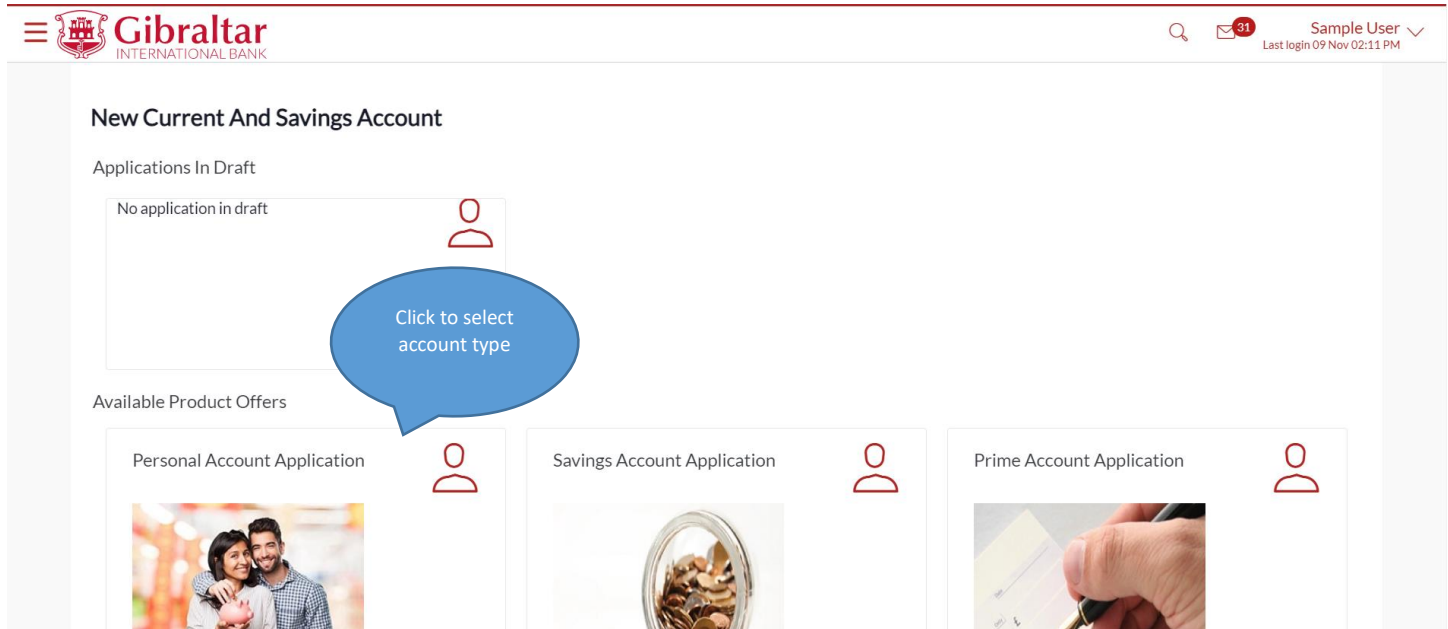


Figure 22.1-2

22.1.3 Select Account Profile

Click on [Account Number](#) to open account in existing profile or click on [New Holder Profile](#) to create new profile.

To create new profile, refer Retail Customer - Account origination Guide.

Click on [Back](#) to navigate back to previous screen.

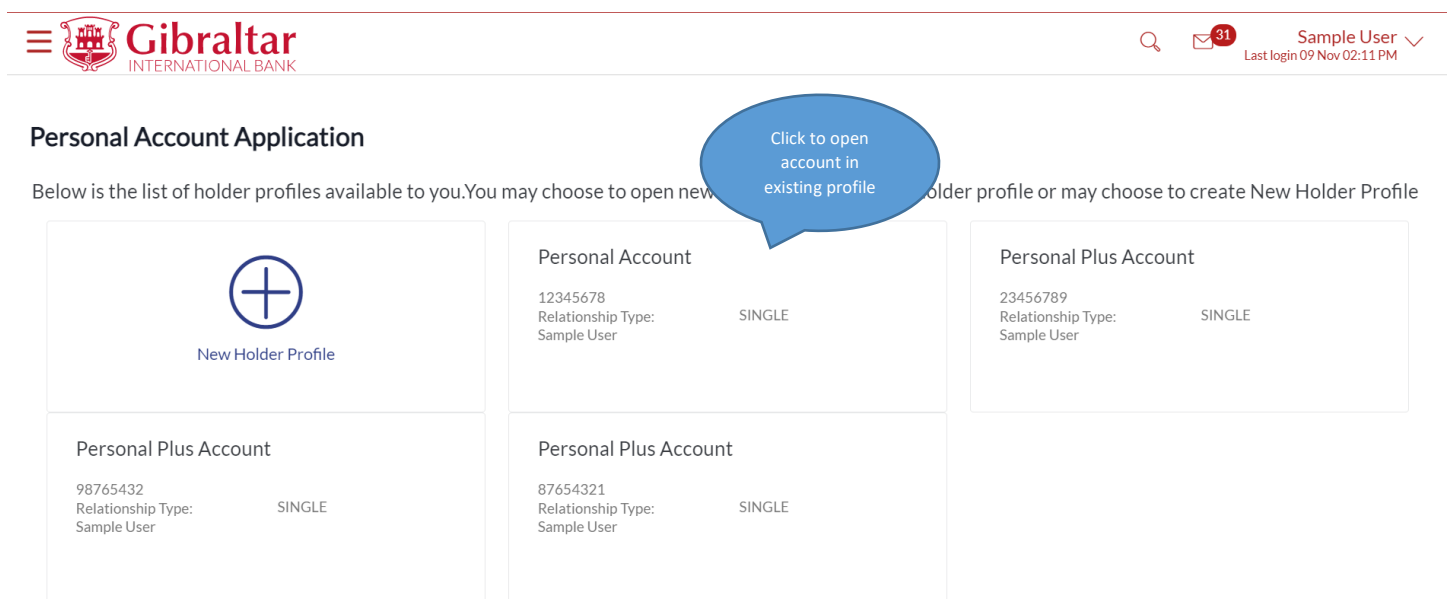


Figure 22.1-3

22.1.4 Account Details are displayed

On the Personal Account Details Page, the Savings or Current Account details are displayed.

Following details are displayed:

- Account Type – Type of Account is displayed
- Account Holding Type – Number of account holders is displayed
- Joint Account Holder – Name of the account holders is displayed
- Branch – Branch in which account is opened is displayed
- Account Currency – select the currency of the account

Click [Submit](#) to **create new account** or click [Back](#) to go back to previous screen.

Gibraltar
INTERNATIONAL BANK

Search 31 Sample User ✓
Last login 09 Nov 02:11 PM

Personal Account Details

Basics

Account Type
Personal Account

Account Holding Type
SINGLE

Branch
Gibraltar International Bank Ltd, PO Box 18, 10 Main Street, Gibraltar - GX11 1AA, GIBRALTAR

Account Currency
ILS

Select account currency

Back Submit

Figure 22.1-4

22.1.5 Review and Confirm Account Details

Click [Confirm](#) to **create account** or click [Back](#) to go **back** to the previous screen.

Personal Account Details

Review

Account Type

Personal Account

Account Holding Type

SINGLE

Branch

Gibraltar International Bank Ltd, PO Box 1375, Inces House, 310 Main Street, Gibraltar - GX11 1AA, GIBRALTAR

Account Currency

ILS

 Select to
submit
account details

Back

Confirm

Figure 22.1-5

The confirm screen is displayed with a **success** message along with Account Number. Click **Done** to go back to the **Dashboard**.

Your account 45678912 is successfully created


Confirmation

Request submitted successfully.

Done

Figure 22.1-6

23. How do I View my Session Summary?

- As an E-Banking customer, you can view log of transactions and login details for the previous five logins.

- This guide explains how to view your session summary via our website. You can access session summary through the **Main Menu**.

23.1 Session Summary through the Main Menu

23.1.1 Go to Session Summary

Click on the (1) **Main menu** and click on (2) **Account Settings** and then click on (3) **Session Summary**

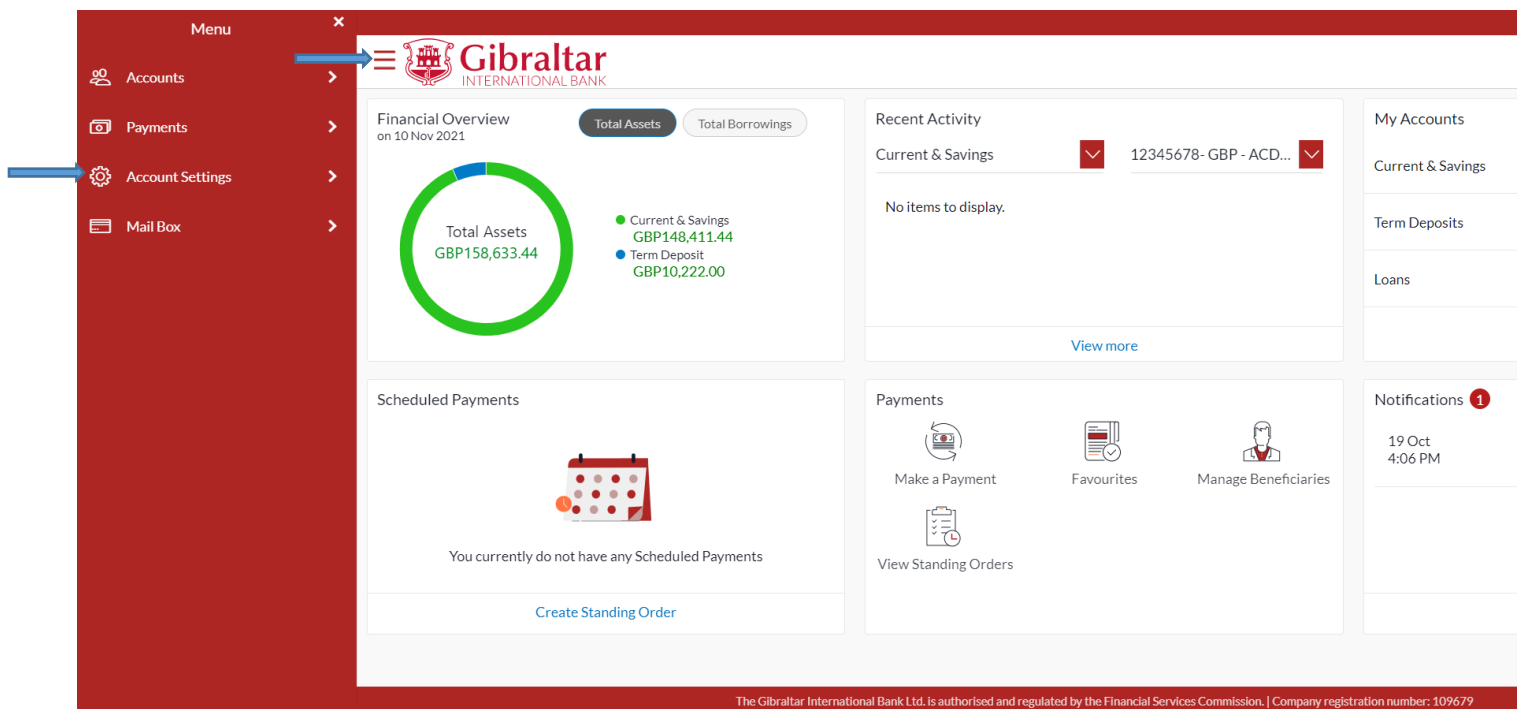


Figure 23.1-1

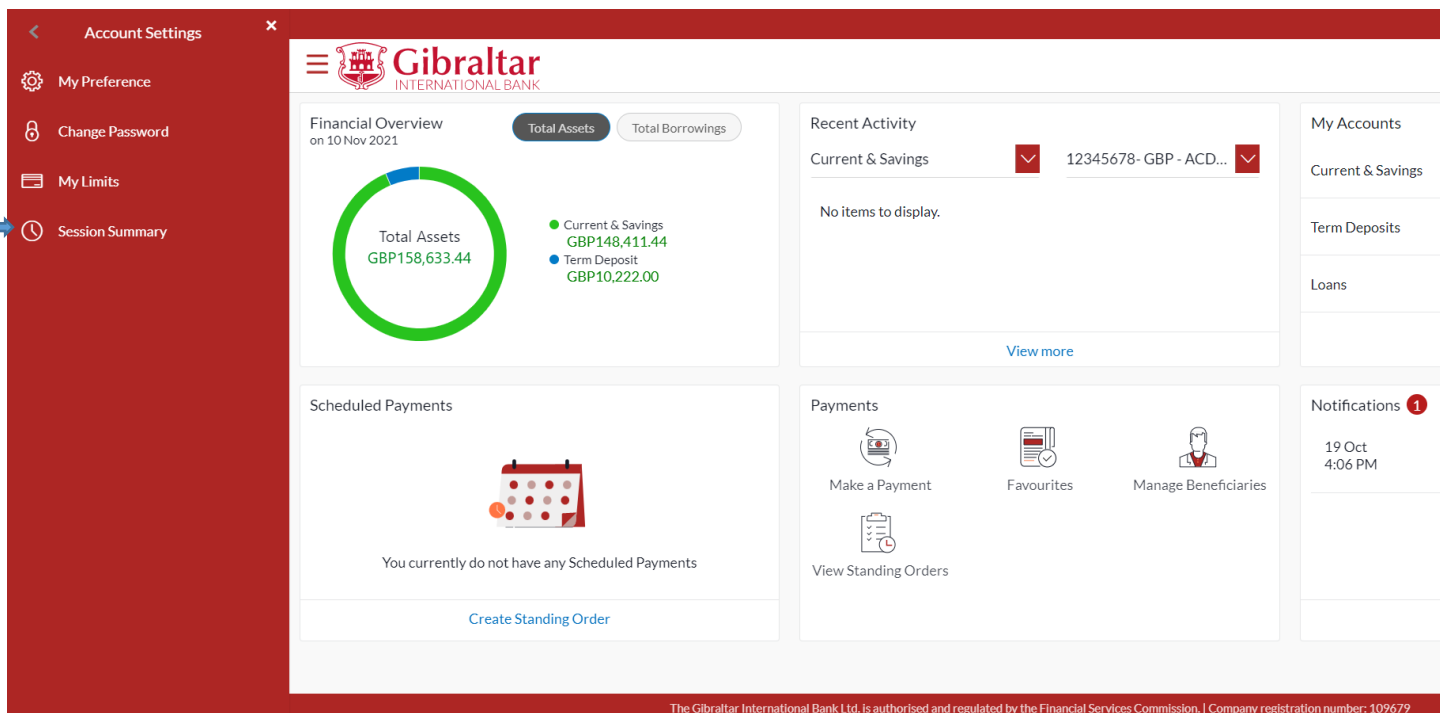


Figure 23.1-2

23.1.2 Session Summary is Displayed

The following details are displayed –

- Start Date & Time - The date and time at which the particular session was started.
- End Date & Time - The date and time at which the particular session was ended.
- Channel - The channel of access for the session (Internet/ Mobile Browser / Mobile Application)
- IP Address - The IP address of the channel.

<

Figure 23.1-3

Click [▶](#) against a specific record to view the details of that session. The session details appear or click [Ok](#) to navigate to the Dashboard or click [Cancel](#) to cancel the operation and navigate back to 'Dashboard'.

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.

Click [Ok](#) to navigate to the Dashboard or click [Cancel](#) to cancel the operation and navigate back to 'Dashboard'.

▲ 29 Jul 2021 10:47:14 AM

29 Jul 2021 10:57:38 AM

Internet

10.10.10.10

Transaction Name	Status	Transaction Date & Time
Account Activity	SUCCESS	29 Jul 2021 10:47:24 AM
Domestic Payment Pay Later/SI	SUCCESS	29 Jul 2021 10:52:30 AM
Feedback Template List	SUCCESS	29 Jul 2021 10:52:33 AM
Feedback Template List	SUCCESS	29 Jul 2021 10:53:36 AM
Domestic Payment	SUCCESS	29 Jul 2021 10:56:20 AM
Domestic Payment	SUCCESS	29 Jul 2021 10:56:29 AM
Domestic Payment	SUCCESS	29 Jul 2021 10:56:31 AM
Account Activity	SUCCESS	29 Jul 2021 10:57:13 AM

Page 1 of 1 (1-6 of 6 items)

⏪

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1

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⏩

Ok

Cancel

⬆

Figure 23.1-4