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Signing Up

To apply for MOREBanking you must complete our **Online Banking Application Form** and sign the **Agreement**. These forms can be obtained by downloading them from our website <u>www.ecabank.com</u> or by visiting any of our four (4) branches.

Change/Forgotten Password

To change your password, click on the settings tab at the top of your home screen. Select "Personal Settings" and click on the edit option on the "Password" tab. The following screen will be displayed:

Input your current password, input your new password and confirm.

If you have forgotten your password, please select the "Forget Password" option on the login screen, enter your response to the security question you would have entered on your initial login. An email will be sent to you with a link to change your password.

ersonal			
View Maintenance	ක		\bigtriangleup
TRANSFERS			
Internal Transfer	Personal Settings	Preferences	Alerts
PAYMENTS			
Make a Payment			
Payment History	Password		
Manage Payees			
ORDERS	Current Password*		
View Orders			
Cash Order	New Password*		
Cheque Order			
Draft Order	Confirm Password*		
EFT Order			
Wire Transfer			
SERVICES		Cance	el Save
Card			
Secure Message			
Stop Payment	Email		Ec
SETTINGS			
Personal			
Preferences	Mobile ID		Ec
Alerts			

Customer Login Alias

Customer Login Alias allows customer to create and manage their own user alias that may be used for login instead of the registered User ID. This feature can be used by Personal Banking customers and Business customers with (1) signatory stated on their business account and is available on the online platform only.

Customers may:

- Login using either a User ID or a Login Alias.
- Reset password using a User ID or a Login Alias.
- Enable Remember Me. The system remembers the User ID or Login Alias of the last user that performed a successful login

User ID and Login Alias must each be unique and cannot be re-used in the system; No two (2) customers will have the same Login Alias. Each customer can only have one (1) Login Alias; Every time a new login alias is saved, it will override the existing Login Alias value.

The format of the Customer Login Alias must be a combination of Numbers and characters totaling 6 to 12 digits.

An alert will be generated and sent to the customer when the customer login alias has been updated successfully.

Account List Download History	Settings / Personal Settings Account Settings		
Download Statement View Maintenance Scheduled Transactions	ŵ		Û
TRANSFERS Internal Transfer	Personal Settings	Preferences	Alerts
PAYMENTS Make a Payment Payment History Manage Payees	Login Alias		Edit
ORDERS Cash Order	Password		Edit
Cheque Order Draft Order Electronic Funds Transfer Wire Transfer	Email		Edit
Order History Scheduled Orders Templates	Mobile ID		Edit
SERVICES Card	Security Questions		Edit
Secure Message Stop Payment SETTINGS Percenal Preferences Alerts		Smart Start Sav It's never too early to	ings start saving

Account Listing and Account View Maintenance

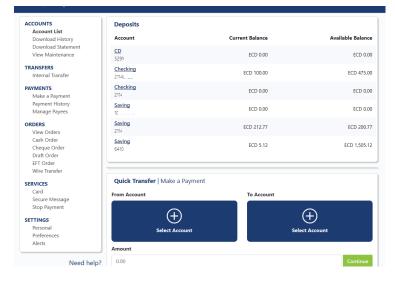
When you login to MOREBanking the home screen will automatically display your account listing.

You can manage the viewing order of your accounts under **Accounts** >**View Maintenance** found on the tab on the left of your screen. On this screen you can change account order, input account aliases and hide accounts. Simply click and hold any account and move it up and down to re-arrange the account order.

To hide accounts, simply click on the "Eye" icon beside the account you do not wish to see on the main accounts page or on drop-down lists throughout the application.

NB. You are not able to hide accounts if they are attached to an alert, text payment, or set up for a merchant payment. If you have alerts attached to the account you wish to hide, they will remain visible. You will not be able to set up NEW alerts using this account.

To set up an alias, click on the "Edit alias" link, which is visible as a pencil icon. Follow the prompts to give your accounts aliases.



View Credit Card Account and Summary

ECAB EC Dollar credit cardholders have the ability to view their credit card transactions and summary in MOREBanking. View Credit Card Account Summary w

Viewing in Web Browser

- 1. Select Account List under the Accounts sub-heading
- 2. Select the credit card account number to view the summary details for that card.

Viewing Mobile App

- 1. The credit card account(s) will be displayed in the Loans section of the Account List.
- 2. To view the credit card account summary, tap on the credit card account you would like to view.
- 3. At the next screen, tap on the info icon to see the Account Summary.

Here you can view the below details for your card:

- Last Statement Date
- Last Payment Date
- Credit Limit
- Last Statement Balance
- Payment Due Date
- Last Payment Minimum Payment

Account History Download

You can download statements and view transaction history details under Accounts> Download History or Download Statement.

You can select an account, the length of history required and the file format you prefer. You can choose to download the file to your computer or have the file emailed to you.

elcome, ECAB PERSONAL TE	ST USER 1			Last Login: 07/25/2023 10:40
ACCOUNTS Account List	Account List / History			Current Balance: -12.00
Download History	(ECD) Credit Card	Account		-12.00
Download Statement View Maintenance Scheduled Transactions	861270015			Available Credit 12.00
TRANSFERS Internal Transfer	Account Summary			
PAYMENTS	Last Statement Date	02/06/2022	Credit Limit	0.00
TopUp	Payment Due Date	02/28/2022	Last Payment Date	02/06/2022
Make a Payment	Last Statement Balance	0.00	Last Payment Amount	-12.00
Payment History Manage Payees	Minimum Payment	N/A		
PAYROLL				
Department Groups	Account History			
ORDERS		6		
Cash Order			i)	
Cheque Order				
Draft Order		History is unavai	ilable at this time	
Electronic Funds Transfer Wire Transfer				
Order History				

ACCOUNTS	Account List / Download History	
Account List	Download History	
Download History Download Statement View Maintenance	Account	
TRANSFERS	Choose Account	~
Internal Transfer	Length	
PAYMENTS	Make a choice	~
Make a Payment	Make a choice	Ť
Payment History Manage Payees	Format	
ORDERS	PDF XLS	
View Orders		
Cash Order		
Cheque Order		
Draft Order	Email Download	
EFT Order		

Transfers

Internal Transfers

You can access this function by clicking on the "Transfers" link on the main menu located on the left of your screen, once you have logged in securely. The following screen will be opened:

- 1. Select the account that you want to transfer money from.
- 2. Select the account that you want to transfer money to.
- 3. Enter the amount you want to transfer, and click the "Review" button to proceed or select 'Cancel' to go back to the previous screen. A confirmation screen will appear.
- 4. Click the "Submit" button to proceed with the transaction.

ACCOUNTS Account List Download History	Transfers / Internal Transfer Transfers		
Download Statement View Maintenance	From Account	To Accou	unt
TRANSFERS Internal Transfer	\oplus		\oplus
PAYMENTS	Select Accou	nt	Select Account
Make a Payment	· · · · · · · · · · · · · · · · · · ·		
Payment History			
Manage Payees	Amount		
ORDERS	0.00		
View Orders Cash Order			
Cheque Order	Transactions p	posted before 10:00pm on business days	will be processed same day.
Draft Order		Review	
FET Order		Review	
Wire Transfer		BUILD YOUR MO	ORTGAGE
SERVICES	-	Transa Change Your Rates	Negotiation Pees
Card		Choose Your Terms	Savings Component

* Click on 'Cancel' button if the input information is incorrect and you wish to update again.

Making a Payment to a Credit Card (EC Dollar Credit Cards Only)

Pay your EC Dollar credit card by following the below steps.

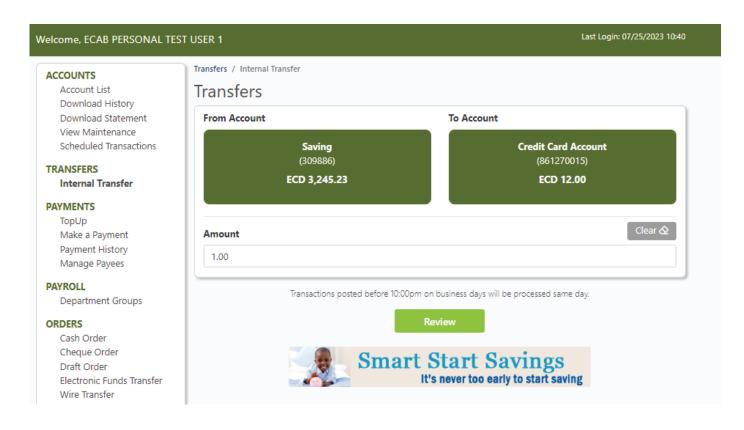
Making an EC Credit Card Payment via the Web Browser

- 1. Click on Internal Transfer and perform the following steps:
- 2. Click on **To Account** and select the credit card you would like to pay.
- 3. Click on **From Account** and select the account to use for this payment.
- 4. Enter the **Amount**
- 5. Click **Review** and **Submit** to make your payment.

Important Note:

Making an EC Credit Card Payment via the Mobile Appps:1. Tap Transfer

- 2. Tap on **To Account** and select the credit card tyou would like to pay.
- 3. Tap on **From Account** and select the account to use for this payment.
- 4. Enter the **Amount**
- 5. Click Review and Submit to make your payment.
- 1. Currently, cross currency is not allowed. The currency of the 'From Account' must be the same currency as the credit card.
- 2. Customers can also schedule a one-time future transfer or a recurring transfer to a credit card.



Pay a Peer

The Pay a Peer feature allows you to transfer funds from your account to another **ECAB MOREBanking customer.** Follow the below steps to make Pay a Peer payment.

Create a Peer Account

You can create a Peer account under Payments> Manage Payees> Peer. Click the + button to add a peer.

- 1. Enter a "Nickname" for your Peer (It can be any combination of letters and numbers up to 15 characters but without any spaces).
- 2. Enter your "Mobile ID" (your previously-created Mobile ID, which is usually the Cellular number attached to your account.
- 3. Enter your Peers "Mobile ID" (the previously-created Mobile ID of the peer you are attempting to pay).
- 4. Enter the "Account Number" you wish to make a payment to.
- 5. Enter the narration you would like your peer to see in "Transaction Reference".

Making a Peer to Peer Payment

- 1. Select "Make a Payment".
- 2. Select **"Select Payee"** and choose the peer you wish to pay from the drop down menu under **"Peer"**.
- 3. Click **"Select Account"** to choose the account you wish to be debited to pay your peer.
- 4. Input the "Amount" you wish to pay.
- 5. Click "Review." then "Submit".

/elcome, Glenroy Aaron			Last Login: 05/06/2020 12:05
ACCOUNTS Account List Download History Download Statement View Maintenance	Payments / Manage Payees / Add a Peer Add a Peer 1. Input the nickname that will be used to identif 2. Input their Acobile ID 3. Input their account number 4. Reference tells the receiver who sent the fund	y this peer s. Keep the default input or change it to something el:	se
TRANSFERS Internal Transfer	Nickname *	Account Number *	
PAYMENTS	Nickname	#	
Make a Payment Payment History	Your Mobile ID *	Peer's Mobile ID *	
Manage Payees	Your Mobile ID	Peer's Mobile ID	
ORDERS View Orders	Transaction Reference *		
Cash Order Cheque Order	Transaction Reference		
Draft Order EFT Order Wire Transfer	Back		Next
SERVICES Card Secure Message			

Create or Change your Mobile ID

Create

- 1. Select Account Settings> Personal Settings> Mobile Id.
- 2. Leave "Current Mobile ID" blank and enter your "New Moblie ID".
- 3. Save changes.

Change

- 1. Select Account Settings> Personal Settings> Mobile Id.
- 2. Enter your "Current Mobile ID".
- 3. Enter your "New Mobile ID".
- 4. Save changes.

ccount Settings		
ලා		\bigcirc
Personal Settings	Preferences	Alerts
Login Alias		Edit
Password		Edit
Email		Edit
Mobile ID		
Current Mobile ID	*	
New Mobile ID	Ø	
	Can	cel Save

Pay a Merchant

Pay a Merchant allows the user to pay a Merchant or business from ECAB's approved merchant list.

Add a Merchant Account

You can Add a Merchant account under Payments> Manage Payees>Merchant. Click the + button to add a merchant.

- 1. Select a Merchant name from the drop down menu
- 2. Click Next
- 3. Enter Nickname, Billing Account, Customer Name and Invoice
- 4. Click Next
- 5. Review information then click submit

Making a Merchant Payment

You can Pay a Merchant account under Payments>Pay Merchant.

- 1. Select "Make a Payment".
- 2. Select "Select Payee" and choose the peer you wish to pay from the drop down menu under "Merchant".
- 3. Click "Select Account" to choose the account you wish to be debited to pay the merchant.
- 4. Input the "Amount" you wish to pay.
- 5. Click "Review." then "Submit".

Paying your EC/US Credit Card

- 1. Follow the steps to "Add a Merchant" above and choose either ECAB ECD Credit Card or ECAB USD Credit Card according to your card type.
- 2. Follow the steps to "Make a Merchant Payment" above, selecting your card as the "Payee".

Electronic Funds Transfer (EFT)

Electronic Funds Transfer (EFT) allows you to send or receive ECD funds between participating banks in the Eastern Caribbean Currency Union. This method eliminates the need for cash or cheques, making your payments fast, convenient and secure. To transfer funds via EFT you must have the below information:

6

- Name of the Beneficiary's Bank
- Beneficiary's Bank location
- Beneficiary's Bank Routing Number
- Beneficiary's Account Number
- Beneficiary's Account Type

You can make an EFT payment under Orders/Services >EFT.

- 1. Enter your Customer Information. This includes the account you wish to debit, your address, the country and city where that account was opened.
- 2. Enter the Payment Information. This includes the currency and the amount of funds being transferred.
- 3. Enter the Beneficiary's Bank Information. This section requires the beneficiary's name, country (location of the beneficiary's bank) and their bank's routing number.
- 4. Enter the Beneficiary's Customer Information. This Includes the beneficiary's account number, account type, name, address, city and country. You will also need to provide a description of the payment you are making in the Addenda (Remittance Information) field. Be as clear as possible with your description using 35 characters or less.
- 5. Check the box, if you wish to receive an alert to confirm the EFT request has been completed.
- 6. Review the inserted information and select continue to proceed or cancel to go back to the previous screen.
- 7. A confirmation screen will appear. Click on the 'Confirm' button to proceed with the transaction.

ACCOUNTS	Orders / Electronic Funds Transfer	
Account List	Create EFT Order	
Download History		
Download Statement		
View Maintenance		
TRANSFERS		
Internal Transfer	View Orders Cash Order Cheque Order Draft Order EFT Order	
mounder memorien		
PAYMENTS		
Make a Payment	Ordering Contempolation	
Payment History	Ordering Customer Information	
Manage Payees	Account #* Address*	
	Account " Address	
DRDERS	Choose Account \checkmark type here	
View Orders		
Cash Order	Country* City*	
Cheque Order	Make a choice v type here	
Draft Order		
EFT Order		
Wire Transfer		
SERVICES	Payment Information	
Card		
Card Secure Message	Currency* Amount*	
Stop Payment	Choose Currency ~ ###,##	
stop Payment	encose conteney	
SETTINGS		
Personal		
Preferences	Beneficiary Bank Information	
Alerts		
	Name* Country*	
	Make a choice	~
Need help?		ů
Click on any account to see more details		
and/or history of your latest transactions.		
	Make a choice 🗸	
	Beneficiary Customer Information	
	Account #* Account Type*	
	# Make a choice	~
	Numb Addam	
	Name* Address	
	type here type here	
	Alerman	
	City Country	
	have been	
	type here Make a choice	~
	Addenda (Remittance Information)*	
	type here	
	Send me an alert when my order is completed	\checkmark
	Disclaimer:	
	N/A	
	Cancel	tinue

Scheduled Payments

Scheduled Payments allows you to schedule re-curring payments or transfers on a specific date and period.

Add New Scheduled Payment

- 1. Select Scheduled Payments
- 2. Select New
- 3. Select Payment type from the drop down menu.
- 4. Click "Select Account" to choose the account you wish to be debited.
- 5. Enter the Amount
- 6. Select the Frequency from the drop down menue and enter the Start date.
- 7. Review information then click submit.

Delete a Scheduled Payment

1. Click delete next to payment to be deleted and confirm deletion

NB: In the App, user will have to select Transfer and/or Payment to add a schedule payment. Also, to view previously created scheduled transactions, select Orders/Services.

		Last Login: 04/13/2022	11:20
ACCOUNTS	Payments / Make a Payment		
Account List	Make a Payment	🌣 Manage Pa	avee
Download History	indice a rayment	• • • • • • • • • • • • • • • • • • • •	,
Download Statement	From Account	То Рауее	
View Maintenance			
Scheduled Transactions			
TRANSFERS	Ŧ	$\overline{\mathbf{t}}$	
Internal Transfer	Select Account	Select Payee	
PAYMENTS			
Make a Payment Payment History	Amount *		
Manage Payees			
Managerayees	0.00		
PAYROLL			
Department Groups			
ORDERS	Scheduled Payment (Option		
ORDERS			
View Orders	Transfer one time or a regular recurr	ng payment	
View Orders Cash Order	Transfer one time or a regular recurr Frequency	ng payment Transfer on	
	Frequency	Transfer on	
Cash Order			
Cash Order Cheque Order	Frequency	Transfer on	
Cash Order Cheque Order Draft Order	Frequency Monthly	Transfer on	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer	Frequency Monthly	Transfer on • 04/20/2022 ted before 10:00pm on business days will be processed same day.	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer	Frequency Monthly	Transfer on ✓ 04/20/2022	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer SERVICES Card	Frequency Monthly	Transfer on • 04/20/2022 ted before 10:00pm on business days will be processed same day. Review	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer SERVICES	Frequency Monthly	Transfer on • 04/20/2022 ted before 10:00pm on business days will be processed same day. Review uper \$avings	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer SERVICES Card Secure Message Stop Payment	Frequency Monthly Transactions po	Transfer on • 04/20/2022 ted before 10:00pm on business days will be processed same day. Review	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer SERVICES Card Secure Message Stop Payment SETTINGS	Frequency Monthly Transactions po	Transfer on 04/20/2022 ted before 10:00pm on business days will be processed same day. Review uper \$avings Home \$avings College \$avings Statement \$avings	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer SERVICES Card Secure Message Stop Payment SETTINGS Personal	Frequency Monthly Transactions po	Transfer on 04/20/2022 ted before 10:00pm on business days will be processed same day. Review uper \$avings Home \$avings College \$avings Statement \$avings	
Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer SERVICES Card Secure Message Stop Payment SETTINGS	Frequency Monthly Transactions po	Transfer on 04/20/2022 ted before 10:00pm on business days will be processed same day. Review uper \$avings Home \$avings College \$avings Statement \$avings	

TopUp

TopUps within ECAB's Online Banking platform offer customers the ability to apply funds to any Digicel or Flow prepaid mobile number within the following countries:

- Antigua And Barbuda Haiti
 - Anguilla
- Barbados
- St. Lucia •
- Dominica Grenada
- St. Vincent and the Grenadines •

One may either make a One Time or Frequent TopUp.

One Time TopUps:

TopUp merchants that use one-time pay method means the customer will have to enter in the account details every time they make a payment.

Frequent TopUps:

The customer can create TopUp Recipients so that they no longer have to enter account details every time they make a payment.

Add a TopUp Recipient

Web Browser

- 1. Click on Manage Payees on Payments menu.
- 2. Click (Create) icon.
- 3. Enter the required information in the following fields.
 - Nickname: This is used to identify the TopUp Recipient. Allows: maximum length 16, alphanumeric only. No spaces.
 - Country: Select the country of the pre-paid phone number from the drop-down menu.
 - Phone Number: The phone number of the pre-paid phone. Allows: maximum length 10 digits.
 - Mobile Operator/Plan: Select the mobile operator of the pre-paid phone.
- 4. Click Next button to review the information, then click Submit button. New TopUp recipient will be displayed on Manage Payees list view screen.

Mobile App

- 1. Tap on the menu and then tap on TopUp.
- 2. Tap on Manage.
- 3. Tap Add Recipient.
- 4. Enter the required information in the following fields:
- Nickname: This is used to identify the TopUp Recipient. Allows: maximum length 16, alphanumeric only. No spaces.
- Country: Select the country of the pre-paid phone number from the drop-down menu
- Phone Number: The phone number of the pre-paid phone. Allows: maximum length 10 digits.
- Mobile Operator/Plan: Select the mobile operator of the pre-paid phone.
- 5. Tap Review button to review the information, then click/tab Create button. New TopUp recipient will be displayed on Manage Recipients list view screen.

To Update a TopUp Recipient

Web Browser

- 1. Click on Manage Payees on Payments menu.
- 2. Click (Update) icon on the newly created template.
- 3. Change any information and click/tab Update button.
- 4. Click Next button to review the information, then click Submit button to save changes.

Mobile App

- 1. Tap on the menu and then tap on TopUp.
- Tap on Manage. 2.
- 3. Tap on the Recipient nickname.
- 4. Change any information and click/tab Update button.
- 5. Tap Review button to review the information, then click/tab Update button to save changes.

To Delete a TopUp Recipient

Web Browser

- 1. Click on Manage Payees on Orders menu.
- 2. Click (Delete) icon. System displays a pop-up message to confirm for deletion.

Mobile App

- 1. Tap on the menu and then tap on TopUp.
- 2. Tap on Manage.
- 3. Tap on the Recipient Nickname.
- 4. Click (Delete) icon. System displays a pop-up message to confirm for deletion.

ACCOUNTS Account List Download History	Payments / Manage Payees Manage Payees	
Download Statement View Maintenance Scheduled Transactions	ТорUр	Add Recipient Icon 🗕 🕒
TRANSFERS	Name	Pay by Text
Internal Transfer	JaneDoePhone	Disabled Update Icon 🕜 🗊
PAYMENTS TopUp Make a Payment Payment History Manage Payees	JohnDoePhone	Disabled Delete Icon

Payments / Manage Payees / Add Recipient / Top Up

dd	Recipient	
OPL	JP 🚺	

Nickname*	Nickname
Country *	Antigua and Barbuda + 1268 👻
Phone Number*	+1268- #
Mobile Operator/Plan*	Search
Back	Next

A

1

• Montserrat St. Kitts and Nevis •

How to Pay a TopUp

- 1. Click on TopUp on Payments menu.
- 2. Click on Select a Recipient.
- 3. Choose either Recipient or One-Time Pay.

Recipient

- Click on Recipient Nickname
- Select the From Account and enter the Amount
- Click Next button to review the information, then click Submit.

One-Time Pay

- Click on TopUp
- Select the From Account
- Enter the required information in the following fields.
- Country: Select the country of the pre-paid phone number from the drop-down menu
 - Phone Number: The phone number of the pre-paid phone. Allows: maximum length 10 digits. Mobile Operator/Plan: Select the mobile operator of the pre-paid phone.
- Enter the Amount (whole dollar amounts only.)
- Click Next/Review button to review the information, then click Submit

o Recipient
JohnDoePhone
Clear
ansactions are final

NB. All TopUps are final, so please ensure to review your transaction before submission.



Eastern Caribbean Amalgamated Bank 1000 Airport Boulevard PO Box 315 St. George, Antigua and Barbuda

> Tel:268-480-5300 Fax:268-480-5433 Email:info@ecabank.com

TopUp Transaction Receipt

Transaction Details	
Туре	TopUp
Transaction Date/Time	08/23/2022 11:35
Customer Name	Jane Doe
Phone Number	+12687231344
Sent Amount	5.00 ECD
Delivered Amount	5.00 XCD
Merchant To	TOPUP
Receipt Number	M41BMJ8Q

If you are performing a TopUp in a currency other than your country's currency, foreign exchange will be applied. We have no control over the conversion rate used by mobile operators. Any exchange rate shown here is provided for clarity on your delivered TopUp amount.

Orders

Wire Orders

You can make a wire transfer order under Orders>Wire transfer.

10

- 1. Fill out the Ordering Customer information. This includes the account you wish to debit, and your address.
- 2. Fill out the Payment Information. This includes the currency, the amount of the transaction and the charges information.
- 3. Fill out the beneficiary bank information. This includes the name and address, bank account number, IBAN, swift code and routing number of the beneficiary bank.
- Fill out the Benificiary Customer information. This includes 4. the name, account and address of the benificiary.
- 5. Complete the intermediary and correspondent bank information if necessary.
- Click continue to complete your order. 6.

N.B. You can tick the box which will alert you when your wire has been sent.

Cash Order (feature only available on online banking platform)

You can make a cash order under **Orders>Cash Order**.

- Select the desired currency and click "Continue" 1.
- Select the quantity of the bills or coins required and the totals 2. will automatically populate in the table.
- When you have completed your order select the branch from 3. which you would like to collect the order, and the collection date.
- 4. You can choose to tick the box which will alert you when your order is ready for collection.

ACCOUNTS	Orders / Cash Order
	Create Cash Order
Download History	Create Cash Order
Download Statement	
View Maintenance	
TRANSFERS	
Internal Transfer	View Orders Cash Order Cheque Order Draft Order EFT Order
PAYMENTS	
Make a Payment Payment History	Cash Order
Manage Payees	
	Please Select a Currency*
ORDERS	ECD ~
View Orders	
Cash Order	
Cheque Order Draft Order	Select Bills
EFT Order	
Wire Transfer	100 50 20 10
	100 50 20 10
SERVICES	
Card Secure Message	- Quar + - Quar + - Quar + - Quar +
Stop Payment	
SETTINGS	5
Personal	
Preferences Alerts	
Alerts	- Quan +
Need help?	Select Coins
Click on any account to see more details and/or history of your latest transactions.	
	1.00 0.25 0.10 0.05
	Quar + Quar + Quar + Quar +
	- Quan + - Quan + - Quan +
	Grand Total: 0.00
	0.00
	Branch for Pickup*
	Please Select ~
	Please select
	Date for Pickup*
	mm/dd/yyyy
	Send me an alert when my order is ready for collection

Autor of Market Mark				
Double distantive TARSETES Present information Present information More of other Present information Status Call of other Present information Present information Status Status Status Status Status Present information Present information Status		Orders / Wire Transfer		
December 2 TABLE 2 The Market 2 Market 2 <td< td=""><td></td><td>Create Wire Transfer</td><td></td><td></td></td<>		Create Wire Transfer		
Transmeter Market Formation Market	Download Statement		-	_ •
Internet Transfer SPMINITS SPMINITS SPMINITS Sevent starts Ordering Customer information Access # Control Control Control Control Sevent starts		/ 💷 📟	(0) 1	
Market all subjects Programe Hainsy Manage Payees Ordering Customer Information Were torises Cach other Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter Starter <		Cash Order Cheque Order D	raft Order EFT	Order <u>Wire Transfer</u>
Payment History Ordering Lastonian Historination Amage Payment Count # * Address* Choose Account # Count # Count # Count # Count # * Address* Count & Count & Count # * # # # * * * * * * * * * * * * * *				
DBUSS Choose Account yppe here Compace Order Dict Order Wits Tanafer County* Cy* Secure Wits Tanafer Payment: Information County* S####################################		Ordering Customer Information		
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Cancel				
Cancel Continue		6		
		Cancel		Continue

Cheque Orders

You can make a Cheque Book Order under Orders>Cheque Order.

- Select the account you wish to order cheque books for. 1.
- Select the amount of cheques required.* 2.
- 3. Insert the last cheque number of your previous cheque book for that account.
- Select the date you would like to collect your cheque book.** 4.
- 5. Select the branch from which you would like to collect the cheque book.
- 6. Tick the box to receive notification when your order is ready.
- 7. State in the special instructions your choice of Register, Stubs or Commercial Book and the total number of books required.

	Orders / Cheque Order	
ACCOUNTS	orders / cheque order	
Account List	Create Cheque Order	
Download History		
Download Statement		
View Maintenance		
TRANSFERS	View Orders Cash Order Cheque Order Draft Order EFT Order	
Internal Transfer	View Orders Cash Order Cheque Order Draft Order EFT Order	
PAYMENTS		
Make a Payment		
Payment History	Cheque Order	
Manage Payees		
Manage Payees	Account Number* Number of Cheques*	
ORDERS	Please Select V Please Select	~
View Orders		
Cash Order	Last cheque number used* Branch for Pickup*	
Cheque Order	# Please Select	~
Draft Order		
EFT Order	Date for Pickup*	
Wire Transfer	mm/dd/yyyy	
SERVICES		
Card	Send me an alert when my order is ready for collection	
Secure Message	Send the differential of del 15 ready for concentral	-
Stop Payment	Special Instructions	
FTTINGS	#	
Personal	*	
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Alerts	Disclaimer:	
Acto	The Eastern Caribbean Amalgamated Bank provides books of 24, 48 or 99 checks. Please set	nickun date to 3
	business days in the future, let the special instructions field places state your shelps of Pagist	
Need help?	book and the total number of books required.	cr, stass or commercial
Click on any account to see more details	sook and the total hamber of books required.	
and/or history of your latest transactions		

*The Eastern Caribbean Amalgamated Bank only provides books of 24, 48 or 99 cheques. **Please set pickup date to 3 business days in the future.

Draft Order (feature only available on online banking platform)

You can order drafts under Orders>Draft Order.

- 1. Select the type of Draft; either Local or International.
- 2. Input requesting customer information as follows:
 - Draft Amount
- Country • Branch for Pickup
- From Account
- Address • City

• City

• Date Needed

Input Beneficiary Customer information, as follows:

- Customer Name Country
- Address • Remittance information
 - Special Instructions

You can tick the box to send an alert when your draft is ready for collection.

ACCOUNTS	Orders / Draft Order Create Draft Order			
Download Statement View Maintenance		0	-* >	
Internal Transfer	View Orders Cash Order Cheque Order	Draft Ord	der EFT Order	
PAYMENTS Make a Payment Payment History Manage Payees ORDERS View Orders Cash Order	Draft Order Select the type of payment* Local Draft	~		
Cash Order Cheque Order Draft Order EFT Order Wire Transfer	Requesting Customer Information Draft Amount*		Account Number*	
	###,## EC	D	Please Select	~
Card Card	Address*		City *	
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SETTINGS	Country*		Branch for Pickup*	
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Preferences Alerts	Date for Pickup*			
Alerb	mm/dd/yyyy			
Need help? Click on any account to see more details and/or history of your latest transactions.	Send me an alert when my order is ready for colle	ection		\checkmark
	Beneficiary Customer Information			
	Account # / IBAN		Customer Name*	
	=			
	Address*		City *	
	Country*		Remittance Information*	
	Make a choice	-		
	Special Instructions			
	#			

Templates

Order Templates enables the customer to create and manage templates for the following orders:

- Electronic Funds Transfer (EFT)
- Wire Transfer
- Drafts (Local and International)

Customers may apply a pre-defined template when creating an order so that order details can be saved, preventing the need to reenter the bank and beneficiary information when sending future orders to that customer.

You can create a Template under Orders >Templates.

Create a Template

- 1. Click/Tab on Templates on Orders menu
- 2. Click/Tab (Create) icon to start creating an order template.
- 3. Select Order Type to continue.
- 4. Enter the template name and all required information.
- 5. Click/Tab Continue button to review the information, then click/tab Submit button.
- 6. Click/Tab Continue button to go back to the Template list view screen

Update a Template

- 1. Click/Tab on Templates on Orders menu
- 2. Click (Update) icon on the newly created template. For the App, tab the template name.
- 3. Change any information and click/tab Update button.
- 4. Click/Tab Submit button to confirm the changes.
- 5. Click/Tab Continue button to go back to the Template list view screen.

Delete a Template

- 1. Click/Tab on Templates on Orders menu
- 2. Click/Tab (Delete) icon. System displays a pop-up message to confirm for deletion.

Generate an order using a template

- 1. Click/Tab on your required Order Type on Orders menu
- 2. Select a template to apply for the transfer
- 3. Modify the information, where applicable
- 4. Click/Tab Continue to review the information button,
- 5. Click/tab Submit button.

The order is placed in Pending Status on the Order History screen.

COUNTS Account List Download History	Orders / Templates					
Download Statement View Maintenance Scheduled Transactions ANSFERS Internal Transfer	View Orders	S Templates	Cash Order	Cheque Order	Draft Order	
Y MENTS Make a Payment Payment History Manage Payees	Templates		Туре	•	Created ≑	e
DERS View Orders	JaneDoe		Internation	al Draft	04/07/2022 12:43	
Templates Cash Order Cheque Order Draft Order Electronic Funds Transfer Wire Transfer	EFT-to-Susan		Electronic Fun	ds Transfer	04/07/2022 12:45	

wnload History wnload Statement w Maintenance eduled Transactions SFERS ernal Transfer	Create EFT Order			
ENTS ke a Payment ment History	Select a Template	Please Select		
nage Payees				
85	Ordering Customer Information			
w Orders nplates	Account #*	Address*		
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ft Order	City*	Country*		
e Transfer	type here	Make a choice		
ES				
blications	Payment Information			
d ure Message	Currency*	Amount*		
p Payment	Choose Currency	0.00		
IGS				
sonal ferences				
rts	Beneficiary Bank Information			
No. of Lot	Name *	Country*		
Need help?	Make a choice	Make a choice		
istory of your latest transactions.	Routing # *	Branch		
	Make a choice	•		
	Beneficiary Customer Information Account # * # Name* type here City type here Addenda (Remittance Information)*	Account Type" Make a choice Address type here Country Make a choice		
	type here Send me an alert when my order is completed			
	Disclaimer: Please ensure all beneficiary details are correct to avoid Save as a Template	f delay in payment processing.		
	Template Name*			
	type here			

Scheduled Orders

Schedule Orders (applicable for Wire Transer orders and Electronic Funds Transfer (EFT) Orders) on the online platform only.

Scheduled Orders, enables customers to create recurring orders to be scheduled on one or more future dates. The order will be submitted automaticaly on the scheduled date(s).

This feature can be used by Personal Banking customers and Business customers with (1) signatory stated on their business account.

You can create, update and delete a scheduled Order.

Create a Scheduled Order

- Click/Tab on Electronic Funds Transfer or Wire Transfer on 1. Orders menu
- 2. Insert required information
- Click/Tab on the Scheduled Order checkbox to enable. 3.
- Click/Tab on the Frequency to select the frequency of the 4. order. Options available are one time, weekly, bi-weekly, and monthly.
- Click/Tab Start date and select the date from the calendar for 5. when the order should be transferred.
- 6. Click/Tab Continue/Review button to review the information, then click/tab Submit button to complete your order.

View Scheduled Orders

- 1. Click/Tab on Scheduled Orders on Orders menu
- All scheduled orders that were created will be listed. 2.

ACCOUNTS Account List Download History	Orders / Scheduled Orders Scheduled Orders				
Download Statement View Maintenance Scheduled Transactions TRANSFERS Internal Transfer	View Orders Templates	Scheduled Orders	Cash Order	Cheque Order	
PAYMENTS TopUp	Scheduled Orders				
Make a Payment Payment History	Туре	Beneficiary	Frequency	Next Scheduled Date -	Amount
Manage Payees ORDERS	Electronic Funds Transfer	Mary Sue	Bi-Weekly	06/24/2022	1.00
Cash Order Cheque Order Draft Order	Wire Transfer	Jane doe	Once	06/16/2022	1.00
Electronic Funds Transfer Wire Transfer					
Order History Scheduled Orders					

COUNTS Account List	Orders / Electronic Funds Transfer Create EFT Order				
Download History Download Statement View Maintenance Scheduled Transactions	< 🖻 💿 📰				
ANSFERS Internal Transfer	Scheduled Orders Cash Order Cheque On	der Draft Order Electronic Funds Transfer			
TopUp Make a Payment	Select a Template	Please Select 👻			
Payment History Manage Payees	Ordering Customer Information 🚯				
DERS Cash Order	Account #"	Address"			
Sheque Order Draft Order	Choose Account	✓ type here			
Draft Order Electronic Funds Transfer	City*	Country*			
Wire Transfer Order History Scheduled Orders	type here	Please Select			
Templates	Payment Information ()				
VICES	Currency*	Amount"			
Secure Message	1- Marile Maria	✓ 0.00			
Stop Payment	choose currency				
TINGS Personal					
Preferences	Beneficiary Bank Information 🚯				
Alerts	Name *	Country*			
	Make a choice	 Make a choice 			
	Routing # *	Branch			
	Make a choice	• I			
	Account # *	Account Type* Make a choice			
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	type here	type here			
	City	Country			
	type here	Please Select			
	Addenda (Remittance Information)"				
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ſ	Send me an alert when my order is completed Disclaimer: Please ensure all beneficiary details are correct to avo	id deby in payment processing.			
	Save as a Template				
	Frequency	Transfer on			
	Please Select ~	mm/dd/yyyy			
		June 2022 - 1			
	Cancel	Su Mo Tu We Th Fr Sa 20 20 21 1 2 0 4 8 8 7 8 0 10 11 12 13 14 16 15 17 10 10 20 21 22 22 24 28			
		20 27 28 29 30 1 2			

Update Scheduled Orders

- 1. Click/Tab on Scheduled Orders on Orders menu.
- 2. Click/Tab the order to be updated.
- 3. In the General Order Information, click/tab the (Edit) icon.
- 4. Update the Frequency and Transfer On date and click/tab Update button.
- 5. Click/Tab Submit button to confirm the changes.

Delete Scheduled Orders

- 1. Click/Tab on Scheduled Orders on Orders menu
- 2. Click/Tab the order to be deleted.
- 3. Click/Tab (Delete) icon. System displays a pop-up message to confirm for deletion.

ACCOUNTS Account List	Orders / Scheduled Orders Scheduled Orders		
Download History Download Statement View Maintenance Scheduled Transactions TRANSFERS Internal Iranster	View Orders Templates Scheduled C	Orders Cash Order Cheque Order	
PAYMENTS IopUp Make a Payri eril Payment I listory Manage Payees PAYROLL	General Order Information Type Frequency Next Scheduled Date	Electronic Funds Transfer BI-Weekly 06/21/2022	Jpdate Ico
CRDFRS Cash Order Cheque Order Dratt Order Electronic Funds Transfer Wire Transfer Order History Scheduled Orders Templates SFRVICES	Ordering Customer Information Account # 123 Address test City test Country Antigua and Barbuda	Payment Information Currency XCD Amount 1.00 Charge Transaction N/A	
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11010	Country Antigua and Barbuda	Mary Sue Address N/A City test Country	
	Send me an alert when my order is ready fo	Antigua and Barbuda Remittance Information test	
	Yes	Delete D	elete Icon

Order History

Order History

The order history keeps a record of previous orders.

You can view your Order History under Orders >Order History.

- 1. Select "Order History".
- 2. The history list with "Type", "Status", and "Date of creation" Date & Time of completion should be displayed. (if applicable)
- 3. Filter the Order List by "Type" and/or "Status".

Alerts

The alerts tab allows you to customize exactly which alerts you would like to receive. The alerts are first grouped by account type. Chequeing alerts are at the top, then Savings alerts followed by Certificate of Deposits alerts.

International debit card and point of sale alerts are automatically set up for all customers as an added security feature.

Enable an Alert

If a customer has not activated an alert for any of their accounts, they must click the "Enable" button in the right hand side of the screen. You can select to enable alerts for:

1. All accounts: Choosing this option will enable the alert for all accounts

2. Select accounts: Choosing this option will allow you to determine which accounts you wish to have this alert activated for.

Disable an Alert

From the main alert screen, you can disable the alert for all accounts by clicking on the Disable button on the right side of the screen.

Requests to disable International Debit Card and Point of Sale alerts must be submitted to the bank. This is not recommended.

Alert Limits

Where applicable, you will be prompted to select an alert limit dollar amount once you have clicked "enable" for an alert.

Secure Messaging

Secure messages enable you to communicate directly with the bank. You can use this medium to send secure account related information and documentation.

Messages can only accept commas and periods. Do not use other punctuation.

You can access secure messages under Services> Secure Messaging> Send a Secure Message.

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You can request to change the secondary address on your card under Services>Card>Change Card Address.

- 1. Choose a Card Type from the drop down list. Available values are ATM, Debit or Credit.
- 2. Choose an address type from the drop down list. The available values are **Second Address to be Added** and **Change current address.**
- 3. Choose an account number from the drop down list.
- 4. Input your street address on Line 1, you can use Line 2 if needed.
- 5. Input the City.
- 6. Choose your country from the drop down list provided.
- 7. Enter your postal code, if required
- 8. Enter your home phone number the phone number must be entered without spaces or dashes.
- 9. You have the option to enter your business phone number or other phone number without spaces or dashes.
- 10. Clicking on the "Save" button will send you to a confirmation screen where you can review your request.
- 11. If you are satisfied with the information entered, you can click on the Confirm button. This will complete the request and submit your updated information to the bank.

Report Lost or Stolen Card

You Can report a lost or stolen card under **Services> Card > Report Lost or stolen Cards.**

- 1. Click the + button
- 2. Select card type, the available values are Debit and Credit.
- 3. Choose an account number from the dropdown list provided.
- 4. Choose a reason from the dropdown list provided. The available values are Lost or Stolen.
- 5. Click submit. This will generate a message that will be sent to the bank.

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Card Address Click + button to change card address.	
View Orders Report Lost/Stolen Card	Ŧ
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and/or history of your latest transactions.			
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			Cancel Save

This is not an automatic service request. A representative from the bank will contact you to complete this request. It is recommended that you contact the bank, or the number at the back of your card after hours if you have not been notified within 24 hours.

Stop Payments

You can access Stop Payments via the "Services" tab on the main menu. You can choose to create a new stop payment or view your Stop Payment history.

Create Stop Payment

- 1. Click the + button.
- 2. Choose the chequing account from the drop down list provided.
- 3. Enter the Cheque number or cheque sequence.
- 4. Enter the Cheque amount or amount range.
- 5. Enter the payee name.
- 6. Enter the reason for the stop payment.
- 7. Click continue to review the information.

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View Orders				
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You will be presented with a confirmation screen. When you are satisfied with the information entered, click on **"Confirm"** to submit the stop payment. If you choose not to continue, click on **"Cancel"**. This will send you back to the previous screen where you can make changes or cancel the request.

Stop Payment history

You can view previous stop payments under **Services** >**Stop payment** >**Stop payment History**. Choose the account number from the dropdown box and click "**Go**". This will produce a report detailing the stop payment history for that account.

BANK LOCATIONS

1000 Airport Boulevard Coolidge, Antigua

> Redcliffe Street St. John's

Woods Centre Friars Hill Road

Nelson's Dockyard English Harbour

HOURS OF OPERATION

Coolidge, High Street, Redcliffe Street and Woods Centre Branches Monday - Thursday 8:00am – 2:00pm Friday 8:00am – 4:00pm Dockyard Branch Monday - Thursday 8:30am – 1:30pm Friday 8:30am – 3:30pm

ATM LOCATIONS

1000 Airport Boulevard Coolidge, Antigua

Redcliffe Street St. John's, Antigua

High Street St. John's, Antigua

Woods Centre Friars Hill Road

Nelson's Dockyard English Harbour

> Jolly Harbour St. Mary's

American University of Antigua Coolidge, Antigua

> Epicurean Perry Bay St. John's Antigua

Epicurean Fine Foods & Pharmacy Friars Hill Road, Antigua