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

# Account Listing and Account View Maintenance

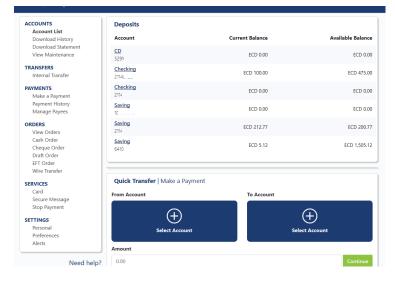
When you login to MOREBanking the home screen will automatically display your account listing.

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<br>Account List   | Account List / History |                   |                     | Current Balance:<br>-12.00   |
| Download History   | (ECD) Credit Card      | Account           |                     | -12.00                       |
| Download Statement<br>View Maintenance<br>Scheduled Transactions | 861270015              |                   |                     | Available Credit<br>12.00    |
| TRANSFERS<br>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<br>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<br>Wire Transfer                       |                        |                   |                     |                              |
| Order History  |                        |                   |                     |                              |

| ACCOUNTS   | Account List / Download History |   |
|--|---------------------------------|---|
| Account List   | Download History                |   |
| Download History<br>Download Statement<br>View Maintenance | Account                         |   |
| TRANSFERS  | Choose Account                  | ~ |
| Internal Transfer  | Length                          |   |
| PAYMENTS   | Make a choice                   | ~ |
| Make a Payment   | Make a choice                   | Ť |
| Payment History<br>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<br>Account List<br>Download History | Transfers / Internal Transfer<br>Transfers |  |                             |
|--|--|--|-----------------------------|
| Download Statement<br>View Maintenance       | From Account                               | To Accou                               | unt                         |
| TRANSFERS<br>Internal Transfer               | $\oplus$                                   |  | $\oplus$                    |
| PAYMENTS                                     | Select Accou                               | nt                                     | Select Account              |
| Make a Payment                               | · · · · · · · · · · · · · · · · · · ·      |  |                             |
| Payment History                              |  |  |                             |
| Manage Payees                                | Amount                                     |  |                             |
| ORDERS                                       | 0.00                                       |  |                             |
| View Orders<br>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.

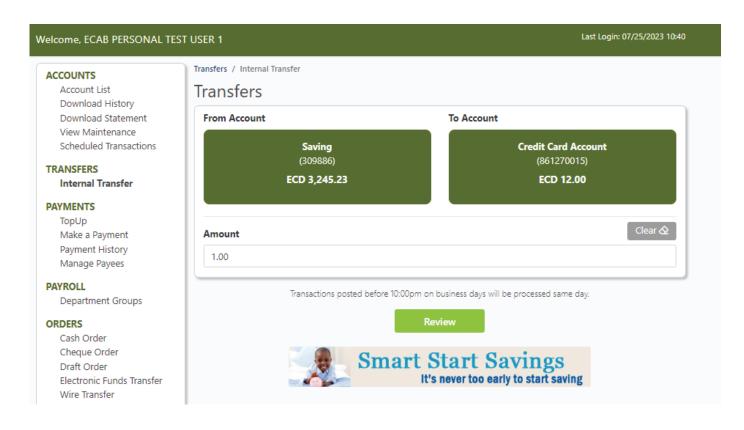
### Making an EC Credit Card Payment via the Web Browser

- 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<br>Account List<br>Download History<br>Download Statement<br>View Maintenance | Payments / Manage Payees / Add a Peer<br>Add a Peer<br>1. Input the nickname that will be used to identif<br>2. Input their Acobile ID<br>3. Input their account number<br>4. Reference tells the receiver who sent the fund | y this peer<br>s. Keep the default input or change it to something el: | se                           |
| TRANSFERS<br>Internal Transfer   | Nickname *   | Account Number *   |                              |
| PAYMENTS   | Nickname   | #  |                              |
| Make a Payment<br>Payment History  | Your Mobile ID *   | Peer's Mobile ID *   |                              |
| Manage Payees  | Your Mobile ID   | Peer's Mobile ID   |                              |
| ORDERS<br>View Orders  | Transaction Reference *  |  |                              |
| Cash Order<br>Cheque Order   | Transaction Reference  |  |                              |
| Draft Order<br>EFT Order<br>Wire Transfer  | Back   |  | Next                         |
| SERVICES<br>Card<br>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<br>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<br>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<br>Cash Order   | Transfer one time or a regular recurr<br>Frequency | ng payment<br>Transfer on   |       |
|   | Frequency  | Transfer on   |       |
| Cash Order  |  |   |       |
| Cash Order<br>Cheque Order  | Frequency  | Transfer on   |       |
| Cash Order<br>Cheque Order<br>Draft Order   | <b>Frequency</b><br>Monthly                        | Transfer on   |       |
| Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer   | <b>Frequency</b><br>Monthly                        | Transfer on         •       04/20/2022         ted before 10:00pm on business days will be processed same day.  |       |
| Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer   | <b>Frequency</b><br>Monthly                        | Transfer on           ✓         04/20/2022  |       |
| Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer<br>SERVICES<br>Card   | <b>Frequency</b><br>Monthly                        | Transfer on          •       04/20/2022         ted before 10:00pm on business days will be processed same day.         Review  |       |
| Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer<br>SERVICES   | <b>Frequency</b><br>Monthly                        | Transfer on          •       04/20/2022         ted before 10:00pm on business days will be processed same day.         Review         uper \$avings  |       |
| Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer<br>SERVICES<br>Card<br>Secure Message<br>Stop Payment                         | Frequency<br>Monthly<br>Transactions po            | Transfer on          •       04/20/2022         ted before 10:00pm on business days will be processed same day.         Review  |       |
| Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer<br>SERVICES<br>Card<br>Secure Message<br>Stop Payment<br>SETTINGS             | Frequency<br>Monthly<br>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<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer<br>SERVICES<br>Card<br>Secure Message<br>Stop Payment<br>SETTINGS<br>Personal | Frequency<br>Monthly<br>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<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer<br>SERVICES<br>Card<br>Secure Message<br>Stop Payment<br>SETTINGS             | Frequency<br>Monthly<br>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<br>Account List<br>Download History                            | Payments / Manage Payees<br>Manage Payees |                          |
|---|---|--------------------------|
| Download Statement<br>View Maintenance<br>Scheduled Transactions        | ТорUр                                     | Add Recipient Icon 🗕 🕒   |
| TRANSFERS   | Name                                      | Pay by Text              |
| Internal Transfer   | JaneDoePhone                              | Disabled Update Icon 🕜 🗊 |
| PAYMENTS<br>TopUp<br>Make a Payment<br>Payment History<br>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                         |

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• 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.

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- 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<br>Payment History   | Cash Order  |
| Manage Payees   |   |
|   | Please Select a Currency*                                 |
| ORDERS  | ECD ~   |
| View Orders   |   |
| Cash Order  |   |
| Cheque Order<br>Draft Order   | Select Bills  |
| EFT Order   |   |
| Wire Transfer   | 100 50 20 10  |
|   | 100 50 20 10  |
| SERVICES  |   |
| Card<br>Secure Message  | - Quar + - Quar + - Quar + - Quar +                       |
| Stop Payment  |   |
|   |   |
| SETTINGS  | 5   |
| Personal  |   |
| Preferences<br>Alerts   |   |
| Alerts  | - Quan +  |
|   |   |
| Need help?  | Select Coins  |
| Click on any account to see more details<br>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   |                             |  |
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| 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<br>Dict Order<br>Wits Tanafer       County*       Cy*         Secure<br>Wits Tanafer       Payment: Information       County*       S####################################  |   | Ordering Customer Information  |                             |  |
| Vectorise   Cach Under   Chard Under   Dich Under   STUNCS   Cacd   Sape Rymmet   STTINGS   Roman   Strings   Adress   Carger   Adress   Carger   Strings   Band Unders   Adress   Carger   Strings   Band Ration   Strings   Band Ration   Choire or   Adress   Carger   Strings   Band Ration   Strings   Strings <td< td=""><td>Manage Payees</td><td>Account #*</td><td></td><td>Address*</td></td<>  | Manage Payees                               | Account #*   |                             | Address*   |
| Colorder<br>Order Order<br>Dict Order<br>BT Order<br>Wis Tranfer       Compt/<br>Make a choice       Copy *         Server Kiss<br>Secure Macage<br>Soor Macage<br>Soor Macage<br>Soor Macage<br>Mares       Payment Information         Carrency*       Amount*         Parcoul<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>Pretoral<br>P |   | Choose Account   | ~                           | type here  |
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| SWIFT Code / ABA / Routing     Name       ∅     type here       City     type here       Specify Source / User of Funds*     type here       Specify purpose of wire transfer*     type here       Economic Activity *     type here       Itype here     type here       Send me an alert when my order is completed     type       Disclaimer:     Please enter the wire currency and payment details in the Remarks section. IBAM numbers are required for all GBP and EUR wires, in on GBP or EUR please state "0000". A country clearing code is required for all GBP and should be entered in the IBAN number field.  |   |  |                             |  |
| SWIFT Code / ABA / Routing     Name       ∅     type here       City     type here       Specify Source / User of Funds*     type here       Specify purpose of wire transfer*     type here       Economic Activity *     type here       Itype here     type here       Send me an alert when my order is completed     type       Disclaimer:     Please enter the wire currency and payment details in the Remarks section. IBAM numbers are required for all GBP and EUR wires, in on GBP or EUR please state "0000". A country clearing code is required for all GBP and should be entered in the IBAN number field.  |   | Intermediary Bank Information  |                             |  |
| <ul> <li>#</li> <li>type here</li> <li>City</li> <li>Type here</li> <li>Specify Source / User of Funds*</li> <li>type here</li> <li>Specify purpose of wire transfer*</li> <li>Type here</li> <li>Economic Activity *</li> <li>type here</li> <li>Send me an alert when my order is completed</li> <li>Disclaimer:</li> <li>Please enter the wire currency and payment details in the Remarks section. IBAM numbers are required for all GBP and EUR River, and GBP Rivers and should be entered in the IBAN number field.</li> </ul>   |   |  |                             | News   |
| City  type here  Specify Source / User of Funds*  type here  Specify purpose of wire transfer*  type here  Economic Activity*  type here  Send me an alert when my order is completed  Disclaimer:  Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Currency and payment details in the Remarks section. IBAN numbers are required for all Canadian wires and should be entered in the IBAN number field.   |   |  |                             |  |
| type here         Specify Source / User of Funds*         type here         Specify purpose of wire transfer*         type here         Economic Activity*         type here         Send me an alert when my order is completed         Disclaimer:         Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP and EUR wire; and should be entered in the IBAN number field.   |   |  |                             | type here  |
| Specify Source / User of Funds*  type here  Specify purpose of wire transfer*  type here  Economic Activity*  type here  Send me an alert when my order is completed  Send me an alert when my order is completed  Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP and EUR wire; Inor GBP or EUR Please state "0000". A country clearing code is required for all GBP and EUR wire; and in or GBP or EUR Please state "0000". A country clearing code is required for all CBP  |   |  |                             |  |
| type here         Specify purpose of wire transfer*         type here         Economic Activity *         type here         Send me an alert when my order is completed         Disclaimer:         Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all G&P and EUR wire; Inor G&P or EUR please state "0000". A country clearing code is required for all Canadian wires and should be entered in the IBAN number field.  |   |  |                             |  |
| Specify purpose of wire transfer*  type here  Economic Activity *  type here  Send me an alert when my order is completed  Disclaimer:  Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP and EUR wire; Inor GBP or EUR lease state '0000''. A country clearing code is required for all Canadian wires and should be entered in the IBAN number field.  |   | Specify Source / User of Funds*  |                             |  |
| hype here  Economic Activity *  hype here  Send me an alert when my order is completed  Disclaimer:  Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP and EUR wire; if non-GBP or EUR please state '0000'. A country clearing code is required for all Canadian wires and should be entered in the IBAN number field.   |   | type here  |                             |  |
| Economic Activity *  type here  Send me an alert when my order is completed  Disclaimer:  Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP and EUR wires, if non-GBP or EUR please state ''0000''. A country clearing code is required for all Canadian wires and should be entered in the IBAN number field.   |   | Specify purpose of wire transfer*  |                             |  |
| hype here Send me an allert when my order is completed Disclaimer: Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP and EUR wire; if non-GBP or EUR please state '0000'. A country clearing code is required for all Canadian wires and should be entered in the IBAN number field.   |   | type here  |                             |  |
| Send me an allert when my order is completed<br>Disclaimer:<br>Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP<br>and EUR wire, if non-GBP or EUR please state '0000'. A country clearing code is required for all Canadian wires and<br>should be entered in the IBAN number field.   |   | Economic Activity *  |                             |  |
| Send me an allert when my order is completed<br>Disclaimer:<br>Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP<br>and EUR wire, if non-GBP or EUR please state '0000'. A country clearing code is required for all Canadian wires and<br>should be entered in the IBAN number field.   |   | type here  |                             |  |
| Disclaimer:<br>Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP<br>and EUR wires; if non-GBP or EUR please state "0000". A country clearing code is required for all Canadian wires and<br>should be entered in the IBAN number field.  |   |  |                             |  |
| Please enter the wire currency and payment details in the Remarks section. IBAN numbers are required for all GBP<br>and EUR wires, if non-GBP or EUR please state '0000'. A country clearing code is required for all Canadian wires and<br>should be entered in the IBAN number field.   |   | Send me an alert when my order is cor  | npleted                     | $\checkmark$   |
| and EUR wires, if non-GBP or EUR please state '0000'. A country clearing code is required for all Canadian wires and should be entered in the IBAN number field.  |   | Disclaimer:  |                             |  |
| should be entered in the IBAN number field.   |   | Please enter the wire currency and paym  | ent details in the          | Remarks section. IBAN numbers are required for all GBP       |
|   |   | and EUR wires, if non-GBP or EUR please<br>should be entered in the IBAN number fi | estate "0000". A o<br>ield. | country clearing code is required for all Canadian wires and |
| 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                                   | <b>*</b>   |                         |
| Preferences                                |  |                         |
| 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<br>Create Draft Order                |           |                         |              |
|---|---|-----------|-------------------------|--------------|
| Download Statement<br>View Maintenance  |   | 0         | -* >                    |              |
| Internal Transfer   | View Orders Cash Order Cheque Order                       | Draft Ord | der EFT Order           |              |
| PAYMENTS<br>Make a Payment<br>Payment History<br>Manage Payees<br>ORDERS<br>View Orders<br>Cash Order | Draft Order<br>Select the type of payment*<br>Local Draft | ~         |                         |              |
| Cash Order<br>Cheque Order<br>Draft Order<br>EFT Order<br>Wire Transfer                               | Requesting Customer Information<br>Draft Amount*          |           | Account Number*         |              |
|   | ###,## EC   | D         | Please Select           | ~            |
| Card Card   | Address*  |           | City *                  |              |
| Secure Message<br>Stop Payment  |   |           |                         |              |
| SETTINGS  | Country*  |           | Branch for Pickup*      |              |
| Personal  | Make a choice   | ~         | Please Select           | ~            |
| Preferences<br>Alerts   | Date for Pickup*  |           |                         |              |
| Alerb   | mm/dd/yyyy  |           |                         |              |
| Need help?<br>Click on any account to see more details<br>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<br>Account List<br>Download History  | Orders / Templates |                |                |              |                  |   |
|---|--------------------|----------------|----------------|--------------|------------------|---|
| Download Statement<br>View Maintenance<br>Scheduled Transactions<br>ANSFERS<br>Internal Transfer            | View Orders        | S<br>Templates | Cash Order     | Cheque Order | Draft Order      |   |
| Y <b>MENTS</b><br>Make a Payment<br>Payment History<br>Manage Payees  | Templates          |                | Туре           | •            | Created ≑        | e |
| DERS<br>View Orders   | JaneDoe            |                | Internation    | al Draft     | 04/07/2022 12:43 |   |
| <b>Templates</b><br>Cash Order<br>Cheque Order<br>Draft Order<br>Electronic Funds Transfer<br>Wire Transfer | EFT-to-Susan       |                | Electronic Fun | ds Transfer  | 04/07/2022 12:45 |   |

| wnload History<br>wnload Statement<br>w Maintenance<br>eduled Transactions<br>SFERS<br>ernal Transfer | Create EFT Order   |  |  |  |
|---|--|--|--|--|
| ENTS<br>ke a Payment<br>ment History  | Select a Template  | Please Select  |  |  |
| nage Payees   |  |  |  |  |
| 85  | Ordering Customer Information  |  |  |  |
| w Orders<br>nplates   | Account #*   | Address*   |  |  |
| h Order<br>eque Order   | Choose Account   | * type here  |  |  |
| ft Order  | City*  | Country*   |  |  |
| e Transfer  | type here  | Make a choice  |  |  |
| ES  |  |  |  |  |
| blications  | Payment Information  |  |  |  |
| d<br>ure Message  | Currency*  | Amount*  |  |  |
| p Payment   | Choose Currency  | 0.00   |  |  |
| IGS   |  |  |  |  |
| sonal<br>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<br>Account # *<br>#<br>Name*<br>type here<br>City<br>type here<br>Addenda (Remittance Information)* | Account Type"<br>Make a choice<br>Address<br>type here<br>Country<br>Make a choice |  |  |
|   | type here<br>Send me an alert when my order is completed   |  |  |  |
|   | Disclaimer:<br>Please ensure all beneficiary details are correct to avoid<br>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<br>Account List<br>Download History   | Orders / Scheduled Orders<br>Scheduled Orders |                  |            |                       |        |
|--|---|------------------|------------|-----------------------|--------|
| Download Statement<br>View Maintenance<br>Scheduled Transactions<br>TRANSFERS<br>Internal Transfer | View Orders Templates                         | Scheduled Orders | Cash Order | Cheque Order          |        |
| PAYMENTS<br>TopUp  | Scheduled Orders                              |                  |            |                       |        |
| Make a Payment<br>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<br>Cheque Order<br>Draft Order  | Wire Transfer                                 | Jane doe         | Once       | 06/16/2022            | 1.00   |
| Electronic Funds Transfer<br>Wire Transfer   |   |                  |            |                       |        |
| Order History<br>Scheduled Orders  |   |                  |            |                       |        |

| COUNTS<br>Account List   | Orders / Electronic Funds Transfer<br>Create EFT Order   |   |  |  |  |
|--|--|---|--|--|--|
| Download History<br>Download Statement<br>View Maintenance<br>Scheduled Transactions | < 🖻 💿 📰  |   |  |  |  |
| ANSFERS<br>Internal Transfer   | Scheduled Orders Cash Order Cheque On  | der Draft Order Electronic Funds Transfer   |  |  |  |
| TopUp<br>Make a Payment  | Select a Template  | Please Select 👻   |  |  |  |
| Payment History<br>Manage Payees   | Ordering Customer Information 🚯  |   |  |  |  |
| DERS<br>Cash Order   | Account #"   | Address"  |  |  |  |
| Sheque Order<br>Draft Order  | Choose Account   | ✓ type here   |  |  |  |
| Draft Order<br>Electronic Funds Transfer   | City*  | Country*  |  |  |  |
| Wire Transfer<br>Order History<br>Scheduled Orders                                   | type here  | Please Select   |  |  |  |
| Templates  | Payment Information ()   |   |  |  |  |
| VICES  | Currency*  | Amount"   |  |  |  |
| Secure Message   | 1- Marile Maria  | ✓ 0.00  |  |  |  |
| Stop Payment   | choose currency  |   |  |  |  |
| TINGS<br>Personal  |  |   |  |  |  |
| Preferences  | Beneficiary Bank Information 🚯   |   |  |  |  |
| Alerts   | Name *   | Country*  |  |  |  |
|  | Make a choice  | <ul> <li>Make a choice</li> </ul>   |  |  |  |
|  | Routing # *  | Branch  |  |  |  |
|  | Make a choice  | • I   |  |  |  |
|  | Account # *  | Account Type* Make a choice   |  |  |  |
|  | Name*  | Address   |  |  |  |
|  | type here  | type here   |  |  |  |
|  | City   | Country   |  |  |  |
|  | type here  | Please Select   |  |  |  |
|  | Addenda (Remittance Information)"  |   |  |  |  |
|  | type here  |   |  |  |  |
| ſ  | Send me an alert when my order is completed<br>Disclaimer:<br>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<br>20 20 21 1 2 0 4<br>8 8 7 8 0 10 11<br>12 13 14 16 15 17 10<br>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<br>Account List  | Orders / Scheduled Orders<br>Scheduled Orders  |  |            |
|---|--|--|------------|
| Download History<br>Download Statement<br>View Maintenance<br>Scheduled Transactions<br>TRANSFERS<br>Internal Iranster  | View Orders Templates Scheduled C  | Orders Cash Order Cheque Order   |            |
| PAYMENTS<br>IopUp<br>Make a Payri eril<br>Payment I listory<br>Manage Payees<br>PAYROLL   | General Order Information<br>Type<br>Frequency<br>Next Scheduled Date  | Electronic Funds Transfer<br>BI-Weekly<br>06/21/2022                                     | Jpdate Ico |
| CRDFRS<br>Cash Order<br>Cheque Order<br>Dratt Order<br>Electronic Funds Transfer<br>Wire Transfer<br>Order History<br>Scheduled Orders<br>Templates<br>SFRVICES | Ordering Customer Information<br>Account #<br>123<br>Address<br>test<br>City<br>test<br>Country<br>Antigua and Barbuda | Payment Information<br>Currency<br>XCD<br>Amount<br>1.00<br>Charge Transaction<br>N/A    |            |
| Card<br>Secure Message<br>Stop Payment<br>SETTINGS<br>Personal<br>Preferences<br>Alerts   | Beneficiary Bank Information<br>Name<br>Dank<br>Address<br>SL John's<br>City<br>N/A                                    | Beneticiary Customer Information<br>Account #<br>123<br>Account Type<br>Checking<br>Name |            |
| 11010   | Country<br>Antigua and Barbuda   | Mary Sue<br>Address<br>N/A<br>City<br>test<br>Country                                    |            |
|   | Send me an alert when my order is ready fo   | Antigua and Barbuda<br>Remittance Information<br>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.

| ACCOUNTS  | Settings / Alerts       |             |              |      |
|---|-------------------------|-------------|--------------|------|
| Account List  | Account Settings        |             | Glenroy      | Aaro |
| bowmoud mistory   | Account Settings        |             |              | 3274 |
| Download Statement<br>View Maintenance  |                         | 0           |              |      |
| view Maintenance  | 503                     |             | $\cap$       |      |
| TRANSFERS   | ~~~                     |             |              |      |
| Internal Transfer   | Personal Settings       | Preferences | Alerts       |      |
| PAYMENTS  |                         |             |              |      |
| Make a Payment  |                         |             |              |      |
| Payment History   | Alert Delivery Method.  |             |              |      |
| Manage Payees   |                         |             |              |      |
| ORDERS  | Email 🔽                 |             | Text Message | ~    |
| View Orders   |                         |             |              |      |
| Cash Order  |                         |             |              |      |
| Cheque Order  | Checking Account Alerts |             |              |      |
| Draft Order   | checking Account Alerts |             |              |      |
| EFT Order   | Alert                   | Enabled     | Accounts     |      |
| Wire Transfer   |                         | *           | ~            |      |
| SERVICES  | DDA Daily Balance       |             | O            |      |
| Card  | DDA Bal Less Than \$    | ×           | D            |      |
| Secure Message  | DDA bai Less man s      | 47          | 9            |      |
| Stop Payment  | DDA Bal Greater Than \$ | ×           | D            |      |
| SETTINGS  |                         |             | 0            |      |
| Personal  | Credit Advice           | X           | O            |      |
| Preferences   |                         |             | _            |      |
| Alerts  | Debit Advice            | 20          | O            |      |
|   |                         |             |              |      |
| Need help?<br>Click on any account to say more details<br>and/or history of your latest transactions. | Salary Credit           | *           | O            |      |
|   |                         |             | _            |      |
|   | Deposit                 | X           | D            |      |
|   |                         |             | 1 Account    |      |
|   | Cheque Cashed           | <b>.</b>    | 1 Account 💽  |      |
|   | ATM Withdrawal          | ×           | D            |      |
|   | And withdrawa           | 1,4         | 9            |      |
|   | Third Party Credit      | X           | O            |      |
|   |                         |             | 0            |      |
|   | Internal Transfer       | 2           | O            |      |
|   |                         |             | _            |      |
|   | Utility Payment         | ×           | D            |      |
|   |                         |             |              |      |
|   | POS Debit               | <b>.</b>    | Accounts 💽   |      |

| ACCOUNTS                         | Services / View Secure Message |                             |                      |
|----------------------------------|--------------------------------|-----------------------------|----------------------|
| Account List<br>Download History | View Secure Messag             | e                           |                      |
| Download Statement               | 3                              |                             |                      |
| View Maintenance                 |                                | 0                           |                      |
| TRANSFERS                        |                                |                             |                      |
| Internal Transfer                | Card                           | Secure Message              | Stop Payment         |
|                                  |                                |                             |                      |
| PAYMENTS                         |                                |                             |                      |
| Make a Payment                   | Grad Gram Married              |                             |                      |
| Payment History                  | Send Secure Message            |                             |                      |
| Manage Payees                    |                                |                             |                      |
| ORDERS                           |                                |                             |                      |
| View Orders                      |                                |                             |                      |
| Cash Order                       |                                |                             |                      |
| Cheque Order                     |                                |                             |                      |
| Draft Order                      | ① Tips No file chosen.         |                             | 1000 Characters left |
| EFT Order<br>Wire Transfer       | W High Ro Hie Chosen.          |                             | 1000 characters left |
| wire transfer                    |                                |                             |                      |
| SERVICES                         | Send me an alert when my       | secure message is completed |                      |
| Card                             |                                |                             |                      |
| Secure Message                   |                                |                             |                      |
| Stop Payment                     | Cancel                         |                             | Send                 |
| SETTINGS                         |                                |                             |                      |
| Personal                         |                                |                             |                      |
| Preferences                      |                                |                             |                      |
| Alerts                           |                                |                             |                      |

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.

| Download History Download Statement  |   |
|--|---|
| Download Statement   |   |
|  |   |
|  |   |
| ANSFERS Card Secure Message Stop Payment   |   |
| MENTS  |   |
| Vake a Payment Payment History Change Card Address Wanage Payees                     | + |
| Card Address Click + button to change card address.                                  |   |
| View Orders Report Lost/Stolen Card  | Ŧ |
| Cheque Order Report Card Click + button to report a lost/stolen card.<br>Draft Order |   |

| ACCOUNTS                                    | Services / Card                          |   |                                   |
|---|--|---|-----------------------------------|
| Download History                            | Card                                     |   |                                   |
| Download Statement<br>View Maintenance      |  | 0   | $\wedge$                          |
| TRANSFERS                                   |  | 223   | $\langle ! \rangle$               |
| Internal Transfer                           | Card                                     | Secure Message                                | Stop Payment                      |
|   |  |   |                                   |
| PAYMENTS                                    |  |   |                                   |
| Make a Payment<br>Payment History           | Change Card Address                      |   |                                   |
| Manage Payees                               | enange eara naaress                      |   |                                   |
|   | Card Type*                               | Please Select                                 | ~                                 |
| ORDERS                                      |  |   |                                   |
| View Orders<br>Cash Order                   | Address Type*                            | Please Select                                 | ~                                 |
| Cheque Order                                |  |   |                                   |
| Draft Order                                 | Account Number*                          | Please Select                                 | ~                                 |
| EFT Order                                   |  |   |                                   |
| Wire Transfer                               | Address Line 1*                          |   |                                   |
| SERVICES                                    |  |   |                                   |
| Card  | Address Line 2                           |   |                                   |
| Secure Message                              |  |   |                                   |
| Stop Payment                                | City *                                   |   |                                   |
| SETTINGS                                    | State/Province                           |   |                                   |
| Personal                                    | State/Province                           |   |                                   |
| Preferences                                 | Countrat                                 | Please Select                                 |                                   |
| Alerts                                      | Country*                                 | Please select                                 | *                                 |
|   | Zip/Postal Code                          |   |                                   |
| Need help?                                  | zip/rosul code                           |   |                                   |
| Click on any account to see more details    | Home Phone Number*                       |   |                                   |
| and/or history of your latest transactions. |  |   |                                   |
|   | Business Phone Number                    |   |                                   |
|   |  |   |                                   |
|   | Other Phone Number                       |   |                                   |
|   |  |   |                                   |
|   | Disclaimer: This service is only applied | able to the billing address on your credit co | ard. Please come into the hank if |
|   | you require an update of your physica    |   |                                   |
|   | you require an optime of your physica    | 1 000 C33.                                    |                                   |
|   |  |   |                                   |
|   |  |   | 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.

| ACCOUNTS                               | Services / Stop Payment |     |                |              |
|--|-------------------------|-----|----------------|--------------|
| Account List                           | Stop Payment            |     |                |              |
| Download History<br>Download Statement |                         |     |                |              |
| View Maintenance                       |                         |     | $\bigcirc$     | ^            |
|  |                         |     | 23             |              |
| RANSFERS                               | Card                    |     | Secure Message | Stop Payment |
| Internal Transfer                      | Curu                    |     | Secure message | Stop rayment |
| AYMENTS                                |                         |     |                |              |
| Make a Payment                         |                         |     |                | _            |
| Payment History                        | Stop Payment            |     |                | Θ            |
| Manage Payees                          |                         |     |                |              |
| ORDERS                                 | Account #*              |     | Payee ①        |              |
| View Orders                            |                         |     |                |              |
| Cash Order                             | Please Select           |     | ×              |              |
| Cheque Order                           | Cheque Number* ①        |     | Cheque Amount* |              |
| Draft Order                            | From*                   | To* | From*          | To*          |
| EFT Order<br>Wire Transfer             | Tom                     |     |                | 10           |
| wire transfer                          |                         |     |                |              |
| ERVICES                                | Reason                  |     |                |              |
| Card                                   |                         |     |                |              |
| Secure Message                         |                         |     |                |              |
| Stop Payment                           |                         |     |                |              |
| ETTINGS                                |                         |     |                |              |
| Personal                               | Cancel                  |     |                | Continue     |
| Preferences                            |                         |     |                |              |
| Alerts                                 |                         |     |                |              |

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