Finabank Online Corporate Banking Manual

FinaBank

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Chapter 1. Introduction

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

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

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

Tools needed:

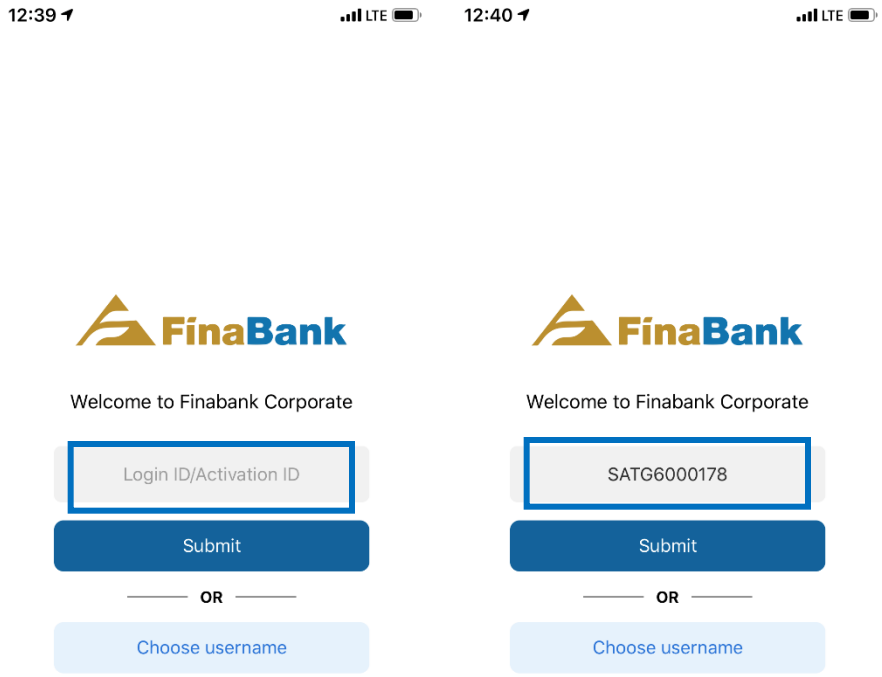
- E-mail address to receive USER ID and authentication code mail;
- Smartphone to download the Finabank Corporate Mobile Banking application;
- Laptop or computer to connect to the website, if you would like to use Finabank Corporate Online Banking.

Chapter 2. Uniken authorization application

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

After download is finished, complete the following steps:

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


12:39
LTE
FinaBank
Welcome to Finabank Corporate
Login ID/Activation ID
Submit
OR
Choose username
12:40
LTE
FinaBank
Welcome to Finabank Corporate
SATG6000178
Submit
OR
Choose username

FinaBank Mobile banking: Activation Credentials

Onlinebanking
To Lindsay Mac Donald

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

Onlinebanking

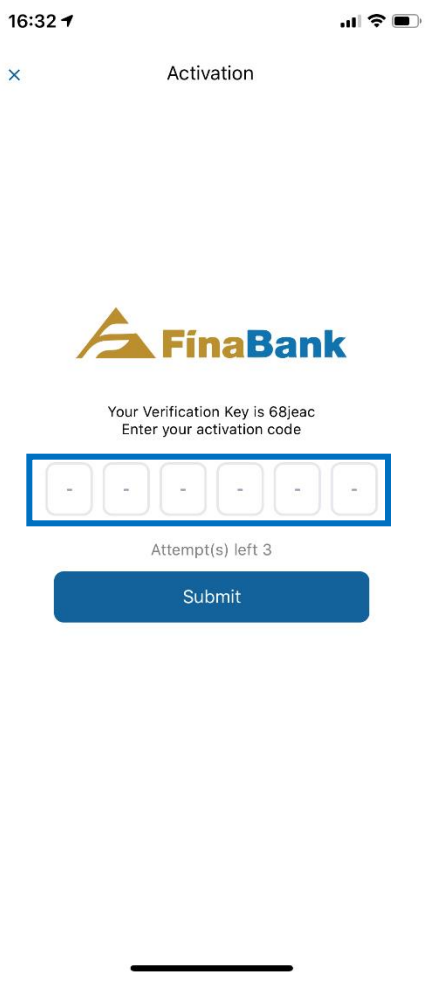
Dr.Sophie Redmondstraat 59-61

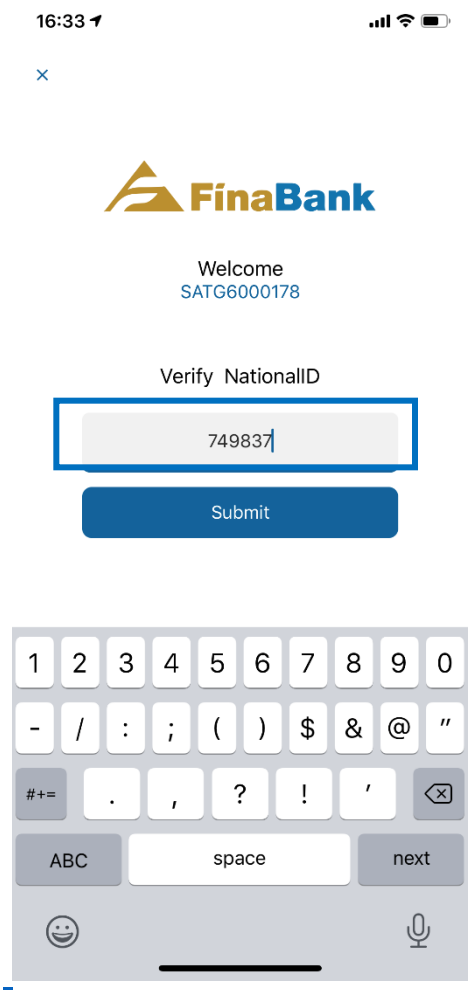
(597) 472266
(597) 422672

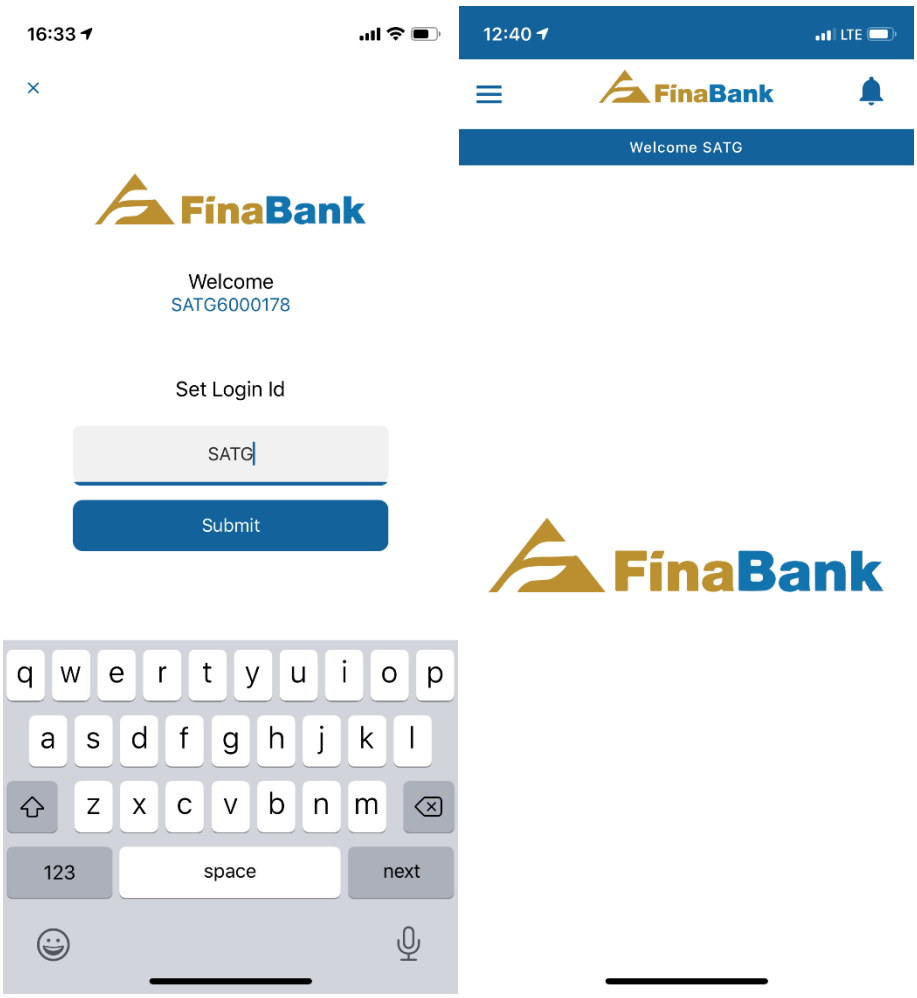
onlinebanking@finabanknv.com

http://www.finabanknv.com

FinaBank


16:32
Activation
FinaBank
Your Verification Key is 68jeac
Enter your activation code
Attempt(s) left 3
Submit


16:33
FinaBank
Welcome
SATG6000178
Verify NationalID
749837
Submit
1 2 3 4 5 6 7 8 9 0
- / : ; ( ) $ & @ "
#+= . , ? ! '
ABC
space
next

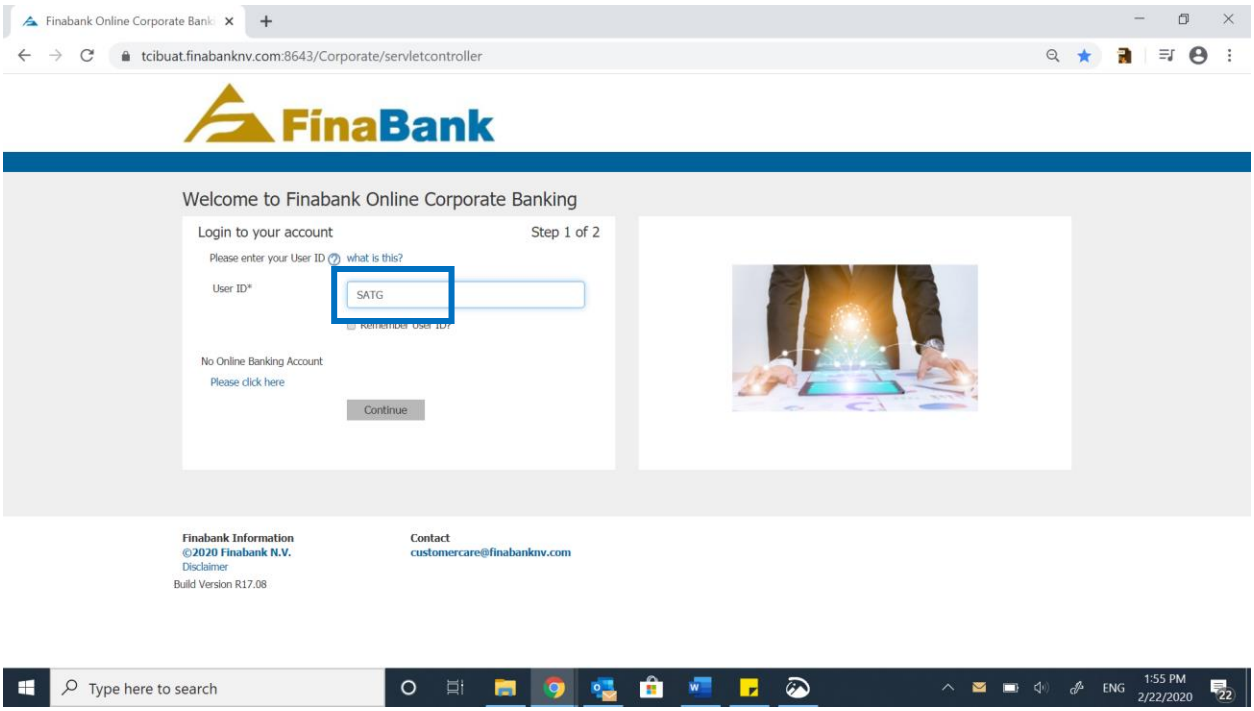


Chapter 3. Log in to Finabank Corporate Online Banking

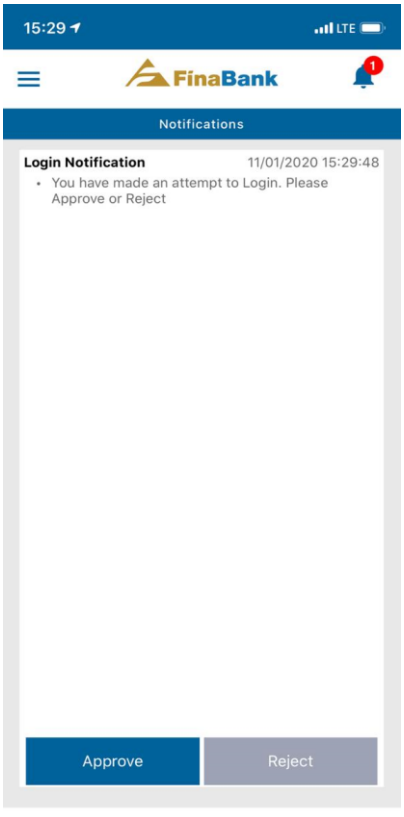
The link to the Finabank Corporate Online Banking will be send to you by e-mail.
To access the link, complete the following steps:

- Log in to the Finabank Corporate Mobile Application by
  1) Opening the Finabank Corporate Mobile Application
  2) Use Fingerprint,Face ID or password code to login to the application

- Open the link in your preferred web browser
  1) Fill in the USER ID and press continue;
  2) A request for authorization will be received on your mobile application;
  3) After approval, you are logged in.


Finabank Online Corporate Bank
tcibuat.finabanknv.com:8643/Corporate/servletcontroller
FinaBank
Welcome to Finabank Online Corporate Banking
Login to your account
Step 1 of 2
Please enter your User ID
what is this?
User ID*
SATG
No Online Banking Account
Please click here
Continue
Finabank Information
©2020 Finabank N.V.
Disclaimer
Build Version R17.08
Contact
customercare@finabanknv.com

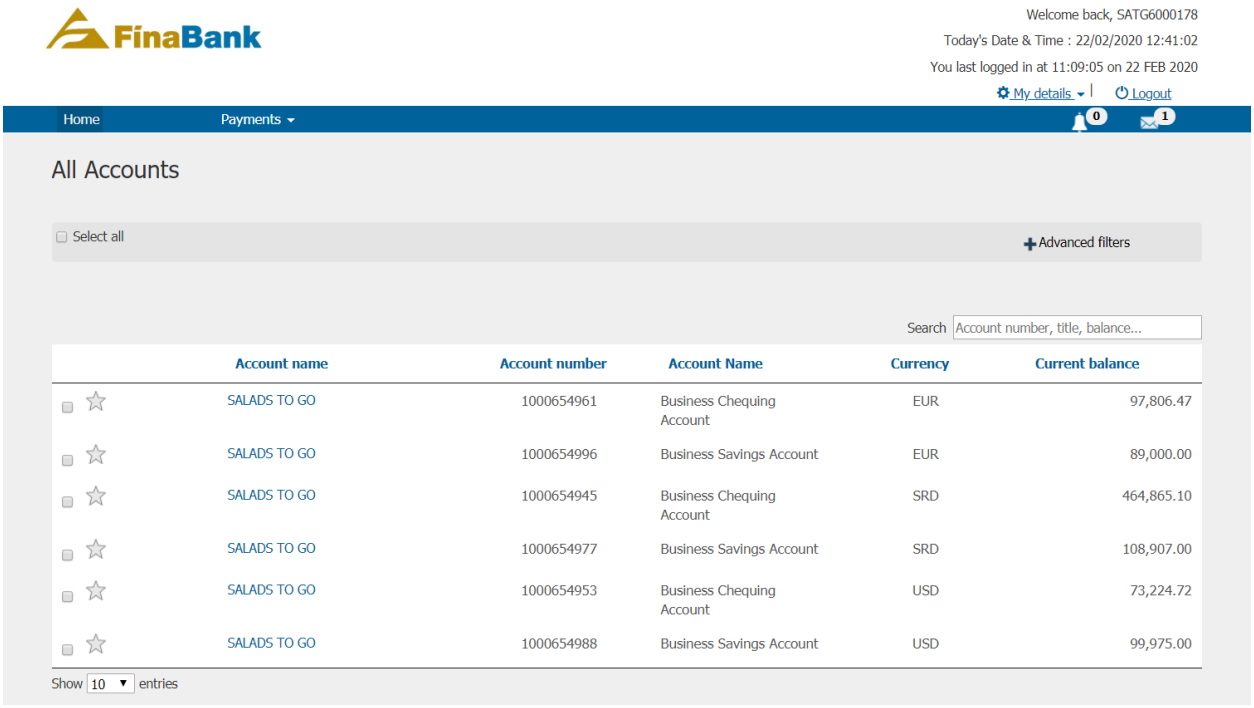
Type here to search
ENG
1:55 PM
2/22/2020


15:29
LTE
FinaBank
Notifications
Login Notification
11/01/2020 15:29:48
You have made an attempt to Login. Please Approve or Reject
Approve
Reject

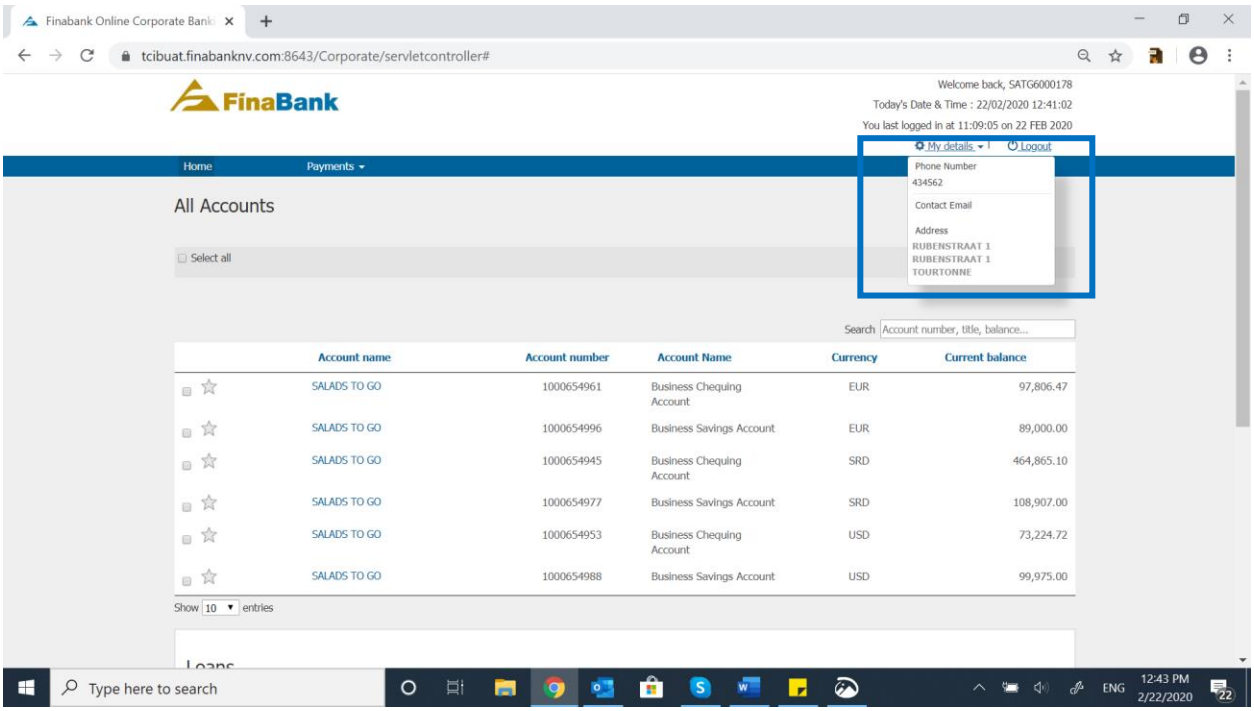
Chapter 4. Browsing Finabank Corporate Online Banking

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

- All accounts
- All loans
- All term deposits



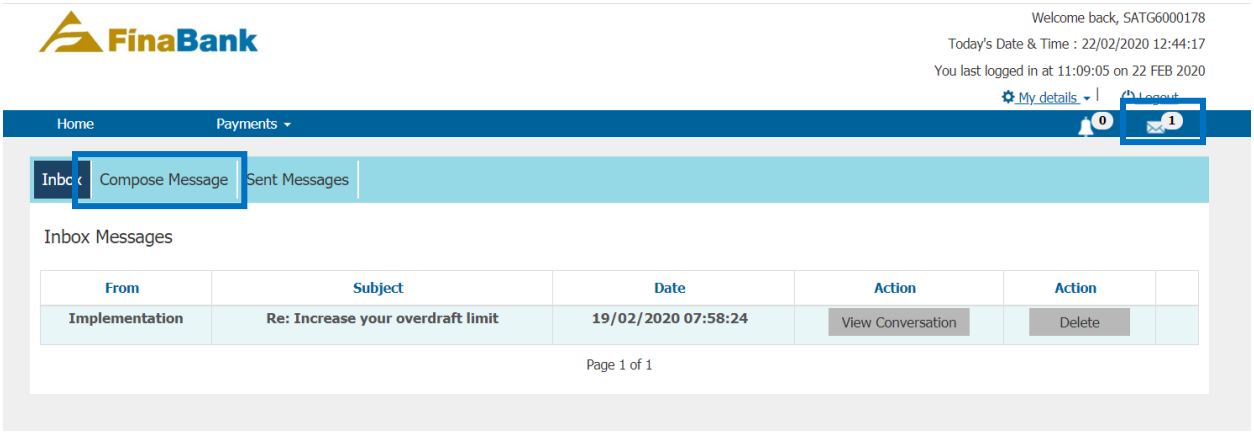
To view your own details, click on 'My Details' on the right side of the home screen. To change your details, send a 'Message' to the bank with subject 'Change your details'.



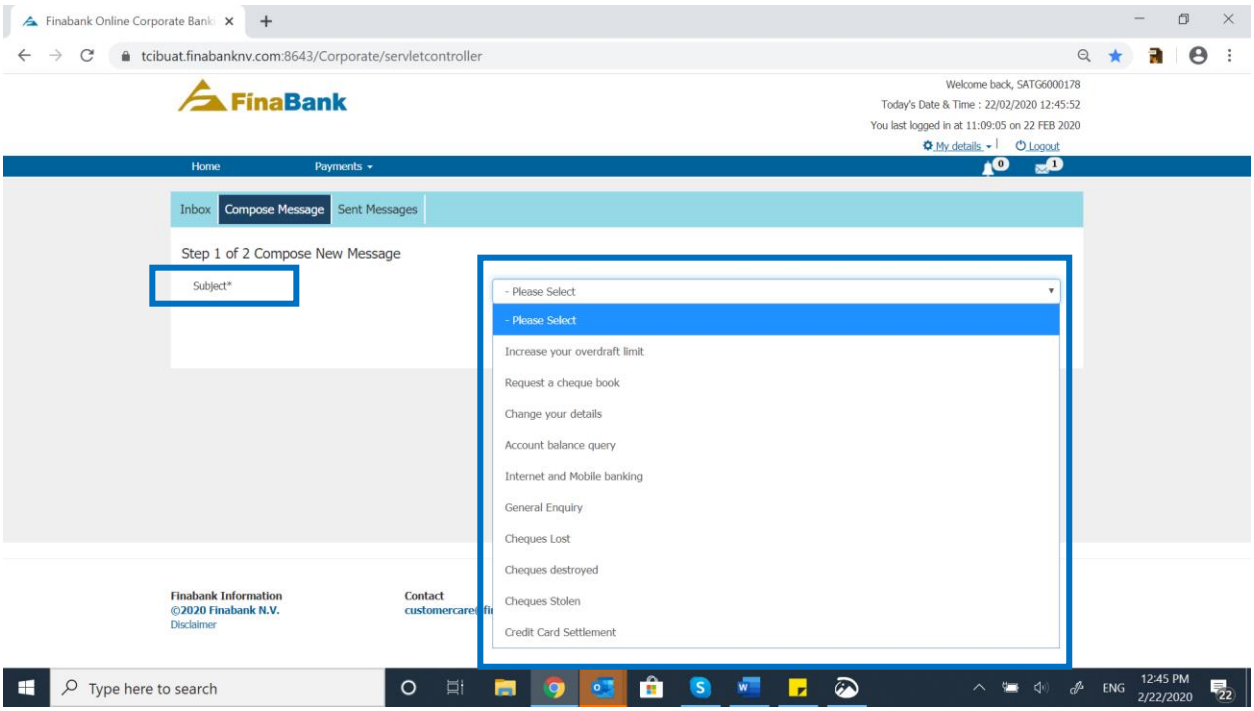
Messages

Select 'envelope' icon on the right side of the home screen.
View all messages in 'Inbox Messages'

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



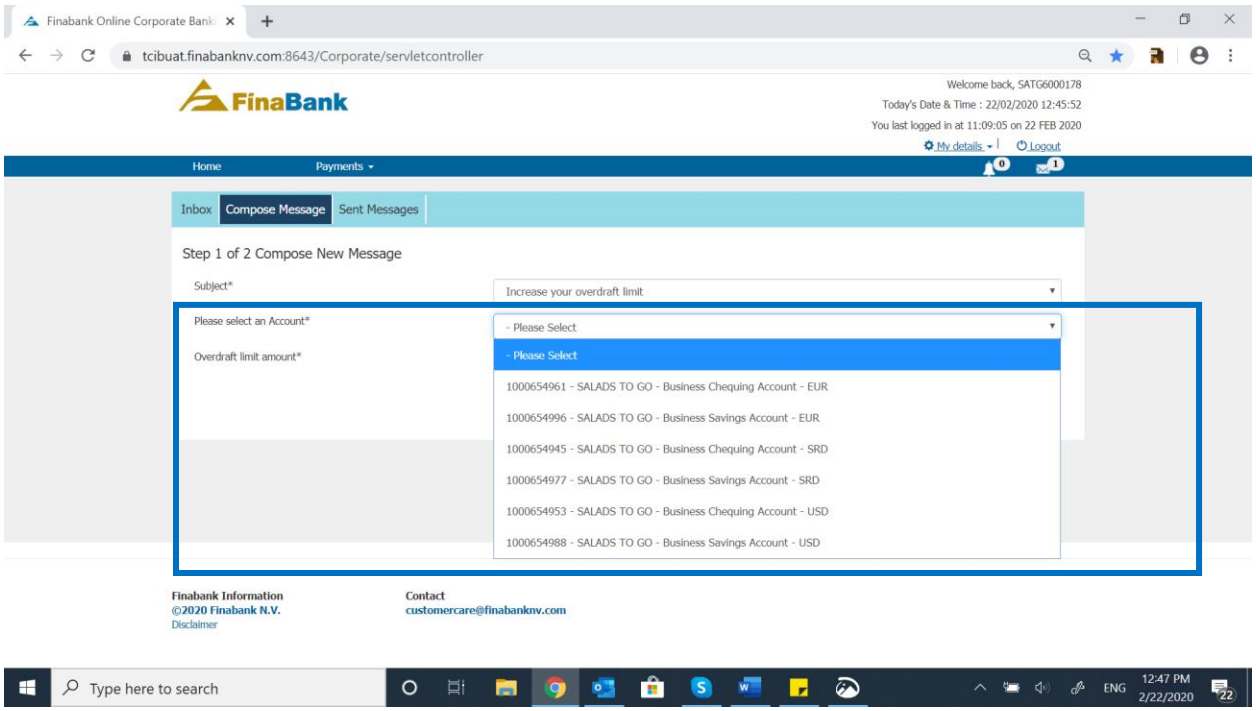
- Select 'subject' from drop down list



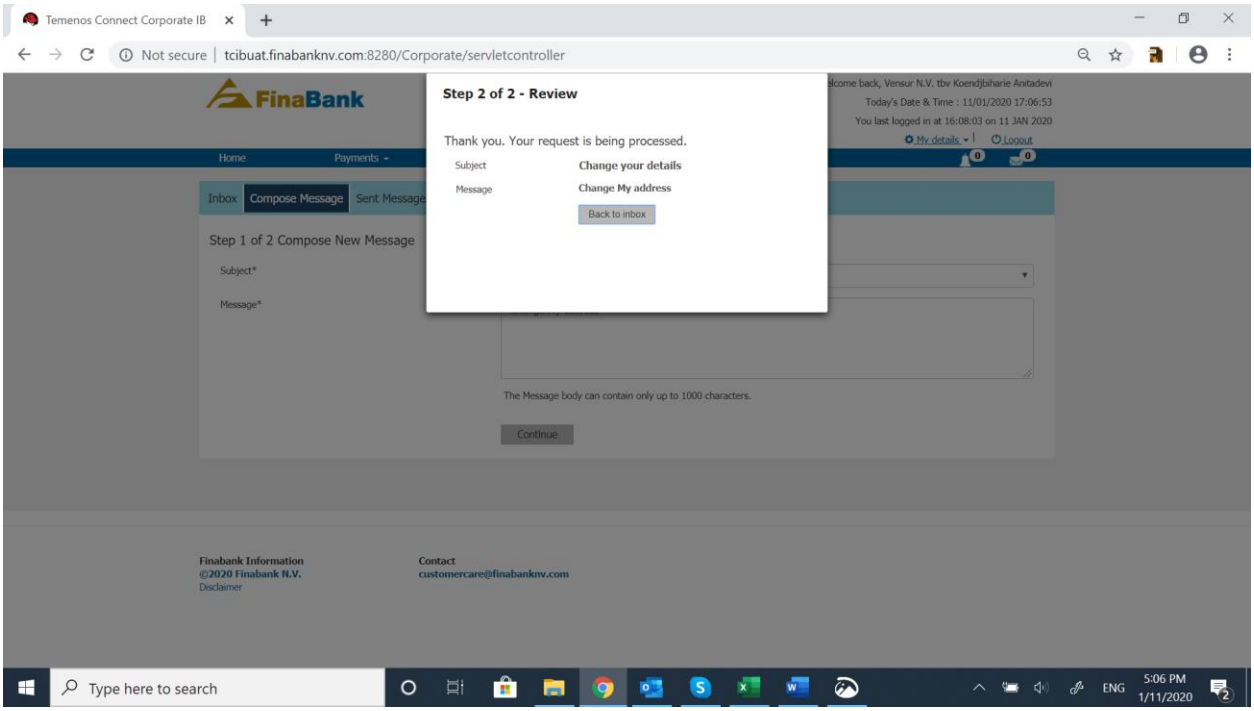
- Select one of your available accounts from the drop-down list if the following subjects are selected:

- *Increase overdraft limit*
- *Request a cheque book*
- *Account balance query*

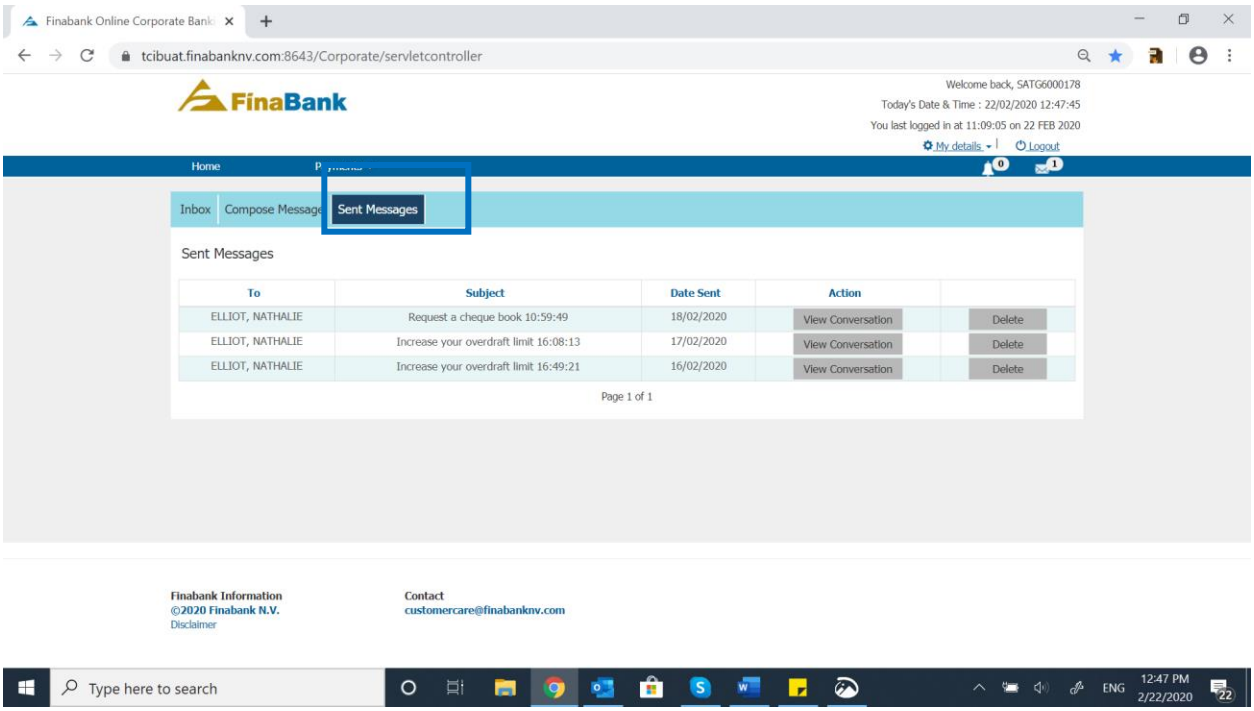
- Fill in requested details



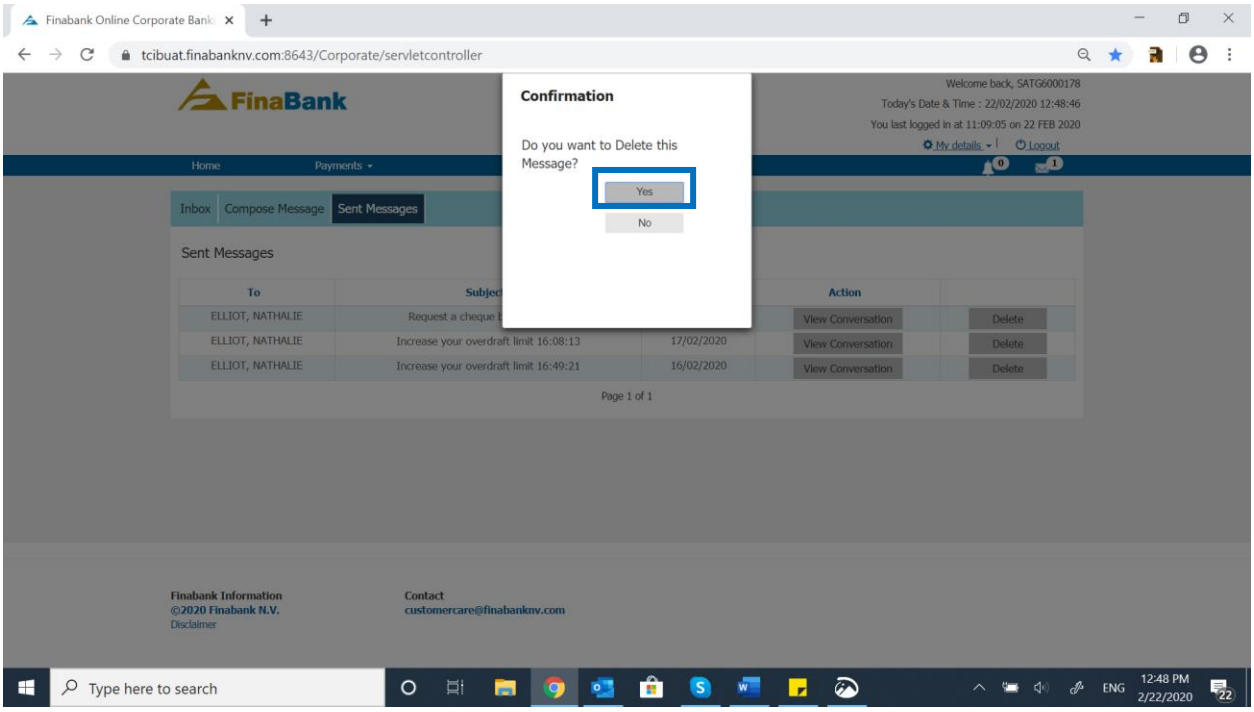
- Click 'continue'
- Review window is received after successful sending of message



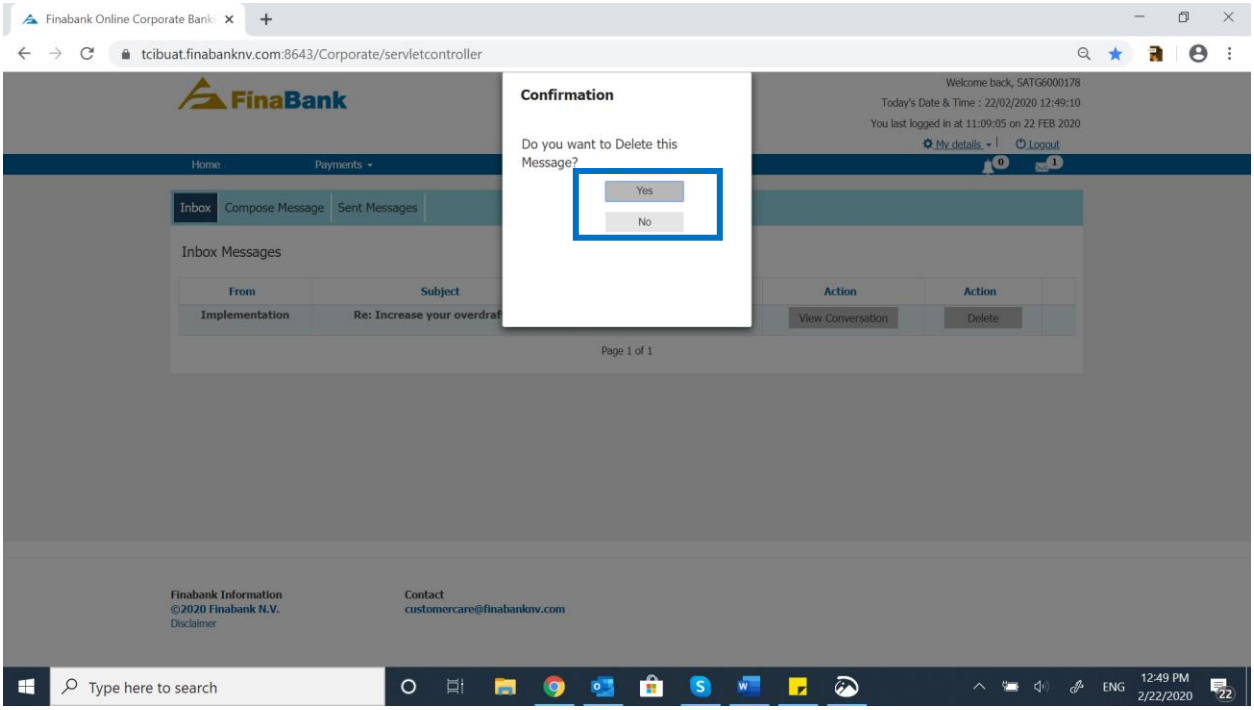
- To view a send message, select 'Sent Messages'



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



- To delete a message from the inbox, select ‘Delete’

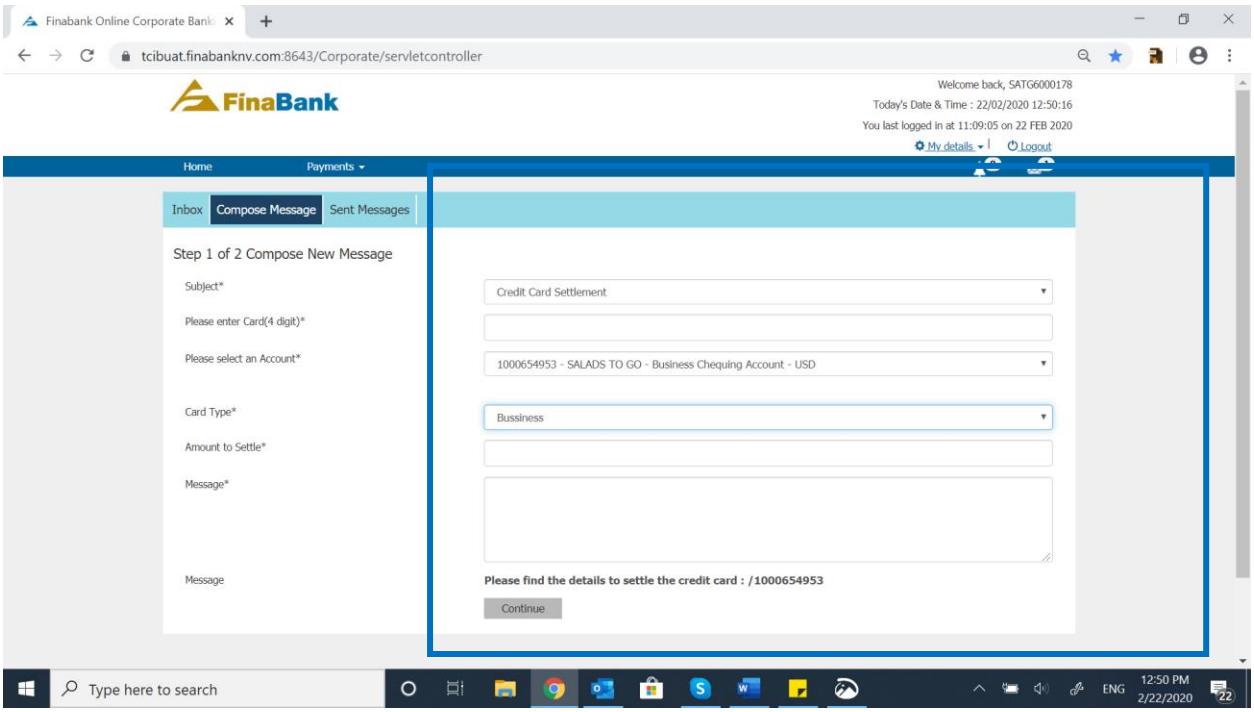


- Confirmation window is received, click ‘Yes’ to delete message

Credit Card Settlement

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

Fill in all requested information.

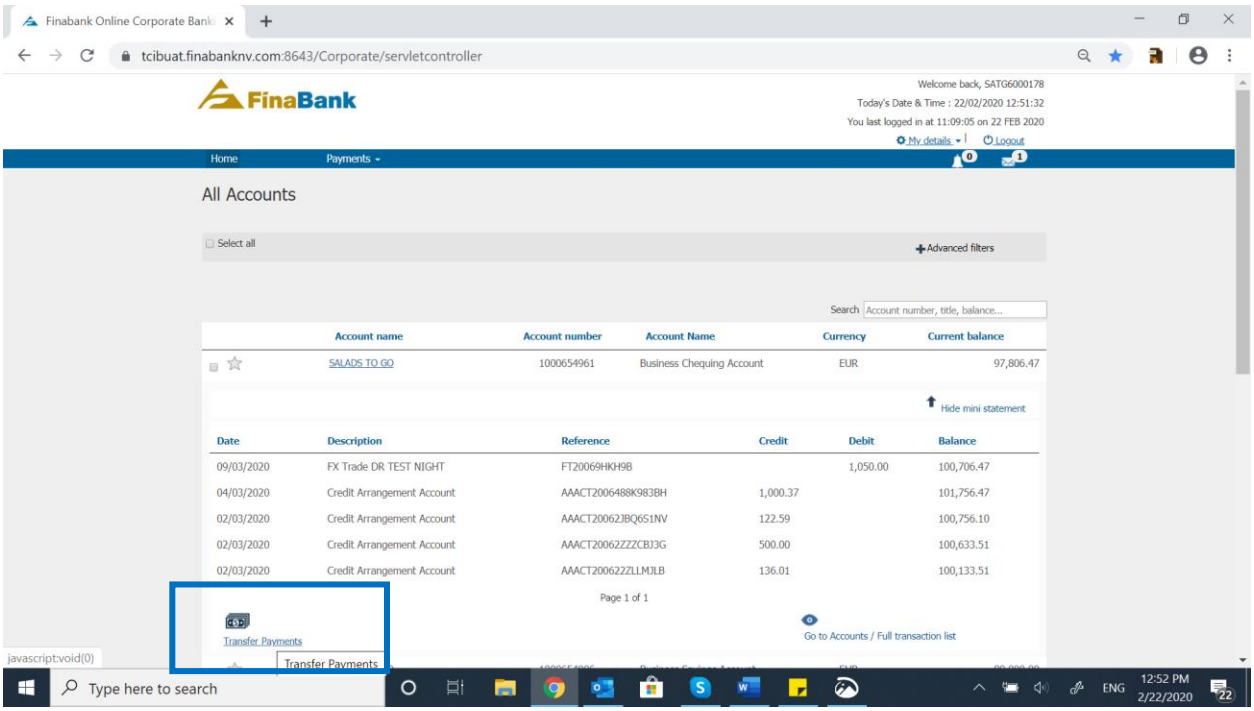


- Click 'Continue' to send message
- Review window is received after successful sending of message

Payments

Making a **payment or transfer**:

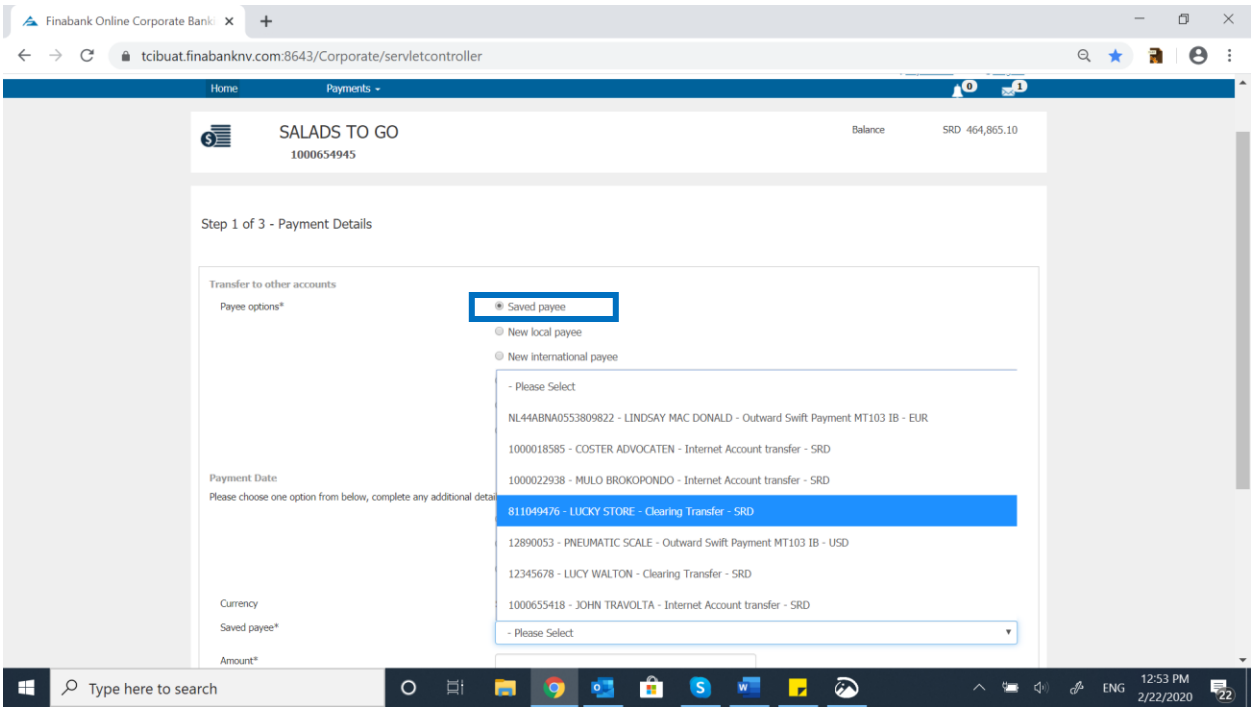
1) To make a payment or transfer funds from an account to another account, select the specific account (SRD, EUR or USD)
2) Select transfer payments



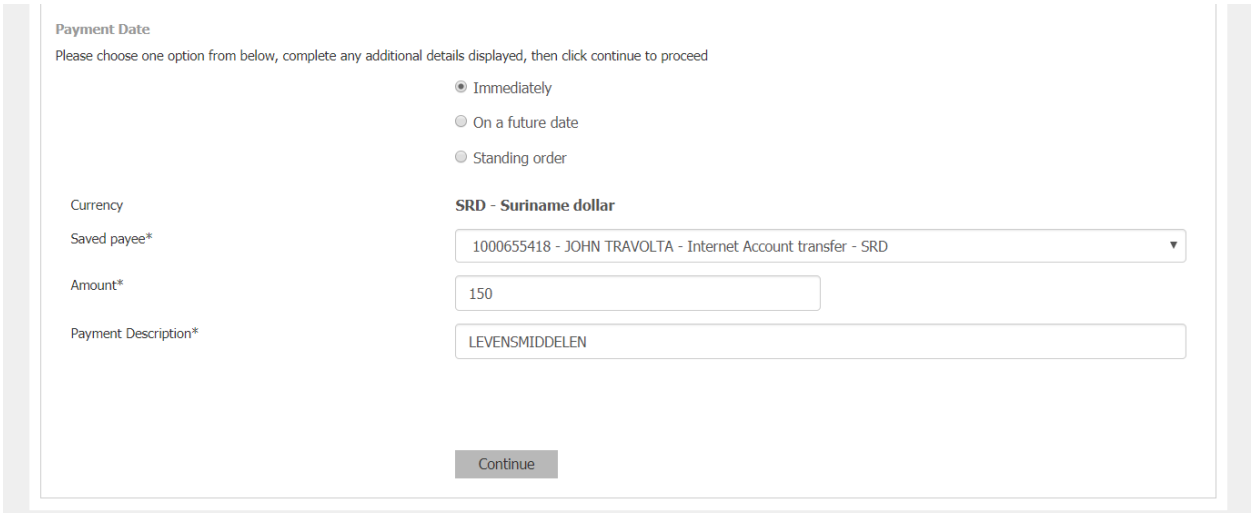
3) Choose ‘Payee options’:
    a. Saved payee
    b. New local payee
    c. New international payee
    d. New Finabank payee
    e. Own account transfer
    f. New FX transfer

Payment to a saved payee:

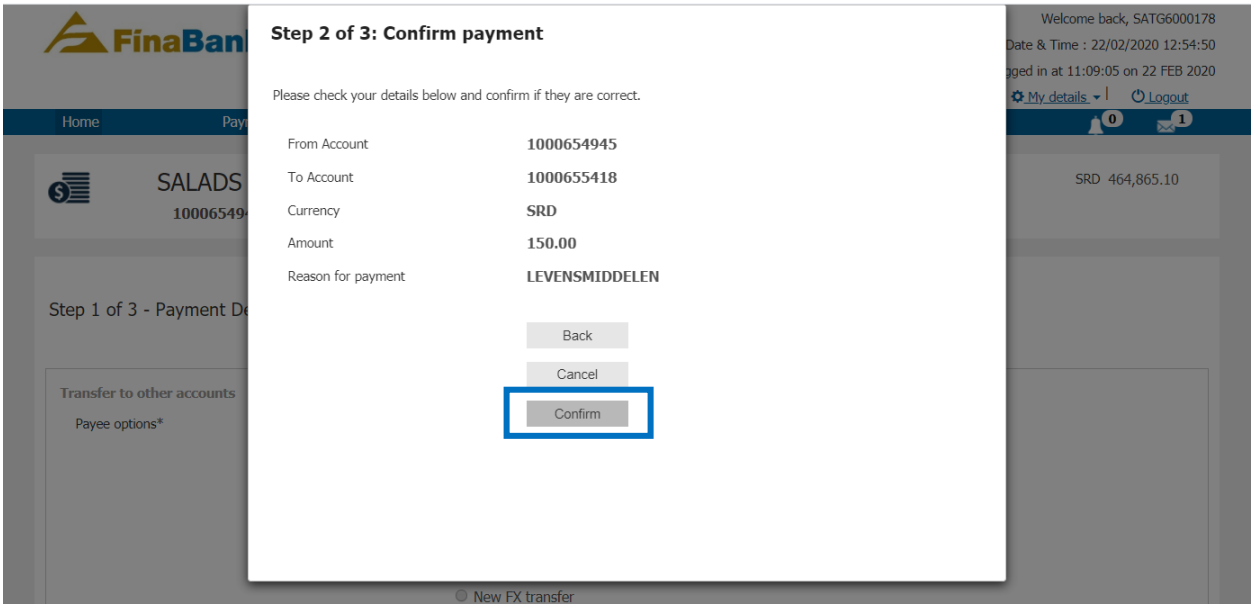
- Select ‘Saved payee’
- Choose payment date:
- *Immediately*
- *On a future date*
- *Standing order*
- Currency is automatically selected
- Select ‘Saved payee’ from drop down list



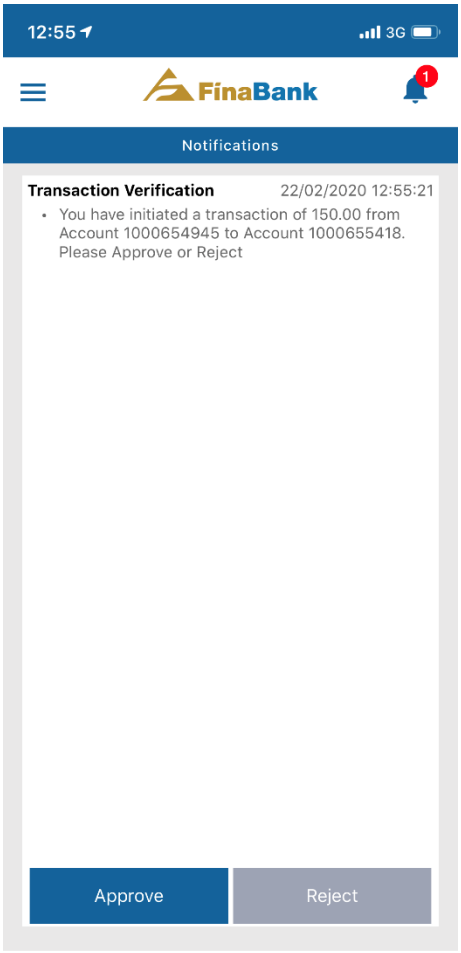
- Fill in amount
- Fill in 'Payment Description'
- Click 'continue'



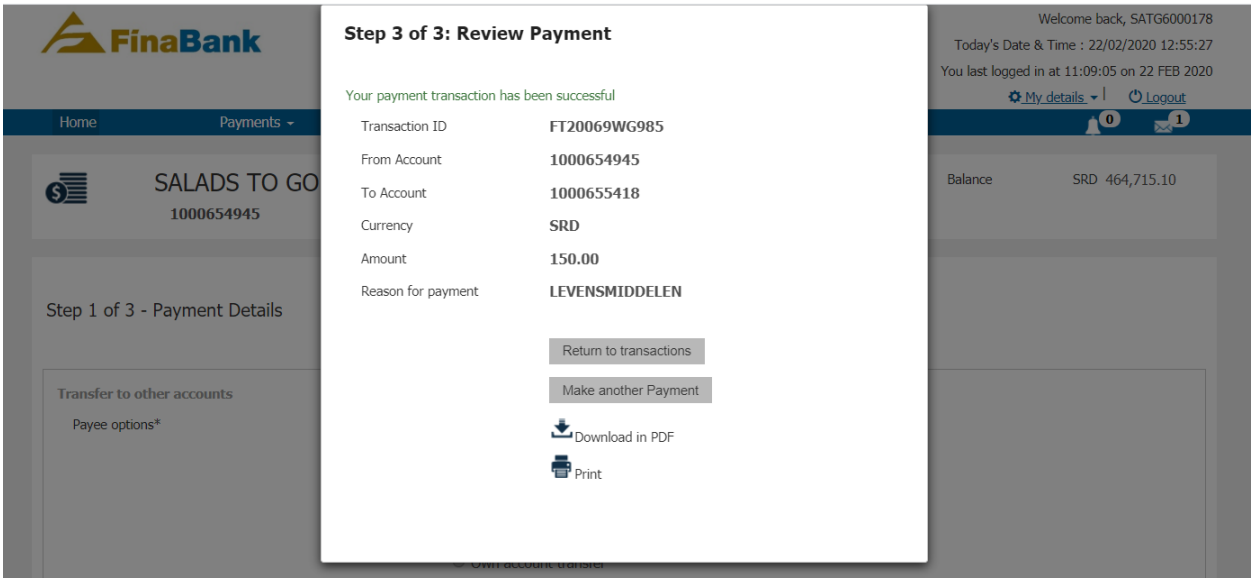
- ‘Payment confirmation’ window is received, if all details are correct, click confirm



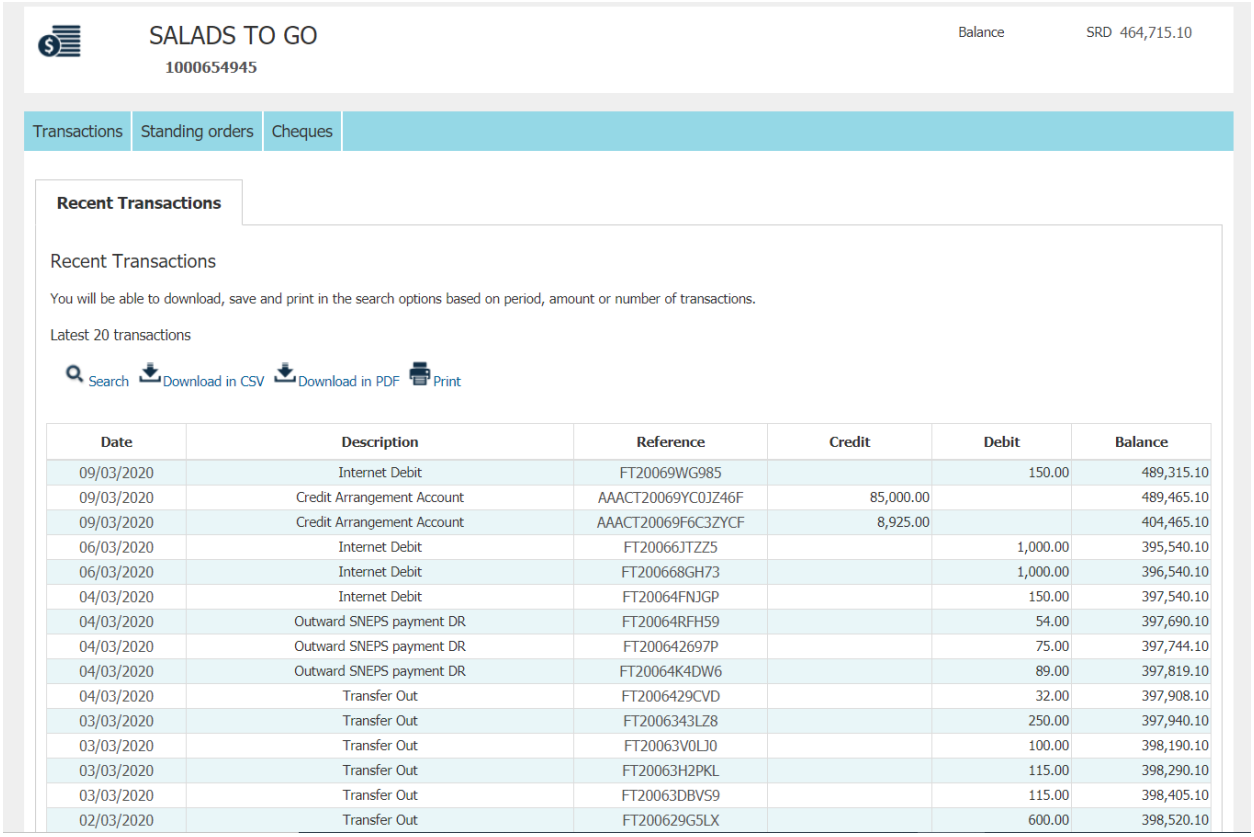
- A request for authorization will be received on mobile application



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



- Select 'Return to transactions' to view the recent payment

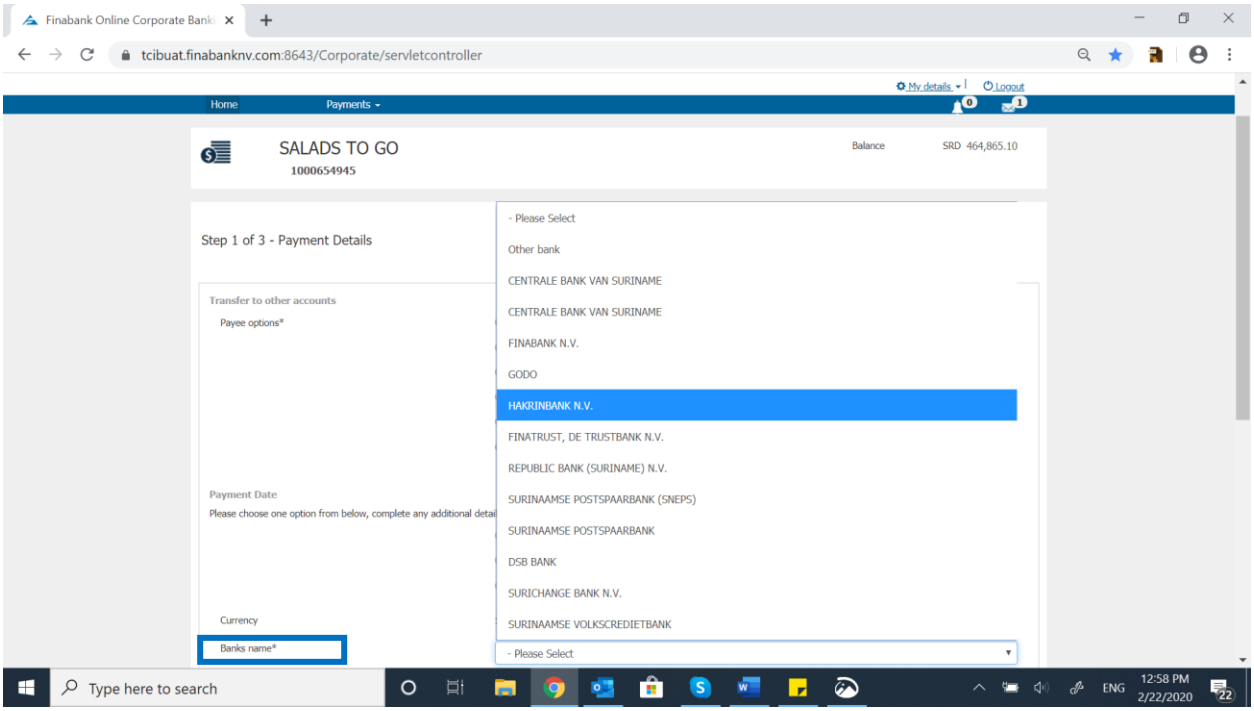


Date	Description	Reference	Credit	Debit	Balance
09/03/2020	Internet Debit	FT20069WG985		150.00	489,315.10
09/03/2020	Credit Arrangement Account	AAACT20069YC0JZ46F	85,000.00		489,465.10
09/03/2020	Credit Arrangement Account	AAACT20069F6C3ZYCF	8,925.00		404,465.10
06/03/2020	Internet Debit	FT20066JTZZ5		1,000.00	395,540.10
06/03/2020	Internet Debit	FT200668GH73		1,000.00	396,540.10
04/03/2020	Internet Debit	FT20064FNJGP		150.00	397,540.10
04/03/2020	Outward SNEPS payment DR	FT20064RFH59		54.00	397,690.10
04/03/2020	Outward SNEPS payment DR	FT200642697P		75.00	397,744.10
04/03/2020	Outward SNEPS payment DR	FT20064K4DW6		89.00	397,819.10
04/03/2020	Transfer Out	FT2006429CVD		32.00	397,908.10
03/03/2020	Transfer Out	FT2006343LZ8		250.00	397,940.10
03/03/2020	Transfer Out	FT20063V0LJ0		100.00	398,190.10
03/03/2020	Transfer Out	FT20063H2PKL		115.00	398,290.10
03/03/2020	Transfer Out	FT20063DBVS9		115.00	398,405.10
02/03/2020	Transfer Out	FT200629G5LX		600.00	398,520.10

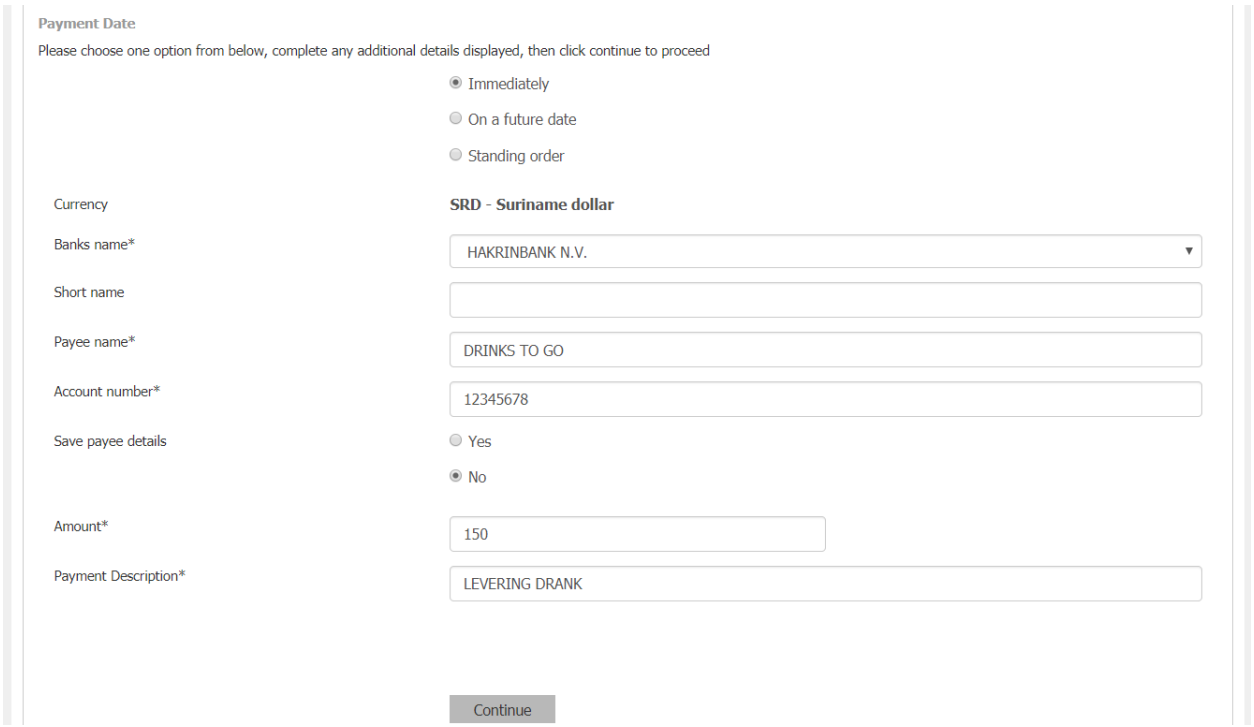
- Select ‘Make another Payment’ to continue making other payments from the same account or click on the home button to select another account.

Payment to a new local payee:

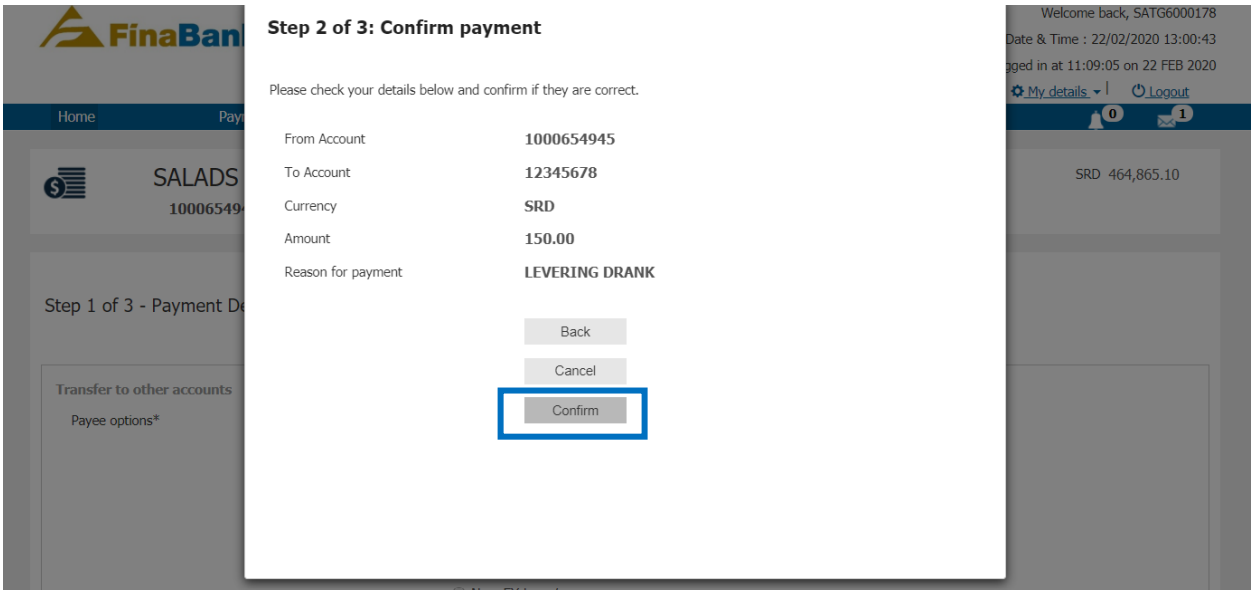
- Select ‘New local payee’:
- Choose payment date:
- *Immediately*
- *On a future date*
- *Standing order*
- Currency is automatically selected
- Select a bank name from the drop-down list



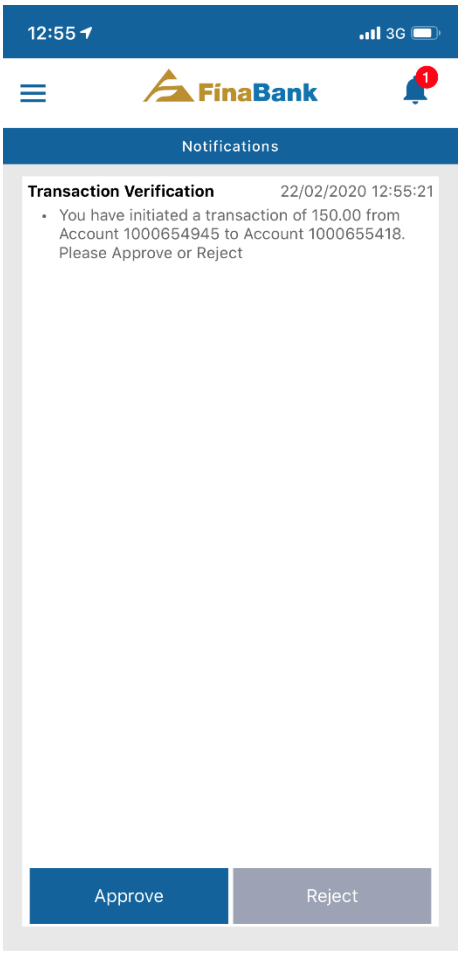
- Optional: Fill in short name
- Fill in ‘Payee name’
- Fill in ‘Account number’
- Select ‘Yes or No’ to automatically save payee
- Fill in amount
- Fill in ‘Payment Description’
- Click ‘continue’



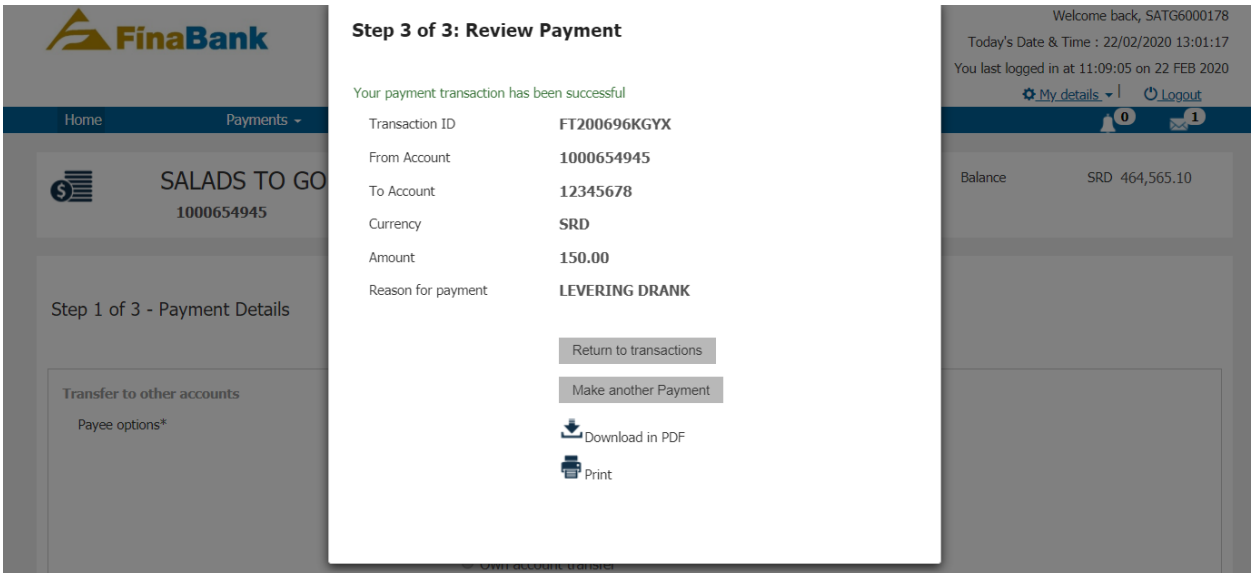
- 'Payment confirmation' window is received, if all details are correct, click confirm



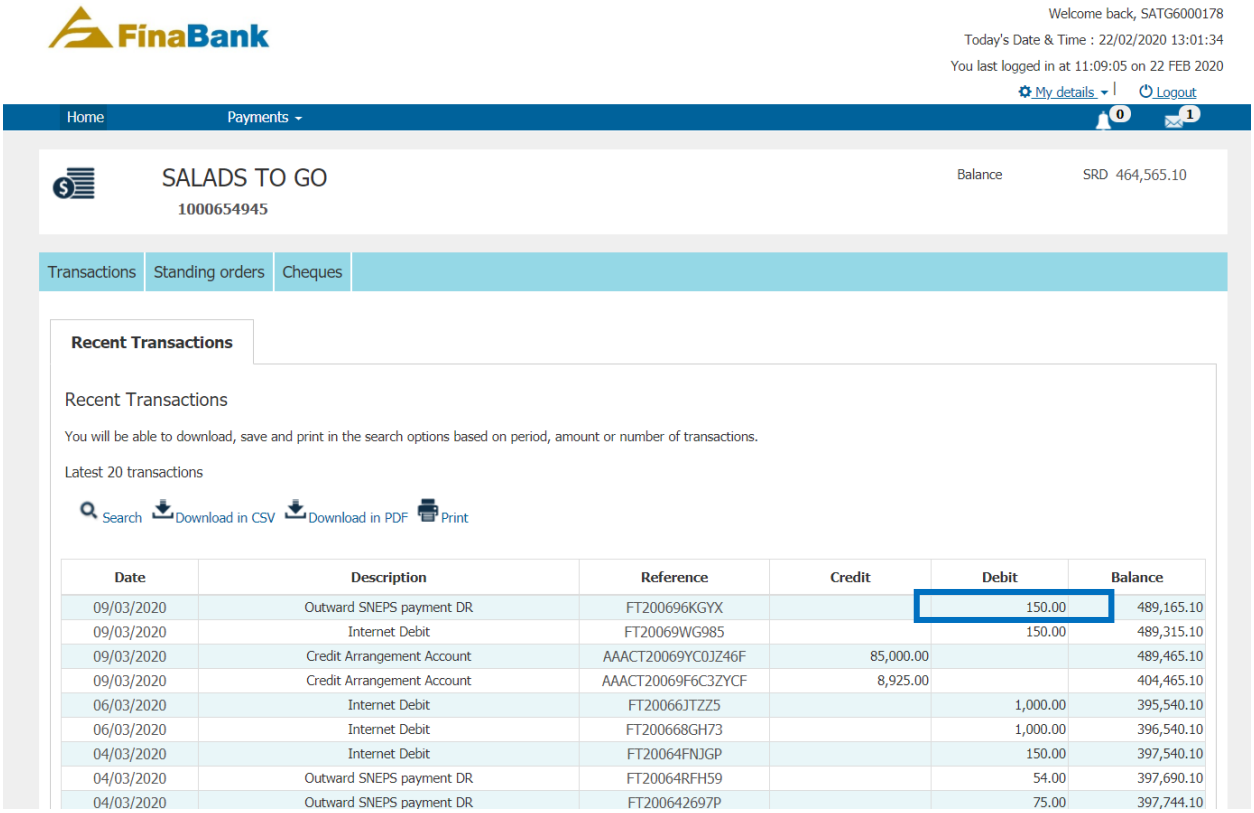
- A request for authorization will be received on mobile application



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



- Select 'Return to transactions' to view the recent payment

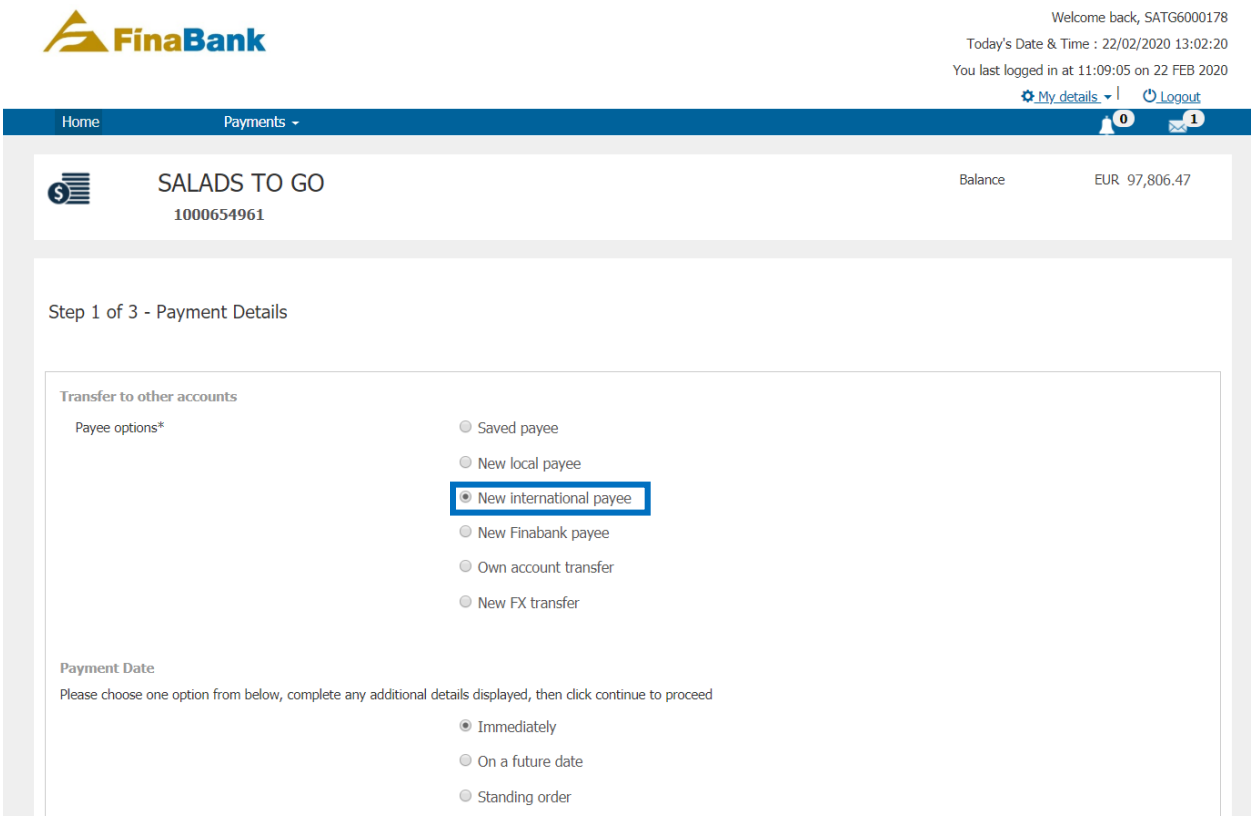


Date	Description	Reference	Credit	Debit	Balance
09/03/2020	Outward SNEPS payment DR	FT200696KGYX		150.00	489,165.10
09/03/2020	Internet Debit	FT20069WG985		150.00	489,315.10
09/03/2020	Credit Arrangement Account	AAACT20069YC0JZ46F	85,000.00		489,465.10
09/03/2020	Credit Arrangement Account	AAACT20069F6C3ZYCF	8,925.00		404,465.10
06/03/2020	Internet Debit	FT20066JTZZ5		1,000.00	395,540.10
06/03/2020	Internet Debit	FT200668GH73		1,000.00	396,540.10
04/03/2020	Internet Debit	FT20064FNJGP		150.00	397,540.10
04/03/2020	Outward SNEPS payment DR	FT20064RFH59		54.00	397,690.10
04/03/2020	Outward SNEPS payment DR	FT200642697P		75.00	397,744.10

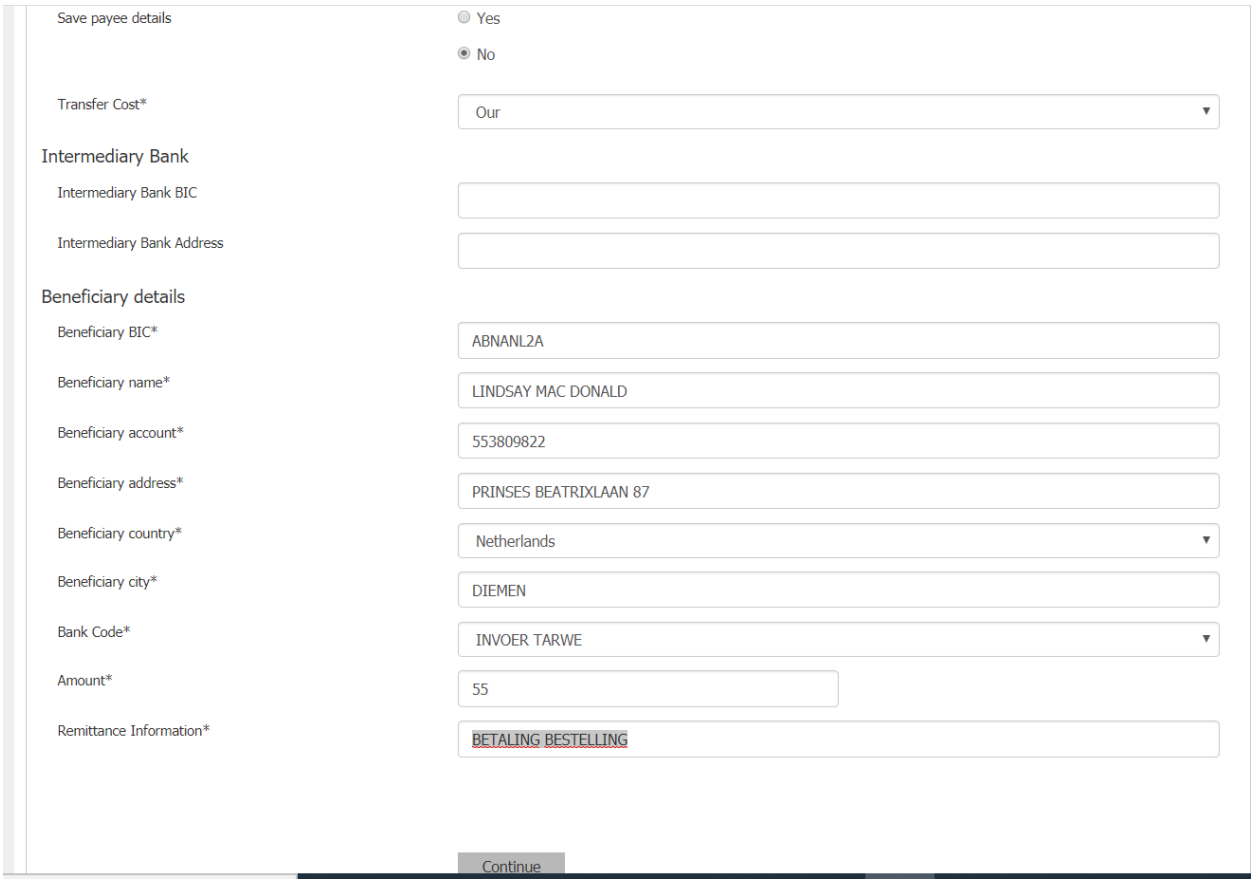
- Select 'Make another Payment' to continue making payments or click on the home button to select another account.

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

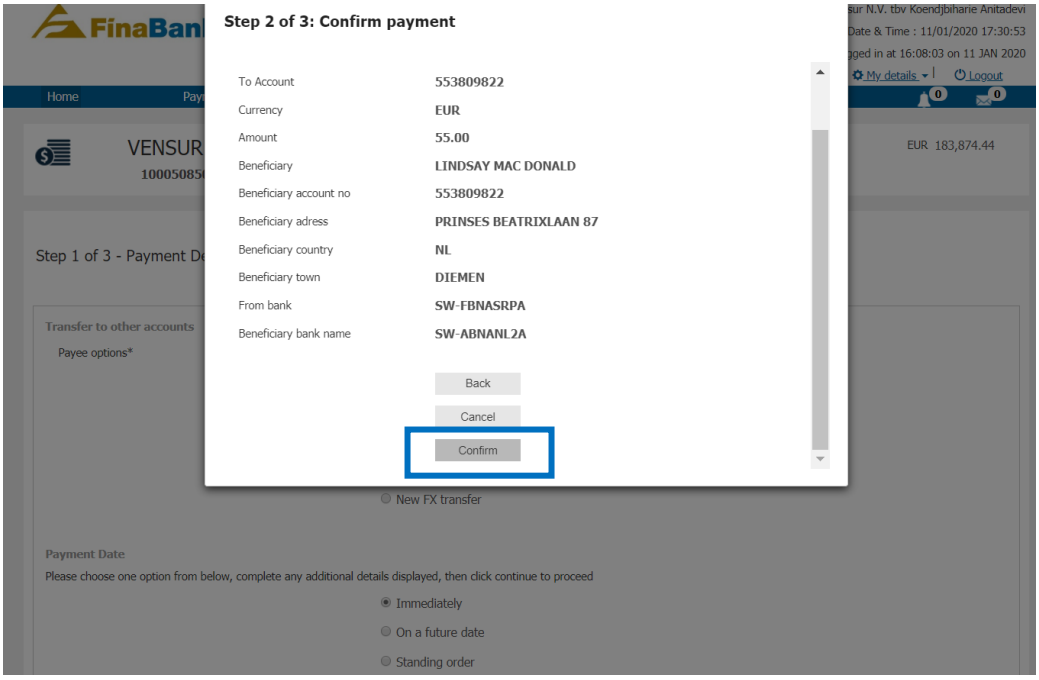
- Select 'New international payee':
- Choose payment date:
- *Immediately*
- *On a future date*
- *Standing order*
- Currency is automatically selected
- Select routing: ABA or SWIFT



- Select 'Yes or No' to automatically save payee
- Select 'Transfer Cost'
  - Our
  - Shared
  - Beneficiary
- Optional: Fill in intermediary details (Bank BIC and Bank Address)
- Fill in 'Beneficiary BIC number'
- Fill in 'Beneficiary name'
- Fill in 'Beneficiary address'
- Select 'Beneficiary country' from drop down list
- Fill in 'Beneficiary city'
- Select 'Bank Code' from drop down list
- Fill in amount
- Fill in 'Remittance Information'
- Click 'continue'

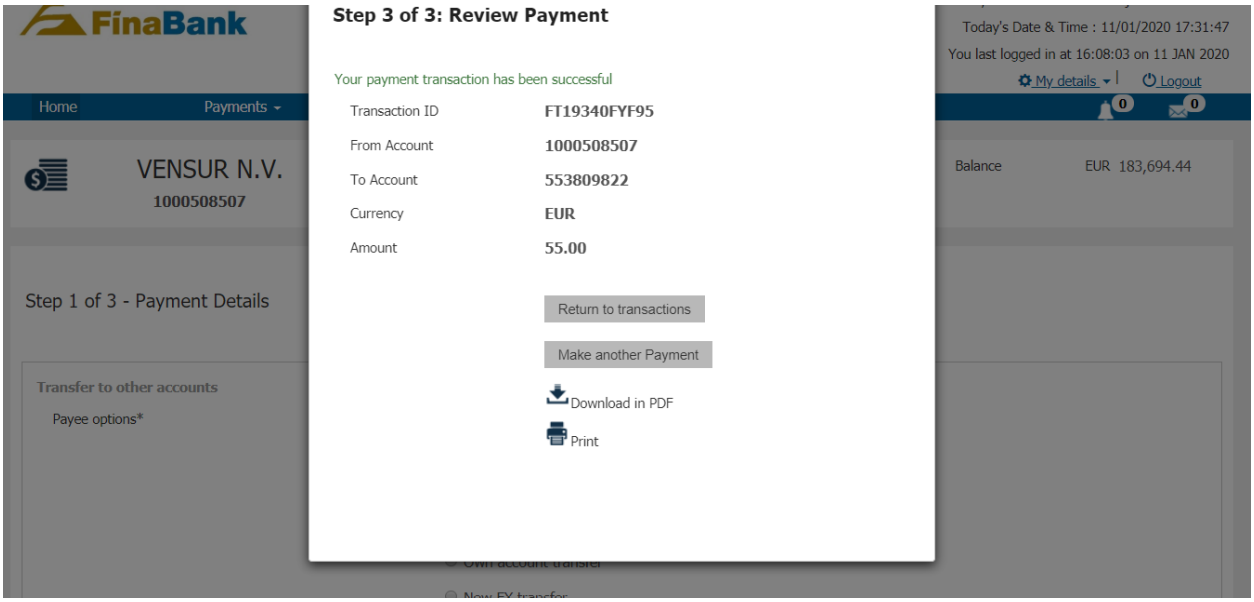


- ‘Payment confirmation’ window is received, if all details are correct, click confirm

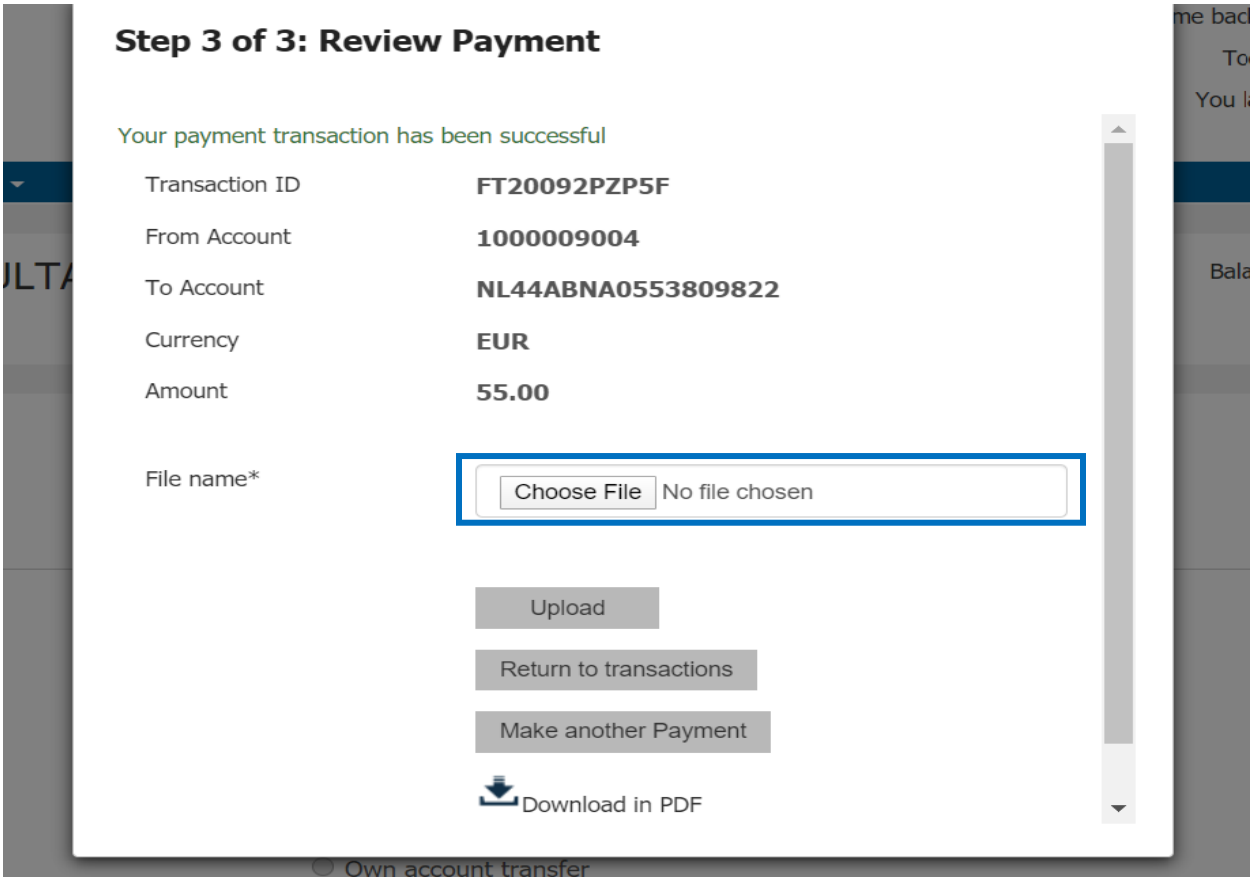


- A request for authorization will be received on mobile application

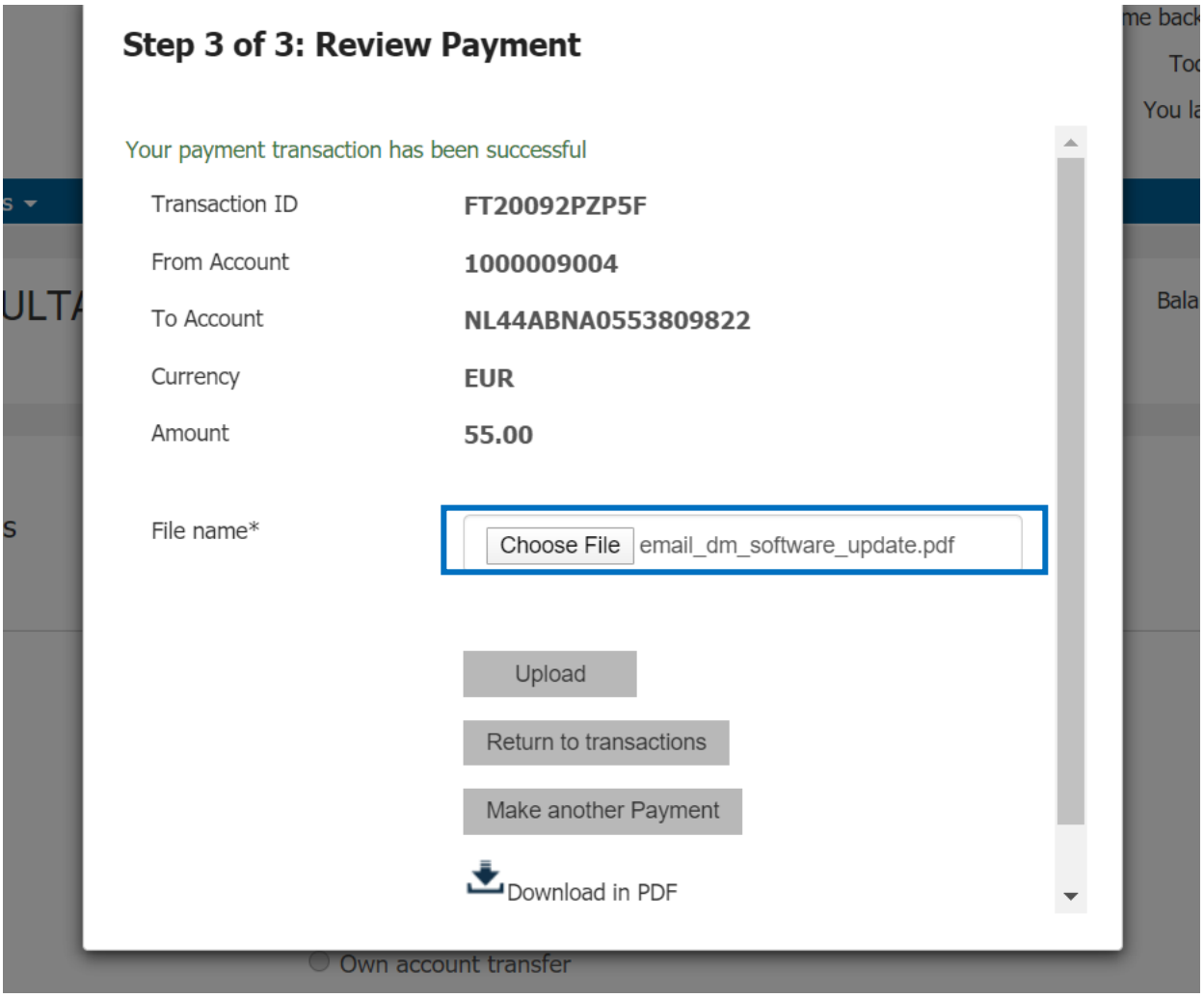
- After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



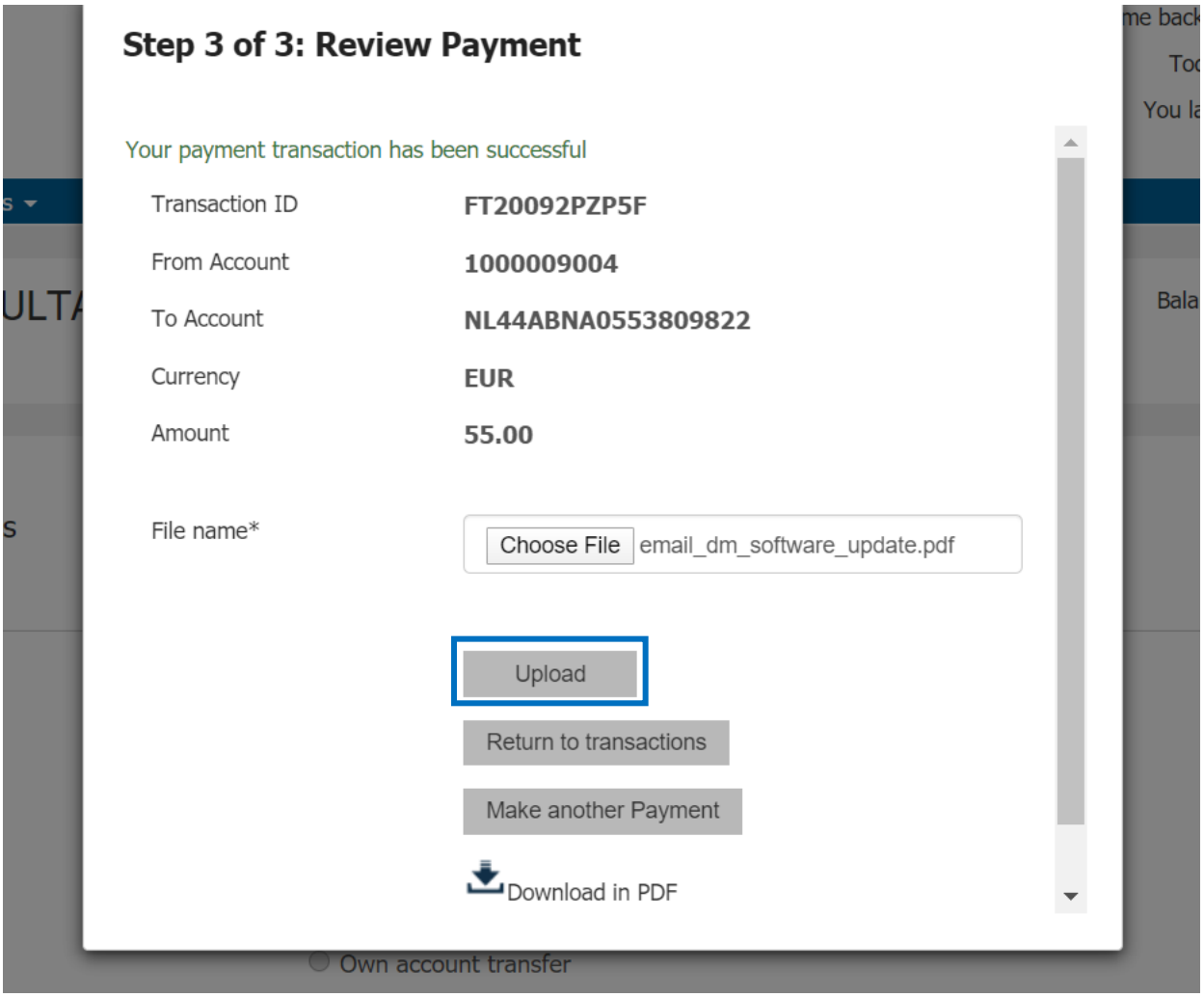
- Additionally, needed documents such as invoices and IT forms can be uploaded in PDF. (Combine all documents into 1 PDF file)



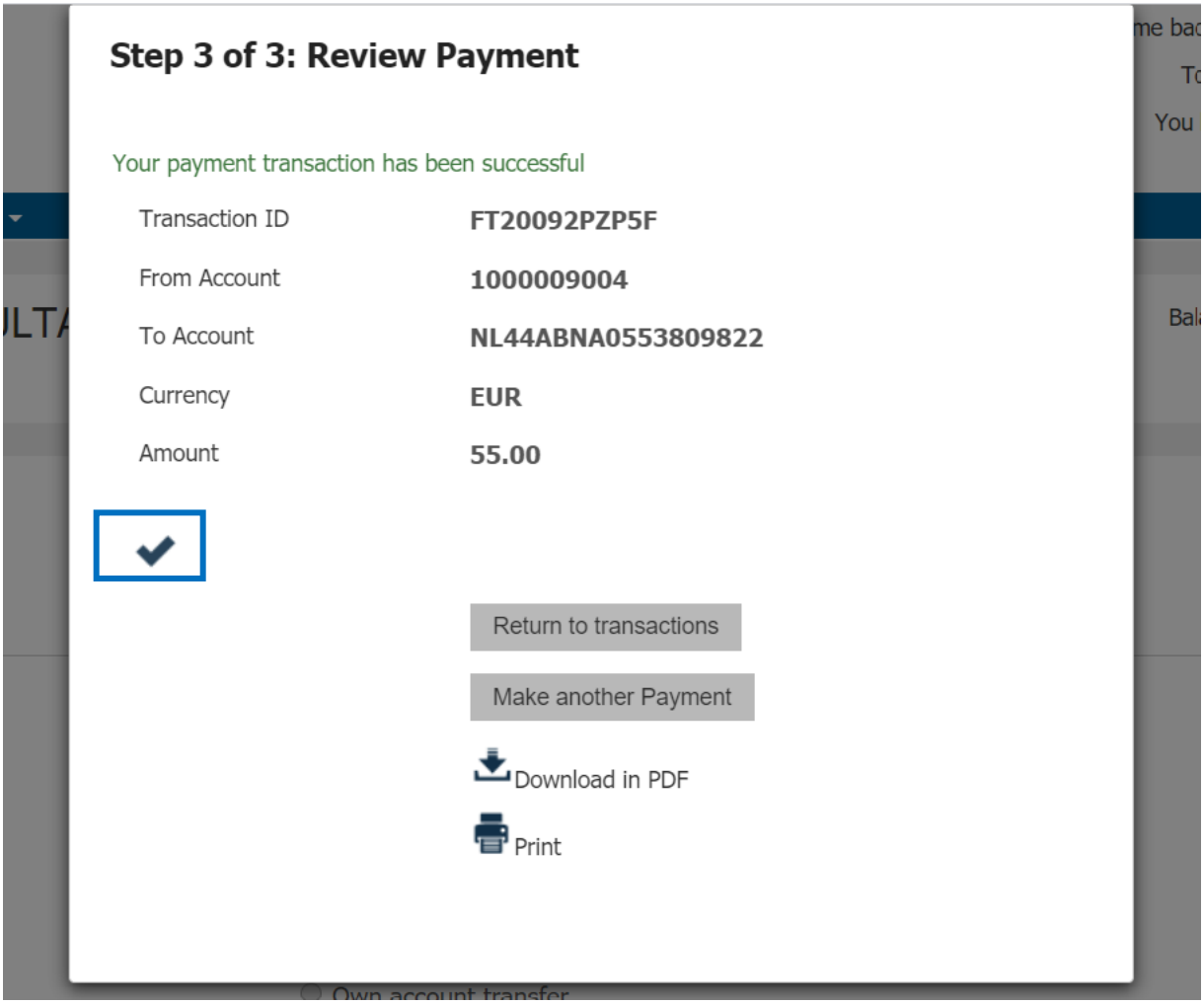
- Select ‘Choose file’ and upload the PDF document



- Select ‘Upload’



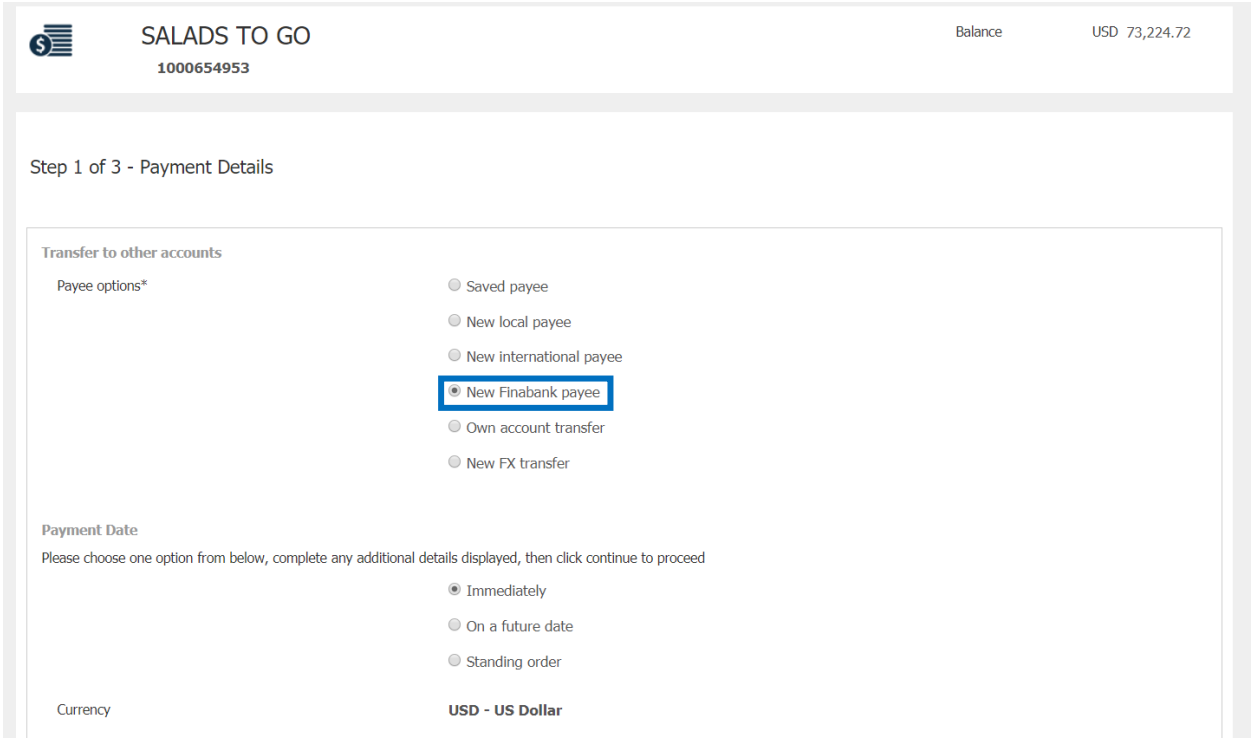
- If successful, following screen will be seen:



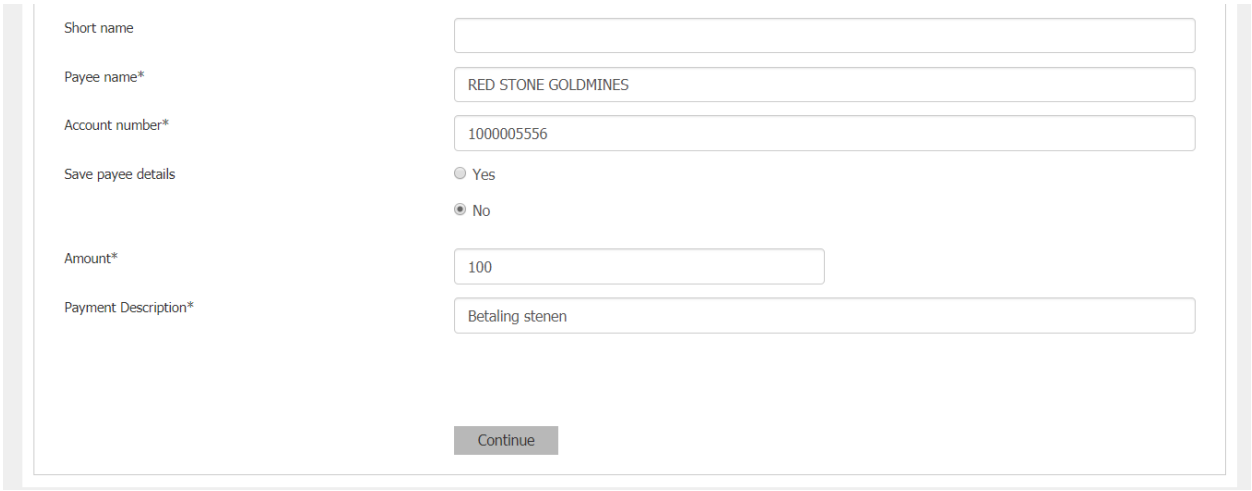
- Select 'Return to transactions' to view the recent payment
- Select 'Make another Payment' to continue making payments
- After the international payment is processed by the Transfers Department, the payment will be seen in the transaction list

Payment to a new Finabank payee:

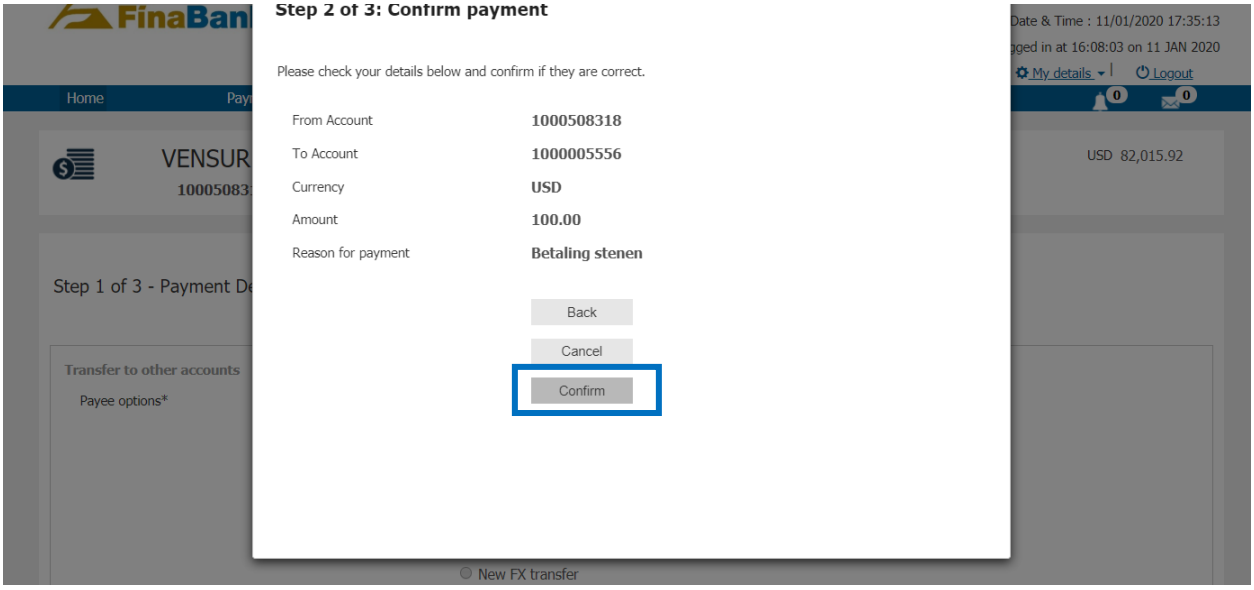
- Select 'New Finabank payee':
- Choose payment date:
- *Immediately*
- *On a future date*
- *Standing order*
- Currency is automatically selected



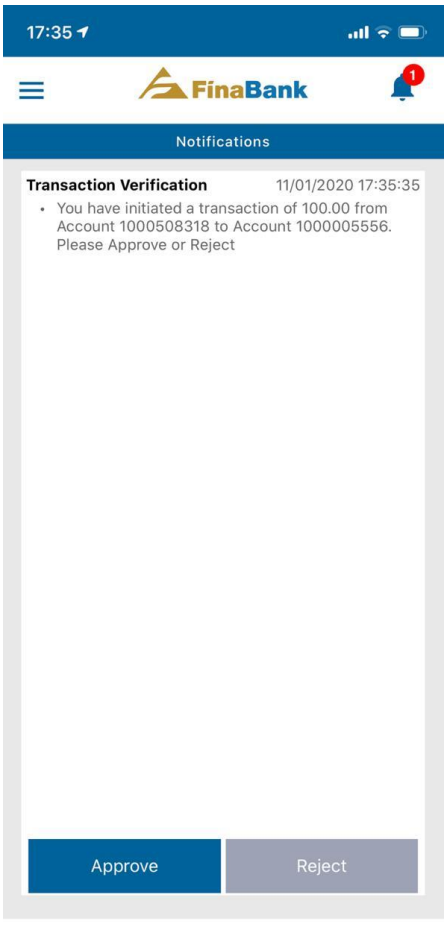
- Optional: Fill in short name
- Fill in 'Payee name'
- Fill in 'Account number'
- Select 'Yes or No' to automatically save payee
- Fill in amount
- Fill in 'Payment Description'
- Click 'continue'



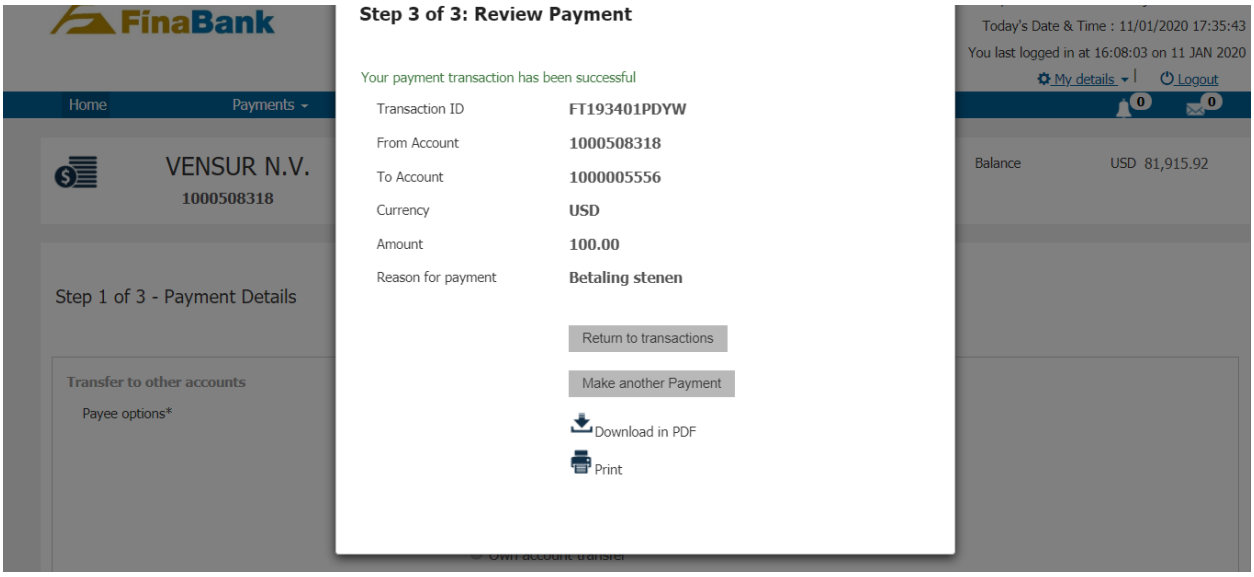
- ‘Payment confirmation’ window is received, if all details are correct, click confirm



- A request for authorization will be received on mobile application



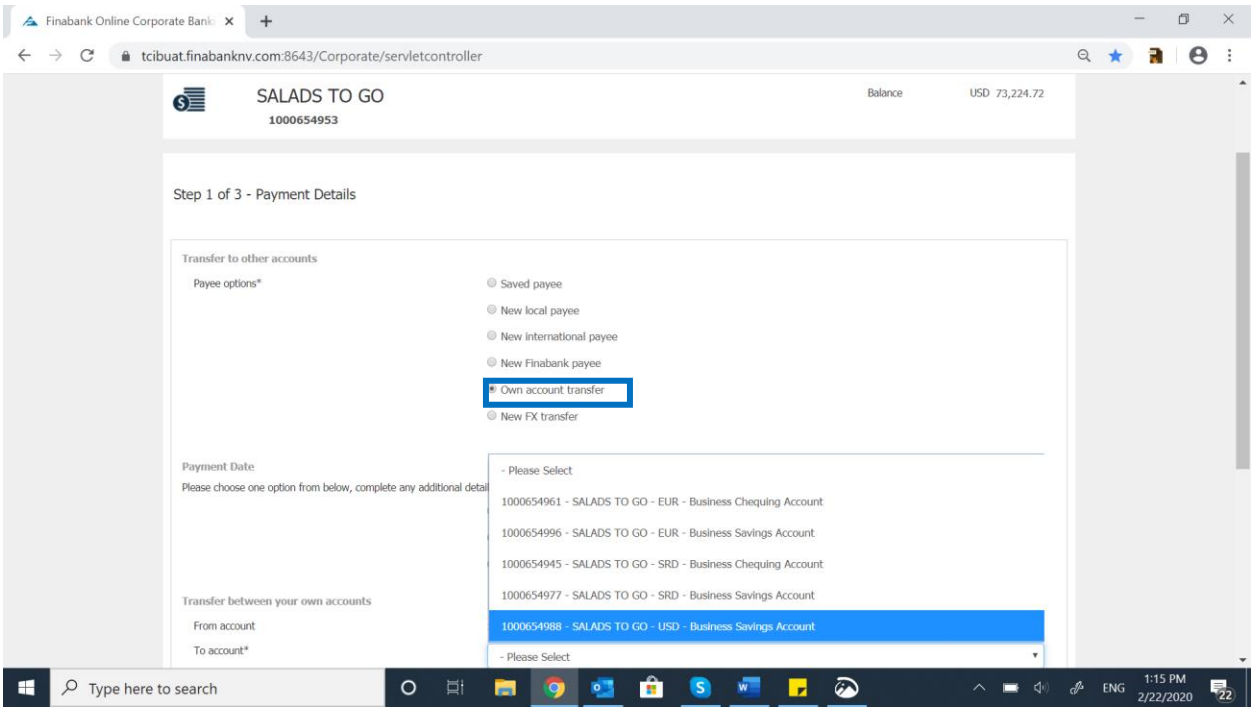
- After approval, the payment will be processed
- After successful processing of the payment, you will receive 'Review Payment' with confirmation of payment



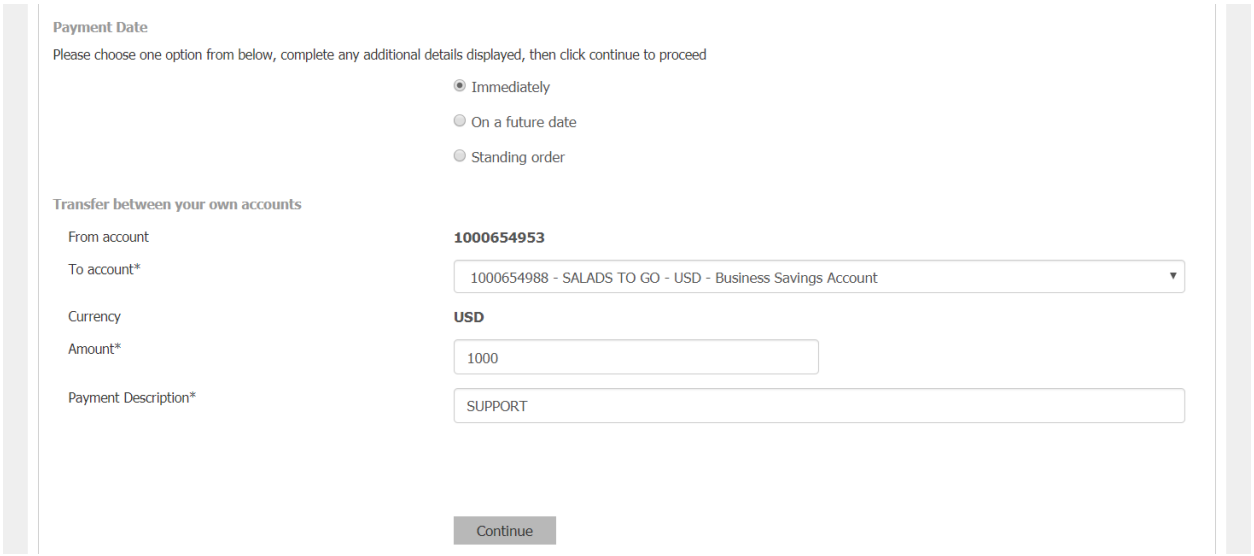
- Select 'Return to transactions' to view the recent payment or select 'Make another Payment' to continue making payments or click on the home button to select another account

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

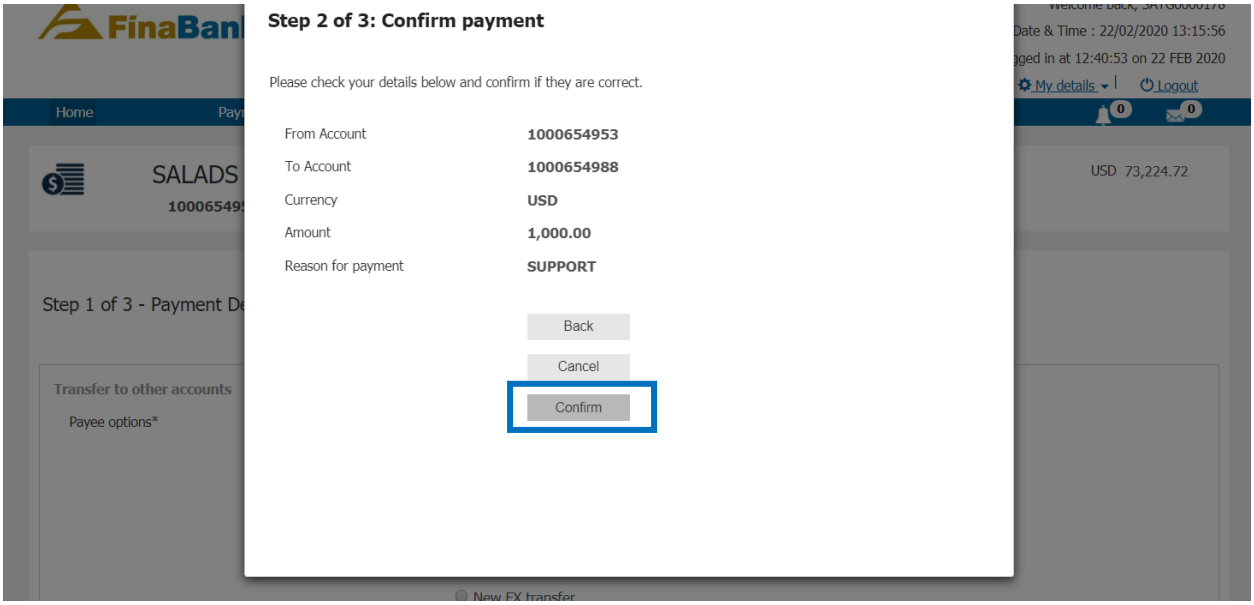
- Select 'Own account transfer':
- Choose payment date:
- *Immediately*
- *On a future date*
- *Standing order*
- Currency is automatically selected
- Select 'to account' from drop down list



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



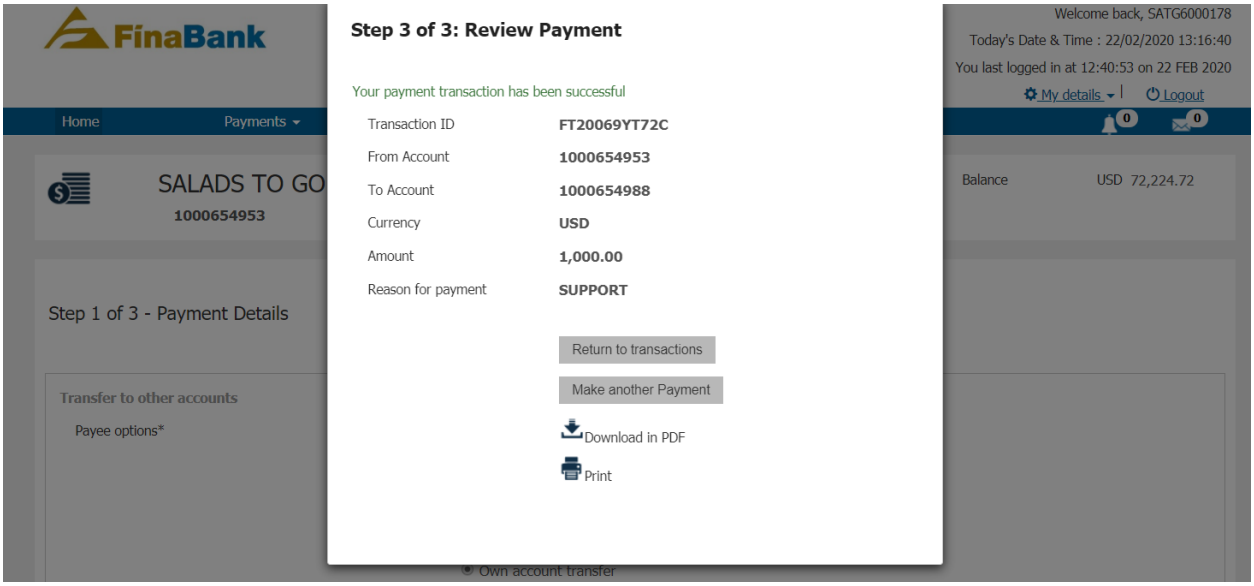
- 'Payment confirmation' window is received, if all details are correct, click confirm



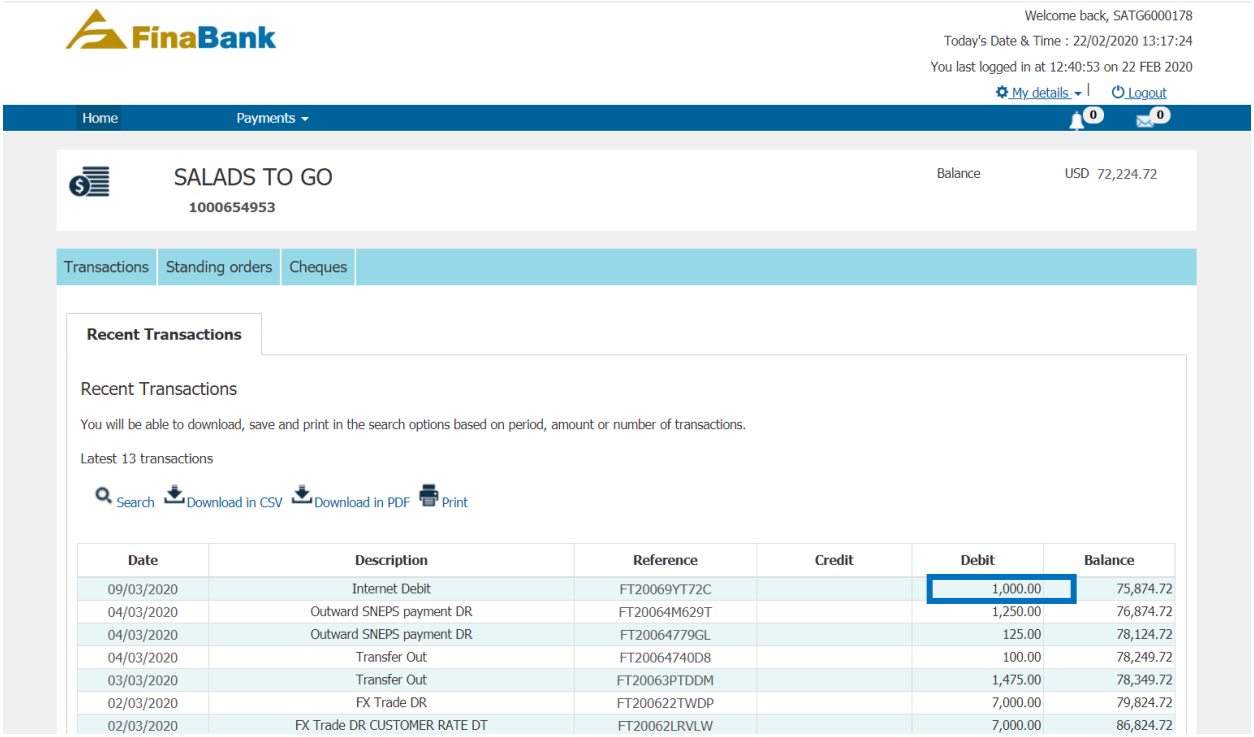
- A request for authorization will be received on mobile application

- After approval, the payment will be processed

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



- Select 'Return to transactions' to view the recent payment

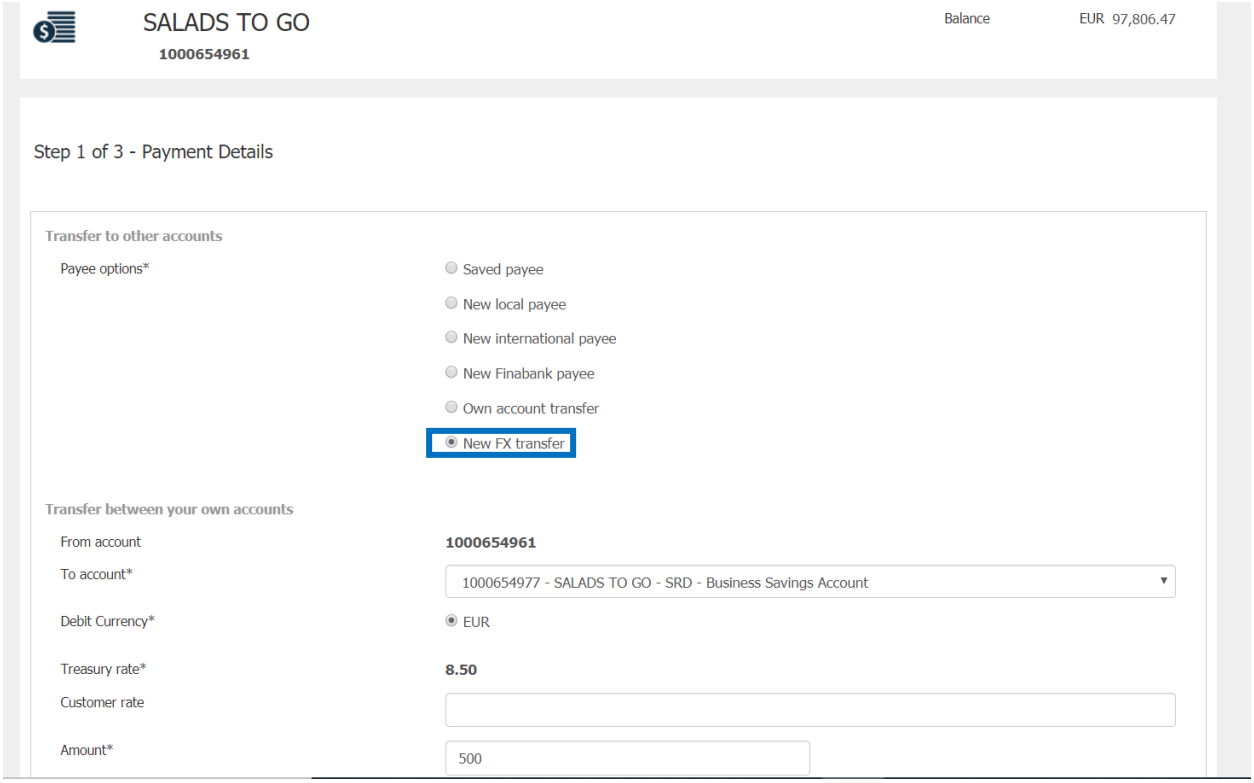


Date	Description	Reference	Credit	Debit	Balance
09/03/2020	Internet Debit	FT20069YT72C		1,000.00	75,874.72
04/03/2020	Outward SNEPS payment DR	FT20064M629T		1,250.00	76,874.72
04/03/2020	Outward SNEPS payment DR	FT20064779GL		125.00	78,124.72
04/03/2020	Transfer Out	FT20064740D8		100.00	78,249.72
03/03/2020	Transfer Out	FT20063PTDDM		1,475.00	78,349.72
02/03/2020	FX Trade DR	FT200622TWDP		7,000.00	79,824.72
02/03/2020	FX Trade DR CUSTOMER RATE DT	FT20062LRVLW		7,000.00	86,824.72

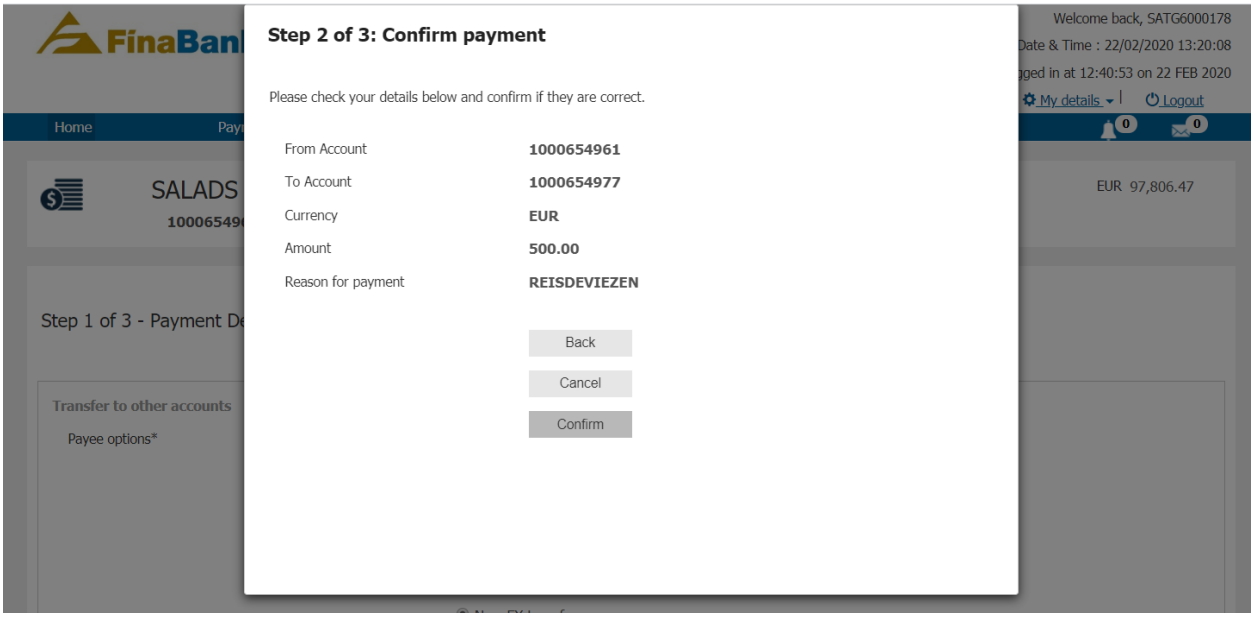
- Select 'Make another Payment' to continue making payments

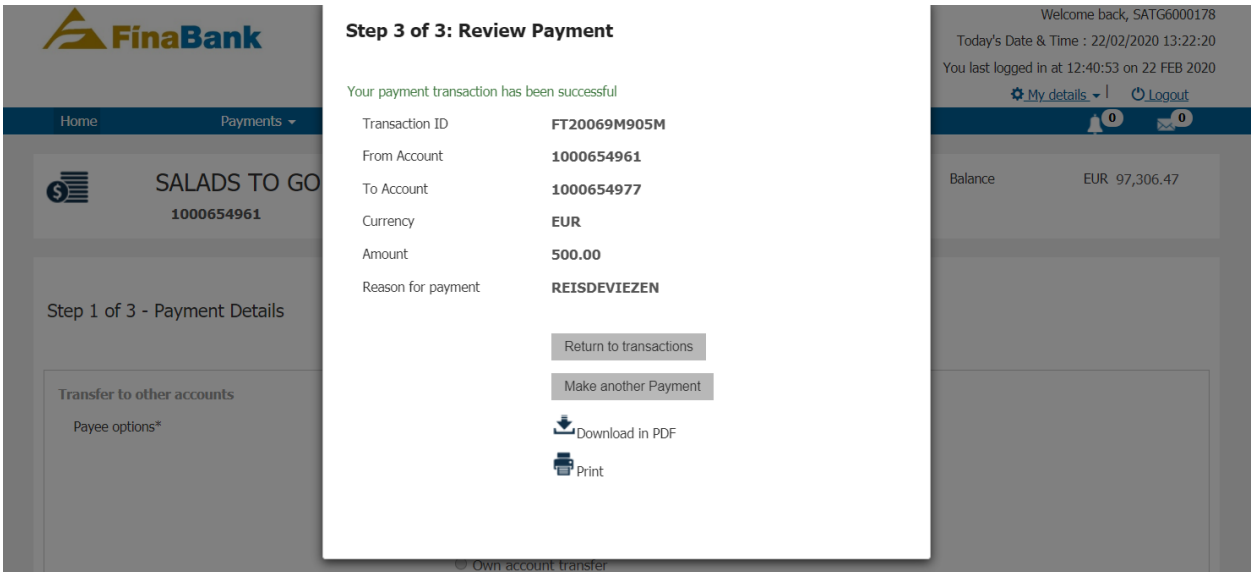
New FX transfer:

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



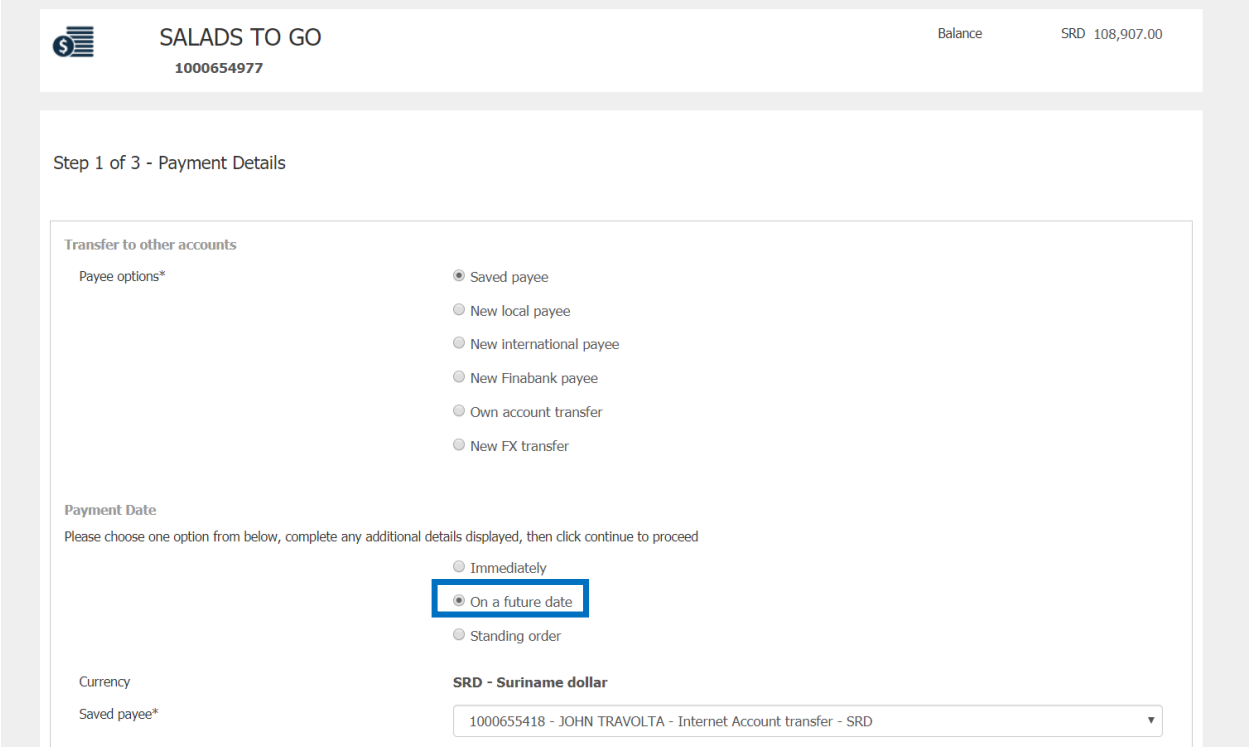
- Treasury rate will be visible
- Optional: Fill in ‘customer rate’
- Fill in amount
- Fill in ‘Payment Description’ (Not more than 20 characters)
- Click ‘continue’
- ‘Payment confirmation’ window is received, if all details are correct, click confirm
- A request for authorization will be received on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


Step 2 of 3: Confirm payment
Please check your details below and confirm if they are correct.
From Account 1000654961
To Account 1000654977
Currency EUR
Amount 500.00
Reason for payment REISDEVIEZEN
Back
Cancel
Confirm

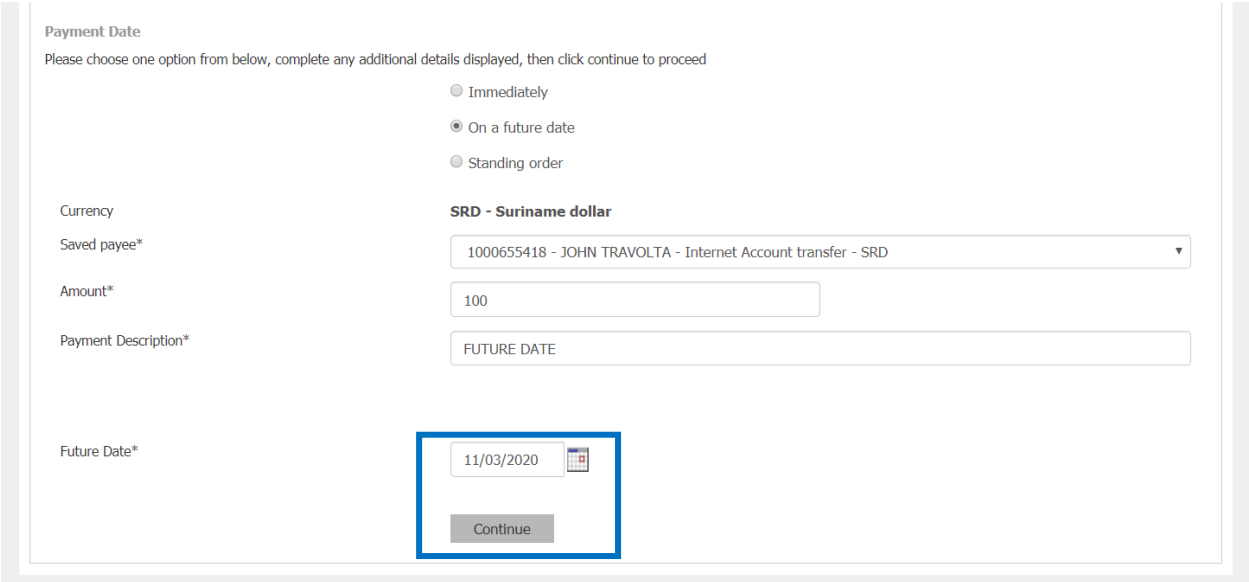

FinaBank
Step 3 of 3: Review Payment
Your payment transaction has been successful
Transaction ID FT20069M905M
From Account 1000654961
To Account 1000654977
Currency EUR
Amount 500.00
Reason for payment REISDEVIEZEN
Return to transactions
Make another Payment
Download in PDF
Print

Future date payment

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



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

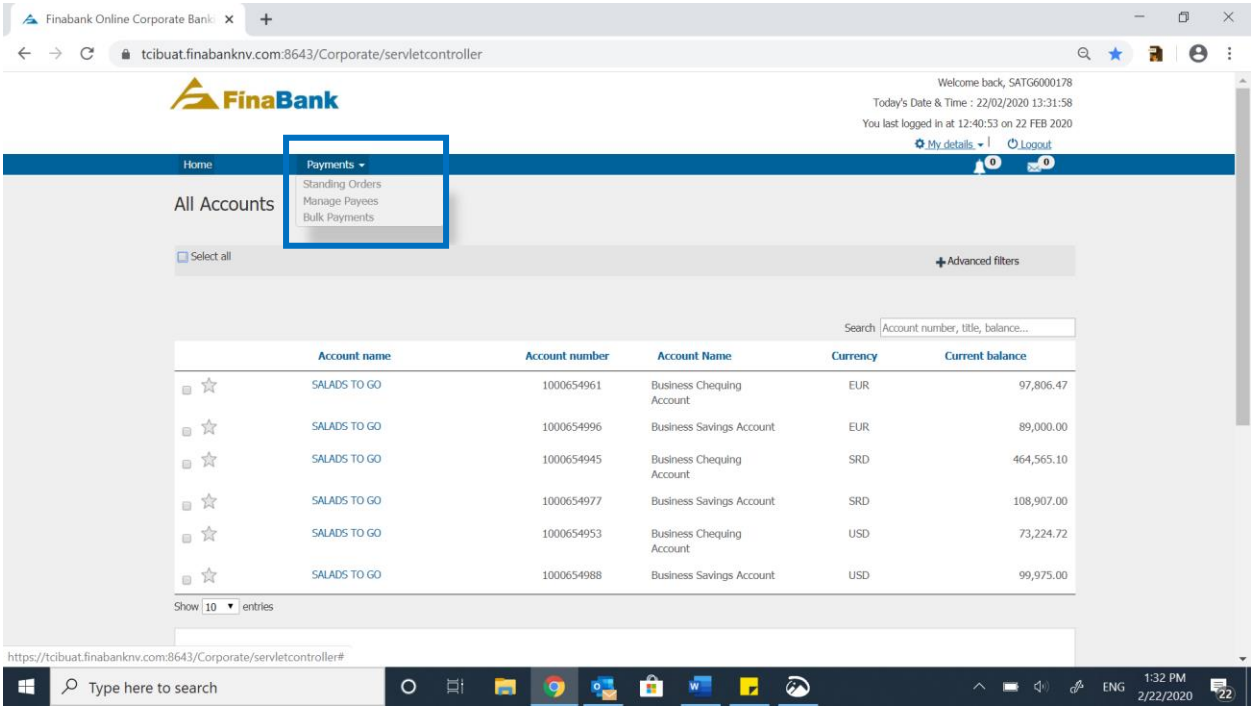


- 'Payment confirmation' window is received, if all details are correct, click confirm

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

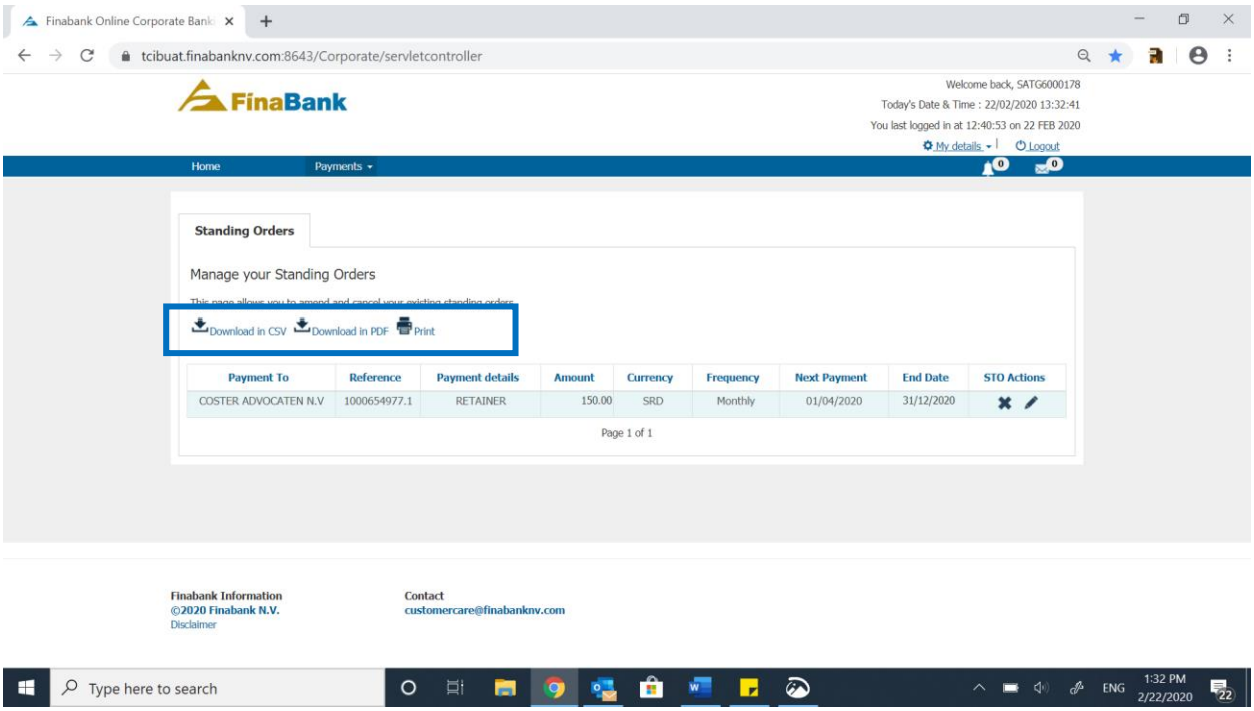
Standing Orders

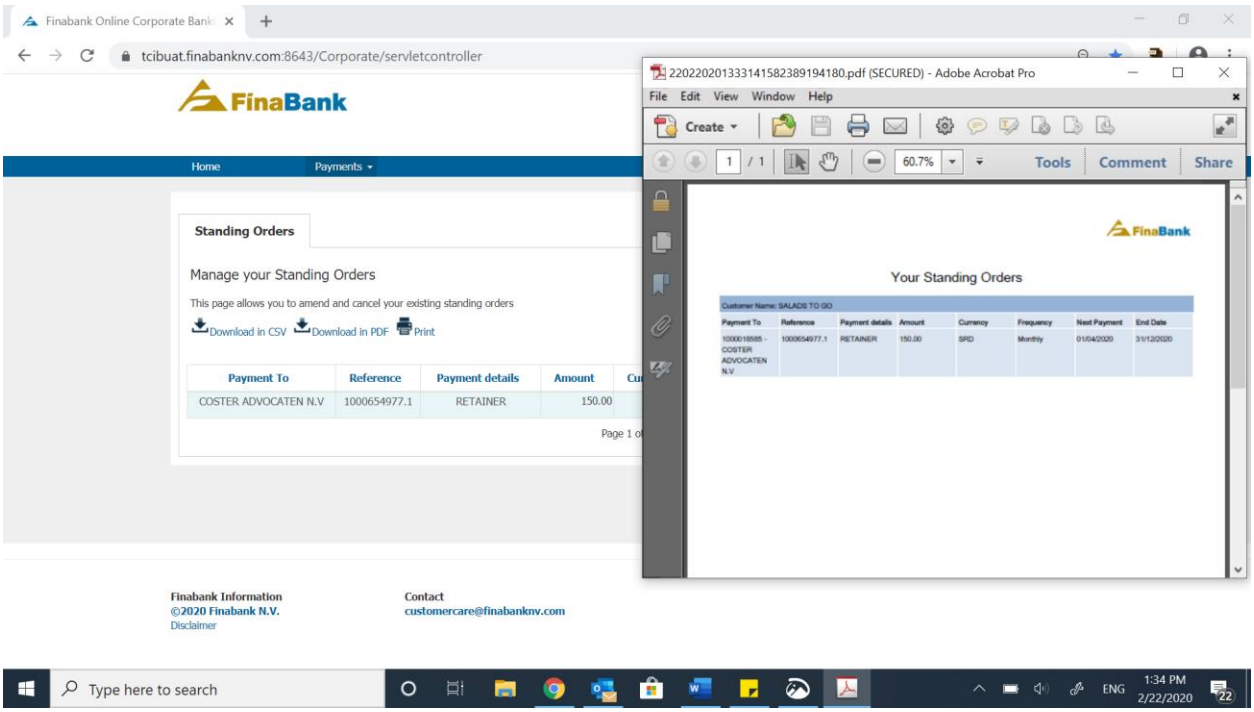
On home screen, select ‘Standing Orders’ under ‘Payments’



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

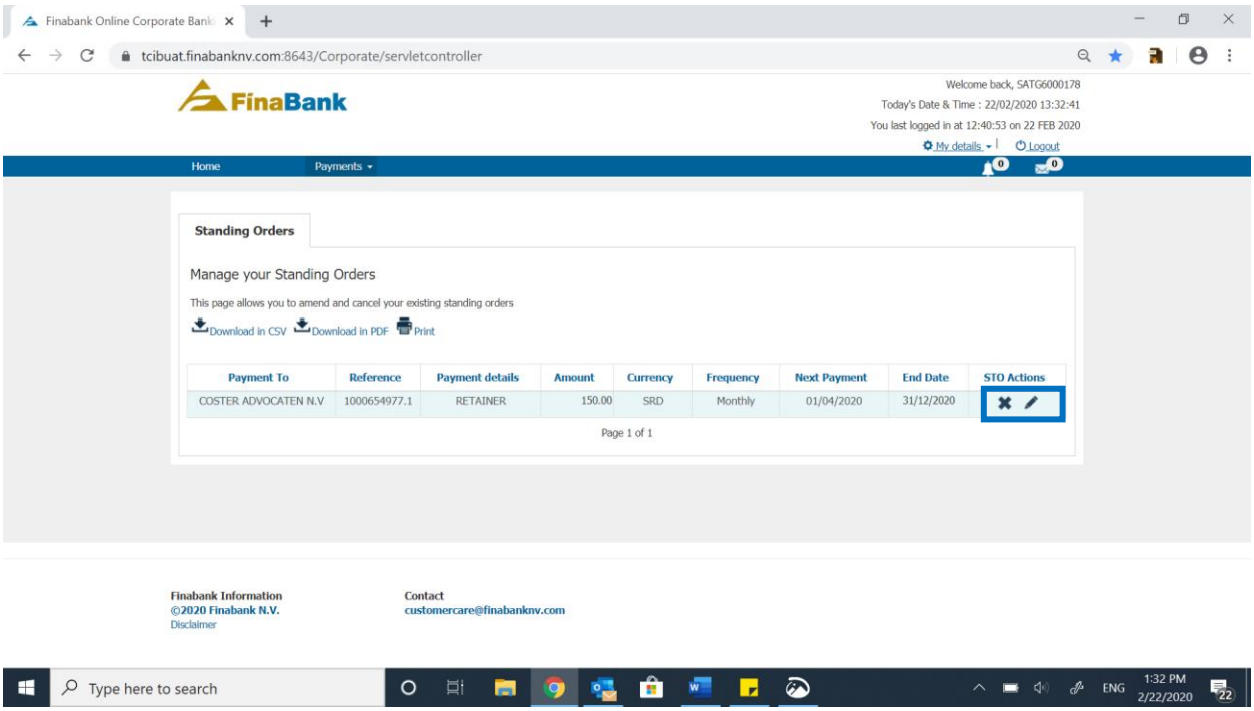
- Select ‘Download in CSV’ or ‘Download in PDF’ to download all standing orders in CSV format or PDF file
- Select ‘Print’ to print all standing orders. Standing order list will open in a new window



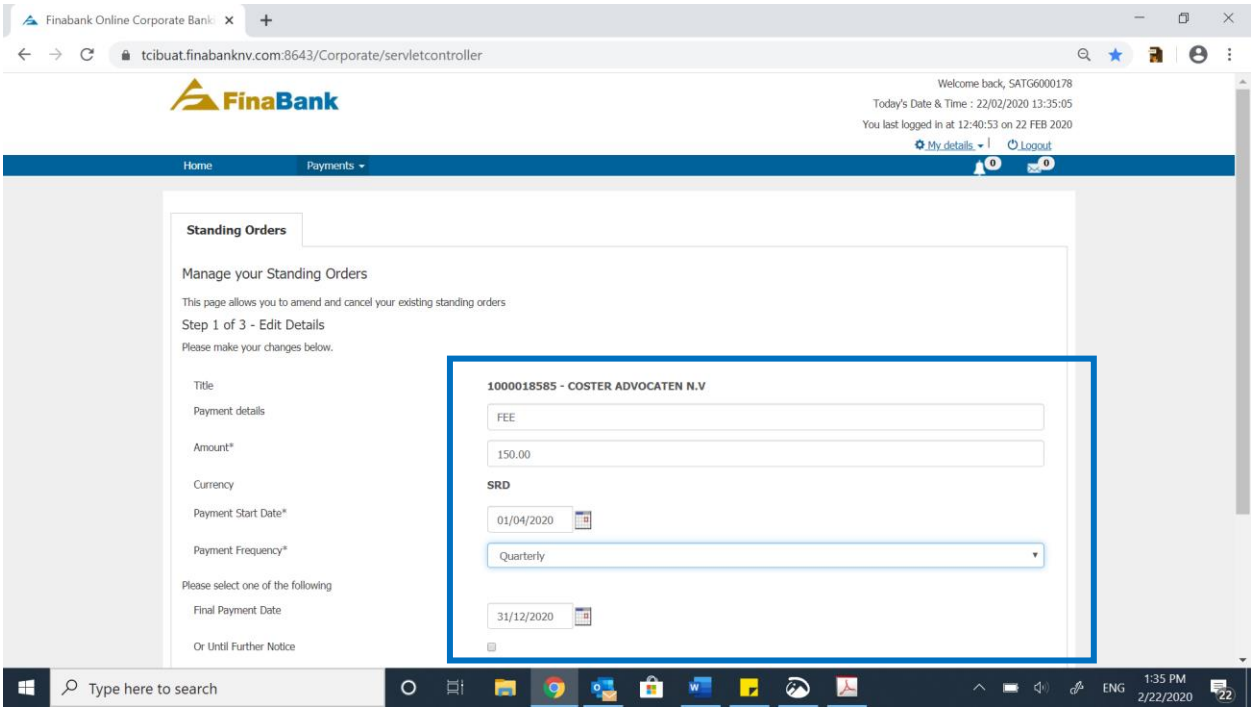


To **amend** a 'standing order, follow the next steps:

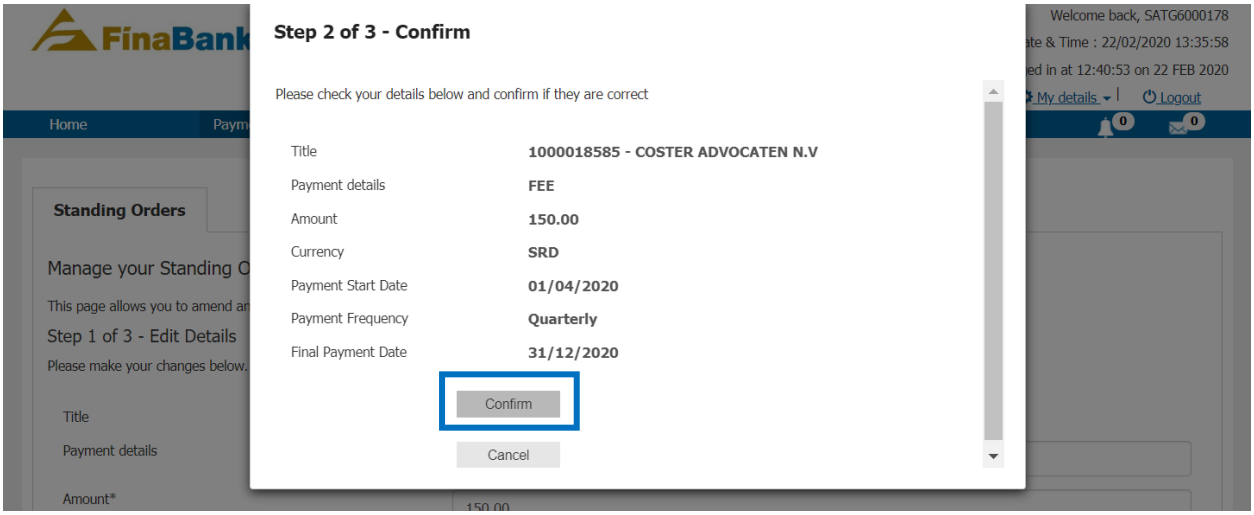
- Under actions, select the 'pencil' icon



- Amend details as needed

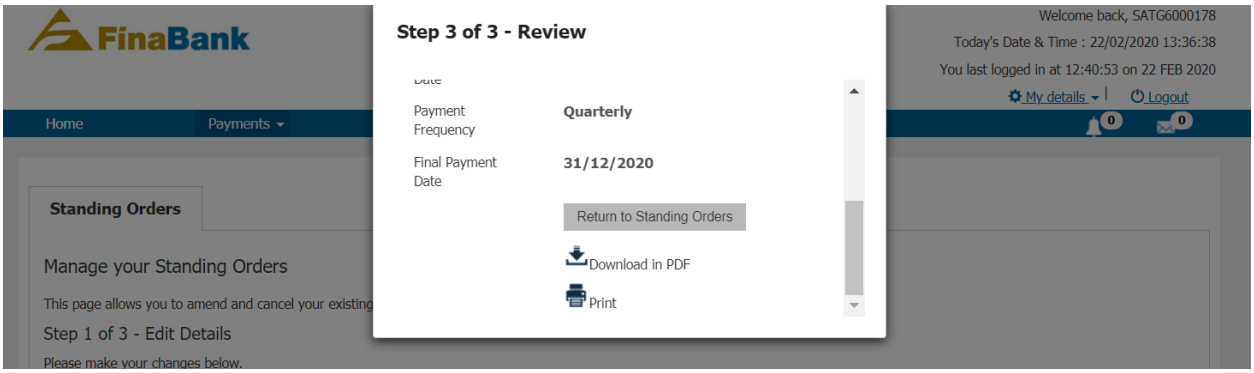


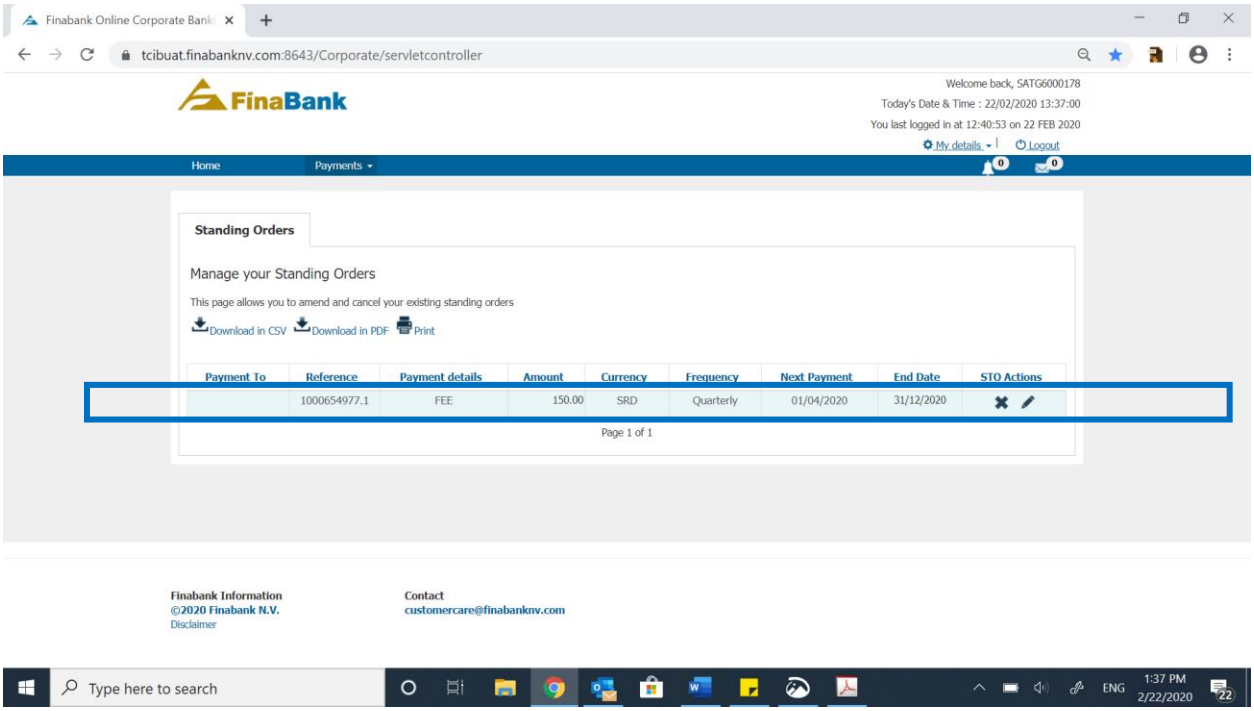
- Select 'Accept changes'



- A request for authorization will be received on mobile application

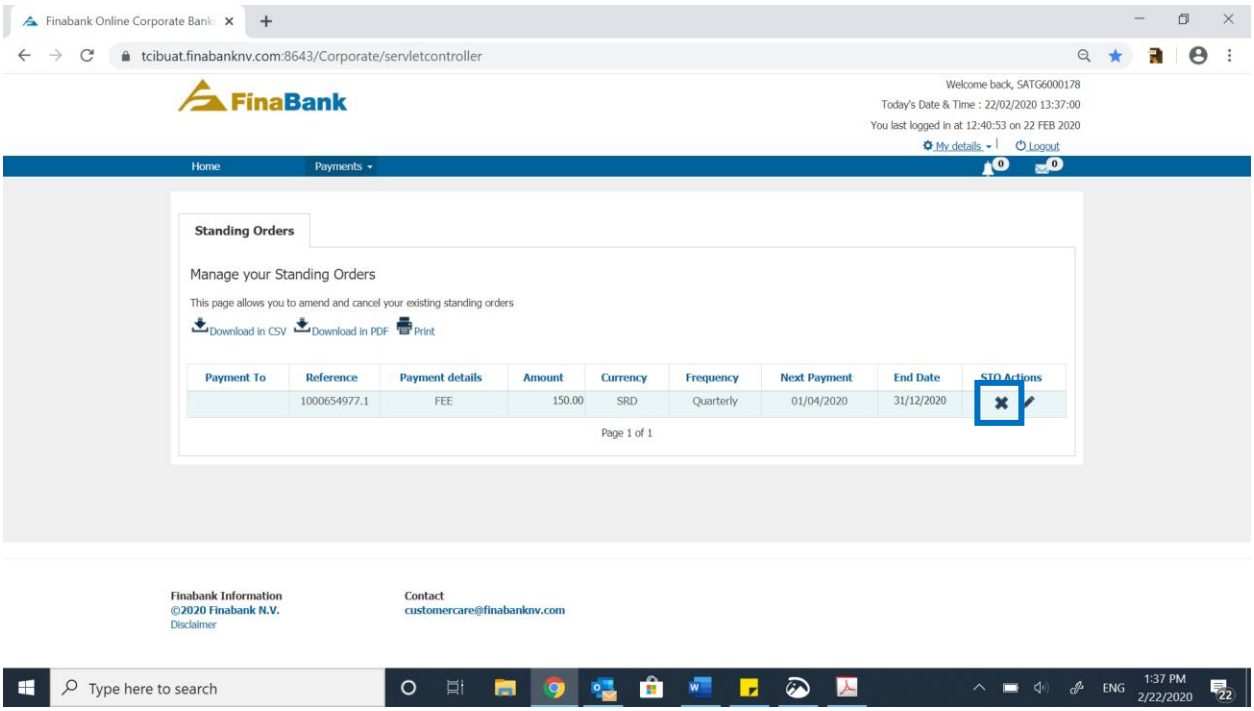
- After approval, changes will be applied



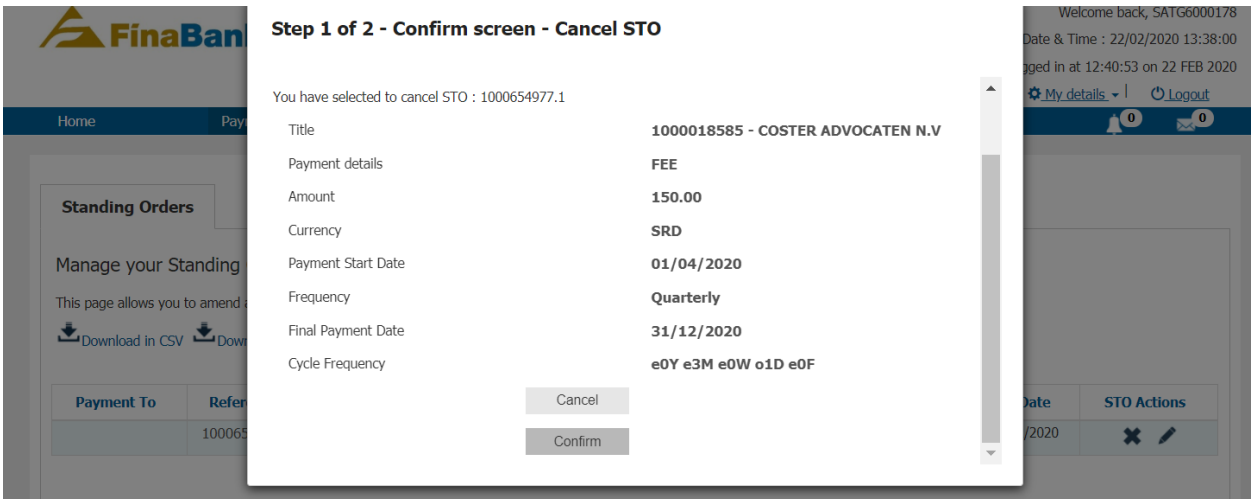


To **delete** a 'standing order', follow the next steps:

- Under actions, select the 'X' icon

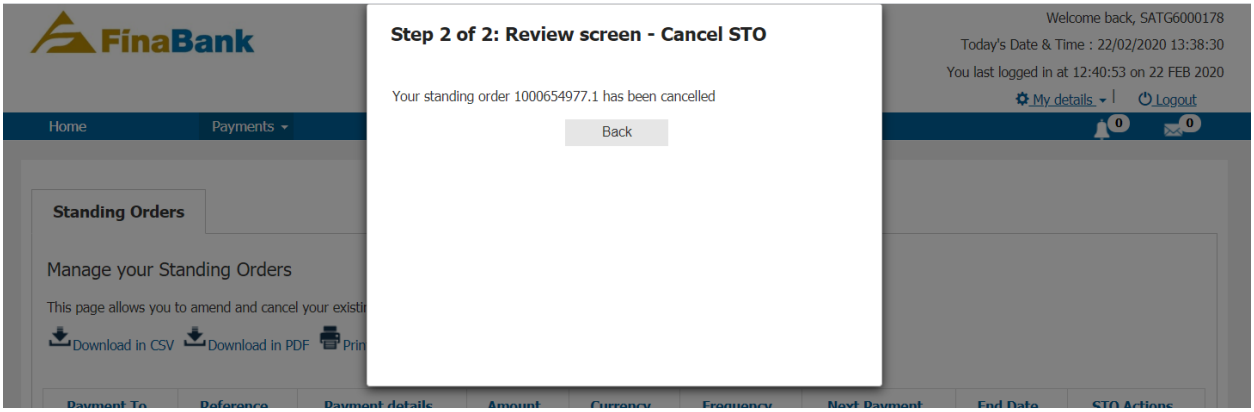


- A 'Confirm cancel standing order' window is received
- Select 'confirm'



- A request for authorization will be received on mobile application

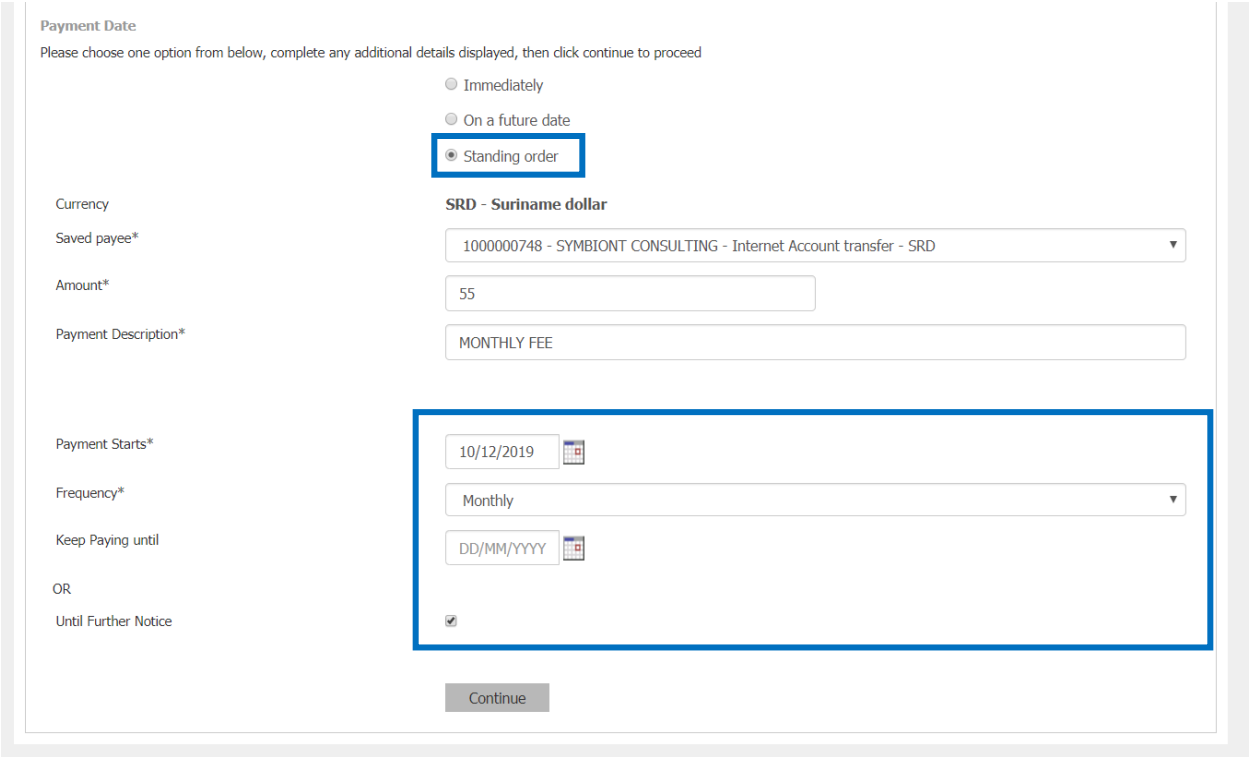
- After approval, the standing order is deleted and is removed from standing order list



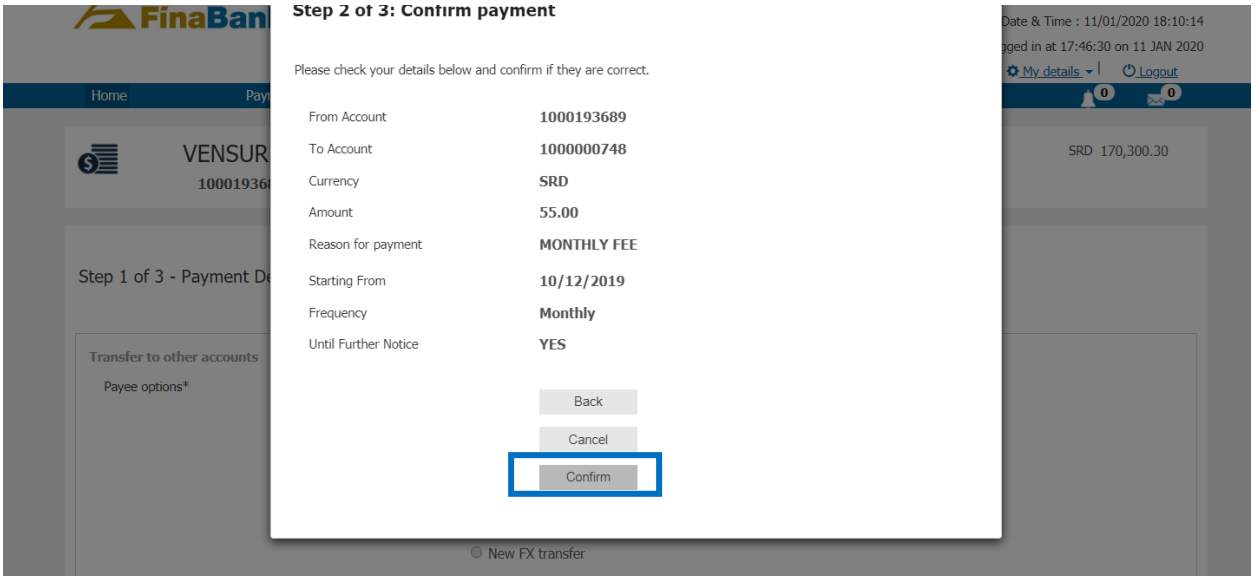
Creating a standing order

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

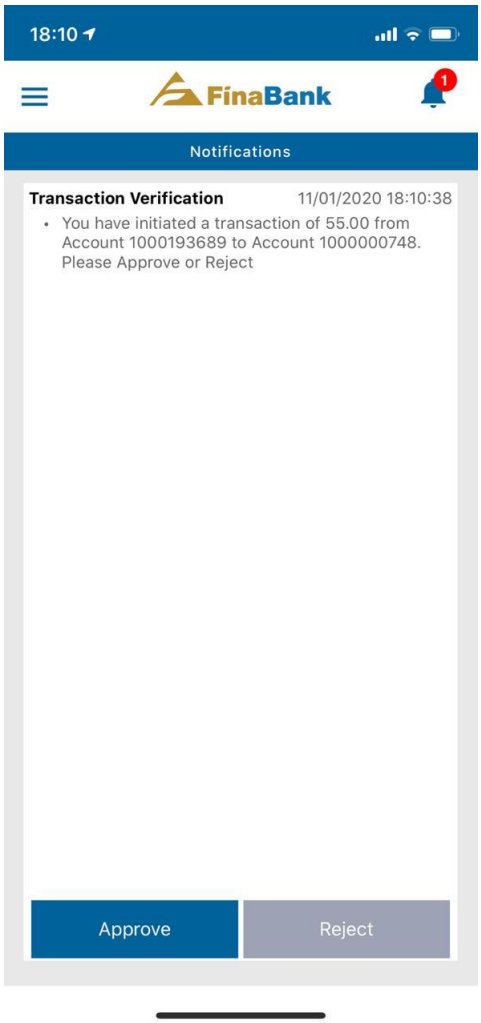
- Select ‘Standing order’
- Fill in ‘Payment Starts’ date
- Select ‘Frequency’ from drop down list
- Fill in ‘Keep Paying until’ or select ‘Until further notice’
- Click continue



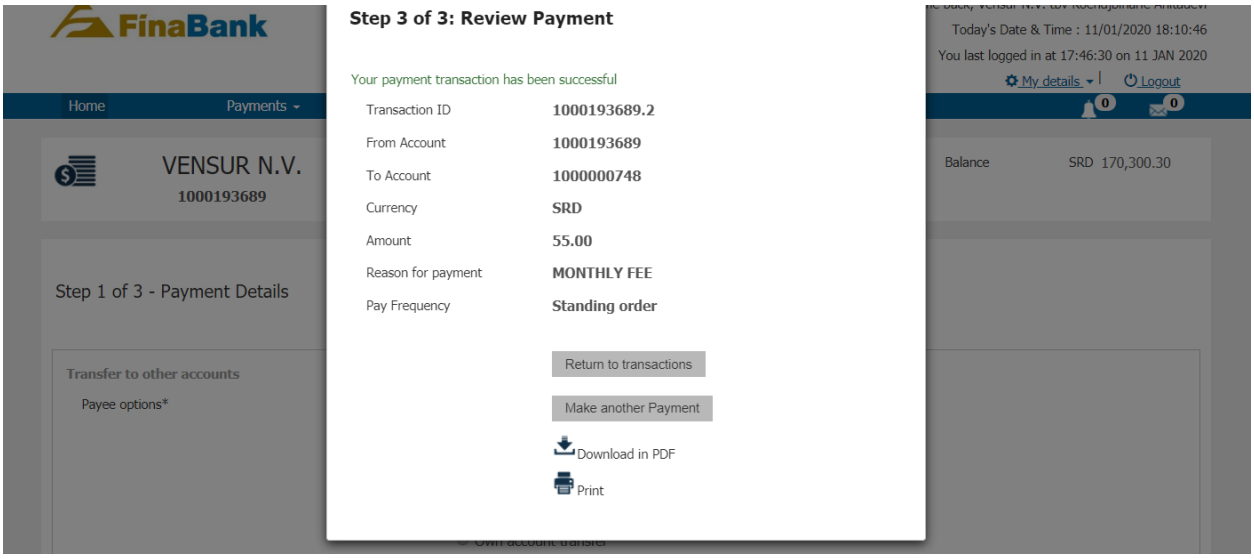
- ‘Payment confirmation’ window is received, if all details are correct, click confirm



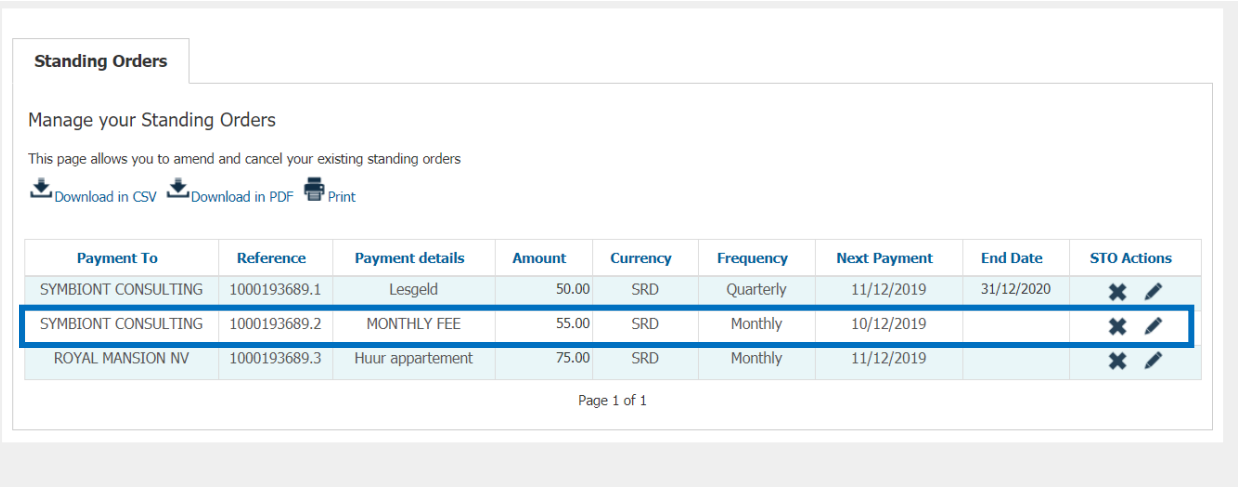
- A request for authorization will be received on mobile application



- After approval, the payment will be processed



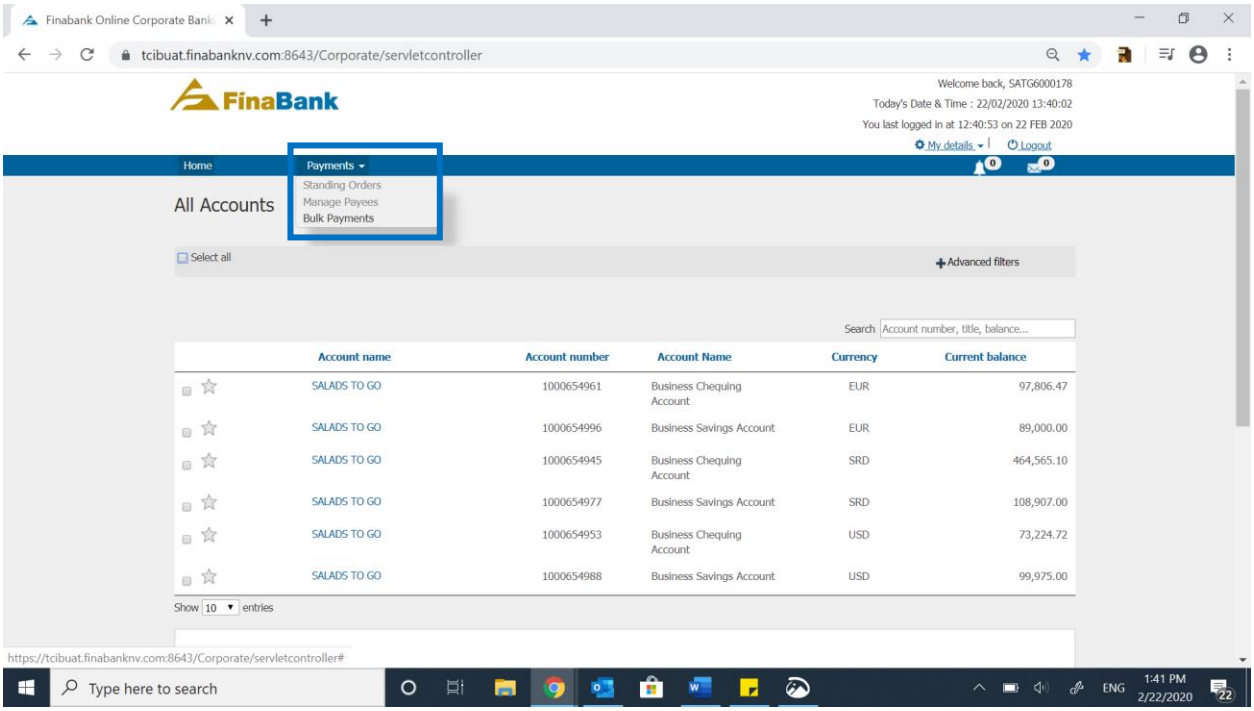
- Select 'Return to transactions' to view newly create standing order under 'Standing orders'



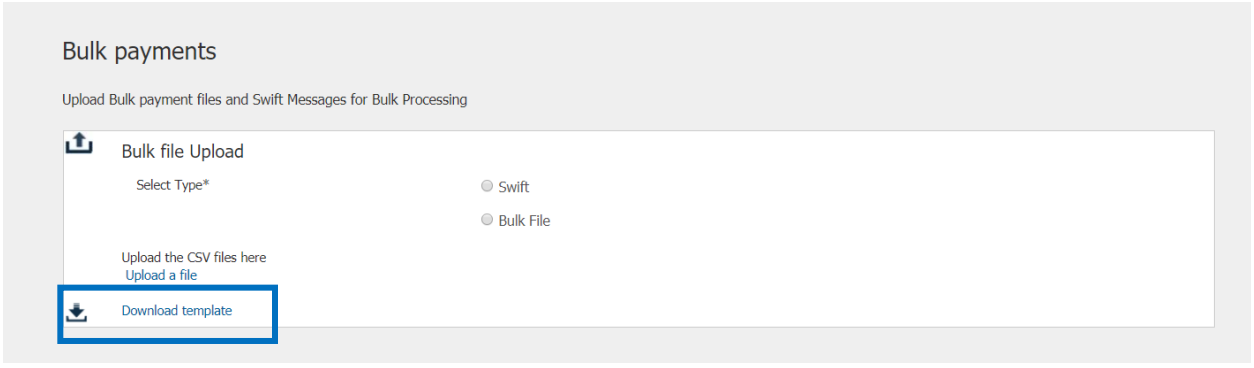
- Select 'Make another Payment' to continue making payments

Bulk Payments

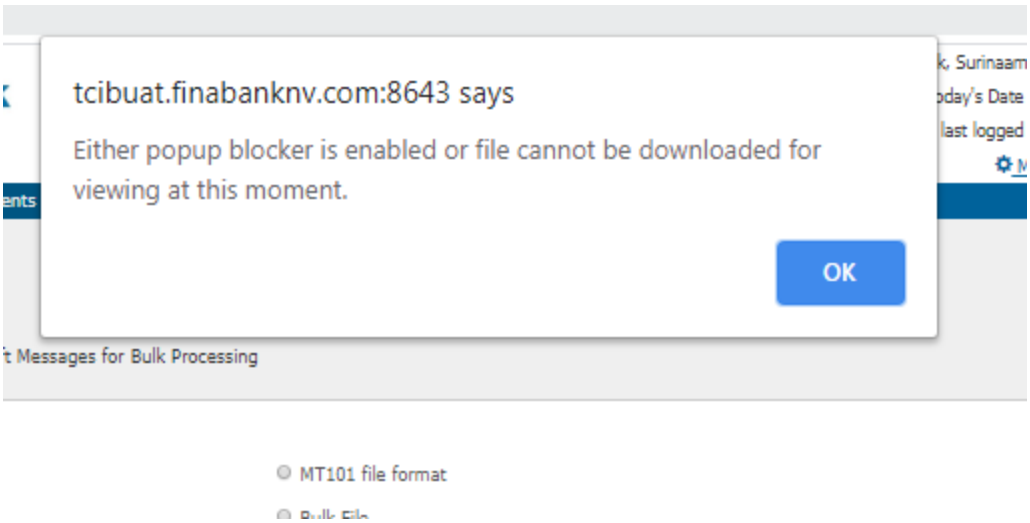
On home screen, select ‘Bulk Payments’ under ‘Payments’.



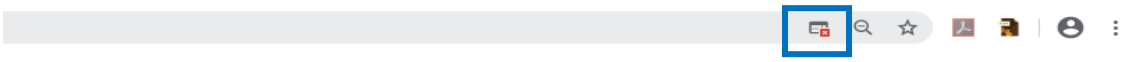
To download a template, select ‘download template’.



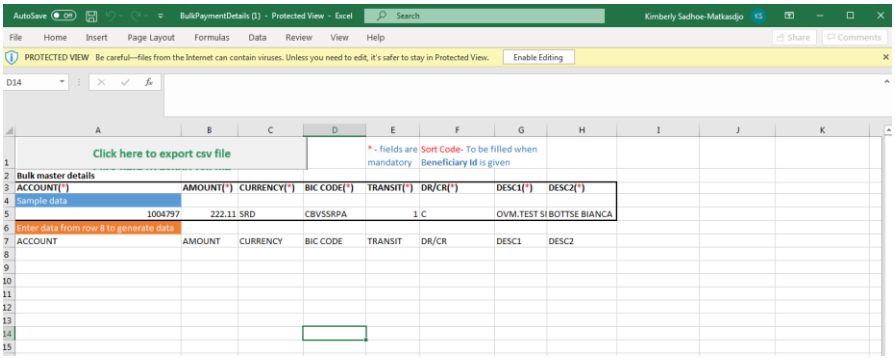
If pop-up blocker is enabled the template will not download automatically.



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



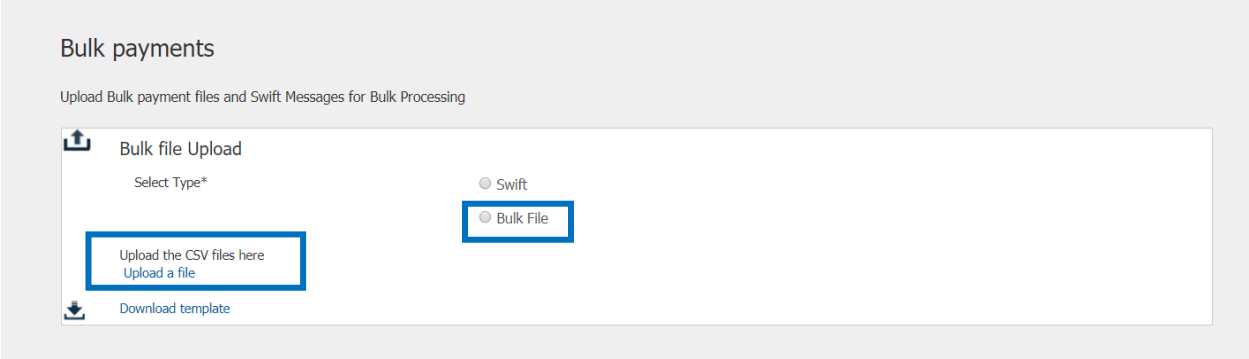
The bulk template has been downloaded.

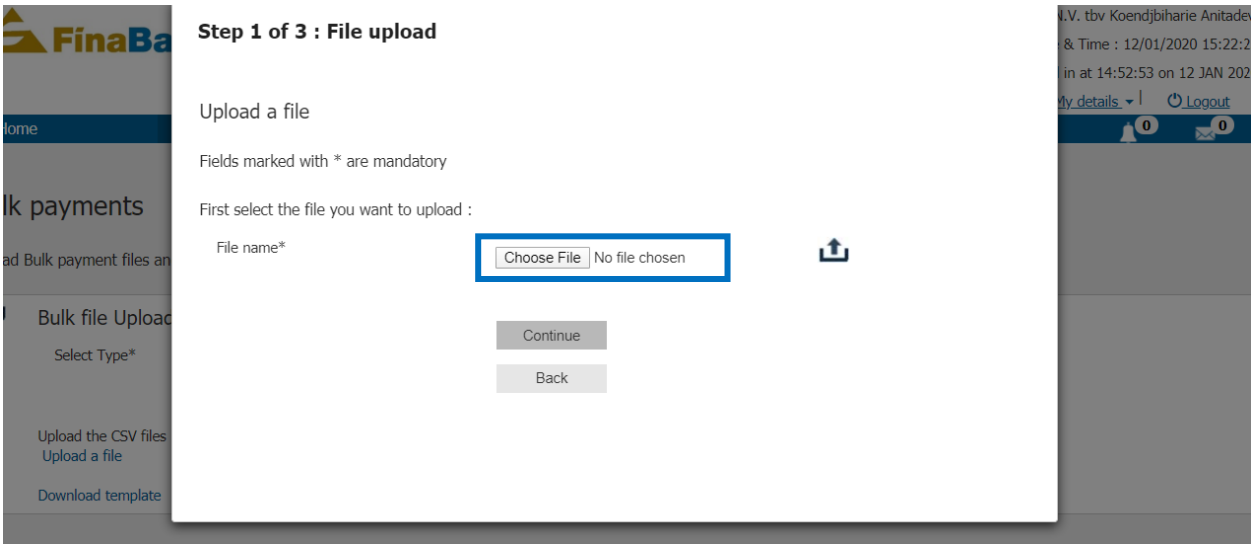


Fill in the CSV file as per instructions in the file. Save the file under the Online Banking username. For example: **SATG600178-SRD**. (Always put in the currency after the username).

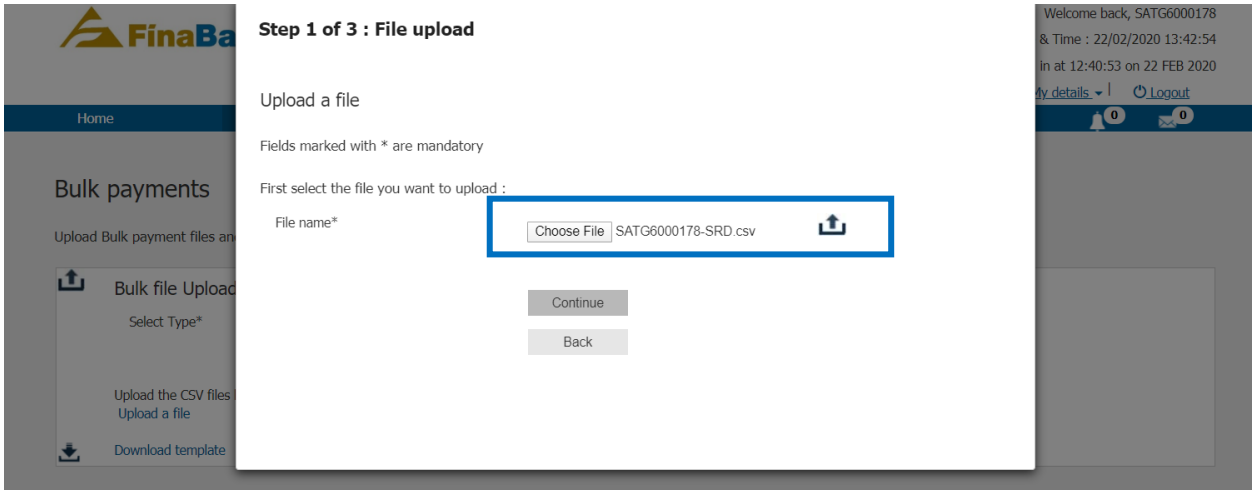
To upload bulk file:

- Select ‘Bulk file’
- Select ‘Upload a file’

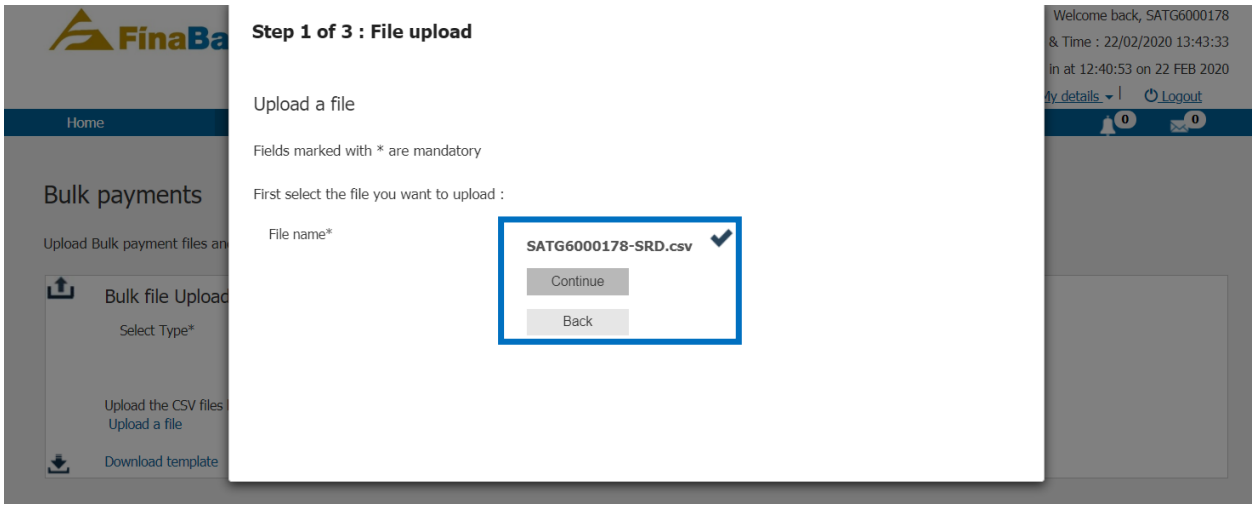




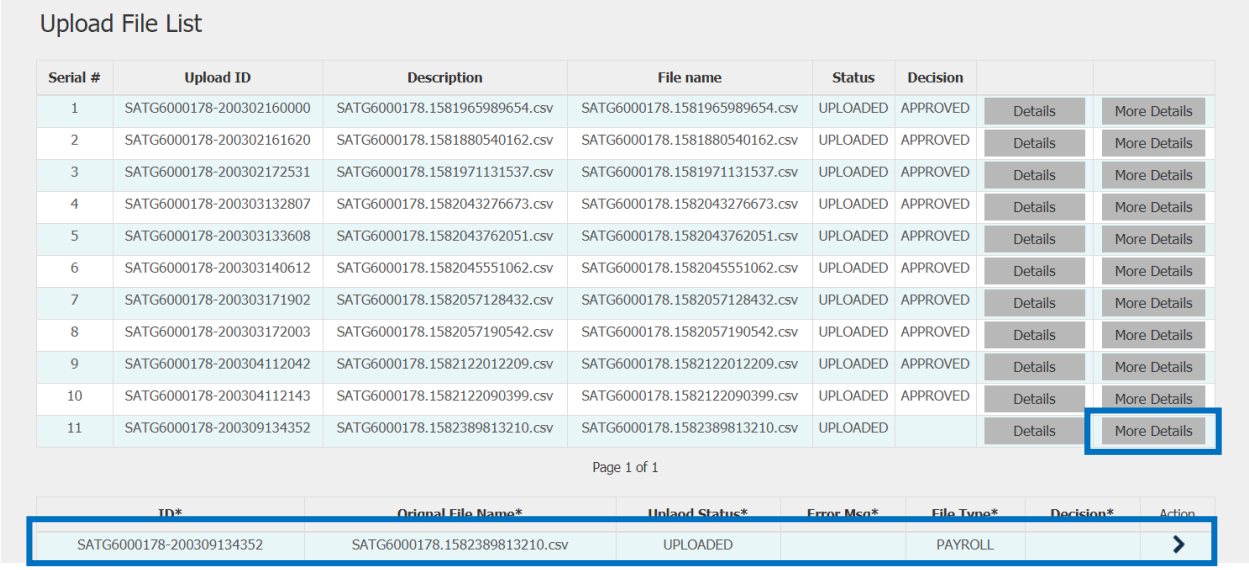
- Choose file and click ‘upload ‘icon



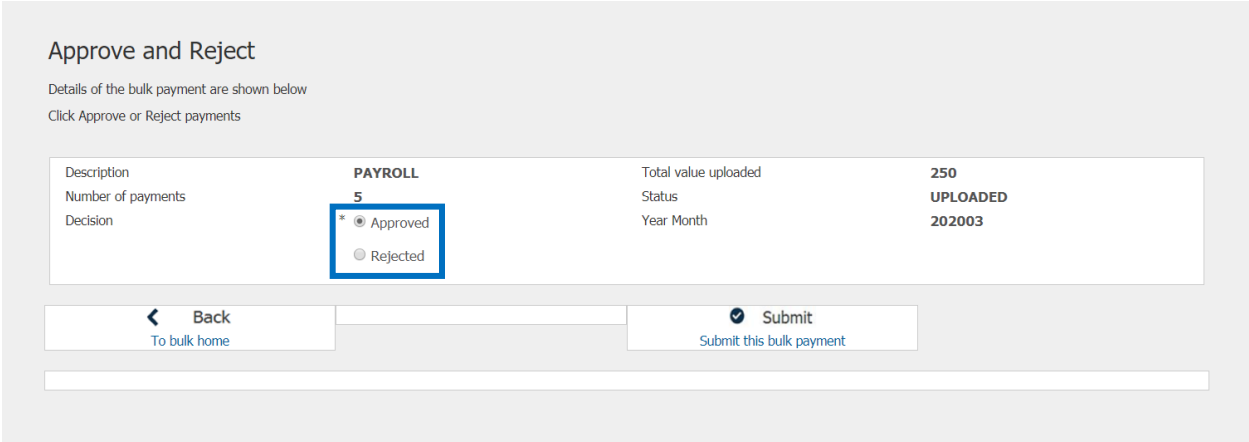
- After file is uploaded, click continue



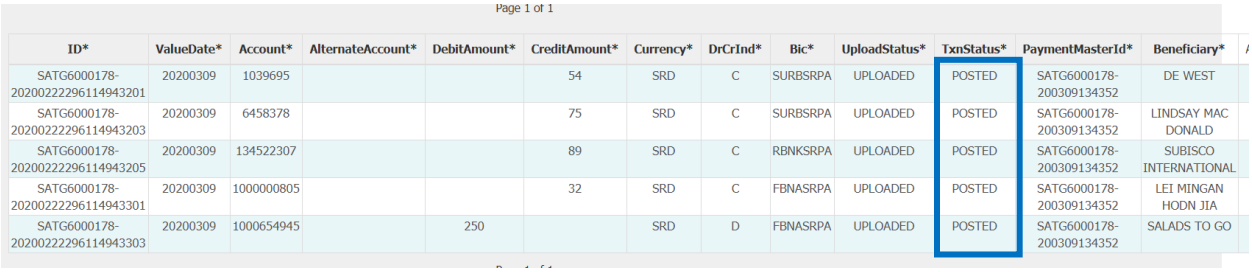
- Click 'More Details' to approve the file



- Select 'Action'



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



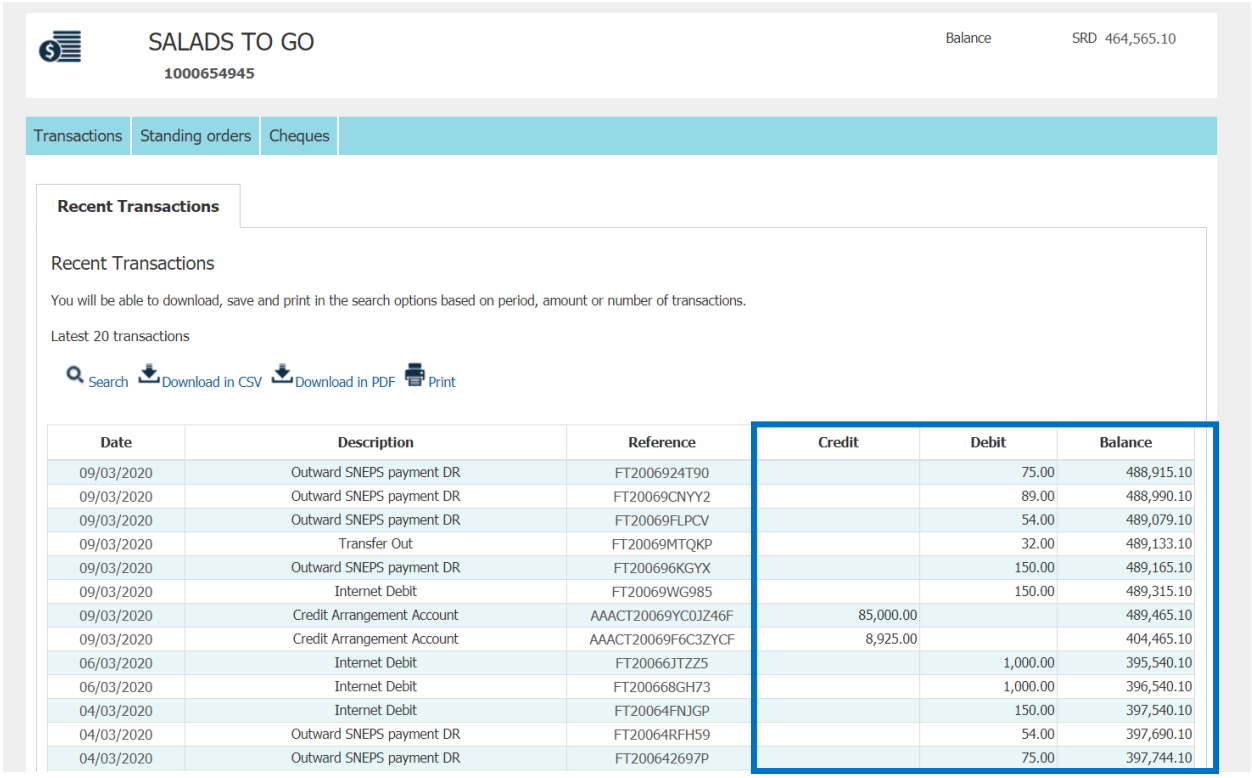
Page 1 of 1

ID*	ValueDate*	Account*	AlternateAccount*	DebitAmount*	CreditAmount*	Currency*	DrCrInd*	Bic*	UploadStatus*	TxnStatus*	PaymentMasterId*	Beneficiary*
SATG6000178-20200222296114943201	20200309	1039695			54	SRD	C	SURBSRPA	UPLOADED	POSTED	SATG6000178-200309134352	DE WEST
SATG6000178-20200222296114943203	20200309	6458378			75	SRD	C	SURBSRPA	UPLOADED	POSTED	SATG6000178-200309134352	LINDSAY MAC DONALD
SATG6000178-20200222296114943205	20200309	134522307			89	SRD	C	RBNKSRPA	UPLOADED	POSTED	SATG6000178-200309134352	SUBISCO INTERNATIONAL
SATG6000178-20200222296114943301	20200309	1000000805			32	SRD	C	FBNASRPA	UPLOADED	POSTED	SATG6000178-200309134352	LEI MINGAN HODN JIA
SATG6000178-20200222296114943303	20200309	1000654945		250		SRD	D	FBNASRPA	UPLOADED	POSTED	SATG6000178-200309134352	SALADS TO GO

View transactions

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

- All recent transactions are visible, up to a maximum of 150 transactions.



SALADS TO GO

1000654945

Balance SRD 464,565.10

Transactions | Standing orders | Cheques

Recent Transactions

Recent Transactions

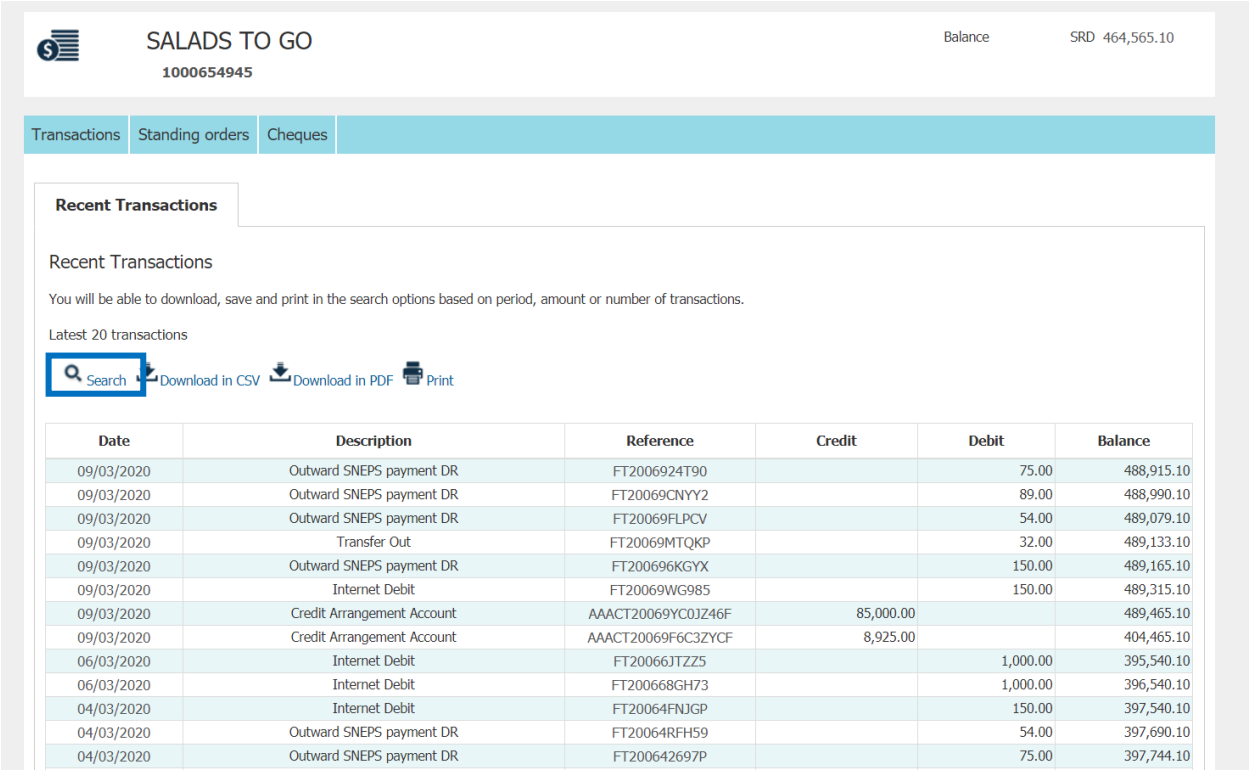
You will be able to download, save and print in the search options based on period, amount or number of transactions.

Latest 20 transactions

Search Download in CSV Download in PDF Print

Date	Description	Reference	Credit	Debit	Balance
09/03/2020	Outward SNEPS payment DR	FT2006924T90		75.00	488,915.10
09/03/2020	Outward SNEPS payment DR	FT20069CNYY2		89.00	488,990.10
09/03/2020	Outward SNEPS payment DR	FT20069FLPCV		54.00	489,079.10
09/03/2020	Transfer Out	FT20069MTQKP		32.00	489,133.10
09/03/2020	Outward SNEPS payment DR	FT200696KGYX		150.00	489,165.10
09/03/2020	Internet Debit	FT20069WG985		150.00	489,315.10
09/03/2020	Credit Arrangement Account	AAACT20069YC0JZ46F	85,000.00		489,465.10
09/03/2020	Credit Arrangement Account	AAACT20069F6C3ZYCF	8,925.00		404,465.10
06/03/2020	Internet Debit	FT20066JTZZ5		1,000.00	395,540.10
06/03/2020	Internet Debit	FT200668GH73		1,000.00	396,540.10
04/03/2020	Internet Debit	FT20064FNJGP		150.00	397,540.10
04/03/2020	Outward SNEPS payment DR	FT20064RFH59		54.00	397,690.10
04/03/2020	Outward SNEPS payment DR	FT200642697P		75.00	397,744.10

- To search transactions, click on ‘Search’.



Date	Description	Reference	Credit	Debit	Balance
09/03/2020	Outward SNEPS payment DR	FT2006924T90		75.00	488,915.10
09/03/2020	Outward SNEPS payment DR	FT20069CNYY2		89.00	488,990.10
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06/03/2020	Internet Debit	FT200668GH73		1,000.00	396,540.10
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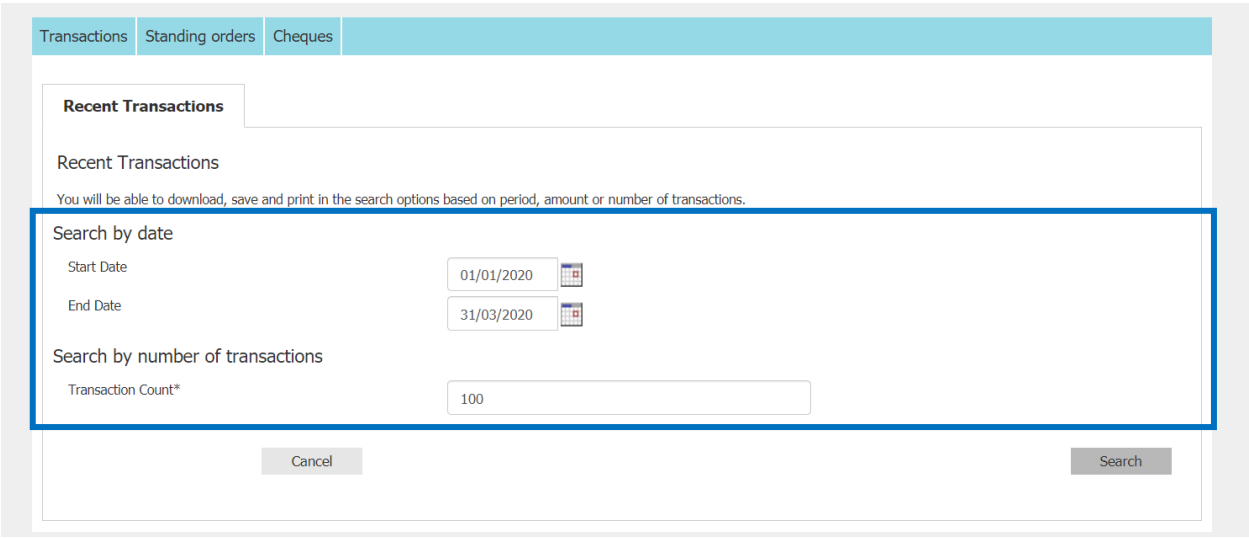
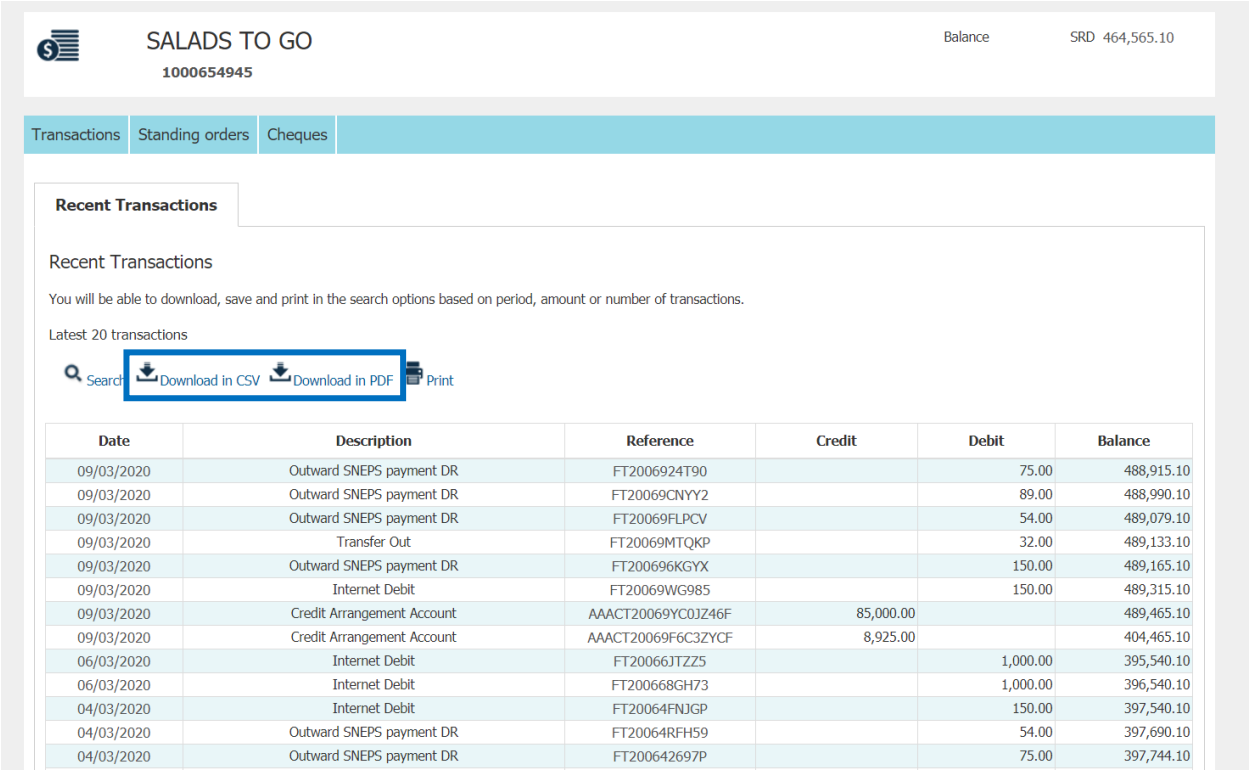
04/03/2020	Outward SNEPS payment DR	FT200642697P		75.00	397,744.10

- Fill in details and click ‘Search’. All available transactions will be displayed.



- To download the transactions, select ‘Download in CSV’ or ‘Download in PDF’.



Date	Description	Reference	Credit	Debit	Balance
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09/03/2020	Outward SNEPS payment DR	FT20069CNYY2		89.00	488,990.10
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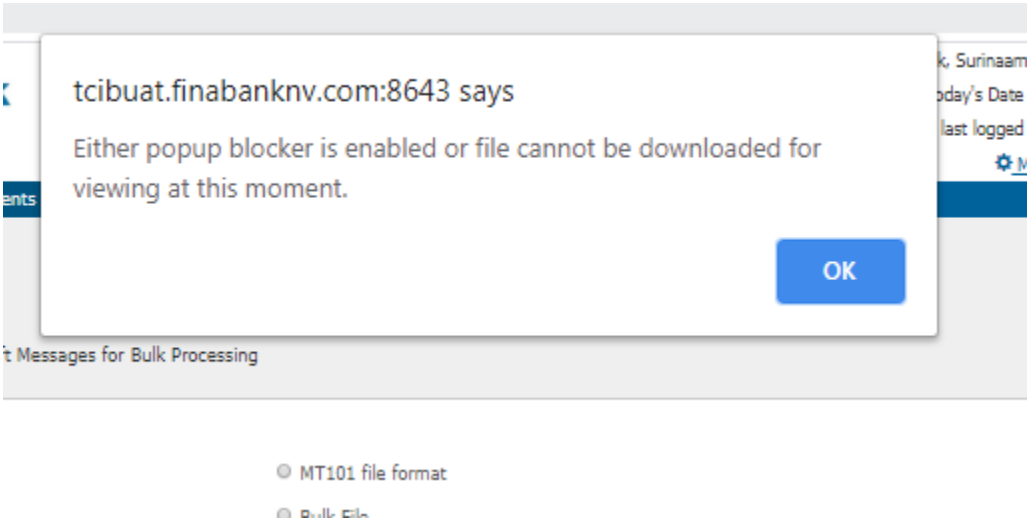
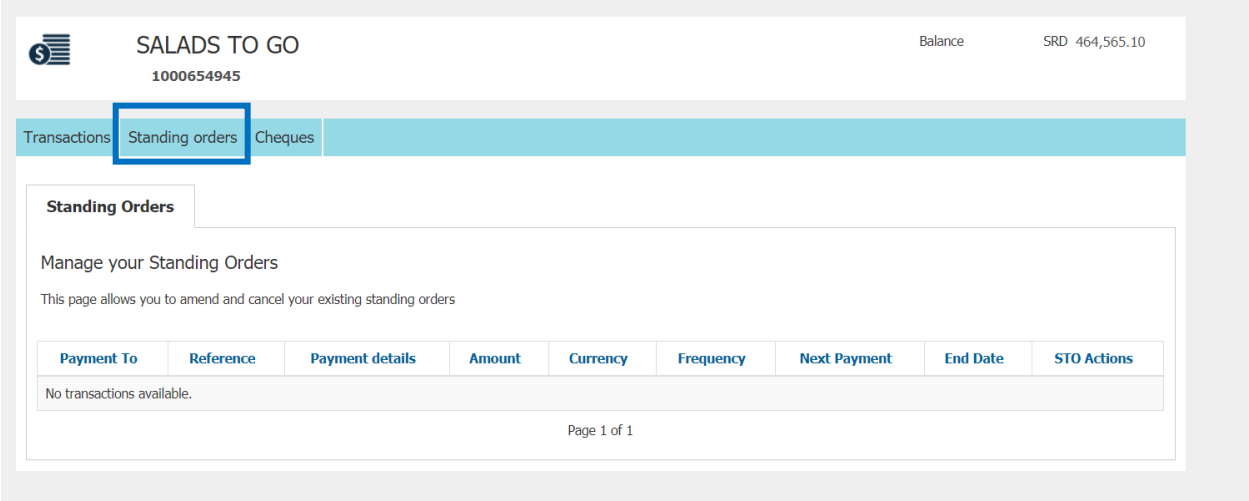
If pop-up blocker is enabled the files will not download automatically.

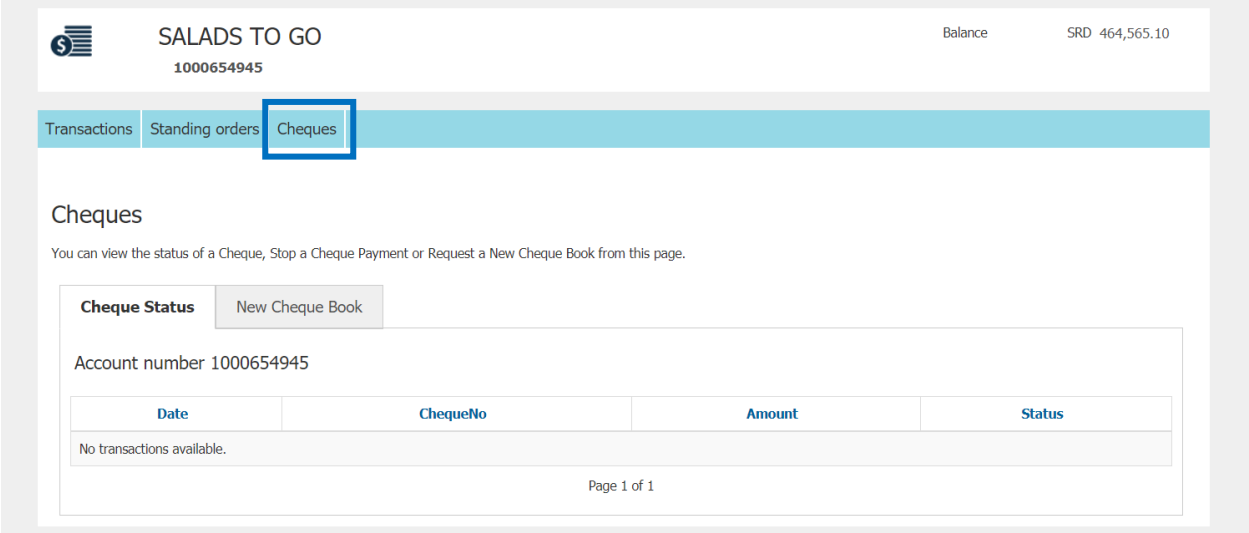


To enable this popup, click on the icon in the search bar as shown below.

- Select ‘Standing orders’ to view all standing orders

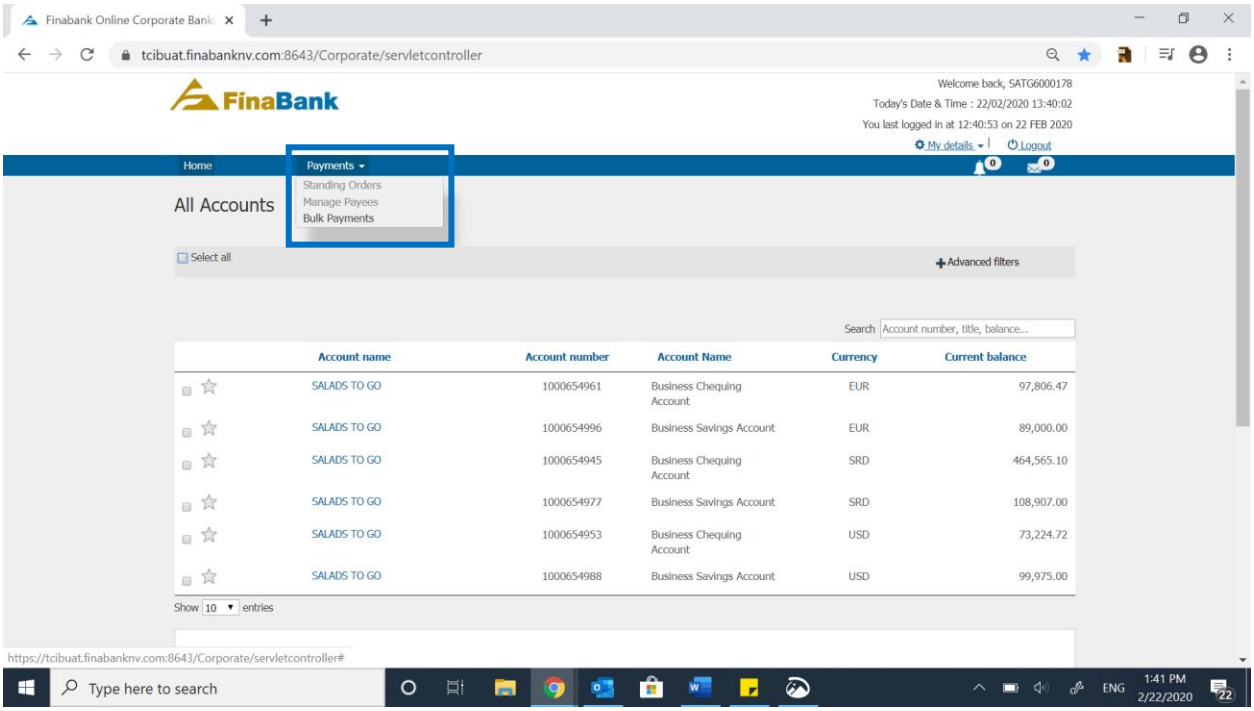


- Select ‘Cheques’ to view all cheques or to request a cheque book

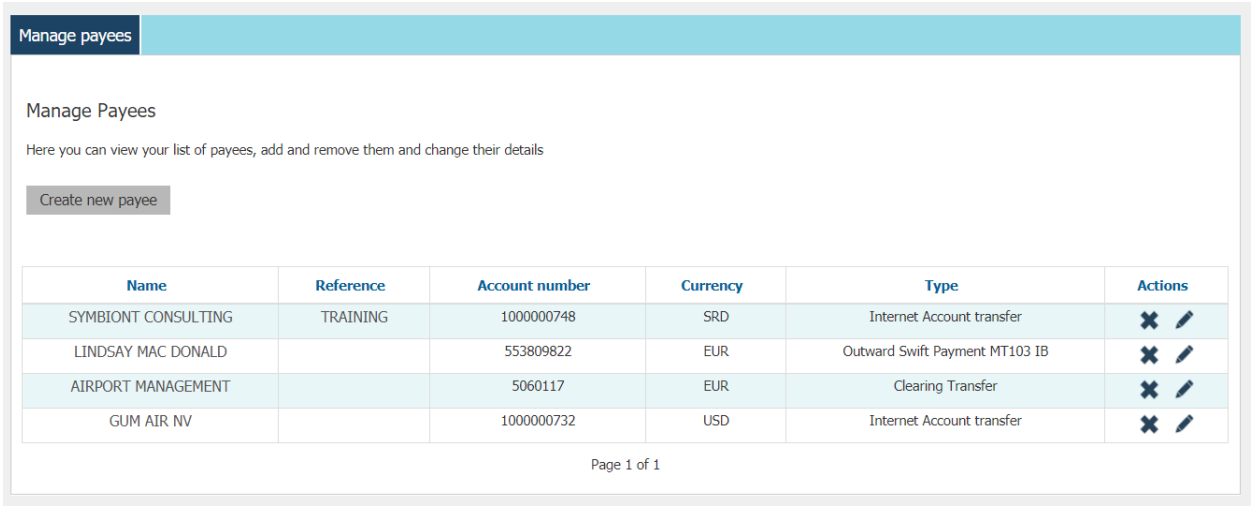


Manage Payees

On home screen, select ‘Manage Payees’ under ‘Payments’

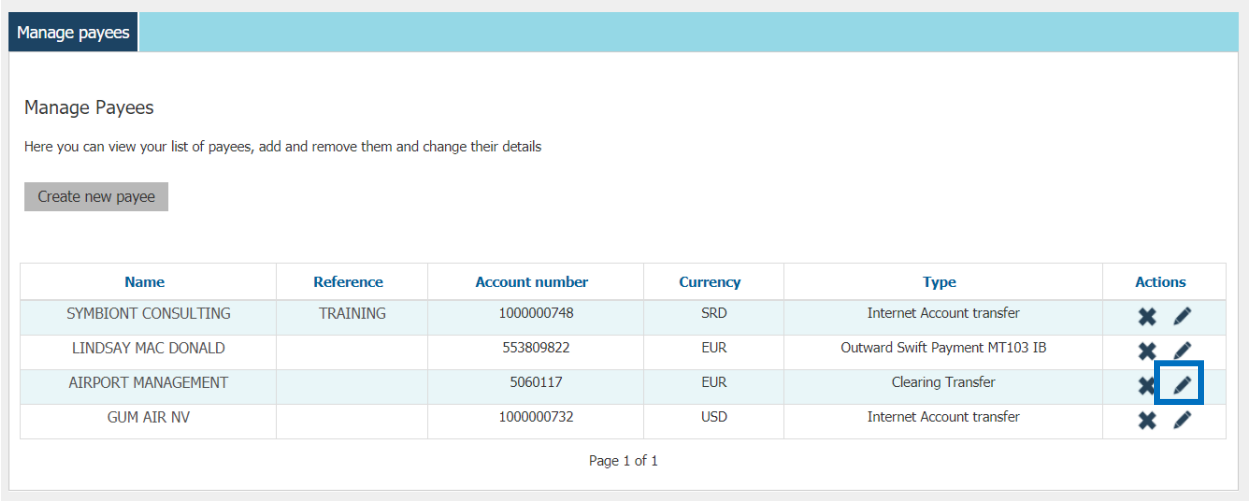


All saved payees are visible in the beneficiary list.

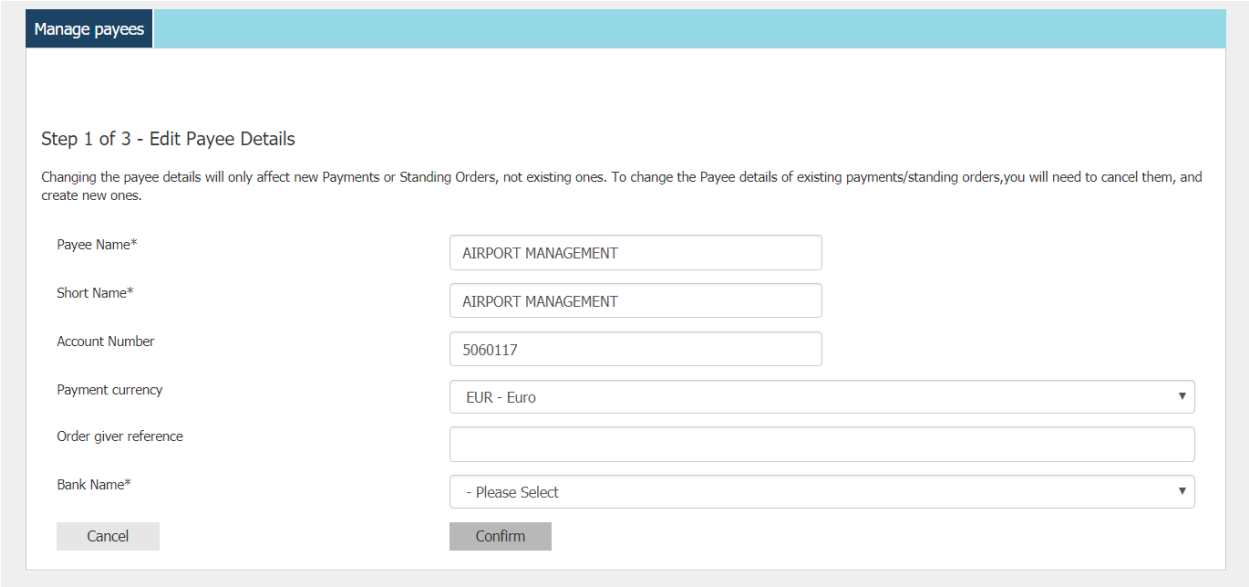


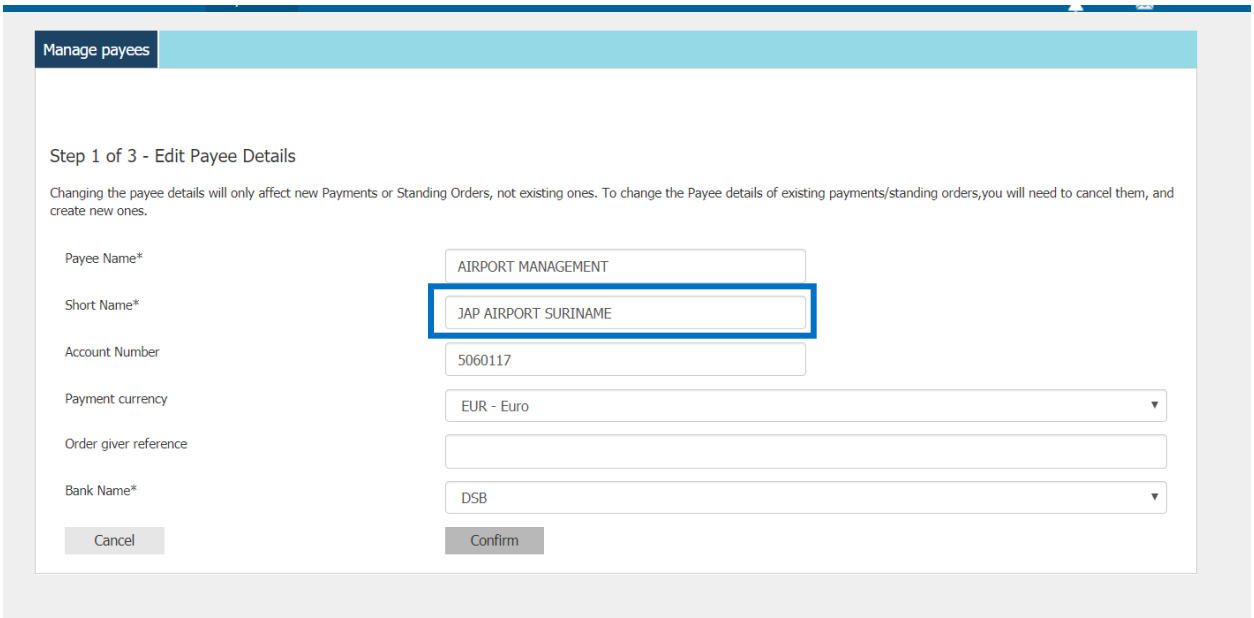
To **amend** a 'saved payee', follow the next steps:

- Under actions, select the 'pencil' icon

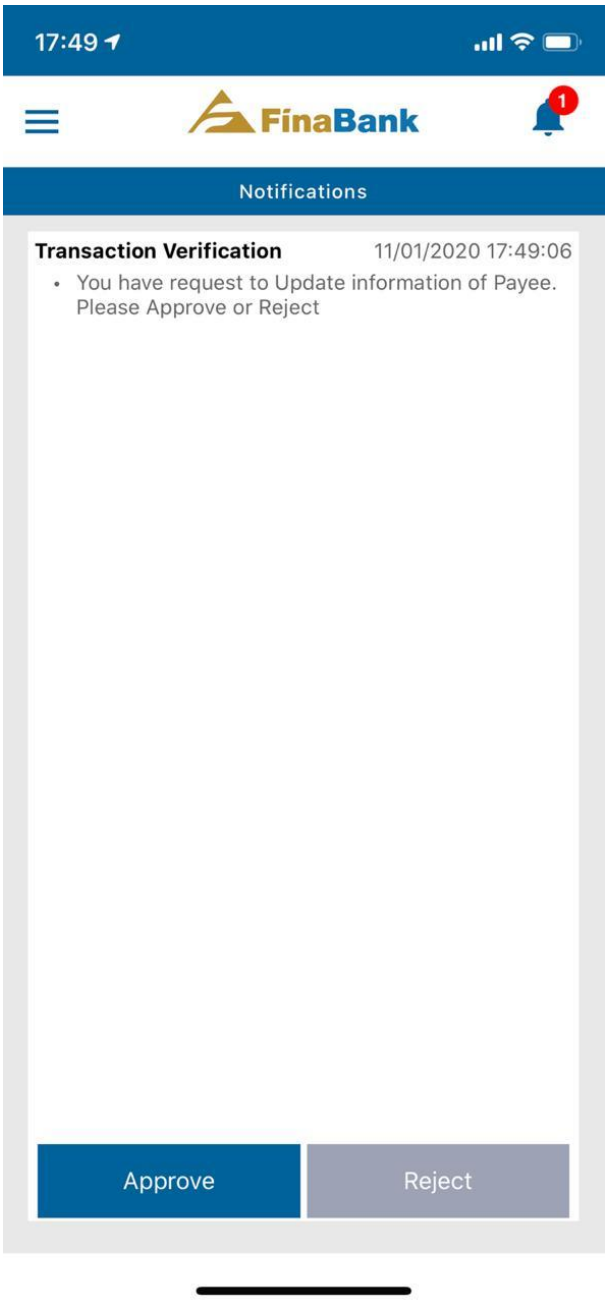


- Amend details as needed

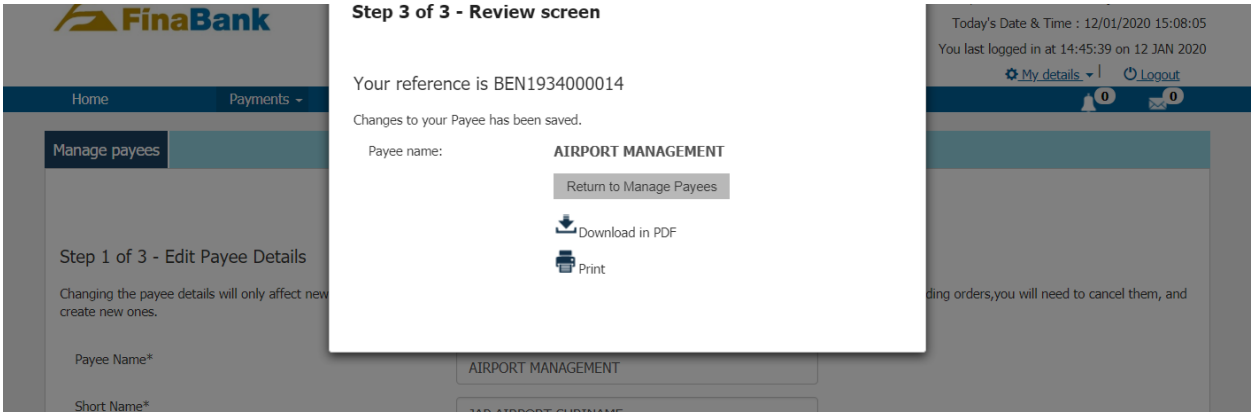


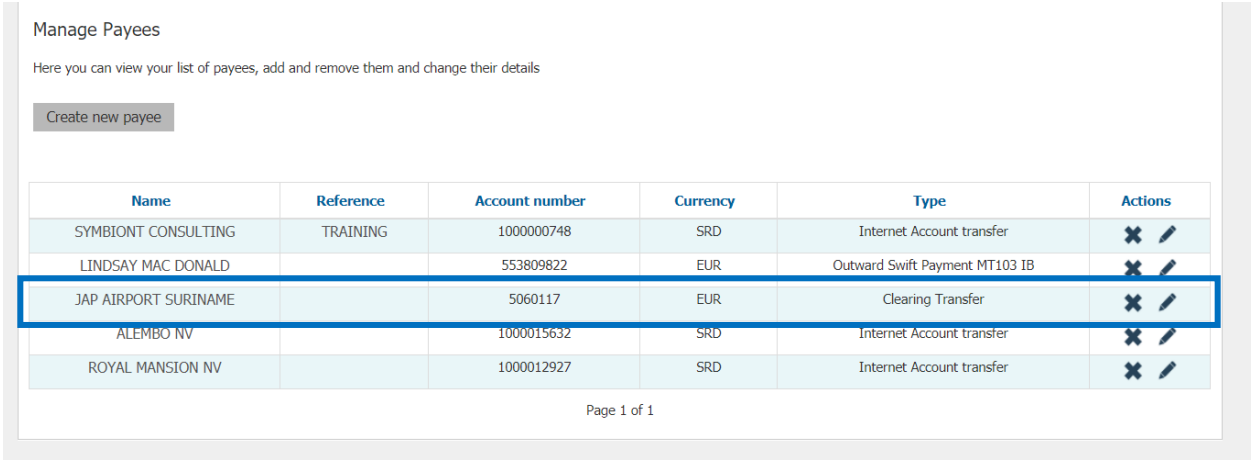


- Select ‘confirm’
- A request for authorization will be received on mobile application



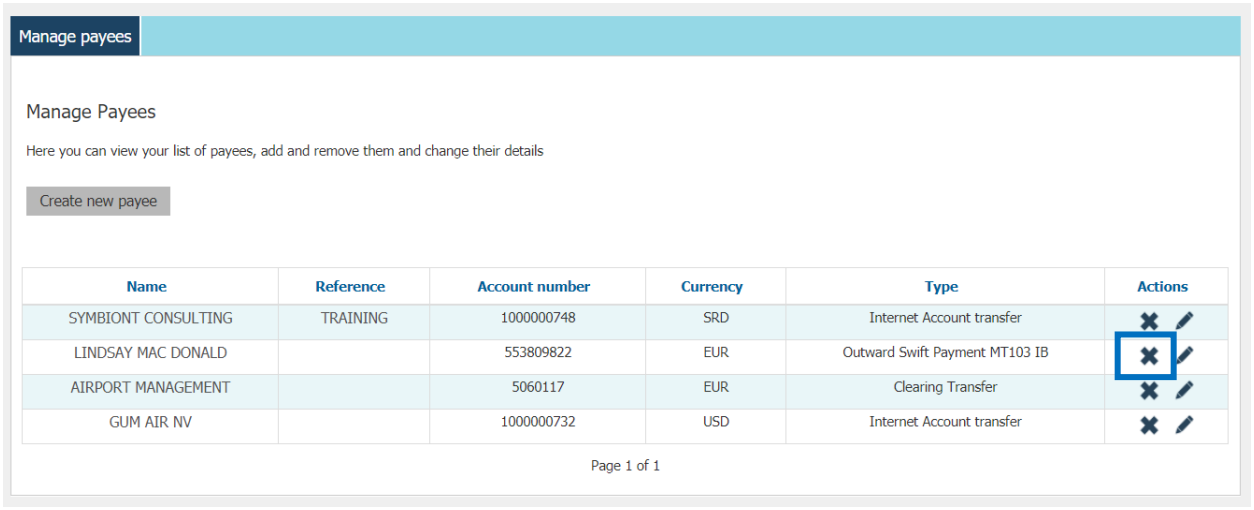
- After approval, changes will be applied



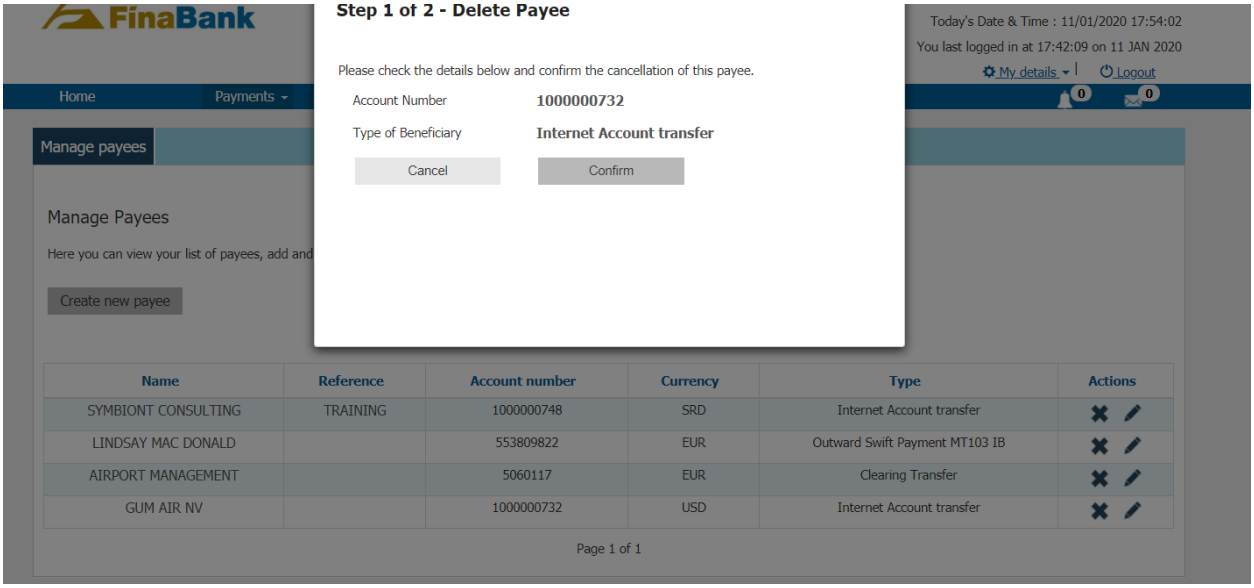


To **delete** a 'saved payee', follow the next steps:

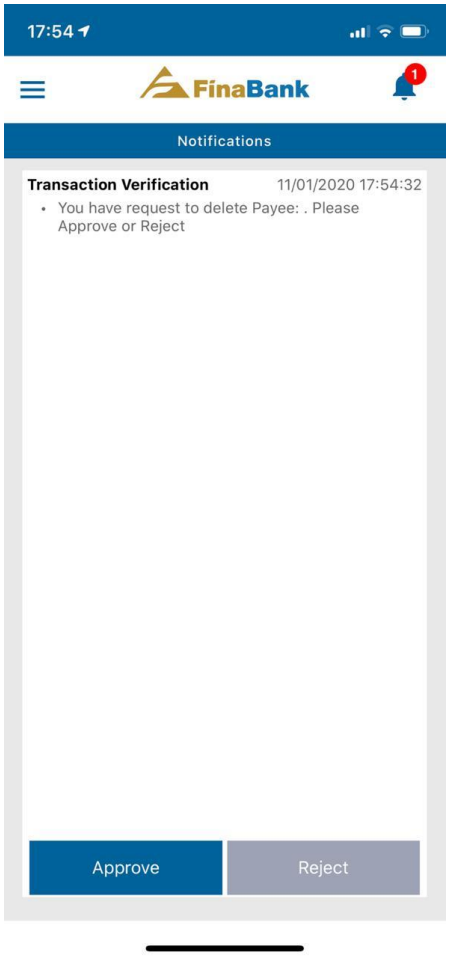
- Under actions, select the 'X' icon



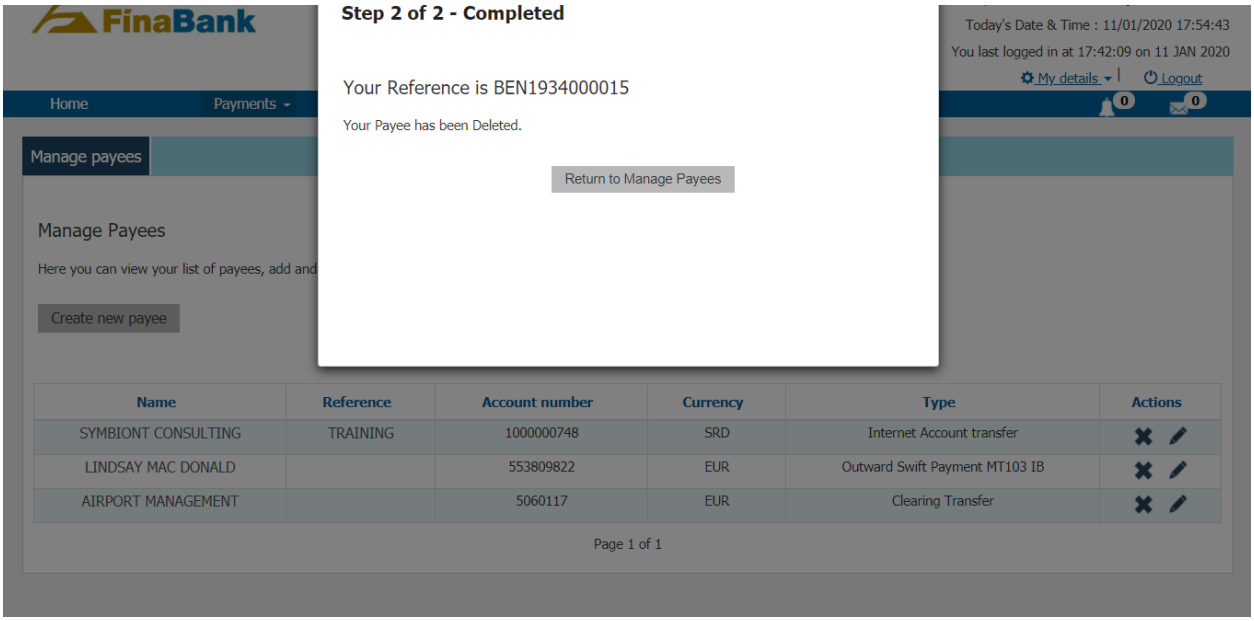
- A 'Delete payee' window is received



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

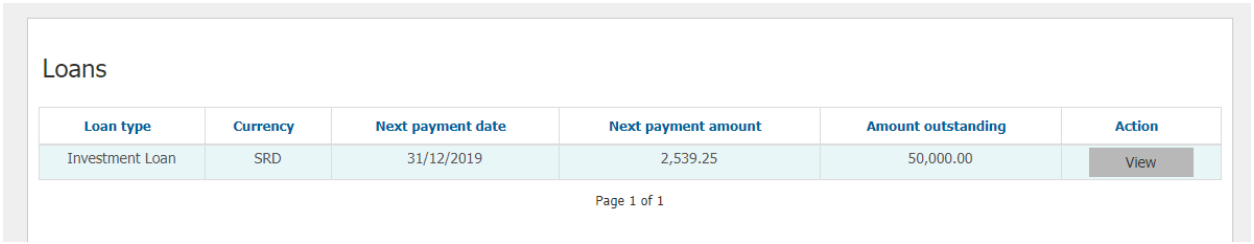


- After approval, the saved payee will be deleted and removed from payee list

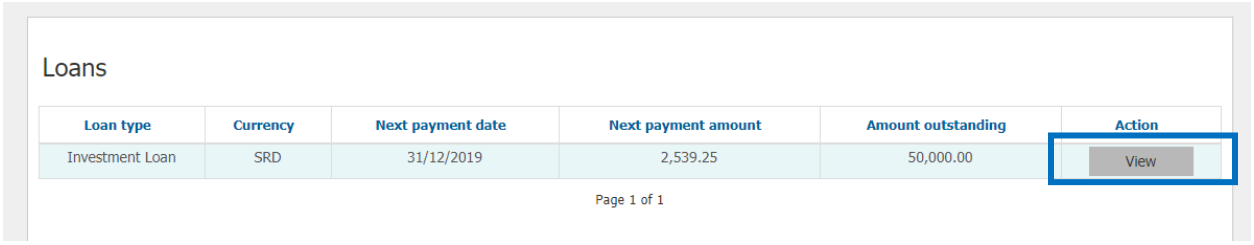


Loans

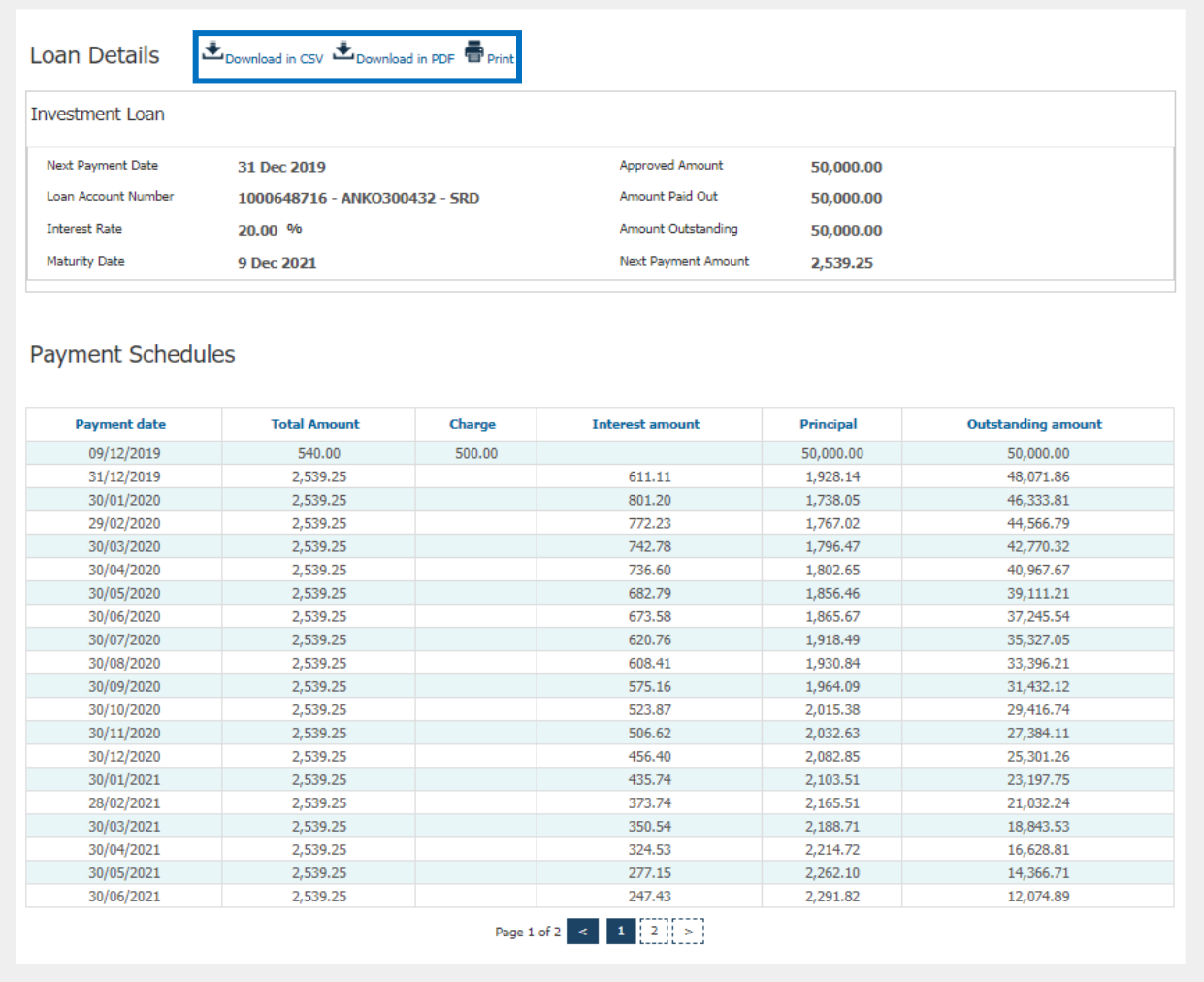
All loans are visible.



- Select 'view' to see details of the loan



- Select ‘Download in CSV’, ‘Download in PDF’ or ‘Print’



Loan Details

Download in CSV Download in PDF Print

Investment Loan

Next Payment Date	31 Dec 2019	Approved Amount	50,000.00
Loan Account Number	1000648716 - ANKO300432 - SRD	Amount Paid Out	50,000.00
Interest Rate	20.00 %	Amount Outstanding	50,000.00
Maturity Date	9 Dec 2021	Next Payment Amount	2,539.25

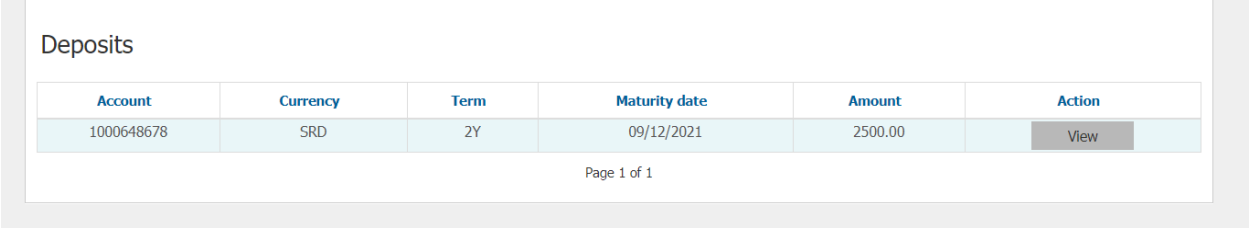
Payment Schedules

Payment date	Total Amount	Charge	Interest amount	Principal	Outstanding amount
09/12/2019	540.00	500.00		50,000.00	50,000.00
31/12/2019	2,539.25		611.11	1,928.14	48,071.86
30/01/2020	2,539.25		801.20	1,738.05	46,333.81
29/02/2020	2,539.25		772.23	1,767.02	44,566.79
30/03/2020	2,539.25		742.78	1,796.47	42,770.32
30/04/2020	2,539.25		736.60	1,802.65	40,967.67
30/05/2020	2,539.25		682.79	1,856.46	39,111.21
30/06/2020	2,539.25		673.58	1,865.67	37,245.54
30/07/2020	2,539.25		620.76	1,918.49	35,327.05
30/08/2020	2,539.25		608.41	1,930.84	33,396.21
30/09/2020	2,539.25		575.16	1,964.09	31,432.12
30/10/2020	2,539.25		523.87	2,015.38	29,416.74
30/11/2020	2,539.25		506.62	2,032.63	27,384.11
30/12/2020	2,539.25		456.40	2,082.85	25,301.26
30/01/2021	2,539.25		435.74	2,103.51	23,197.75
28/02/2021	2,539.25		373.74	2,165.51	21,032.24
30/03/2021	2,539.25		350.54	2,188.71	18,843.53
30/04/2021	2,539.25		324.53	2,214.72	16,628.81
30/05/2021	2,539.25		277.15	2,262.10	14,366.71
30/06/2021	2,539.25		247.43	2,291.82	12,074.89

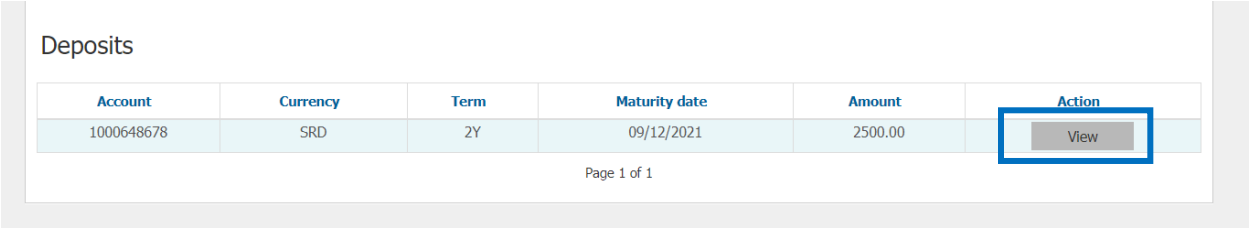
Page 1 of 2 < 1 2 >

Term Deposits

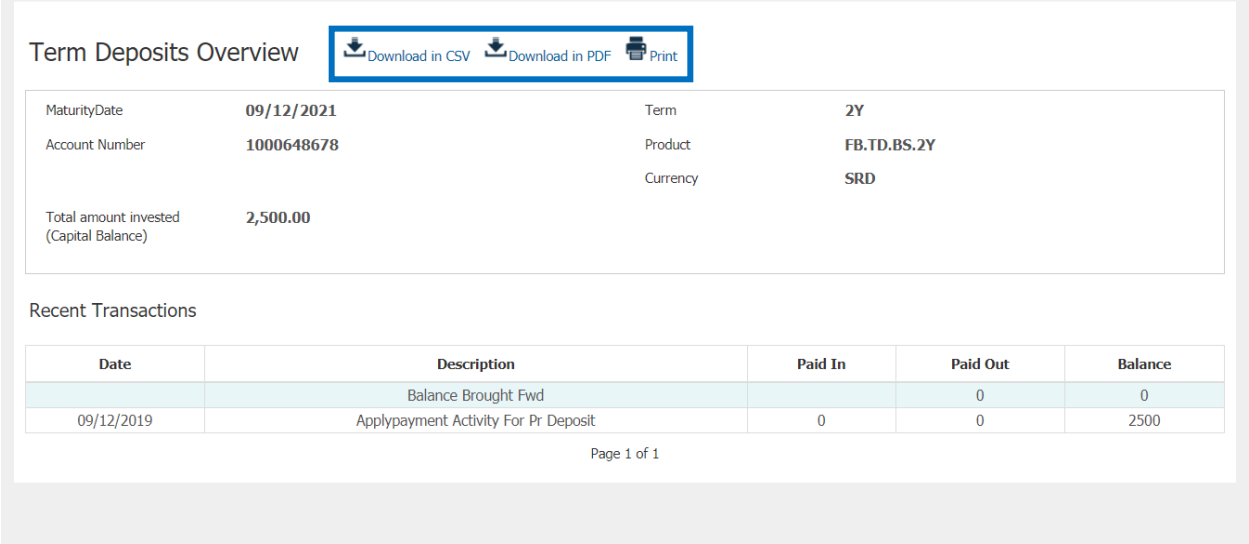
All term deposits are visible



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

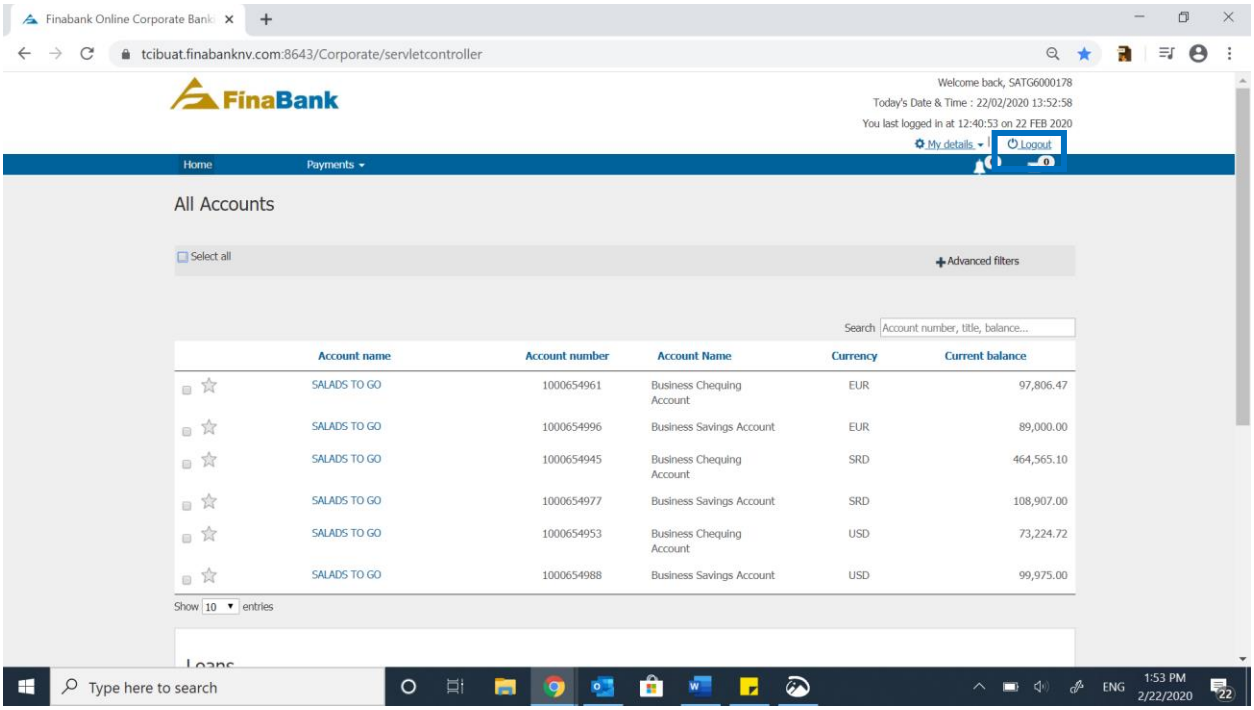
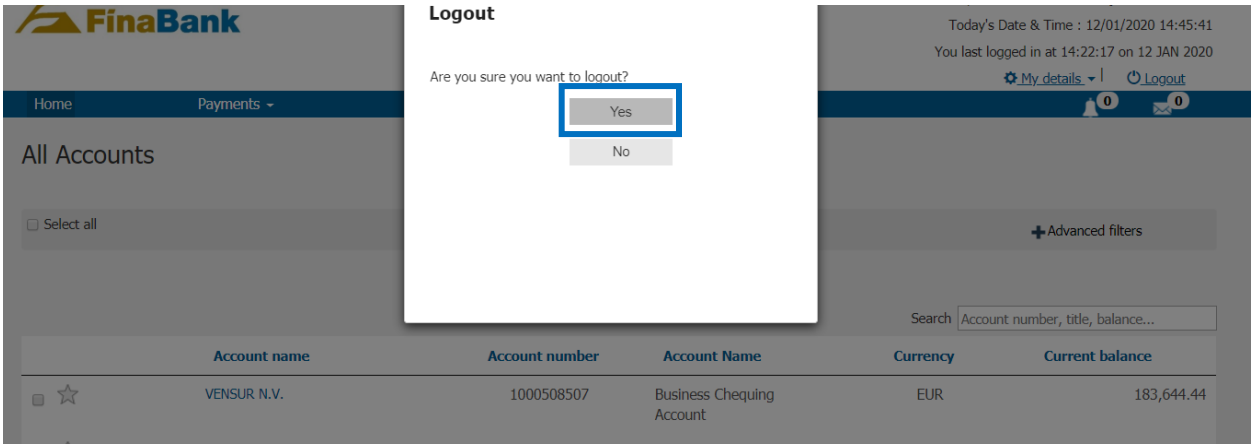


- Select 'Download in CSV', 'Download in PDF' or 'Print'



Log out

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



Click ‘Yes’ to log out