

Global ACCESS

Banking Made Easy





Quick Reference

GUIDE

Now you can access greater convenience and stay in control of your finances from the comfort of your home, office or while on the go, with our new mobile banking platform, Global Access Plus.

The new look and improved efficiency-boosting features are designed to enhance your banking experience making it easier, faster and more secure.

Global Access Plus gives you quick access to monitor your savings and credit card accounts, make transfers and pay all your bills. All without having to enter a bank!

Here are some easy steps to help you navigate these new features.

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PAYMENT TRANSFERS

Transfer money to registered payees across the globe from your FGB savings or current accounts.



◆ **Navigate Payments > Payments and Transfers**

◆ **Select respective payment type**

- ④ One Time Demand Draft – managers cheques or drafts for which no beneficiary is maintained
- ④ Transfer Money – own accounts, other FGB accounts, ACH, RTGS, Wire transfers with existing beneficiary
- ④ One Time Transfer - other FGB accounts, ACH, RTGS, Wire transfers for which no beneficiary is maintained
- ④ One Time Bill Payment – bill payments for which no biller is maintained
- ④ Issue Cheques - managers cheques or drafts with existing beneficiary
- ④ Pay Bills – bill payments with existing beneficiary



FIRST GLOBAL BANK

Payments and Transfers

Transfer Money

Pay Bills

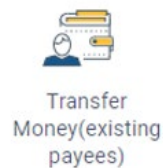
Issue Cheques

One Time Bill Payment

One Time Payment

One Time Demand Draft

Quick Links



One Time Demand Draft

- ◆ Select **Draft Type**
- ◆ Enter **Payee Name**
- ◆ Select **Delivery Location** and enter **Amount**
- ◆ Select **Now** – immediate transactions
Later – future dated transactions
- ◆ Select **Source Account** and enter **Requestor Information**
- ◆ Issue
- ◆ Review and confirm

One Time Demand Draft

Favourites Transfer Money Pay Bills Issue Cheques One Time Transfer One Time Bill Payment **One Time Demand Draft** Manage Payees & >

Draft Type

Other Local Banks International

Payee Name

MOE

Delivery location

Branch location

City

JAMAICA

Branch location

MONTEGO BAY BRANCH


UNIT #1, FAIRVIEW SHOPPING CENTRE, BOQUE ESTATES
MONTEGO BAY, ST. JAMES
JAMAICA
JAMAICA

Beneficiary Email

Phone

Note

All Demand Draft (DD) requests will be processed on the same business day.
All DD charges (including correspondent bank charges) will be deducted from your account.



Transfer Money

- ◆ Select **My Account** for own account transfers
- ◆ Select **Existing Payee** for transfer to beneficiary
- ◆ Select **Payee** from list, then click on respective beneficiary nickname
- ◆ Select **Source Account**, enter amount
- ◆ Select **Now** – immediate transactions
Later – future dated transactions
- ◆ Select **Purpose**
- ◆ Narrative (optional)
- ◆ Select **Transfer**
- ◆ Review and confirm

FIRST GLOBAL BANK | Welcome, A | Last login 2

Transfer Money

Transfer Type
 Existing Payee My Accounts

Select a Payee

- TS TRISHA SMITH TERMS ENTERPRISE
- Select the desired account from the Payee Nicknames below
- ll BOOKSTORE - Other Local Banks

Transfer From
Please Select

Amount
Enter Amount

Transfer When
 Now Later

[View Limits](#)

[Transfer](#) [Cancel](#)

Transferring money has never been easier

Transfer money to registered payees across the globe from your FGB savings or current accounts. You can also transfer money to your friends' Mobile, Email ID and Facebook accounts.

Haven't registered your payee yet?
No problem! Use the One Time Transfer service to transfer money.

Did you know?
You can transfer money towards multiple payees from the Multiple Transfers option.

One Time Transfer

- ◆ Select **Account Type**
- ◆ **Enter Account Number, Account Name, Source Account and Amount**
- ◆ Select **Now** – immediate transactions
Later – future dated transactions
- ◆ Select **Purpose**
- ◆ Select **Pay**
- ◆ Review and confirm

The screenshot shows the 'One Time Transfer' page on the First Global Bank website. The page is divided into two main sections: a form on the left for entering transfer details and a summary panel on the right.

Form Fields:

- Account Type:** Three tabs: 'FGB Accounts' (selected), 'Other Local Banks', and 'International'.
- Account Number:** A text input field.
- Confirm Account Number:** A text input field.
- Account Name:** A text input field.
- Beneficiary Email:** A text input field.
- Transfer From:** A dropdown menu with 'Please Select' and a downward arrow.
- Amount:** A text input field with a currency dropdown set to 'JMD' and a 'View Limits' link.
- Transfer When:** Radio buttons for 'Now' (selected) and 'Later'.

Summary Panel (Right):

- Transfer Money:** A heading with a crown icon.
- Transfer Money:** A sub-heading.
- Transfer Money:** A paragraph: 'Transfer money to registered payees across the from your FGB savings or current accounts.'
- Haven't registered your payee yet?** A paragraph: 'No problem! Use the service to send money to unregistered payees.'
- PAYMENT TYPE Cut Off Time:** A table listing various payment methods and their cut-off times.

PAYMENT TYPE	Cut Off Time
ACH - Outgoing	2:00 pm
RTGS - Outgoing	1:30 pm
WIRE- CAD	9:00 am
WIRE- USD	12:30 pm
WIRE- GBP	9:00 am
WIRE- EUR	9:00am

One Time Bill Payment

- ◆ Select **Biller Category**
- ◆ Select **Biller Name**
- ◆ Enter **Biller Account Number** and **Amount**
- ◆ Enter **source account**
- ◆ Select **Pay**
- ◆ Review and Confirm

FIRST GLOBAL BANK Welcome, Last log

One Time Bill Payment

Favourites Transfer Money Pay Bills Issue Cheques One Time Transfer **One Time Bill Payment** One Time Demand Draft Manage

Category
Water

Biller name
NWC

Account Number
123456789012

Amount
Enter Amount

View Limits
Pay From
Please Select

Bill Number

Note (optional)

Transfer Money

Transfer money to registered payees across the from your FGB savings or current accounts.

Haven't registered your payee yet?
No problem! Use the service to send money to unregistered payees.

PAYMENT TYPE	Cut Off Time
ACH - Outgoing	2:00 pm
RTGS - Outgoing	1:30 pm
WIRE- CAD	9:00 am
WIRE - USD	12:30 pm
WIRE - GBP	12:30 pm

Issue Cheques

- ◆ Select **Payee** from list, then click on respective beneficiary nickname
- ◆ Enter amount
- ◆ Select **Source Account**
- ◆ Enter **Requestor Instruction**
- ◆ Select **Issue**
- ◆ Review and confirm

FIRST GLOBAL BANK

Issue Cheques

Favourites Transfer Money Pay Bills Issue Cheques One Time Transfer One Time Bill Payment One Time Demand Draft

Payee

Please Select

- M MACYS
- OL OUR LADY OF THE ANG
- OL OUR LADY OF THE ANGELS
- PREP SCHOOL

Please Select

User Reference Number

Narrative

Requester instruction

Note

All the Demand Draft requests will be processed next working day.

Drafts will be couriered to the defined delivery within 3 to 5 business days.

Any charges (including correspondent bank charges) will be deducted from your account.

Pay Bills

- ◆ Select **Biller Name**
- ◆ Select **Account Number**
- ◆ Enter **Amount** and select **Source account**
- ◆ Select **Pay**
- ◆ Review and Confirm

FIRST GLOBAL BANK Welcome, Last login

Pay Bills

Biller Name
JPS

Account Number
test-123456-123654

Amount
JMD500.00

View Limits

Pay From
CURRENT

Balance : JMD

Setup Standing Instruction
 Yes No

Bill Number

Note (optional)

80 Characters Left

What are the benefits?

No more waiting in queues or having to deal with payment hassles. Make all bill payments and rec online. Get SMS alerts for bill presentments, pay etc.

Now you can also pay multiple bills at once throo Multiple Bill Payments



ACCOUNT

& EXPENSE MANAGEMENT

Manage all your money with ease from one place. Track your income and expenses, study your financial practices and adhere to your budgets. Also open a new account at your convenience!

MULTIPLE BILL PAYMENT

N/A

OPEN NEW ACCOUNT

Open a new account and start saving without contacting the bank.

- ◆ Navigate Accounts > **Current and Savings** > **Create Account**
- ◆ Select **Source account**
- ◆ Select **Account Type and Account Class**
- ◆ Enter **Monthly Inflow and Accept Terms and Conditions**
- ◆ Select **Create**
- ◆ Review details and Confirm

FIRST GLOBAL BANK Welcome, Al Last login 2

Create Account

Primary Account Holder
[Redacted]

Funding Account
[Redacted]

Balance : JMD [Redacted]

Account Type
Savings

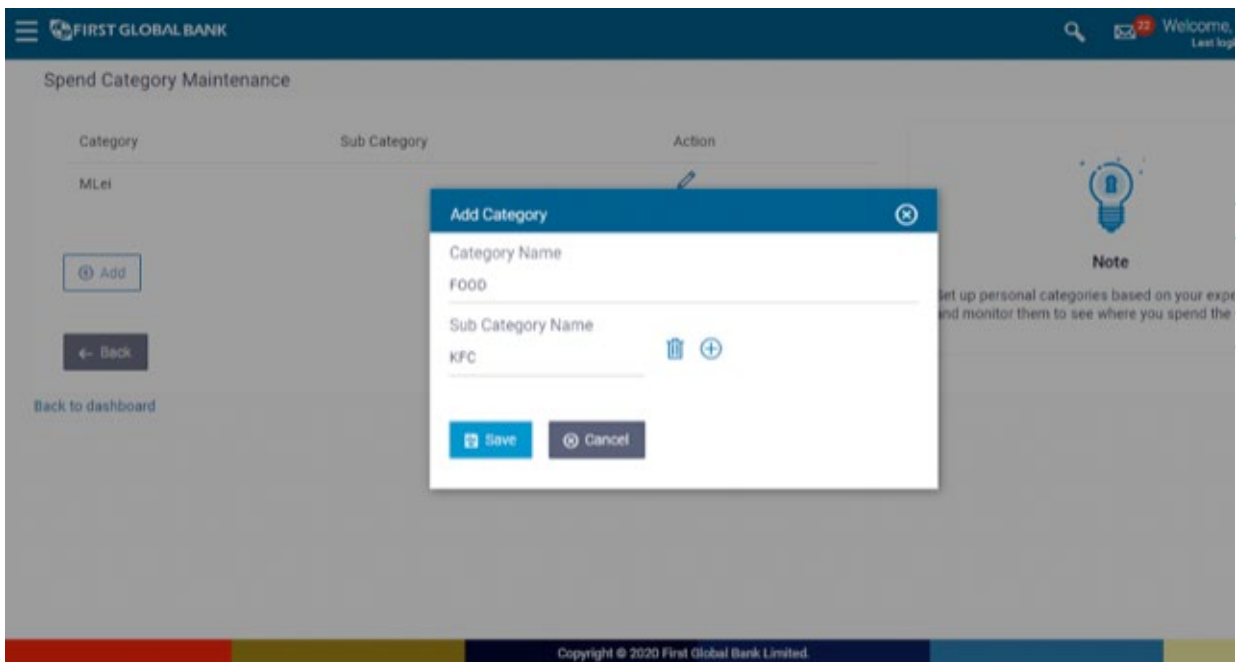
Account Class
SAVINGS ACCOUNT - INDIVIDUAL ...

Currency And Funding Amount
JMD100.00

Banking Center
NEW KINGSTON BRANCH 28-48 BARBADOS AVENUE,
KINGSTON 5, JAMAICA

EXPENSE MANAGEMENT

- ◆ Navigate **Personal Financial Management > Spend**
> Manage Categories
- ◆ Add and **Enter Category Name**
- ◆ Add **Sub Category Name**
- ◆ Save
- ◆ Navigate **Personal Financial Management > Spend**
> View Transactions
- ◆ Select **Transaction to be categorized** and click **Pencil** to edit
- ◆ Add **Category and/or Sub-category**
- ◆ Save



Budget

- ◆ Navigate **Personal Financial Management > Budget**
- ◆ Set **Budget**
- ◆ Choose **Category**
- ◆ Set **Budget Amount**
- ◆ Select **Periodicity**
- ◆ Save

My Budgets

No Budgets Exist

Back to Dashboard

Set Budget

Choose a Category
FOOD

Set Budget Amount
JMD5,000.00

Periodicity
 This Month Recurring Specific Duration

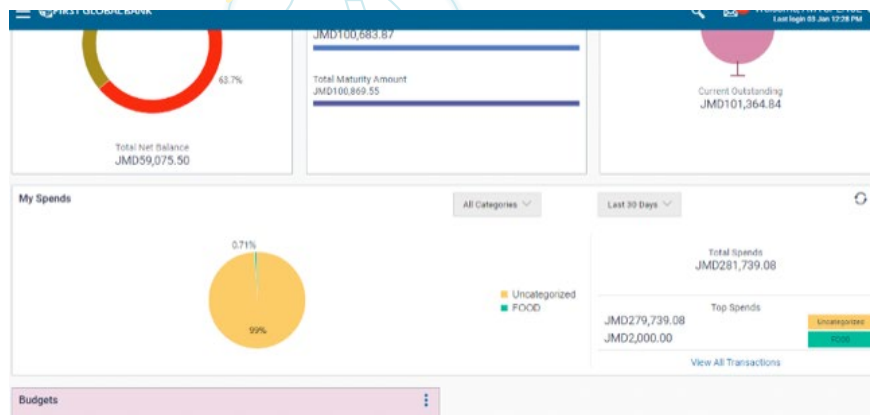
Frequency
Monthly

Save Cancel

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Trends

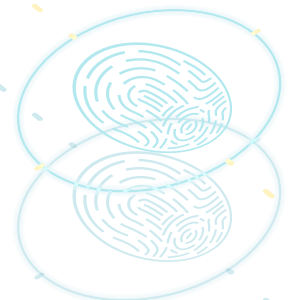
- ◆ Navigate **Personal Financial Management > Trends**
- ◆ View trends





CREDIT CARD PAYMENTS

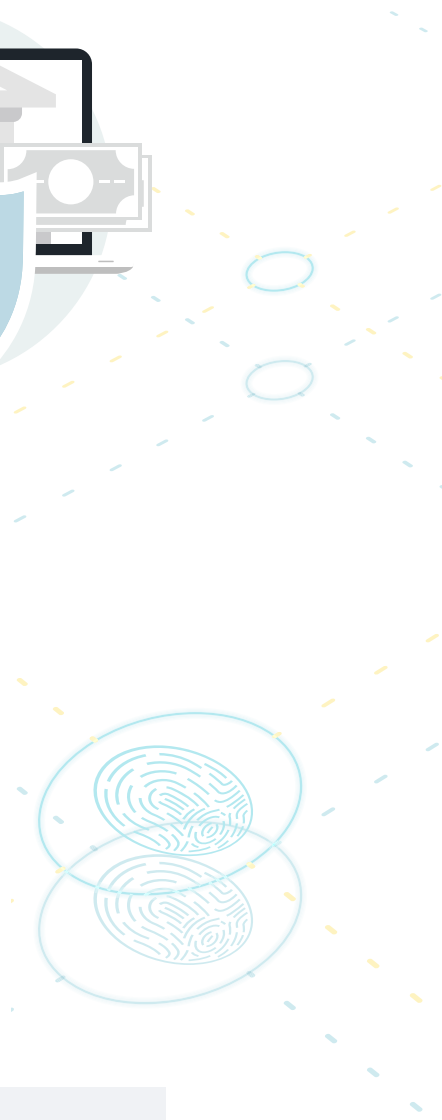
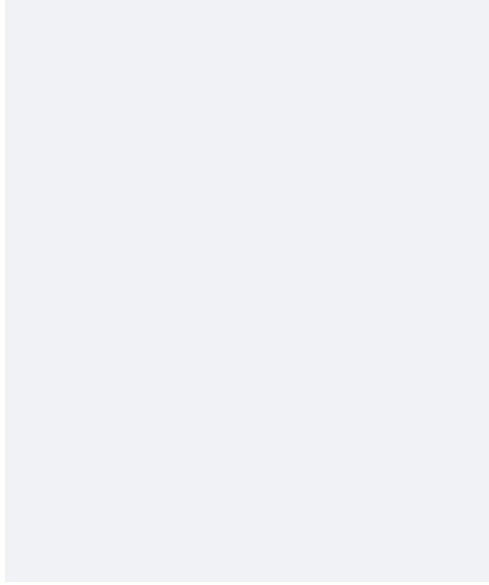
Never miss a credit card payment. Pay your credit Card bills anytime and anywhere.



CREDIT CARD PAYMENT

- ◆ Navigate **Credit Card > Card Payment**
- ◆ Select **Respective Card** to be paid
- ◆ Select **Amount to Pay Type - Minimum, Outstanding, Specify**
- ◆ For **Minimum** and **Outstanding** amounts will be auto generated
- ◆ For **Specify** enter amount
- ◆ Select **Source Account**
- ◆ Select **Pay**
- ◆ Review and Confirm

The screenshot displays the 'Card Payment' page of the First Global Bank mobile application. The page is titled 'Card Payment' and features a navigation bar with options: 'Credit Card Details', 'Credit Card Activity', 'Card Payment' (selected), 'Block/Unblock Card', 'Reset PIN', and 'Third Person Card Payment'. The main content area includes a 'Card Number' field, a 'Select Amount to Pay' section with radio buttons for 'Minimum Amount', 'Statement Amount', and 'Other Amount' (selected), an 'Amount' field showing 'JMD10,000.00', a 'Source Account' dropdown menu set to '- CURRENT', and a 'Balance : JMD' field. At the bottom, there are 'Pay' and 'Cancel' buttons. A 'Note' box on the right side contains the text: 'With Card Payment option you can pay either mi amount due, total amount due or specific amour Payment will reflect in your Bank Card account v working days.' The footer of the page reads 'Copyright © 2020 First Global Bank Limited.'



^

CREATING A BENEFICIARY

A beneficiary is the person you're sending money to. You'll need their name, bank and account number. Add beneficiaries to make recurring payments.

- ◆ Navigate > **Payments > Setups > Manage Payees and Billers**
- ◆ Select **Add New Payee**
- ◆ Select **Type of Payee – Bank Account**
– transfers to an account, Demand Draft
– cheques

Bank Account

- ◆ Enter **Payee Name**
- ◆ Select **Account Type – FGB Accounts, Other Local Banks – ACH, RTGS, International – wire transfers**

FGB Accounts

- ◆ Enter **Account Number, re-enter Account Number**
- ◆ Enter **Account Name, Beneficiary nickname**

Other Local Banks

- ◆ Select **Transfer Method**
- ◆ Enter **Destination Account Type, Account Number, Account Name**
- ◆ Enter or search for bank code
- ◆ Add **Beneficiary nickname**
- ◆ Add

The screenshot shows the 'Add Payee' form for a Bank Account. The 'Payee Name' field contains 'R. Mass'. The 'Payee Photo' section has an 'Upload Photo' button and instructions: 'Max image size - 1000 KB, File format - .JPG and .PNG'. The 'Account Type' section has three buttons: 'FGB Accounts' (selected), 'Other Local Banks', and 'International'. The 'Account Number' field contains 'xxxxxxxxxx' and the 'Confirm Account Number' field is empty. The 'Account Name' field contains 'R. Mass' and the 'Beneficiary Email' field is empty. A sidebar on the right contains a 'Transfer money faster than ever!' message and instructions on how to set up a payee.

The screenshot shows the 'Add Payee' form for FGB Accounts. The 'Account Type' section has three buttons: 'FGB Accounts' (selected), 'Other Local Banks', and 'International'. The 'Account Number' field contains 'xxxxxxxxxx' and the 'Confirm Account Number' field is empty. The 'Account Name' field contains 'R. Mass' and the 'Beneficiary Email' field is empty. The 'Nickname' field is empty and the 'NICK' field contains 'RMASS'. At the bottom, there are 'Add' and 'Cancel' buttons. A sidebar on the right contains a 'Transfer money faster than ever!' message and instructions on how to set up a payee.

The screenshot shows the 'Add Payee' form for Other Local Banks. The 'Transfer Method' section has two radio buttons: 'ACH/RTGS' (selected) and 'JAMICLEAR RTGS'. The 'Destination Account Type' dropdown menu is set to 'Saving'. The 'Account Number' field contains '-----' and the 'Confirm Account Number' field contains '123456'. A sidebar on the right contains a 'Transfer money faster than ever!' message and instructions on how to set up a payee.

International

- ◆ Enter **Account Number, Account Name, Beneficiary Address, Beneficiary Email (optional)**
- ◆ Enter or search for bank code
- ◆ Add **Beneficiary nickname**
- ◆ Add

First Global Bank
Add Payee
Bank Account Issue Cheques
Payee Name
FLORIDA STATE UNIVERSITY
Payee Photo
Upload Photo
Max image size - 1000 KB
File format - JPG and PNG
Account Type
FSD Accounts Other Local Banks **International**
Account Number
Confirm Account Number
2340978
Account Name
FLORIDA STATE UNIVERSITY
Address Line 1
21 MAPLES STREET
Transfer money faster than ever!
Set up a payee to make transferring money easy quick.
Perform a one-time Payee addition maintenance simply select the payee while transferring funds.
You can also edit the payee at any time by select edit option provided on the payee detail screen.

Demand Draft

- ◆ Enter **Payee Name**
- ◆ Select **Draft Type – Local, Foreign**
- ◆ Enter **Payee Nickname**
- ◆ Select **Delivery Location**
- ◆ Add

First Global Bank
Add Payee
Bank Account Issue Cheques
Payee Name
WE DO STUFF
Payee Photo
Upload Photo
Max image size - 1000 KB
File format - JPG and PNG
Draft Type
Other Local Banks International
Payee Nick Name
STUFF
Delivery Location
Branch Name
City
JAMAICA
Branch Name
MONTEGO BAY BRANCH
Transfer money faster than ever!
Transferring money towards payees is easy and Perform a one-time Payee addition maintenance simply select the payee while transferring funds.
The payee details will be listed on the screen for verification and all you have to do is enter the an and date of transfer to initiate the transfer.

Add New Biller

- ◆ Navigate > Payments > Setups > Manage Payees and Billers
- ◆ Select **Add New Biller**

First Global Bank
Add Biller
Category
Telecom
Biller Name
Digital
Account Number
Nickname
phone
Add Cancel
Adding a biller is as easy as 1-2-3!
1. Search for the biller you want to add on the bus biller category
2. Select the biller and enter your unique related number with the biller
3. Your biller has now been added! Proceed to Pay pay your bills.
Copyright © 2020 First Global Bank Limited.

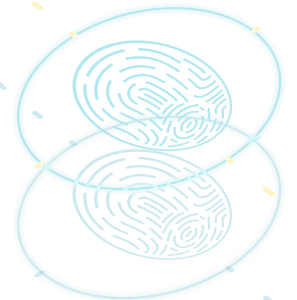
Select Biller Category

- ◆ Select **Biller Name**
- ◆ Select **Account Number (s)**
- ◆ **Select Add**
- ◆ Review and Confirm

First Global Bank
Add Biller
Category
Telecom
Biller Name
Digital
Account Number
Nickname
phone
Add Cancel
Adding a biller is as easy as 1-2-3!
1. Search for the biller you want to add on the bus biller category
2. Select the biller and enter your unique related number with the biller
3. Your biller has now been added! Proceed to Pay pay your bills.
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BANKING PROCESSES

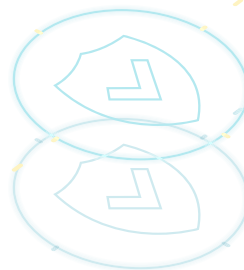


INITIATE SERVICE REQUEST (SECURED MESSAGE)

Send a service request and receive a response within 1 business day. Some requests may require customer authentication.

- ◆ Navigate **Service Requests > Raise New Requests**
- ◆ Choose **respective service request category**
- ◆ Enter **Details**
- ◆ Submit

The screenshot shows the 'Raise New Request' interface. At the top, there's a search bar labeled 'Search By Request Name' and a note 'Or Choose from Product and Category to raise a new Request'. Below this is a category selection dropdown menu with 'Other' selected. The main form area is titled 'Other' and has a 'General' section. A 'Back' button is located at the bottom left of the form. On the right side, a 'Help' popup is displayed, asking 'Want to raise a new Service Request?' and providing instructions on how to use the search and selection process. A 'Track Service Requests' link is also present in the help popup.



CREATE STANDING ORDER

Repay loans and make other payments automatically when you set up a standing order. Choose the amount and frequency of each payment.

- ◆ Navigate Payments > Setups > Standing instructions
- ◆ Select **Set Standing Instructions**
- ◆ Select **Transfer Type**
- ◆ Select **Payee** from dropdown list, select **respective beneficiary nickname**
- ◆ Select **Source Account** and enter **Amount**
- ◆ Select **Transfer Frequency**
- ◆ Enter **Start Date**
- ◆ Select **On** to enter **End Date** or select **After** to enter **number of instances**
- ◆ Enter **Priority number**
- ◆ Select **Purpose**
- ◆ Enter **Narrative** (optional)
- ◆ Select **Also Transfer Today** if you would like a payment to be processed today as well
- ◆ Setup
- ◆ Review and Confirm

The screenshot shows the 'Set Standing Instruction' form in the First Global Bank mobile app. The form is titled 'Set Standing Instruction' and has two tabs: 'View Standing Instructions' and 'Set Standing Instructions'. The 'Set Standing Instructions' tab is active. The form includes the following fields and options:

- Transfer Type:** Radio buttons for 'Existing Payee' (selected) and 'My Accounts'.
- Select a Payee:** A dropdown menu with the placeholder text 'Please Select'.
- Transfer From:** A dropdown menu with the placeholder text 'Please Select'.
- Amount:** A text input field with the placeholder text 'Enter Amount' and a 'View Limits' link below it.
- Transfer Frequency:** A dropdown menu with the placeholder text 'Please Select'.
- Start Transferring:** A date picker icon.
- Stop Transferring:** Radio buttons for 'on' (selected) and 'after'.

On the right side of the form, there is a section titled 'What are the benefits?' with a blue icon of a person and a list of benefits:

- No more waiting in queues, issuing cheques or handling payment hassles.
- Consolidated view of all billers and payment history.
- Make all payments and recharges at one place.
- Get SMS Alerts for bill presentments, payments etc.
- Avoid of automatic payments by setting a standing instruction upto a defined amount threshold or schedule payments at a later date.

DEBIT CARD BLOCK/UNBLOCK

Easily block your credit/debit card when suspicious of an activity, without having to call the bank. Our advanced feature is also reversible, allowing you to unblock your card whenever you are comfortable.

- ◆ Navigate Accounts > Current and Savings > Debit card
- ◆ Select **Account**
- ◆ Select respective card
- ◆ Select **Manage Card**
- ◆ Select **Block/Unblock Card**
- ◆ Enter CVV
- ◆ Select **Action** – block/unblock
- ◆ Specify **Reason** from dropdown
- ◆ Submit

FIRST GLOBAL BANK Welcome, [Name] Last login [Time]

Block Card

Debit Card Limits | **Block/Unblock Card** | Reset PIN | Reissue Card | Activate Debit Card

Customer Name	Name on Card	Account Number	Card Number	Card Type	Valid Through	Status
[Redacted]	[Redacted]	[Redacted]	[Redacted]	VCRD	31 Dec 2022	ACTIVE

Select Option (Block/Unblock)
 Block Unblock

You are blocking debit card [Redacted]
Enter CVV

Type of Block
General Block
Specify Reason
Damaged

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

[Back to Dashboard](#)

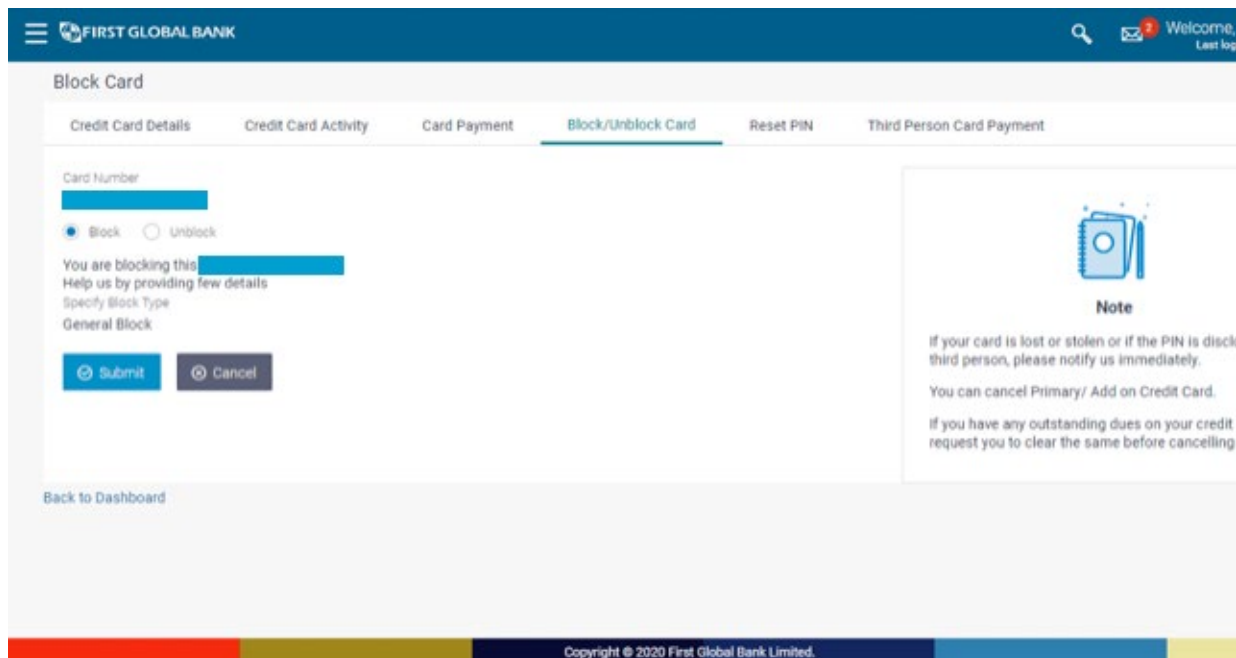
Note

Card can be blocked temporarily. If card is blocked temporarily, it can be un-blocked at a later stage.

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CREDIT CARD BLOCK/UNBLOCK

- ◆ Navigate **Credit Card** > Block/Unblock Card >
- ◆ Select **Card Number**
- ◆ Select **Action** – Block/Unblock
- ◆ Submit



FIRST GLOBAL BANK Welcome, Last log

Block Card

Credit Card Details | Credit Card Activity | Card Payment | **Block/Unblock Card** | Reset PIN | Third Person Card Payment

Card Number [REDACTED]

Block Unblock

You are blocking this [REDACTED]
Help us by providing few details
Specify Block Type
General Block

Note

If your card is lost or stolen or if the PIN is disclosed to a third person, please notify us immediately.

You can cancel Primary/ Add on Credit Card.

If you have any outstanding dues on your credit request you to clear the same before cancelling

[Back to Dashboard](#)

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