

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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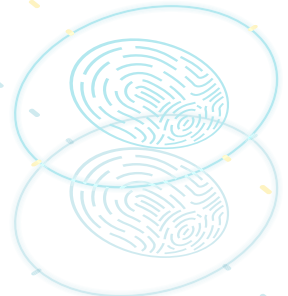
Unblock15





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

One Time Demand Draft

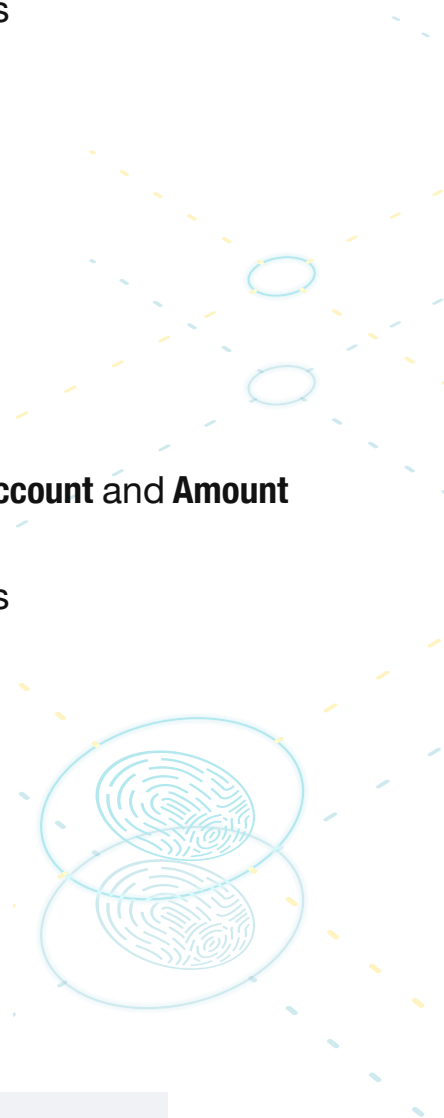
- ◆ Select **Draft Type**
- ◆ Enter **Payee Name**
- ◆ Select **Delivery Location** and enter **Amount**
- ◆ Select **Now** – immediate transactions
- ◆ Select **Later** – future dated transactions
- ◆ Select **Source Account** and enter **Requestor Information**
- ◆ Issue
- ◆ Review and confirm

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

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



One Time Bill Payment

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

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

Pay Bills

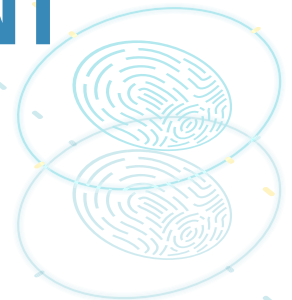
- ◆ Select **Biller Name**
- ◆ Select **Account Number**
- ◆ Enter **Amount** and select **Source account**
- ◆ Select **Pay**
- ◆ Review and Confirm



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

EXPENSE MANAGEMENT

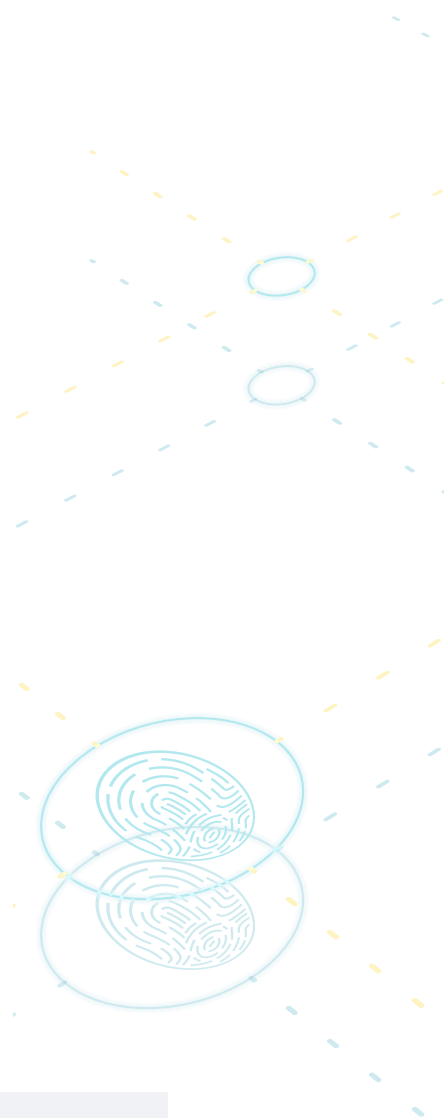
- ◆ Navigate **Personal Financial Management** > **Spend**
> **Manage Categories**
- ◆ Add and **Enter Category Name**
- ◆ Add **Sub Category Name**
- ◆ **Save**
- ◆ Navigate **Personal Financial Management** > **Spend**
> **View Transactions**
- ◆ Select **Transaction to be categorized** and click **Pencil**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

Trends

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



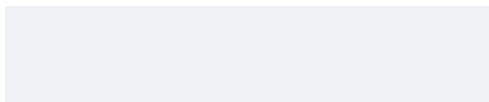
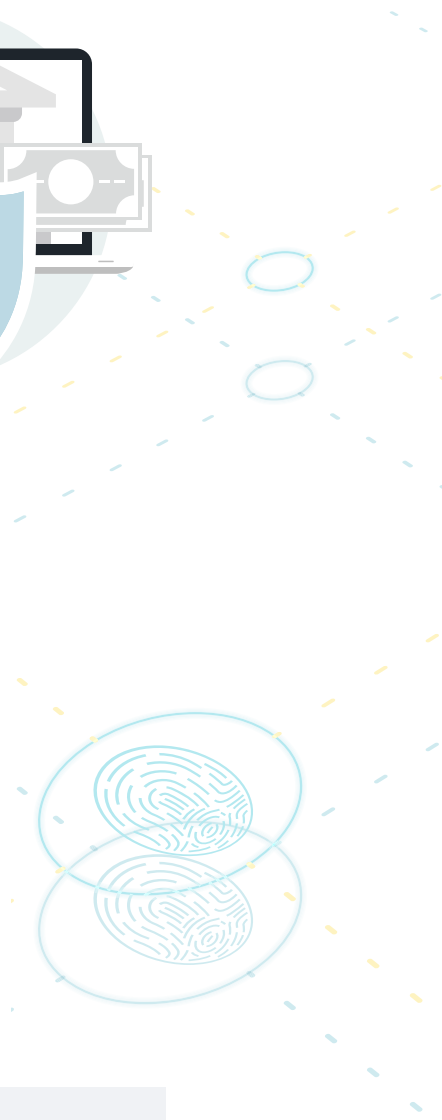
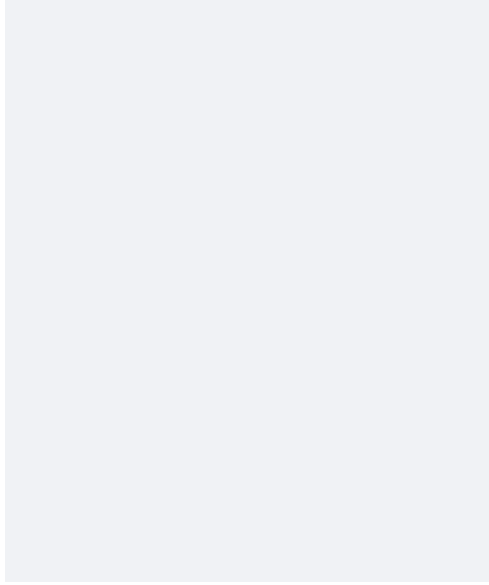


CREDIT CARD PAYMENTS

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



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PASSWORD RESET/ FORGOT PASSWORD

Now you can reset your password with the click of a button.

- ◆ Select **Forgot Password** from login page
- ◆ Enter **Username and email address**
- ◆ User will be prompted to enter new password
- ◆ Re-enter same and submit
- ◆ Confirmation screen appears
- ◆ User will be required to log in using new password



SECURED MESSAGE

Send a private message directly to our Customer Care team with your various requests and receive a response within 1 business day.

- ◆ Navigate **Mailbox > Mails**
- ◆ Compose Mail
- ◆ Select **Category** from drop down list
- ◆ Enter **Information**
- ◆ Send



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.

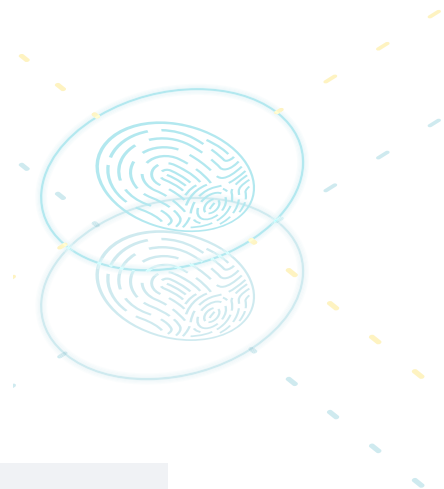
- ◆ Navigate > **Payments** > **Setups** > Manage Payees and Billers
- ◆ Select **Add New Payee**
- ◆ Select **Type of Payee – Bank Account – transfers to an account, Demand Draft – cheques**

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**
- ◆ Add





Other Local Banks

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

International

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

Demand Draft

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

Billers

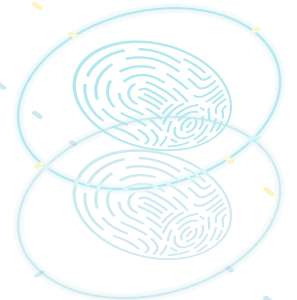
- ◆ Navigate > Payments > Setups > Manage Payees and Billers
- ◆ Select **Add New Biller**

Select Biller Category

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



BANKING PROCESSES



INITIATE SERVICE REQUEST

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

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

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

CREDIT CARD BLOCK/UNBLOCK

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

