



## INTERCONTINENTAL BANK

### INTERNET BANKING

Our Internet Banking product is a unique offering from the stable of Intercontinental Direct – our alternative self banking platform created to deliver niche and convenient services to our customers. This is a web based means of accessing your accounts and transaction history 24 hours a day, seven days a week from the comfort of your home/cars and office.

#### Benefits are:

- ☛ It is safe and convenient
- ☛ It is available 24 hours a day, 7 days a week.
- ☛ It saves you time and effort of going to our branches.

#### Services available on Full Internet Banking are:

- ☛ My Accounts
  - View Account Activity
  - View Account Details
  - View Account Summary
- ☛ Funds Transfer
  - Internal Funds Transfer
  - Third Party Fund Transfer
  - Beneficiary Maintenance
- ☛ Standing Instructions
  - Initiate Standing Instruction
  - View Standing Instruction
  - Delete Standing Instruction
  - Modify Standing Instruction
- ☛ Customers Services
  - Adhoc Statement Request
  - Cheque Book Request
  - Stop Cheque Request
  - Cheque Book Status Inquiry
  - Cheque Status Inquiry
  - Demand Draft Request

#### Services available on Enquiries are:

- View Account Activity
- View Account Details
- View Account Summary

#### How do I sign on?

- Complete the application form and drop it at the nearest branch to you. You must specify on the form if you want Enquiries Only or Full Internet Banking
- You will be activated within 48hrs and your logon access sent to you.

#### Steps to access your Account Online:

- Logon to our website [www.intercontinentalbankplc.com](http://www.intercontinentalbankplc.com).
- Click on Internet Banking.
- Choose your desired options and perform transactions.

#### Third Party Funds Transfer/Standing Instruction

- To transfer funds you need a unique transaction code.
- This is given after initial activation
- Send a request via email.

#### Frequently Asked Questions on Internet Banking

Q: What is a Login ID?

A: A Login ID allows you access to our Internet banking for your online use.

Q: Is my Internet Banking safe to open in a cybercafé?

A: Yes, it is safe, just keep your Login ID and Password secured.

Q: What is a transaction code?

A: A transaction code is a unique code peculiar to you that will enable you to carry out third party transfer and Standing Instruction online. Even if you compromise your login details, your fund is still secure.

Q: I have forgotten my password, what do I do?

A: Contact the nearest branch of Intercontinental Bank for a password reset by completing a password reset form.

Register now for all our Electronic products at any of our branches or visit our website at [www.intercontinentalbankplc.com](http://www.intercontinentalbankplc.com).



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#### APPLICATION FORM

Please tick as appropriate:

Full Internet Banking  Enquiries Only

Name: .....

Account No:.....

Branch:.....

Address:.....

.....

Telephone No:.....

Mobile No:.....

E-mail Address:.....

Mode of Collection By Email  By Hand

I/We hereby abide by the terms and conditions of this service.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

#### For Official Use Only

Customer ID:.....

Customer Service Officer:.....

Relationship Manager/

Branch Manager: .....<sup>1</sup>

NOTE: All confirmations (including email address) must be in line with the account opening mandate.