

## Corporate Internet Banking – FAQ

1. How do I get registered to Corporate Internet Banking?
  - By submitting the completed set of documents to the nearest branch you can register with Corporate Internet Banking. Following are the documents which are required to be completed.
    - Duly signed Application
    - Resolution passed by the board of directors
    - Certified NIC copies of the users
2. Are there any registration or service charges applicable for Online Banking?

The facility will be offered free of charge.
3. How to get started with CIB?
  - Once the registration is done the users will receive the User ID via Email and the OTP to the registered mobile number. Then you may enter the user ID and OTP to login.
4. What is OTP?
  - One Time password is the security credential sent at the registration for CIB. This will expire in 48 Hours despite been used or not.

If the password is locked or the OTP has been expired, you may contact our customer contact center to obtain a fresh OTP. These OTPS which are sent after the first OTP are only valid for 30 minutes.
5. If I forget my Password?
  - Contact our customer contact center (011-7640 640) and verify User details (registered details with us) to obtain a new OTP which will enable you to access the E- Banking window.
6. Can I change my password before the automatic expiration of the password?
  - Yes, select 'User Profile' option from the Menu pane and follow the link 'Change password'. If the password expires automatically you may call our customer contact center to obtain a fresh OTP.
7. What are the User roles related to Corporate Internet Banking?
  - There are two types of User roles related to Corporate Internet Banking. That is Primary Users who are the authorisers for transactions and the Secondary Users are the Inputters to the system.
8. How do I change Users and Accounts linked to my CIB?
  - You can simply add, change or delete Users and Accounts by submitting us a duly completed application with the specific instructions along with the Resolution passed by the Board of Directors.
9. What are the services available with Corporate Internet Banking?
  - Account Inquiry – Account Balance and Account History
  - Fund Transfer Manager – With in Cargills Bank and to other Banks to own Accounts or Third Party Accounts. (Internal/CEFT/SLIPS)

- Bulk Payments – Within the Bank or to different Banks at once.
- Standing order payments
- Scheduling payments
- Utility Bill Payments
- Cheque Book Requests

10. How to download an Account Statement?

- Select “Accounts” from the menu pane and then follow the link “Accounts history”. You may select the date range required and select ‘submit’.

11. How far back can I search the transaction history?

- You can view and download the transaction history which are up to 90 days old.
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12. What if I enter erroneous details of the payment?

- The authorizers can reject the transactions through the approval management screen which will allow the inputter to refer the failed transactions and to amend and resend for authorization.

13. Are there any charges for the Fund Transfers made via CIB?

- Yes, charges are applicable for the Fund Transfers made via CIB. However, these charges may change from time to time at sole authority by the Bank. Please refer the rates and tariff page for the latest information.

14. How to upload a Bulk File?

- Select ‘Bulk Transfer’ from the Menu pane. Upload the Bulk Transaction file to the link in the CSV format and proceed with the transaction.

15. What if I don’t have a supportive CSV file format?

- You may contact the assigned Relationship Manager, CIB representative on 077 2705 616 or our customer contact center on 011-7640 640 till 8.00 pm. A supportive software to convert the Excel working to the supportive format will be provided to customers on request.

16. Can I schedule my Payments?

- Yes, you are allowed to enter your transaction details and schedule the same to be processed in a future value date.

17. Can the Inputter feed data to the system on a particular date and the authorizer approve on a different date?

- Yes, this option is available for SLIPS transfers up to 14 days. If SLIPS instructions are not being authorized within 14 days’ system will automatically delete such records.

18. How Can I learn more about CIB?

There are several sources for assistance. You can:

- Review the questions and answers supplied in the CIB-FAQ
- You can send a secure “User Message” available in the CIB platform or call our Customer Contact Center on 011-7640 640. We are here Monday – Friday 8.00am – 8.00pm and will be happy to answer any questions you have about accessing, using, and navigating through corporate internet banking.
- You can also contact your Relationship Manager or CIB Representative on 077 2705 616.

Rates and Tariffs with the relevant cut off times

Category	Transfer Type	Cut off	Charge (LKR)
Individual Transfers	<b>SLIPS</b>		
	- Same Day Credit	Before 12 p.m.	25.00
	- Credit on next working day	Before 4.30 p.m.	25.00
	<b>CEFT</b>	Any time of the day	50.00
	<b>Internal</b>	Any time of the day	N/A
Bulk Transfers	<b>SLIPS</b>		
	- Same Day Credit	Before 12 p.m.	25.00
	- Credit on next working day	Before 4.30 p.m.	25.00
	<b>CEFT</b>	Any time of the day	50.00
	<b>Internal</b>	Any time of the day	N/A

\*\* Above mentioned rates are the standard rates and tariffs. Above rates and tariffs may change if special rates are being negotiated with the clients. \*\*