



Republic Bank

CORPORATE

Republic*Online*



User Guide

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1

Site Security

- ACCESSING YOUR SITE
- SECURITY GUIDELINES

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Accessing your Site

To access your Corporate RepublicOnline site you will need the following:

Username

You can set your own username at registration. Your username is not case sensitive, but it must be unique and alphanumeric (i.e. comprise letters and/or numbers). Special characters (e.g. @ _ ") are not permitted.

Password

You will set your password during your first login process. *(See Section 1 - Site Security, pg. 8 for Password Guidelines)*

Security image

- At your first login to your Corporate RepublicOnline site, you must select one security image from the options provided.
- The image will be used as an anti-phishing device. Thereafter, each time you log on to your Corporate RepublicOnline site via the web, the selected image will be displayed. This helps you to differentiate between your authentic Corporate RepublicOnline site and a phishing site.

Accessing your Site

Second authentication method device

As a user you must register a mobile device, which will be used for authentication when logging on.

The *RepublicMobile* App offers you 2 options:

Option 1. Selecting OTP (One Time Password)

Each time you log on to your *Corporate RepublicOnline* corporate site, an OTP will be generated by the *RepublicMobile* App. That OTP must be entered at login.

Option 2. Selecting SYNC

When you attempt to log on to your *Corporate RepublicOnline* site, the system will attempt to connect or sync with your registered mobile device.

You will then be required to either **ACCEPT** or **REJECT** this connection, before proceeding.

All security features are set up at your first login except for your username which is set up during registration.

Security Guidelines

Security Restrictions

The following constraints have been deliberately imposed in the application to enhance the security and integrity of the system and the transactions conducted online:

Session timeout duration

To enhance security, the system is equipped with a session timeout feature which enables the application to log off after 20 minutes of inactivity on the web and 5 minutes of inactivity on the Mobile App, the system will advise that the session has expired and prompt you to log in again.

Unique session control

The system will only allow you to access one session at a time. In instances where you attempt to log in to the system and there is already an active session using the same credentials, a warning message will appear advising that you must cancel one of the active sessions before proceeding.

Password Guidelines

Consider the following guidelines when creating your Corporate Republic*Online* password:

- Use a minimum of 8 and a maximum of 12 characters.
- Include at least 1 capital letter and 1 number.
- Spaces and other special characters are not allowed in the password.
- Avoid using names of pets, parents or friends and relatives for your passwords.
- Refrain from using passwords containing all the characters in your login ID. For example, if your login ID is 'jSmith', then your password should not be 'jSmithOne'.
- The password fields will not allow any information to be copied from the clipboard.
- Change your password at regular intervals.
- Avoid the use of the 'saved password' feature offered by any mailing application or software.
- Ensure you always log out of the application, terminating transactions and all possible activities.

Second Authentication Method Device Guidelines

Use the following guidelines for the second authentication method device:

- The device selected should belong to your company's *Corporate RepublicOnline* site users.
- Avoid leaving the device unattended.
- Always ensure that you use the **screen lock** option.
- Connect to **secure WIFI** to conduct internet banking transactions, as public WIFI hotspots may be susceptible to hackers.
- Keep your device's **operating system up-to-date**, to ensure you have the most secure and efficient experience.



2

Login

- FIRST-TIME LOGIN
- REGULAR LOGIN

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First-Time Login

5-Step Process

- 1 Login set-up
- 2 Change password
- 3 Set security image
- 4 Set security question
- 5 Select second factor authentication method

First-Time Login

1 Login set-up

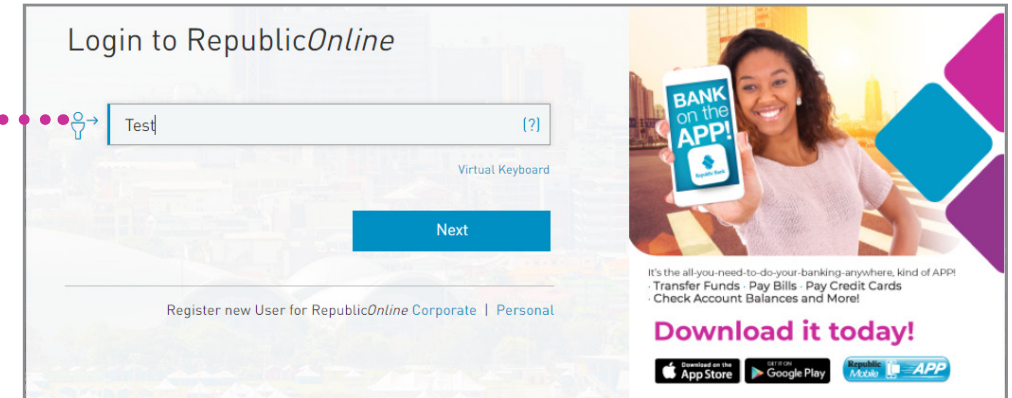
Log on to Corporate RepublicOnline with your USERNAME chosen at registration

Select NEXT to proceed to the password screen.

Enter the TEMPORARY PASSWORD sent via email when your user profile was created

Select NEXT to change the TEMPORARY PASSWORD sent to you, to a password that you create.

You will have the choice of using a virtual keyboard as an anti-key-login device.



Login to RepublicOnline

Test [?]

Virtual Keyboard

Next

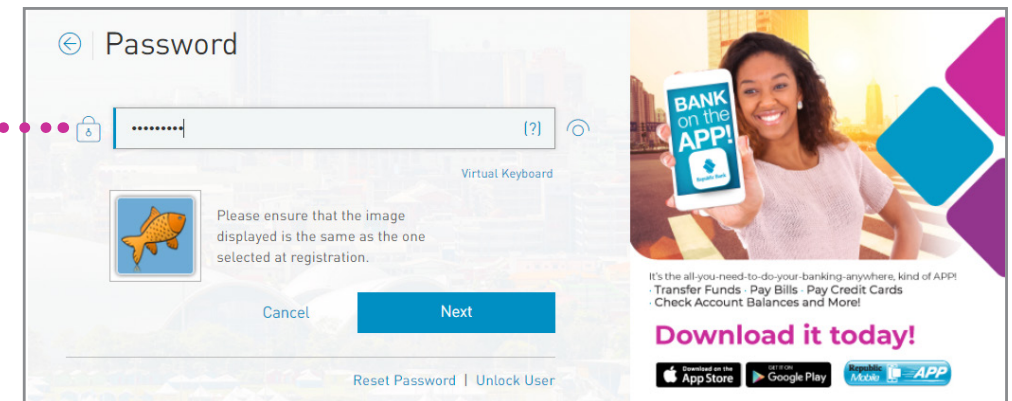
Register new User for RepublicOnline Corporate | Personal

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← Password

..... [?]

Virtual Keyboard

 Please ensure that the image displayed is the same as the one selected at registration.

Cancel Next

Reset Password | Unlock User

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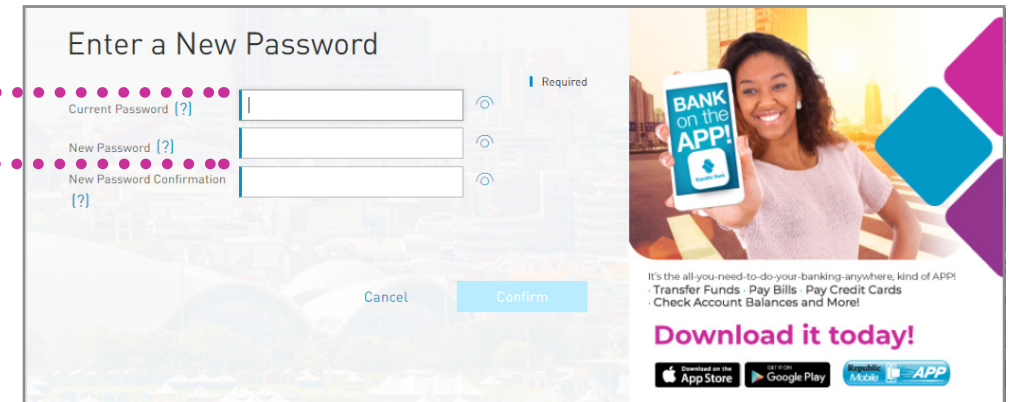
First-Time Login

2 Change password

Enter the TEMPORARY PASSWORD

Enter your NEW PASSWORD

Select CONFIRM



The screenshot shows a web form titled "Enter a New Password" with three input fields: "Current Password [?]", "New Password [?]", and "New Password Confirmation [?]". Each field has a "Required" indicator and a visibility toggle icon. Below the fields are "Cancel" and "Confirm" buttons. To the right is a promotional banner for the mobile app, featuring a woman holding a smartphone displaying the app interface. The banner includes the text "BANK on the APP!", "It's the all-you-need-to-do-your-banking-anywhere, kind of APP!", and "Download it today!" with logos for the App Store, Google Play, and the mobile app itself.

*See Section 1 - Site Security, pg. 8
for Password Guidelines.*

First-Time Login

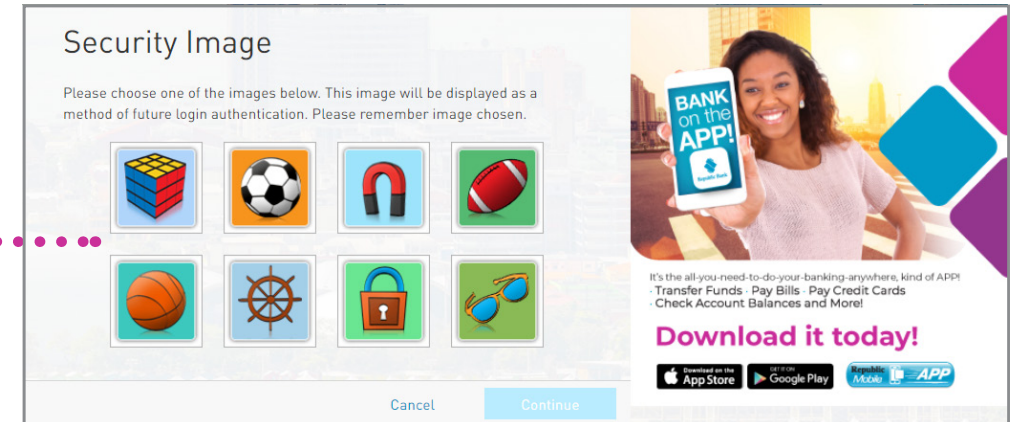
3 Set security image

The security image functions as an anti-phishing device. The image you select during the security set-up will appear during all your future logins. This is how you know you are logging in to your correct Corporate Republic*Online* site.

Select ONE IMAGE

Select CONTINUE

Your chosen image will not be saved until ALL the steps are completed.



First-Time Login

4 Set secret question

The secret question will be used as a validation to update personal data, security and user settings.

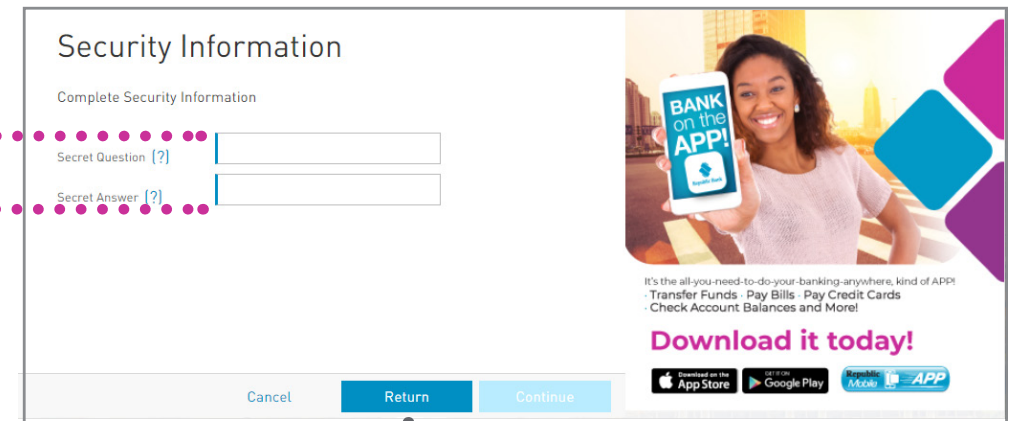
You must create your own secret question. The system does NOT provide any options for the secret questions.

Your secret question and answer are NOT case sensitive and special characters (e.g. !@#\$%) are NOT permitted.

Enter a **SECRET QUESTION**

Enter the answer to your question
in the **SECRET ANSWER** field

Select **CONTINUE**



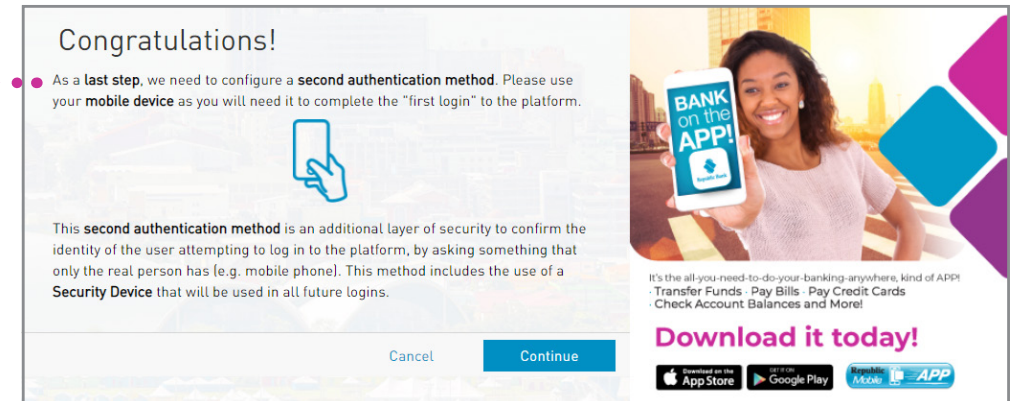
The screenshot shows a 'Security Information' form with two input fields: 'Secret Question [?]' and 'Secret Answer [?]'. A dotted line connects the text 'Enter a SECRET QUESTION' to the first field, and another dotted line connects 'Enter the answer to your question in the SECRET ANSWER field' to the second field. At the bottom of the form are three buttons: 'Cancel', 'Return', and 'Continue'. A vertical dotted line points from the 'Return' button to the text 'RETURN redirects you to the previous step' below the form. To the right of the form is a promotional banner for the 'BANK on the APP!' featuring a woman holding a smartphone and listing app features like 'Transfer Funds', 'Pay Bills', and 'Pay Credit Cards'. It includes 'Download it today!' and logos for the App Store, Google Play, and the mobile app itself.

RETURN redirects you to the previous step

First-Time Login


Once you have completed the first 4 steps, you will receive the following message

Select CONTINUE



Congratulations!

As a **last step**, we need to configure a **second authentication method**. Please use your **mobile device** as you will need it to complete the "first login" to the platform.



This **second authentication method** is an additional layer of security to confirm the identity of the user attempting to log in to the platform, by asking something that only the real person has (e.g. mobile phone). This method includes the use of a **Security Device** that will be used in all future logins.

[Cancel](#) [Continue](#)

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First-Time Login

5 Select second factor authentication method

This is the final step in your First-Time Login process!

The second factor authentication method gives you an additional layer of security by using your mobile device to validate your login.

Select Republic*Mobile* App

Second Authentication Method

The second authentication method is an additional layer of security to ensure that you are the actual user attempting to log in. The chosen method will be used for all future logins.

Preferred Method

- Select an Option
- Select an Option
- SMS
- RepublicMobile App

Cancel Continue

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- Transfer Funds - Pay Bills - Pay Credit Cards
- Check Account Balances and More!

Download it today!

Download on the App Store | GET IT ON Google Play | RepublicMobile APP

First-Time Login

5 Select second factor authentication method

RepublicMobile App

When the RepublicMobile App is selected, you will be instructed to complete the following:

- A Download RepublicMobile App
- B Select activate
- C Scan/enter code
- D Confirm action

First-Time Login

5

Select second factor authentication method

RepublicMobile App

A

Download RepublicMobile App

Go to the relevant app store, search for RepublicMobile TT App and download

Select CONTINUE

The RepublicMobile App is available on both Android and Apple devices.

Second Authentication Method

The second authentication method is an additional layer of security to ensure that you are the actual user attempting to log in. The chosen method will be used for all future logins.

Preferred Method: RepublicMobile App

What is this [?]

Please go to any of the App Stores to download and install our "RepublicMobile TT" app on your mobile device and click "Continue".

Download on the App Store | GET IT ON Google Play | RepublicMobile APP

Download it today!

It's the all-you-need-to-do-your-banking-anywhere, kind of APP!
- Transfer Funds - Pay Bills - Pay Credit Cards
- Check Account Balances and More!

Cancel | Continue

First-Time Login

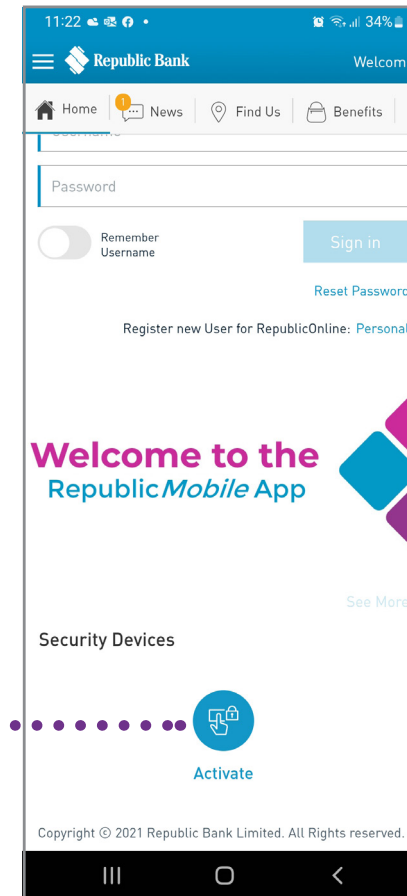
5 Select second factor authentication method

RepublicMobile App

Once the RepublicMobile App has been downloaded, launch the App.

B Select activate

Select ACTIVATE



First-Time Login

5 Select second factor authentication method

RepublicMobile App

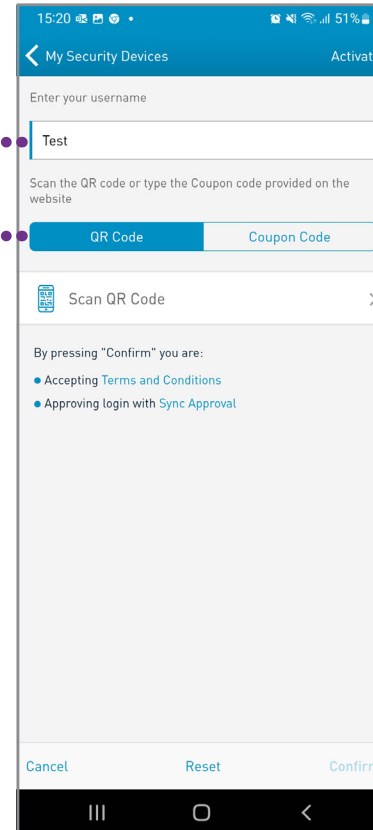
C Scan/enter code

Enter your USERNAME

You will see 2 prompts:

QR CODE and COUPON CODE

Select ONE



First-Time Login

5 Select second factor authentication method

RepublicMobile App

C Scan/enter code

At this stage the website will display a QR CODE and a COUPON CODE

QR CODE

COUPON CODE

Second Authentication Method

Open the "RepublicMobile TT" app that you just installed, tap on the "Activate" option, and follow the instructions.

You will need to scan the QR code or enter the coupon code displayed on this page.

Need help?

Coupon: 999429

Refresh

Cancel

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· Check Account Balances and More!

Download it today!

Download on the App Store | GET IT ON Google Play | Microsoft APP

First-Time Login

5 Select second factor authentication method

RepublicMobile App

C Scan/enter code

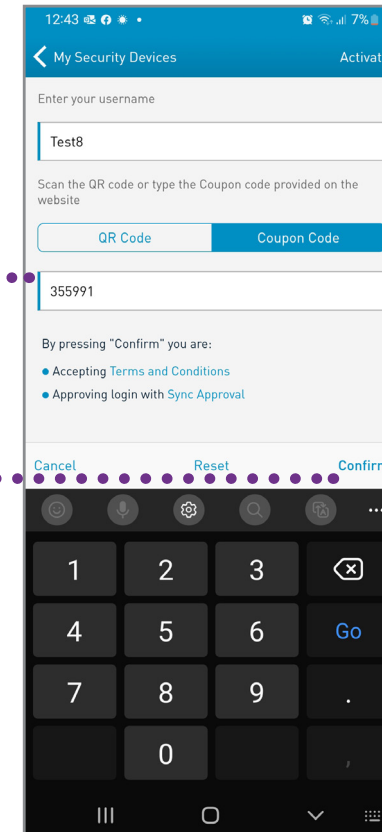
As per your selection, either

- Scan the QR CODE OR
- Enter the COUPON CODE

D Confirm action

Once the code entered has been successfully accepted, select CONFIRM

Your mobile device registration is now complete granting access to the site on the Web.



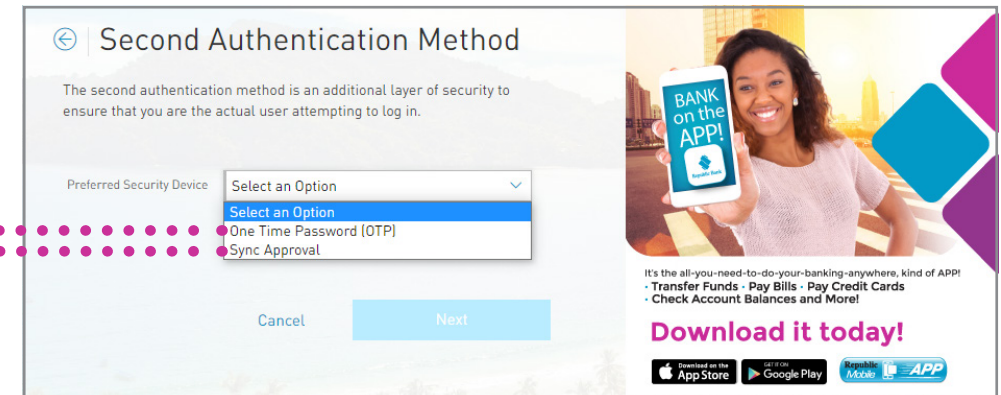
First-Time Login

RepublicMobile App Security Devices

Each time an attempt is made to log in to Corporate Republic*Online*, you can select either:

One Time Password (OTP) or SYNC to validate your login.

OTP
SYNC



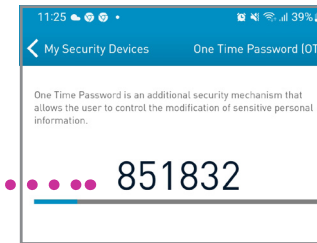
First-Time Login

RepublicMobile App Security Devices

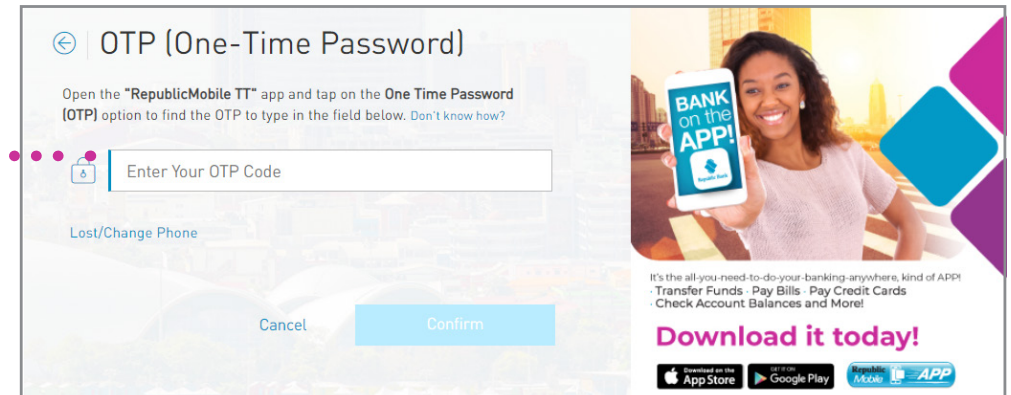
Option 1. Selecting OTP

Open the RepublicMobile App and select OTP.

An OTP will be displayed



Enter OTP



Select CONFIRM

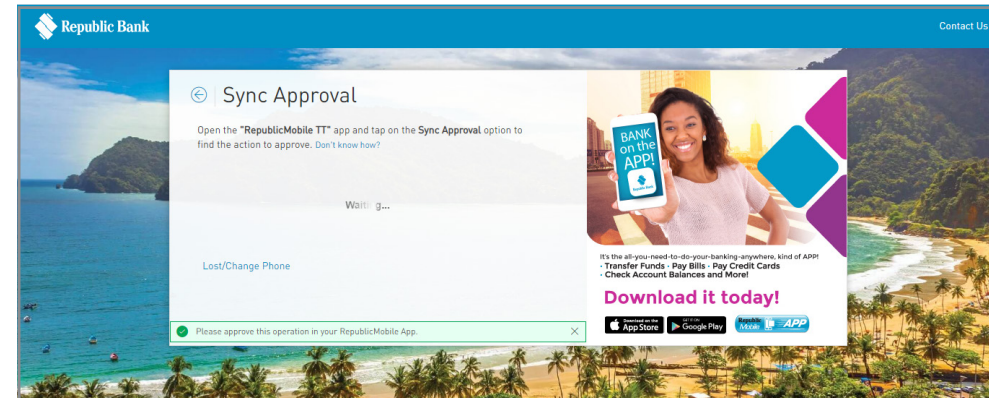
OTPs are set to **expire one minute** after being generated. If the incorrect OTP is entered or if it expires before being used, you must select OTP again and a new OTP will be sent to you.

First-Time Login

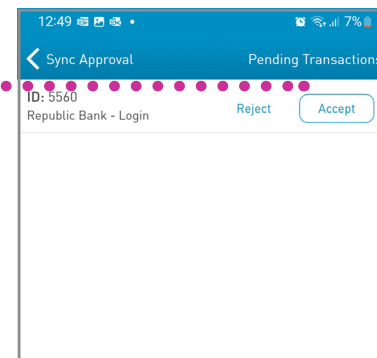
RepublicMobile App Security Devices

Option 2. Selecting SYNC

The system will attempt to connect to the registered mobile device.



Open the RepublicMobile App and select SYNC APPROVAL, then either ACCEPT or REJECT the request



Regular Login

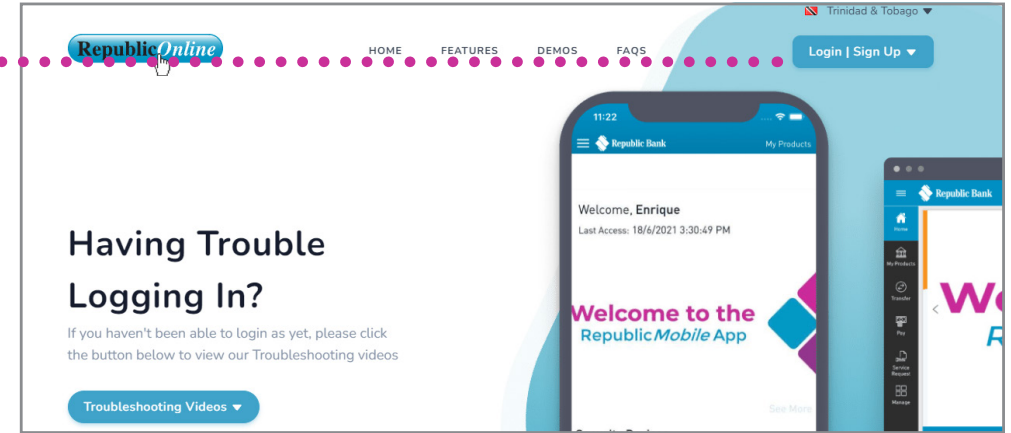
4-Step Process

- 1 Access website
- 2 Enter your username
- 3 Enter your password
- 4 Second factor authentication method

Regular Login

1 Access website

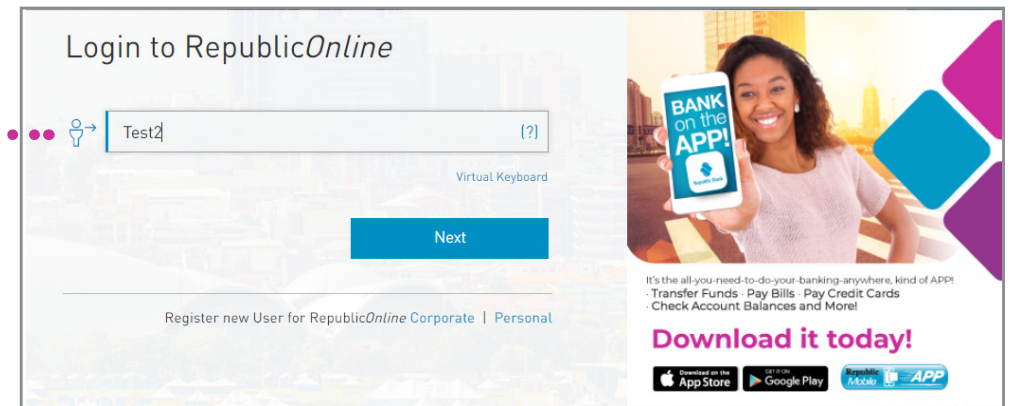
Select LOGIN



2 Enter your username

Enter your USERNAME

Select NEXT



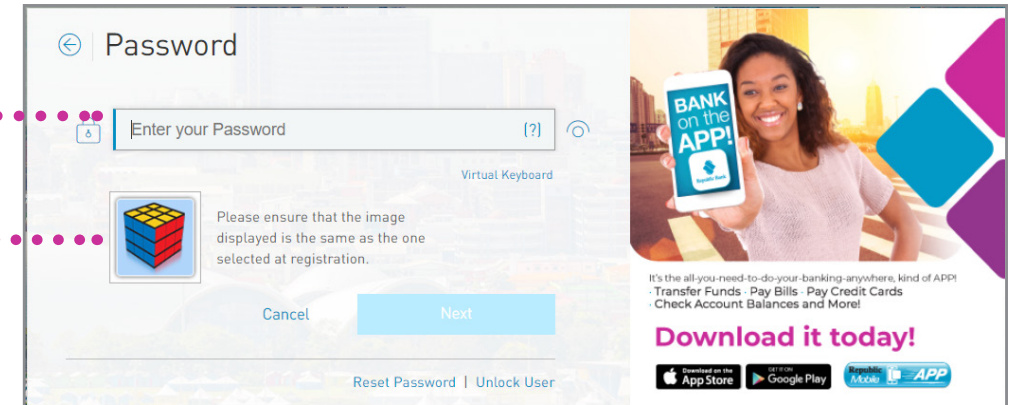
Regular Login

3 Enter your password

Enter PASSWORD

Ensure that the image displayed is the one selected during the security setup

Select NEXT



← Password

Enter your Password [?] Virtual Keyboard

Please ensure that the image displayed is the same as the one selected at registration.

Cancel Next

Reset Password | Unlock User

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4 Second factor authentication method

You would have previously selected your second factor authentication method:

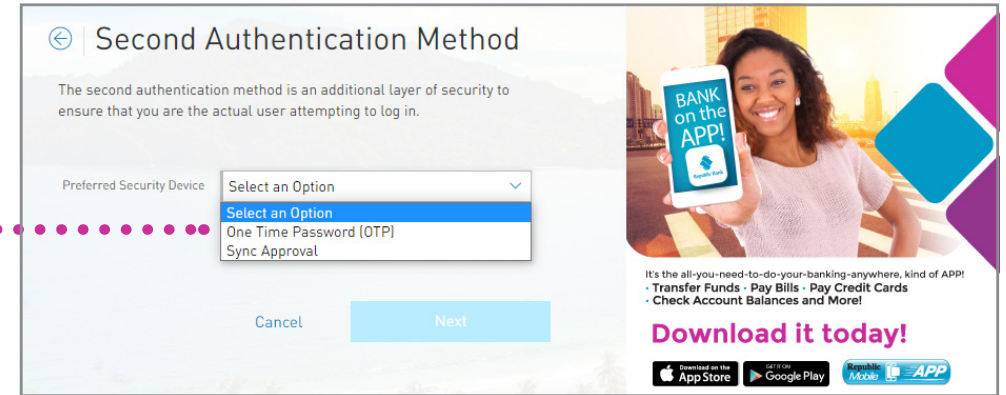
- RepublicMobile App

Regular Login

4 Second factor authentication method

RepublicMobile App

Select either OTP or SYNC



Regular Login

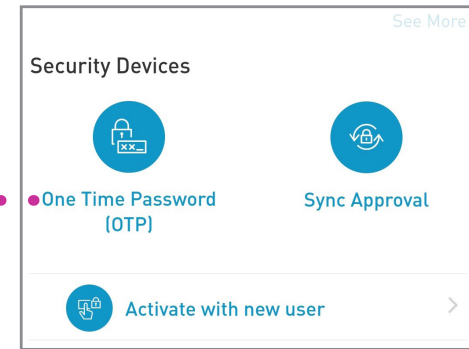
4 Second factor authentication method

RepublicMobile App

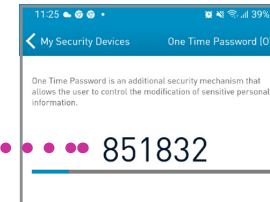
Selecting OPT

Go to the RepublicMobile App

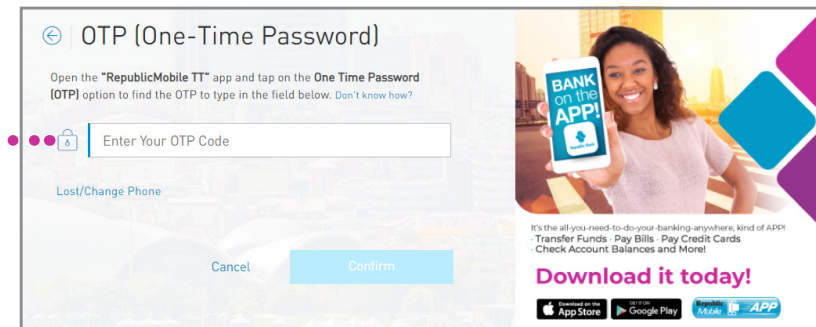
Select OPT



Retrieve the OPT



Enter it in the field provided



Select CONFIRM

Regular Login

4 Second factor authentication method

RepublicMobile App

Selecting SYNC

Select SYNC

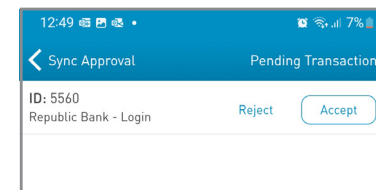
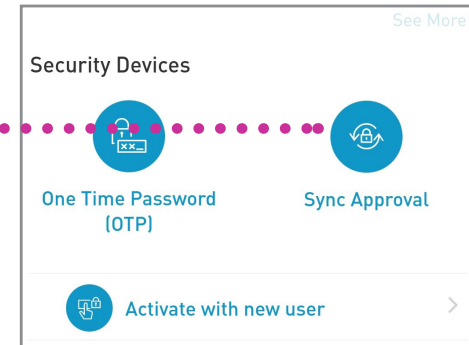
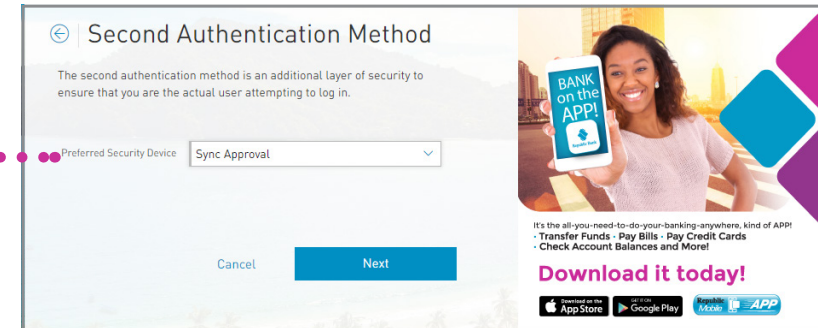
Select NEXT

Go to the RepublicMobile App

Select SYNC APPROVAL

ACCEPT the request

Once the Sync is complete, you will automatically proceed to the Home Page.



3

Site Layout and Navigation

- HOME PAGE
- MENUS



Section 3 Contents

Site Layout and Navigation **34**

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Home page

When you access the home page or dashboard, you can navigate to the:

- TOP BAR
- QUICK ACCESS MENU/ QUICK MENU
- ROTATING BANNER
- DATA BAR
- ACCOUNT BALANCE RIBBON
- USER WORKSPACE

Your Top Bar and Quick Menu are available on all pages of the Corporate Republic*Online* site.

Home page Features

The screenshot shows the Republic Bank home page with the following features highlighted by callouts:

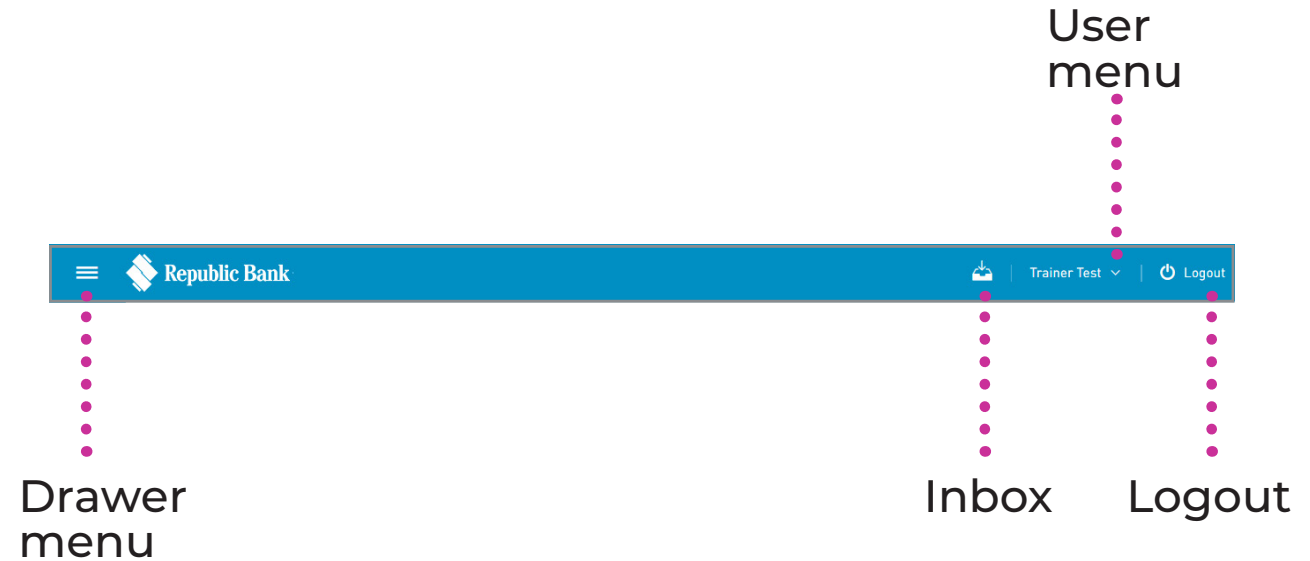
- Top bar:** Located at the very top, containing the Republic Bank logo, user name 'Kenny Basic', and a 'Logout' button.
- Rotating banner:** A large yellow and blue banner with the text 'OUR CHEQUE BOOKS HAVE A NEW LOOK' and details about cheque format updates.
- Quick menu:** A vertical sidebar on the left with icons for Home, My Money, Transfer, Pay, Request, Manage, and Pending Approvals.
- Data bar:** A dark grey box in the top right corner displaying 'Welcome, Kenny', login details, and social media links.
- Account balance ribbon:** A horizontal bar showing account balances for EUR (21.51) and USD (1,000.08).
- User workspace:** The main content area below the balance ribbon, containing sections for Payroll Management, Corporate Banking, Latest Transfers, Latest Payments, Favourite Transactions, and Exchange Rates.

Home page Features

Top Bar

The Top bar is composed of:

- **SIDE MENU OR DRAWER MENU:**
select this icon to expand the full User Menu.
- **INBOX:**
this icon directs you to the message tray.
- **USER MENU:**
selecting this option will show your user information and will allow management of security settings.
- **LOGOUT:**
select this option to close the session.



Home page Features

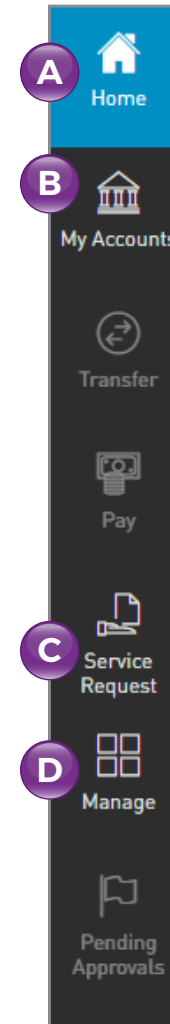
Quick Menu

The Quick Menu or Quick Access Menu contains those functionalities most often used.

The Quick Menu options are:

- A** HOME
- B** MY ACCOUNTS
- C** SERVICE REQUEST
- D** MANAGE

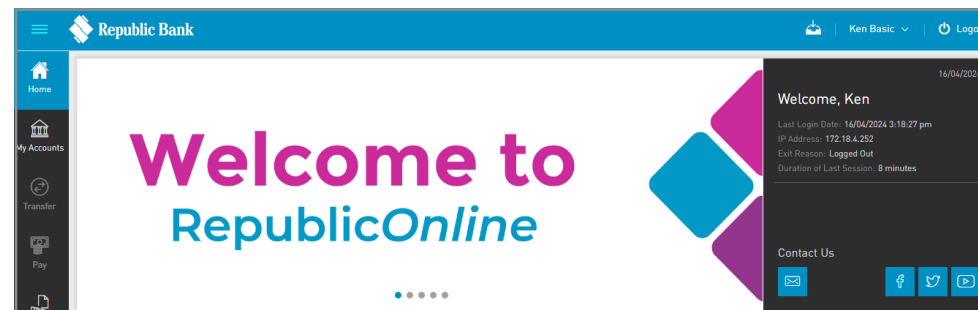
Based on the resolution used, the Quick Menu will be located horizontally or laterally.



Home page Features

Rotating Banner

Through the rotating banner, you are kept abreast of Republic Bank's advertising and promotional campaigns, as well as any customer advisories or any other targeted communications.



Home page Features

Data Bar

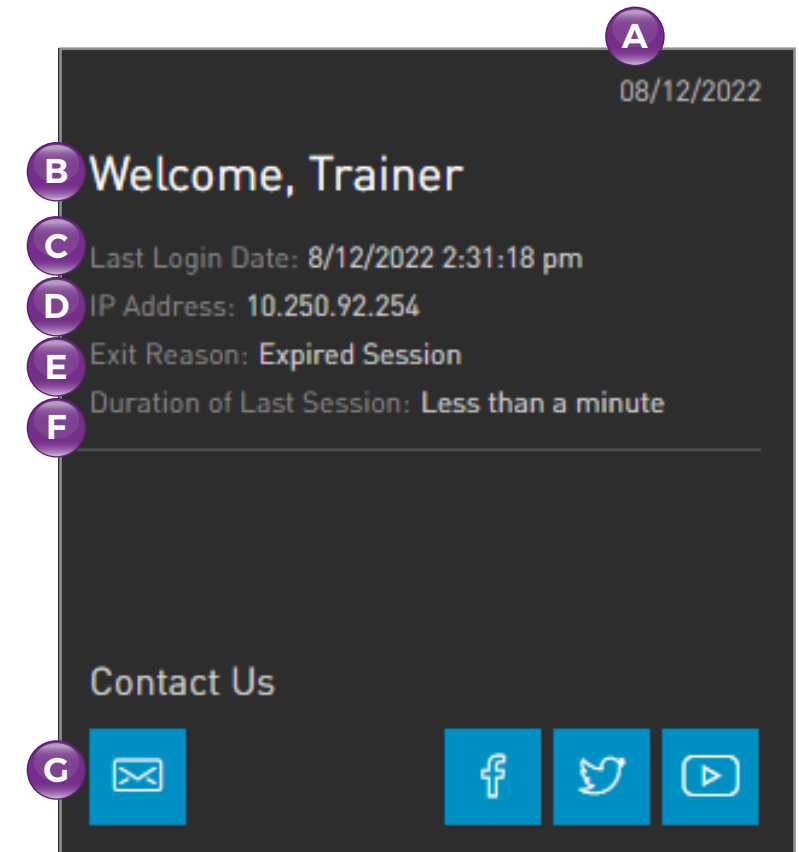
Through the Data Bar, you can view your user login data, as well as some contact information.

The top of the pane displays:

- A** CURRENT DATE
- B** WELCOME MESSAGE: “Welcome User First Name”.
- C** LAST LOGIN DATE: The last date and time you successfully accessed your **Corporate RepublicOnline** site.
- D** IP ADDRESS: The last IP address from which you accessed your site.
- E** EXIT REASON: The reason for your last logout (e.g. expired session, or logged out).
- F** DURATION OF LAST SESSION: The duration of the user’s last session will be displayed.

The bottom of the pane displays:

- G** BANK’S CONTACT LINKS: Email, Facebook, Twitter, YouTube.



Home page Features

Account Balance Ribbon

Through the Account Balance Ribbon, you can view a summary of your accounts.

These are categorised, and summarise your assets and liabilities. Note, the balances for both categories are displayed in various currencies.

The screenshot displays the Account Balance Ribbon interface. It is divided into two main sections: Assets and Liabilities. The Assets section has two currency tabs: EUR (selected) and USD. Below the tabs, there are two tables. The first table shows the breakdown of assets by account type, and the second table shows the breakdown of liabilities. The Liabilities section currently displays 'No Accounts Found'.

Assets			Liabilities	
Account	EUR	USD	Account	
Chequing Accounts	21.51	0.00		No Accounts Found
Savings Accounts	0.00	1,000.08		

Home page Features

The User Workspace

The User Workspace is located on the lower half of the Home page, and comprises 2 defined sections:

- 1 **Relevant Links**
- 2 **Daily Exchange Rates**

The screenshot displays the User Workspace with the following sections:

- Payroll Management**: Includes links for 'Manage Payroll', 'Pay', and 'Pending Approval'.
- What's New!**: A notification area with a link to 'Click here for exciting updates on our accounts, services and promotions.' A pink circle '1' is positioned over the 'Corporate Banking' link in the adjacent panel.
- Favourite Transactions**: A section that currently displays 'There is no info to display'.
- Exchange Rates**: A table showing rates for various currencies. A pink circle '2' is positioned over this table.

Currency	Rate
USD - United States Dollar	6.5527
CAD - Canadian Dollar	4.8657
GBP - Pound Sterling	8.2661
EUR - Euro	7.3212
XCD - East Caribbean Dollar	2.3458

Note the rates displayed are applied against the Trinidad & Tobago Dollar (\$TT).

Home page Features

The User Workspace

1 Relevant Links

Here, you gain quick updates on Corporate Banking.

2 Daily Exchange Rates

The daily buy and sell rates for the following currencies are displayed and updated for your reference:

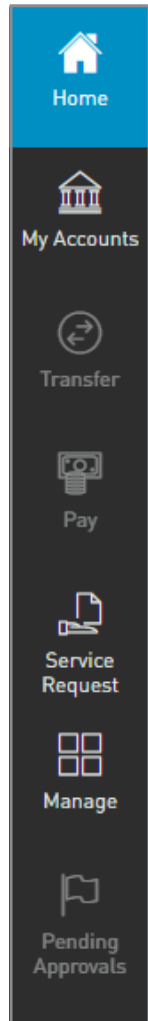
- US Dollar (USD)
- Canadian Dollar (CAD)
- Pound Sterling (GBP)
- Euro (EUR)
- Eastern Caribbean Dollar (XCD)

Menus

Your Corporate Republic*Online* Site has two menus.

- **QUICK ACCESS MENU: QUICK MENU**
The Quick Access Menu is a shorter menu, containing the features that are most often used. This menu is available on all pages of your Corporate Republic*Online* site.
- **MAIN MENU**
The Main Menu contains all the platform's functionalities and can be accessed via the 3 horizontal lines icon located to the top left corner of the page.

Menus



Quick Menu

HOME: redirects user to the Home page, from any page within your site.

MY ACCOUNTS: gain quick access of all site's accounts.

SERVICE REQUEST: make customer service requests like wire transfers and review the status of the requests.

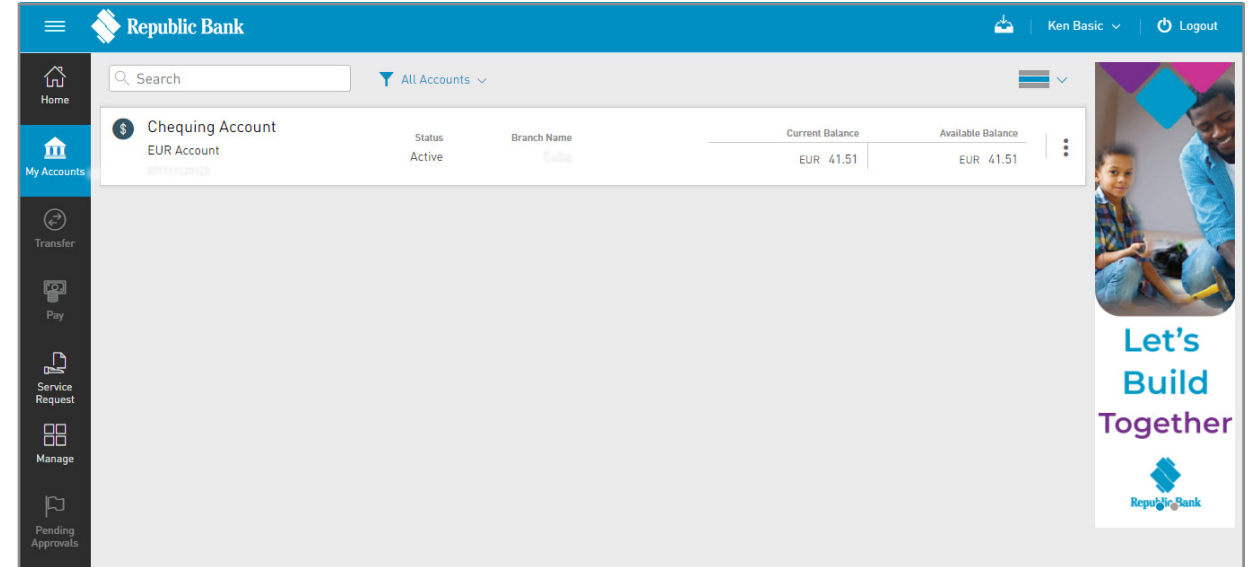
MANAGE: maintain alerts.

Menus

Quick Menu

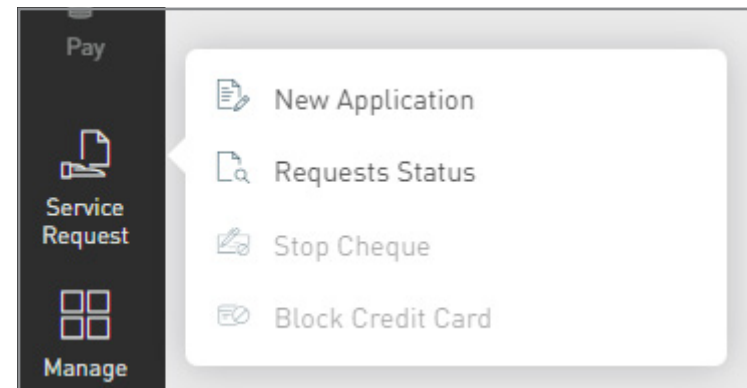
My Accounts

The MY ACCOUNTS menu tab accesses all the available information on the accounts registered on your Corporate RepublicOnline site.



Service Request

Expands to display Customer Service options.

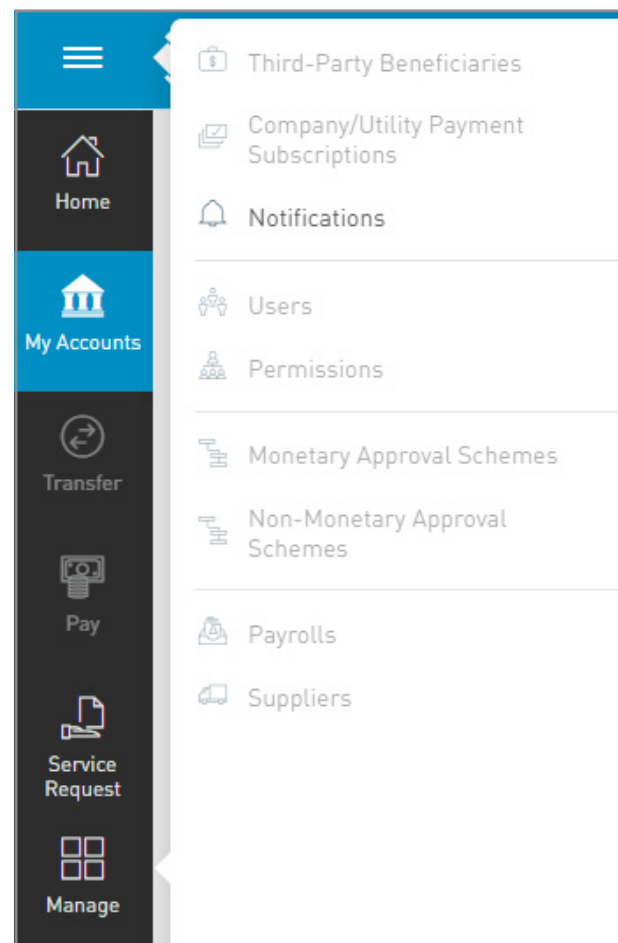


Menus

Quick Menu

Manage

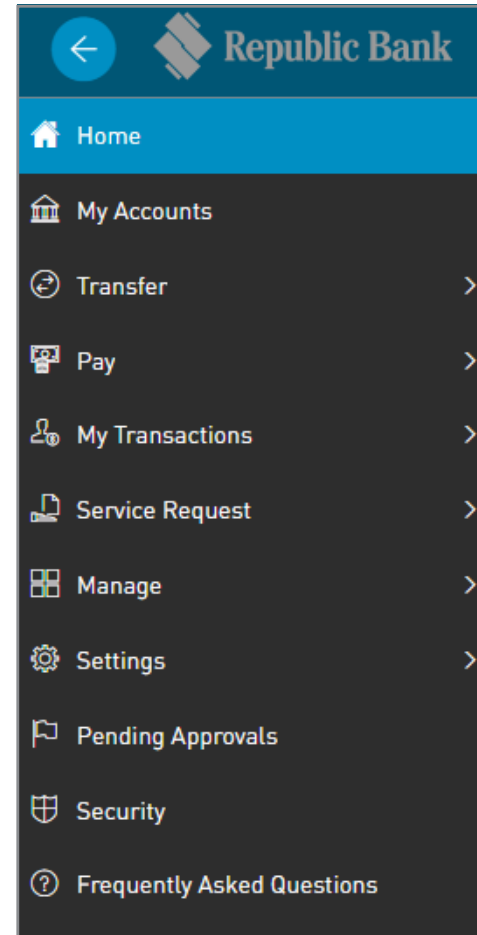
Expands to display site management options.



Menus

Main Menu

The Main Menu contains all the platform's functionalities and can be accessed by selecting the three horizontal lines icon on the top left corner of the page.



Menus

Main Menu

In addition to the functions outlined via the Quick Menu, you can also access:

- A Settings**
This menu provides you with options to manage your personal settings e.g. Change Password and Change Security Image.
- B Security**
This menu option redirects you to the Corporate RepublicOnline Security page.
- C Frequently Asked Questions**
This menu option provides answers to frequently asked questions.





4

My Accounts

Section 4 Contents

My Accounts

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My Accounts

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2. Combined View

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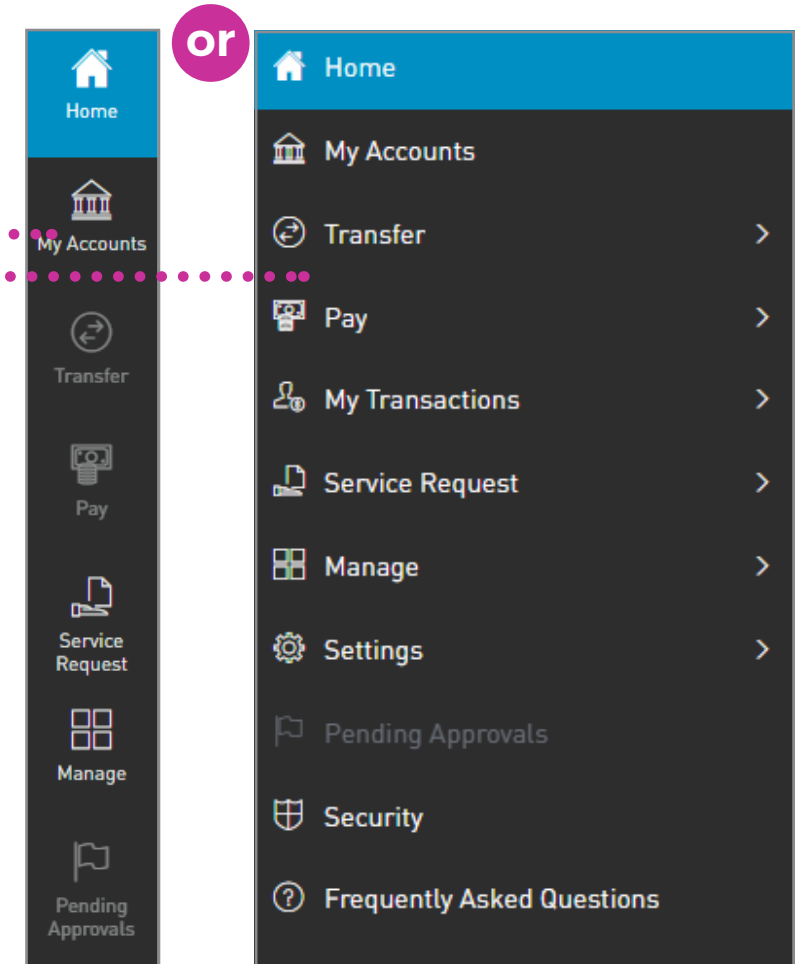
My Accounts

When you select MY ACCOUNTS you access all your company's Republic Bank accounts registered on your Corporate RepublicOnline site.

The accounts list may be displayed in 3 different ways or views:



You can select the view according to your needs or preferences. The information displayed will vary, based on the view as well as the type of accounts accessed.



1 Simple View

The Simple View shows accounts in a tabular format, where each account is displayed in a different line. Here, the accounts are organised by type and currency, and the details of each account is shown.

The following account details are displayed in this view:

- ACCOUNT TYPE
- ACCOUNT NICKNAME (ALIAS)
- ACCOUNT NUMBER
- ACCOUNT STATUS
- BRANCH NAME
- CURRENT BALANCE
- AVAILABLE BALANCE

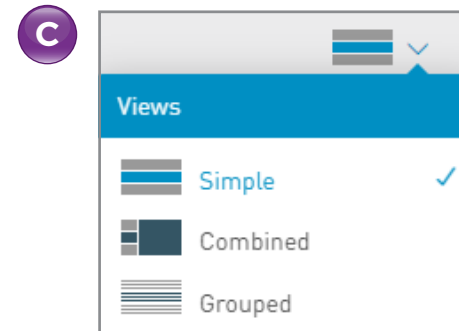
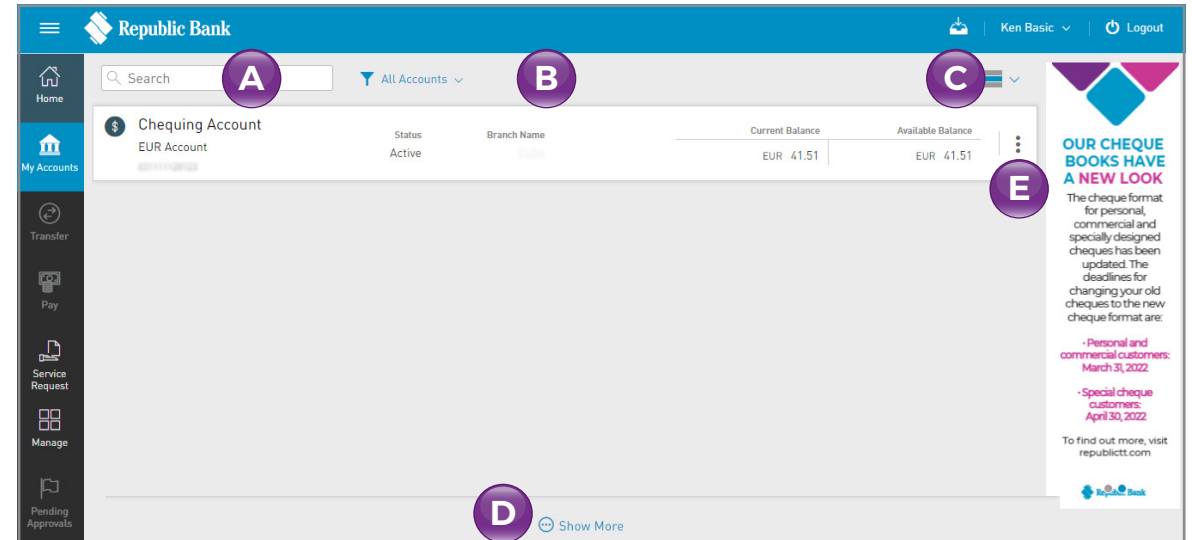
Type	Status	Branch name	Available balance	
Chequing Account EUR Account 2511112222	Status Active	Branch Name Branch	Current Balance EUR 41.51	Available Balance EUR 41.51

Labels with dotted lines pointing to the table:

- Type (points to Chequing Account)
- Status (points to Status: Active)
- Branch name (points to Branch Name: Branch)
- Available balance (points to Current Balance and Available Balance)
- Nickname (points to EUR Account)
- Number (points to 2511112222)
- Current balance (points to EUR 41.51)

1 Simple View

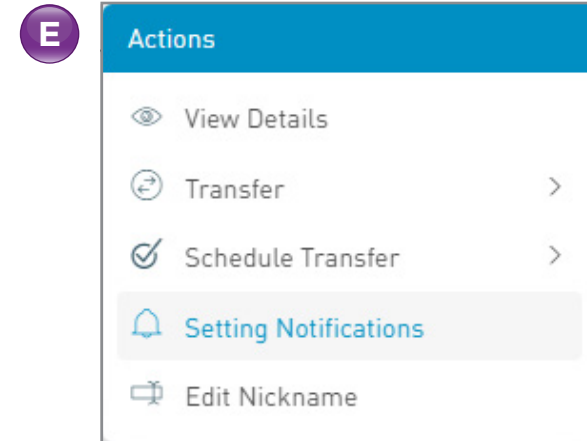
- A Account search**
Select to search by Account Number or Nickname.
- B Filter**
Select to filter by Account Type.
- C Change view**
Select to switch layout or view of accounts.
- D Expand list**
Select to expand list to view more than the 5 accounts always displayed by default.



1 Simple View

E Contextual Menu

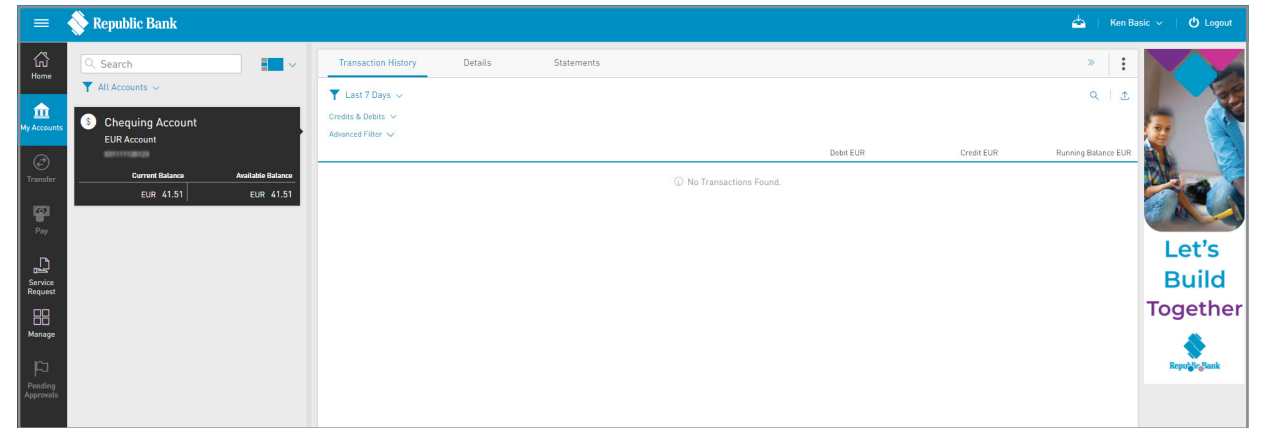
Select to access all actions corresponding to the account being viewed. This menu will vary based on the account selected.



2 Combined View

The Combined View splits the screen to display a combination of your accounts on the left, and the transaction history of each account selected, on the right.

The Combined View is specially designed for smaller devices like tablets and phones. You can choose the **Reduced Size** view to display more information on the screen.



2 Combined View

The following account details are displayed in this view:

- ACCOUNT TYPE
- ACCOUNT NICKNAME (ALIAS)
- ACCOUNT NUMBER
- CURRENT BALANCE
- AVAILABLE BALANCE
- TRANSACTION HISTORY
- DETAILS
- STATEMENTS
- DEBIT TRANSACTIONS
- CREDIT TRANSACTIONS
- RUNNING BALANCE

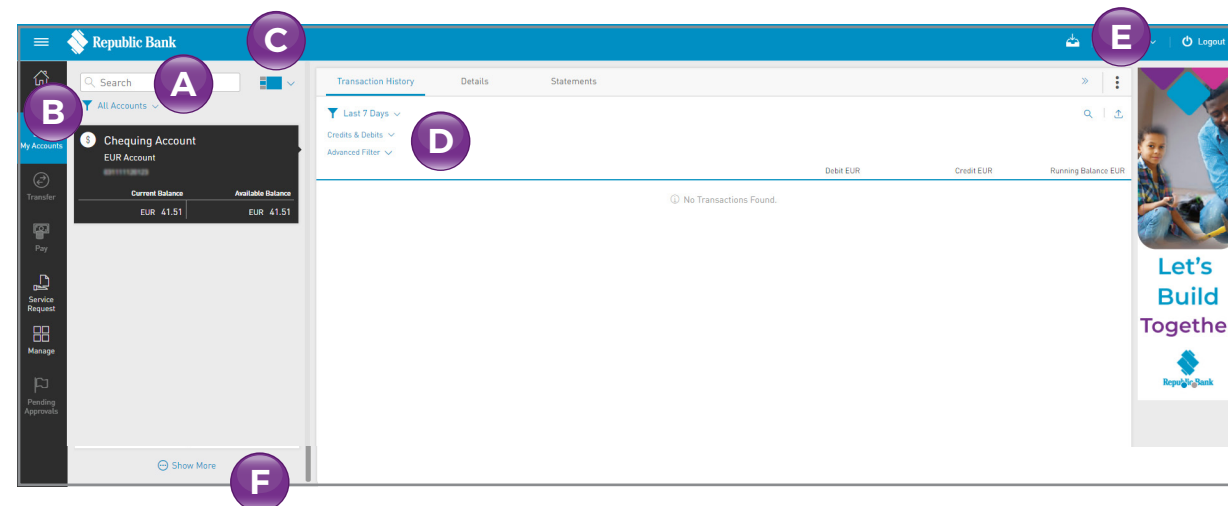
The screenshot displays the Republic Bank 'Combined View' for a Chequing Account. The interface includes a navigation menu on the left, a search bar, and tabs for Transaction History, Details, Statements, and Cheque Images. The account details section shows the account type (Chequing Account), EUR Account, Current Balance (EUR 41.51), and Available Balance (EUR 41.51). The transaction history section shows 'No Transactions Found.' The balance section shows Debit EUR, Credit EUR, and Running Balance EUR. A sidebar on the right contains a promotional message about cheque format updates.

Labels and their corresponding UI elements:

- Type: Points to the account type 'Chequing Account'.
- Nickname: Points to the account nickname 'EUR Account'.
- Transaction history: Points to the 'Transaction History' tab.
- Details: Points to the 'Details' tab.
- Statements: Points to the 'Statements' tab.
- Number: Points to the account number field.
- Current balance: Points to the 'Current Balance' field.
- Available balance: Points to the 'Available Balance' field.
- Debit: Points to the 'Debit EUR' field.
- Credit: Points to the 'Credit EUR' field.
- Running balance: Points to the 'Running Balance EUR' field.

2 Combined View

- A Account search**
Select to search by Account Number or Nickname.
- B Filter**
Select to filter by Account Type.
- C Change view**
Select to switch layout or view of accounts.
- D Advanced Filter**
Select to refine your search of transactions based on transaction type and period.
- E Contextual Menu**
Select to access all actions corresponding to the account you are viewing.



- F Show more**
Select to expand list to view more than the 5 accounts always displayed by default.

3 Grouped View

The Grouped View groups or categorises accounts by type. You can expand and contract to unfold or to hide each individual account within these groupings.

The following account details are displayed in this view:

- ACCOUNT GROUP/TYPE
- ACCOUNT NICKNAME (ALIAS)
- ACCOUNT NUMBER
- ACCOUNT STATUS
- BRANCH NAME
- CURRENT BALANCE
- AVAILABLE BALANCE

Account type

Branch name

Current balance

Chequing Account (2)		Status	Branch Name	Current Balance	Available Balance
12345678901234567890	12345678901234567890	Active	1234	USD 479,237.44	USD 479,237.44
12345678901234567890	12345678901234567890	Active	1234	EUR 163.80	EUR 163.80

Savings Account (1)		Status	Branch Name	Current Balance	Available Balance
12345678901234567890	12345678901234567890	Active	1234	USD 5,055.22	USD 5,055.22

Account number

Account status

Available balance

OUR CHEQUE BOOKS HAVE A NEW LOOK
The cheque format for personal, commercial and specially designed cheques has been updated. The deadlines for changing your old cheques to the new cheque format are:
- Personal and commercial customers: March 31, 2022
- Special cheque customers: April 30, 2022
To find out more, visit republic.com

3 Group View

- A Account search**
Select to search by Account Number or Nickname.
- B Filter**
Select to filter by Account Type.
- C Change view**
Select to switch view or layout of accounts.
- D Contextual Menu**
Select to access all actions corresponding to the account you are viewing.

The screenshot displays the Republic Bank 'My Accounts' interface. At the top, there is a search bar (A) and a filter dropdown (B). Below these are two account groups: 'Chequing Account (2)' and 'Savings Account (1)'. Each group contains a table with columns for Status, Branch Name, Current Balance, and Available Balance. A contextual menu (D) is shown next to the first account in the Savings Account group. On the right side, there is a notification banner (C) titled 'OUR CHEQUE BOOKS HAVE A NEW LOOK' with details about cheque format updates and deadlines for personal and commercial customers.

Status	Branch Name	Current Balance	Available Balance
Active	...	USD 479,237.44	USD 479,237.44
Active	...	EUR 163.80	EUR 163.80
Active	...	USD 5,055.22	USD 5,055.22



5

Service Requests

- NEW APPLICATION
- REQUEST STATUS

Section 5 Contents

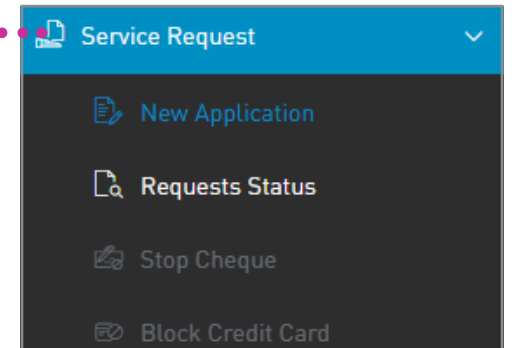
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Overview

Service Request Overview

Corporate RepublicOnline offers the following **SERVICE REQUEST** options:

- **NEW APPLICATION**
 - Wire Transfer Request Form - Branch 155.
- **REQUEST STATUS**



Overview

Service Requests

To initiate a Service Request, you must follow a 4-step process.

4-Step Process

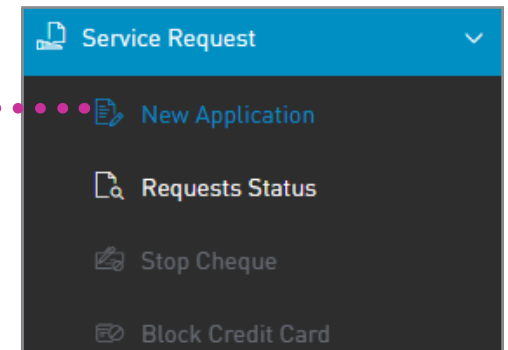
- 1 **Select option**
- 2 **Input data**
- 3 **Confirm**
- 4 **Result**

New Application

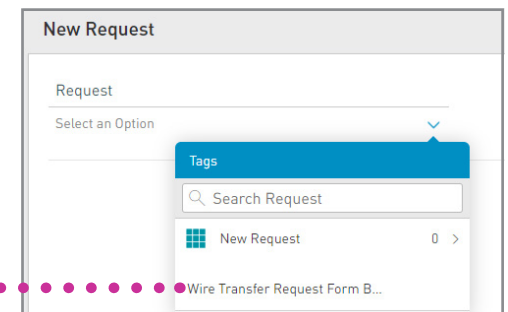
Making a New Application request

1 Select option

Select the **NEW APPLICATION** option under the **SERVICE REQUEST** section of either the **QUICK** or **MAIN** Menu



Select the option by clicking on the **✓** icon to expand the list



New Application

2 Input data

APPLY FOR A WIRE TRANSFER

To apply for a wire transfer, you will be required to complete the following fields:

New Request

Request
Cuba Wire Transfer Form - Branch 1550PS Requests

Ordering institution:

Name / Nombre del Ordenante

Address / Dirección del Ordenante

Account / Cuenta:

Currency and Number / Moneda y Número

Payment / Pago:

Currency & Amount / Moneda e importe (en cifras y letras)

In Words / en letras

Transfer Currency / Moneda de la Transferencia

Beneficiary / Beneficiario:

Name / Nombre

Address / Dirección

Account Number / Número de Cuenta

Beneficiary's Bank / Banco del Beneficiario:

Name / Nombre

Address / Dirección

SWIFT CODE / CODIGO SWIFT

Branch of beneficiary's bank / Sucursal del banco del beneficiario

Intermediary Bank / Banco Intermediario:

Name / Nombre

Address / Dirección

SWIFT CODE / CODIGO SWIFT

Beneficiary Bank Account with Inter Bank / Cuenta Beneficiaria en Banco Intermediario

Concept / Concepto / Referencias / Referencias

Related invoices are to be emailed to cbur@rhl.com / Las facturas correspondientes deberán ser enviadas a cbur@rhl.com. Bank's policy is to decline any transaction which involves any US person, entity, bank or counter-party and customers are required not to conduct activities with US persons or US goods/services of any nature / La política del Banco es rechazar cualquier transacción que involucre a cualquier persona, entidad, banco o contraparte de los EE. UU. y se requiere a los clientes no conducir actividades con personas o bienes/servicios de EE. UU. de cualquier naturaleza.

All banking charges are for / Todos los cargos bancarios son a

Select an option / Selección...

It is understood that this message will be sent at my/our risk in every respect and that neither you nor your correspondents or affiliates will be liable for the consequences of any delay in transmission or payment caused by circumstances beyond your or their control, as well as any interception of the message. We expressly authorize you to complete field 50 ("Ordering Customer") of the MT 103 form with the information "by order of". We irrevocably and expressly accept that, should the bank spot any errors in the data we have inputted in the current instruction form, the bank shall be entitled to insert any changes, amendments or corrections, as it deems appropriate for the safe transfer of funds. In the absence of intermediary bank we hereby authorize Republic Bank to use its best judgment in selecting a proper intermediary bank. In connection with all the paragraphs above, we expressly and irrevocably hold Republic Bank Limited harmless for any consequences, losses or delays arising therefrom. / Queda entendido que este mensaje será enviado a mí / nuestro riesgo en todos los aspectos y que ni usted ni sus correspondientes o afiliados serán responsables por las consecuencias de cualquier demora en la transmisión o en el pago causado por circunstancias fuera de su control, así como sobre cualquier interceptación del mensaje. Le autorizamos expresamente a rellenar el campo 50 ("Cliente Ordenante") del formulario MT 103 con la información "por orden de". Aceptamos de manera irrevocable y expresa que si el banco detecta errores en los datos que hemos imputado en este formulario de instrucción, el banco tendrá derecho a insertar los cambios, correcciones o modificaciones que considere apropiadas para la transferencia segura de fondos. En ausencia de un banco intermediario, autorizamos a Republic Bank a usar su mejor juicio para seleccionar un banco intermediario adecuado. En relación con todos los párrafos anteriores, liberamos de forma expresa e irrevocable a Republic Bank Limited por cualquier consecuencia, pérdida o demora derivada.

We also acknowledge the following / Reconocemos también lo siguiente:

- Foreign exchange rates are final and non-negotiable, if any / Los tipos de Cambio son finales y no negociables.
- Deadline for rate Confirmation is 1.00PM and subject to change daily. / Plazo para Confirmación de tipos de Cambio es 13.00h
- Instructions received via IB Mail Function will be deemed to have met the Signing Authority of the Customer Account held with Republic Bank. / Se considerará que las instrucciones recibidas a través de IB Mail Function han cumplido con las Autorizaciones de Firma del Cliente mantenidas con Republic Bank.
- Should the information provided be incorrect and the funds are returned by the Foreign Bank, I/we would be liable for any charges incurred as a result. / Si la información proporcionada fuera incorrecta y los fondos fueran devueltos por el Banco Extranjero, yo / nosotros seríamos responsables de cualquier cargo incurrido como resultado.

We authorize you to debit commission of 100.00 from our account in the same currency / Los autorizamos a debitar una comisión de 100.00 de nuestra cuenta en la misma moneda.

The above information was verified by me/us and is in order / La información anterior fue verificada por mí / nosotros y está en orden.

New Application

2 Input data

ACCOUNT HOLDER INFORMATION

You will be required to complete the following fields:

- A ORDERING INSTITUTION**
(Your Company)
 - YOUR COMPANY'S NAME
 - YOUR COMPANY'S ADDRESS
- B ACCOUNT**
(Your Account Information)
 - CURRENCY AND NUMBER
- C PAYMENT**
(Transferring Information)
 - CURRENCY & AMOUNT
 - IN WORDS
 - TRANSFER CURRENCY

A Ordering institution:

Name / Nombre del Ordenante

Address / Dirección del Ordenante

B Account / Cuenta:

Currency and Number / Moneda y Número

C Payment / Pago:

Currency & Amount / Moneda e Importe (en cifras/in figures)

In Words / en letras

Transfer Currency / Moneda de la Transferencia

New Application

2 Input data

BENEFICIARY INFORMATION

You will be required to complete the following fields:

D BENEFICIARY INFORMATION

- NAME (Name of Entity Receiving the Funds)
- ADDRESS
- ACCOUNT NUMBER

E BENEFICIARY'S BANK (Beneficiary's Bank Information)

- BANK'S NAME
- BANK'S ADDRESS
- BANK'S SWIFT CODE
- BRANCH OF BENEFICIARY'S BANK

D	Beneficiary / Beneficiario:	
	Name / Nombre	<input type="text"/>
	Address / Dirección	<input type="text"/>
	Account Number / Número de Cuenta	<input type="text"/>
E	Beneficiary's Bank / Banco del Beneficiario:	
	Name / Nombre	<input type="text"/>
	Address / Dirección	<input type="text"/>
	SWIFT CODE / CODIGO SWIFT	<input type="text"/>
	Branch of beneficiary's bank / Sucursal del banco del beneficiario	<input type="text"/>

New Application

2 Input data

INTERMEDIARY BANK INFORMATION

The following fields are available:

- G** INTERMEDIARY BANK
- BANK'S NAME
 - BANK'S ADDRESS
 - BANK'S SWIFT CODE
 - BENEFICIARY BANK ACCOUNT WITH INTER. BANK
 - CONCEPT/REFERENCES (Purpose of the Payment e.g. Invoice Payment, Treasury Transfer, Payment of Dividends, etc.)

G Intermediary Bank / Banco Intermediario:

Name / Nombre	<input type="text"/>
Address / Dirección	<input type="text"/>
SWIFT CODE / CODIGO SWIFT	<input type="text"/>
Beneficiary Bank Account with Inter. Bank / Cuenta Bancaria del Banco Beneficiario en Banco Intermediario	<input type="text"/>
Concept / Concepto / References / Referencias	<input type="text"/>

Related Invoices are to be emailed to cbu@rhl.com / Las facturas correspondientes deberán ser enviadas a cbu@rhl.com . Bank's policy is to decline any transaction which involves any US person, entity, bank or counter-party and customers are required not to conduct activities with US persons or US goods/services of any nature / La política del Banco es rechazar cualquier transacción que involucre a cualquier persona, entidad, banco o contraparte de los EE. UU. y se requiere a los clientes no conducir actividades con personas o bienes/servicios de EE. UU. de cualquier naturaleza.

Note the fields for the Intermediary Bank information will help to capture other details however they are not mandatory.

New Application

2 Input data

Select the relevant charge options that should be applied i.e.:

- ONLY THE RBL CHARGES
- BOTH RBL AND FOREIGN BANK CHARGES

Select CONFIRM

All banking charges are for / Todos los cargos bancarios son a

Select an option / Selección... ▾

This field is required

It is understood that this message will be sent at my/our risk in every respect and that neither you nor your correspondents or affiliates will be liable for the consequences of any delay in transmission or payment caused by circumstances beyond your or their control, as well as any interception of the message. We expressly authorize you to complete field 50 ("Ordering Customer") of the MT 103 form with the information "by order of". We irrevocably and expressly accept that, should the bank spot any errors in the data we have imputed in the current instruction form, the bank shall be entitled to insert any changes, amendments or corrections, as it deems appropriate for the safe transfer of funds. In the absence of intermediary bank we hereby authorize Republic Bank to use its best judgment in selecting a proper intermediary bank. In connection with all the paragraphs above, we expressly and irrevocably hold Republic Bank Limited harmless for any consequences, losses or delays arising therefrom. / Queda entendido que este mensaje será enviado a mi / nuestro riesgo en todos los aspectos y que ni usted ni sus corresponsales o afiliados serán responsables por las consecuencias de cualquier demora en la transmisión o en el pago causado por circunstancias fuera de su control, así como como sobre cualquier intercepción del mensaje. Le autorizamos expresamente a rellenar el campo 50 ("Cliente Ordenante") del formulario MT 103 con la información "por orden de". Aceptamos de manera irrevocable y expresa que si el banco detecta errores en los datos que hemos imputado en este formulario de instrucción, el banco tendrá derecho a insertar los cambios, correcciones o modificaciones que considere apropiadas para la transferencia segura de fondos. En ausencia de un banco intermediario, autorizamos a Republic Bank a usar su mejor juicio para seleccionar un banco intermediario adecuado. En relación con todos los párrafos anteriores, liberamos de forma expresa e irrevocable a Republic Bank Limited por cualquier consecuencia, pérdida o demora derivada.

We also acknowledge the following / Reconocemos también lo siguiente:

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- Deadline for rate Confirmation is 1:00PM and subject to change daily. / Plazo para Confirmación de tipos de Cambio es 13:00h
- Instructions received via IB Mail Function will be deemed to have met the Signing Authority of the Customer Account held with Republic Bank. / Se considerará que las instrucciones recibidas a través de IB Mail Function han cumplido con las Autorizaciones de Firma del Cliente mantenidas con Republic Bank
- Should the information provided be incorrect and the funds are returned by the Foreign Bank, I/we would be liable for any charges incurred as a result. / Si la información proporcionada fuera incorrecta y los fondos fueran devueltos por el Banco Extranjero, yo / nosotros seríamos responsables de cualquier cargo incurrido como resultado.

We authorize you to debit commission of 100.00 from our account in the same currency / Los autorizamos a debitar una comisión de 100.00 de nuestra cuenta en la misma moneda.

The above information was verified by me/us and is in order / La información anterior fue verificada por mí / nosotros y está en orden.


Reset Cancel **Continue**

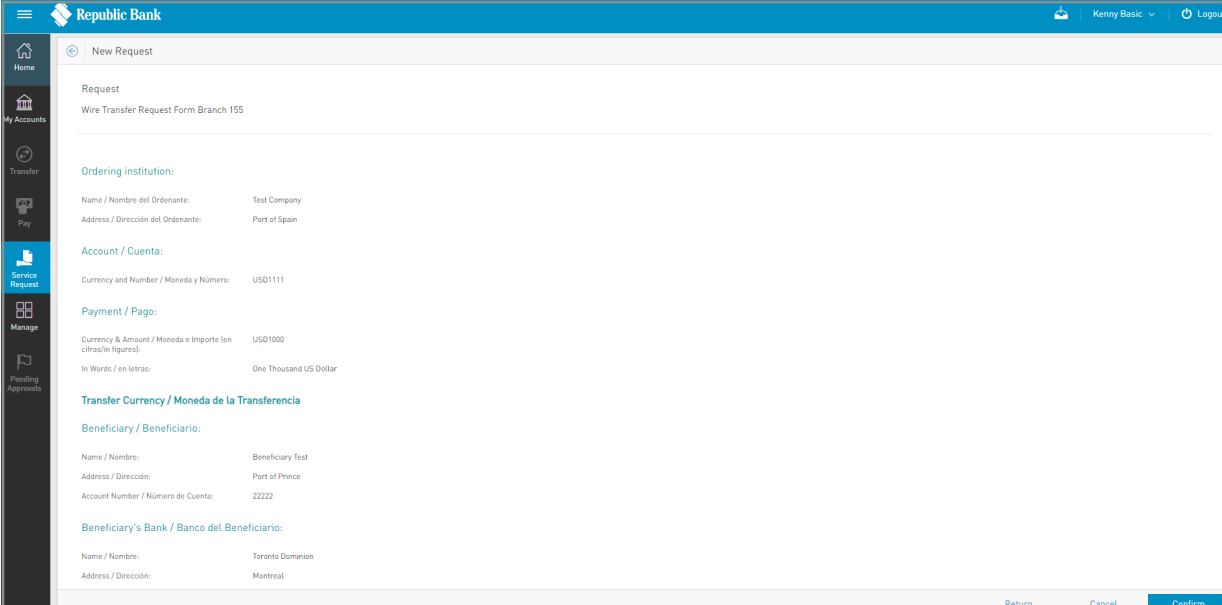
New Application

3 Confirm

This step allows you to review/validate the information you entered in the previous step before submitting the transaction.

Once the transaction information has been verified select **CONFIRM**.

If you do not select CONFIRM the available actions are:
CANCEL to cancel the transaction.
RETURN or  to return to the previous step.



The screenshot shows the 'New Request' page in the Republic Bank online portal. The page is titled 'New Request' and contains the following information:

- Request:** Wire Transfer Request Form Branch 155
- Ordering institution:**
 - Name / Nombre del Ordenante: Test Company
 - Address / Dirección del Ordenante: Port of Spain
- Account / Cuenta:**
 - Currency and Number / Moneda y Número: USD1111
- Payment / Pago:**
 - Currency & Amount / Moneda e Importe (en cifras/en figures): USD1000
 - In Words / en letras: One Thousand US Dollar
- Transfer Currency / Moneda de la Transferencia**
- Beneficiary / Beneficiario:**
 - Name / Nombre: Beneficiary Test
 - Address / Dirección: Port of Prince
 - Account Number / Número de Cuenta: 22222
- Beneficiary's Bank / Banco del Beneficiario:**
 - Name / Nombre: Toronto Dominion
 - Address / Dirección: Montreal

At the bottom right of the form, there are three buttons: 'Return', 'Cancel', and 'Confirm'.

The user acknowledges that by selecting **CONFIRM**, he/she has read and has agreed to the terms for any of the above requests.

New Application

4 Result

After confirmation of the transaction, you will receive one of the following potential results.

THE REQUEST IS PENDING: the request was completed successfully and is pending actioning.

FAILED: the transaction does not meet the necessary requirements and the specific error will be shown.

The screenshot displays the Republic Bank online portal. The top navigation bar includes the Republic Bank logo, a user profile dropdown (Ker Basic), and a Logout button. The left sidebar contains navigation options: Home, My Accounts, Transfer, Pay, Service Request (highlighted), Manage, and Pending. The main content area features a status message: "The request is pending." followed by details for a Cuba Wire Transfer Form, including Reference Number (5438), Generation Date (22/04/2024 1:26:25 pm), and Submission Date (22/04/2024 1:26:25 pm). Below this, a table lists the ordering institution details: John Doe Enterprises at #2 Happy Hill, and the account information: USD150123456789. The right sidebar contains links for Download Receipt, Requests Status, and a promotional banner for "You are our Strength!". At the bottom right, there are buttons for "New Request" and "Home".

Request details

Status message & transaction info.

Action panel

Make another request

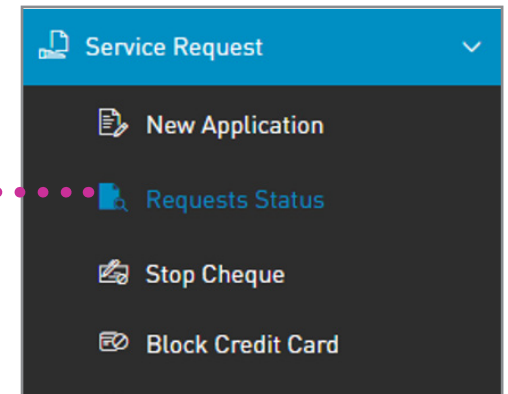
Go to Home page

Request Status

Reviewing the Status of Requests

Select option

Select the **REQUESTS STATUS** option under the **SERVICE REQUEST** section of either the **QUICK** or **MAIN** Menu



Reviewing the Status of Requests

Select option

FILTERS

Enables filtering by:

- **DATE:**
Enables filtering of transactions by a date or date range.
- **ADVANCED FILTER:**
Enables filtering by users and branches.

The screenshot shows the 'Requests Status' page in the Republic Bank system. The page displays a table of requests with columns for description, generation and submission dates, and status. Annotations with dotted lines point to various UI elements:

- Advanced filter:** Points to the 'Advanced Filter' dropdown menu.
- Filter:** Points to the 'Filter' button.
- Request generation details:** Points to the 'Generation Date' and 'Submission Date' columns.
- Export file:** Points to the 'Export' icon.
- Search:** Points to the search icon.
- Request description:** Points to the first row of the table.
- Contextual Menu:** Points to the three-dot menu icon at the end of a row.

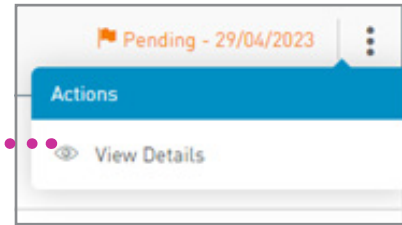
Request Description	Generation Date	Submission Date	Status
Wire Transfer Request Form Branch 155 Reference Number: 5539 Henry Basic	16/05/2024 1:15 PM	16/05/2024 1:15 PM	Pending - 16/05/2024
Wire Transfer Request Form Branch 155 Reference Number: 5531 Kenny Basic	15/05/2024 10:57 AM	15/05/2024 10:57 AM	Pending - 15/05/2024
Wire Transfer Request Form Branch 155 Reference Number: 5517 Kenny Basic	14/05/2024 10:53 AM	14/05/2024 10:53 AM	Rejected - 14/05/2024
Wire Transfer Request Form Branch 155 Reference Number: 5513 Ken Basic	13/05/2024 12:29 PM	13/05/2024 12:29 PM	Pending - 13/05/2024

Reviewing the Status of Requests

Select option

CONTEXTUAL MENU

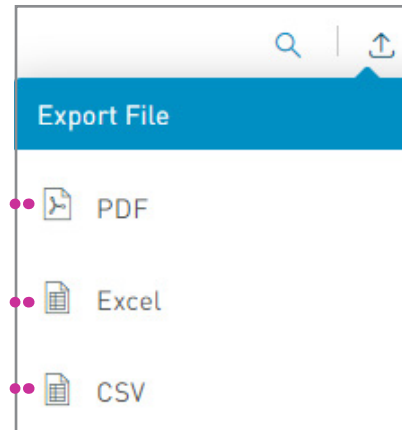
The menu on each request offers the option to **VIEW DETAILS**



EXPORT FILE

A file may be exported using one of the following options:

- PDF
- EXCEL
- CSV





6

Manage

● NOTIFICATIONS

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Notifications

Notification of Transactions

The NOTIFICATIONS feature can be used if you require alerts for specific transactions on your account(s).

Notifications may be configured for the following:

- ACCOUNT BALANCE
- ACCOUNT ACTIVITY

You can receive these notifications via any one of the following:

- INBOX
- EMAIL
- SMS MESSAGES
- PUSH NOTIFICATIONS

Notifications

Notification of Transactions

There are three ways to access this feature:

- 1 Main Menu**
- 2 Quick Menu**
- 3 Contextual Menu**

Notifications

Notification of Transactions

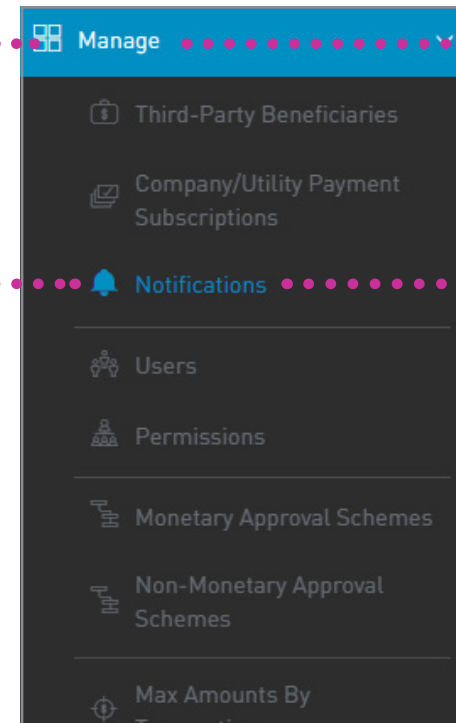
1 Main Menu 2 Quick Menu

Both these options follow the same process.

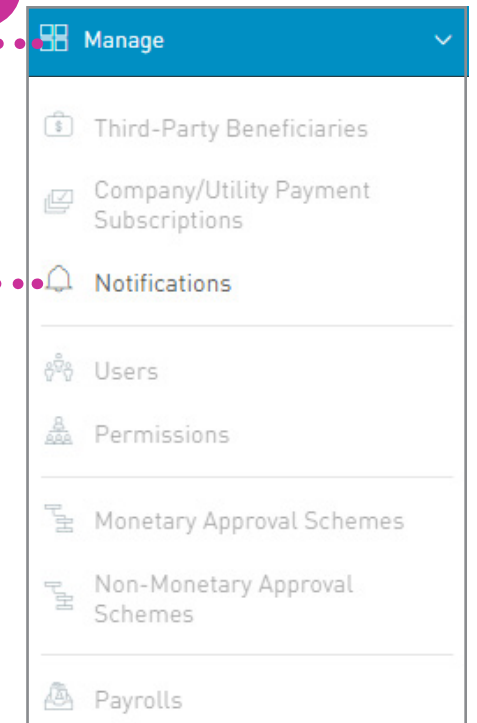
Go to either the MAIN or QUICK Menu and select the MANAGE tab

Expand the list displayed and select the NOTIFICATIONS option

This option will direct you to the NOTIFICATIONS page.



or



Notifications

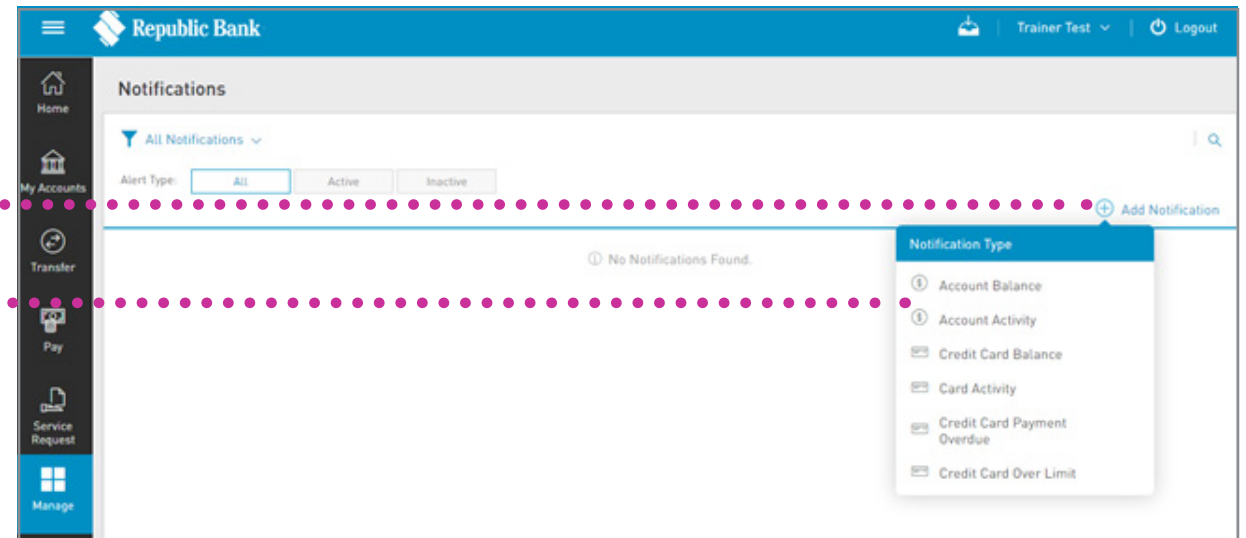
Notification of Transactions

- 1 Main Menu
- 2 Quick Menu

Select the ADD NOTIFICATION

Select the NOTIFICATION TYPE from the list

This option will direct you to the NEW NOTIFICATIONS page.



Notifications

Notification of Transactions

1 Main Menu 2 Quick Menu

For all notifications, you will be required to input the following data:

- A** DESCRIPTION
- B** ACCOUNT
- C** DEFINITION: conditions for sending alerts (e.g. Notify me if...)
- D** FREQUENCY: how often alerts should be sent (e.g. Once daily)
- E** NOTIFICATION CHANNEL

The screenshot shows the Republic Bank notification setup interface for a USD Account. The interface is divided into several sections, each corresponding to a lettered label (A-E) from the text on the left:

- A** Alert Type: Account Balance
- B** Description: USD Account
- C** Notification on the Account: Chequing Account (USD 211 08644-USD), Available Balance USD 20,023.86
- D** Notification Definition: Notify Any balance, Receive Message Once only
- E** Notification Channels: Inbox, Mail, Push, SMS (all checked)

At the bottom right, there are buttons for Reset, Cancel, and Save.

Notifications

Notification of Transactions



Main Menu



Quick Menu

The screenshot shows the Republic Bank online interface for setting up a notification for a USD Account. The page title is "USD Account" and it includes a "Required" indicator. The "Alert Type" is set to "Account Balance" and the "Description" is "USD Account". Under "Notification on the Account", a "Checking Account" is listed with an available balance of USD 20,023.86. The "Notification Definition" section shows "Notify Any balance" and "Receive Message Once only" selected. The "Notification Channels" section has checkboxes for "Inbox", "Mail", "Push", and "SMS", all of which are checked. At the bottom right, there are buttons for "Reset", "Cancel", and "Save".

Select one of the following options to proceed:
SAVE to save the new alert.
CANCEL to cancel the process.
RESET to clear all the information entered on the screen.

Notifications

Notification of Transactions

3

Contextual Menu

Select MY ACCOUNTS

Select the Contextual Menu
of the desired account from the list

Select SETTING NOTIFICATIONS

This option redirects you to the
NEW NOTIFICATIONS page as
explained in the first two options.

The screenshot displays the Republic Bank online banking interface. The top navigation bar includes the Republic Bank logo, a search bar, and a dropdown menu for 'All Accounts'. The main content area shows a list of accounts under the heading 'Chequing Account (10)'. The table lists accounts with columns for ID, Status, Branch Name, Current Balance, and Available Balance. A contextual menu is open over the first account, showing options: View Details, Transfer, Schedule Transfer, Setting Notifications, and Edit Nickname. The left sidebar contains navigation icons for Home, My Accounts, Transfer, Pay, Service Request, Manage, and Pending Approvals. The right sidebar features a promotional banner with the text 'Let's Build Together' and the Republic Bank logo.

	Status	Branch Name	Current Balance	Available Balance
99088888801 99088888801	Active	Arima	EUR 324,922.50	EUR 324,922.50
99088888802 99088888802	Active	Arima	EUR 224,931.00	EUR 224,931.00
99099999901 99099999901	Active	Arima	TTD 2,252,702.58	TTD 2,252,702.59
99099999902 99099999902	Active	Arima	TTD 1,593,182.33	
99099999903 99099999903	Active	Arima	USD 2,499,481.93	

Notifications

Notification of Transactions

3 Contextual Menu

Here the alert type **ACCOUNT BALANCE** is automatically selected. The system will fill in the account data using data from its records.

Input the required data

Select **SAVE** to complete the process.

Republic Bank

Home | Etraining Test | Logout

New Notification

Alert Type: Account Balance

Description

Notification on the Account

Chequing Account
990999999902
Available Balance
TTD 1,592,682.34

Notification Definition

Notify Any balance
Receive Message Once only

Notification Channels

Mail

Reset Cancel Save

Notifications

Notifications Page

FILTERS

Notifications can be filtered by the following criteria:

- NOTIFICATIONS TYPE
- NOTIFICATIONS STATUS

Search

Add new alert

Filter

Republic Bank

Trainer Test | Logout

Notifications

All Notifications

Alert Type: All Active Inactive

+ Add Notification

Account Balance	Account Balance Test 1	Notify: Any balance	Frequency: Once only	Active	
Account Activity	Account Activity Test 1	Notify: Any balance	Frequency: As soon as possible	Active	
Card Activity	Card Activity Test	Credit Card	Notify: Any balance	Frequency: As soon as possible	Active
Credit Card Balance	Credit Card Balance Test	Credit Card	Notify: Any balance	Frequency: Once only	Active
Account Balance	Account Balance Test	Notify: Any balance	Frequency: Once only	Active	

Show More

Expand list

Contextual Menu

**FOR FURTHER INFORMATION
KINDLY CONTACT OUR
SUPPORT TEAM:**



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