

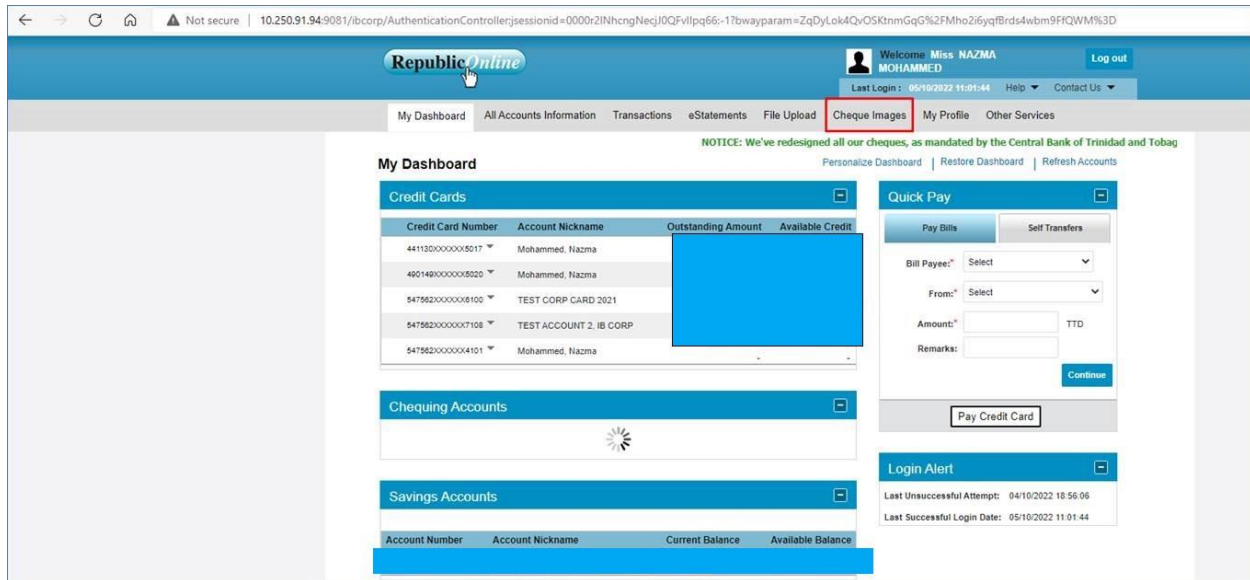
December 21, 2022

## CUSTOMER FAQS –DISCONTINUATION OF MAIL OUT OF CHEQUES

	QUESTION	RESPONSE
1.	<b>What is the change?</b>	There is a global industry-wide move to digital approaches to banking. As such, we will soon discontinue the mail out of paid cheques with statements.
2.	<b>Will all cheques be affected by this?</b>	Yes, both paid and returned cheques will be affected by this.
3.	<b>How will I access my paid cheques for recon?</b>	All your paid cheques can be accessed via the Corporate Online Banking. Here you can view up to 1000 cheque images at any time.
4.	<b>What if I do not have Corporate Online Banking?</b>	If you do not have corporate online banking and would like to be able to view an electronic copy of your paid cheques, you may get in contact with your Account Manager or Corporate Manager by January 31, 2023 to learn how we can facilitate same.
5.	<b>What about returned cheques?</b>	Customers will no longer be receiving physical returned cheques. Paid Cheques returned for various discrepancies e.g. words & figures differ or insufficient funds, will now be retained by the bank accepting the deposit. The customer will only receive a copy of the item for their further action.
6.	<b>What if I need to get a physical cheque?</b>	Requests for physical cheques can be made for legal matters or actions.
7.	<b>Will this bring about any change in the branches?</b>	No, there will be no change in the branch operations. Both new and old styled cheques will be accepted by the branches.

### 8. HOW TO ACCESS CHEQUE IMAGES VIA INTERNET BANKING?

- i. Log on to your Corporate account via <https://republiconline.republictt.com/>
- ii. Select the “Cheque Images” tab displayed on the right side of the login page.



The screenshot shows the Republic Online dashboard for Miss NAZMA MOHAMMED. The 'Cheque Images' tab is highlighted in the top navigation bar. The dashboard includes sections for Credit Cards, Chequing Accounts, and Savings Accounts. A 'Quick Pay' section is also visible on the right, along with a 'Login Alert' box.

**My Dashboard**

**Credit Cards**

Credit Card Number	Account Nickname	Outstanding Amount	Available Credit
441130XXXXXX5017	Mohammed, Nazma		
490149XXXXXX5020	Mohammed, Nazma		
547562XXXXXX6100	TEST CORP CARD 2021		
547562XXXXXX7108	TEST ACCOUNT 2. IB CORP		
547562XXXXXX4101	Mohammed, Nazma		

**Chequing Accounts**

**Savings Accounts**

Account Number	Account Nickname	Current Balance	Available Balance

**Quick Pay**

Pay Bills | Self Transfers

Bill Payee\*: Select

From\*: Select

Amount\*: TTD

Remarks:

Continue

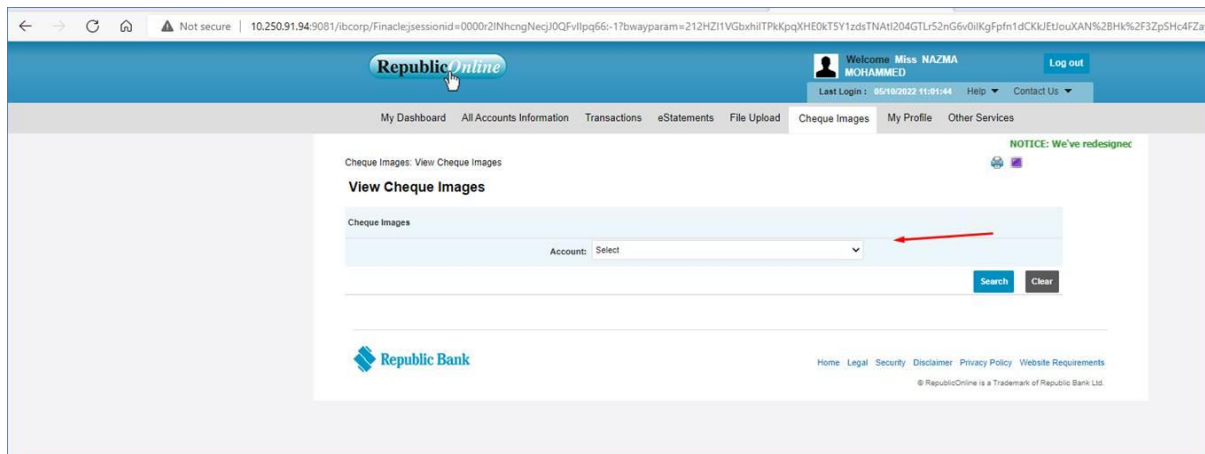
Pay Credit Card

**Login Alert**

Last Unsuccessful Attempt: 04/10/2022 18:56:06

Last Successful Login Date: 05/10/2022 11:01:44

iii. Select the desired account from the drop-down list of accounts.



The screenshot shows the 'View Cheque Images' page in the Republic Online system. A red arrow points to the 'Account' drop-down menu, which is currently set to 'Select'.

**View Cheque Images**

Cheque Images

Account: Select

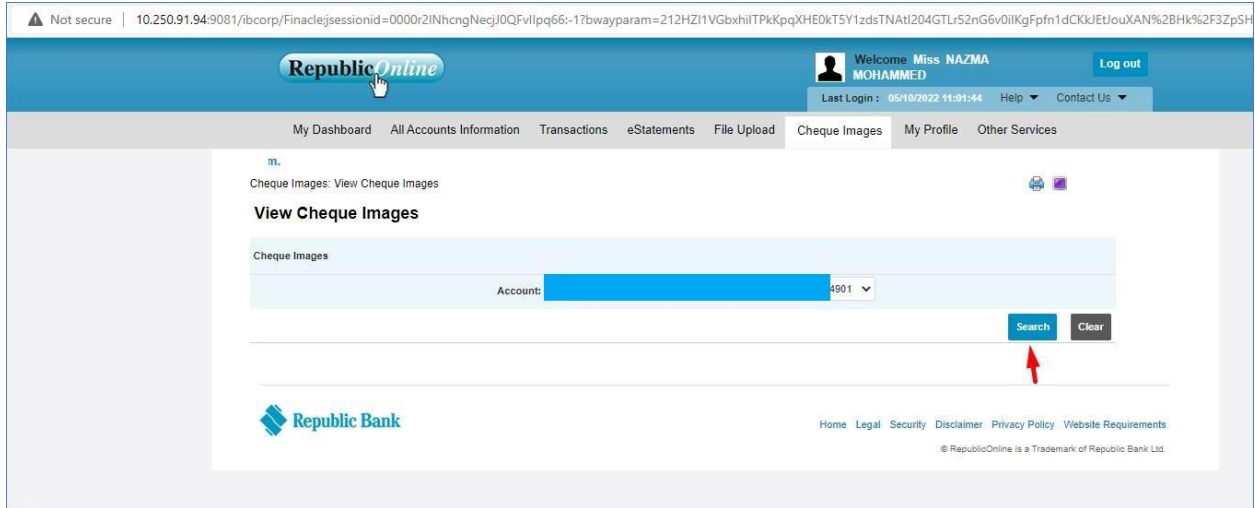
Search Clear

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iv. Select the “Search” button.



Not secure | 10.250.91.94:9081/ibcorp/Finaclejsessionid=0000r2INhcnegNecjJ0QFvllpq66:-17bwayparam=212HZ11VGbxhllTPkKpqXHE0kT5Y1zdsTNatl204GTLr52nG6v0ilKgFpfn1dCKkJEtlJouXAN%2Bhk%2F3Zp5H

**RepublicOnline** Welcome Miss NAZMA MOHAMMED Log out

Last Login : 05/10/2022 11:01:44 Help Contact Us

My Dashboard All Accounts Information Transactions eStatements File Upload **Cheque Images** My Profile Other Services

Cheque Images: View Cheque Images

**View Cheque Images**

Cheque Images

Account: 4901

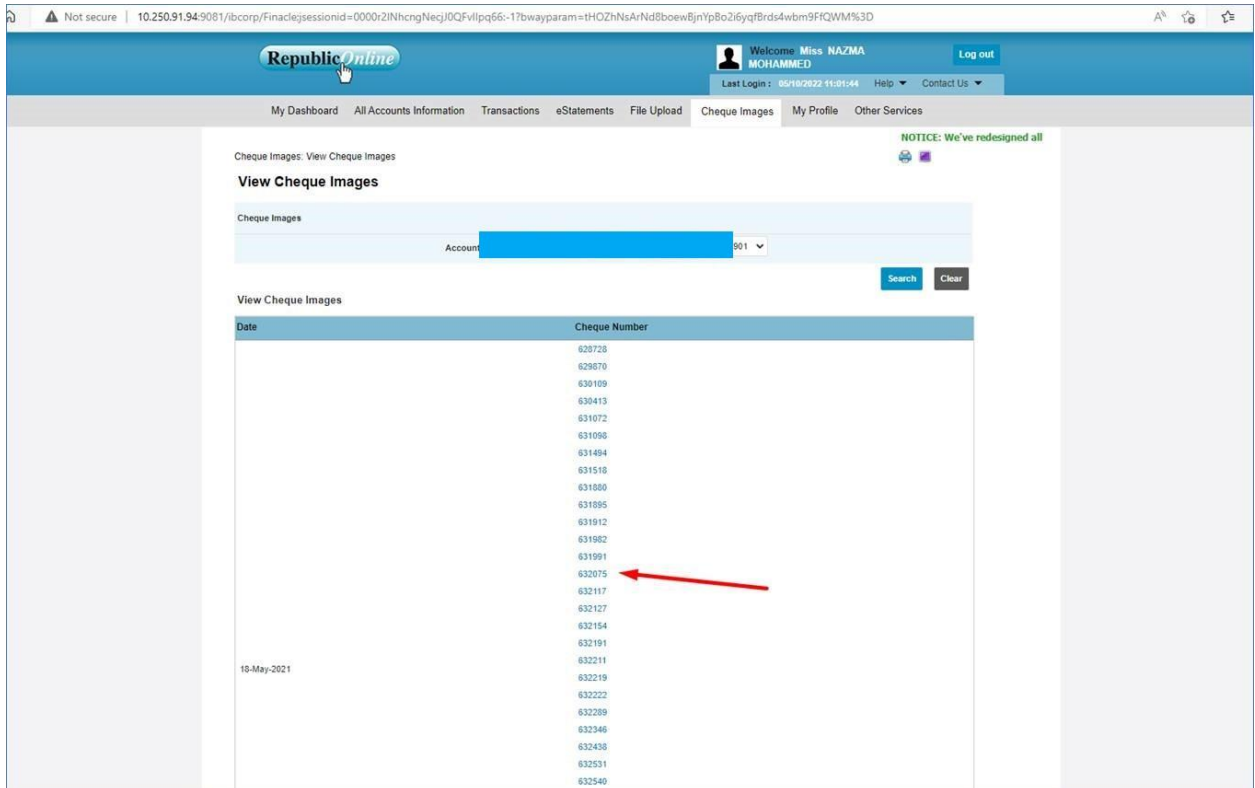
Search Clear

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v. Select the desired “Cheque Number” to view the cheque image.



Not secure | 10.250.91.94:9081/ibcorp/Finaclejsessionid=0000r2INhcnegNecjJ0QFvllpq66:-17bwayparam=tHOZhNsA/Nd8boewBjn1p8oZi6yqf@ds4wbm9FFQWM%3D

**RepublicOnline** Welcome Miss NAZMA MOHAMMED Log out

Last Login : 05/10/2022 11:01:44 Help Contact Us

My Dashboard All Accounts Information Transactions eStatements File Upload **Cheque Images** My Profile Other Services

Cheque Images: View Cheque Images

**View Cheque Images**

Cheque Images

Account: 901

Search Clear

NOTICE: We've redesigned all

View Cheque Images

Date	Cheque Number
	628728
	629870
	630109
	630413
	631072
	631096
	631494
	631518
	631880
	631895
	631912
	631982
	631991
	632075
	632117
	632127
	632154
	632191
10-May-2021	632211
	632219
	632222
	632289
	632346
	632438
	632531
	632540

#### 9. HOW TO ACCESS CHEQUE IMAGES, WITHOUT INTERNET BANKING?

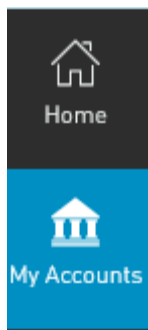
In the short term, if you don't have internet banking, you can contact your Account or Corporate Manager.

#### 10. NUMBER OF CHEQUE IMAGES AVAILABLE ON INTERNET BANKING?

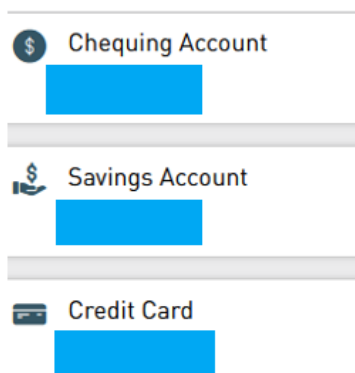
Up to 1000 cheque images are available on Internet Banking.

#### 11. HOW TO ACCESS CHEQUE IMAGES VIA RETAIL INTERNET BANKING?

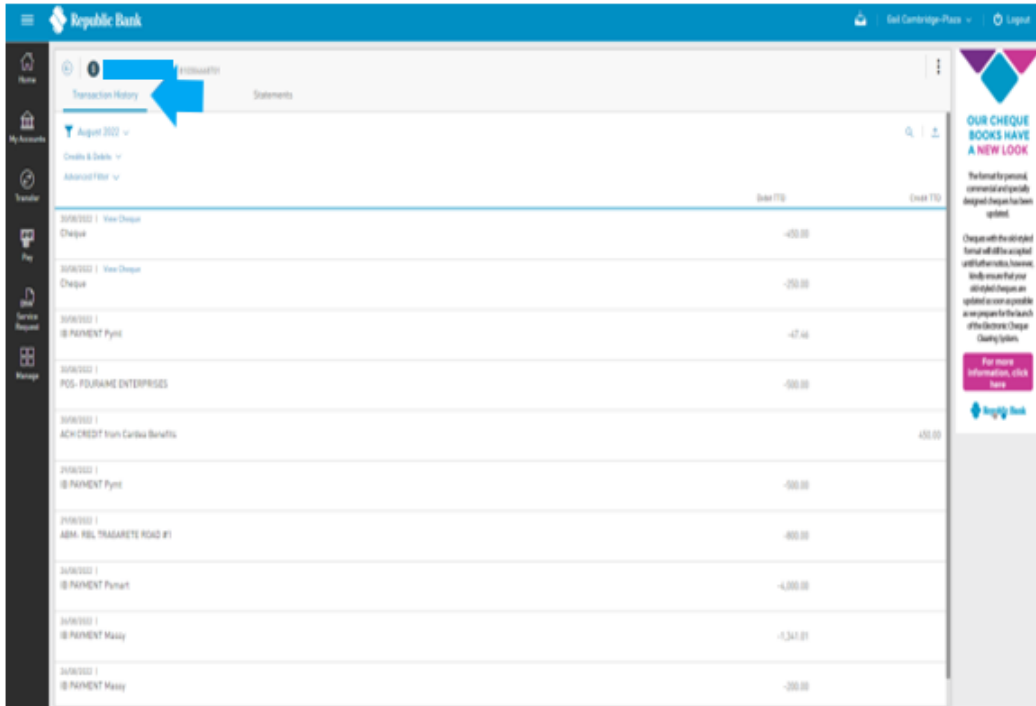
- i. Log into your Retail account via <https://republiconline.republictt.com/>
- ii. Select "My Accounts"



- iii. Go to the account that is linked to your cheque book

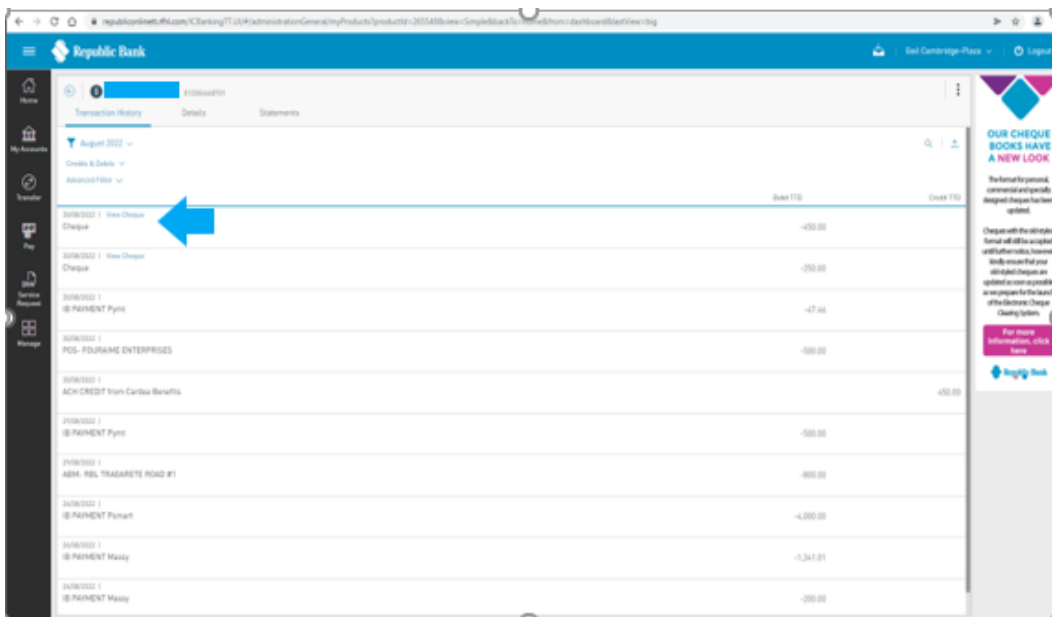


iv. Select “Transaction History”



Transaction History		Debit TTD	Credit TTD
30/08/2021	New Cheque	-450.00	
30/08/2021	New Cheque	-250.00	
30/08/2021	IB PAYMENT Pynt	-47.44	
30/08/2021	POS- FOURAME ENTERPRISES	-500.00	
30/08/2021	ACH CREDIT from Caribou Benefits		450.00
24/08/2021	IB PAYMENT Pynt	-500.00	
24/08/2021	ADM- RBL TRAGARETE ROAD #1	-800.00	
24/08/2021	IB PAYMENT Pynt	-4,000.00	
24/08/2021	IB PAYMENT Masay	-1,347.01	
24/08/2021	IB PAYMENT Masay	-200.00	

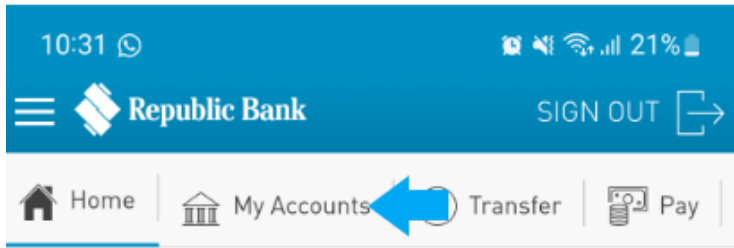
v. Select “View Cheque”



Transaction History		Debit TTD	Credit TTD
30/08/2021	New Cheque <a href="#">View Cheque</a>	-450.00	
30/08/2021	New Cheque	-250.00	
30/08/2021	IB PAYMENT Pynt	-47.44	
30/08/2021	POS- FOURAME ENTERPRISES	-500.00	
30/08/2021	ACH CREDIT from Caribou Benefits		450.00
24/08/2021	IB PAYMENT Pynt	-500.00	
24/08/2021	ADM- RBL TRAGARETE ROAD #1	-800.00	
24/08/2021	IB PAYMENT Pynt	-4,000.00	
24/08/2021	IB PAYMENT Masay	-1,347.01	
24/08/2021	IB PAYMENT Masay	-200.00	

## 12. HOW TO ACCESS CHEQUE IMAGES VIA MOBILE BANKING?

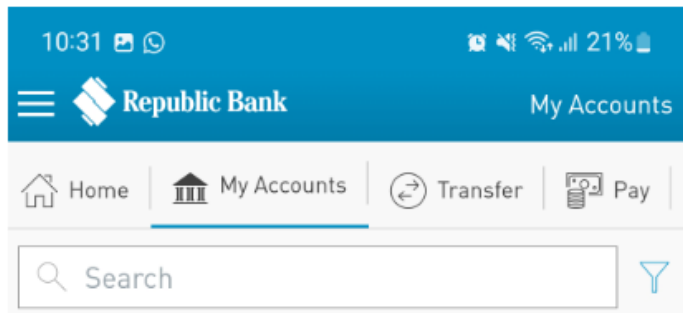
- i. Select “My accounts”



Welcome, Carla

Last Access: 26/10/2022 9:50:08 AM

- ii. Select account that is linked to cheque book



 Chequing Account



Current Balance

Available Balance



 Savings Account

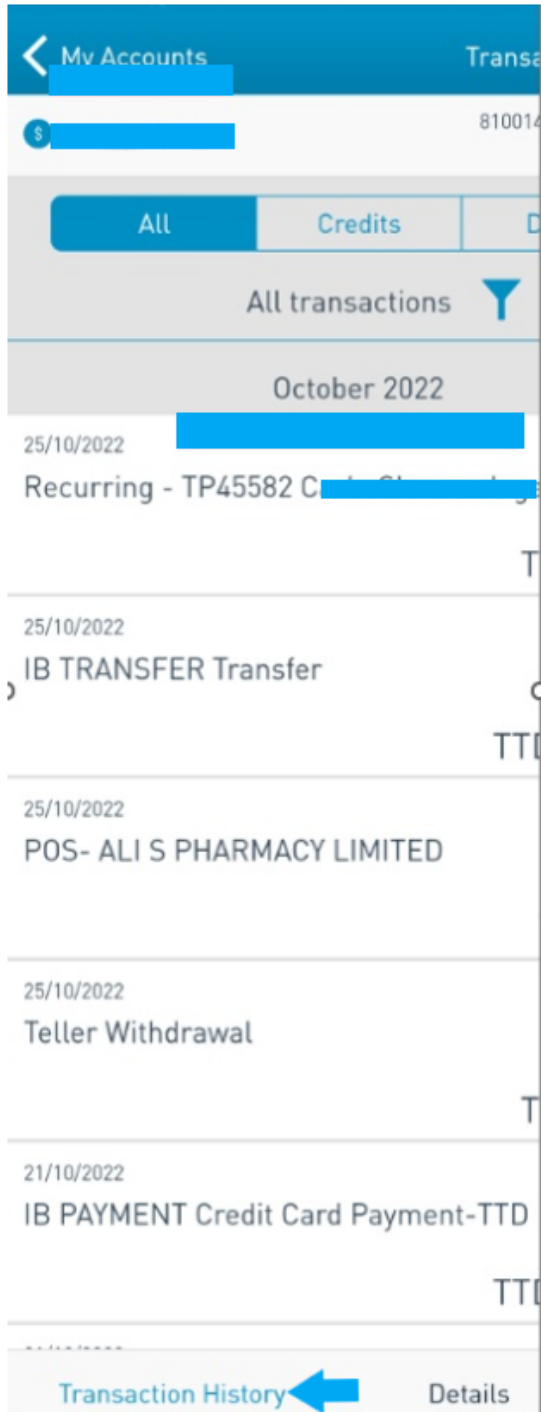


Current Balance

Available Balance



iii. Go to “Transaction History”



iv. Select “View Cheque”

