Republic Bank

CORPORATE
RepublicOnline

FAQ

FREQUENTLY ASKED QUESTIONS

Q. Will my account and financial information stay secure during the migration?

A. Yes. Our customers' security and financial privacy continue to be our main priority, during this migration

Q. Will my funds be safe and secure?

A. Yes. Your funds will remain safe and secure

Q. Will I need to re-register for Corporate Republic*Online*?

A. Yes, you will be asked to complete the new registration form enclosed in your Corporate Republic*Online* Welcome Package to facilitate your access to the new platform. This form will require you to confirm your company and site administrator details and indicate your agreement with the Corporate Republic*Online* Terms and Conditions.

Q. My business comprises of a group of companies; can I register all my companies online?

A. Yes. You can register all your companies; to do this, when registering, enter the Group's name as the Business Name and list all associated companies under the Associated Companies section.

Q. What is my customer ID?

A. This is a unique identification (ID) number which you would have received via email. This ID is associated with all your accounts at Republic Bank. Please ensure you keep it handy as it will be required for your Corporate Republic*Online* registration. Should you require any assistance regarding your customer ID, contact our Customer Care Centre for assistance at 623-4RBL (4725), your Relationship Manager or your Corporate/Commercial Business Teams.

Q. **Can I access the new Corporate Republic*Online* website via republictt.com?**

A. Yes. Currently, the new Corporate Republic*Online* website can be accessed through the New Business Login option.
For ease of reference, the link for the new Corporate Republic*Online* is available below:
https://republiconlinett.rfhl.com/ICBankingTT.UI/ #/administrationGeneral/login

This link should be bookmarked or saved for future reference.

Q. **Does the temporary password email notification come from an automated user?**

A. Yes. When your Corporate Republic*Online* registration is approved you will receive an automated email from "Republic*Online*" containing a temporary password.

Q. **How should my permanent password be created?**

A. When creating your permanent password, it should be 8 to 12 characters long and include at least a capital letter and a number. No special characters are allowed.

Q. **What should I do if I forgot my password?**

A If you forgot your password, select the 'Reset Password' link on the password screen. You will be prompted to enter your secret answer and email address. Once confirmed, a temporary password will be sent to you via email, which expires within 24 hours. When the temporary password is used to login, you will be prompted to change your password.

Q. **Do I still need to use my ID-Secure card?**

A No. ID-Secure cards will no longer be required to access Corporate Republic*Online*. You will however be required to use your mobile device for second-factor authentication.

Q. **What is second-factor authentication?**

A. Corporate Republic*Online's* second-factor authentication is an additional layer of security to ensure your online banking profile is protected. It is an additional step in the login process, which will now be done using your mobile device instead of the ID Secure card.

You can now choose to use an **SMS Code (text)**, a **One Time Password (OTP)** or **Sync** options for your second-factor authentication.

SMS Code

An SMS code is a 6-digit code that is sent to your mobile device, via text, each time you login You will be required to enter this code to gain access. Please note, standard SMS charges will apply.

OTP

An OTP is a 6-digit code that can only be used once to login and is only valid for 30 seconds. Once it expires, the app will generate another OTP every 30 seconds until the login process is complete. To acquire the OTP, launch the Republic*Mobile* app on your device and select OTP.

Sync

The Sync option is a process where the Mobile app prompts for your approval when attempting to login. To activate Sync Approval, go to the Republic*Mobile* app, select the 'Sync Approval' button on the home screen and simply select either 'Approve' or 'Reject' as desired to continue.

Q. **Is the second-factor authentication mandatory?**

A. Yes. This provides an added layer of security for our users.

Q. **If I select the Republic*Mobile* app as my second-factor of authentication, can I switch to using SMS instead?**

A. Yes. To change your second-factor of authentication:
1. Login to Corporate Republic*Online*
2. Select:
   - My Configurations
   - Security Devices
   - Change
3. Enter your secret answer
4. Proceed to amend your preferred method

Q. **What will happen if I change/misplace my mobile device?**

A. If you change/misplace your registered mobile device, follow the steps below:
For customers with OTP (One Time Password) or Sync as second- factor authentication

1. Click on the 'Lost Phone' link, which is found on the second-factor authentication step of the login process.
2. You will be asked to answer your secret question for confirmation and enter your email address. Once successful, you will be redirected to the login page to enter your username and password.
3. You will then be asked to select your 'Second-Factor Authentication Device'. Please select Republic*Mobile* app, go to your relevant app store (PlayStore/AppStore) and download the Republic*Mobile* app.
4. Select 'Continue' on your browser, then select 'Activate' on the mobile app.
5. On the mobile app, you will be asked to enter your username and select the option to enter either the Coupon Code or scan the QR code, displayed on the browser. When finished, click 'Confirm'.

The mobile device should now be updated.

On your next login, you will be requested to enter an OTP or Sync approval done via the mobile app.

For customers with SMS (text) as second-factor authentication

If SMS is selected, no action is required once you have access to the same mobile number registered on our service. If you do not have access to the registered number, please follow steps 1 – 3 above, ensuring that you select 'SMS' in step 3.

Q. What is the role of the Site Administrator?

A. The Site Administrator manages the company's Corporate Republic*Online* site/account and has the authority to assign rights and permissions to themselves, establish other company users and assign rights and permissions to them.

Q. Does the system allow for two site administrators?

A. Yes. Your main administrator must take the action to set up additional administrators/users. Each site can have up to 5 admins (maximum). However, the number of basic users can be unlimited.

Q. Why do I not see my accounts when I first login?

A. To access the company's accounts, the relevant permission must be assigned to you. To assign permissions, the company's Site Admin/company's designate must:
- Select Permissions form the Manage tab

- Select Assign New Permissions
- Complete the 4 steps outlined

Details on these steps can be found under "Permissions" in the Managing the Site section of the Corporate Republic*Online* User's Guide or How to Assigning Permissions Corporate Demos.

Q. What should I do if my Site Administrator is locked out of Corporate Republic*Online*?

A. A locked user can use the steps below to unlock themselves:
1. Login via the website.
2. Enter username.
3. On the password page do not enter the password but select the unlock user option below the password field.
4. When this option is selected you will be prompted to enter your secret answer and email address.
5. When this is done you will receive a confirmation message stating that you were successfully unlocked.

In instances where a user was locked because of entering an incorrect password a Temporary Password will be sent to their email address

Q. **Will my registered payees (third parties, utilities, subscriptions etc.) be migrated to the platform?**

A. Registered payees will not be migrated. Their details will need to be entered into the new platform.

Q. **Do I have the flexibility of creating multiple approval levels within the new Corporate Republic*Online* platform?**

A. Yes. With the platform, approval schemes can be created to allow multiple approval levels.

Q. **Must approval schemes be created for every transaction?**

A. Yes. Approval schemes must be created for every transaction as this allows your company to identify users and their authorisation limits to conduct transactions.

Q. **What browsers are Corporate Republic*Online* compatible with?**

A. Corporate Republic*Online* is compatible with the following Internet browsers:
- Chrome
- Firefox
- Safari
- Microsoft Edge

Q. **How far back does the statement history go?**

A. Your statement history will show your last 12 statements. The time covered by your last 12 statements depend on the frequency of your statements. For example, if you receive quarterly statements, your statement history will extend to the last 12 quarters. If you receive daily statements, your statement history will extend to the last twelve days.

Q. **How far back does the transaction history go?**

A. Via the Transaction History, you can review the last 6 months of entries on your account. Note, once your Transaction History is selected, by default, all entries from the last business day to seven days prior will automatically be displayed. You are still able to review transactions older than seven days by selecting the relevant month or date range in the Transaction History filter.

Q. **How do loan payments work on Corporate Republic*Online* banking?**

A. You will have two options for loan payments:

1. Loan Payment – This is your usual monthly installment amount. The amount paid will reduce the overall outstanding balance on the loan.
2. Principal Payment – this is an amount, determined by you, which will be applied to the principal of the loan and is considered an additional payment. This is a separate payment to the customer's monthly installment.

Please note that customers cannot pay off their loans via online banking.

Q. **What are the daily transaction limits?**

A.

TRANSACTION TYPE	AMOUNT
Between Your Own Accounts Transfer	999,999,999.00
Company/Utility Payments	999,999,999.00
Republic Bank Credit Card Payment	90,000.00
Third-Party Local Bank Account Transfer	499,999.99
Third-Party Republic Bank Account Transfer	999,999,999.00
Your Credit Card Payment	999,999,999.00
Your Loan Payments	999,999,999.00

Q. **Can I perform cardless cash transactions using Corporate Republic*Online*?**

A. No, the cardless cash feature on Republic*Online* is available to retail customers only.

Q. How long does it take for third-party transfers to reach the beneficiary's account?

A. **For Republic Bank beneficiaries** – The transfers are instant. Therefore, the beneficiary will have access to the funds right away.

For local Other Bank transfers – Transfers submitted by or before 12:00 noon, will be sent to the beneficiary's account by the end of day. Requests submitted after 12:00 noon, will be sent the following business day. Transfer submitted on weekends or public holidays will be sent on the following business day.

Q. How do I know if my third-party Other Bank transfer was not successful?

A. If your third-party Other Bank transfer was unsuccessful, you will receive an email advising of the failed transfer.

Q. I received the error 'Contact the bank with reference number.'. What does that mean?

A. This error appears is due to connectivity challenges. Please retry and you should be able to login successfully. Additionally, it is advisable to clear the cookies and cache on your browser prior to attempting.

Q. Are there any additional fees for Corporate Republic*Online*?

A. There are no additional fees for Corporate Republic*Online* transactions. For example, transferring between Republic Bank accounts. However, a TT$1.00 fee per transaction is applicable for local other bank transfers.

Q. **Can I access my Corporate Republic*Online* account overseas?**

A. Yes. The use of Corporate Republic*Online* is not limited to Trinidad & Tobago and is accessible in any country or location that has internet access.

Q. **Why is my Service Request Action button greyed out?**

A For this button to be activated, Site Administrators must assign the relevant Non-Monetary Request Permissions to users who need access to the following:
- Apply for a Credit Card Limit increase
- Apply for a Cheque Book
- Apply for a Manager's Cheque
- Stop Cheque
- Block Credit card

Q. **How long does it take for a Service Request to be actioned?**

A The duration of time depends on the type of Service Request. See below:

- **Requests for Manager's Cheques:** Once this request is received before 12 noon, it will be processed on the same day. Requests submitted after 12 noon will be prioritized for processing on the following business day.

- **Applying for a Cheque Book:** Cheque books are produced and returned to the branch for customer collection within 2-3 weeks of making the request. Do note, this is contingent on our supplier's capacity.

- **Applying for a Credit Card Limit Increase:** This request is subject to an assessment process and we advise that you kindly contact your branch for follow up.

- **Requests to Block Credit Cards & Stop Cheques:** These will immediately take effect once the request has been approved

Q.	**How can I access my cheque images?**
A	You can access your cheque images via the two following processes: 1. Select the Transaction History of your Chequing Account. Locate the cheque, click View Cheque then Download 2. Select the Chequing Account. Select the Cheque Images Tab. Locate the cheque, click View or Download.

Note, only users assigned the relevant permissions will be able to access the Cheque Image Tab. (Refer to Appendix for list of Permissions). Please see "Accessing Cheques on Corporate Republic*Online*!" for a step-by-step guide.