

Corporate Internet Banking FAQ

Contents

1. General FAQ	1
2. Login FAQ	2
3. OTP Device FAQ.....	3
4. Transaction and Service FAQ.....	3
4.1 Fund transfer.....	4
4.2 Bulk payment	4
4.3 Account Services	5
4.4 Administration Services.....	5

1. General FAQ

Q. What is AYA Corporate Internet Banking (AYA CIB)?

A. AYA Corporate Internet Banking (AYA CIB) is the banking platform for AYA's corporate customers which allow customers to use own account transfer, other account transfer (single payment, bulk payment, bulk payroll), request cheque book, view and download accounts transaction history, account statement etc., over the internet portal.

Q. What is AYA Corporate Internet Banking (CIB) new URL?

A. <https://corporate.ayaibanking.com>

Q. What kind of devices and system are required to use AYA CIB?

A. OTP device/Computer/Tablet/Laptop or Mobile device which can access to internet connection are required to use AYA CIB.

Q. How to contact AYA CIB ?

Please go to the nearest Branches or kindly contact to Relationship Manager for any assistance or may contact our Hotline: 01-2317777, Email: info@ayabank.com

Q. Can AYA CIB users access the service from overseas?

Yes, User can access AYA CIB from anywhere at any time as long as User has OTP device/ Computer/ Tablet/ Laptop or Mobile device connected to internet.

Q. Can AYA CIB be used on all browser?

Yes. AYA CIB can be used on any browsers (Chrome, Mozilla, Internet explorer etc.).

Q. Is AYA CIB service available 24 hours?

Yes, it is available 24 hours. However, certain transactions may be subject to processing hours.

Q. What kind of features are available in AYA CIB?

The available features in AYA CIB are as follow:

1. Account Services (Account Statement, Details Transaction)
2. Payment Services (Own company transfer, Other company transfer within AYA bank, Cheque book Request)
3. Administration Services (Beneficiary Maintenance, Email Alert)

Q. What packages are available in AYA CIB?

- Basic (2 makers, 1 checker)
- Basic plus (Unlimited user)

Q. Which currencies can be used in AYA CIB?

MMK is only available in AYA CIB. Foreign currencies are available for view only.

Q. Can transfers from foreign currency Account to MMK Account be done via AYA CIB?

No, it is currently not available at this moment.

2. Login FAQ

Q. What does it require to login AYA Corporate Internet Banking (AYA CIB)?

Party ID, Username and Password are required to login into AYA Corporate Internet Banking.

Q. How will Registered User receive login credential access information?

Registered User will receive 2 emails for login credential access information. Mail 1 include: Party ID and Temporary Password. Mail 2 include: Username information.

Q. How can user reset the password for AYA Corporate Internet Banking (AYA CIB)?

Please contact to AYA Bank Hotline 01-231 7777 or can request to the nearest branch and relationship manager

Q. Will the User be able to change Company ID, User ID and Password?

User cannot change Company ID and User ID however User can change password at any time.

Q. Is there a limit on login attempts in AYA Corporate Internet Banking (AYA CIB)?

Yes, system will allow maximum of 5 times.

3. OTP Device FAQ

Q. What is OTP Device?

The AYA Bank's OTP device is One Time Password generator provided to each registered user upon successful registration and which the User is required to generate the code for login and to transact on AYA CIB.

Q. Is OTP required for every single user?

Yes, OTP is required for every single user

Q. Instead of OTP device, are there any other options?

No. Due to security reason, only OTP device is allowed to use.

Q. When do user require to use OTP device?

First time user log in and for every transaction at the time of performing transaction

Q. Can user use OTP device from overseas?

Yes. It can be used anywhere.

Q. Can OTP device be shared with other different users?

No. Each OTP device is associated with only one user which attached together with their Username, Password and other security credentials.

4. Transaction and Service FAQ

Q. Is there any amount limit for AYA Corporate Internet Banking (AYA CIB) and what is the amount limit?

Yes, there is standard daily limit of 500,000,000 MMK and equivalent. However, approval limit set for each checker is subject to the instruction given to the bank by company at the time of the registration.

Q. Can user use old account number (16 digits) for Funds Transfer?

No, User can only use new account number (11digits) to create Fund Transfer.

*Note: User can also check the new account number by calling AYA Bank Hotline 01-231 7777 or can request to the nearest branch.

Q. Can Checker Role create and approve the transaction?

No, Due to security reason, only Maker Role can create the transaction and Checker to approve the transaction.

No, user can transfer between normal accounts to normal account only.

For more information kindly refer to User Guide User Manual. For the quick review: [How to make Bulk Payment by Maker and Checker](#)

4.3 Account Services