

What is the Naira MasterCard?

The Naira MasterCard is a multi-purpose debit card that allows you to spend directly from your Naira account, anywhere in the world. With the IDJBank Naira MasterCard, you can withdraw cash from ATMs, pay for goods and services using POS terminals at merchant locations and make payments / purchases on merchant websites, 24 hours a day, 7 days a week.

How do I apply for an IDJBank Naira MasterCard?

For new customers, the card is automatically issued when you open a current or savings account.

You can visit any IDJBank branch to fill out an account opening form, download the form at [www.IDJBank.com](http://www.IDJBank.com) or open an account via our social banking platform on [facebook.com](https://www.facebook.com).

Submit the form at any IDJBank branch along with a form of identification such as

International passport, Driver's license, Voters card

And a utility bill issued within the past 3 months.

For current account, two references (from existing current account holders) will be required in addition to the requirements above.

Also, customer's account must be funded with a minimum of N1, 050 to cover the cost of the Naira MasterCard

Please note that a Temporary card is issued instantly on demand (for new customers) while the actual Naira MasterCard takes 4-6 working days to be produced and delivered to the pick-up branch.

What is my PIN?

'PIN' stands for Personal Identification Number. It is a 4-digit number known only to you and is used to authenticate transactions done with your card. You are required to remember your PIN at all times. You can change your PIN on any IDJBank ATM as well as the PIN selection POS terminals currently available at some IDJBank branches

How long is my card valid for?

The Naira MasterCard is valid for 3 years

What do I do when my card is about to expire?

A new card will be sent to customer's branch approximately 2 weeks before the card expires. Customers will be notified when the card is ready for collection at the designated pick-up

What are the transaction limits/charges applicable on IDJBank Naira MasterCard?

The annual international spending limit on the Naira MasterCard is \$150,000 applicable to ATM, POS and online transactions.

The following daily limits are applicable to Naira transactions done with the Naira MasterCard

TRANSACTION LIMITS & CHARGES ATM WITHDRAWALS POS & WEB TRANSACTIONS  
DAILY LIMIT FOR LOCAL TRANSACTIONS N150,000 N1,000,000

DAILY LIMITS FOR INTERNATIONAL TRANSACTION N300,000 (or its equivalent in the currency of the country you are performing a transaction) N2,000,000 (or its equivalent in the currency of the country you are performing a transaction)

TRANSACTION CHARGES Withdrawals from ATMs outside Nigeria- N420 Free

How do I activate my IDJBank Naira MasterCard?

To activate your card, simply change your PIN at any IDJBank ATM or use the PIN selection terminals currently available at some IDJBank branches. Customers must activate their card before use.

How secure is my card against fraud?

The IDJBank Naira MasterCard utilizes Chip & PIN technology that provides enhanced security against unauthorized transactions. However, customers should not disclose

their PIN to third party, leave the card carelessly or allow their cards out of their sights at the point of payment.

For online transactions, customers should use their card on secure websites.

For additional online security, customers can register and obtain a MasterCard secure code via Internet Banking which provides an extra level of authentication at the point of payment, while shopping online.

How do I register and obtain a Secure Code?

You will need Internet Banking and activation code to successfully register for and obtain a Secure Code. If you do not have Internet Banking access, please request for your username and password and purchase a token from a customer service agent at a branch.

To view your activation code via Internet Banking, please follow the steps below:

Log on to Internet Banking

Navigate to 'Add Service'

Under 'Cards' select 'View Activation Code' if not listed as a self service

Scroll down and input the answer to your secret question Click on continue to display the next screen

Input the 6 digits generated from the token device

Click on submit to add 'View Activation Code' as a self service

The service, 'View Activation Code' will now be available on the left-hand panel of your screen under 'Cards' Click on 'View Activation Code'

Select the card you want to obtain a secure code for

Enter the card's expiry date

Scroll down and input the answer to your secret question Click on continue to display the next screen

Enter 6-digit number generated from your token device Click on 'submit' to generate the activation code

Click on the link provided on the same page to complete the registration for MasterCard secure code.

How do I use my card on ATMs abroad?

Check that the ATM displays the MasterCard logo

Insert card into the machine and enter PIN

Ensure funds are available in primary account (Account linked to card)

Follow the prompts to complete the transaction and remove your card when transaction is completed

Please note that you may not be prompted to select an account to transact from as you would select on a local ATM

What is my 3 digit Card Validation Code (CVC2)?

It is the three digit number printed on the back of your card, to the right side of the signature panel. This security number is different from your PIN and can only be used for online transactions.

What channels can be used by customers to log a dispense error?

To resolve any dispense error, customers download and completes a dispense error form from the bank's website via the following steps:

Log on to [www.IDJBank.com](http://www.IDJBank.com)

Click on 'Customer Service'

Click on 'Download forms'

Select the 'Individuals' tab

Scroll down and select 'ATM Dispense Error form'

The completed form is sent to [cardrisk@IDJBank.com](mailto:cardrisk@IDJBank.com)

Customers can equally complete a dispense error form on Internet Banking, visit a IDJBank branch to complete a dispense error form or send an email to [cardrisk@IDJBank.com](mailto:cardrisk@IDJBank.com).

What are the types of dispense error a customer can experience?

Customers can experience various types of dispense errors depending on the channel used to perform the transaction

- ATM dispense errors:

For 'On Us' errors (i.e. IDJBank Cards on IDJBank ATMs), resolution time is 24hrs on a working day after transaction was completed

For 'Not on Us' errors (i.e. Other Bank cards on our terminals) resolution time is 3 working days provided a claim is submitted by the other bank

For 'Remote on Us' dispense errors (i.e IDJBank Card on Other bank's terminals), resolution is 5- 8 working days provided the other banks accepts the claim

For dispense errors occurring abroad/overseas, resolution time is 45 working days.

- POS dispense errors:

Local POS dispense errors are usually resolved within 5 working days

International dispense errors are usually resolved within 45 working days

What happens when my card is retracted on a IDJBank ATM Terminal?

When a IDJBank card is retracted on a IDJBank ATM, the customer has the option to retrieve the card immediately (during working hours) after an indemnity form is signed.

What happens when my card is retracted on another local Bank's ATM Terminal?

When a IDJBank card is retracted on another local bank's ATM, the card will be hot listed (deactivated) and the customer can apply for a new card (At a cost of N1, 050).

What happens when my card is retracted on an International local Bank's ATM Terminal?

When a IDJBank card is retracted on an international bank's ATM, the card will be hot listed (deactivated) and the customer can apply for a new card (At a cost of N1, 050).

What is the Naira MasterCard Cash Back Promo?

The cash back promo is an incentive scheme set up to encourage customers to use their Naira Mastercard to perform POS transactions locally. When a IDJBank card is used on local POS terminals 5 times in one month, a cash value is remitted into the customer's account automatically.

What are the common reasons for the error "Card is declined"?

- Insufficient funds in customer's naira account: Customers should transfer funds to their primary account before transacting from POS or ATMs abroad.

Use of wrong PINs: Cards are blocked when cardholder uses a wrong PIN on three consecutive times

Exceeding daily withdrawal limits on Card: Cards are blocked when cardholders exceed the daily withdrawal limit on their IDJBank Naira MasterCard. The following limits are applicable:

Daily limit of N150, 000 for local ATM Withdrawals

Daily limit of N300,000 (or its equivalent in the currency your are transacting in) for International ATM withdrawal

Daily Limit of N1,000,000 for local POS and web purchase

Daily Limit of N2,000,000 ( or its equivalent in the currency you are transacting in) on POS and web purchases done in the foreign country

I have damaged/lost my card what can I do?

Customers can hotlist (deactivate) their Naira MasterCard on Internet Banking by performing the following steps: Customers log on to Internet Banking and selects self service menu

Customer selects add service(s) from the dropdown displayed

Customer ticks the checkbox close to card hotlist option under Cards

Customer inputs answer to secret question and clicks on continue to display the next screen

Customer inputs token generated code to add the service

Customer selects request reason, input secret question and click on continue Customer inputs token code and click on submit to hotlist card

service option.

Alternatively, customers can contact IDJConnect on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900 or visit a branch to complete the appropriate form

What can I do if my card was used for fraud?

If you have used your card previously on the website in question, ensure the debit is not a late settlement i.e. a situation whereby the item(s) you purchased at an earlier date have only just been debited from your account.

If you haven't performed any previous transactions on the website in question and your funds are blocked (i.e. being held and have not been debited), you can call the merchant to request for a refund

If the funds have been debited, you can visit a IDJBank branch to fill out a card dispute form and submit to a customer service Officer

Alternatively you can call IDJConnect to have a card dispute form sent to you via email. When the form is completed, you can send it back to [cardrisk@IDJBank.com](mailto:cardrisk@IDJBank.com).

An investigation will be carried out within 45 working days for international dispute while the e-fraud team carries out investigations for local disputes

Temporary Naira MasterCard FAQs

What is IDJBank Temporary Naira MasterCard?

IDJBank Temporary Naira MasterCard is a debit card issued to new walk-in customers on demand and free of charge after filling the account opening form (s)

Why are walk in customers issued the IDJBank Temporary Naira MasterCard?

IDJBank Temporary Naira MasterCard is issued to new walk-in customers to access their Naira accounts for only 30 days before their regular Naira MasterCard is ready for pick-up. The card performs all the functions of the regular Naira MasterCard

What is the difference between the IDJBank Temporary Naira MasterCard and the regular Naira MasterCard?

IDJBank temporary Naira MasterCard is valid for 30 days and issued free to customers while the regular Naira MasterCard is issued at N1, 050 and is valid for 3 years

How long does it take for the Temporary Naira MasterCard to be issued?

The cards are already available at our branches and are issued immediately to new walk-in customers on demand before they leave the branch.

Can the IDJBank Temporary Naira MasterCard be used abroad?

The cards can be used anywhere in the world on ATM, POS and for online transactions

How do I activate the Temporary Naira MasterCard?

To activate the card, simply change your PIN at any IDJBank ATM with the default PIN you were issued at a branch or complete the PIN Selection process on the PinPad Terminals currently located in some of our branches

When will I get my regular Naira MasterCard?

Your regular Naira MasterCard will be ready within 4 working days for Lagos branches and within 6 working days for upcountry branches

Can my regular Naira MasterCard and Temporary Naira MasterCard work simultaneously?



Your temporary Naira MasterCard will automatically be deactivated at the activation of the regular Naira MasterCard

When does the 30 day period start to count?

The 30 day period count will commence from the day the card was activated. The card will be deactivated either at the activation of the regular Naira MasterCard or at the expiration of the 30 day period.

What are the Daily Limits on this card?

The same limits applicable to Naira Master Card applies to Temporary Naira MasterCard

Platinum Naira MasterCard FAQs

What is the IDJBank Platinum Naira MasterCard?

It is an exclusive Naira denominated card issued to all our premium cardholders which offers more flexibility such as higher spending limits on local transactions (compared to the regular Naira MasterCard) and numerous benefits(discount for services offered by some of the partners)

Cardholders have access to the MasterCard moments website at [www.mastercardmoments.com](http://www.mastercardmoments.com) with various privileges customers can enjoy at MasterCard partner outlets worldwide.

How do I apply for the Platinum Naira MasterCard?

To apply for the card, please contact your Account Officer or visit CIS desk at a branch

What is the annual international spending limit on the card? The annual international spending limit on the card is \$150,000.

What are the daily limits on the card?

The daily limits and transaction charges are as follows: TRANSACTION LIMITS & CHARGES ATM WITHDRAWALS

DAILY LIMIT FOR LOCAL TRANSACTIONS N200,000

POS & WEB TRANSACTIONS N2,000,000

DAILY LIMITS FOR INTERNATIONAL TRANSACTION N300,000 (or its equivalent in the currency of the country you are performing a transaction) N2,000,000 (or its equivalent in the currency of the country you are performing a transaction)

TRANSACTION CHARGES Withdrawals from ATMs outside Nigeria- N420 Free

How long is the Platinum card valid for?

The card is valid for 2 years.

How long does it take for the card to be produced?

It takes 4-6 working days for the card to be produced and delivered to the pick-up branch.

What happens when a card expires?

A new card will be sent to customer's branch approximately 2 weeks before the card expires. Customer will be notified when card is ready for collection at designated pick-up branch;

Can I register for Secure code with a Platinum card?

Yes! You can register for MasterCard secure code using the same method applicable to Naira MasterCard IDJBank Dollar Cards FAQs

What is the IDJBank Dollar Card?

IDJBank Dollar denominated cards provide you with unlimited flexibility as you travel and shop around the world. You can spend as much as you want without any restrictions as there is no POS / online transaction limit or pre-set annual spending limit. Our Dollar cards are issued by Visa and MasterCard and are acceptable by a wide range of internationally recognized merchants and websites including Apple, Amazon e.t.c.

How do I apply for a IDJBank Dollar Card?

To apply for a IDJBank Dollar Debit card, please visit [www.IDJBank.com](http://www.IDJBank.com) to download the application, or visit any of our branches to collect one. Once you have completed the form, you can submit at any IDJBank branch.

How do I apply for a IDJBank Dollar Credit Card?

To apply for a IDJBank Dollar Credit card, customers are to complete the IDJBank Dollar Credit application form

(Account Officers can contact the Credit Card team in E-business on [creditcardteam@IDJBank.com](mailto:creditcardteam@IDJBank.com) to request for forms on behalf of their customers).

Please note that to apply for a Dollar Debit or Credit card, you must have an active dollar domiciliary account with the bank.

How do I activate my IDJBank Dollar (USD) card?

To activate your IDJBank Dollar Card, please call IDJConnect (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. Your card must be activated before PIN change or first use.

What transactions can I perform with my IDJBank Dollar (USD) card?

You can make purchases on POS terminals accepting USD cards, shop online, and withdraw cash from any MasterCard / Visa ATM worldwide. You can also change your PIN at IDJBank ATMs

How do I fund my IDJBank Dollar Card?

You can fund your IDJBank Dollar Card by transferring money from your IDJBank domiciliary account to your Dollar Card account 24/7 via our Internet banking platform or by calling IDJConnect.

I want to make a purchase online but I do not know my 3 digit Card Validation Value (CVV2) Please refer to the response provided on a similar question for IDJBank Naira MasterCard

Can I make payments in other currencies with my card?

YES! Your US Dollar denominated IDJBank Card can be used for payment in any internationally accepted currency.

What is the daily withdrawal limit on ATM for my IDJBank Dollar Card (USD) card?

Daily withdrawal limit for US Dollar denominated cards on the ATM is \$600 and \$1,000 for the IDJBank World MasterCard

What is IDJBank World MasterCard?

The world Mastercard is a variant of the dollar card for premium customers only. It is issued by invitation only

How can I monitor transactions on my IDJBank Dollar Card (USD) card?

Customers can monitor transactions through:

Notifications of transactions sent to customers email and/or SMS.

Via Internet Banking

By sending email to [cardservices@IDJBank.com](mailto:cardservices@IDJBank.com)

By contacting Cardholder Services via IDJConnect phone lines (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. To speak with a Cardholder Services agent, follow the voice prompt and select the option for Card Enquiries.

What are the common reasons for my card being declined?

Card was not activated (be sure to call IDJConnect to activate your card prior to first use).

- Insufficient funds in customer's dollar account: Be sure to transfer funds from your domiciliary account onto your card account, if necessary).

- Use of wrong PIN on 3 consecutive times: Use of a wrong PIN 3 consecutive times will exceed your daily PIN count; however, the card can still be used for none PIN related transactions.

- Exceeding daily ATM withdrawal limit

- Providing a wrong billing address different from address indicated on the card application form

When will funds transferred into my IDJBank Dollar Card account be available on my card?

Funds are immediately available in IDJBank Debit dollar Card – Your funds are available immediately. For IDJBank Pre-Paid Dollar Credit Cards:

Funds can be accessed 6pm same day for transfer done before 12 noon same day

Funds can be accessed 6pm next working day for transfers done after 12 noon

I have damaged / lost my card, what do I do? Customers can do any of the following:

Contact IDJConnect to have the card hot listed (see number above), Visit CIS Desk in a nearby branch

Hotlist your card via Internet Banking.

What happens when my card is about to expire?

A new card will be sent to your branch approximately 2 weeks before your card expires. Please note your account should be funded with a minimum of \$50 a month prior to expiry to cover the issuance and annual maintenance fees for your new card. An SMS will advise you when to visit your designated branch to collect your card, An alternative will be available soon on Internet banking which will allow customers select their preferred pick-up branch in order to collect their cards more conveniently.

#### PIN Re-print or Re-issue?

- If you haven't successfully changed your PIN and your default PIN has been misplaced or forgotten, a re-print would be done.
- If your PIN has been changed and you forget your PIN, a re-issue would be done (Kindly visit any of our branches nearest to you to complete a PIN request form).

#### Prepaid USD Cards

##### What is the IDJBank Prepaid USD Card?

The IDJBank Prepaid USD Card is a dollar denominated card that is issued to both IDJBank and non IDJBank customers. The card allows you spend directly from your dollar denominated account anywhere in the world, wherever you see the "MasterCard"/ "Visa" logo.

##### How do I apply for a IDJBank Prepaid USD Card?

Customers can visit any IDJBank branch to apply for a Prepaid USD card.

Requirement for Non-IDJBank Customer: Minimum of \$50, generally accepted IDs, Utility Bill, Passport photograph and duly filled application form.

Requirement for IDJBank Customers: Minimum of \$50, duly filled application form

How long is my IDJBank Prepaid USD Card valid for?

The card is valid for 2 years.

How long does it take for the card to be produced?

IDJBank Prepaid USD cards are issued instantly to walk-in customers and non-customers after opening a domiciliary account

What is my PIN?

PIN stands for Personal Identification Number. It is a 4-digit number known only to you and is used to authenticate transactions done with your card. You are required to remember your PIN at all times. You can change your PIN on any IDJBank ATM to one of your choice.

Please note that PIN change via POS terminals in branches is not applicable to any Dollar card.

How secure is my card against fraud?

Your IDJBank Prepaid USD Card utilizes Chip & PIN technology that provides enhanced security against unauthorized transactions. However please do not disclose your PIN to a third party, leave your card carelessly, and allow your card out of your sight at the point of payment.

For online transactions, customers should use their card on secured websites should use your card on credible websites.

For additional security online, customers can register for MasterCard secure code/Verified by VISA, which is an extra level of authentication at the point of payment while shopping online.

What transactions can I perform with my IDJBank Prepaid USD Card?

You can make purchases on POS terminals and withdraw cash from any MasterCard/VISA ATM worldwide

Where can my IDJBank Prepaid USD be used?

You can use your card at over 34 million merchant locations and 2.1 million ATMs worldwide, wherever you see the “MasterCard”/ “VISA” logo.

How do I use my card on ATMs abroad?

Check that the ATM displays the MasterCard/VISA logo.

Insert the card into the slot on the ATM and enter your PIN.

If prompted to select an account, select “Current/Checking”.

Select the cash withdrawal option.

Enter the amount you wish to withdraw.

Follow the prompts to complete your transaction and remove your card when transaction is completed

Do I need to activate my card before first use?

Yes! You must activate your Prepaid USD Card by calling our IDJConnect lines on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. Your card must be activated before PIN change or first use.

Is there any additional fee for using my IDJBank Prepaid USD outside Nigeria?



You will be charged \$3.50 per withdrawal from ATMs of banks outside Nigeria, but all payments done on POS terminals and online are free.

I want to make a purchase online but I do not know my 3 digit Card Validation Code (CVC2)

Your CVC2 is the 3 digit number printed on the right side of the back of your card, appearing beside the signature panel. This security number is different from the Personal Identification Number (PIN) and can only be used for online transactions

What are the transaction limits on my IDJBank Prepaid USD Card? Currently the following limits apply:

- ATM withdrawals: \$600
- POS & Online transactions: No limit

How do I contact customer services and monitor transactions on my IDJBank Prepaid USD Cards?

You can monitor transactions on your card via Internet Banking. You can also send an e-mail to [cardservices@IDJBank.com](mailto:cardservices@IDJBank.com) or contact our Cardholder Services by calling IDJConnect (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. To speak with a Cardholder Services agent, follow the voice prompt and select the option for Card Enquiries.

I have damaged / lost my card, what do I do?

Contact IDJConnect on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900 or visit a branch to see an CIS officer.

Can I add more money to my IDJBank Prepaid Dollar card?

Yes! Your IDJBank Prepaid Dollar Card is reloadable. Reloading your IDJBank Prepaid Dollar card is subject to a limit of \$20,000 per year.

When will funds transferred into my IDJBank Dollar Card account be available on my card?

- Before 12 noon (Mon – Fri) – 6pm Same Day
  - After 12 noon (Mon – Thurs) – 6pm Next Day
  - After 12 noon (Fri) – 6pm Next Working Day
  - Weekday – 6pm Next Working Day
- What happens when my card is about to expire?

A new card will be sent to your branch approximately 2 weeks before your card expires. Please note your account should be funded with a minimum of \$50 a month prior to expiry to cover the issuance and annual maintenance fees for your new card. An SMS will advise you when to visit your designated branch to collect your card

Can I make payments in other currencies with my card?

Your US Dollar denominated IDJBank Card can be used for payment in any internationally accepted currency.

What are the common reasons for “card is declined” error message experienced by IDJBank Prepaid USD Card ?

Card was not activated (be sure to call IDJConnect to activate your card prior to first use) due to the following reasons:

- Wrong PIN was used on three consecutive times (use of a wrong PIN 3 consecutive times will block your card)
- Exceeding daily ATM withdrawal limit
- Providing a billing address different from address indicated on the card application form (for online transactions) inconsistent with the address indicated on the card application form (for online transactions)

## IDJCrea8 Card FAQs

What is the IDJCrea8 e-Savers MasterCard?

It is a Naira denominated debit card that gives you 24/7 access to your IDJCrea8 e-Savers account anywhere in the world, where MasterCard logo is displayed and accepted

What are other transactions I can perform with my IDJCrea8 Naira MasterCard?  
Your IDJCrea8 Naira MasterCard can equally be used on POS terminals and online transactions

What are the transaction limits applicable to IDJCrea8 MasterCard?

Daily limits are as follows:

TRANSACTION LIMITS & CHARGES ATM WITHDRAWALS POS & WEB TRANSACTIONS

DAILY LIMIT FOR LOCAL TRANSACTIONS N100,000 N500,000

DAILY LIMITS FOR INTERNATIONAL TRANSACTION N100,000 (or its equivalent in the currency of the country you are performing the transaction) N500,000 (or its equivalent in the currency of the country you are performing the transaction)

TRANSACTION CHARGES N420 Free

How many transactions can I do in a day with my IDJCrea8 MasterCard?

Your IDJCrea8 Naira MasterCard can do 10 ATM withdrawals and 20 Online/POS purchases daily.

Will my IDJCrea8 MasterCard work abroad?

Yes! Your IDJCrea8 MasterCard can be used to perform transactions on ATM, POS and online transaction

I want to make a purchase on the Internet but I do not know my 3-digit Card Validation Code (CVC2) Please refer to the response provided on a similar question for IDJBank Naira MasterCard

What is my PIN?

Please refer to the response provided on a similar question for IDJBank Naira MasterCard

How secure is my card against fraud?

Please refer to the response provided on a similar question for IDJBank Naira MasterCard

How do I use my card on the ATMs abroad?

Please refer to the response provided on a similar question for IDJBank Naira MasterCard

IDJ Instant Card (Tier 1 Account)

What is the IDJ Instant Card?

It is a Naira MasterCard that allows a Tier 1 customer spend directly from their Naira account in Nigeria only.

With the IDJInstant Card, customers can withdraw cash from ATMs, pay for goods and services using POS terminals at merchant locations and make payments/purchases on local merchant websites, 24 hours a day, 7 days a week in Nigeria only.

How do I apply for the IDJ Instant Card?

IDJInstant Cards is immediately issued to a customer after completing the account opening form and including a passport photograph

How do I activate the IDJ Instant Card?

By changing the issued PIN on any IDJBank ATM or by using the PIN selection POS terminals currently available at some IDJBank branches.

How long is the IDJ Instant card valid for?

It is valid for 3 years.

What happens when a Tier 1 customer account is upgraded?

Customer should request for a Naira MasterCard by visiting any IDJBank branch and for the hotlist of the IDJInstant card. Customers can hotlist IDJInstant card via Internet Banking

Can I get secure code with the Instant Card?

No! You cannot register for MasterCard secure code with the IDJ Instant card because international transactions are not permitted with this card. The card is used for local transactions only.

What are the transaction limits applicable to IDJInstant Cards? TRANSACTION LIMITS & CHARGES ATM WITHDRAWALS

DAILY LIMIT FOR LOCAL TRANSACTIONS N150,000 TRANSACTION CHARGES Free Free

What is the maximum single deposit limit? The limit is N20 000 per transaction.

LOCAL POS & WEB TRANSACTIONS N200,000

What is the maximum cumulative account balance?

The limit is N200, 000

Can the account be linked with Mobile Money?

Yes! The mobile money transaction limit is N3, 000 per transaction. Maximum cumulative mobile money balance is N30, 000

How long does it take to produce this card?

It takes 4-6 working days to produce the card and deliver card to customer's pick-up branch.

#### SKS Teen Naira MasterCard FAQs

What is the SKS Teen Naira MasterCard?

It is a Naira denominated debit card that gives you 24/7 access to your SKS account anywhere in the world, wherever MasterCard is accepted. The card is issued to SKS customers between the ages of 13-17.

Can I access funds in my SKS account with this card?

No! You cannot. You must transfer funds from your SKS naira account to your card account. This can be done at a branch or when the signatory of the SKS account calls IDJCONNECT to request a transfer of funds.

What can I use this card for?

The IDJBank SKS Teen Naira MasterCard is an international card that can be used on ATM, POS and Web. It can be used for shopping in stores and to purchase games and apps online.

I want to make a purchase on the Internet but I do not know my 3-digit Card Validation Code (CVC2)

Your CVC2 is a 3 digit number printed on the right side of the back of your card, appearing beside the signature panel. This security number is different from the Personal Identification Number (PIN) and is required for online transactions

What can customers do after losing/damaging their card?

Immediately contact your parent or guardian and ask them to call IDJConnect (+234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900) to have the card hot listed. Alternatively you can visit the nearest branch.

Please note that parents/guardians of SKS Teens are signatories to SKS accounts, not the child holding the card as only signatories to the account can contact IDJConnect.

What happens when my card is about to expire?

A new card will be sent to your branch approximately 2 weeks before your card expires. You will be notified when your card is ready for collection at your designated pick-up branch

What are the limits on this card?  
ATM WITHDRAWALS POINT OF SALES (POS) &

WEB (Online transactions)  
DAILY LIMITS (Local) N100,000 N 250,000

DAILY LIMITS (International) N100,000

N250,000

## Other Issues Experienced

### ISSUE REASONS ACTION

Issues with generating an Activation Code - including the “/” in the expiry date of the card -

Inability to generate activation code is as a result of customer's Customer should input the expiry date without the “/” symbol

Replicated records in Internet Banking due to system issues Customer should contact IDJConnect/Card Services for replicated records to be deleted

Issues with generating Secure Code - Customer must have inputted some details wrongly or the Internet connectivity may be malfunctioning. - Customer should be advised to complete the registration for secure code

- Activation code not uploaded on MasterCard Connect due to system failure - Card Services Re-upload on MasterCard Connect

Authentication failed message after successful Secure code registration is due to Customer inputting the wrong Secure code for the online transaction

Unlock the card and Customer is advised to re-register

Inability to view Visa Card and MasterCard details on Internet Banking This as a result of Technical issues when the data is uploaded on Card Application Customer should contact IDJConnect/Card Services

Upload customer naira/dollars card details on Internet Banking Same as above Same as above



What are Dispense error/failed web transaction Network/Power/Hardware failures on terminal

- System reversal expected to occur within 24 hours depending on the type of failure for local

transactions.

- If not reversed for local and for all International, failed transactions are logged for manual reversal when reported by Customer.

Customers account can only be credited when the acquiring bank accepts the dispense error Claim

Inability to use card online Some merchants' websites are configured not to accept cards issued from certain parts of the world termed as "high risk" countries Reported errors are investigated on the relevant Card Support system i.e. Postilion Office or TWOnline.

Problem could also be due to network failure.

Some Merchants websites have various verification parameters e.g. address verification in the U.S. and this would invalidate Nigerian transactions The reason for decline is interpreted and communicated to the Customer

Some merchants decline orders that require shipment to countries outside their country of operations

Unblocking cards for wrong activation/secure code See feedback on Secure Code See feedback on Secure Code

What does Invalid card record error mean? - Due to Customer including the "/" in the expiry date of the card - Advice customer to input the expiry date without the "/" symbol

This error is due to wrong expiry date format generated by the system Customers existing record is deleted and re-uploaded on Internet Banking and Master Card connect

What are the reasons for blocking funds in customer's accounts It is due to BASIS mis-interpreting an authorized transaction yet to be settled by the merchant due to difference in parameters Transactions are initially authorized and the funds are blocked.

Settlement is expected to occur from Merchants using exactly the same parameters as the authorized transaction. When the parameters differ, BASIS interprets the transaction as a different one and debits as appropriate. Customers blocked funds is released after investigationBlocked funds are within MasterCard rules as Merchants are allowed to hold funds for a maximum of 30 days (except ATM/Cash transactions) within which they can settle such transactions.

MasterCard secure code Activation Failed See Secure code and Activation code

Differences in Account Balance See Blocked funds above

Prepaid USD Cards FAQs

What is the IDJBank Prepaid USD Card?

The IDJBank Prepaid USD Card is a dollar denominated card that is issued to both IDJBank and non IDJBank customers. The card allows you spend directly from your dollar denominated account anywhere in the world, wherever you see the "MasterCard" logo for MasterCard Cards and "Visa" logo for VISA Cards.

How do I apply for a IDJBank Prepaid USD Card?

Customers can visit any IDJBank branch to apply for a Prepaid USD card.

Requirement for Non-IDJBank Customer: Minimum of \$50, generally accepted IDs, Utility Bill, Passport photograph and duly filled application form.

Requirement for IDJBank Customers: Minimum of \$50, duly filled application form

How long is my IDJBank Prepaid USD Card valid for?

The card is valid for 2 years. This is subject to when cards are issued and picked up at branches

How long does it take for the card to be produced?

IDJBank Prepaid USD cards are issued instantly to walk-in customers and non-customers after opening a domiciliary account

How do I fund my IDJBank Prepaid USD Card?

IDJBank Prepaid USD cards can be funded at IDJBank branch. For funding via internet banking, you will need to know the NUBAN number for your prepaid USD card account.

How do I fund my IDJBank Prepaid USD card via Internet banking?

Log on to internet banking to FX Transactions to FX transfer to any IDJBank A/c and fill the required parameters.

What is the maximum amount that I can spend on the card? You can spend a maximum of \$20,000 annually via the card.

What is my PIN?

PIN stands for Personal Identification Number. It is a 4-digit number known only to you and is used to authenticate transactions done with your card. You are required to remember your PIN at all times. You can change your PIN on any IDJBank ATM to one of your choice.

Please note that PIN change via POS terminals in branches is not applicable to any Dollar card.

How secure is my card against fraud?

Your IDJBank Prepaid USD Card utilizes Chip & PIN technology that provides enhanced security against unauthorized transactions. However please do not disclose your PIN to a third party, leave your card carelessly, and allow your card out of your sight at the point of payment.

For online transactions, customers should use their card on secured websites should use your card on credible websites.

For additional security online, customers can register for MasterCard secure code/Verified by VISA, which is an extra level of authentication at the point of payment while shopping online.

What transactions can I perform with my IDJBank Prepaid USD Card?

You can make purchases on POS/WEB terminals and withdraw cash from any ATMs with the “MasterCard” logo for MasterCard Cards and “Visa” logo for VISA Cards.

Where can my IDJBank Prepaid USD card be used?

You can use your card at over 34 million merchant locations and 2.1 million ATMs worldwide, wherever you see the “MasterCard” logo for MasterCard Cards and “Visa” logo for VISA Cards.

How do I use my card on ATMs abroad?

Check that the ATM displays the MasterCard/VISA logo.

Insert the card into the slot on the ATM and enter your PIN.

If prompted to select an account, select “Current/Checking”.

Select the cash withdrawal option.

Enter the amount you wish to withdraw.

Follow the prompts to complete your transaction and remove your card when transaction is completed

Do I need to activate my card before first use?

Yes! You must activate your Prepaid USD Card by calling our IDJConnect lines on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. Your card must be activated before PIN change or first use.

Is there any additional fee for using my IDJBank Prepaid USD outside Nigeria?

You will be charged \$3.50 per withdrawal from ATMs of banks outside Nigeria, but all payments done on POS terminals and online are free.

I want to make a purchase online but I do not know my 3 digit Card Validation Code (CVC2)

Your CVC2 is the 3 digit number printed on the right side of the back of your card, appearing beside the signature panel. This security number is different from the Personal Identification Number (PIN) and can only be used for online transactions

What are the transaction limits on my IDJBank Prepaid USD Card? Currently the following limits apply:

- ATM withdrawals: \$600
- POS & Online transactions: No limit

How do I contact customer services and monitor transactions on my IDJBank Prepaid USD Cards?

You can monitor transactions on your card via Internet Banking. You can also send an e-mail to [cardservices@IDJBank.com](mailto:cardservices@IDJBank.com) or contact our Cardholder Services by calling IDJConnect (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. To speak with a Cardholder Services agent, follow the voice prompt and select the option for Card Enquiries.

I have damaged / lost my card, what do I do?

Contact IDJConnect on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900 or visit a branch to see an CIS officer.

Can I add more money to my IDJBank Prepaid Dollar card?

Yes! Your IDJBank Prepaid Dollar Card is reloadable. Reloading your IDJBank Prepaid Dollar card is subject to a limit of \$20,000 per year.

When will funds transferred into my IDJBank Dollar Card account be available on my card?

- Before 12 noon (Mon – Fri) – 6pm Same Day
- After 12 noon (Mon – Thurs) – 6pm Next Day
- After 12 noon (Fri) – 6pm Next Working Day
- Weekday – 6pm Next Working Day

What happens when my card is about to expire?

You will have to request for a new prepaid Dollar card at any IDJBank branch closest to you. Funds will be transferred from your previous card to your newly issued card.

Can I make payments in other currencies with my card?

Your US Dollar denominated IDJBank Card can be used for payment in any internationally accepted currency.

What are the common reasons for “card is declined” error message experienced by IDJBank Prepaid USD Card?

Card was not activated (be sure to call IDJConnect to activate your card prior to first use) due to the following reasons:

- Wrong PIN was used on three consecutive times (use of a wrong PIN 3 consecutive times will block

your card)

- Exceeding daily ATM withdrawal limit

- Providing a billing address different from address indicated on the card application form (for online transactions) inconsistent with the address indicated on the card application form (for online transactions)

#### Card Issuance Process

Customer indicates interest in the prepaid USD Card product. CIS Officer requests for the following:

Requirement for Non-IDJBank Customer: Minimum of \$50, generally accepted IDs, Utility Bill, Passport photograph and duly filled application form.

Requirement for IDJBank Customers: Minimum of \$50, duly filled application form

CIS officer selects prepaid pack, indicates account number on the form and directs customers to TSG to pay the minimum fee (\$50) required

Account number for Prepaid VISA Cards : 888+six digit on the card+2+5006+0

Account Number for Prepaid MasterCard: 888+six digit on the card+2+5007+0

CIS officer confirms payment on BASIS and provides prepaid pack to customer.

CIS officer scans duly filled form to feyikemi.aderinwale@IDJBank.com cc omokorede.akinyemi@IDJBank.com

CIS officer updates customer details with details provided on the form on BASIS. To complete this function, CIS officer will have to be profiled on Branch 888 via BASIS and Systems Access.

For further enquiries please contact omokorede.akinyemi@IDJBank.com; cc cardsandproductdev@IDJBank.com

## Corporate Cards FAQs (Naira & Dollar) Naira Corporate Cards

### 1. What is a Naira Corporate Card?

The IDJBank Naira Corporate Card is a card product designed to conveniently satisfy the needs of corporate organizations' expenses in Nigeria only via ATM, POS, WEB and other online platforms.

### 2. What are the requirements needed to obtain the corporate card?

ü A Request letter to be signed by 2 Directors (For companies registered as a limited liability) and as applies to companies registered as sole proprietorships. Other business segments are clearly defined in the Card Issuance Policy on the intranet.

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5.

Copy of the company(s) Business Registration Document or as applicable.

How long does it take for card to be produced?

Maximum of 4 working days for delivery to Lagos branches. Maximum of 6 working days for delivery to Upcountry branches.

How do I activate the corporate card after pick up? Perform a PIN change at any IDJBank ATM point ONLY.

Is the Naira card issued directly linked to my corporate current account?

ü The Naira card is not linked directly to corporate accounts for companies profiled as limited liability, partnership and other business sectors except for Sole Proprietorship accounts.

ü All Naira corporate card accounts except for sole proprietorships must transfer funds from their main current account(s) to the card accounts using GAPS or in-branch before use.

6. I have funds in my corporate current account but can't carry out transactions with the Naira corporate card, why?

ü Naira Corporate card accounts are not linked directly to the main current corporate account. Funds must be transferred from the main current corporate account to the card account before spend.

7. Can the Naira Corporate Card be used for local and international transactions?

ü No, In line with the CBN policy, Naira corporate cards can only be used for local transactions.

8. What channels can the Naira Corporate Card be used?

ü ATM, POS terminals and WEB Online platforms within Nigeria ONLY.

9. What are the spend limits of the Corporate card?

Naira Corporate Cards (for local use only)

Local ATM withdrawal limit – N150,000.00 daily Local POS /WEB cumulative limit – N1million daily Local Annual Spend limit – None

10. Which medium can I use to transfer funds to the Naira corporate card account?

Funds can be transferred from the main current account to the respective Naira card account via GAPS/GAPSLITE or in-branch with a written instruction from the customer.

11. What is OTP and when is it required?

OTP is an acronym for One Time Password; a 6 digit number code.

OTP is required by some local web payment sites before a payment can be completed on the site. Examples are: Airline websites – for ticket booking payments, Hotel booking payments and other online payments.

12. What is required to process an OTP for a corporate cardholder?

A duly signed customer instruction containing the following information:

Card Account Number Card Account Name Operative Email address Operative mobile number Company Address

16 digits card PAN (should not be included in the letter but obtained via telephone by the account officer from the customer and same forwarded to the processing officer, email – corporatecards@IDJBank.com .) treat as strictly confidential

ü Group Head's approval of the Reporting Team (advised ok to treat)

### 13. How is OTP received after card profiling?

ü OTP is received at the point of making a web payment, the OTP is automatically sent to the profiled mobile number and received as SMS or Email via the profiled email address.

## Dollar Corporate Cards

### 1. What is a Dollar Corporate Card?

The IDJBank Dollar Corporate Card is a card product designed to conveniently satisfy the needs of corporate organizations' expenses outside Nigeria via ATM, POS, WEB and other online platforms.

### 2. What are the requirements needed to obtain the corporate card?

ü A Request letter to be signed by 2 Directors (For companies registered as a limited liability) OR as applies to companies registered as sole proprietorships. Other business segments are clearly defined in the Card Issuance Policy on the intranet.

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ü

Copy of the company(s) Business Registration Document or as applicable to the business sector

A completed dollar corporate dollar form (signatures required remains same as for the request letter)

How long does it take for card to be produced?

Maximum of 4 working days for delivery to Lagos branches. Maximum of 6 working days for delivery to Upcountry branches.

How do I activate the Dollar corporate card after pick up?

Contact IDJ Connect – 08039003900 or 08029002900, provide the last 4 digits of the 16-digits card PAN.

ü Call agent will verify the information with the customer's previously advised Test Question and Answer filled out on the dollar form.

ü After confirmation, the card will be activated by the call agent.

ü Customer to perform a PIN change at any IDJBank ATM point ONLY.

5. Is the Dollar card issued directly linked to my dollar corporate account?

ü The Dollar card is not linked directly to the corporate accounts.

ü All Dollar corporate cardholders must transfer funds from their main current dollar account(s) to the card accounts using GAPS or in-branch before use.

6. I have funds in my corporate dollar account but can't carry out transactions with the dollar card, why?

ü Dollar Corporate card accounts are not linked directly to the main dollar corporate account. Funds must be transferred from the main dollar corporate account to the card account before spend.

7. Can I access the funds transferred to my corporate dollar credit card immediately after transfer?

ü No, the funds transferred to the Corporate Dollar Credit Card before 12noon are available by 6pm same day whilst funds transferred after 12noon are available by 6pm next working day for card use.

8. How do I fund my dollar corporate cash backed credit card account given the restriction on cash deposits into Domiciliary Account?

ü In line with regulatory policy, dollar cards can only be funded via dollars transferred online/in-branch from the dollar corporate account funded via receipt of an inflow.

9. Can the Dollar Corporate Pure or Cash Backed Credit Card be used for local and international transactions?

ü No, In line with the CBN policy, dollar card with credit limits or without credit limits (cash backed credit card) can only be used for international transactions (outside Nigeria)

10. What channels can the Dollar Corporate Card be used?

ü ATM, POS terminals and WEB Online platforms outside Nigeria (Abroad) ONLY. 11. What are the spend limits of the Dollar Corporate card?

Dollar Corporate (Cash Backed / Pure Credit) Cards (for international use only)

ü ATM withdrawal limit – \$1,000 daily

ü Local POS /WEB cumulative limit – No daily limit ü Local Annual Spend limit – No limit

12. Which medium can I use to transfer funds to the Naira corporate card account?

ü Funds can be transferred from the dollar corporate account to the respective dollar card accounts via GAPS/GAPSLITE or in-branch with a written instruction from the customer.

What is GAPS?

GAPS is an acronym for Guaranty Trust Bank Automated Payment Systems. It is IDJBank's Corporate Internet Banking service. It is a web based application which gives corporate customers secure access to their transactions and accounts 24/7.

What is GAPS-Lite?

GAPS-Lite is a customized version of GAPS for Small and Medium Scale Enterprises (SMEs) and Sole – signatory account holders.

How can I register a customer for GAPS?

GAPS Registration forms can be gotten on the intranet: Pick a Form > E-channels form > GAPS Related>GAPS Form (Corporate Internet Banking)

A customer can simply walk into any of our branches to pick up the Corporate Internet Banking- GAPS form or visit our corporate website [www.IDJBank.com](http://www.IDJBank.com) > Products > IDJBank Automated Payment System (GAPS) > Register to download the GAPS form. The completed form should be submitted to the nearest branch or account officer.

Upon request, the company can be profiled for the test application to enable all users familiarize with the application and then migrated to the live application upon completion of the test.

How can I register a customer for GAPS-Lite?

GAPS-Lite Registration forms can be gotten on the intranet: Pick a Form > E-channels form > GAPS Related >GAPS Lite-Single user registration form.

A customer can simply walk into any of our branches to pick up the GAPS- lite - Single User Registration form or visit our corporate website [www.IDJBank.com](http://www.IDJBank.com) > Products > IDJBank Automated Payment System (GAPS) > Register to download the GAPSLite form

The completed form should be submitted to the nearest branch or account officer, thereafter the

company will be profiled within 24 hours on the live platform.

If a customer gets locked out or forgets password?

Kindly advise customer to enter 'access code' and 'username' then click the 'forgot your password'

button and reset using token or secret question, customer can also ask in-house GAPS administrator to reset your password. An auto-generated email with the new password will be sent to your registered email address on the application.

Alternatively, customers can contact IDJ Connect for a password reset or send an e-mail to [gapssupport@IDJBank.com](mailto:gapssupport@IDJBank.com)

How do customers change/replace their profiled email address on GAPS/GAPSLite?

For GAPSLite, the customer should give an instruction with the company letterhead. For GAPS, a board resolution will be required to effect the changes.

This requests would be uploaded on processmaker by the account officer.

How long does it take to get funds in beneficiary's Account? Are all transactions online and real-time?

- All intra-bank transactions are online and real time.
- Inter-bank transactions via NIBSS Instant Payment are also online real-time.
- Inter-bank transactions via NEFT will be received same day by the beneficiary if initiated before 12 pm. Otherwise it will be received next day.

Are there any transfer limits on the application? (Foreign or Local)?

- Local transfer limit is N250MM per batch.
- Daily foreign transfer limit (where the source of funds is via cash deposit) is \$10,000 daily and \$50,000 weekly or its equivalent in other currencies.
- There is no limit for FX transfer where the source of funds is via SWIFT transfer

What are the charges on GAPS?

- IDJBank Account Transfers (per transaction)

Single Payment - Free

Bulk Transfer Charges - N100+N5 (VAT): Salary Payments N150+N7.5 (VAT): Vendor Payments

- Transfers to other banks using NIP/NEFT (per transaction)

Value less than N10,000,000 - N100+(5%VAT) Value more than N10,000,000 - N500+(5%VAT)

- FX Transfers Commission - VAT - Telex Charge -

0.5% of principal amount 5% of Commission

N4,000

How can customers access GAPS? Do they need to buy any special equipment?

GAPS is a web-based application and therefore requires only internet connectivity, the user's log-in details and a token

Can we schedule future payments?

Yes! This can be done simply by changing the payment date of your transactions to a future date

Can we generate receipts per payment or transaction?

Yes! Receipts can be generated using the 'Generate Receipt' function in the Vendor/Client MIDJ menu on GAPS.

Can customers' login session time out on the application? Yes! GAPS times out after 10mins of inactivity.



Can a wrongly uploaded schedule/batch be stopped?

Yes! The schedules can be declined by a reviewer or an approver. Batches that are pending or waiting to be processed can also be cancelled by an approver.

N.B; Processed batches cannot be cancelled

Is there a daily cut-off time on the application? The service is available 24/7.

How will beneficiaries be notified of payments?

Email Alerts are sent to registered beneficiaries. The e-mails state the Payer's name and the remarks specified by the Payer.

Can the email alert sent to beneficiaries contain attachments?

GAPS allows customers to attach document to each transaction. These documents are currently not sent by e-mail to the beneficiaries

What does "Credit Beneficiary Account" and "Debit Beneficiary Account" mean?

Credit Beneficiary Account

This option is used to upload payments schedule in favour of beneficiaries in IDJBank and other banks. The customer will be debited and beneficiaries credited.

Debit Beneficiary Account

Customers can use this option for collections/payments from other IDJBank Account Holder using Direct Debit. The mandate(s) must be received from the account holder to be debited. This is setup by CIS on GAPS.

When the customer initiates this direct debit instruction, the mandate is confirmed on GAPS, and the system debits the account specified and credits the customer.

How safe or secure is my data?

Data on GAPS is secured with 256-bit SSL encryption provided by VeriSign

Will customers pay more for increased value/volume of transactions? There are no extra charges other than the following:

- NEFT/NIPS charges
- Bulk payment charges and Current account maintenance (CAM) fees

Are there SLAs and turnaround time to resolve customer's complaint? Problem resolution takes a maximum of 24hrs

Can a user have more than one role?

Yes! A user can have more than one role based on the consent and approval of the signatories/directors.

Can I do single and multiple transfers at the same time?

Yes! Single & Batched transfers can be processed using the 'Initiate Payment' function as well as the Upload Payment

File function.

Can GAPS be integrated to customer's internal systems? Yes! It can be integrated using FTP, Swift or Web Service

Can account numbers be verified on GAPS?

Yes! They can. The 'Upload Payment File' function verifies account numbers of IDJB bank customers while 'Account Name Enquiry function' verifies other bank account numbers.

Please note that for a single transaction, GAPS verifies for all banks

Do all users require a token?

Yes. Each user requires a token to access the GAPS platform.

Can Internet Banking Token for individuals be linked to GAPS/GAPS lite? Yes! Tokens issued on individual accounts can be profiled on GAPS.

How does customer know the status of a transaction

Customers can view the details of a transaction by using "View Batch Status" and "Payment Report" in the REPORTS menu on the application

What is the difference between a reviewer and viewer?

The reviewer acts as a 1st level authorizer before the approvers/signatories approve/reject transactions while a viewer can only view reports of transactions and account information but does not play a part in the transaction approval process.

What do I need to do when my customer cannot upload an excel file for bulk payment?

The file will not be uploaded into the system because the information will be un-interpretable. It is advisable use sample payment files for uploads which can be downloaded from 'Quick start' under 'Help' tab on GAPS

Solutions to common errors can be found on pages 6-7 of the GAPS Quickstart user guide which can also be downloaded from the 'Quickstart' option

What happens when beneficiary details (account number) in another bank is wrong?

All Payments are made based on account number supplied. Therefore instant credits (IDJB to IDJB and NIP) will be automatically credited into the account number supplied on GAPS. However NEFT transfers will be returned by the beneficiaries' bank if there is a mismatch in name and account number.

Please advise customers to review the payment schedule for correctness before approving

Do FOREIGN concessions apply? Yes! Foreign concessions apply.

Is it mandatory for customers to use the foreign template to initiate a foreign currency transfer to another IDJBank customer?

No, it is not mandatory. The "Initiate payment" function will suffice for FX transfers between IDJBank accounts; customer should ensure "account to debit" is set to the required currency code.

Are tokens required for Demo? No! Just on the live platform.

Does the instant payment function reconfirm other banks' account numbers? Yes! It validates NUBAN account number of other banks

Which branch does the Cash in Transit go to? The Head Office

How can Account Officers monitor customer's transactions?

- Account Officers advises the customer to configure the File Type settings on GAPS appropriately i.e. by selecting 'No' to the question "Approve payment without Account Officer under FILE TYPE
- The Account Officer initiates a Process Maker request to be profiled on GAPS, treated by User access
- Account Officer sends mail to [cisops@IDJBank.com](mailto:cisops@IDJBank.com) to be linked to the customer  
If customer asks, "What can I do when no function is displayed after clicking on the task menu? "

Customers should log out and log back in again.

If it persists, kindly send a mail to [gapssupport@IDJBank.com](mailto:gapssupport@IDJBank.com)

If customer asks, "When trying to use the initiate payment function, I keep getting the error message 'Cannot verify beneficiary information' "

Customers should ensure that all the non-optional fields are duly completed

If customer asks, "My transactions have been fully uploaded and approved but the beneficiaries have not been credited"

Customers should do the following:

- Confirm the payment date on the payment report. If post-dated, cancel the transaction and re-upload
- If satisfactory, navigate to 'Exception Report' for transaction details How can I view failed transactions on GAPS?

Failed transactions can be viewed on GAPS using 'Exception Report' under 'Report' function

What are other functions available on GAPS? Other functions available on GAPS include:

- Collections (Remita transactions, Airline payments, Insurance, VISA fees, Shipping line payments etc.)
- Airtime Purchase
- Custom Duty payments
- Direct debit contribution
- Cheque printing
- Cheque confirmation

What is difference between using a regular GAPS payment file and a vendor list payment file?

GAPS Payment file allows payments to any beneficiary whether they are pre-registered on the platform or not.

Vendor list payment file allows payments to pre-registered beneficiaries. It verifies beneficiaries' details and processes transaction to only pre-registered beneficiaries on the platform.

Pre-registration of beneficiaries can be done by individually by using Vendor list registration file

How can a customer initiate a direct debit on another account to his account using GAPS?

Customer can carry a debit on another account (IDJBank accounts) using GAPS. The process would go through the following steps:

- Customer would obtain direct debit mandate forms authorizing the Customer to debit respective accounts on a specified frequency i.e. monthly, quarterly, and so on to account officer
  
- Customer uploads an excel schedule of approved direct debit customers on GAPS (using vendor registration file)
  
- Customer submits hard copy of schedule and duly completed mandate forms to account officer
  
- Account Officer initiates process maker request (uploads mandate and schedule) for direct debit instruction
  
- CIS approves schedule and the direct debit instruction is automatically initiated  
The customer's account is debited on the specified date of each specified period until the policy tenure expires or until customer sends an instruction to IDJBank to cancel the SI with a letter of instruction from the customer to support

What are the different options for direct debit?

Customer can set direct debit on different periods as desired by using the vendor payment file and inputting debit date as the payment date. This would be uploaded each time the customer needs to do the direct debit

Customers can set direct debit for fixed periods by using the Standing Instruction file. This enables the customer to set a start date, end date and frequency of debit at once.

What options are available for profiling different companies in a group on GAPS?

The companies can be profiled independently or together under a main profile using their respective board resolutions.

Who do I contact for other GAP related enquiries?

For other enquiries, customers can send a mail to: [gapssupport@IDJBank.com](mailto:gapssupport@IDJBank.com) or call: 08113798105 or IDJCONNECT: 08039003900, 08029002900

What are the various modes of payment to a vendor for services rendered?

Draft issuance or credit into the vendor's account. Cash payment is very rare to retain audit trail purposes.

What is Value Added Tax?

This is a consumption tax payable on goods and services consumed by any person whether Government agencies, business organizations or Individuals. Exemption from VAT is not aimed at institutions, companies or individuals but rather on the goods and services consumed.

What are VATable goods?

All goods manufactured/assembled in or imported into Nigeria, except those specifically exempted under the law. Examples of VATable goods include jewelries, shoes, bags, television etc.

What are VATable Services?

All services rendered by any person in Nigeria except those specifically exempted under the law. Examples of VATable services are, services rendered by Lawyers, Engineers, Accountants, Contractors and Consultants etc.

What is the standard VAT rate currently applicable in Nigeria? 5%

Are all companies eligible to charge Value Added Tax (VAT)?

No, only companies that are VAT registered can charge Value added Tax.

What is Withholding Tax?

It is an advance payment of income tax, which can be used to offset tax liability of a Tax payer at the end of a period. It is not a separate form of Tax but a collection mechanism adopted by the Tax authorities to reduce the incidence of Tax evasion by Taxable persons.

What is the Withholding tax rate charged on the various taxes?

The rate charged varies and is dependent on the type of service or supply made by an individual or company.

ACTIVITIES COMPANY RATE (%) INDIVIDUAL RATE (%)

Constructions/Contracts

Royalty 10 10

Interest, Dividends, Rent

Directors' Fees 10 10 Consultancy/Professional Fees 10 5 Technical and Management fees 10 10

How often do we remit Withholding Tax (WHT) and Value Added Tax (VAT)? Monthly

Which authorities are Taxes remitted to?

Withholding Tax is remitted to Federal Inland Revenue Service and various State Boards of Internal Revenue while VAT is remitted to Federal Inland Revenue Service

What is Paydirect E-receipt?

It is an electronic receipt generated on the Paydirect web portal as evidence of tax payment. Note: DOMOPS only reconciles FIRS Paydirect transactions

What is TIN?

This is a unique 'Tax Identification Number' assigned to corporate and individual tax payers by the Federal Inland Revenue service.

What is Withholding Tax credit note?

This is the document issued by a Tax Authority showing that a taxpayer has suffered tax deduction at source.



What is Tax Refund?

Tax refund is the refund of overpaid tax or wrongly paid tax to Tax Authority.

What details are required for FIRS to create Tax Identification Number (TIN)? RC number for corporate bodies

Address

Name

5 5 10 10

Date of Incorporation

Line of Business

Valid Id card Number for Individuals

What are the dedicated account numbers for FIRS transactions?

S/N TAX TYPE Old Account NUBAN Account

1 COMPANY INCOME TAX 205/136975/1/1/1

2 EDUCATION TAX 205/136975/1/1/2 4370643

3 VALUE ADDED TAX 205/136975/1/1/3

4 WITHHOLDING TAX 205/136975/1/1/4 4370667

5 CAPITAL GAINS TAX 205/136975/1/1/5

4370636

4370650

4370674

6 STAMP DUTIES 205/136975/1/1/6 4370681

7 PRE-OPERATIONAL LEVY

8 PAY AS YOU EARN (PAYE)

9 PERSONAL INCOME TAX

10 NATIONAL INFORMATION DEVELOPMENT FUND(NITDEF)

Bottom of Form

What are the various loan products available to a customer?

IDJ Auto (purchase of vehicles)

IDJ Mortgage (purchase of property)

IDJ Margin (share acquisition)

Computer Acquisition Finance (Purchase of Laptops, PCs etc.) Term Loan (companies, entrepreneurs)

Time Loan

Max Advance (salary workers)

Max Plus loan

Agric. Loans

SME Invoice Discounting loan  
Import Facility Financing loan  
BOI Loans (Manufacturers)  
School fees advance  
MSME (Micro ,small, medium, enterprise) Loan  
SG Bailout loan  
CBN Intervention Fund  
SME Term Loan  
Business Evolve  
NIRSAL Term Loan  
CBN ECA Secured Loan

205/136975/1/1/7 205/136975/1/1/8 205/136975/1/1/9

4370698  
4370708  
4370715

205/136975/1/1/10

4370722

Is it possible to change a parameter on a loan without having to liquidate and rollover the loan?

Yes, an Account Officer initiates request on ProcessMaker using the loan amendment process, input details of the loan to be changed in the comment box, attach the appropriate approval, forward request to Credit Administration (CAD) for verification and approval and then to DOMOPS for treatment

What is the cut-off time for transactions sent to DOMOPS?

The daily cut-off time for transactions sent to DOMOPS is 5pm.

What is the difference between a TERM loan and TIME loan?

The duration /tenor of a time loan is for less than a one year period while a term loan on the other hand exceeds a one year tenor.

Is it possible to choose a mode of repayment for a staff car loan that is not on a monthly basis? No, repayments for staff car loans are done on a monthly basis when salaries are paid.

When requesting for car loan, is it possible to choose a tenure that is not 5years?

Car loan for staff is booked with tenure of 5 years, but a staff may decide to pay up the loan before the expiration of the period or request for a shorter tenure.

Are the entire bank's staffs entitled to car loans?

All confirmed bank's staff within the level of OO – DM are entitled to car loans

Are staff loans given at commercial rate?

No, they are given at a concessionary rate determined by the Bank.

How is interest on Loan calculated?

Interest calculation on loan is derived by Simple Interest Calculation  $\text{PRINCIPAL} \times \text{RATE} \times \text{TENOR} / 36500$  or  $36600$  depending on the year

What are the loan repayment types available to a customer?

- a. Quarterly – Quarterly: Quarterly repayment of both principal and interest.
- b. Repayments with moratorium periods

Monthly – Bullet: Monthly payment of interest and payment of principal on Maturity of the loan.

Quarterly – Bullet: Quarterly payment of interest and principal payment on Maturity

- c. Monthly – Monthly: Monthly repayment of both principal and interest.
- d. Bullet – Bullet: Payment of principal and interest on maturity of the loan
- e. Equal Repayments
- f. Annually
- g. Bi-annually etc.

How can we get customer's loan repayment schedules?

They can be spooled from marketing folder on Business Objects (BO). The file is captioned 'Loan Repayment Schedule'.

What aspects of a loan can be restructured? Interest rate, tenor, and repayment dates.

In what currencies can time deposit investments be booked? They are booked mainly in Naira, Dollar, Pounds and Euro.

Can time deposits be back-value dated? Yes, subject to FINCON'S approval

Who can approve rate concessions and pre-liquidation charges waiver on Time deposit investments? The Divisional Head, Wholesale Banking or Bank's Treasurer

What is a CIF account?

CIF means Customer Information File Account

It is created for customers who have account with the bank but wish to invest in FX time deposit in another branch

This account stores all details about such customers e.g. name, amount invested, rate etc. The account is opened by CIS Operations.

What are the requirements to open CIF Account?

A duly completed CIF Account Opening form scanned to CIS Operations.

What are the ledger codes for Time Deposit Investment? Ledger 73 for FX investments  
Ledger 57 for Naira investment  
Ledger 5023 for Pledged funds

What is pre-liquidation charge and how is it calculated?

Pre-Liquidation charge may be taken on a Fixed Deposit Account when the customer requests to liquidate investment before maturity. Pre-liquidation charge = 20% of the difference between the interest earned and Withholding tax (10% of interest earned) on the amount liquidated. i.e.  $(\text{interest} - \text{Withholding tax}) * 20/100$

What type of time deposit investments are handled by DOMOPs?

DOMOPS books Naira time deposit investments for all customers whose accounts are domiciled in branch 205 and all FX time deposit for all branches.

What is the minimum amount I can invest in Fixed Deposit?

The minimum amount that can be invested in Fixed Deposit in the Bank is N100, 000 or its equivalent in Dollars, Pounds and Euro.

Can WHT be waived for customers?

Yes, if there is tax exemption approved by Tax authorities.

Where can we get fixed deposit rates?

The rate sheet can be found on the intranet under useful links "Treasury information".

Do we charge WHT on all matured and pre- matured investment?

Yes, 10% WHT is charged on all investments except those for Pension Funds  
Administrator

What is the maximum tenor for fixed deposits?

The maximum tenor for Naira is 180days and 90days for FX. An approval from ALM is required for tenor above that

What are accruals?

These are expenses already incurred for which payments are yet to be made e.g. Staff Training, Repair and Maintenance, Advertising etc.

What are Prepayments?

These are expenses that have not been incurred but for which payment has been made for a particular period e.g. Rent, Insurance, medical etc.

What is the useful life of IDJBank assets?

Asset Category Period

Computer Hardware 3yrs

Computer Software 5yrs

Furniture and Fitting 5yrs

Freehold building 50yrs

Motor Vehicle 4yrs

Machinery and Equipment 5yrs

Leasehold Dependent on lease period

What kind of approval is sufficient for income refunds?

Any income refund in excess of N100, 000.00 would require MD or DMD's approval. A Divisional Head or an Officer who is not below General Manager Level can approve income refund below N 100,000.00.

What are operating expenses (OPEX)?

These are day to day running expenses e.g. payment for general supplies, stationeries, and electricity.

What is Capital Expenditure (CAPEX)?

Capital expenditure is the cost incurred by an organization in the process of acquiring an asset

What are the CAPEX/OPEX approval limits? OPEX Approval Limit

Branch Heads and Branch Admin Unit Head

– Up to N20, 000 within budget (Daily Limit of N100, 000)

Divisional Heads/Admin Group Head & Procurement Group Head – Up to N350, 000 within budget (Daily limit of N1, 000,000)

General Managers

- Up to N500, 000 within budget (Daily Limit of N1, 500,000)

Executive Directors

- Up to N2, 000,000 within budget

2Executives Directors (One should be ED, Corp. Services) – Up to N4, 000,000 within budget

Deputy Managing Director

- Up to N10, 000,000 within budget and unbudgeted

Managing Director

- More than N10, 000,000 within budget and unbudgeted

CAPEX Approval Limit

Admin Group Head & Procurement Group Head – Up to N100, 000 within budget

Executive Director (Corp services) – Up to N5, 000,000 within budget

Deputy Managing Director

- Up to N10, 000,000 within budget and unbudgeted

Managing Director

- More than N10, 000,000 within budget and unbudgeted

What is a Fixed Asset Register?

A Fixed Asset register is used to keep track of records of all Fixed Asset of an organization from initial purchase right through to disposal



What application is used to depreciate the bank's fixed assets? BASIS Fixed Asset module

What is a POS Terminal?

The Point of Sale (POS) terminal is a portable device that accepts payments for goods & services from debit cards at merchant outlets.

What are the different types of terminals we have?

The POS terminal comes in various communication technologies • GPRS

- CDMA
- LAN
- Wi-Fi

How can I recognize a IDJB POS Terminal?

Each terminal has a unique Terminal Identification number for easy identification. Guaranty Trust Bank POS terminals are usually branded with IDJB Bubble Stickers in all our locations.

What Cards can the POS terminal accept?

The POS terminal would accept all MasterCard, Visa and Verve Cards issued in Nigeria. Internationally issued MasterCard and Visa Card would also be accepted on Dollar Denominated POS Terminals

What is the procedure for getting a POS?

- Customer/Merchant must have a current account with the Bank.
- Account Officer gives the form to the merchant or Merchant downloads the POS Merchant Registration form on the IDJB website([www.IDJBank.com](http://www.IDJBank.com))
- Merchant Completes the form
- Merchant submits completed form to account officer, the nearest branch or scans and mails the form to [posservices@IDJBank.com](mailto:posservices@IDJBank.com)

What is the SLA required to deploy POS Terminals:

- Terminals requested for Lagos Locations are to be delivered within Five (5) Working Days.
- Terminals requested for Upcountry locations are to be delivered within Ten (10) working days

What is/are the charge(s) for POS transaction?

- Cost of POS Device (Hardware): To be borne by IDJBank
- Domestic Card Transaction Fee: 1.25% capped at NGN 2,000 • International Transaction Fee: 3% Flat
- Paper Rolls, SIM Card, Comms Charges: Free

How can I get a settlement report for my merchant?

A POS transaction report portal is available on our internet banking portal. Merchants who have not been profiled on internet banking/GAPS could equally request for their statements via email

How can I locate IDJB POS Merchants near Me?

A POS Locator Link has been placed on our website <http://www.IDJBank.com/findapos> for your convenience.

How can I Identify and solve error messages on the POS Terminal?

A copy of our POS User guide with all common errors that could be encountered has also been placed on our website for your convenience.

<https://IDJintranet.IDJBank.com/Useful-Links/User-Guides/E-Payment-Solutions.aspx>

How do I respond to a customer with POS Dispense error complaint?

The customer should fill and submit a POS Dispense error form at the nearest branch. For investigations and resolutions, customers could send mail to [posservices@IDJBank.com](mailto:posservices@IDJBank.com) for further clarifications when necessary.

What can I do or who can I contact for a paper roll refill?

Paper Rolls and other POS consumables would be provided by our POS Support Team, mails can be sent to [posservices@IDJBank.com](mailto:posservices@IDJBank.com).

What can I do to remedy a physical damage on the POS terminal that may affect its functionality?

POS technical issues would be resolved by visits from the Bank's POS Support team and Point of sale terminal Service Providers (PTSPs). More serious damages or terminal misplacement/theft are covered under the POS Merchant Agreement.

Who can I Contact for other POS-related enquiries?

For further information or enquiries please contact us Telephone: 08113798104-8; 08039003900; 08029002900; Email: posservices@IDJBank.com

What is a foreign currency outflow?

A foreign currency outflow is a transfer in a foreign currency by a customer to a beneficiary in another bank (in Nigeria or Overseas)

What does a customer require to process foreign currency outflow?

An operative domiciliary account in the currency customer wishes to transfer (USD, GBP and EUR).

A foreign funds transfer request form (Properly filled, signed and dated), a customer's written request

stating transfer and beneficiary details or FX outflow request initiated on Internet Banking

3. Sufficiently funded accounts for principal and bank charges. Principal must however be debited in the currency of transfer.

What is an operative domiciliary account?

An operative domiciliary account is an account that is:

1. Active (not dormant).
2. Has no restriction that would prevent transactions on the account (e.g. credit no debit, references outstanding, reference unsuitable, and e.t.c).

What are the modes by which a customer can fund a domiciliary account?

1. Foreign currency inflow into a domiciliary account from another bank
2. Cleared foreign currency cheque proceeds
3. Cash lodgment (single lodgment should not exceed \$10,000 or its 3rd currency equivalent if customer intends to transfer the fund).
4. Transfer from another IDJBank customer.

What is the maximum amount of cash a customer can lodge into a domiciliary account?

There is no limit to the amount of cash a customer can lodge into a domiciliary account. However, if funds are intended for a Foreign Currency transfer/draft issuance, the maximum amount of cash per lodgment is \$10,000 or its equivalent in third currency.

What are the charges for a foreign currency outflow?

1. 0.5% of the amount being transferred or 10 units of the currency being transferred whichever is greater as 'Commission'.
2. 5% of the commission Amount as 'VAT'
3. N4, 000.00 as 'Swift charge'.

What is the maximum amount a customer can transfer in a day?

1. From cash lodgments, \$10,000.00
2. From foreign currency inflow /cleared foreign currency cheque, as much as the inflow/cleared cheque amount.

What is the maximum amount a customer can transfer in a week?

1. From cash lodgments \$50,000 subject to a maximum of \$10,000 per day or its equivalent in third currencies.
2. From inflow/cleared foreign currency cheques, as much as the inflow/cleared cheque amount.

Why can a customer not transfer more than \$10,000 or its equivalent from a domiciliary account which is funded by cash lodgment?

CBN regulation (Memorandum 26 5(b) of the CBN foreign exchange manual) mandates that cash in excess of \$10,000 or its equivalent in other currencies lodged into an account can only be withdrawn by cash.

How many times can customer transfer money from his/her account?

A customer can transfer as many times as he/she wishes subject to the daily and weekly transfer limits.

Can a customer transfer over \$10,000 or its equivalent in third currencies from his account at once, if he was credited by another IDJBank customer?

Where the initial source of funds (at the point of receipt at IDJBank) is from cash lodgment, No.

Where the initial source of funds is from an inflow/cleared foreign currency cheque, Yes

Can a customer transfer Foreign Currency from a Naira account with IDJBank? No! Transfers can only be done from domiciliary accounts.

How can an Account Officer determine the third currency equivalent of \$10,000?  
Currency trading advises 3rd currency rates for GBP, EUR and RAND on a weekly basis. This information is updated on the Intranet every Monday and the Foreign Currency (FX) Commission Calculator (which can be found via the useful links section of the Intranet).

How long does it take transferred funds to get to the beneficiary?  
48 to 72 hours after foreign currency transfer has been processed, depending on the location of the beneficiary's

bank.

What is the acceptable medium through which customer transfer instructions are received at Funds Transfer Unit?

1. The Funds Transfer Request (FTR) Portal for all foreign currency transfer instructions sent by Account Officers.

Directly from customers who bring their foreign currency transfer instructions to Funds Transfer Unit.

Directly from customers through the Internet Banking platform.

How long does it take Funds Transfer Unit to treat foreign currency transfers received from branches?

All transfer instructions received via the FTR Portal on or before 4.00pm are treated same day for USD transfers, however, the cut-off time is 2.00pm for third currency transfers.

What should a customer do if his/her beneficiary has not received funds after 72 hours?

The customer should notify Funds Transfer Unit through his Account Officer or via secure mail option on the Internet Banking platform.

Can a customer recall funds that have already been transferred?

Yes! If funds have not been applied to the beneficiary's account. Where funds have been applied, the beneficiary must authorize the bank to debit his or her account to enable return of funds.

What does Funds Transfer Unit require to process a customer's recall request?

A duly authorized (signed) letter instructing Funds Transfer Unit to recall transferred funds or an instruction sent via secure mail option on the Internet banking platform.

Can a customer amend the details of his/her foreign currency transfer after funds have been transferred? Yes! If funds have not been applied to the beneficiary's account or returned by the beneficiary's bank.

What does Funds Transfer Unit require to process a customer's amendment request?

A duly authorized (signed) letter specifying corrections of details to be amended or an instruction sent via secure mail option on the Internet banking platform.

Will a customer be charged for amending details of a processed foreign currency transfer?

Yes! There is a telex charge of N4, 000.00 for amendment messages. Additional charges may be demanded by the beneficiary's bank to effect amendments. Such additional charges are advised by the beneficiary's bank.

When funds are returned why is the value usually less than the amount initially sent?

This is because correspondent bank charges have been deducted from the principal. This may also be dependent on the policy of the beneficiary bank to deduct charges on returned funds.

What is an IBAN?

IBAN is an acronym for 'International Bank Account Number'. It is a set of alpha-numeric characters which identify a beneficiary account number, beneficiary bank and bank branch and is an international standard for identifying bank accounts across national borders in a way that would minimize transcription errors.

What is BIC?

It is an acronym for Bank Identifier Code. (Also known as SWIFT-BIC, BIC code, SWIFT ID or SWIFT Code). It is a unique set of alphabets and numbers used to identify a branch of a bank. It is approved by the International Organization for Standardization (ISO).

What is a sort code?

A sort code is a unique set of numbers, used to identify branches of banks (In the United Kingdom, Ireland, Australia and South Africa, sort codes are six digits. In Germany, it is eight digits). They can be used to find/ generate the BIC of a bank and other financial institutions in the Country.

What is Fedwire?

Fedwire is a real time gross settlement funds transfer system operated by the Federal Reserve Bank that enables financial institutions electronically transfer funds between one another in the US. It is represented by a set of nine (9) digits which identify branches of banks in the United States of America.

What are telex copies?

Telex copies are acknowledgements received from SWIFT as evidence that a transaction has been authorized on the SWIFT platform.

What is a foreign currency inflow?

A foreign currency inflow is receipt of funds from a customer (Remitter) through an offshore account overseas (e.g. UK, USA) into a domiciliary account with a Nigerian bank.

What are the sources of foreign currency inflows?

1. Foreign currency transfers from individuals and corporate bodies
2. Export proceeds
3. Capital importation (equity or loans)

What does a IDJBank customer require to receive a foreign currency inflow?

1. The customer must have an operative domiciliary account with IDJBank in the currency of the expected inflow.
2. The customer must provide the remitter the correct disposal instruction

Does a customer require any document to receive an inflow?

No! The inflow instruction must contain correct and complete beneficiary details (beneficiary account number and beneficiary name).

How long does it take for a beneficiary's account to be credited with a foreign currency inflow?

24 Hours after an inflow reflects in IDJBank's statement(s) with our correspondent bank(s) provided all beneficiary details are accurate (e.g. customer name/account number)

Can we use a telex copy provided by a beneficiary to credit a customer's account?

No! We cannot credit an account with a telex copy. Customer's accounts can only be credited when the credit reflects in IDJBank statement with our correspondent bank.

Does the remitter need to be a IDJBank customer to process FX inflow to Guaranty Trust Bank? No! Anyone can send FX inflow into a customer's domiciliary account with IDJBank.

What is the maximum amount of Foreign Exchange a customer can receive as inflow?



There is no limit to the amount of Foreign Exchange a customer can receive as inflow.

Can a customer be denied access to Foreign Currency inflow in his domiciliary account?

1. Yes. For control purposes and statutory requirements, a duly completed Customer Information Report (CIR) form stating the purpose of funds is required for all inflows of \$10,000.00 and above or its equivalent in 3rd currency for individuals and \$50,000.00 and above or its equivalent in 3rd currency for corporate customers are required for the fund to be available to the customer.

2. All inflows within the limits stated above without duly completed CIR forms are blocked in beneficiary's domiciliary account pending receipt of necessary documents.

3. Also note amounts below the stated limit may be blocked as a result of CBN requirement that a purpose of payment must be stated on personal remittances (i.e. where both the remitter and recipient are individuals).

In what ways can a customer utilize foreign currency inflows in his/her domiciliary account?

Cash withdrawal at any of our branches (subject to availability of foreign currency)

Foreign currency outflow

Foreign currency draft request.

Foreign currency may be sold to IDJBank/other IDJBank customers for Naira credit. (subject to CBN guidelines)

If a customer receives an inflow is there a limit to the amount that can be utilized?

No! The customer can withdraw all the funds received as inflow whether by cash withdrawal or transfers.

Who are our correspondent banks? 1. IDJBank subsidiaries

2. Citibank

3. Deutsche Bank

4. Standard Chartered Bank 5. HSBC

6. UBS

7. Commerz Bank

8. JP Morgan Chase

Why may a beneficiary not be credited with his/her inflow after it has been received by IDJBank?

If an inflow is received with wrong or incomplete beneficiary details.

If beneficiary's domiciliary account is closed, deleted or dormant.

What is GDR?

Global Depository Receipt (GDR) is a bank certificate issued in more than one country for shares in a foreign company. The shares are held by a foreign branch of an international bank. The shares trade as domestic shares, but are offered for sale globally through the various bank branches.

What are Export proceeds?

Exports proceeds are funds received by an exporter for goods and services exported to beneficiaries in other countries.

What is the full meaning of NXP?

NXP is an acronym for Nigerian Export Proceeds

Why would an inflow for Export proceeds be delayed or blocked upon receipt?

Inflows for export proceeds are to be confirmed by Foreign Operations Unit that proceeds are actually from export and identify the NXP that has been paid on before funds can be availed to the beneficiary.

What is capital importation?

These are funds remitted or equipment imported by a foreign company to a registered corporate body in Nigeria for the purpose of investments. (E.g. Equity, Loan, Equipment).

What are the types of capital importation? 1. Cash

2. Equipment/Raw Material

3. Government Securities

What is a Certificate of Capital Importation?

A Certificate of Capital Importation (CCI) is a certificate issued by a bank to a recipient as statutory evidence of investment in a Nigerian company.

Why would a customer require a CCI?

It legitimizes investment in a Nigerian company and facilitates the repatriation of dividends and capital to the foreign Investor /creditor.

What are the benefits of obtaining a CCI?

When the dividends, interest or principal are to be repatriated, the funds can be sourced from the Foreign Exchange Market (CBN or interbank).

Are CCI issued for all investment inflows?

No! Only when a beneficiary requests for a CCI and has satisfied all the requirements to obtain a CCI.

What are the documents required to process Capital importation as Equity?

An authenticated board resolution of the local beneficiary authorizing the investment

Purpose of Capital importation must be clearly stated on the telex ( Telex are acknowledgements received

from SWIFT as evidence that a transaction has been authorized on the SWIFT platform.)

Evidence of incorporation where applicable

Letter from the beneficiary requesting a CCI

Name and address of foreign investor

What are the documents required to process Capital importation as a Loan?

An authenticated board resolution of the local beneficiary authorizing the investment

Purpose of Capital importation must be clearly stated on the telex (

Evidence of incorporation where applicable

Letter from the beneficiary requesting a CCI

Name and address of foreign investor

Loan agreement stating terms of repayment

What are the documents required to process Capital importation of equipment and Raw Material?

Original Final Invoice/CCVO

Original Bill of Lading

Original Bill of Entry/Original Single Goods Declaration Form.

Risk Assessment Report (RAR).

All shipping, Exchange and Control documents used for the importation.

Letter from the beneficiary requesting for a CCI.

Board resolution authorizing the investment.

A copy of the company's certificate of incorporation.

Name and address of foreign investor.

Can a CCI be issued for funds sent from a local investor / bank?

No! CCIs are only issued for funds from a foreign investor (individual or corporate entity) registered in a foreign country and earn funds offshore.

Can a CCI be issued to an individual?

No! CCIs are only issued to corporate entities registered with the CAC.

Can an inflow for which a CCI is intended be utilized in a foreign currency? No! It must be converted to Naira within 24 hours of receipt.

Can any other bank other than the issuing bank repatriate funds on a CCI?

Yes! However, the customer needs to instruct the bank that issued the CCI to transfer CCI to the bank remitting on the CCI before this can be done.

Is there a limit to the number of times a CCI can be used to remit funds to an Investor?

1. Where the purpose of a CCI is Equity, there is no limit to dividend remittance. Dividend remittance on a CCI can be done as many times as required, as long as there is evidence of board approval of dividend which is evidenced by the audited financial report.

2. Where the purpose of a CCI is Loan, remittance on the CCI is subject to the terms of the loan agreement.

How do IDJBank customers in Nigeria receive value for foreign currency clearing instruments?

IDJBank customers receive value by depositing foreign currency clearing instruments into their domiciliary account with IDJBank.

How does IDJBank receive value for foreign currency clearing instruments deposited by its customers?

Foreign currency clearing instruments are sent offshore to IDJBank correspondent bank(s) or collection. On receipt of value for cheques sent for collection, IDJBank in turn credits beneficiaries with the value of cheques deposited into customer domiciliary accounts.

What types of foreign currency instrument can be sent for offshore clearing? 1. Foreign cheques

2. Foreign drafts

3. Foreign dividend warrants

4. Foreign travelers cheques (in USD, GBP and EUR) 5. Foreign money orders

If a customer deposits a foreign currency instrument into his/her domiciliary account, how long does it take him/her to receive value?

1. For USD and GBP instruments - 10 working days from the date it is sent offshore for clearing/collection provided the cheque is not returned unpaid.

2. For Canadian Dollar (CAD) cheques sent on collection, a minimum of 30 working days while maximum no of days is indeterminable.

Foreign currency instruments are sent for clearing/collection every Tuesday and Thursday.

Can a foreign currency cheque sent offshore for collection be returned unpaid?

Yes. Foreign currency cheques sent for collection can be returned unpaid for various reasons (E.g. incomplete mandate, closed/frozen account, account not funded, fraudulent cheque etc)

If a customer's foreign currency cheque is returned unpaid, is the physical instrument returned?

Physical instruments sent to US for collection are not returned, a scanned image of the cheque known as the legal copy is returned instead. Physical instruments sent to UK may be returned upon request.

How can a customer utilize proceeds from cleared foreign currency cheques?

Cash withdrawal at any of our branches (subject to availability of foreign currency)

Foreign currency outflow

Foreign currency draft request.

Foreign currency may be sold to IDJBank/other IDJBank customers for Naira credit.  
(Subject to CBN guidelines)

Is there a charge for clearing a foreign currency instrument?

Yes. 1% of cleared cheque amount or 10 units of the currency (whichever is higher) is charged as commission and 5% is charged as VAT on commission.

Can IDJBank customers deposit instruments in all foreign currencies into their domiciliary accounts? No. Only USD, GBP, EUR and CAD clearing instruments are received for collection by IDJBank.

What is a Third Party Cheque?

A third party cheque is a cheque written in favour of a beneficiary other than the name on the presenting customer's account.

Can a IDJBank customer obtain value for a third party cheque?

Yes, upon provision of:

1. Duly signed letter of indemnity by the presenting customer.
2. A letter written by the actual beneficiary instructing the presenting customer, to clear the cheque on his behalf, supported with the actual beneficiary's means of identification.
3. A letter written by the presenting customer, instructing IDJBank to clear the third party instrument into his /her account.
4. A Group Head approval obtained by the presenting customer's account officer for the third party lodgment.

What is a foreign currency draft?

A foreign currency draft is an instrument in a currency other than the currency used in the issuing country, signed by a drawer (E.g. IDJBank) to a drawee (E.g. Citibank), requesting payment at a future time to a third party (often a drawer/beneficiary).

Can IDJBank issue drafts in foreign currencies?

Yes. IDJBank can issue drafts in USD and Canadian Dollars (drawn on Citibank New York), and also in GBP and EUR (drawn on Citibank London).

What does a customer require to obtain a Foreign Currency Draft?

An operative domiciliary account in the currency customer wishes to obtain a draft (USD, GBP and EUR).



A foreign currency draft request form (properly filled, signed and dated)

Sufficiently funded accounts for principal and bank charges. Principal must however be debited in the currency

of draft request.

Foreign Currency draft are issued to all customers from Funds Transfer Unit while Burma Road Branch issues foreign drafts for Shipping Companies only

My customer requires a foreign draft, what are the applicable charges?

For USD, GBP and EUR drafts:

1. 0.5% of the value of the draft or 10 units of the currency in which draft is being issued, whichever is greater as 'Commission'.

2. 5% of the commission Amount as 'VAT'

For CAD drafts, in addition to the above, a charge of \$25 or N3, 900 as rate differential.

Can I issue a foreign currency draft from my Naira (savings/ current) account?

No, FX drafts can only be issued from funded domiciliary accounts.

However, if the transaction is an eligible transaction (like school fees payment etc), a foreign currency draft can be issued from a Naira account subject to complete documentation as contained in the CBN foreign exchange manual.

Can a customer obtain value for a lost/stolen Draft?

Yes. Provided the ordering customer submits.

1. A sworn affidavit

2. Police report indicating that the draft is lost / stolen 3. Photocopy of the lost/stolen instrument

4. A letter asking IDJBank to repurchase/re-issue the lost/stolen draft. (All documents must contain the details of the draft)

What is the maximum foreign currency draft amount a customer can request for in a day?

From cash lodgments \$10,000.00

From foreign currency inflow /cleared foreign currency cheque, as much as the inflow/cleared cheque

amount.

What is the maximum foreign currency draft amount a customer can request for in a week?

From cash lodgments \$50,000 subject to a maximum of \$10,000 per day or its equivalent in third

ocurrencies.

From inflow/cleared foreign currency cheques, as much as the inflow/cleared cheque amount.

Can a Third party collect a foreign currency draft on an ordering customer's behalf? Yes! Provided:

The ordering customer states the name and means of identification of third party at the point of

requesting for a foreign currency draft.

The nominated third party advised by the ordering customer presents the means of identification stated in

the draft request or customers letter.

What is IDJMT?

IDJMT is an acronym for Guaranty Trust International Money Transfer. It is a platform through which IDJBank and Non-IDJBank customers can transfer monies from any IDJBank branch in the West-African sub-region, to a recipient at a specified IDJBank branch in the West-African sub-region.

Must an ordering customer be a IDJBank account holder to initiate IDJMT? No! This service is available to both customers and Non-customers.

Must a recipient be a IDJBank account holder to receive IDJMT?

No. Both customers and non-customers can receive IDJMT funds.

Where IDJMT funds are received in Nigeria, the beneficiary must either be an account holder of IDJBank or must be identified by a IDJBank account holder.

Can we initiate and receive IDJMT transactions to and from all the subsidiaries of IDJBank?

No. IDJMT can only be sent to and received from a IDJBank subsidiary in the West African sub-region (IDJBank Nigeria, IDJBank Ghana, IDJBank Sierra Leone' IDJBank Liberia and IDJBank Gambia and IDJBank Cote d' Ivoire).

In what currency do we send and receive money on the IDJMT platform?

US Dollars (\$) in Gambia and Liberia only and local currencies in Ghana, Ivory Coast, Sierra Leone and Liberia in accordance with local regulations.

Liberia is a dual currency economy and can therefore accept IDJMT in USD and local currency

What is the cost of sending a IDJMT transaction to a beneficiary?

1. Commission: 3% of principal amount or \$10 whichever is higher. 2. Vat: 5% of Commission amount or \$0.5 whichever is higher.

Can we take Naira from an ordering customer over the counter and convert to USD when initiating a IDJMT transaction?

No! Customers have to source for the foreign exchange themselves.

Can an ordering customer pay for charges in a currency other than US Dollars? No! The system is configured to take charges in the currency being transferred.

What does an ordering customer receive as proof of initiating a IDJMT transaction?

An ordering customer receives a slip containing a secret PIN (Docket) unique to each transaction

What should an ordering customer do with the docket on receipt?

The ordering customer is expected to provide the information contained in the docket to the beneficiary to enable beneficiary receive transferred funds at the specified paying branch of IDJBank

What does a recipient require to collect funds on the IDJMT platform? 1. A duly filled IDJMT to receive form

2. Secret Pin contained in the docket given to the ordering customer

3. Question and answer to the secret question supplied by the ordering customer 4. Acceptable means of identification

Can a recipient of a IDJMT transfer collect funds at any branch of IDJBank?

No! A recipient/beneficiary can only collect IDJMT at a branch specified by the sender at the point of initiating the transfer.

Can a IDJMT transfer be modified after it has been initiated?

A IDJMT transfer can only be modified by the sending branch, 'if' it has not been viewed or authorized at a paying branch.

Can a IDJMT transfer be cancelled?

A IDJMT transfer can only be cancelled by the sending branch 'if' it has not been authorized at a paying branch.

Is the beneficiary of a IDJMT charged at the receiving branch?

No! The full amount sent by the ordering customer is remitted to the beneficiary.

If a IDJMT transaction is cancelled by the sending branch, how long does it take to refund the ordering customer?

Same day for IDJMT transfers cancelled on the day they were initiated.

Three (3) working days for IDJMT transfers cancelled after the day they were initiated.

How will an ordering customer be refunded for a cancelled IDJMT transfer?

Sending branch notifies ordering customer and pays ordering customer over the counter.

How long after a IDJMT transfer is initiated is it available to be collected by the recipient?

10 Working days

What happens if a IDJMT transfer is not collected on or before the 10th working day?

A IDJMT transfer not paid on or before 10 working days automatically expires and is no longer available for payment to the beneficiary. At this point, it can only be cancelled by the sending branch for onward

return/ refund to the ordering customer.

At what point should a beneficiary of IDJMT be paid?

After the Head of Operations at the specified paying branch has successfully authorized the IDJMT request.

How is IDJMT payment made to the beneficiary?

All payments are made over the counter to the beneficiary.

In what currency would a beneficiary receive IDJMT payment in Ghana?

In Ghanaian Cedi. Money transfer products are paid in local currency as mandated by the Bank of Ghana to encourage its acceptability.

Can anyone other than the beneficiary of a IDJMT transfer collect funds on behalf of the specified recipient? No! IDJMT is only payable to the specified beneficiary as advised by the sender.

What is IDJST?

IDJST is an acronym for Guaranty Trust Subsidiary Transfer. It represents foreign currency transfers to beneficiaries who have accounts with subsidiaries of IDJBank.

What documents are required to initiate a IDJST Transfer

Such transfers are initiated based on customers completed foreign transfer form indicating beneficiaries details, beneficiary account number, SWIFT Code,etc

How long does it take for a beneficiary to receive IDJST monies transferred? Same day of transfer for all IDJST transfers received on or before 3.00 pm daily.

Can a Nigerian customer use the GSTS medium to transfer Naira to enable a beneficiary in another country receive funds in their local currency (i.e. Ghanaian cedis)?

No! Transfers on this platform can only be done in USD, GBP and EUR.

What services are available via IDJConnect? Balance Enquiry

Own Account and Third Party Transfers Statement Request via email

Stop Cheque and Cheque confirmation Request for Internet Banking log in details Card Query

Card Activation and Hotlist

Dispense Error Resolution

Secure code challenges

Internet Banking and Foreign Transfer Issues Basic Enquiry from Corporate Customers

What do I need to have when I call IDJConnect?

You need your account number or your user ID which will enable us confirm your details on time.

Can a third party call IDJConnect to request for information on another customer's account?

No! We would only attend to the account holder after due authentication.

Can my Internet banking password be reset at IDJConnect?

Yes! You would be put through a process to choose your password via IVR (interactive Voice Response)

If I do not wish to speak with anyone, can I confirm my balance by calling IDJConnect?

Yes! With your user ID and password, you can confirm your balance, request for your statement and initiate own account and third party transfers without speaking with a customer service representative.

Alternatively, you can send BALANCE space NUBAN ACCT NO via SMS using your registered mobile number with the Bank to 08076665555 to obtain your account balance.

Can I stop or confirm my cheques when I call IDJConnect using my Login details?

Yes! However, at the moment, your call would be routed to a customer care representative to capture the beneficiary's name, date on the cheques and means of identification of the beneficiary.

Can I initiate a third party transfer by speaking to a customer care representative in IDJConnect?

No! For security reasons that option is unavailable but the transfer can be done via the Self Service (IVR) with your login detail.

Can I call IDJConnect to have my pending dispense error resolved?

Yes! The customer care representative after obtaining your details would escalate and follow up with the unit in charge of resolving the dispense error.

Can I call IDJConnect to request for a proxy pick up of my statement of account?

Yes! You are required to write and forward a duly signed instruction introducing your proxy, his/her means of id, the desired pick up branch, statement period and date. A copy of this letter should also be given to your proxy. IDJConnect would forward these details to the branch after due authentication.

Can I call IDJConnect for a proxy pick up of my Naira MasterCard?

No! For security reasons the Bank has discontinued card pick up by proxy.

Can I call IDJConnect to request for my branch's sort code?

Yes! The customer care representative authenticates customers and sends the sort code to customer's registered email address or via the phone as applicable

Can I call IDJConnect for assistance when I cannot remember the answer my secret question?

Yes! A customer care representative would guide you on how to retrieve the Question which will be sent to your registered email address.

Can I call IDJConnect to book for or liquidate my fixed deposit investment with the Bank?

Yes! You would be required to fill and scan the investment form, after due authentication by a customer care representative, your request would be treated.

Can I call IDJConnect to make enquiries on the Bank's products and services?



Yes!

Can I call IDJConnect when I am having challenges transacting with any of my IDJBank cards either in Nigeria or Abroad?

Yes! You can either select options 1 and 3 on the IVR to speak with our card services team or options 1 and 0 to speak with a IDJConnect customer care representative who would authenticate your transactions and proffer solutions.

What services do you render to our Diaspora customers? Services Rendered to Diaspora Customers

- Account Update

- Dormant Account Reactivation

- Additional Account Opening

- Token Request

- Balance Enquiry

- Pre-registered Transfer Request Proxy Statement of Account Pick Up Cheque Book Request

- Card Link Request

- Additional Signatory Request (If additional signatory is in the country)

Can I call IDJConnect when I am having challenges with my Mobile Money applications?

Yes! IDJConnect would assist with the resolution of the challenges and in some cases escalate to the appropriate unit for further assistance.

Can Customers call IDJConnect to request for a loan facility with the Bank?

Customers can only call IDJConnect to make enquiries on our loan products. However, to process a loan facility, customers would be required to visit the marketing team at the branch where account is domiciled to process a loan facility provided customers can meet all the requirements

Can I call IDJConnect to activate or deactivate any of my alert notifications?

Yes! A customer care representative would authenticate the customer and afterwards, raise a service request to the customer's domicile branch for resolution. However, with your token you can do same on Internet Banking

Can I call IDJConnect to confirm the status of my account?

Yes!

Can I call IDJConnect to confirm my NUBAN account number?

Yes! This would be confirmed to you by a customer care representative; alternatively, you can send NUBAN space OLD ACCT NO via SMS using your registered mobile number with the Bank to 08076665555 to obtain your NUBAN account number.

Can I call IDJConnect at any time to have my stolen/missing /compromised IDJBank card hot listed?

Yes! Your card would be hot listed immediately after providing your Bank account number to a customer care representative. Card hot listing is also available on Internet Banking.

Can I call IDJConnect for an unusual inflow blocked on my account?

Yes! A customer care representative would obtain the inflow details, authenticate the customer for security reasons then forward the details to the appropriate units to further verify and unblock

Can I call IDJConnect when I have challenges with my NIPS/NEFT transfers?

Yes! The customer care representative would confirm when the transfer was initiated and proffer suggestions or escalate appropriately.

When I have challenges with receiving Western Union into my account through Internet Banking platform or on Quick teller site, can I call IDJConnect?

Yes! The customer care representative would confirm the error message and advice or escalate accordingly.

Can I call IDJConnect to request for Gens notifications?

Yes! The customer care representative would confirm your request, get your account details, and escalate appropriately for you to be profiled. Alternatively, you can also profile yourself from your Internet Banking page using the token under 'transaction alert activation service'

Can I call IDJConnect to confirm reason for disparity on my account?

Yes! The contact center representative would confirm if there is a block on your account, reason for the block and advice accordingly.

When I have declined transactions while using my card or unable to use my card(s) for transactions online, POS and ATM, call I call IDJConnect?

Yes! The card would be queried to confirm reason for decline and you would be advised accordingly.

Can Customers initiate FX transfers via IDJConnect and what is the limit?

Customers can call IDJConnect to make enquiries about FX transfers, you can initiate FX transfers via Internet Banking using token or at the branch, and daily limit is \$10,000 or its equivalent. IDJConnect can route FX transfer request on FTR Portal after duly authenticating customer (daily limit of \$5,000) and process FX transfers for Diaspora customers who do not have tokens after reviewing their documents and authentication but daily limit is \$5000 or its equivalent.

## E-Branch FAQs

Q: What can be done in an E-Branch

A: Our e branch affords you the opportunity to do most of your banking transactions during non-banking hours. An e- branch has the following:

- Cash withdrawal machines for your cash needs
- Cash deposit machines for depositing cash
- Internet banking Kiosk for all local transfers, 3rd party transfers, interbank transfers etc.
- Telephone banking for self service and calls to our Contact Center- Customer service agents

## IDJConnect FAQs

What services are available via IDJConnect?

### Services Available via IDJConnect

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Mobile Money FAQs

What is IDJBank Mobile Money and what are the benefits?

IDJBank Mobile Money is a means of transferring money and performing routine transactions such as sending money to beneficiaries using their phone number, purchasing airtime, paying bills and performing cardless ATM withdrawals) via a mobile phone. It's secure, fast intuitive and easy to use.

Who can use Mobile Money service?

Anyone with a mobile phone can use IDJBank Mobile Money

Do I need to have a bank account to use IDJBank Mobile Money?

No bank account is required to register for IDJBank Mobile Money; however one needs to register for the service.

What can I do with Mobile Money?

- Send money to other IDJBank Mobile Money subscribers or Mobile Money subscribers on major Mobile Money operator network
- Send money to those with bank accounts
- Pay bills
- Perform cardless ATM withdrawal
- Buy airtime for self and others on all major networks

How can I register for Mobile Money?

To register for Mobile Money:

- **DOWNLOAD:** Download the app from the any of the following app stores for smart phones - Apple App store, BlackBerry App World, Android Market's Google Play and Nokia OVI. The app is also available on Java enabled phones.

- **SIGN UP:** Find the app icon on your phone home screen and open it. Click "Sign Up" on application and fill in the following required information

FIRST NAME,

LAST NAME,

DATE OF BIRTH

EMAIL ADDRESS

Then click on submit to complete the registration

You will receive a SMS confirming successful registration which will contain a 6-digit one-time password (OTP).

**ACTIVATION:** To activate, go back to the Mobile Money start screen and click "Activate". The 6-digit OTP is automatically populated within the required field (if it is not, please refer to the SMS confirming successful registration) then submit OTP.

The next step is to select a 4-digit numeric PIN that must not be sequential (i.e. 1234) or have numeric values repeated

Both "Sign Up" and "Activation" can also be completed via Etisalat SIM Toolkit menu (STK) or by accessing the USSD platform on all major network by dialing code \*707#

What are the channels available for accessing my Mobile Money wallet?

A Mobile Money wallet can be accessed via smart phone app, Etisalat STK and via USSD by dialing \*707# on all major networks

Will my device support IDJBank Mobile Money?

A number of mobile devices including phones and tablets with data plans can access Mobile Money from their platform's app stores; however Mobile Money is optimized for mobile phones and not for tablets or slates.

How do I fund my Mobile Money wallet?

To fund a Mobile Money wallet, you can request to have an existing IDJBank account linked to the wallet then fund the wallet by sending money from "Bank to Wallet" from within the app.

A wallet can also be funded by visiting the url: [www.quickteller.com](http://www.quickteller.com) - Quickteller is available on select ATMs and POS terminals. A third option for funding a wallet is to visit select IDJBank branches where Mobile Money agents/tellers can receive cash and give e-value to the wallet being funded.

Are there any limits to the transactions I can perform on Mobile Money?

There are three (3) KYC levels of privileges to Mobile Money:

Unbanked: The unbanked customer has no account linked to their Mobile Money wallet and can only send and receive a total of N30,000 daily with a maximum of N3,000 per transaction

Semi-banked: These customers have their savings accounts linked to their Mobile Money wallets and have a daily transaction limit of N100,000 and single transaction ceiling of N10,000

Fully-banked: These customers have the equivalent of the KYC information required to open a current account with the bank by way of having their current accounts linked to

their Mobile wallets. In this category, one can send or receive a daily limit of N150,000 with a single transaction limit of N99,000

How do I withdraw money from my Mobile Money wallet?

Cardless ATM withdrawal is performed to withdraw money from a wallet. To do this, initiate "Cash Out" from the mobile money platform. A 12-digit Funds Access Code (FAC) is generated can be used to cash out funds from any IDJBank ATM.

At the ATM, select the cardless withdrawal option and enter the 12-digit FAC, followed by your wallet ID (phone number) and 4-digit PIN. The 4-digit PIN is the last 4 digits of the FAC for an unregistered Mobile Money subscriber who's attempting to cash out money that was sent by a subscriber.

How do I keep my Mobile Money account secure?

To keep your wallet secure, never give out your PIN to anyone and never allow anyone look over your shoulder while performing transactions. Make sure the SIM for the wallet ID is always active i.e. in a functional mobile phone in order to receive SMS notifications on all transactions on the account. These SMS notifications are free.

How long does it take to resolve customer's complaint or reverse a dispense error on mobile money platform?

Customers are contacted within 24 hours of lodging a complaint while dispense errors are reversed within 72 business hours

What do I do when my phone/SIM is lost or stolen or if I change my device and/ or phone number?

Please call IDJConnect at 0803.900.3900 or 0802.900.2900 or send an email to [mobilemoney@IDJBank.com](mailto:mobilemoney@IDJBank.com) with the full name and wallet ID number

Will I be charged for receiving money via mobile money platform?

There are presently no charges associated with any Mobile Money transactions

Who do I contact for other mobile money related enquiries?

For support, complaints and inquiries, please call IDJConnect at 0803.900.3900 or 0802.900.2900 or send an email to [mobilemoney@IDJBank.com](mailto:mobilemoney@IDJBank.com).

## Internet Banking FAQs

What is Internet Banking?

The Internet Banking platform provides a medium for customers to conduct financial transactions on our website; eliminating the need to visit banking halls. These transactions are secured with the use of a token device.

What do I need to access the Internet banking platform?

Customers must obtain login details (User ID and Password) after completing the online banking form in a IDJBank branch or downloading the form on the bank's website and scanning it to [internetbanking@IDJBank.com](mailto:internetbanking@IDJBank.com)

How do I obtain my User ID and Password?

Customer's account is automatically profiled for Internet Banking at the point of account opening with log-in details and can be re-profiled when a customer completes the internet banking form at any IDJBank branch or completes and scans a completed form to [internetbanking@IDJBank.com](mailto:internetbanking@IDJBank.com). Please note that your login detail is usually sent via [intops@IDJBank.com](mailto:intops@IDJBank.com) could either be delivered to your inbox or your bulk folder. Customers are advised to check their bulk mail carefully before deleting unsolicited emails.

Will I have 24/7 access to the IDJBank Internet Banking Services?

Yes! Except during scheduled maintenance periods, our Internet Banking services can be accessed 24 hours a day, 7 days a week from anywhere in the world

What accounts can I customers view online? Customer's profiled accounts include:

- Current account
- Saving Accounts
- Domiciliary
- MasterCard Card Account

If customer cannot view all their accounts, customer completes Internet Banking form select the appropriate accounts to be profiled and submits completed form at a branch CIS or scans and forward completed form to [internetbanking@IDJBank.com](mailto:internetbanking@IDJBank.com)

What types of transactions can I conduct on the Internet Banking Platform? Basic transactions: (These services are automatically profiled)

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Balance enquiry

View transaction details

View and download & print account statements Update personal details

Password change

Check deposit and exchange rates

Cash based transactions: (These functions are enabled on request only)

· Transfer funds to your IDJBank account & other Beneficiaries in other bank  
(Beneficiaries can be pre-

registered on the systems where regular monthly payments are made)

· Pay utility bill (MTN, Airtel, Internet Service, NetCom and VGC)

· Request for cash and draft in transit

· Cheques book request, confirm and stop cheques

· Standing order to IDJBank and other Banks

What can customers do to retrieve lost/forgotten password?



If you have forgotten your password you can call Contact Center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 For password reminder, you will be required to select option 3 on the menu to request for your current password to be sent to the registered email address on the application:

Alternatively, you can log on to [www.IDJBank.com](http://www.IDJBank.com) and follow below steps

- Enter your user ID and select the "Forgot your password" link.
- You will be directed to the password reminder page.
- Enter the Answer to your secret Question and click the 'continue button'.

For security reasons you are advised to safeguard your password

If you have been locked out following 3 unsuccessful logon attempts, you will be required to call contact center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and select 2 & 0 to speak to an Agent.

Following authentication, your password will be re-set and a new one sent to your registered email address. You are advised to safeguard your login details to prevent unauthorized access to your account.

How can I change my Internet Banking password?

To change your default password to any other password of choice:

- Sign in to your account and click the "Personal" link in the left navigation bar
- Click the "Change your password" link
- Input default/current password and input a new password.

- Re-confirm the new password and click the "submit" button.
- A transaction successful message indicates that password change was successful

For further assistance, please call our Contact Centre (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and follow the voice prompts or press 2 and 0 to speak to an Agent.

How often can customers change their password?

Customers should change their password periodically to prevent unauthorized access to their account

If using a publicly accessed computer such as an Internet café or public library, your password must be changed immediately.

How often can I transfer funds?

As many times as possible provide the maximum daily transfer limit of N2.5MM has not been attained

Daily Transfer Limits

I have forgotten my secret question and answer and cannot access my account, what do I do?

If you've forgotten your personal verification answers and unable to access the service, please log on to [www.IDJBank.com](http://www.IDJBank.com) and follow below steps:

- Enter your user ID and select the "forgot your password" link

- Click the link at the bottom of the password reminder page to request for your secret Answer

- An email will be sent to the registered email address on the application with a default password

How can customers resolve the error message “Invalid Transaction Code” after inserting the correct six digit code generated by the Token?

Customers should log off from Internet Banking and generate new transaction codes(s) required to complete a transaction. If problem persists, visit any IDJBank branch to obtain a replacement token free of charge

How long does it take for the beneficiary to receive the funds?

Own account transfer as well as transfers to other IDJBank account holders is completed immediately after a successful operation is displayed. However, interbank funds transfers are completed within 24 hours

How secure is my transaction?

The following security measures guarantee the security of customer’s instructions:

- 128 bit data encryption between your computer and internet banking system
- Keypad for PIN entry to guard against password cloning
- Use of secret questions and answers

- Use of log-in details (UserID & Pass code) GAPS/GAPS-Lite FAQs

What is GAPS?

GAPS is an acronym for Guaranty Trust Bank Automated Payment Systems. It is IDJBank's Corporate Internet Banking. It is a web based application which gives corporate customers secure access to their transactions and accounts 24/7.

What is GAPS-Lite?

GAPS-Lite is a customized version of GAPS for Small and Medium Size Enterprises.

How can I register for GAPS?

Simply walk into any of our branches to pick up the Corporate Internet Banking- GAPS form or download the form online using the link below:

[http://www.IDJBank.com/images/documents/business/gaps\\_form\\_corporate\\_internet\\_banking.pdf](http://www.IDJBank.com/images/documents/business/gaps_form_corporate_internet_banking.pdf)

With this form, the company will be profiled for the test application to enable all users familiarize with the application and then migrated to the live application upon completion of the test.

How can I register for GAPS-Lite?

Simply walk into any of our branches to pick up the GAPS- lite - Single User Registration form or download the form online using the link below:

[http://www.IDJBank.com/images/documents/business/gaps\\_lite\\_form.pdf](http://www.IDJBank.com/images/documents/business/gaps_lite_form.pdf)

With this form, the company will be profiled within 24 hours of registration on the live platform.

How will beneficiaries be notified of payments?

Email Alerts are sent to registered beneficiaries. The e-mails state the Payer's name and the remarks specified by the Payer.

Is it possible to customize email alerts sent to beneficiaries?

We currently have a standard e-mail template but customization to suit customer's request can be considered.

Can the email alert sent to beneficiaries contain attachments?

GAPS allows customers to attach document to each transaction. These documents are currently not sent by e-mail to the beneficiaries but this customization can be considered

What does "Debit Beneficiary Account" and "Credit Beneficiary Account" means?

Debit Beneficiary Account

Customers can use this option for collections/payments from other IDJBank Account Holder using Direct Debit. The mandate(s) must be received from the account holder to be debited. This is setup by CIS on GAPS.

When the customer initiates this direct debit instruction, the mandate is confirmed on GAPS, and the system debits the account specified and credits the customer.

Credit Beneficiary Account

This option is used to upload payments schedule for beneficiaries in IDJBank and other banks. The customer will be debited and their beneficiaries credited.

Does the profiling of other bank accounts on GAPS truly work? What is the process flow?

Yes! It does.

The companies will requests its other banks to issue Virtual Cards on its account with them.

The card will be profiled on GAPS, using the card details;

GAPS will enable the company view balances and make payments from these accounts using Interswitch network.

Once the card is registered on GAPS, the accounts attached to them can be viewed under the "Account to Debit" module and can be utilized for payments.

Payments will be processed using Interswitch network online real-time. How safe or secure is my data?

Data on GAPS is secured with 128-bit SSL encryption provided by VeriSign

How long does it take to get funds in beneficiary's Account? Are all transactions online and real-time?

All intra-bank transactions are online and real time, but inter-bank transactions will be completed same day if initiated before 12 pm

NIBSS Instant Payment option is also available on request.

How can customers access GAPS? Do they need to buy any special equipment?

GAPS is a web-enabled portal and therefore requires only Internet connectivity and customers log-in details.

Can we schedule future payments?

Yes! This can be done simply by changing the value date of your transactions to a future date

Can we generate receipts per payment or transaction?

Yes! Receipts can be generated by exporting the transaction report to excel and printing.

What do I do if I lock myself out or forget my password?

Kindly click the 'forgot your password' button or ask your GAPS administrator in-house to reset your password. An auto-generated email with the new password will be sent to the registered email address on the application

Alternatively, customers can contact IDJ Connect for a password reset.

Can customers' transactions time out on the application? Yes! It times out every 120 s of inactivity.

Can a wrongly submitted schedule be stopped?

Yes! The schedule can be declined by a reviewer or an approver.

Is there a daily cut-off time on the application? The service is available 24/7.

Are there any transfer limits on the application? (Foreign or Local)?

Daily foreign transfer limit is \$10,000 daily and \$50,000 weekly or its equivalent in other currencies. Local transfer limit is N250MM per transaction.

Will customers pay more for increased value/volume of transactions? There are no extra charges other than the following:

NEFT/NIPS charges

COT and bulk payment charges.

Are there SLAs and turnaround time to resolve customer's complaint? Problem resolution takes a maximum of 24hrs

Can a user have more than one role?

Yes! A user can have more than one role based on the consent and approval of the signatories.

Does COT charge apply to Intra-bank (IDJB- IDJB Account) Transfers? Yes! Every transaction still attracts COT.

Can I do single and multiple transfers at the same time?

No! Single transfers can be processed using the 'Initiate Payment' function while multiple transfers will involve uploading a schedule

Can GAPS be integrated to customer's internal systems? Yes! It can be integrated using FTP, Swift or Web Service.

Can account numbers be verified on GAPS?

Yes! They can. The 'Upload (IDJB ACCOUNT)' menu verifies account numbers of IDJB bank customers while 'Account Name Enquiry function' verifies other banks' customers account numbers.

Do all users require a token?

All approvers and reviewers require a token but an organization can request the use of token for initiators

What am I required to do on the DEMO?

You are required to configure your GAPS for the type of schedules you will be uploading and to successfully complete a minimum of one transaction.

Can Internet Banking Token for individuals be linked to GAPS/GAPS lite? No! Tokens issued on individual accounts cannot be profiled on GAPS

How do I know the status of my transactions?



Customers can view the details of a transaction by clicking on the “View Batch Status” on the application

How can a Merchant migrate from the DEMO to the LIVE platform?

Merchant successfully completes a transaction on the DEMO platform and sends a request/instruction in writing to be profiled on the LIVE platform

What is the difference between a reviewer and viewer?

The reviewer approves the uploaded schedule for an approver to approve/reject the transaction while a viewer can only view uploaded and approved transactions

What happens if the format of the schedule is wrong?

The file cannot be uploaded because the system cannot interpret the information.

What happens when beneficiary details (account number) in another bank is wrong?

Funds remain in the beneficiary's bank till the details can be revalidated or automatically reversed if it was NIPS transfer

Do FOREIGN concessions apply? Yes! Foreign concessions apply.

What happens when the account type chosen does not correspond with account number on the ‘Initiate Payment Menu’?

The account number will not be validated but this rarely happens with the advent of NUBAN as the account numbers are different for savings and current. Customers should only use nuban numbers to avoid any issue

Is it mandatory for customers to use the foreign template to initiate a foreign currency transfer to another IDJBank customer?

No! The “Initiate payment” function will suffice; customer should ensure “account to debit” required currency code

Are tokens required for Demo? No! Just on the live platform.

What is required to migrate a customer from the demo to the live platform?

is set to the

On successful completion of a transaction, the following steps must be performed

Customer sends a request to be profiled on the LIVE platform Account Officer collects customer’s token from CIS

Account Office initiates request for customers migration to live platform on ProcessMaker including token IDs

On approval by various units, Epayment Officer generates customer log in id while CISOps links token to customer’s profile on GAPS

Can the customer check his other banks' balances?

Yes! The customers can, provided they have been preset on GAPS. This function has however been disabled for upgrade.

Does the instant payment function reconfirm other banks' account numbers? Yes! It validates NUBAN account number of other banks

Which branch does the Cash in Transit go to? The Head Office

How can Account Officers monitor customer's transactions?

Account Officers can request for the file type to be configured to allow confirmation of all customers' transactions (by selecting No to the question "Approve payment without Account Officer under FILE TYPE "No")

The Account Officer then initiates a ProcessMaker request to User Access to be profiled to confirm customer's instruction on GAPS.

What can I do when no function is displayed after clicking on the task menu? Customers should log out and log back in again.

After logging in, why is my Upload Payment File page showing Q? It's just a time-out error. Kindly log out and log back in again.

How can I retrieve my lost/forgotten log-in credentials?

Use the Forgot Password option to reset your password, call IDJ Connect for a password reset or send an e-mail to [gapssupport@IDJBank.com](mailto:gapssupport@IDJBank.com)

When trying to use the initiate payment function, I keep getting the error message "Cannot verify beneficiary information"

A. Customers should ensure that all the fields are duly completed; only the reference id should be optional

My transactions have been fully uploaded and approved but the beneficiaries have not been credited.

Customers should do the following to cancel a pending transaction: Confirm the payment date on the payment report

If satisfactory, navigate to file type

Confirm that the option 'Approve Payment without Account Officer' is set to yes

Otherwise(if set to no), click select to edit and modify option to Yes Cancel the pending transaction

Initiate another transaction

What options are available for profiling different companies in a group on GAPS?

The companies can be profiled independently or together under a main profile using their respective board resolutions.

Who do I contact for other GAP related enquiries?

For other enquiries, customers can send a mail to: [gapssupport@IDJBank.com](mailto:gapssupport@IDJBank.com) [isolutions@IDJBank.com](mailto:isolutions@IDJBank.com) or call: 08113798110 or IDJCONNECT: 08039003900, 08029002900.

## IDJPAY FAQs

What is IDJPAY?

IDJPAY is a web payment gateway that enables websites accept online payments through the use of both local and International cards

What do I need to be profiled /integrated to IDJPAY? To sign on to IDJPAY, you will need to do the following

- Fill out the IDJPAY application and agreement form

- Include a cheque of N75, 000. 00 (made payable to Interswitch Ltd)
- Include a copy of company's Certificate of Incorporation and forward to the nearest IDJBank branch for processing.

How does integration occur?

After the relevant documents have been received and payment has been made, the merchant will be sent Application Programming Interfaces (APIs), that will be used by merchant's website developer to integrate merchant website to IDJPAY

How long does integration take?

This is dependent on the turn-around time of merchant's website developer. However an average of 10 – 15 working days is required for the integration and a UAT Test by Interswitch to determine the suitability of the merchant website on the live environment

What cards can customers use on Merchant website integrated with IDJPAY?

All Domestic Cards (Verve, MasterCard Naira and VISA Naira) and International Cards (MasterCard and VISA)

How can merchant monitor transactions on IDJPAY?

IDJPAY is deployed with an online monitoring console which allows Merchant view transactions as they occur real-time, as well as generate reports on transactions done on the website.

How long does it take to settle Merchants for successful transactions?

For Domestic transactions, settlement is T+1, while for International transactions, settlement is T+2 (Where T is transaction date)

What are the charges associated with the application? The following charges are applicable:

- IDJPAY Registration fee is N75, 000.00 (Payable to Interswitch Ltd)
- A charge of 1.5% capped at N2, 000.00 for transactions done with domestic/local cards
- A charge of 3% with no cap for transactions done with international cards (for
- A monthly charge of N5, 000.00 (Applicable to International acquiring only)

Who can sign up for IDJPAY?

IDJPAY is for any customer of the bank with an e-commerce enabled website, who would like to accept online payments on their website.

Who do I contact for other enquiries on IDJPAY?

For enquiries, send an email to [IDJpaysupport@IDJBank.com](mailto:IDJpaysupport@IDJBank.com), or visit any IDJBank branch

## TOKEN FAQs What is a Token?

A Token is a security device that generates unique six digit code 30 seconds, from millions of possible combinations to authorize transactions.

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You can walk into any of our branches to request for your token. You can also call our contact centre for the token to be pouched to you via a courier service at an extra cost.

How long does it take to get a Token?

The Security Token is available at all branches of IDJBank, and would be immediately profiled and issued to the customer upon request.

How does the Token work?

The Security Token works by generating a unique 6-digit code every 30 seconds, from millions of possible combinations.

When do I need to use the Token device?

When you want to transfer money to other beneficiary (ies) in IDJBank or other bank

In what scenarios other than third party transfers do I need to use the Token?

When completing transactions using Internet Banking, instructions on the screen may prompt you to input the digits generate by the token e.g. for generating secure codes, FX transfers, Cash/Draft In transit, adding self service, FX Sales etc

How long is the Token device valid for? The token device is valid for 7 years

Do I still require codes sent via e-mails for any transaction?

You no longer require codes sent through SMS or via e-mail once you have a token

What is the limit of funds that can be transferred using the Token? The daily limit is set at N6.5MM on Internet banking

How do I request for a token?

Can the Token work outside Nigeria?

Yes! The token works anywhere in the world

Can the Token be linked to all accounts owned by an individual in the bank? Yes! One token can be linked to all accounts owned by an individual in the bank

How much does a token cost?

The token costs N2, 100 only with no additional charges

How long does it take to replace a lost/misplaced token? Token can be replaced at a cost of N2, 100 only

Can another person use my token on his/her own account?

Each token is tied to a customer's account only and cannot work on another account, because the code is constantly changing and is unique a token device

How can I maintain my token device?

You are to store your token in a cool, dry place when not in use. The token is not to be left hanging as a key holder as this can spoil the token

Does the Token use a battery that needs to be replaced?

The token uses a battery and the average life span of the battery is 7years

Do I need to install anything on my computer to use the Security Token?



No! The Security Token can be used with any computer and no special software is required.

How can the error “numbers generated not valid” be rectified?

Simply generate up to 4 different set of numbers to synchronize the token back with the system.

My token gives me an error “token not activated”

Call our contact center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and select 2 & 0 to speak to an Agent.

Who can I contact for other token related enquiries?

For other enquiries, contact [internetbanking@IDJBank.com](mailto:internetbanking@IDJBank.com) or our contact center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and select 2 & 0 to speak to an Agent.

## POS SERVICES FAQs

What is Account Based Money Transfer?

The Western Union Account Based Money Transfer service (ABMT) is a service that enables IDJBank customers receive Western Union funds directly into their IDJBank accounts using the Self Service channels such as;

IDJBank's Internet Banking platform Quick Teller Website  
ATM

What are the basic requirements for a IDJBank customer to consummate an ABMT transaction online?

Beneficiary must be IDJBank account holder

Beneficiary must have a User ID and password for Internet Banking transactions

Beneficiary must have a registered token for secure Internet Banking transactions  
Beneficiary must possess a 10 digit Money Transfer Control Number (MTCN)  
Funds must be sent in customer's account name (as it is registered with IDJBank)- First name and Surname must match  
Beneficiary must have details of the sender of the funds  
Sender's full name  
Country of origin (where the transfer is coming from)  
Beneficiary must provide his/her e-mail address and phone number  
Beneficiary must have an answer to the transfer test question

How do I receive Western Union Money Transfer via IDJBank's Internet Banking platform?

Log on to the Internet banking portal from [www.IDJBank.com](http://www.IDJBank.com)  
Click on 'Self Service'  
Click 'Add Services(s)'  
Select 'Western Union Receive Money' and enter the SIX digit code generated from token device to activate this service

To Process Transactions:

- Log on to the Internet Banking portal from [www.IDJBank.com](http://www.IDJBank.com)
- Select 'Payments Menu'
- Click 'Western Union Receive Money'
- Input payment details on the form displayed
- Provide answer to secret question in the field provided
- Check on 'terms and conditions'
- Click 'Continue' to accept details and proceed to the confirmation page
- On confirmation page, enter the SIX digit code generated from Token
- Click 'Submit' to execute transaction.
- View Transaction History page to confirm successful completion of transaction · Click on View Receipt to print your transaction receipt

How do I receive Western Union Money Transfer via Quickteller website? · Log on to [www.quickteller.com](http://www.quickteller.com)

- Register with an email ID and password
- Select Western Union
- Select IDJBank from the listed banks
- Complete the form with the transaction details

- Click to accept 'terms and conditions'
- Click on 'Receive Money' to execute transaction
- View payment receipt page to confirm successful transaction · Click 'print' to generate transaction receipt

Can I receive dollars into my domiciliary account? · No! Funds can only be received in Naira

Can the system convert the dollar amount to Naira automatically? · No! The amount inputted must be in Naira

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How do I know the conversion rate/Naira amount?

- The Naira amount/conversion rate would be confirmed by the Sender

How many digit of the MTCN should I input? · The complete 10 digit MTCN

What are the benefits of the Account Based Money Transfer Service?

- The new Account Based Money Transfer (ABMT) service from Western Union allows customers to receive money directly into their IDJBank Account online real-time

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Enjoy 24/7 convenience to complete fund receipt processes from the comfort of their home or office

Save time as customers no longer need to visit the banking hall Fast and secure Western Union standard is assured

What happens if a customer's transaction is not successful?

If validation of a transaction fails at any point, transaction process is terminated and a failure notice is displayed

If transaction is successful but credit into customer's account fails, an email is automatically sent to InterSwitch support staff via a support console. A follow up is done by western union team to ensure customers account is credited

How would customer service department in InterSwitch support the day to day transactional issues and assist in resolving them?

The InterSwitch support desk is available via [oneview@interswitchng.com](mailto:oneview@interswitchng.com) and 01-9065000. The contact center operates 24/7 including public holidays.

Call IDJBank Western Union office- +234 14484024

Call IDJCONNECT 24 hours Contact Centre +234 700 CONNECT, +234 700 482666328, +234 1 4480000, +234 80 3900 3900, +234 80 2900 2900,

Foreign Operations FAQs

Question: Who determines the value date of customer's foreign exchange transaction?

Answer: Currency Trading Unit advises TROPS on the value dates for each transaction.

Question: What happens when customers' accounts are not funded for foreign exchange transactions?

Answer: Treasury Operations returns such deal confirmation memos to Currency Trading Unit on PROCESSMAKER. Relationship team should ensure that customers' accounts are adequately funded upon initiation of request.

Question: Must I attach any evidence of DAUE approval or any other necessary approvals to my deal confirmation memos on PROCESSMAKER?

Answer: An indication of such approvals should be written on the deal confirmation memo and also attached on PROCESSMAKER.

Question: Can a customer remit on trade transaction by buying FX from his or her savings accounts?

Answer: Customers are not allowed to purchase FX from their savings accounts for eligible trade transactions as no proper KYC documentation is carried out on savings accounts.

#### Reconciliation and TQM Desk

Question: What are the things done on the reconciliation desk of Treasury Operations since there is reconciliation unit in the bank?

Answer: The Reconciliation/Control Officers of Treasury Operations are responsible for the reconciliation of all In- house accounts related to TROPS.

The officers ensure that the In-house entries passed mirror offshore postings applied in our Nostro accounts as instructed. They also go through the tellers' posting items to ensure that the correct entries are passed thereby reducing the error rate.

Question: What are Nostro Accounts?

Answer: Nostro accounts are accounts held by the bank with its correspondent banks offshore.

Question: What are In house ledgers?

Answer: In house ledgers are ledgers opened by the bank to effect postings that will mirror what our correspondent banks offshore have done.

#### TREASURY OPERATIONS FAQs

Question: When is the last day to fund stockbrokers' settlement account?

Answer: The last date to fund a stockbroker settlement account is the Transaction date + one day (i.e. on or before 11am on day T+1)

Question: Is there a penalty for a defaulting stockbroker?

Answer: Defaulting stockbrokers would be reported to the Nigerian Stock Exchange and the CSCS and such broker may be barred from further trading

Question: What are the charges for CIFTS transfers?

Answer: (N577.50: N550 handling charge + VAT irrespective of the transfer amount)

Question: What is the cut off time to receive CIFTS instructions?

Answer: All instructions should be forwarded to Treasury Operations before 12 noon daily.

N.B. Treasury Unit must be informed of all outflows via CIFTS/RTGS before transfer instructions are sent to Treasury Operations Unit.

Question: What are the requirements for CIFTS transfers?

Answer: A cheque in favour of Guaranty Trust Bank for the transfer amount or a duly completed Third Party Transfer request. The request must be uploaded on PROCESSMAKER authorized by appropriate Units. The account officer must ensure that cheque is confirmed on BASIS, review seriality and ensure customer's account is adequately funded for the transaction.

Question: What levels of approval is required for CIFTS transfers?

Answer: For amounts of N20million and above, a Group Head approval is required.

Question: Can a customer initiate a CIFT transfer via his savings account?

Answer: Customers are not allowed to perform CIFT transactions via their savings accounts as no proper KYC documentation is carried out on the said account.

Question: What do I do to ensure my customer's Treasury Bill Investment is treated timely?

Answer: Ensure that customer's account is adequately funded, free of restrictions and no blocked funds to the tune of total debits.

## ARCOT FREQUENTLY ASKED QUESTIONS AND ANSWERS

· What is the One Time Password required for my online transactions?

Answer: As an added security feature for online payments, some merchant sites would request a password before the transaction can be completed

When transacting at these participating merchant sites with your Naira or Dollar Card (Visa/ MasterCard), the One Time Password is a 6 digit number will be requested and can be retrieved via the following methods: SMS, Email or the IDJBank Hardware token.

· On what channel will I be receiving the One Time Password (OTP)?

Answer: You will receive the OTP for all your online transactions on the mobile number or email address registered on your account. To register or update your account details, kindly contact IDJConnect. You can also choose the Hardware token method and press your token to retrieve the 6-digit code.

· How can I confirm which email address or phone number my OTP will be sent to?

Answer: The 3D Authentication page shows the last four digits of the phone number and a masked version of your email address your OTP will be sent to.

· Will I be required to save the OTP?

Answer: No, you will not be required to save the OTP sent to your registered contact details. The Password is valid for only one transaction.

· How long is the OTP valid for?

Answer: Each OTP is valid for 3 minutes only.

Can I generate this One Time Password (OTP) before the transaction?

Answer: No, The One Time Password (OTP) would be automatically sent on your mobile number and email address registered on your account after you have started the transaction and entered your card details.

· Can I use one OTP for more than one transaction?

Answer: No, Every 6 digit OTP is transaction specific and hence is valid only for that payment. It cannot be used for any other transaction.

· I was doing an online transaction and received the OTP for the same. However, I have not used it yet. I have started another online transaction and have also received the OTP for the new transaction. If it is not up to 3 minutes from the first transaction, Can I now use both OTPs to complete both transactions?

Answer: Yes. You can successfully complete all your transactions as long as the OTPs for those transactions are still valid.

· When I choose an option (method you wish to receive the OTP), can I change it during my next transaction?

Answer: YES, you can change the method you wish to receive your OTP during your next transaction as this page appears during checkout of every transaction.

· What happens if I input the OTP incorrectly?

Answer: You can enter the OTP incorrectly a maximum of 3 times. On your third incorrect attempt, your card is locked out for that particular transaction session, hence, you can return to the merchant's site to re-initiate the same transaction immediately.

· What happens if I do not receive the OTP?



Answer: One Time Password (OTP) would be instantly sent on your registered mobile number or email address as shown on the 3D Authentication Page. If you do not recognize the details shown, you will need to update your details with the bank. Kindly contact IDJConnect to update your details.

However, if your details are valid and you do not receive the OTP still, this may be a network issue with your provider and you can select the “resend OTP” button.

· How many times can I request for an OTP to be re-sent to me?

Answer: 3 times. You can only use the “Resend OTP” option three times within each transaction session.

· What if the OTP is not requested by me?

Answer: Report immediately to any IDJBank branch closest to you or you could contact IDJConnect. If you feel your card has been compromised in any way, kindly follow these channels to cancel your card: text HOTLIST<nuban> to 08076665555; Card Hotlist via Internet Banking Platform or contact IDJConnect.

· What will happen to the Securecode/ Verified by Visa Password I have presently?

Answer: The Securecode / Verified by Visa is being replaced by the new CardSecure (One Time Password) to provide you with a flexible and more secure shopping experience, hence your present Securecode / Verified by Visa password would cease to work.

## Dollar Cards FAQs

How do I apply for a IDJBank Dollar Card?

To apply for a IDJBank Dollar Debit card, please visit [www.IDJBank.com](http://www.IDJBank.com) to download the card application form, or visit any of our branches to collect one. Once you have completed the form, you can submit at any IDJBank branch.

How do I apply for a IDJBank Dollar Credit Card?

To apply for a IDJBank Dollar Credit card, customers are to visit their account officers and complete the IDJBank Dollar Credit application form

(Account Officers can contact the Credit Card team in E-business on [creditcardteam@IDJBank.com](mailto:creditcardteam@IDJBank.com) to request for forms on behalf of their customers).

Please note that to apply for a Dollar Debit or Credit card, you must have an active dollar domiciliary account with the bank.

How do I activate my IDJBank Dollar (USD) card?

To activate your IDJBank Dollar Card, please call IDJConnect (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. Your card must be activated before a compulsory PIN change.

What transactions can I perform with my IDJBank Dollar (USD) card?

You can make purchases on POS terminals accepting USD cards, shop online, and withdraw cash from any MasterCard / Visa ATM worldwide. You can also change your PIN at IDJBank ATMs.

How do I fund my IDJBank Dollar Card?

You can fund your IDJBank Dollar Card by transferring money from your IDJBank domiciliary account to your Dollar Card account 24/7 via our Internet banking platform or by calling IDJConnect.

When will funds transferred into my IDJBank Dollar Debit Card account be available on my card?

Funds are immediately available in IDJBank Debit dollar Card – Your funds are immediately available to spend.

When will funds transferred into my IDJBank Credit Dollar Card account be available on my card?

•Before 12 noon (Mon – Fri) – 6pm Same Day •After 12 noon (Mon – Thurs) – 6pm Next Day •After 12 noon (Fri) – 6pm Next Working Day •Weekday – 6pm Next Working Day

I want to make a purchase online but I do not know my 3 digit Card Verification Value (CVV2)

It is the three digit number printed on the back of your card, to the right side of the signature panel. Please refer to the response provided on a similar question for IDJBank Naira MasterCard.

Can I make payments in other currencies with my card?

YES! Your US Dollar denominated IDJBank Card can be used for payment in any internationally-accepted currency.

What is IDJBank World MasterCard?

The world MasterCard is a variant of the dollar card for premium customers only. It is issued by invitation only.

How can I monitor transactions on my IDJBank Dollar Card (USD) card?

Customers can monitor transactions through:

- Notifications of transactions sent to customers email and/or SMS
- Internet Banking
  - By sending email to [cardservices@IDJBank.com](mailto:cardservices@IDJBank.com)
  - By contacting Cardholder Services via IDJConnect phone lines (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. To speak with a Cardholder Services agent, follow the voice prompt and select the option for Card Enquiries.

What are the common reasons for my card being declined?

- Card was not activated (be sure to call IDJConnect to activate your card prior to first use).
- Insufficient funds in customer's dollar account: Be sure to transfer funds from your domiciliary account onto your card account, if necessary).
- Use of wrong PIN on 3 consecutive times: Use of a wrong PIN 3 consecutive times will exceed your daily PIN count; however, the card can still be used for none PIN related transactions.
- Exceeding daily ATM withdrawal limit.
- Card can be declined during online transactions if the cardholder supplies a wrong billing address different from address indicated on the card application form.

What happens when my card is about to expire?

A new card will be sent to your branch approximately 2 weeks before your card expires. Please note your account should be funded with a minimum of \$50 a month prior to expiry date to cover the issuance and annual maintenance fees for your new card. An SMS will be sent to your registered contact number to advise you when to visit your designated branch to collect your card. An alternative will be available soon on Internet banking which will allow customers select their preferred pick-up branch in order to collect their cards more conveniently.

Can I make payments in other currencies with my card?

Your US Dollar denominated IDJBank Card can be used for payment in any internationally-accepted currency.

I have damaged / lost my card, what do I do? Customers can do any of the following:

- Contact IDJConnect to have the card hot-listed (see number above)

- Visit CIS Desk in a nearby branch

- Hotlist your card via Internet Banking

PIN Re-print or Re-issue?

If you haven't successfully changed your PIN and your default PIN has been misplaced or forgotten, a re-print would be done.

If your PIN has been changed and you forget your PIN, a re-issue would be done (Kindly visit any of our branches nearest to you to complete a PIN request form).

Prepaid USD Cards

CREDIT CARDS

What is the IDJBank Prepaid USD Card?

The IDJBank Prepaid USD Card is a dollar denominated card that is issued to both IDJBank and non-IDJBank customers. The card allows you spend directly from your dollar denominated account anywhere in the world, wherever you see the "MasterCard"/"Visa" logo.

How do I apply for a IDJBank Prepaid USD Card?

Customers can visit any IDJBank branch to apply for a Prepaid USD card.

Requirement for Non-IDJBank Customer: Minimum of \$50, generally accepted IDs, Utility Bill, Passport photograph and duly filled prepaid card application form.

Requirement for IDJBank Customers: Minimum of \$50, duly filled application form

How long is my IDJBank Prepaid USD Card valid for? The card is valid for 2 years.

How long does it take for the card to be produced?

IDJBank Prepaid USD cards are issued instantly to walk-in customers and non-customers after opening a domiciliary account.

What is my PIN?

PIN stands for Personal Identification Number. It is a 4-digit number known only to you and is used to activate your card and authenticate transactions done with your card. You are required to remember your PIN at all times. You can change your PIN on any IDJBank ATM to one of your choice.

Please note that PIN change via POS terminals in branches is not applicable to any Dollar card.

How secure is my card against fraud?

Your IDJBank Prepaid USD Card utilizes Chip & PIN technology that provides enhanced security against unauthorized transactions. However please do not disclose your PIN to a third party, leave your card carelessly, and allow your card out of your sight at the point of payment.

What transactions can I perform with my IDJBank Prepaid USD Card?

You can make purchases on POS terminals and withdraw cash from any MasterCard/VISA ATM worldwide.

Where can my IDJBank Prepaid USD be used?

You can use your card at over 34 million merchant locations and 2.1 million ATMs worldwide, wherever you see the "MasterCard"/ "VISA" logo.

How do I use my card on ATMs abroad?

1. Check that the ATM displays the MasterCard/VISA logo.
2. Insert the card into the slot on the ATM and enter your PIN.
3. If prompted to select an account, select "Current/Checking".
4. Select the cash withdrawal option.
5. Enter the amount you wish to withdraw.
6. Follow the prompts to complete your transaction and remove your card when the transaction is completed

Do I need to activate my card before first use?

Yes! You must activate your Prepaid USD Card by calling our IDJConnect lines on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900. Your card must be activated before PIN change or first use.

Is there any additional fee for using my IDJBank Prepaid USD outside Nigeria?

You will be charged \$3.50 per withdrawal from ATMs of banks outside Nigeria, but all payments done on POS terminals and online (on the web) are free.

I want to make a purchase online but I do not know my 3 digit Card Validation Code (CVC2)

Your CVC2 is the 3 digit number printed on the right side of the back of your card, appearing beside the signature panel. This security number is different from the Personal Identification Number (PIN) and can only be used for online transactions

What are the transaction limits on my IDJBank Prepaid USD Card? Currently the following limits apply:

- ATM withdrawals: \$600
- POS & Online transactions: No limit

How do I contact customer services and monitor transactions on my IDJBank Prepaid USD Cards?

You can monitor transactions on your card via Internet Banking. You can also send an e-mail to [cardservices@IDJBank.com](mailto:cardservices@IDJBank.com) or contact our Cardholder Services by calling IDJConnect (24 hrs Contact Centre) on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900.

To speak with a Cardholder Services agent, follow the voice prompt and select the option for Card Enquiries.

I have damaged / lost my card, what do I do?

Contact IDJConnect on +234 700 IDJCONNECT, +234 700 482666328 or +234-1-448 0000, +234 80 3900 3900, +234 80 2900 2900 or visit a branch to see an Customer Service officer.

Can I add more money to my IDJBank Prepaid Dollar card?

Yes! Your IDJBank Prepaid Dollar Card is reloadable. Reloading your IDJBank Prepaid Dollar card is subject to a limit of \$20,000 per year.

When will funds transferred into my IDJBank Prepaid Dollar Card account be available on my card?

- Funds can be accessed 6pm same day for transfer done before 12 noon same day
- Funds can be accessed 6pm next working day for transfers done after 12 noon

What are the common reasons for “card is declined” error message experienced by IDJBank Prepaid USD Card?

- Card was not activated (be sure to call IDJConnect to activate your card prior to first use) before attempting a transaction with the card.
- Wrong PIN was used on three consecutive times (use of a wrong PIN 3 consecutive times will block your card)
- Exceeding the approved daily ATM withdrawal limit
- Providing a billing address different from address indicated on the card application form (for online transactions)

TO GET BVN number..... \*565\*0#

For GENS subscription....type GENS NUBAN account number send to 08076665555

To get your account....type MY ACCOUNT send to 08076665555

To reset/resend ibank password....type IBANK NUBAN account number send to 08076665555

To get account officer details...type CONTACT NUBAN account number send to 08076665555



To hotlist card.....hotlist NUBAN account number send to 08076665555  
To get balance.....BAL NUBAN number send to 08076665555...Eg "BAL 0122224444"  
SEND TO

For complaint...type COMPLAINT details send to.....  
To get NUBAN number....Type NUBAN old account number to.....  
To stop Cheque request.... STOP NUBAN Cheque Number to 08076665555

To get Account Statement of Account....My statement NUBAN to 08076665555

To Reset Token....RESET NUBAN...to 08076665555  
To Request for Account Restriction....BLOCK NUBAN to 08076665555 For Airtime  
purchase.....NETWORK AMOUNT NUBAN to 08076665555

## MOBILE BANKING

This is the phone application for internet banking and all IDJBank customers are profiled on the platform. On Mobile Banking, customers can:

- Check balance
- Stop and confirm cheques
- Purchase airtime (Airtel, Etisalat, Glo, MTN, Visafone)
- Purchase both domestic and international flight tickets
- Pay bills (DStv, Lekki Concession Commission (LCC) toll, PHCN, Swift Networks
- Transfer money – Own account, other IDJBank accounts, NIP & NEFT to other banks

To obtain log in details for Mobile Banking ·Visit any IDJBank branch

- SMS banking

- Call the contact center, IDJCONNECT at 0700 482 666328, 234 1 448 0000, 0803 900 3900, 0802 900 2900

Note: The hardware token is required for all 3rd party transactions on Mobile IDJBank  
Mobile Money subscribers can initiate the following functions:

- Purchase airtime (Airtel, Etisalat, Glo, MTN)

- Withdraw cash from IDJBank ATMs without a card

- Pay bills (DStv, Lekki Concession Commission (LCC) toll, PHCN, Swift Networks etc.)

- Transfer money – from a linked IDJBank account to e-wallet; from e-wallet back to a linked bank account; from e-wallet to other e-wallets (IDJBank and other Mobile Money subscribers); from e-wallet to other IDJBank accounts; from e-wallet to phone number(s) – that is non-Mobile Money subscribers.

- Mobile Money Lite (The Un-banked): This service allows you carry out a maximum single transaction of N3,000 and a daily limit of N30,000. At this level, you are not required to have a IDJBank account to enjoy these benefits. All that is required is Your Name, Your Phone Number and Date of Birth.

- Mobile Money Plus (The Semi-banked): This service allows you carry out a maximum single transaction of N10,000 and a daily limit of N100,000. For this level of service, a IDJBank savings account has to be linked to the Mobile Wallet.

- Mobile Money Max (The Fully Banked): This service allows you carry out a maximum single transaction of N100,000 and a daily limit of N500,000. Additional information is required for this variant; therefore, linking a IDJBank current account will suffice.

## INTERNET BANKING FAQs

What is Internet Banking?

The Internet Banking platform provides a medium for customers to conduct financial transactions on our website; eliminating the need to visit banking halls. These transactions are secured with the use of a token device.

What do I need to access the Internet banking platform?

Customers must obtain login details (User ID and Password) after completing the online banking form in a IDJBank branch or downloading the form on the bank's website and scanning it to internetbanking@IDJBank.com

How do I obtain my User ID and Password?

Customer's account is automatically profiled for Internet Banking at the point of account opening and can be re-

profiled when a customer completes the internet banking form at any IDJBank branch or completes and scans a completed form to internetbanking@IDJBank.com. Please note that your login detail is usually sent via intops@IDJBank.com and could either be delivered to your inbox or your spam/junk folder. Customers are advised to check their junk mail carefully before deleting unsolicited emails.

Will I have 24/7 access to the IDJBank Internet Banking Services?

Yes! Except during scheduled maintenance periods, our Internet Banking services can be accessed 24 hours a day, 7 days a week from anywhere in the world

What accounts can I customers view online? Customer's profiled accounts include:

- Current account
- Saving Accounts
  
- Domiciliary
- MasterCard Card Account

If customer cannot view all their accounts, customer completes Internet Banking form select the appropriate accounts to be profiled and submits completed form at a branch CIS or scans and forward completed form to internetbanking@IDJBank.com

What types of transactions can I conduct on the Internet Banking Platform?

Basic transactions: (These services are automatically profiled)

- Balance enquiry

- View transaction details
- View and download & print account statements

- Update personal details
- Password change
- Check deposit and exchange rates

Financial transactions: (These functions are enabled on request only)

- Transfer funds to your IDJBank account & other Beneficiaries in other bank  
(Beneficiaries can be pre-registered on the systems where regular monthly payments are made)

- Pay utility bill (MTN, Airtel, Internet Service, Netcom and VGC)

- Request for cash and draft in transit
- Cheques book request, confirm and stop cheques

- Standing order to IDJBank and other Banks

What can customers do to retrieve lost/forgotten password?

If you have forgotten your password you can call Contact Center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 For password reminder, you will be required to select option 3 on the menu to request for your current password to be sent to the registered email address on the application: Alternatively, you can log on to [www.IDJBank.com](http://www.IDJBank.com) and follow below steps

- Enter your user ID and select the "Forgot your password" link.
- You will be directed to the password reminder page.
- Enter the Answer to your secret Question and click the 'continue button'. For security reasons you are advised to safeguard your password

If you have been locked out following 3 unsuccessful logon attempts, you will be required to call contact center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and select 2 & 0 to speak to an Agent. Following authentication, your password will be re-set and a new one sent to your registered email address. You are advised to safeguard your login details to prevent unauthorized access to your account.

How can I change my Internet Banking password?

To change your default password to any other password of choice:

- Sign in to your account and click the "Personal" link in the left navigation bar
- Click the "Change your password" link
- Input default/current password and input a new password.
- Re-confirm the new password and click the "submit" button.
- A transaction successful message indicates that password change was successful

For further assistance, please call our Contact Centre (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1- 4480000, 08029002900 or 08039003900 and follow the voice prompts or press 2 and 0 to speak to an Agent.

How often can customers change their password?

Customers should change their password periodically to prevent unauthorized access to their account

If using a publicly accessed computer such as an Internet café or public library, your password must be changed immediately.

How often can I transfer funds?

As many times as possible provided the maximum daily transfer limit of N6.5MM has not been attained

I have forgotten my secret question and answer and cannot access my account, what do I do?

If you've forgotten your personal verification answers and unable to access the service, please log on to [www.IDJBank.com](http://www.IDJBank.com) and follow below steps:

- Enter your user ID and select the "forgot your password" link
- Click the link at the bottom of the password reminder page to request for your secret Answer
- An email will be sent to the registered email address on the application with a default password

How can customers resolve the error message "Invalid Transaction Code" after inserting the correct six digit code generated by the Token?

Customers should log off from Internet Banking and generate new transaction codes(s) required to complete a transaction. If problem persists, please contact IDJConnect to log a complaint which will be forwarded to the relevant unit for resolution. If the issue persist, visit any IDJBank branch to obtain a replacement token.

How long does it take for the beneficiary to receive the funds?

Own account transfer, Transfers to IDJBank account & Instant Payment to Other Banks are processed immediately. NEFT transfers to Other Banks are completed within 24 hours

How secure is my transaction?

The following security measures guarantee the security of customer's instructions:

- 128 bit data encryption between your computer and internet banking system • Keypad for PIN entry to guard against password cloning
- Use of secret questions and answers
- Use of log-in details (User ID & Pass code)

## AGENT BANKING FAQS

What is Agent Banking?

Agent banking is the provision of financial services to customers by a third party (Agent) on behalf of a licensed deposit taking financial institution and/or mobile money operator.

What is IDJExpress?

This is the brand name for IDJBank Agent Banking location.

Who can be an Agent?

Entities such as Sole proprietorship, Partnership, Co-operative society, Public entities and Trusts.

What are the criteria for Agent eligibility?

1. The entity must have been in legitimate commercial activity for at least twelve months.
2. The entity must not have been classified as a non-performing borrower by any Financial Institution (FI) in the last 12 months.
3. Availability of appropriate physical infrastructure and human resources to provide the services required.

What are the benefits of Agent banking relationship to the Agent?

1. Increased footfall at agent business location
2. Leveraging on the Bank's brand
3. Effective cash management
4. Commission on account opened after full takeover of activities by Agent.

What is the maximum period for Agent banking relationship?

There is no expiration period except when the Bank or the Agent request for a dissolution of the relationship or CBN mandates the termination of the relationship.

What services are offered at IDJExpress locations? IDJInstant account opening  
737 account update  
Instant debit card issuance (Tier 1) and linking Cash deposit and withdrawal via ATM

Bill payment via ATMs  
BVN enrolment and linking  
Cheque book requisition (No collection) ATM dispense error resolution  
Bank \*737# and other customer enquiries.

How are accounts opened at IDJExpress Locations?

This is done by the use of Instant Account Opening Web Engine (AOWE) designed for the purpose of opening Instant Accounts only at IDJExpress Locations. There are no requirements for opening this account. The process for account opening is:

1. Customer visits location and fill a IDJInstant form
2. Customer's picture is taken via Web Cam
3. Customer's signature is scanned and uploaded on Instant AOWE
4. Account number is generated immediately after submission
5. An Instant ATM card is issued to the customer
6. The customer selects PIN via POS which is subsequently changed to desired digits on the ATM.

What is the transaction limit on IDJ Instant account?

A total single deposit of N50,000 while the cumulative balance is N300,000 at any point in time.

Can I update accounts opened via 737 at IDJExpress locations?



Yes! This is done using the Instant Account Opening Web Engine (AOWE) designed for the purpose of updating 737 accounts. All the customer needs to do is:

1. Visit the location and fill a IDJInstant form
2. Customer's picture is taken via Web Cam
3. Customer's signature is scanned and uploaded on Instant AOWE
4. An Instant ATM card is issued to the customer
5. The customer does PIN selection via POS to get an initial PIN which will be changed to desired digits on the ATM

What are the benefits of Agent Banking?

Nearness to customers at low cost to the bank

Gateway to financial inclusion

Solves the problem of complex financial lives for the unbanked, Creates new web of opportunities

Decongest the Banking hall

Provides additional avenue to carry out basic banking transactions Mobilization of low cost deposit

Can I do interbank/ local transfer at IDJExpress Locations? Yes! Transfers are done via the ATM at IDJxpress locations

Can I do over the counter withdrawal or deposit at IDJExpress locations?

No! All deposit transactions are carried out via the ATM while withdrawals are carried out via ATM or \*737# cash-out at select locations.

Can I make requisition for cheque book at IDJExpress locations?

Yes! You can place a request for cheque book and Debit card at IDJExpress locations however collections are done at branches.

Can I deposit Cheques at IDJExpress Locations?

No! Bank cheques are not collected at IDJExpress locations

Can I open accounts other than IDJInstant account at IDJExpress locations?

No! Only IDJInstant accounts are opened at IDJ Express locations however other account opening and service request forms are available for customer's use.

Can I make requisition for Token, Internet banking at IDJExpress locations?

No! Token and Internet banking requisitions are done at branches however, select agent banking locations have self-service tablets where customers can request for token, and change internet banking log on details

Agent Banking Contact Details:

agentbanking@IDJBank.com or agentbankingcomplaints@IDJBank.com,  
Tel+2348113798231

What is a Token?

A Token is a security device that generates unique 6-digit codes from millions of possible combinations, to

authorize transactions.

How do I request for a token?

You can walk into any of our branches to request for your token. You can also call our contact centre for the

token to be pouched to you via a courier service at an extra cost.

How long does it take to get a Token?

The Security Token is available at all branches of IDJBank, and would be immediately profiled and issued to the customer upon request.

How does the Token work?

The Security Token works by generating a unique 6-digit code, valid for 30 seconds, from millions of possible combinations.

When do I need to use the Token device?

- Internet Banking - at the point of authorizing transfer of funds and addition of services on Internet

Banking

- GAPS - At the point of logging in to GAPS.

In what scenarios other than third party transfers do I need to use the Token?

When completing transactions using Internet Banking, instructions on the screen may prompt you to input

the digits generated by the token e.g. for generating secure codes, FX transfers, Cash/Draft In transit, adding self- service, FX Sales e.t.c

How long is the Token device valid for?

The token device is valid for a minimum of 7 years

Do I still require codes sent via e-mails for any transaction?

You no longer require codes sent through SMS or via e-mail once you have a token

What is the limit of funds that can be transferred using the Token? The daily limit is set at N6.5MM on Internet banking

NIP Limit is N5mm

NEFT Limit is N5mm

Can the Token work outside Nigeria?

Yes! The token works anywhere in the world

Can the Token be linked to all sub-accounts owned by an individual in the bank? Yes!  
One token can be linked to all sub-accounts owned by an individual in the bank

How much does a token cost?

The token costs N2, 100 only with no additional charges

How long does it take to replace a lost/misplaced token? Token can be replaced at a cost of N2, 100 only

Can another person use my token on his/her own account?

Each token is tied to a customer only and cannot work on another account or another user.

How can I maintain my token device?

You are to store your token in a cool, dry place when not in use. The token is not to be left hanging as a key holder as this can spoil the token

Does the Token use a battery that needs to be replaced?

The token uses a battery and the average life span of the battery is 7years

Do I need to install anything on my computer to use the Security Token?

No! The Security Token can be used with any computer and no special software is required.

How can the error "numbers generated not valid" be rectified?

Simply generate up to 4 different set of numbers to synchronize the token back with the system.

My token gives me an error "token not activated"

Call our contact center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and select 2 & 0 to speak to an Agent.

Who can I contact for other token related enquiries?

For other enquiries, contact internetbanking@IDJBank.com or our contact center (IDJConnect) on 0700 IDJCONNECT (0700 482666328), 234-1-4480000, 08029002900 or 08039003900 and select 2 & 0 to speak to an Agent.

## Clearing and FI Operations Unit FAQs FREQUENTY ASKED QUESTIONS

### 1. What is a cheque?

A cheque is a negotiable instrument instructing a financial institution to pay a specific amount of a specific currency from a demand account held in the maker's name in that institution.

### 2. Who are the parties to a cheque presented through clearing?

Drawer: The bank's customer who is making the payment.

Payee: The person who receives the payment or value when the cheque is paid.

Paying Bank: This is the drawer's bank. It is the bank on whom the cheque is drawn and who is to pay when the cheque is presented.

Presenting Bank: This is the Payee's bank. It is the bank that is presenting the cheque for payment and one that will receive value if the cheque is eventually honored and paid. The bank is receiving value on behalf of its own customer (i.e. Payee / beneficiary).

This is a cheque that is presented outside its own clearing zone.

### 3. What are inward clearing cheques?

These are IDJBank cheques presented on us by other Banks.

### 4. What are outward clearing cheques?

These are other Banks cheques deposited by IDJBank customers into their accounts and are presented by IDJBank on other Banks.

### 5. How many clearing sessions do we have in a working day? 4. Sessions

How many clearing zones does IDJBank have in Nigeria?

1(one) clearing zones.

List of IDJBank clearing hubs in Nigeria.

S/N HUBS S/N HUBS

1 JOS, JENGRE ROAD 25 UMUAHIA

2 IBADAN, DUGBE

3 AKURE 27

4 ASABA 28

5 MAKURDI

26 AWKA

CALABAR

SOKOTO, MAIDUGURI ROAD 29 MINNA

6 BENIN, AKPAKPAVA 30

7 LAFIA 31 MAIDUGURI

ABAKALIKI

DUTSE

YENAGOA AUCHI

8 ABEOKUTA

9 ABUJA,GARKI

10 OWERRI 2

11 LOKOJA 35 GOMBE

12 PORTHARCOURT, ABA RD 36

13 KANO 37

14 OSOGBO 38

15 KADUNA 39

16 ADO EKITI

17 WARRI AIRPORT RD 41

18 ILORIN TAIWO RD42 YOLA

19 ILE IFE 1 43 IKOM

20 ONITSHA NEW MKT 44

21 ABA 45 KOTANGORA

22 ENUGU 46 ZARIA

23 NNEWI 47 MUBI

24 BONNY ISLAND 48 WAKURI

8. What is a draft?



32 GUSUA 33 JALINGO 34 BAUCHI

DAMATURU BIRNIN KEBBI UYO  
40 KATSINA

This is a cheque guaranteed by a Bank. It is drawn by a bank on itself by the order of its customer to pay a named beneficiary. It is also known as Manager's Cheque or Banker's Cheque. As a bank assured payment instrument, a bank is expected to always honour its draft.

9. Under what condition will a bank stop its own draft?

In the event of Loss, theft of the draft or in the case of fraud.

10. What are the documents required to stop a draft?

I. Request letter from the customer/purchaser to the bank

II. Sworn Affidavit

III. Police Report

The documents stated above will only be applicable in the case of a lost draft. All cases of theft and fraud will

be escalated to SYSCON and Legal department for handling.

11. How do we differentiate cheques from drafts?

Drafts are normally signed by the Bank's signatories while cheques are signed by the customers.

Customers name, being the drawer are printed on the cheques while the bank is the drawer of a draft. Drafts are guaranteed instruments of payment issued by the Bank while cheques are not.

12. What is the full meaning of NIBSS? Nigeria Inter-Bank Settlement System PLC.

13 (b) List eligible instruments for clearing purposes

- Cheques
- Drafts
- Dividend warrants
- Debit/credit notes
- Electronic payment instruments (e.g. NEFT)

14. How long does it take for cheques to clear?

Cheques take the same number of days to clear, which is one working days i.e. (T + 1), where T is the day the cheques are deposited over the counter at IDJBank. The clearing cycle was changed by the adoption of Cheque Truncation System (CTS).

15. What is a dormant account?

This is an account on which there has not been transactions in the last (6) months.

16. What is a stale cheque?

A cheque dated at least six (6) months before the time it was presented, e.g. a cheque presented on the 22/04/2013 dated for 14/10/2012 is regarded as stale.

17. What are postdated cheques?

These are cheques that are dated later than the presentation date i.e. .the cheque is presented on a date earlier than the date on the cheque. For example, a cheque presented on the paying bank on the 19/04/2013 but dated 22/04/2013 is postdated.

18 How do you stop your cheque from being honored?

A cheque can be stopped through the CIS officer at the branch, using IDJConnect services or via internet banking.

#### 19. What are Returned Cheques?

Return cheques are cheques that have been dishonored by a paying bank and thus returned to the presenting bank for onward release to the Payee.

#### 20. Do we charge customers' when returning their cheques?

We only charge for IDJ Bank Cheques that are dishonored. We however, do not charge for other banks' cheques deposited in our customers' accounts that are returned. The charges are 0.5% for the cheque value. When the 0.5% is greater than N5,000.00, a flat rate of N5,000.00 is taken. Vat of 5% is also applicable to these charges. These charges however apply to cheques returned for O/D reasons ONLY.

Cheques that are returned because of non- confirmation, irregular mandate etc are not charged.

#### 21. Give reasons for returning cheques?

Some of the most common reasons are listed below:

- Account not funded
- Cheque is stale
- Cheque is post-dated
- Drawers Attention Required (DAR)
- Irregular signature on the cheque.
- Amount in words differ from amount in figure
  
- The cheque is not valid for clearing
- Mutilated cheque
- Cheque with mandate issues
- Drawer Deceased

- Material alteration requires Drawer's signature

## 22. What is crossing stamp?

This is a stamp on the face of the cheque indicating the bank and the branch where the cheque was deposited for clearing.

## 23. What is presentation stamp?

This is a stamp at the back of the cheque indicating the bank presenting the cheque and the date the cheque was presented for clearing.

## 24. What do the reason for returning cheques means?

- D.A.R. (Drawer's Attention Required): This is usually used when the customer's account is unfunded for the cheque.
- R/D (Refer to Drawer): Used not necessarily because the customer's account is unfunded but when there are certain irregularities on the cheque or an express instruction from the drawer that the cheque should not be paid.
- D.C.R. (Drawer's Confirmation Required): This is the case when a cheque is not honoured as a result of the bank's inability to get required confirmation from customer.
- REPRESENT: This is usually used instead of any of the other reasons as explained above when it is in view that the issue for not honoring the cheque will be resolved at a determined time soon. The date for the representation may, or may not be specified.

## 25. CHEQUE CROSSED TO TWO BANKS:

A cheque is expected to be cross-stamped only by one bank, the presenting bank. In a situation where the cheque is cross-stamped by another bank different from the initial presenting bank, such cheque will be returned unpaid by the paying bank for the reason: "Crossed to two banks"

26. What is a sort code?

This is a 9-digit number which uniquely identifies a branch of a named bank. The sort code with the account number is essential for delivering payments in the clearing system.

27. What is the structure of a sort code?

The 9 digits of a sort code are broken down as shown below:

1st 3 Digits – represents the Bank Code

Next 2 Digits – represents the location / code

Next 3 Digits – represent the Branch code

Last Digit – represent a control digit that is system generated

For example: the sort code of Plural Branch of Guaranty Trust Bank with branch code 205 and which is in Lagos with location code 15 is 058152052, where 058 is the unique bank code for IDJ Bank.

Explain the clearing cycle of a cheque?

TRANSACTION DAY CHEQUE CLEARING CYCLE MONDAY (T)

The cheque is deposited at the bank branch TUESDAY (T+1)

Cheque is presented to the paying bank

Beneficiary gets value for cheque not returned cheques from 10pm daily.

28. What is a Clearing bank?

A bank approved by the CBN to participate in clearing House activities. This could be a settlement or non- settlement bank.

29. What is a settlement bank?

This is a clearing bank that is appointed by the CBN to clear and settle for itself and other clearing banks.

30. What are the conditions for paying a cheque?

Account is adequately funded

If unfunded, there should be an approved facility in place that adequately covers the exposure

Cheque is confirmed, if it requires confirmation, either by virtue of the amount or customer's documented request or by clearing officer's enquiry

There is no inhibiting restriction

Cheque seriality is not out of order

Customer's mandate has been complied with

41 What are the validity/regularity checks carried out on a cheque before taking payment decision?

Presentation and crossing stamps must be clearly present on the cheques Cheque must be dated; it should neither be stale nor post-dated

Cheque must be signed

Amount in words must match amount in figures

Any material alteration must be signed in accordance with mandate.

("material" being any alteration that could alter payment decision/requirement on the cheque.) 41 Enumerate the steps taken for a detailed mandate check

- a. Signature(s) on cheque must match signature on BASIS
- b. Signature(s) combination must tally with BASIS requirement

42 What is the minimum amount required by the Bank (IDJ Bank) before a clearing cheque is sent for confirmation?

N500,000

43. What does the term 'seriality far apart" mean?

This is when the cheque number of the instrument received exceeds the last cheque number processed in the customer's account by +/- 10 cheque leaves.

44. What does the term “seriality out of order” mean?

Where the date the instrument is received and the last transaction date on the customer's account exceeds (6) months

45. What is a clearing withdrawal report?

This is a report developed by the technology unit of the bank that spools all clearing withdrawal transactions in customers account for a stated period.

46. What are the conditions for sending cheques for confirmation?

- a. Amount is large (N500,000 and above)
- b. Customer's mandate requires that all cheques or cheques of certain amount and above be confirmed.
- c. Other restrictions exist on the account which either require confirmation or regularisation.
- d. Cheque seriality is out of order.
- e. Account mandate requires clarification or regularisation
- f. Signature is irregular
- g. Material alterations are unsigned.

47. How does the “Signature Verification (SV)” desk take payment decision on a cheque drawn on a dormant account?

The details of the cheque are sent to the Account Officer accompanied by a mail that the account be re- activated or the account re-activation form be forward to clearing unit by 3:00pm except otherwise agreed, failing which the cheque would be returned for the reason “dormant account”

48 What are the various funding options available to an account?

- a. Outright account funding (By Cash lodgement or In-house transfer)
- b. Drawing Against Uncleared Effect (DAUE) approved on OPTIX
- c. One pager (Drawing against pledged balance or clean credit) approved on OPTIX.
- d. Approved credit

49 What is a mandate?

A mandate is a written authorization or command from a person, group or organization to another to take certain course of action. This is a customer's documented instruction on the signature(s) combination and other requirements necessary for actions or decisions to be taken on their account.

50. What is the latest time required for an account officer to confirm/regularize/fund/obtain funding approvals for their customers cheques/accounts?

3:00pm on the day the cheque is received.

51. What is the name of the report sent to account officers and also put on the intranet every morning detailing cheques requiring confirmation and accounts requiring regularization?

Daily Clearing Confirmation report

52. What is the name of the report sent to account officers and also put on the Intranet every day with details of overdrawn accounts requiring funding/funding arrangement by 1:00pm?

Overdrawn accounts report

53. How does the "SV" desk aid in monitoring the incidence of Bank customers funding their facilities in other Banks with facilities availed to them in IDJBank?

A report is generated of all facility-enjoying accounts, the cheques drawn on these accounts are checked to isolate those paying themselves in other Banks and mails are then sent to the account officers requesting the customer to either fund the account



outside of the availed facility or the account officer gets an approval to pay signed by the Deputy Managing Director or the cheque(s) is returned.

54. What is Cheque Truncation?

This refers to the conversion of physical cheque into electronic form (i.e. scanned image) for transmission to the paying bank

55. What is the rationale behind this policy?

To improve the efficiency of cheque clearing and ensure faster settlement of cheques by eliminating the cumbersome process of exchanging physical cheques amongst clearing banks

56. What will customers benefit from cheque truncation?

There will be faster settlement of cheques as value will be obtained next day (i.e. T+1)

57. Does the policy apply to cheques only?

It is applicable to all clearing paper instruments including dividend warrants and drafts

58. Will there be an increase in the maximum amount limit for cheques under cheque truncation.?

The maximum limit for cheques under cheque truncation will still be N10 million as currently obtainable except otherwise advised by CBN

59. Will clearing cycle reduce or increase under cheque truncation?

Clearing cycle has reduced under cheque truncation i.e. if a customer deposits a cheque on Monday; value will be obtained on Tuesday.

60. How many clearing sessions do we have daily?

There is 4 clearing sessions daily:

1st session: For presentation of all clearing  
Instruments

2nd session (Special Session): For NEFT and Fresh cheques

3rd session: For NEFT both return and fresh except fresh cheques

4th session: For return of dishonoured clearing Instruments only. (ie) Cheques and  
NEFT

62. Can fresh cheques still go for 2nd clearing session (special session) if it is paid in  
early in the morning?

Cheques paid in daily will be sent for clearing the next day as only the 1st clearing  
session is available for presentation of fresh cheque instruments and it ends by 8am.

Please note that transmission of fresh cheques in special session attract fees the bank  
do not encouraged it.

63. Do customers have to confirm all cheques under cheque truncation?

Only cheques of N500,000 and above must be confirmed except otherwise stated by  
the customer

64. When should cheques be confirmed during cheque truncation?

Customers are expected to pre-confirm all their clearing cheques before they are  
presented for clearing by the beneficiary. This is to prevent their cheques will be  
returned as clearing cheques are to be returned same day received if not confirmed

65. What happens to unfunded accounts during cheque truncation?

Customers are meant to fund their accounts immediately cheques are issued, otherwise  
such cheques will be returned same day received through the clearing system

66. Will there be an avenue for regularization of stale and dormant accounts during  
cheque truncation?

Customers are advised to regularize their accounts before their cheques are presented  
for clearing to avoid being returned same day received

67. Can CMA cheques still be processed during cheque truncation?

There is a slim window available for processing of CMA cheques under cheque truncation. CMA accounts / cheques must be funded / confirmed latest by 3pm daily to avoid such cheques being returned same day received. However physical instruments will not be sent to any Primary Mortgage Institution (PMI) or Discount House (DH) for confirmation

68. How will customers' special mandate requiring physical handling of cheques be verified during cheque truncation?

These categories of special mandates will not be allowed during cheque truncation as the genuineness of such special mandates cannot be verified on the electronic images of cheques received

69. Will customers have access to their physical cheques if dishonoured? Yes, the physical instrument will be returned to customers if dishonored

70. Can a returned cheque be represented under cheque truncation?

Yes, a returned cheque can be represented for a maximum of three times in line with the clearing rules

71. How will physical cheques be stored during cheque truncation? Original cheques will be stored at the collecting bank

72. Will there be legal backing for the use of electronic images of cheque to make payment decisions? The cheque truncation process is backed by a CBN guidelines on Cheque Truncation System.

73. When did nationwide cheque truncation take effect across all banks? June 1st 2013

74 What is settlement?

This can be defined as the process of exchange of value for all Inward and Outward clearing transactions

75. What is the difference between Clearing and Settlement?

Clearing is the exchange of images of instruments, their corresponding MICR line details and exchange of other electronic transfers while Settlement is the transfer of values between Banks after these exchange has taken place.

74. How is Settlement done?

This is done through the transmission of data which includes value for all paper and electronic instruments. These values are then posted into the CBN current accounts of Settlement Banks on a daily basis.

75 What Kind of information is transmitted?

The information on the MICR line of cheques as well as data for electronic payments

76. How is transmission done?

Transmission is done via a secure ECPIX server directly linked to NIBSS

77. What kinds of reports are received from NIBSS?

Each clearing Bank receives the following from NIBSS.

Gross settlement report

Presented and received items detail reports

Presented and received summary reports

BPXF file (carries images and information contained in the MICR line of all instruments transmitted)

Net settlement report (Shows the net position between our outward and inward cheques)

78 How many Banks does IDJBank Settle for?

None.

79. What does the Control Officer check on BASIS when calling over the ITJ for outward clearing cheques received from branches?

The control officer ensures that the account name on Basis tallies with beneficiary name on ITJ. He also ensures the credit is in the beneficiary account and that the amount is correct.

80. What does the Control Officer look out for when checking outward cheques?

The control officer ensures that all outward cheques are stamped with paid stamps.

81. What does the NACS Night team look out for on ITJ received from branches?

- a. Time stamp,
- b. The signature of the Operation Head or Back up of the branch
- c. Signature of clearing officer who received the clearing box.

82. What does the control officer look out for on previous day ITJ called over by batch checker?

The control officer ensures that the batch checker writes his/her name and sign off on the ITJ.

83. What is a caution notice?

This is a notice alerting the paying bank of an impending cheque about to be presented on it for value and to put in place any measure that will guide against fraudulent loss of value through the cheque.

84. How many types of Caution letters do we have?

Under truncation only one type of caution notice is applicable, which is the Special Caution notice.

85. What is a special caution Notice?

This is also known as DISHONOUR NOTICE. This type of caution notice is from a paying bank alerting the receiving bank of the intention to dishonour a particular clearing cheque before value is given to the beneficiary. Special caution is raised and served when the paying bank is inexplicably unable to return the cheque through the normal clearing period.

86. Can a Special Caution be received without an attached copy of the cheque?

No.

87. Can a Special Caution be processed on the day that value is to be received on the cheque?

Yes, but it must be with the customer's approval.

88. What are the things to check for before acknowledging a special caution notices?

- a. Check that the cheque has not received value
- b. Reason for return must be clearly stated
- c. Check for initial credit in the account
- d. Correct account number is stated at the back of the cheque

89. How does the batch checker confirm that the teller does not post after the final batch check for a particular day?

The batch checker must print report 8974 (first and last transactions) for all tellers the next day and compare with the ITJ printed the day before.

90. Who is the In-house officer?

A member of the unit responsible for posting all other clearing sub-units transactions

91. How are cheques with discrepancies treated?

Mails are sent to Account Officer to get approvals for the cheques to be honored.

92. What is a debit note?

This is an instrument issued by a bank to another bank debiting its CBN account for an agreed transaction between both parties.

93. What is a credit note?

This is an instrument issued by a bank to another bank acknowledging its indebtedness for an agreed transaction between both parties.

94. Is there a limit to the amount that can be written on a draft?

Yes, the maximum amount that can be written on a draft is Ten Million Naira only.

95. Is there a limit to amount that can be written on a cheque?

Yes, the maximum amount that can be written on a cheque is Ten Million Naira only. All amounts above Ten Million Naira must be transferred via NEFT/CIFT.

96. What rules guide the daily clearing activities in Nigeria?

The CBN Clearing House rules./ Guidelines for Cheque Truncation

97. What is NEFT?

Nigeria Interbank Settlement System Electronic Funds Transfer

98. What are the ways NEFT transfer be initiated in IDJBank today?

a. Through Internet Banking

b. At the banking Hall (Using a NEFT form or IDJB cheque)

c. Through GAPS (For Corporate Customers)

99. What is the maximum limit for Internet Banking NEFT Transfers?

The cumulative maximum limit that can be transferred is N5,000,000.00 per day 100.

What is the maximum limit for Branch NEFT transfers?

There is no limit for NEFT transfers initiated from a branch.

101. What are the NEFT charges?

There are basically four categories for NEFT charges and they are

Below N10,000,000.00 -----N105.00 + N5.25 VAT

N10,000,000.00 and above ----- N500.00 +N25 VAT

VAT is also taken since these charges are income to the Bank

102. When will the beneficiary of a NEFT transfer receive value?

For all transfers done before 1.00pm on any working day, value is received same day by the beneficiary's Bank for onward crediting to their customer's account. All transfers done after 1.00pm will be received by the beneficiary the next working day. However, the timing of when beneficiaries' accounts are credited in other Banks is dependent on the processes in those Banks.

103 How can I verify that a NEFT transfer has been sent to the beneficiary's Bank?

An application called the clearing tracker has been placed on the intranet and it contains details of all successfully transferred NEFT items.

Log on to the intranet

Click on useful links

Click on clearing transactions

Search for transaction

Select transaction type – Outward NEFT credit Click on amount and input amount

Select the date

neft1.jpg

· Wait for result

104 Can I print receipt for inflow/outflow for transfers?



Any item on the clearing tracker can be printed out as evidence of transfer and given to the customer.

105. How can I confirm receipt of a NEFT inflow for my customer?

The clearing tracker application is again useful in this regard as it shows all

successfully received inflows Log on to the intranet

Click on useful links

Click on clearing transactions Search for transaction

Select transaction type – Inward NEFT credit Click on amount and input

Select the date

Wait for result and print

neft2.jpg

106. How long does it take IDJBank to credit customers with NEFT inflow received?

All NEFT inflows are credited same day into the beneficiary's account.

107 What are the required information for a NEFT transfer?

Beneficiary / Payee name Beneficiary/ Payee account number Beneficiary's Bank

Amount to be transferred

Remark/ Reason for transfer

108. How can I initiate a NEFT debit?

NEFT debit is presently initiated at TSG level and is credited into the beneficiary's account using a value date of T+1. This means customer gets value 1 day after transmission.

109. Why do we not have same day value for NEFT debit?

This is because it is a debit to other banks' customers and as such it needs to be confirmed or funded for. There also exists the possibility of return thus the one day's interval.

110. How long does it take to return a NEFT credit?

All Unapplied NEFT credits are returned to the originating Bank same day for NEFT received for 1st session and Special session, while NEFT received 2nd session are returned the next working day.

111. Why are NEFT transfers returned?

- a. The stated account number is wrong, incomplete or invalid
- b. The stated Beneficiary name does not tally with what we have on Basis
- c. A nil amount was sent
- d. The funds were recalled by the Presenting Bank
- e. Account is closed or deleted

112. Can a walk-in customer initiate a NEFT transfer in IDJBank?

No, NEFT transfers are only open to IDJBank customers

113. Why are funds blocked in accounts?

NEFT transfers are blocked in customer's accounts for the following reasons

- a. Where the account in question was dormant prior to the credit entering the account
- b. Where only a slight or minimal discrepancy exists between the sent data and what we have on Basis.
- c. For confirmation of the inflow

114. What unit should I contact for funds blocked in accounts for NEFT transactions?

- a. Compliance unit

115. Where can I get information on NEFT being returned?

NEFT items not credited into the customers' account put on the intranet under the header Clearing Unapplied NEFT return. Account Officers have the opportunity to revert before 4pm for 1st session and special

session same day while 2nd session is 11am next working day on any item they want clearing to apply.

116 How can I know that my customers' funds have been returned?

The clearing tracker application is again useful in this regard as it shows all

successfully returned inflows Log on to the intranet.

Click on useful links

Click on clearing transactions Search for transaction

Select transaction type – Outward Returned NEFT credit

Click on amount and input amount Select the date

Wait for result and print

neft3.jpg

117. How do I make a request for recall of funds?

Send a mail to [clearinIDJeam@IDJBank.com](mailto:clearinIDJeam@IDJBank.com) asking for a recall of funds. Clearing officer in turn sends mail to receiving bank asking for the recall of transmitted funds. A request to recall funds is treated at the discretion of the sending bank

118. How do I differentiate between NIP and NEFT while displaying entries in a customer's account?

NIP carries a set of 30 digit numbers while NEFT carries a set of numbers containing sort code of 9 digits followed by account number which has 10 digits. The set of numbers in NIP is usually longer than that of NEFT. NEFT transfers requests go through

Central Clearing from where funds are transmitted to other banks while NIP requires no manual intervention; it is purely system based.

119 What is NIP?

NIBSS Instant Payment

120. What are the ways NIP transfer be initiated in IDJBank today?

A IDJBank customer can initiate a transfer by logging on to Internet Banking services

121. When will the beneficiary of a NIP transfer receive value?

The beneficiary gets fund in his account immediately as this is an online real time transfer 122. What is the maximum limit for NIP Transfers?

The maximum limits that can be transferred are:

Mass Retail customers: N5,000,000.00 per day HNI customers : N6,500,000.00 per  
NIPS at branches: N10,000,000.00 per day Corporate customers on GAPS: No limit

123. What are the charges?

Same charges as applicable to NEFT

VAT is also taken since these charges are incomes to the Bank

124. What are the required information for a NIP transfer?

a. Beneficiary / Payee name

b. Beneficiary/ Payee account number

c. Beneficiary/ Payee bank

Below N10,000,000.00 -----N105.00 + N5.25 VAT

N10,000,000.00 and above ----- N500.00 +N25 VAT

IDJBank POS TERMINALS

This service provides a convenient, modern and efficient means of processing payments; as value is credited to the merchants' account within 24 hours.

These terminals can be used to perform a variety of financial transactions which are

- Recharge
- Balance Enquiry
- Purchase

Customers can make request through their account officer who will place a request via process maker.

POS is given free of charge to customers and they are charged 0.75% capped at N1,200. (Whichever is higher)

A new device in place of POS is called Mobile POS (MPOS). It is used with an android phone. Customer uses his card on the MPOS and enters his card details on an application on merchant's android phone. It is easier to use and more convenient.

The card limit for transactions on POS is N1,000,000 locally and N3,000,000 internationally.

POS can be contacted on 3001 and [posservices@IDJBank.com](mailto:posservices@IDJBank.com).

#### FREQUENTLY ASKED QUESTIONS– Western Union Account Based Money Transfer (ABMT) Service

##### 1 What is Account Based Money Transfer?

The Western Union Account Based Money Transfer service (ABMT) is a service that will enable IDJBank customers receive Western Union funds directly into their IDJBank accounts 24/7 using the Self Service channels such as;

IDJBank's Internet Banking platform Quick Teller Website

##### 2.What are the basic requirements for a IDJBank customer to consummate an ABMT transaction online?

Beneficiary must be IDJBank account holder

Beneficiary must have a User ID and password for Internet Banking transactions

ñBeneficiary must have a registered token for secure Internet Banking transactions

ñBeneficiary must possess a 10 digit Money Transfer Control Number (MTCN)

ñFunds must be sent in customer's account name (as it is registered with IDJBank)-  
First name and Surname must match.

ñBeneficiary must have details of the sender of the funds

ñSender's full name

ñCountry of origin (where the transfer is coming from)

ñBeneficiary must provide his/her e-mail address and phone number ñBeneficiary must  
have an answer to the transfer test question

3.How do I receive Western Union Money Transfer via IDJBank's Internet Banking  
platform?

ñLog on to the Internet banking portal from [www.IDJBank.com](http://www.IDJBank.com)

ñClick on 'Self Service'

ñClick 'Add Services(s)'

ñSelect ' Western Union Receive Money' and enter the SIX digit code generated from  
token device to activate this service

To Process Transactions

ñLog on to the Internet Banking portal from [www.IDJBank.com](http://www.IDJBank.com)

ñSelect 'Requests Menu'

ñClick 'Western Union Receive Money'

ñInput payment details on the form displayed

ñProvide answer to secret question in the field provided

ñCheck on 'terms and conditions'

ñClick 'Continue' to accept details and proceed to the confirmation page

ñOn confirmation page, enter the SIX digit code generated from Token

ñClick 'Submit' to execute transactions.

ñView Transaction History page to confirm successful completion of transaction ñClick on View Receipt to print your transaction receipt

#### 4.How do I receive Western Union Money Transfer via Quickteller website?

ñLog on to [www.quickteller.com](http://www.quickteller.com)  
ñRegister with an email ID and password  
ñSelect Western Union  
ñSelect IDJBank from the listed banks  
ñComplete the form with the transaction details  
ñClick to accept 'terms and conditions'  
ñClick on 'Receive Money' to execute transactions  
ñView payment receipt page to confirm successful transaction ñClick 'print' to generate transaction receipt

#### 5 What are the benefits of the Account Based Money Transfer Service?

ñThe new Account Based Money Transfer (ABMT) service from Western Union allows customers to receive money directly into your IDJBank Account online real-time

ñEnjoy 24/7 convenience to complete fund receipt processes from the comfort of home or office

ñSave time as customers no longer need to go to the bank ñExperience the same fast and secure Western Union standard

#### 6 What happens if a customer's transaction is not successful?

If validation of a transaction fails at any point, transaction process is terminated and a failure notice pop up is displayed

If validation is successful, customer's account is credited accordingly

After a successful credit, a payment confirmation message is displayed on the transaction history page with an option to print Receipt for documentation.

If transaction is successful but credit into customer's account fails, an email is automatically sent to Interswitch support staff via a support console and a follow up is done via phone calls to ensure that customers account is credited.

7 Describe how customer service department would support the day to day transactional issues and assist in resolving them?

ñThe Interswitch support desk will be available via [oneview@interswitchng.com](mailto:oneview@interswitchng.com) and 01-9065000. The contact center operates 24/7 including public holidays.

ñCall IDJBank Western Union office- +234 14484024

ñCall IDJCONNECT 24 hours Contact Centre +234 700 CONNECT, +234 700 482666328, +234 1 4480000, +234 80 3900 3900, +234 80 2900 2900,

IDJRESCUE

As part of the Bank's commitment to make banking easier for our customers through cutting edge technology, we have introduced

IDJRescue: A service that allows you access emergency cash if your Naira debit card is lost, stolen, damaged, retracted or you simply don't have it on you.

How It Works

The IDJRescue request can be initiated either via:

- Internet Banking by the Account holder



#### •IDJConnect

##### Internet Banking

- Customer Logs onto Internet Banking
- Selects the “IDJRescue” option under the “Accounts Transfer” menu on the home page
- Completes the IDJRescue form and submit (token is required).
- A message is displayed with the 12 digit Reference Number (FAC) & Amount Requested (These information is also sent via SMS and email to the details on BASIS)
- Customer proceeds to the ATM, presses any key for cardless withdrawal, follows the on-screen prompts by inputting the following in sequence (FAC, Mobile Number, Last four digits of FAC and Transaction Amount) and completes the transaction.

##### IDJConnect

- However, if you do not have your token with you, simply call the Contact Center, the agent will ask for the required information to initiate the request on your behalf and the 12 digit Reference Number (FAC) will be sent to your registered phone number and email with the Bank.
- Customer proceeds to the ATM, presses any key for cardless withdrawal, follows the on-screen prompts by inputting the following in sequence (FAC, Mobile Number, Last four digits of FAC and Transaction Amount) and complete the transaction.

KINDLY NOTE THAT THE WITHDRAWAL REFERENCE CODE EXPIRES AFTER 3 HOURS  
POS Cash Advance?

- POS Cash Advance is a service provided by VISA & MasterCard
- The service allows cardholders to withdraw cash from a Dollar Credit Card over the counter at a bank up to a certain limit.
- The advantage of this is that customers have the ability to acquire more cash after exceeding their ATM limit anywhere in the world.
- This is however subject to the limit imposed by the Bank.

The service incurs a fee:

ØFOR VISA: \$5.00 + 0.5% of the transaction amount

ØFOR MASTERCARD: \$6.25 + 0.1% of the transaction amount

#### E-Business Contacts

##### Card Marketing Teams

#### Naira Cards:

Direct Line – 01-2771233

Team Email – [cardsandproductdev@IDJBank.com](mailto:cardsandproductdev@IDJBank.com)

Dollar Cards: Team Email – [creditcardteam@IDJBank.com](mailto:creditcardteam@IDJBank.com)

Direct Line – 01-2771233

IDJPAY What is IDJPAY?

IDJPAY is a web payment gateway that enables websites accept online payments through the use of both local and International cards as well as bank transfer option

What do I need to be profiled /integrated to IDJPAY?

To sign on to IDJPAY, you will need to do the following

- Fill out the IDJPAY application and agreement form
- Include a cheque of N75, 000. 00 (made payable to Interswitch Ltd)
- Include a copy of company's Certificate of Incorporation and forward to the nearest IDJBank branch for

processing.

How does integration occur?

After the relevant documents have been received and payment has been made, the merchant will be sent Application Programming Interfaces (APIs) which will be used by the merchant's website developer to integrate their website to IDJPAY

How long does integration take?

This is dependent on the turn-around time of merchant's website developer. However an average of 10 – 15 working days is required for the integration and a UAT Test by Interswitch to determine the suitability of the merchant website on the live environment

What cards can customers use on Merchant website integrated with IDJPAY?

All Domestic Cards (Verve, MasterCard Naira and VISA Naira) and International Cards (MasterCard and VISA)

How can merchant monitor transactions on IDJPAY?

IDJPAY is deployed with an online monitoring console which allows Merchant view transactions as they occur real-time, as well as generate reports on transactions done on the website.

How long does it take to settle Merchants for successful transactions?

For Domestic transactions, settlement is T+1, while for International transactions, settlement is T+2 (Where T is transaction date)

What are the charges associated with the application?

The following charges are applicable:

- IDJPAY Registration fee is N75, 000.00 (Payable to Interswitch Ltd)
- A charge of 1.5% capped at N2, 000.00 for transactions done with domestic/local cards
- A charge of 3% with no cap for transactions done with international cards (for
- A monthly charge of N5, 000.00 (Applicable to International acquiring only)

Who can sign up for IDJPAY?

IDJPAY is for any customer of the bank with an e-commerce enabled website, who would like to accept online payments on their website.

Who do I contact for other enquiries on IDJPAY?

For enquiries, send an email to [IDJpaysupport@IDJBank.com](mailto:IDJpaysupport@IDJBank.com), or visit any IDJBank branch

SME MARKET HUB FAQ

What is the SME Market Hub?

The SME Market Hub is an exclusive platform which empowers Small and Medium Enterprises (SMEs) to promote and sell their goods and services online. The SME Market Hub not only offers businesses with the resources they need to grow, but also provides the tools to trade online, and gain visibility within the global Market Hub.

What Services are offered on the SME Market Hub?

On the SME Market Hub, you will have access to your own:

- Unique website address
- Personalized online storefront
- Shopping cart application with no consignment fees · Online payment gateway
- Inventory listings with inventory management tools · Order and enquiry notifications
- Messaging service

- Membership within the Market Hub directory

Do I have to register to use the SME Market Hub?

Registration is not required to shop. However, if you want to sign up your business and request for your storefront, registration will be required.

How Can I retrieve my lost/forgotten password?

Simply go to the SME Market Hub Home page, fill in your admin email address i.e. the email address you supplied when you registered and click on "Forgot Password". A mail will be sent to your admin email with a link to input your new login details.

How do I contact a merchant I am interested in?

If you are interested in getting more information about a listed product or service, you can contact the

merchant directly by filling the form located on their store contact page. Once the merchant has received your enquiry / order, a notification will be sent to the merchant to respond to your message.

How can goods where customers did not get value be settled?

All transactions on the SME Market Hub are at the discretion of the merchant and customer. The SME Market Hub is not responsible for the failure of a product/service delivery and shall not be held liable. Please refer to our terms of service.

How soon do I expect a response after contacting a Merchant?

Merchants are encouraged to respond within 24hrs from the time the message was received.

How can I lodge a complaint /make suggestion about a merchant's service?

Please send in all complaints and issues about a merchant's service to the support team, [smesupport@IDJBank.com](mailto:smesupport@IDJBank.com)

Are there items I am prohibited from listing on the SME Market Hub?

Yes! There are products and services listing that will not be permitted for display on the Market Hub. Kindly refer to our terms of service.

Can I include my personal contact information as a Merchant on my store front?

Yes, you are advised to provide as much information as possible to encourage potential customers to contact you. However, it is advisable that a Merchant does not display sensitive information that can be easily retrieved for fraudulent purposes.

How frequently can I make changes to my store?

Merchant can update available goods on the store as often as .

A customer just complained that listings I just made on my store are not visible?

Newly listed stores on the Market Hub must be approved by the support team. Until your store has been approved, any listing made will not be visible to the public.

How long can my listing stay on the Market Hub?

Once a Merchant listing (goods for sale) has been uploaded on the Market Hub, it will remain on the site until Merchant decides to remove it .All information and images provided on the Market Hub must be in accordance with the Terms of Service.

Violations to the Terms of Service may result in a Merchant's product being taken down.

How do I cancel/change a listing on the Market Hub?

A Merchant can modify listing (s) from admin access to the online store on the Market Hub. It is

advisable Merchants amend their listing the moment products are out of stock so as not to mislead the buyers.

Is it compulsory to upload pictures of my products on the SME Market Hub?

Every product listing made on the Market Hub must be accompanied by an image of the product or service.

How can a prospective buyer contact a Merchant on the SME Market Hub?

Customers can contact Merchant by completing the contact form on Merchant's storefront. An email will then be sent informing Merchant of a customer's enquiry / order on the SME Market Hub.

Merchant can also log on to "merchant admin panel" to view all messages and respond.

As a merchant, am I also allowed to purchase goods on the SME Market Hub?

Yes! He viewing and ordering services on the SME Market Hub are open to all visiting customers and registered merchants.

Can a Merchant list product in multiple categories?

NO! Not at this time. Please choose the single category that best represents your product or service.

I have delivered my product to a customer but I am yet to receive funds into my account?

Merchants are advised to request for the IDJPAY Online Payment Service as the ME Market Hub will not be responsible for any form of payment/loss that occurs outside the use of IDJPAY.

Please refer to the terms of service.

What is IDJPAY?

IDJPAY is a secure Internet gateway developed by IDJBank to facilitate online payments using both locally and internationally issued debit cards, credit cards and other online payment methods on our customers' websites. IDJPAY plugs in seamlessly with the existing websites of customers and acts as a bridge between the customer's website and our bank to ensure all payments on the website gets into the respective customer's account with the bank .

The payment solution:

- Provides a convenient alternative payment channel to all customers
- Enables cardholders to pay merchants (our customers) for Internet purchases of goods and services from the comfort of their offices/homes by supplying details of their debit/credit cards or mobile money
- Ensures transaction amount is deducted from cards instantly and merchant's account credited within 24 hours

Features

- IDJPAY accepts both locally and internationally issued cards including Verve cards, MasterCard Naira and any internationally issued MasterCard and VISA.

- Timely transaction processing: Merchants get value next day after transaction takes place.
- IDJPAY monitoring consoles: IDJPAY comes with a unique, online monitoring console that allows merchants view transactions as they occur real-time .
- Reduced sign-on fee: IDJBank is a certified developer partner so we take on IDJPAY integration for our merchants and as such the integration fee is waived for them.

#### Benefits

- Convenient means of payment
- Acceptance of both local and international cards · Global reach for Merchants
- Increased sales
- Promotes cashless transactions
- Instant value for successful transactions

What do my buyers see when they check out?

Buyer's completes a four step process for the purchase:

- Buyers click the payment buttons next to the selected items.
- IDJPay card selection page is displayed. Based on the card selected the respective third party processor ( Interswitch Web pay or MasterCard gateway) is displayed
- Buyers review and complete the purchase on the respective engine.
- Buyers return to merchant's website.



Do my buyers need a IDJBank account to pay me?

No! They can pay with their credit/debit card (Visa, MasterCard,) – all without having a IDJBank account.

What kind of reports can I obtain on IDJPAY? IDJPay standard offers a variety of reporting tools:

- History log

- Downloadable logs
- Settlement and reconciliation system
- Monthly account statements

How long does it take Merchants to obtain value for goods sold?

24 hours after payment is made – when customers pay with credit or debit cards accounts.

Can a IDJBusiness account holder also open a regular corporate account?

Yes! A customer can have both the IDJBusiness and a standard corporate account.

How many withdrawals can be made on the IDJBusiness account per month?

There is no limit to the number of withdraws that can be made on a the IDJBusiness account

Who can open the IDJBusiness account?

The IDJBusiness account is open to all registered sole proprietorship, partnership, corporate and

unincorporated societies.

What is the opening balance for the IDJBusiness current account? The opening balance for the IDJBusiness account is N30, 000.

If there is no transaction on the IDJBusiness account for a certain month, will the customer still be charged?

Yes! A fixed monthly charge of N5, 000 is charged on the IDJBusiness account whether a Merchant performs a transaction or not

Is the IDJBusiness account a borrowing account?

Yes! The IDJBusiness account can be used as a borrowing account

Is there a fixed amount that must be maintained in the IDJBusiness account at all times?

Yes! There is a blocked amount of 20,000 maintained to cater for the monthly fixed charge of 5,000 per month if the account is not funded

When is COT charged on the IDJBusiness account?

COT is charged when the maximum monthly debit turnover of N50, 000,000 has been exceeded. The COT charge will be only be on the excess amount at N3/mille i.e. N3 for every N1, 000 that is withdrawn

What is the maximum deposit that can be made into the IDJBusiness account? There is no limit on the amount that can be paid into the IDJ Business account

Are references required to open the IDJBusiness account?

Yes! To open the IDJBusiness account, 2 references are required, filled by an individual or corporate body maintaining a current account with a bank in Nigeria.