

Transaction Assistance Guide

Client: John Doe

Client ID: JD-TRAN-2023

Document Date: August 14, 2023

Fund Transfer Between Accounts:

Internal Transfers:

1. Log in to your online banking portal.
2. Navigate to the "Transfers" section.
3. Choose "Internal Transfers" and select the accounts you wish to transfer from and to.
4. Input the amount and set a transfer date, then confirm the transfer details.
5. Click "Submit" to complete the transfer.

External Transfers:

1. Navigate to the "Transfers" section within the online banking portal.
2. Choose "External Transfers" and link an external account if not already linked.
3. Follow the prompts to complete the transfer, including verification of the external account.
4. Once verified, select the accounts, input the amount, and set the transfer date.
5. Confirm the details and click "Submit" to complete.

International Wire Transfer:

Initiating a Wire Transfer:

1. Log in to your online banking portal.
2. Navigate to the "Payments & Transfers" section.
3. Select "International Wire Transfer" from the options.

4. Input the recipient's banking details, including IBAN, SWIFT/BIC code, and bank address.
5. Enter the amount to be transferred and choose the currency.
6. Review and confirm the details, including any fees associated with the transfer.
7. Click "Submit" to initiate the wire transfer.

Receiving a Wire Transfer:

1. Provide the sender with your account number, bank's SWIFT/BIC code, and bank address.
2. Monitor your account for the incoming funds. Note that international transfers may take several business days.

Setting Up Automatic Bill Payments:

Linking a Biller:

1. In the online banking portal, navigate to the "Payments" section.
2. Choose "Add a Biller" and provide the biller's details, including account number and billing address.
3. Follow the prompts to verify and link the biller.

Scheduling Automatic Payments:

1. Once a biller is linked, navigate to the "Scheduled Payments" section.
2. Select the biller and choose the frequency (e.g., monthly, bi-monthly).
3. Input the amount to be paid and select a start date.
4. Confirm the details and set up the automatic payment.

Notes:

Always ensure the details provided, especially for wire transfers, are accurate to avoid any discrepancies or transfer issues.

Monitor your accounts regularly to verify transactions and ensure there are no unauthorized activities.

For any technical issues or further assistance, please contact our customer service hotline or visit the nearest branch.