QUESTION: How can I send money using IBAN?

ANSWER: Open the application and navigate to the Transfers section. Select 'Send Money', enter the recipient's IBAN, choose the account you want to send money from, and confirm the transaction.

QUESTION: How can I send money using a phone number?

ANSWER: Go to the Transfers menu in the application. Choose the 'Phone Number' option, enter the recipient's number, select the sending account, and complete the process by confirming the amount.

QUESTION: How can I send money using an email address?

ANSWER: In the Transfers section, select the 'Email Address' option. Enter the recipient's email, specify the amount, select your account, and confirm the transaction.

QUESTION: How can I send money abroad?

ANSWER: Navigate to the Transfers menu and choose 'International Transfers'. Enter the recipient's SWIFT code and bank details. Specify the amount and confirm the transaction.

QUESTION: How can I transfer money between my accounts?

ANSWER: Open the application, go to the Transfers section, and choose 'Transfer Between My

Accounts'. Select the source and target accounts, enter the amount, and confirm.

QUESTION: How can I set up a scheduled money transfer?

ANSWER: In the Transfers menu, choose 'Scheduled Transfers'. Set the recipient, frequency, amount, and the account to be debited. Save and confirm the schedule.

QUESTION: How can I send money using Bluetooth or QR code?

ANSWER: In the application, go to 'Quick Pay' and choose 'Bluetooth' or 'QR Code'. Select the recipient, confirm the amount, and complete the transfer.

QUESTION: How can I pay my electricity bill?

ANSWER: Go to the Payments section, select 'Electricity Bill', choose the provider, enter your customer number, and complete the payment by confirming the amount.

QUESTION: How can I pay my water bill?

ANSWER: Navigate to the Payments menu, select 'Water Bill', choose your provider, input your account number, and confirm the payment.

QUESTION: How can I pay my natural gas bill?

ANSWER: In the Payments section, select 'Gas Bill', choose your provider, enter your subscription details, and finalize the payment.

QUESTION: How can I pay my internet bill?

ANSWER: Go to the Payments section, select 'Internet Bill', choose your service provider, enter your account number, and confirm the payment.

QUESTION: How can I pay my phone bill?

ANSWER: Navigate to the Payments menu, select 'Phone Bill', choose your provider, enter your customer number, and complete the payment.

QUESTION: How can I pay for my TV subscription?

ANSWER: Go to the Payments section, select 'TV Subscription', choose your service provider, and enter your account details to pay.

QUESTION: How can I pay parking fees?

ANSWER: In the application, go to 'Quick Pay' and select 'Parking Fees'. Enter the vehicle details,

choose the amount, and confirm the payment.

QUESTION: How can I pay municipal taxes?

ANSWER: Navigate to the Payments section and select 'Municipal Taxes'. Enter the tax type, customer ID, and confirm the amount to pay.

QUESTION: How can I pay traffic fines?

ANSWER: In the Payments section, select 'Traffic Fines', enter the fine number or vehicle details, and complete the payment.

QUESTION: How can I pay my insurance premium?

ANSWER: Go to the Payments menu, select 'Insurance Premium', choose your insurance provider, enter the policy number, and finalize the payment.

QUESTION: How can I pay my tax debts?

ANSWER: Navigate to the Payments section, select 'Tax Payments', enter your tax ID, and confirm the amount to pay.

QUESTION: How can I pay for memberships or subscriptions?

ANSWER: Go to the Payments menu, select 'Memberships', choose the service provider, and confirm the payment details.

QUESTION: How can I withdraw cash using a QR code?

ANSWER: At the ATM, open the application, go to 'Quick Services', select 'Withdraw with QR Code', scan the ATM QR code, enter the amount, and confirm.

QUESTION: How can I deposit cash using a QR code?

ANSWER: At the ATM, open the application, go to 'Quick Services', select 'Deposit with QR Code', scan the ATM QR code, insert cash, and complete the process.

QUESTION: How can I make store payments using QR code?

ANSWER: In the application, go to 'Quick Pay', select 'QR Code Payment', scan the store QR code, and confirm the payment.

QUESTION: How can I pay in restaurants using QR code?

ANSWER: At the restaurant, open 'Quick Pay', select 'QR Code Payment', scan the QR code

provided by the restaurant, and confirm.

QUESTION: How can I pay my credit card debt?

ANSWER: In the application, go to the Credit Card section, select 'Pay Credit Card Debt', choose the account to debit, enter the amount, and confirm.

QUESTION: How can I view my credit card statement?

ANSWER: In the Credit Card section, choose 'View Statement'. You'll see details of all transactions and the total amount due.

QUESTION: How can I increase my credit card limit?

ANSWER: Navigate to the Credit Card section and select 'Increase Limit'. Enter the desired limit and submit the request.

QUESTION: How can I withdraw cash using my credit card?

ANSWER: In the application, go to the Credit Card menu, select 'Cash Advance', enter the amount, and confirm the withdrawal.

QUESTION: How can I create a virtual credit card?

ANSWER: In the Credit Card section, select 'Create Virtual Card', specify the limit, and confirm to generate the card.

QUESTION: How can I check credit card promotions?

ANSWER: In the application, go to the Credit Card menu and select 'Promotions'. Browse the available offers and activate the ones you want.

QUESTION: How can I buy foreign currency?

ANSWER: Go to the Investments section, select 'Currency Exchange', choose the currency pair, enter the amount, and confirm the transaction.

QUESTION: How can I buy gold?

ANSWER: In the Investments menu, select 'Buy Gold', specify the weight or amount, and complete the purchase.

QUESTION: How can I buy stocks?

ANSWER: Navigate to the Investments section, select 'Stock Trading', search for the stock, enter

the quantity, and place your order.

QUESTION: How can I buy mutual funds?

ANSWER: In the Investments section, choose 'Mutual Funds', select the fund type, specify the amount, and confirm the transaction.

QUESTION: How can I open a deposit account?

ANSWER: Go to the Accounts menu, select 'Open Deposit Account', choose the account type and term, and confirm to open it.

QUESTION: How can I track my investments?

ANSWER: In the Investments section, select 'Investment Portfolio'. You can view your assets and their performance.

QUESTION: How can I apply for a quick loan?

ANSWER: Navigate to the Loans section, select 'Quick Loan', enter the amount and term, and submit your application.

QUESTION: How can I disburse an approved loan?

ANSWER: In the Loans section, select 'Approved Loans', choose the loan, and transfer the amount to your account.

QUESTION: How can I pay my loan installments?

ANSWER: Go to the Loans menu, select 'Pay Installments', choose the loan, and confirm the amount to be paid.

QUESTION: How can I restructure my loan?

ANSWER: Navigate to the Loans section, select 'Restructure Loan', choose new terms, and submit the request.