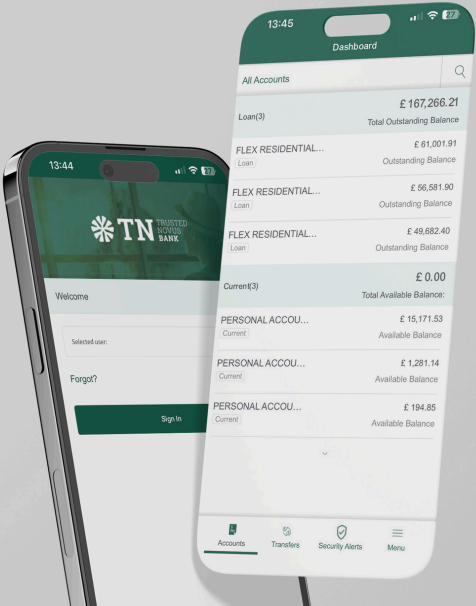


# External Transfers

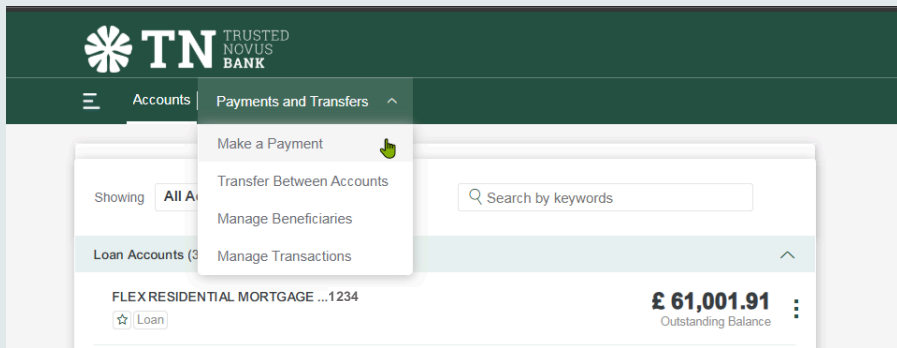
## Step-by-Step Guide



This step-by-step guide will cover how to make a payment from your own accounts within TNB to accounts outside of TNB.

# External Transfers

1. Select the **'Payments and Transfers'** option from the drop-down menu.
2. Then select **'Make a payment'**.



3. You will then be required to select from either a existing beneficiary template or insert all of the required details in order to pay a new beneficiary.

**Please note:** Each time you make a payment a template is automatically saved (you can manage these in **'Manage Beneficiaries'**).

4. As you complete each part of the payments screen, the next part will show up automatically.
5. Select **'The account is with another bank'**.

Payments

From (My Account)

Personal Account with I...1234

Beneficiary's Name

Test User

+New Beneficiary

Beneficiary's Bank

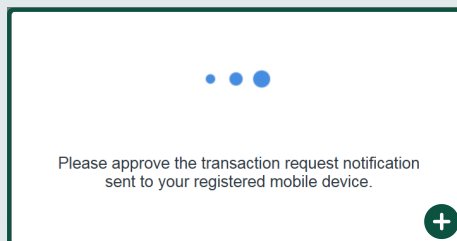
☐ The account is with TNB ☒ The account is with another bank

# External Transfers

6. Confirm the country of beneficiary's bank.
7. Select the currency and amount of transfer.
8. Once the amount has been entered, complete the following details.

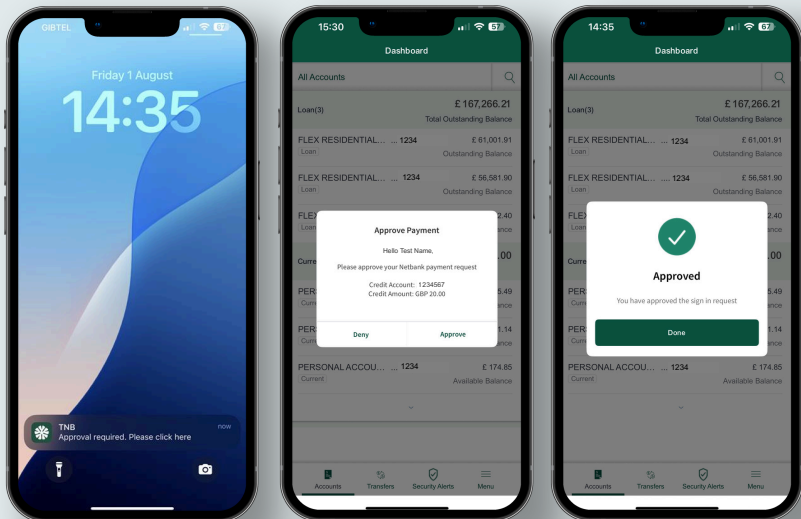
**Please note:** You cannot complete details below until you have entered the amount.

- Account number / IBAN
  - SWIFT/BIC
  - Beneficiary bank
  - Sort code
  - Frequency
  - Payment reference (Optional)
  - Purpose of payment
  - Beneficiary name and address
9. Select the frequency as **'Once'** or choose another frequency to create a standing order.
  10. A review screen will be displayed giving you the following options:
    - **'Cancel'** - Cancels the transfer
    - **'Modify'** - Takes you back to the payment details screen and allow you to make changes
    - **'Continue'** - Submits the payment
  11. Once confirmed you will need to approve the transaction within your mobile banking app as shown.



# Approving Payments - iPhone User

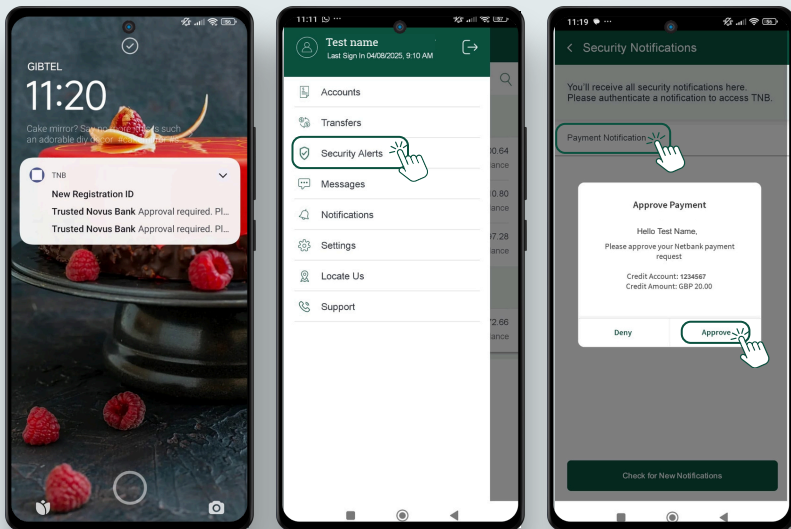
1. You will receive a notification as shown below, open up the notification, this will prompt you to login to your account. Once logged in you will be asked to approve the transaction.






# Approving Payments - Android User





1. You will receive a notification as shown below, open up the notification, this will prompt you to login to your account. Once logged in you will be asked to approve the transaction.
2. If the pop up doesn't show, login to the app and go to '**Menu**' and select '**Security Alerts**'.
3. Click '**Payment Notification**' and '**Approve**'.



# Approving Payments

11. Once approved, the transaction will be complete:






Accounts

Payments and Transfers

Payments

Acknowledgement

Your transaction has been submitted successfully.



Reference Number  
PI2521812D789BV5

Transaction Details

Download Receipt

From:	Personal Account with Interest.... 1234	
Beneficiary:	Test name.... 1234	
Payment Method:	Domestic - SWIFT	
Sort Code:	606060	
Bank Address:	RBSI TRADING AS NATWEST INTERNATIO	
Currency:	GBP	
Amount:	£ 80.00	
Charges Breakdown:	Transaction Fee	GBP 2
Frequency:	Once	
Send On:	06/08/2025	
Credit Value Date:	06/08/2025	
Cut off Time	15:00	
Payment Reference:	-	
Beneficiary Nickname:	-	
Beneficiary's Address:	76 Main street Gibraltar, Gibraltar, GX11 1AA	

New Payment

Home

12. 'Download Receipt' if required.