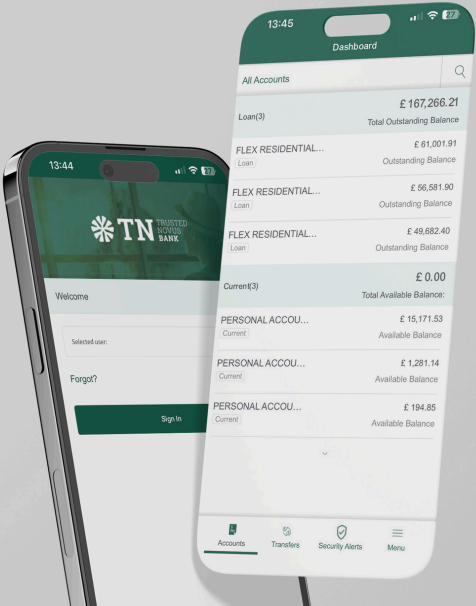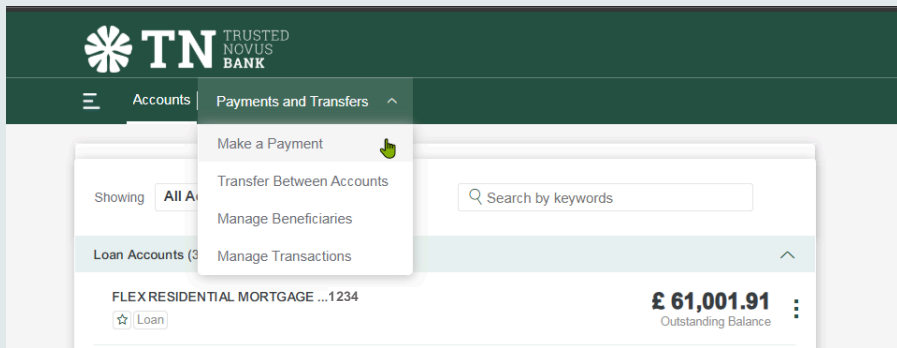# External Transfers

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'**.

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.

• • •

Please approve the transaction request notification sent to your registered mobile device.
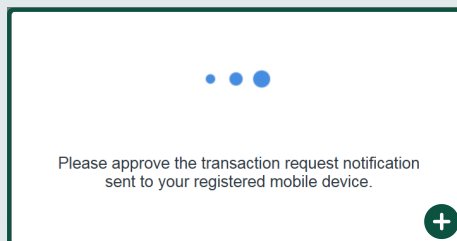
# Approving Payments - iPhone User

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.
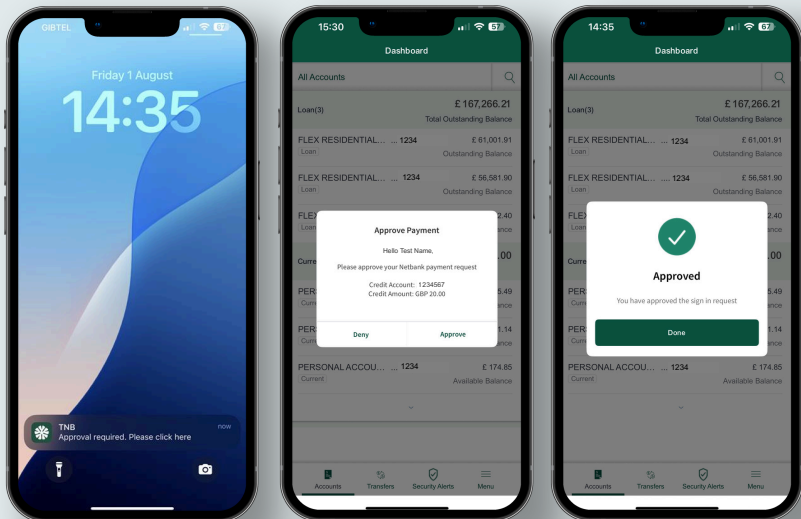
Approving Payments - Android User

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'.**
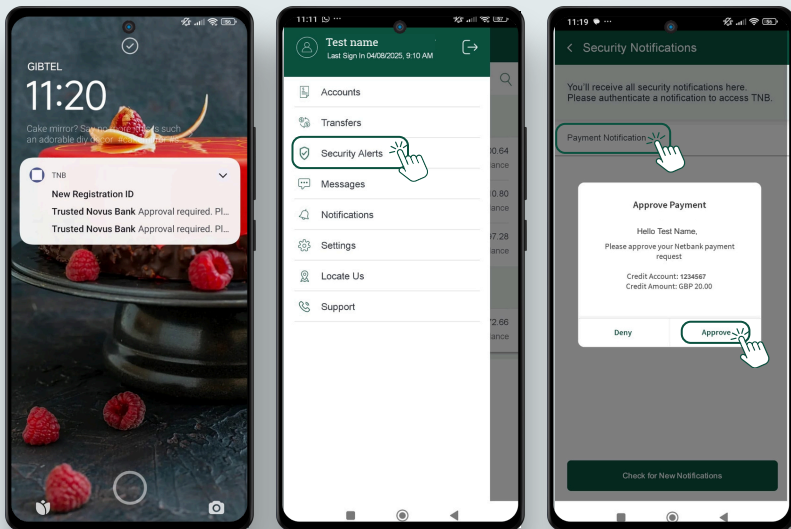
Approving Payments

11. Once approved, the transaction will be complete:

12. **'Download Receipt'** if required.