Managing Payments and Transfers
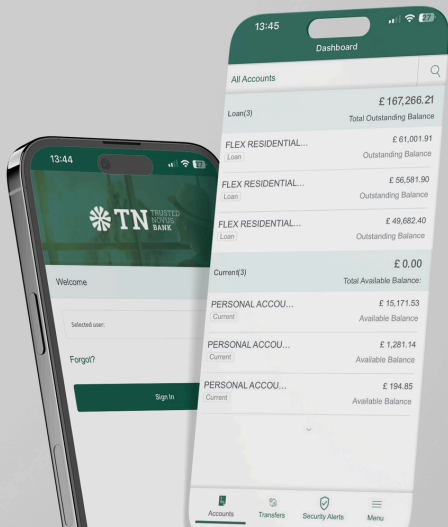
Step-by-Step Guide

Welcome to your new digital banking experience!
This step-by-step guide covers:

- Internal Transfers to your own accounts
- Internal Transfers to other internal accounts

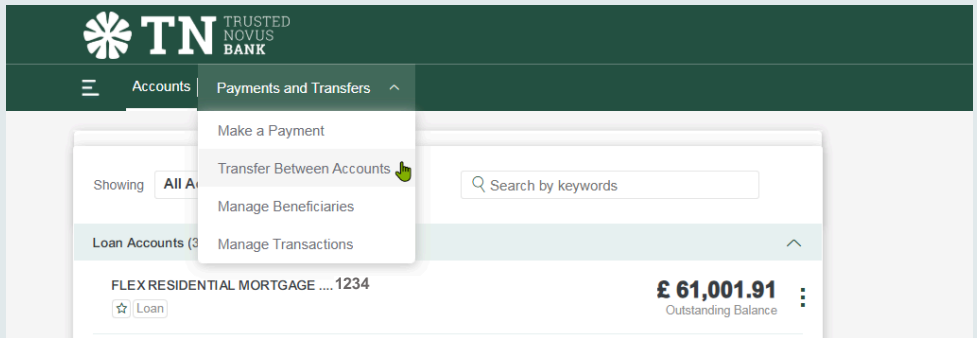# Internal Transfers to your own accounts

Step-by-Step Guide

This step-by-step guide covers how to make a payment to and from your own accounts within Trusted Novus Bank (TNB).

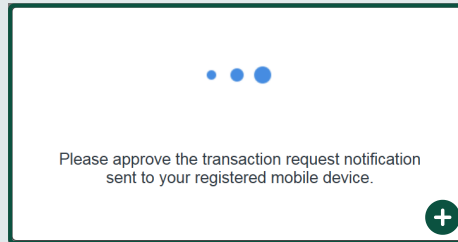# Making Internal transfers to your own accounts

1. Click on **'Payments and Transfers'**.

2. Then select **'Transfer Between Accounts'.**

- Select **'From (My Account)'** i.e. the account you want to debit
- Select **'To'** i.e. the account you want to credit
- Enter Currency and transfer Amount
- Select the **'Frequency'** as **'Once'** or choose another frequency to create a standing order
- Choose the **'Send On'** date for when you want the payment to debit (default will be todays date)
- **'Transfer Reference'** (optional)
- You will then be prompted to confirm the details

3. 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

Making Internal transfers to your own accounts

4. 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.
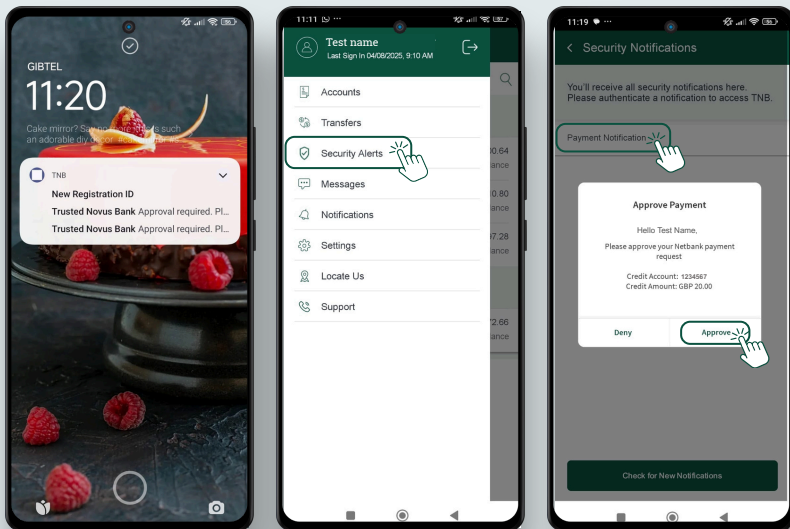
Approving Payments - iPhone User

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.
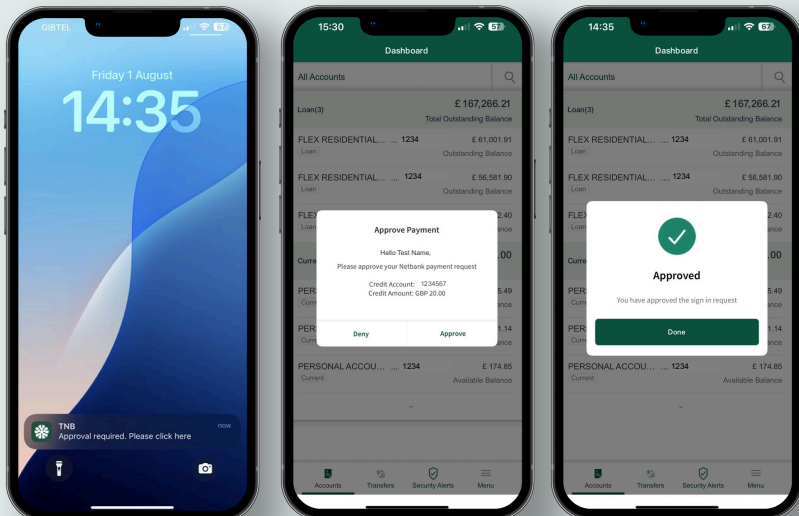
Approving Payments - Android User

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'.**

Download Receipt

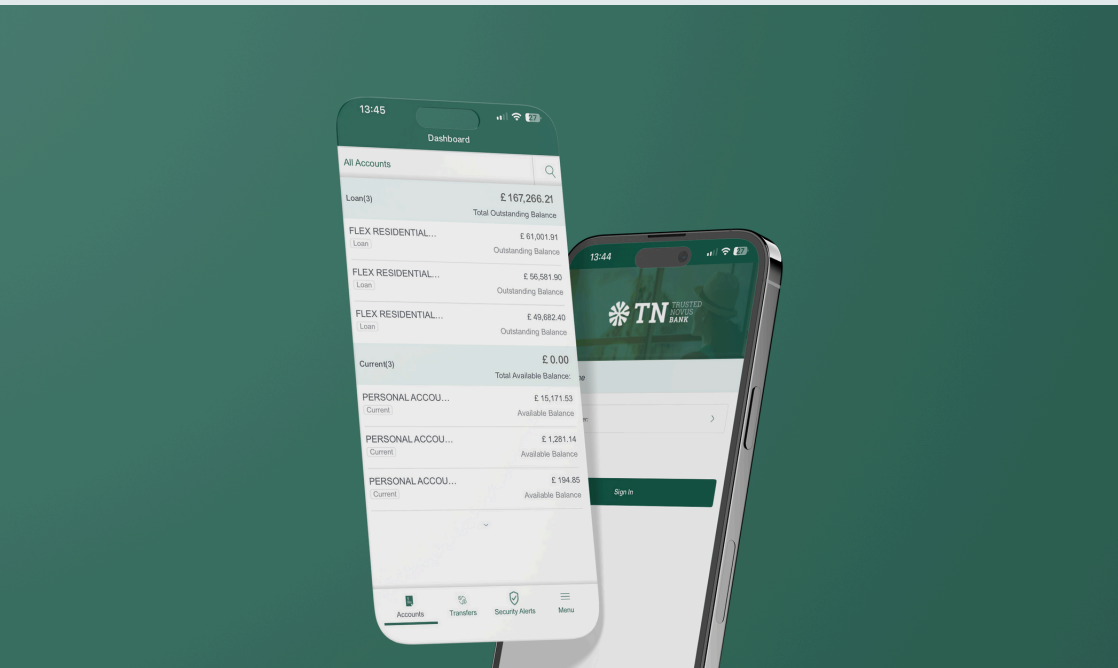5. Once approved, the transaction will be complete:

6. **'Download Receipt'** if required.

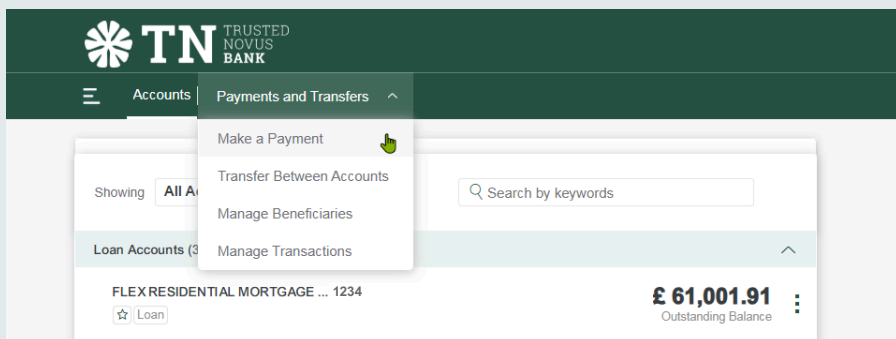# Internal Transfers to other internal accounts

Step-by-Step Guide

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

Internal Transfers to other internal accounts

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 an 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 finish each part of the payments screen, the next part will show up automatically.

5. Select **'The account is with TNB'**.

Internal Transfers to others

6. Select the currency and amount of transfer.

7. Once the amount has been entered, complete the following details.

Please note: You cannot complete the details below until you have entered the amount.
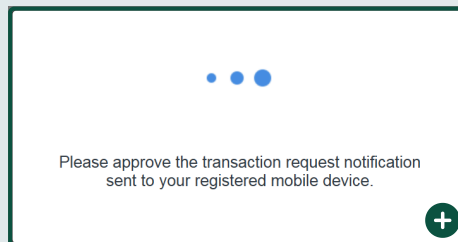
- Beneficiary name
- Currency and Amount
- Account number
- Frequency
- Payment reference (Optional)
- Address

8. Select the frequency as **'Once'** or choose another frequency to create a standing order.

9. 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

10. 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.
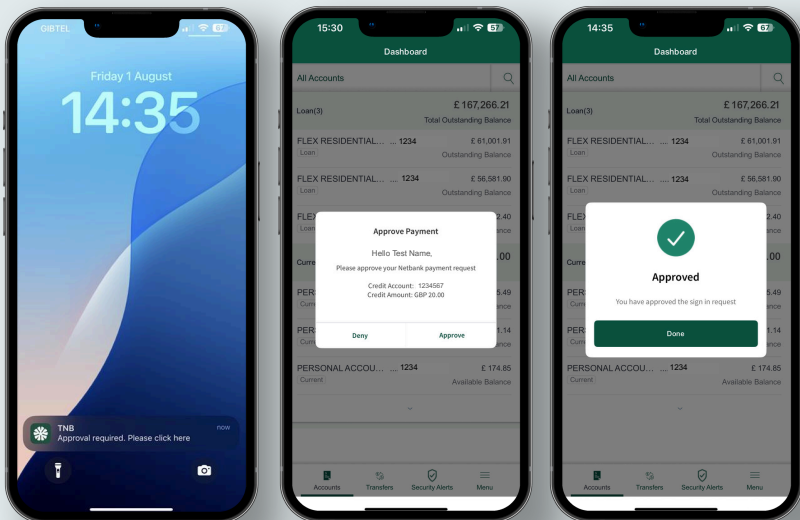
Approving Payments - Android User

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'**.
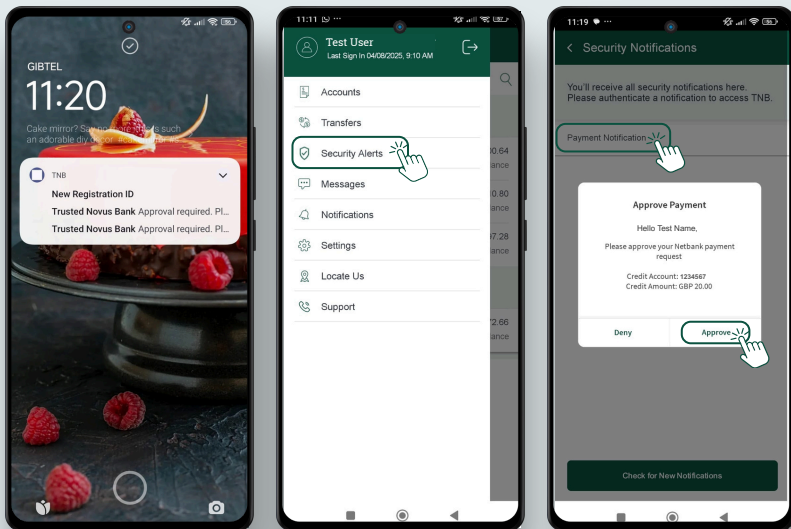
Approving Payments

11. Once approved, the transaction will be complete:

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