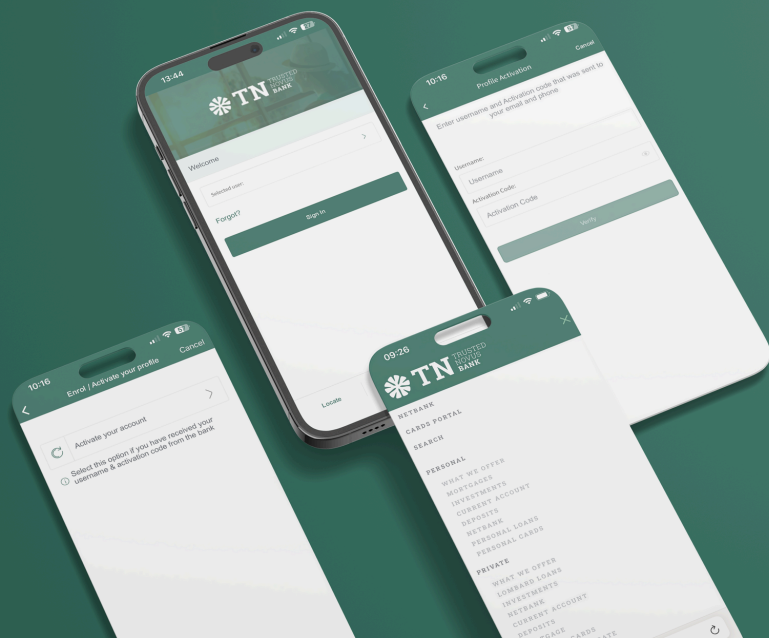


# Managing Your Account

## Account overview Step-by-Step Guide



Welcome to your new digital Banking experience!  
This step-by-step guide will cover:

- Account Overview
- Account Details
- Download Transaction
- Download Statements
- Add Account to Favourites

# Account Overview

1. Your login screen shows an overview of all of your accounts.

The screenshot displays the 'Accounts' section of the TN Bank app. At the top, there's a header with the TN logo and navigation icons. Below, the 'Accounts' tab is selected, showing a list of accounts. The 'Loan Accounts (3)' section lists three 'FLEX RESIDENTIAL MORTGAGE' accounts with their outstanding balances. The 'Current (5)' section lists five 'PERSONAL ACCOUNT WITH INTEREST' accounts with their available balances. A callout box highlights the 3-dot menu icon next to the first Current Account, listing options: Transfer Money From, Pay Money From, View Statements, Account Alerts, and Remove as favourite. At the bottom, there's a section for 'Upcoming Transactions and Standing Orders' showing a pending internal transfer of £200.00.

Account Type	Account Name	Balance
Loan Accounts (3)	FLEX RESIDENTIAL MORTGAGE ... 1234	£ 61,001.91
	FLEX RESIDENTIAL MORTGAGE ... 1234	£ 56,581.90
	FLEX RESIDENTIAL MORTGAGE ... 1234	£ 49,682.40
Total Outstanding Balance:		£ 167,266.21
Current (5)	PERSONAL ACCOUNT WITH INTEREST ... 1234	£ 14,081.53
	PERSONAL ACCOUNT WITH INTEREST ... 1234	£ 1,321.14
	PERSONAL ACCOUNT WITH INTEREST ... 1234	£ 314.85
	PERSONAL ACCOUNT WITH INTEREST ... 1234	£1,714.44
	PERSONAL ACCOUNT WITH INTEREST ... 1234	£ 6,062.43
Total Available Balance:		£ 20,065.51

Upcoming Transactions and Standing Orders

To: Personal Account with Interest    £200.00  
Internal Transfer

2. If you select the **3-dot** symbol on the side of an account, you can view the following:

- **'Transfer Money From'** (between your own accounts)
- **'Pay Money From'** (from your account to another internal or external account)
- **'View Statements'** (see further down in this user guide)
- **'Account Alerts'** (More info in **'Managing Your Account Settings'** user guide)
- **'Set as favourite'** or **'Remove as favourite'** (see further down in this user guide)

# Account Details

1. Click on the account to expand and view its details.

PERSONAL ACCOUNT WITH INTEREST  
....1234


★ Current







£ 10,137.53  
Available Balance



2. Once you have selected an account, it will expand, enabling you to view all information - see below:

 **TN** TRUSTED NOVUS BANK

Accounts | Payments and Transfers

PERSONAL ACCOUNT WITH INTEREST ....1234

As of 08/08/2025

Account Summary

Interest Details

Account Info

Pending Deposits: £0.00

Pending Withdrawals: £0.00

Blocked Amount: £0.00

Available Overdraft Limit: £0.00

Current Balance: £12,081.53

Available Balance: £12,081.53

Transfer Money

What else do you want to do?

Transactions

View: 20 Per Page

All

Transfers

Deposits

Withdrawals

Blocked Funds

Date

Description

Type

Amount

Balance

Posted

08/08/2025

12345678 PI2522012D796W42

Transfer

-£2,000.00

£12,081.53


### 3. Account Summary:

- 'Pending Deposits'
- 'Pending Withdrawals'
- 'Blocked Amounts'
- 'Available Overdraft Limit'
- 'Current Balance'
- 'Available Balance' (balance after pending transaction debited)





### 4. Interest Details:

- 'Paid On'
- 'Credit Interest Rate'
- 'Last Paid Interest'
- 'Paid Interest (YTD)'

# Account Details/Transactions



TRUSTED  
NOVUS  
BANK



Accounts | Payments and Transfers

PERSONAL ACCOUNT WITH INTEREST ... 1234As of 08/08/2025

Account Summary

Interest Details

Account Info

International Bank Account Number: GI00TN0V0000000000000000 SWIFT Code: TNOVGIGI

Account Number: 12345678

Customer Name: TEST USER

Transfer Money

What else do you want to do?

TransactionsView: 20 Per Page

## 5. Account Info:

- 'International Bank Account Number' (IBAN)
- 'Account Number'
- 'Customer Name'
- 'Joint Holder' (if applicable)

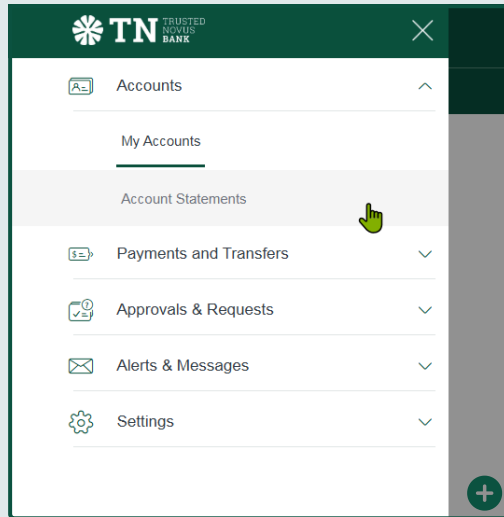
## 6. Transactions:

- 'All'
- 'Transfers'
- 'Deposits' (This is for cash only)
- 'Withdrawals' (This is for cash only)
- 'Blocked Funds'
- 'Search' (for a specific transaction)
- 'Download'
- 'Print' (between dates selected)

**Please note:** Historical transactions will not appear in your account movements. However all your previous statements will be available in NetBank.

# View Statements

1. Go to the **'Menu'** in the top left corner and click **'Account Statements'**.



2. This will take you to **'View Statements'**


3. Here you have the options to view:





- **'E-Statements'**
  - > Account statements will be available here
- **'Additional Documents'**
  - > Any documents linked to the selected account
- **'All Accounts'**
  - > Any documents linked to all accounts

# View Statements

## 4. View your 'E-Statements'.

- 'Select Account'
- 'Select Year'
- 'Search'





Accounts | Payments and Transfers

View Statements

E-Statements | **Additional Documents** | All Accounts

Select Account

PERSONAL ACCOUNT WITH INTEREST .... 1234

Select Document Type

Statement

By Date:

06/04/2025

To

11/08/2025

Search

## 5. View your 'Additional Documents'.

- 'Select Account'
- 'Select Document Type'
- 'By Date'
- You can only click 'Search' once all fields are completed
- You must 'Download' the file to view its contents

Select Document Type

Select the Document Type

Advice

Correspondence

Statement

Taxes and Fees

Customer Image

Portfolio Statement

KYC

AML

Confidential


Legacy

Mandate

# View Statements

## 6. View 'All Accounts'

- All documents will be listed here
- You must **'Download'** the file to view its contents.



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☰

Accounts | Payments and Transfers ▾

View Statements

E-Statements

Additional Documents

All Accounts

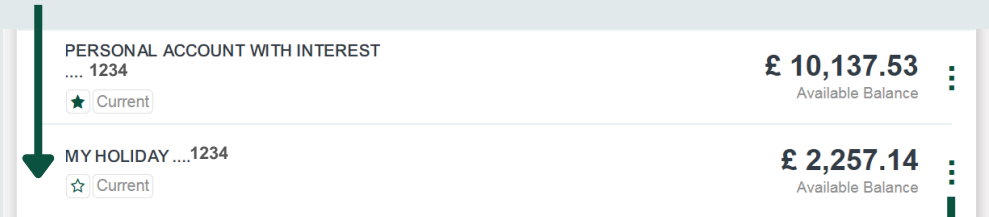
Date	Account Number	Document Type	Sub Type	
2025-07-03	12345678	advice	Payment	Download
2025-07-03	12345678	advice	Payment	Download
2025-07-03	12345678	advice	Payment	Download
2025-07-03	82345678	advice	Payment	Download
2025-06-27	12345678	advice	Payment	Download
2025-06-27	82345678	advice	Payment	Download

7. Previous receipts/payment advices can be downloaded on the above screen.

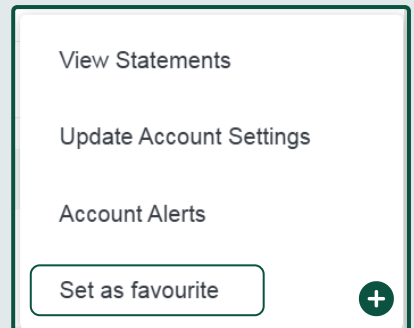
# Add Account as Favourite

1. How to set your account to be a 'favourite'.

- you can either click the **star icon** under the account title



- or click the **3 dots** next to the account you want to set as 'favourite'



# Change nickname of an Account

1. This is explained in the User Guide: '**Managing Your Account Settings.**'

- The ability to modify an account name to one that is meaningful and relevant to you is a valuable feature.