

Managing Your Account

Account overview Step-by-Step Guide via NetBank

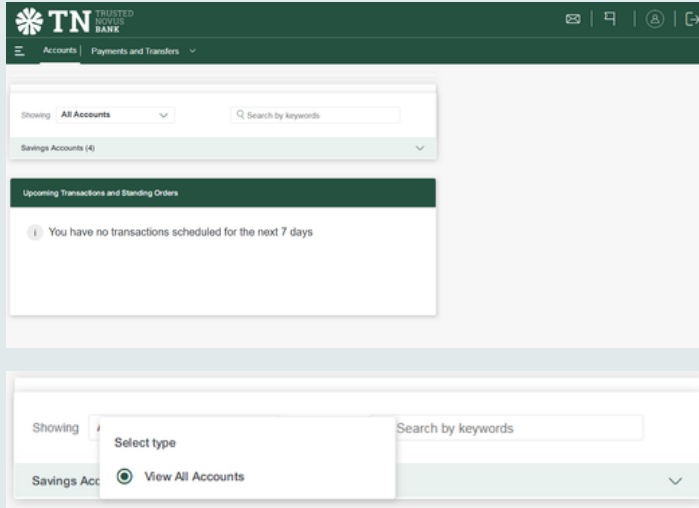


This step-by-step guide will cover:

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

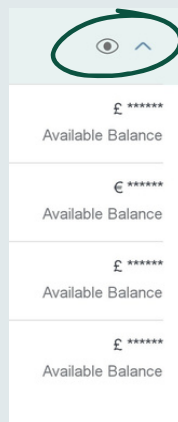
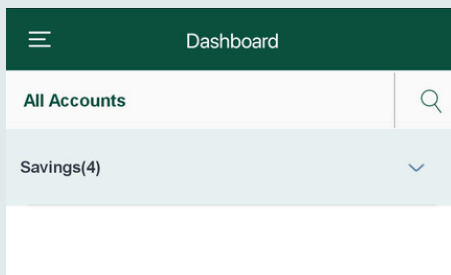
Account Overview

1. Your login screen shows a hidden overview of all of your accounts.



2. Select **“All Accounts”** and from the drop down menu select the appropriate type. Depending on your set-up you may have more options to select from within the drop down menu than shown in the image above.

Via the Mobile Application, the view will differ slightly.



The **‘eye’** icon is only visible via the Mobile Banking App allowing you to show or hide the balances relating to the accounts shown.

Account Overview

3. 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)

The screenshot shows the TN Bank account overview page. The header includes the TN logo and navigation links for 'Accounts' and 'Payments and Transfers'. The main content area is divided into 'Loan Accounts (3)' and 'Current (5)'. A callout menu is open over the first current account, listing options: 'Transfer Money From', 'Pay Money From', 'View Statements', 'Account Alerts', and 'Remove as favourite'. A plus sign icon is visible in the bottom right corner of the callout menu.

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

Upcoming Transactions and Standing Orders

To:	Amount
Personal Account with Interest Internal Transfer	£ 200.00

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 INTEREST1234 As of 08/09/2025

Account Summary	Interest Details	Account Info
Pending Deposits: £0.00		Current Balance: £12,081.53
Pending Withdrawals: £0.00		Available Balance: £12,081.53
Blocked Amount: £0.00		
Available Overdraft Limit: £0.00		

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 P12522012D796W42	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

TN TRUSTED NOVUS BANK

Accounts | Payments and Transfers

PERSONAL ACCOUNT WITH INTEREST ... 1234 As of 06/06/2025

Account Info

International Bank Account Number: GI00TNOV0000000000000000 SWIFT Code: TNOVGIGI

Account Number: 12345678

Customer Name: TEST USER

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							
06/06/2025	12345678 PI2522012D796W42	Transfer	-£2,000.00	£12,061.53			
07/06/2025	12345678 PI252190T3QPQ1WM	Transfer	-£50.00	£14,061.53			
07/06/2025	12345678 PI252190T3QPQ1P5	Transfer	-£1,000.00	£14,131.53			
06/06/2025	12345678 PI252170LNVTF99N	Transfer	-£40.00	£15,131.53			
04/06/2025	12345678 BOOK FEE OBLIGATIO F...	Transfer	-£12.50	£15,171.53			

5. Account Info:

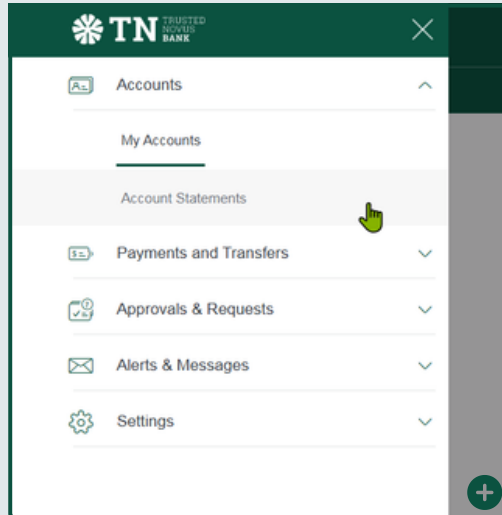
- 'International Bank Account Number' (IBAN)
- 'Account Number'
- 'Customer Name'
- 'Joint Holder' (if applicable)
- SWIFT Code

6. Transactions:

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

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'

The screenshot shows the 'View Statements' page in the TN Bank mobile app. The header includes the TN logo and navigation icons. Below the header, there are tabs for 'E-Statements', 'Additional Documents', and 'All Accounts'. The 'Additional Documents' tab is selected. The form contains a 'Select Account' dropdown menu with the text 'PERSONAL ACCOUNT WITH INTEREST ... 1234', a 'Select Document Type' dropdown menu with the text 'Statement', and a 'By Date' section with two date pickers: '06/04/2025' and '11/08/2025'. A green 'Search' button is located at the bottom right of the form.

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

The screenshot shows a dropdown menu titled 'Select Document Type'. The menu is open, displaying a list of document types: 'Advice', 'Correspondence', 'Statement', 'Taxes and Fees', 'Customer Image', 'Portfolio Statement', 'KYC', 'AML', 'Confidential', 'Legacy', and 'Mandate'. A green plus sign icon is visible in the bottom right corner of the dropdown menu.

View Statements

6. View 'All Accounts'

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

The screenshot displays the 'View Statements' page for TN Trusted Novus Bank. The navigation bar includes 'Accounts' and 'Payments and Transfers'. The 'All Accounts' tab is selected, showing a table of payment advices. The table has columns for Date, Account Number, Document Type, Sub Type, and a Download link.

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.

Please note: Historical transactions will not appear in your account movements. However you are able to view all historic statements by selecting:

Accounts > Account Statements > Additional Documents >

Select statements under **Document Type** and confirm the **date range** you wish to view.

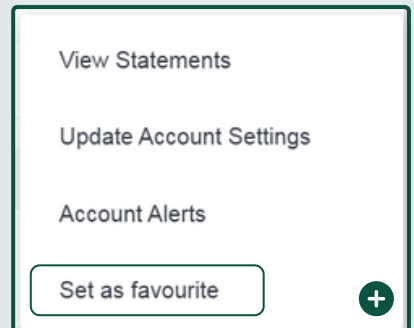
Add Account as Favourite

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.