

# ONLINE BANKING CUSTOMER GUIDE (WEB PORTAL)

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## **iBank Anywhere**

iBank Anywhere is Bank of Saint Vincent & the Grenadines (BOSVG's) updated online and mobile banking platform. This updated platform gives you access (via the internet) to your account from any device with which the platform is compatible. The innovative features of this solution offer you unmatched convenience and accessibility.

iBank Anywhere saves you the time and hassle of coming into BOSVG to conduct transactions that can otherwise be conducted at your convenience from any location, provided you have access to the internet.

The main features of BOSVG's Online Banking are as follows:

- Loan Payments
- Utilities/Merchant Payments
- Self-Password Reset
- Secure Messaging with attachments to BOSVG
- Alerts
- View Accounts
- Transfer between Accounts
- Account History Download
- Statement Download
- P2P payments (Third-party Transactions)
- View Images
- Wire Transfers
- Schedule Payments
- Text Banking

## **Login**

How do BOSVG customers **Login** via the **Web**?

- The **Web** is available at BOSVG's website.

But ensure you **activate** your upgraded **Online Banking** account!

To **activate** your upgraded account:

- Please ensure you have received an email from **BOSVG**. This e-mail will contain your temporary password.
- Follow the instructions below.

If you have not received an email, call BOSVG at **1-784-457-1844** or email [info@bosvg.com](mailto:info@bosvg.com), who will be happy to serve you!

To **Login** to **BOSVG Online Banking** via the **Web** you will need:

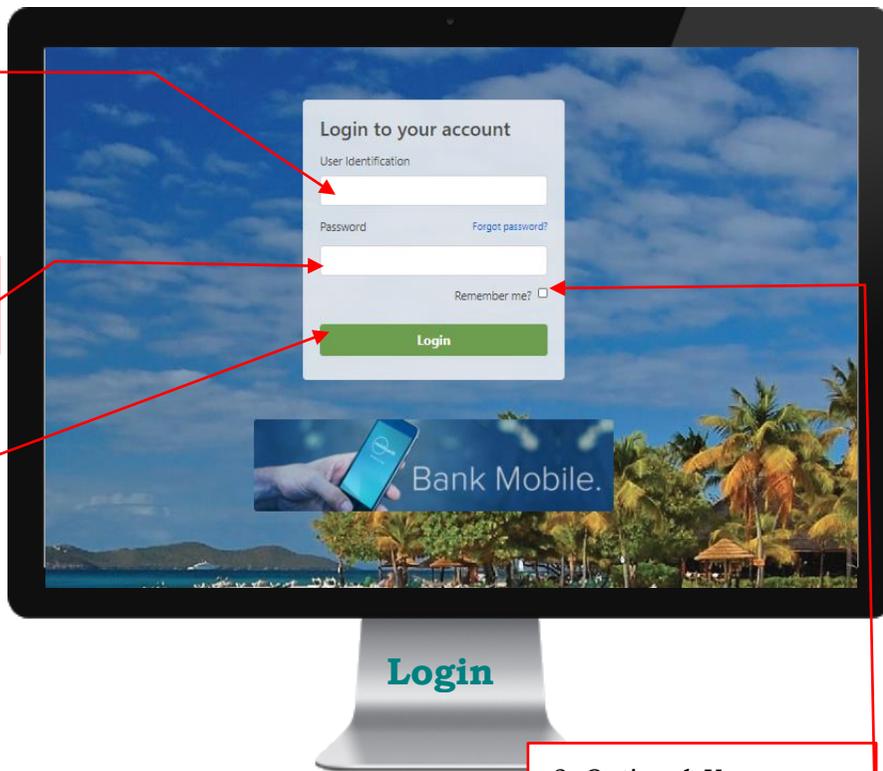
<ul style="list-style-type: none"> <li>• Access to a desktop computer, laptop, or web-supported device.</li> </ul>	
<ul style="list-style-type: none"> <li>• Internet access.</li> </ul>	

**WEB APPLICATION OVERVIEW**

1. Insert your **“User identification”**.  
*(This will be the same username you used before)*

2. Insert your **“Password”**

4. Click **“Login”**



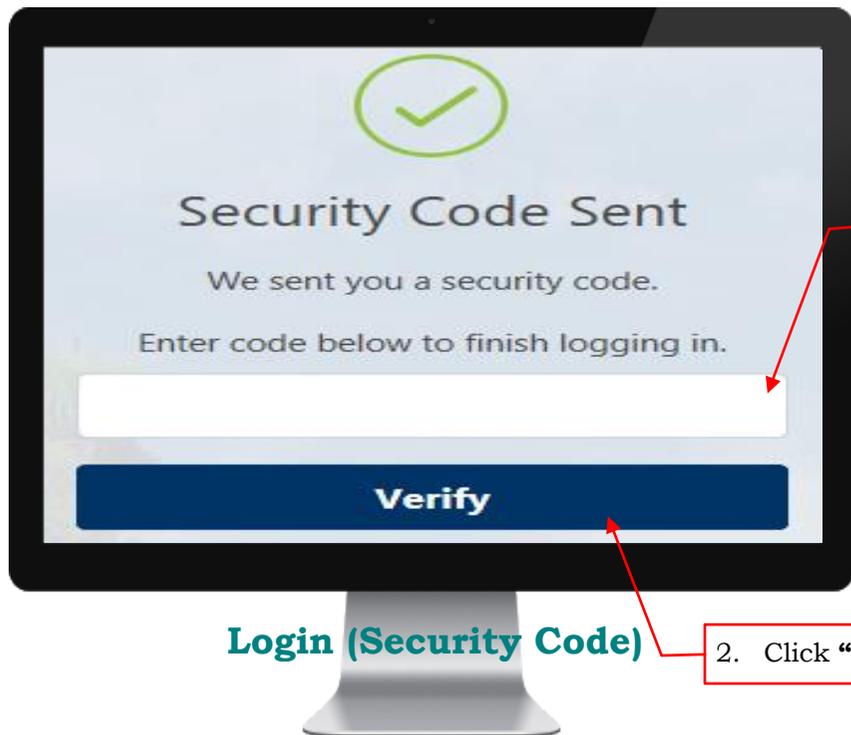
3. *Optional:* You may check the **“Remember me?”** box so that you don’t need to enter a Security Code at each login

**Instructions – First Login**

No.	Task Details
1	Insert your <b>“User identification”</b>
2	Insert your <b>“Password”</b>
3.	<b>Optional</b> – click <b>“Remember me?”</b>
4	Click <b>“Login”</b>
5	Create three (3) security questions

**Notes**

After this initial log in you would only be required to input your User ID and password

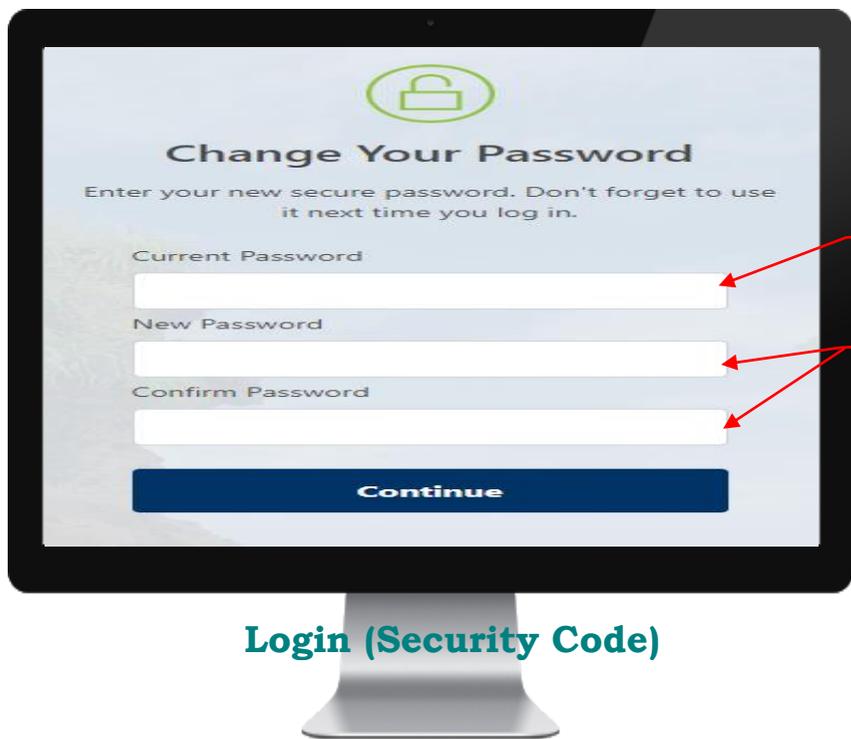


1. Retrieve the code from your email and enter it into this field. (Code should be received within 8 minutes)

**Login (Security Code)**

2. Click **“Verify”**

<b>Instructions – Login (Security Code)</b>	
No.	Task Details
1	Retrieve the code from your email and enter it into this field. (Code should be received within 8 minutes)
2	Click <b>“Verify”</b>
<b>Notes</b>	
<p>Since this is your first-time login, the screen seen on the left will be displayed. A Security Code will be sent to the email address that BOSVG has on file for you (be sure to check your “Spam/Junk”).</p> <p>Remember, if you do not want to continuously insert a security code during each login, check the Remember me? checkbox.</p> <p>N.B. A Security Code must also be entered when you log in using another device. If this device does not belong to you, we recommend that you do not check the <b>“Remember me?”</b> check box.</p>	



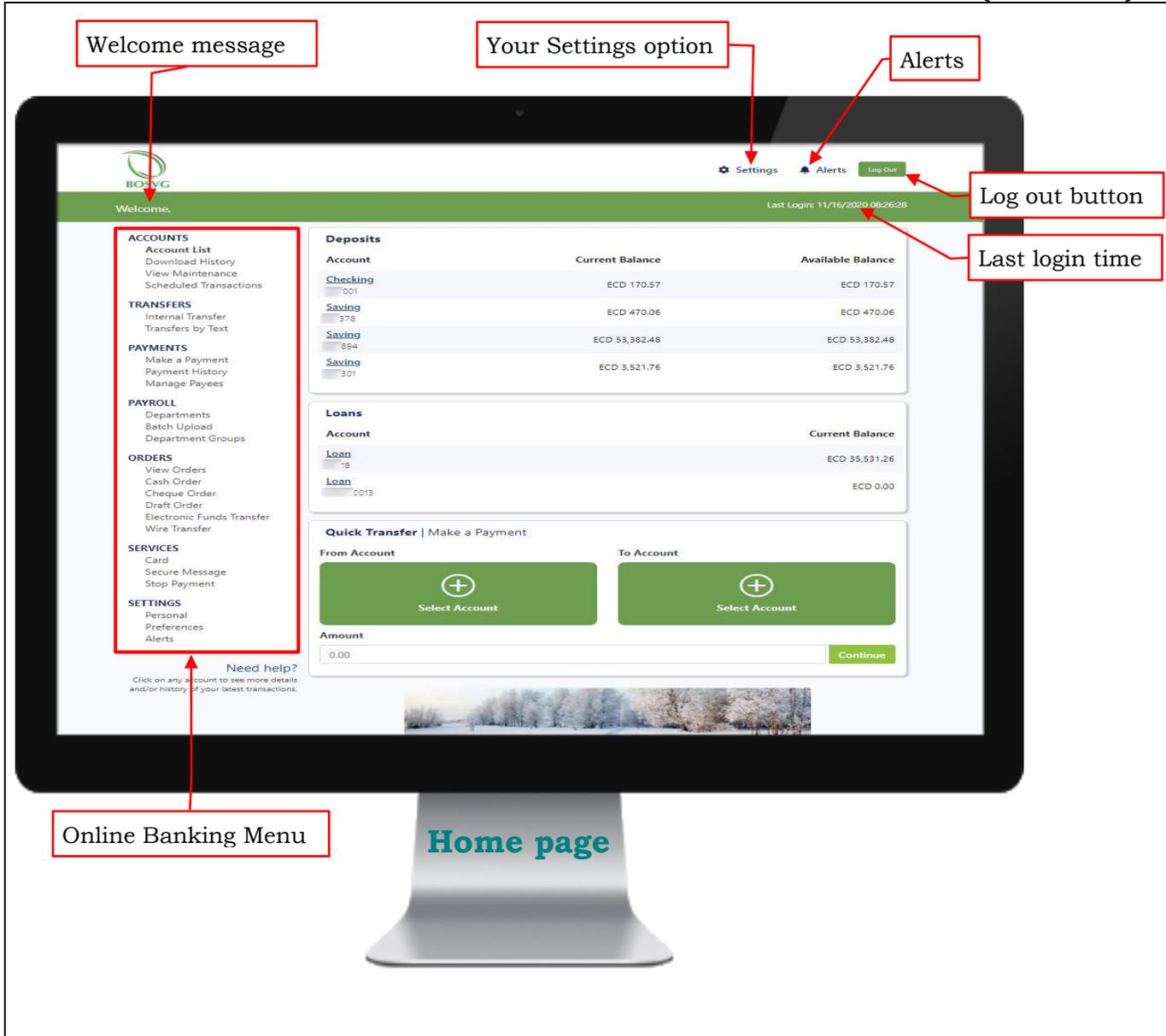
**Login (Security Code)**

1. Re-enter temporary password

2. Enter new password and confirm new password

<b>Instructions - Login (Security Code)</b>	
No.	Task Details
1	Re-enter your temporary password in <b>“Current Password”</b>
2	Insert your new password into both <b>“New Password”</b> and <b>“Confirm Password”</b>
<b>Notes</b>	
	Your new password must be at least 8 characters and may contain a number or special characters

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**Instructions – Home page**

No.	Task Details
1	
2	

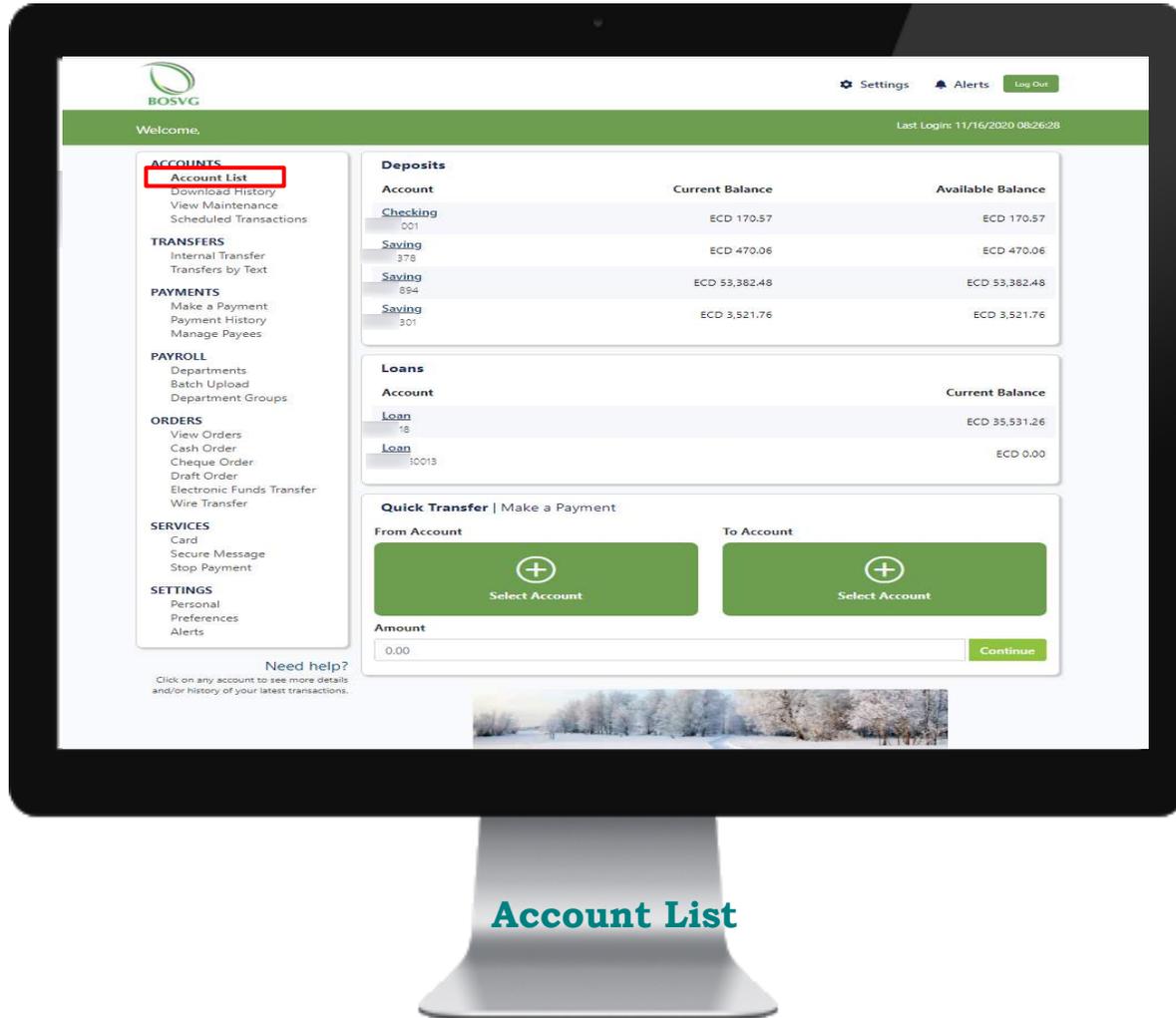
**Notes**

When you are logged in the screen on the left would be displayed.

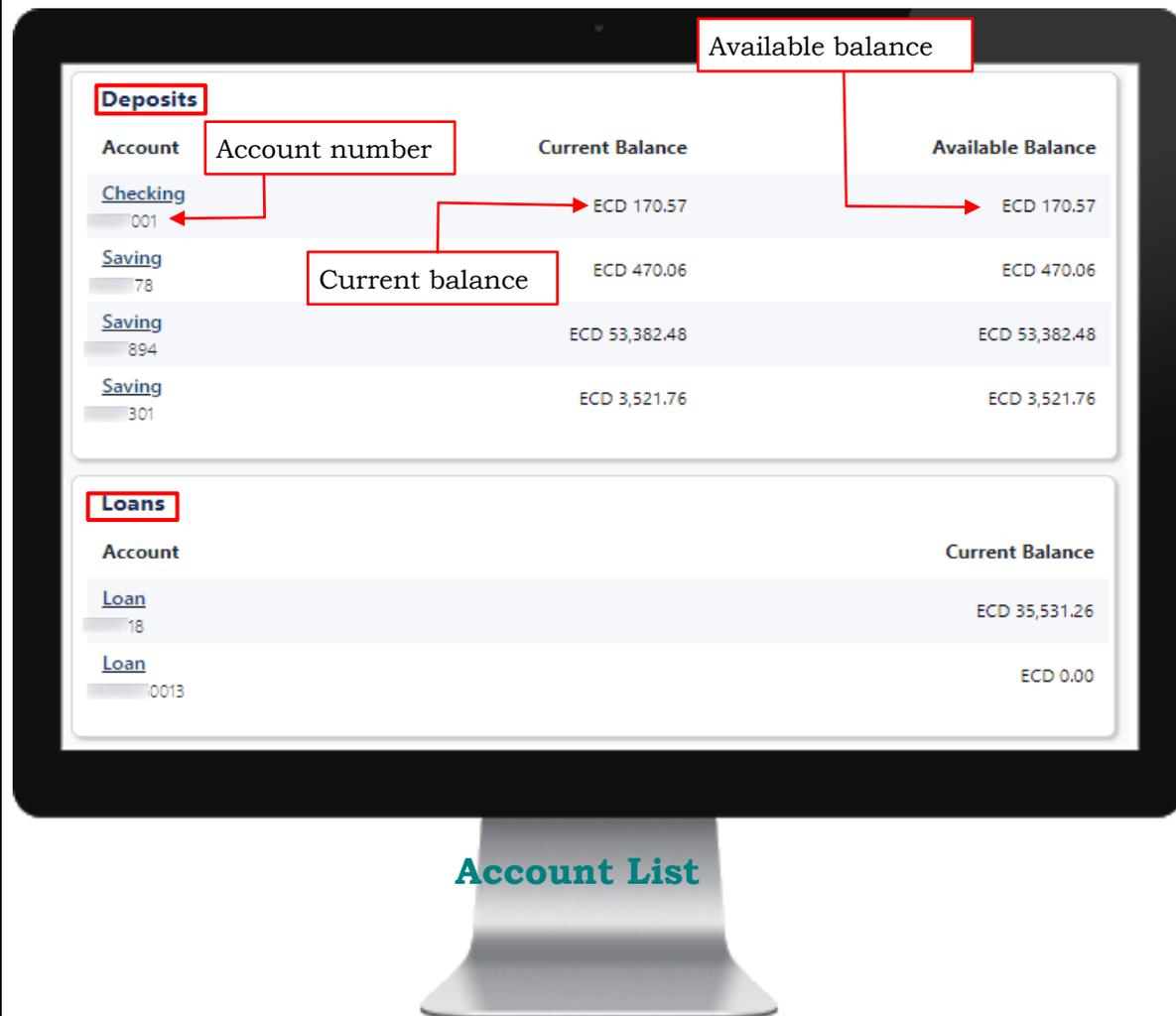
In the Online Banking Menu; this menu shows all the capabilities within the Online Banking platform. The headings are:

- **Accounts**
- **Transfers**
- **Payments**
- **Payroll**
- **Orders**
- **Services**
- **Settings**

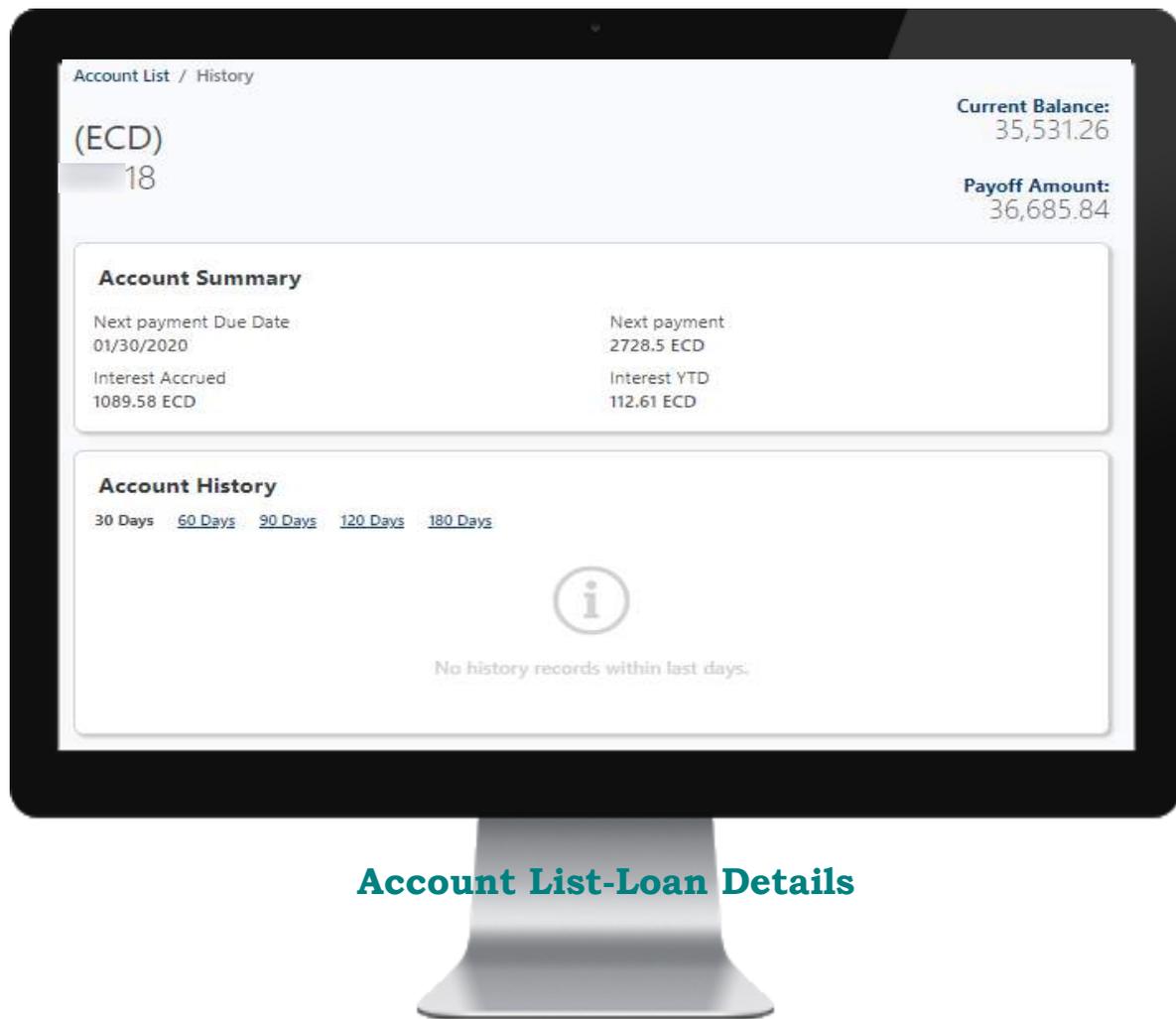
**ONLINE BANKING CUSTOMER GUIDE (WEB PORTAL)**



Instructions – Account List	
No.	Task Details
1	Click on <b>“Account List”</b> in the <b>“Menu”</b>
2	
Notes	



Instructions – Accounts List	
No.	Task Details
1	Click on <b>“Account List”</b> in the <b>“Menu”</b>
2	
Notes	
	Here you will be able to see of all your accounts separated by heading e.g. Deposits & Loans as display ed on the left.
	You can now see your <b>Account Number</b> in addition to your <b>Current Balance &amp; Available Balance</b> .



**Account List-Loan Details**

**Instructions – Accounts List (Loan Details)**

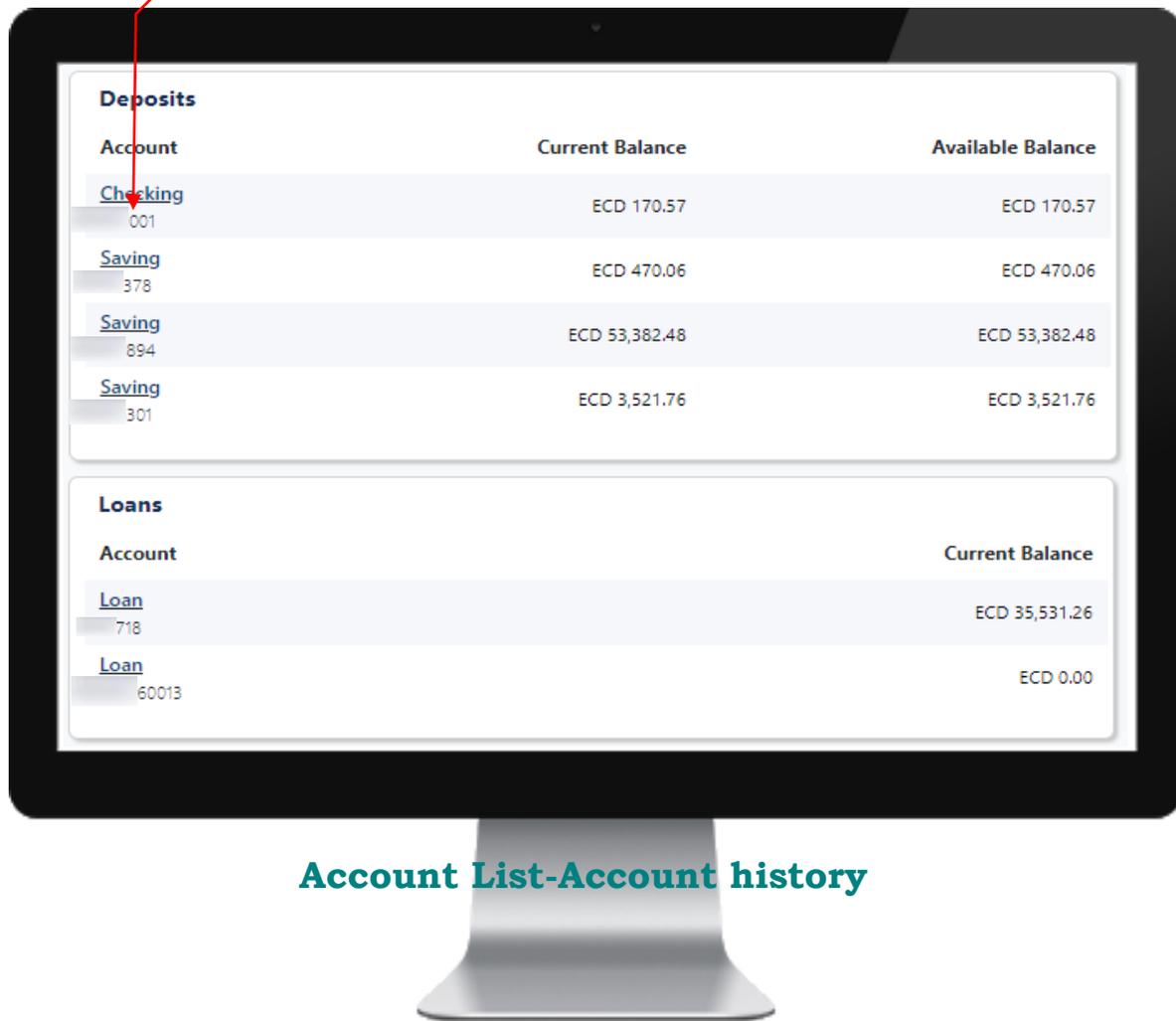
No.	Task Details
1	Click on a Loans under “ <b>Loans</b> ” listing.

**Notes**

The screen on the left would be displayed and the following information can be seen:

- Current Balance
- Payoff Amount
- Next Payment Due Date
- Interest Accrued
- Interest YTD

Click on the account number to retrieve its history

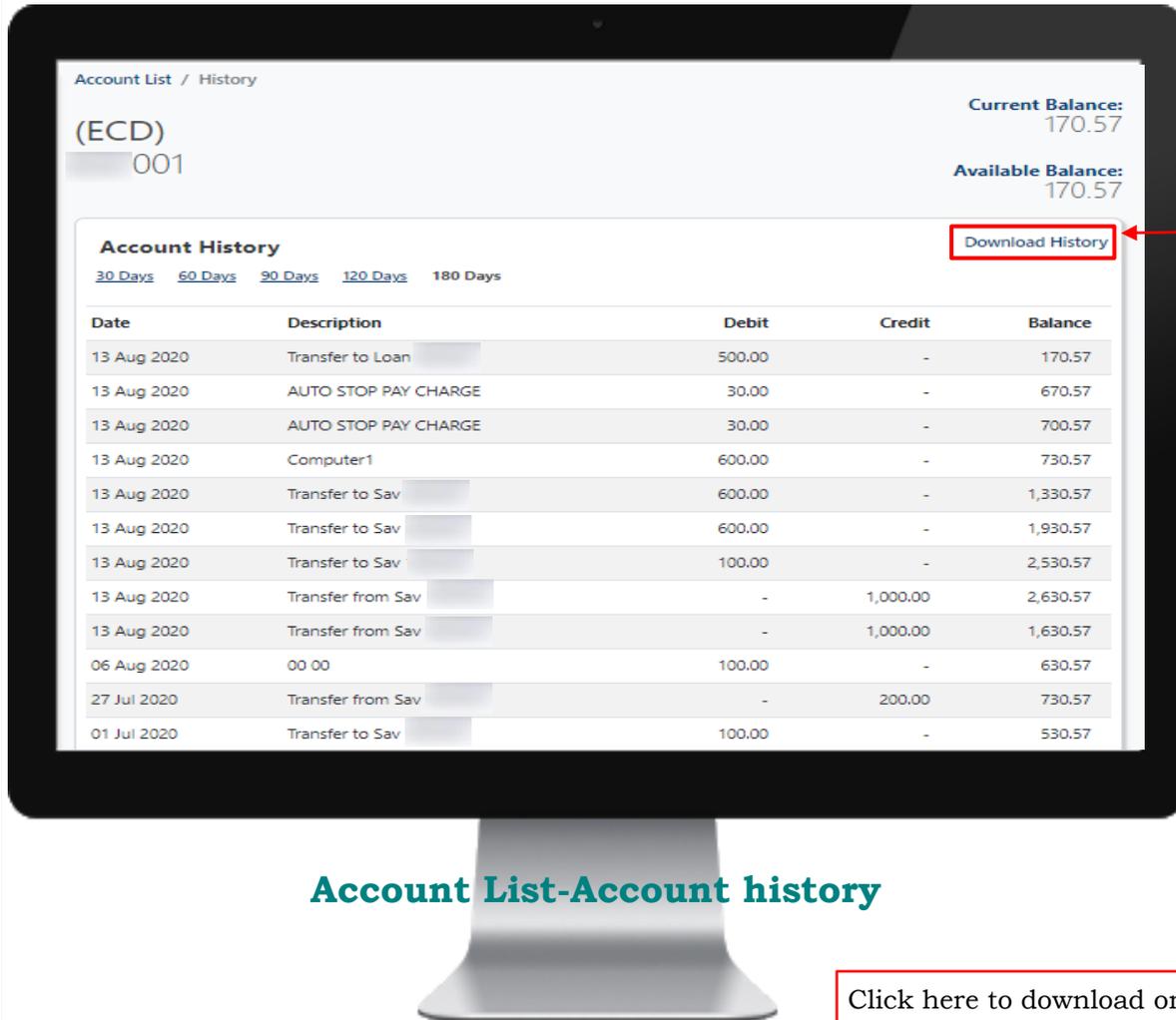


**Account List-Account history**

**Instructions – Accounts List (Account history)**

No.	Task Details
1	From “ <b>Accounts List</b> ” on the main “ <b>Menu</b> ” you may click on any account to retrieve its history

**Notes**



**Account List-Account history**

Click here to download or email the transaction history

**Instructions – Accounts List (Account history)**

No.	Task Details

**Notes**

The screen on the left would be displayed.

The account History will display:

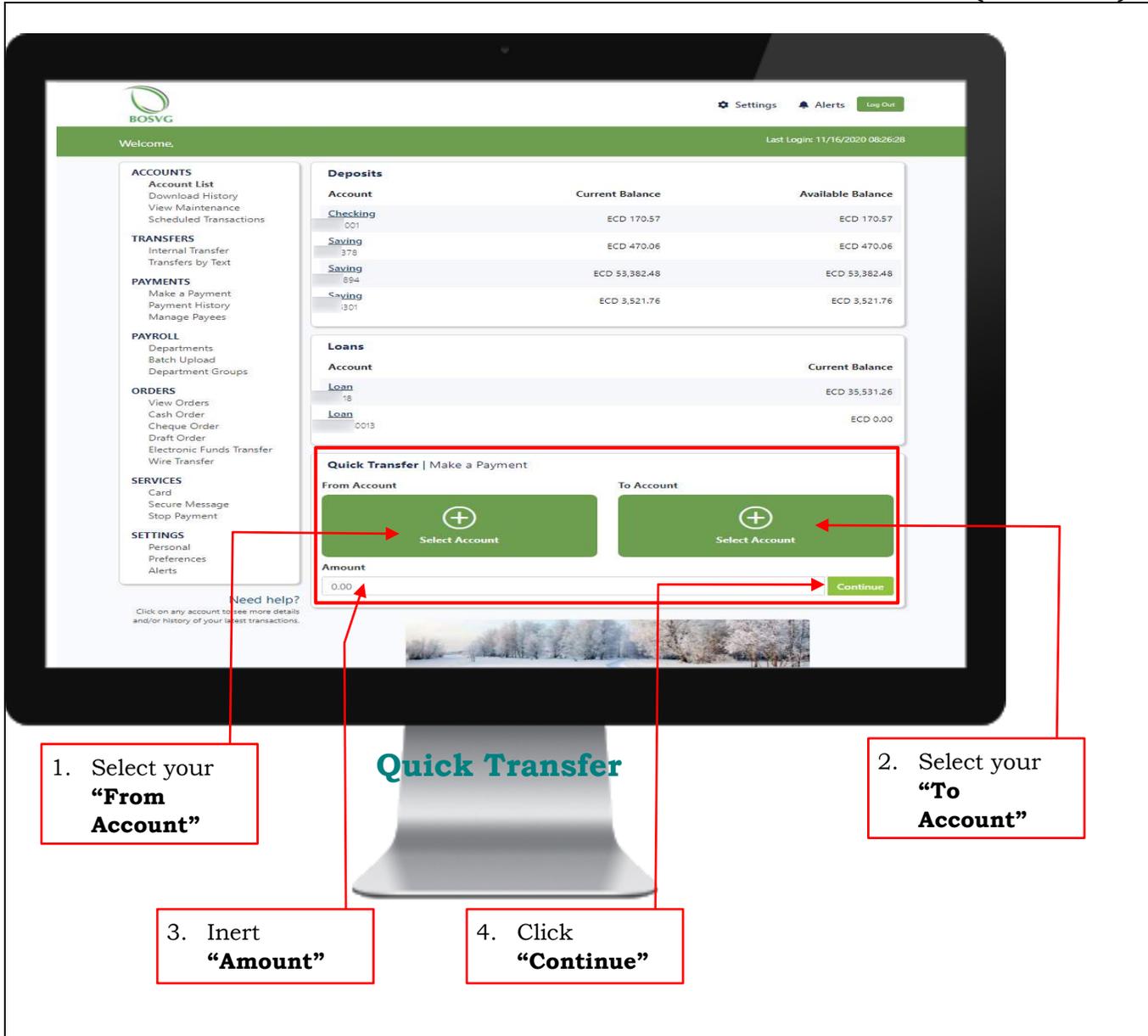
- The transaction dates
- The transaction description
- The amount credited or debited
- The running balances

You may also **“Download History”**.

This particular feature within the selected account will allow you to download or email the transaction history only for that account or you may contact our office as an alternative to retrieve all the transactions for the period you require.

**N.B.** Only the first 50 transactions will be displayed for any number of days you select.

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**Quick Transfer**

1. Select your **"From Account"**
2. Select your **"To Account"**
3. Inert **"Amount"**
4. Click **"Continue"**

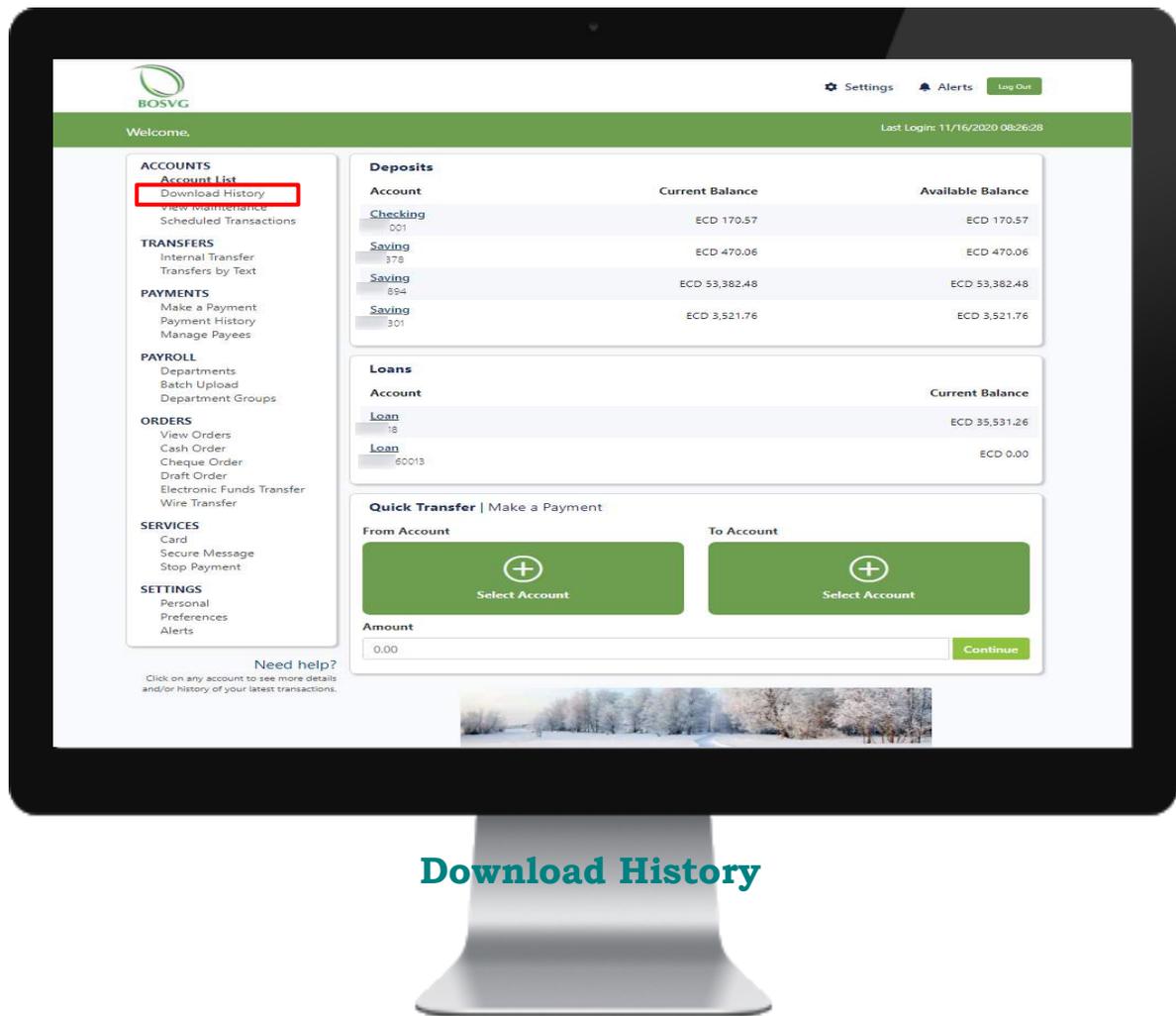
**Instructions – Quick Transfer**

No.	Task Details
	1. Select which account the transfer would be made from in <b>"From Account"</b>
	2. Select which account the transfer would be made to in <b>"To Account"</b>
	3. Insert the <b>Amount</b>
	4. Click <b>"Continue"</b>

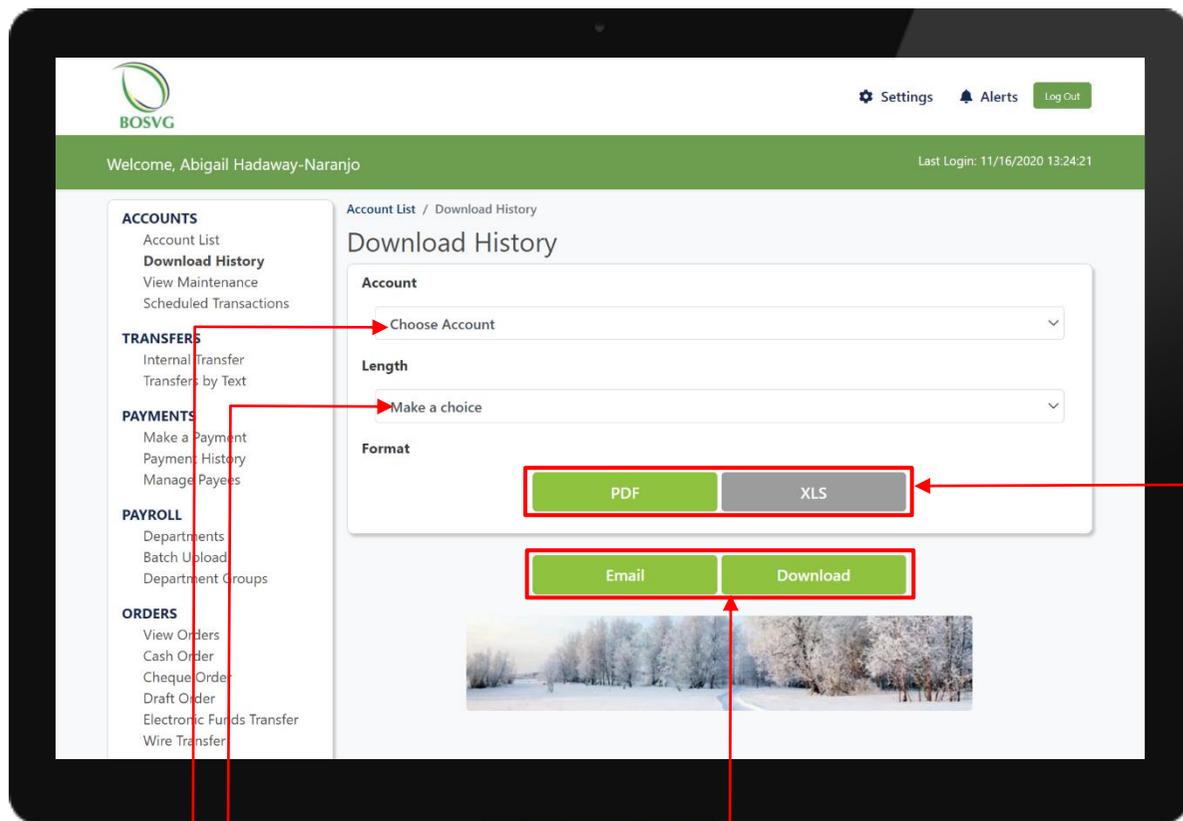
**Notes**

At the bottom of the **"Home page"** or the bottom of the **"Account List"** page, you will find a **"Quick Transfer"** option.

This allows you to make a transfer from any of the permissible accounts attached to your Online Banking to the accounts permitted by BOSVG. You can do a Quick Transfer by making selections from both the From Account and To Account lists, and of course indicating the Amount to be transferred



Instructions – Download History	
No.	Task Details
	1. Click on <b>“Download History”</b> from the <b>“Home page”</b>
Notes	



1. Click  
**“Choose Account”**

3. Click **“Make a choice”**

## Download History

2. Click **“PDF”** or **“XLS”**

4. Click **“Email”** or **“Download”**

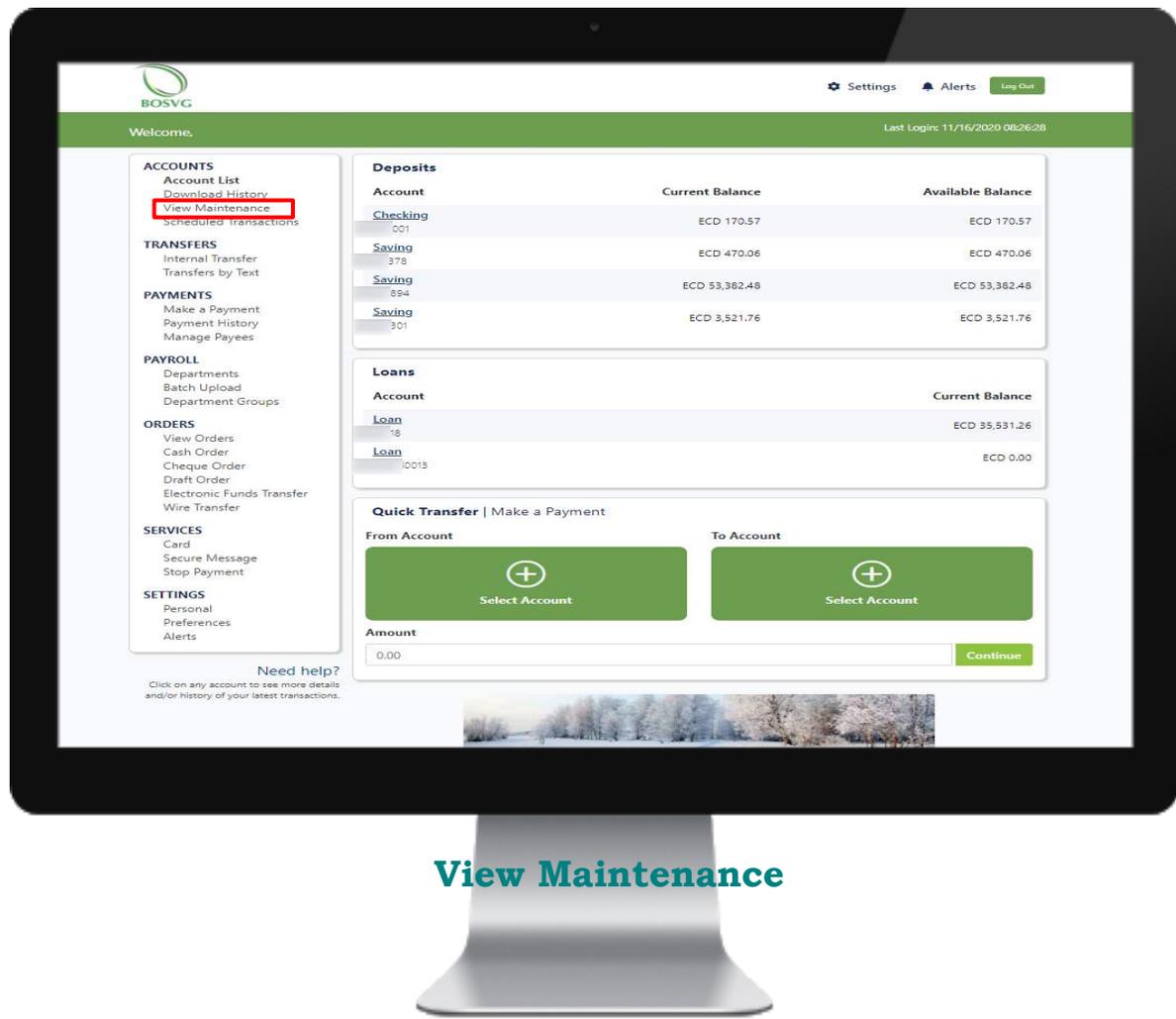
### Instructions – Download History

No.	Task Details
	1. Click <b>Choose Account</b> and then select, from the list of account, your account interest.
	2. Select <b>Make a choice</b> for the timeframe which you need the account’s history to reflect
	3. Select the file format of your preference either <b>PDF</b> or <b>XLS</b>
	4. Click <b>Email</b> or <b>Download</b> to retrieve the account history

### Notes

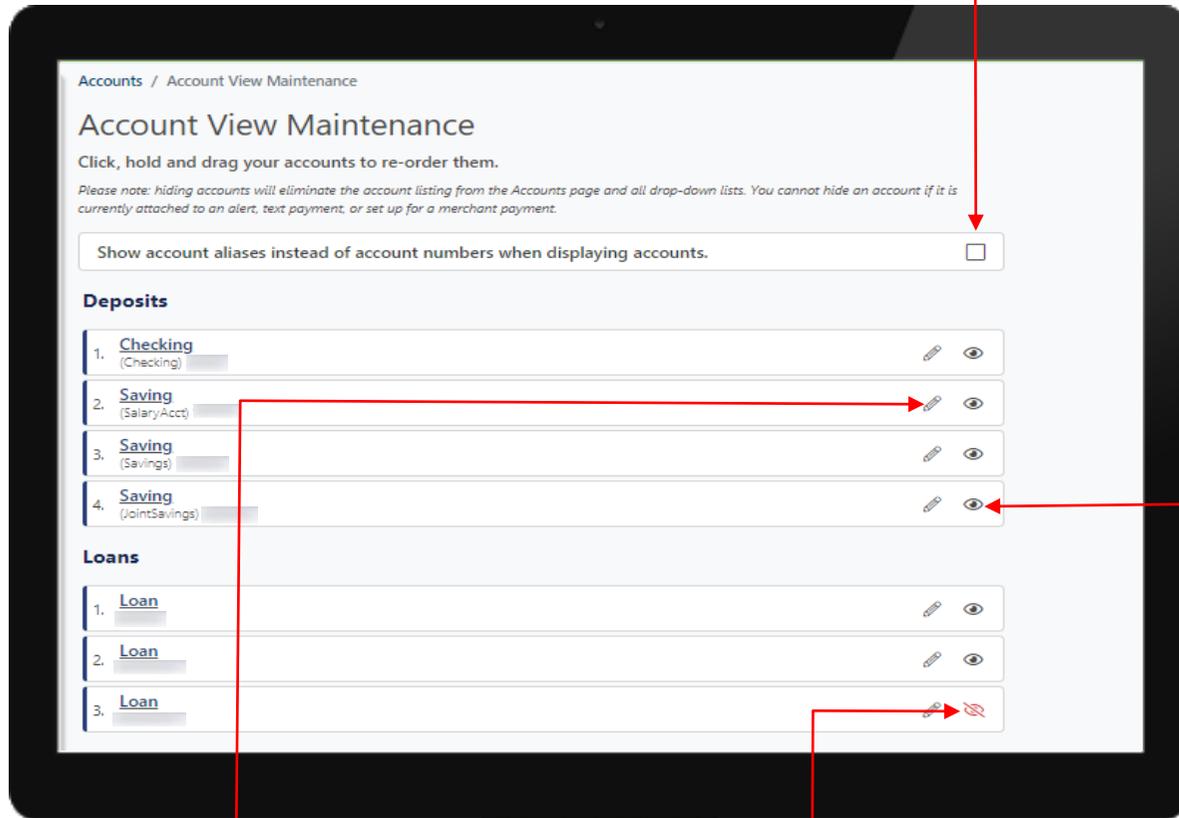
From here you will be able to download the transaction history of any account.

You can select a minimum of 1 Day and a maximum of 180 Days from the Length menu options.



Instructions – View Maintenance	
No.	Task Details
	1. From the “Home page” under “Account List” click on “View Maintenance”
Notes	

You may tick this box to have account names show up as their aliases



**View Maintenance**

Click on the **“Edit Alias”** to edit account names

Click on the **“Hidden”** icon to enable you to unhide an account from the **“Account List”** view on the **“Home page”**

Click on the **“Shown”** icon to enable you to hide the account from the **“Account List”** view on the **“Home page”**

**Instructions – View Maintenance**

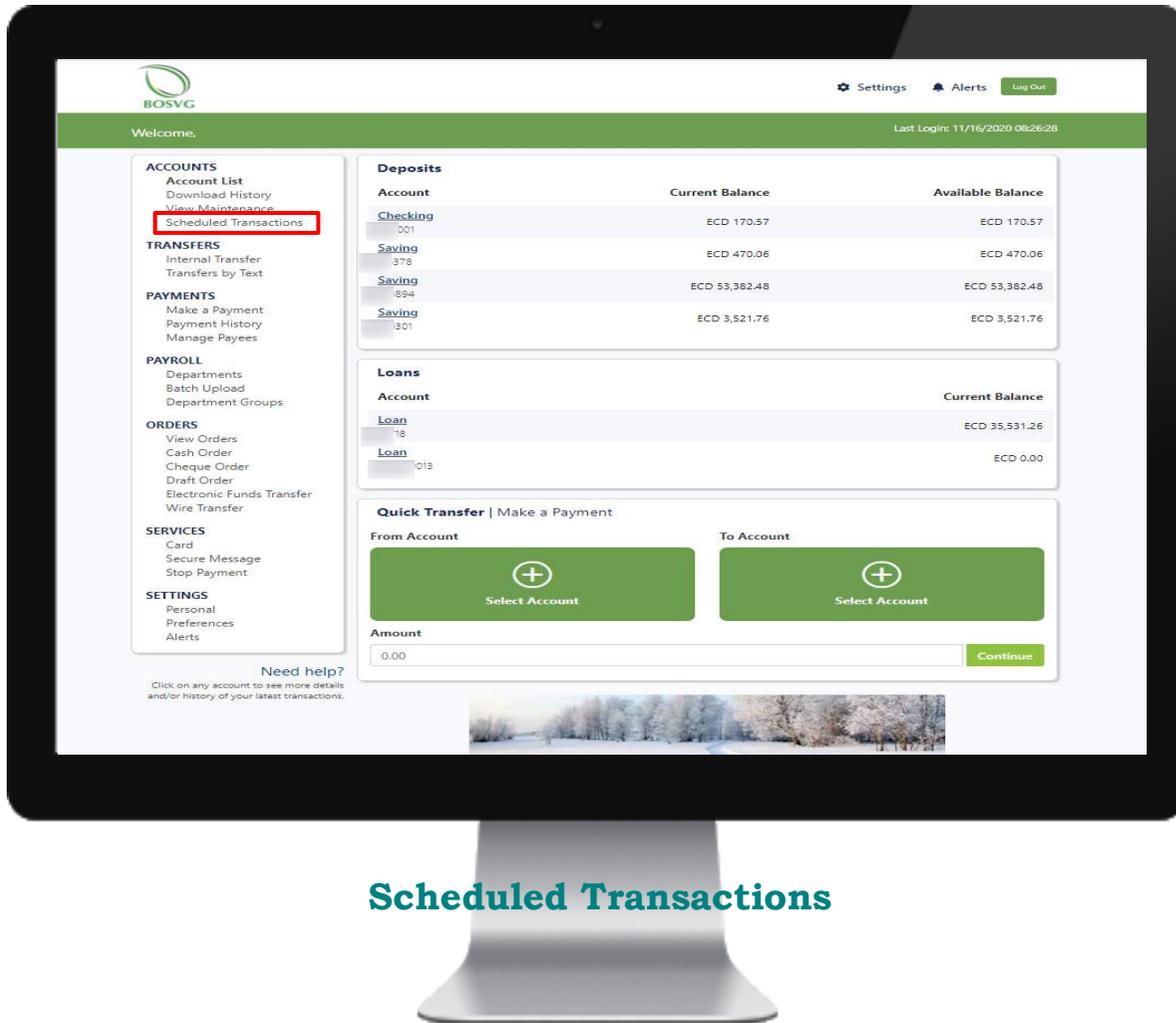
No.	Task Details

**Notes**

Clicking on **“View Maintenance”** would display the screen on the left.

In View Maintenance you can do some customizations of your own. You can name an account to your preference and hide or unhide accounts.

You may check **“Show aliases instead of account numbers when displaying accounts”** to view only account aliases.

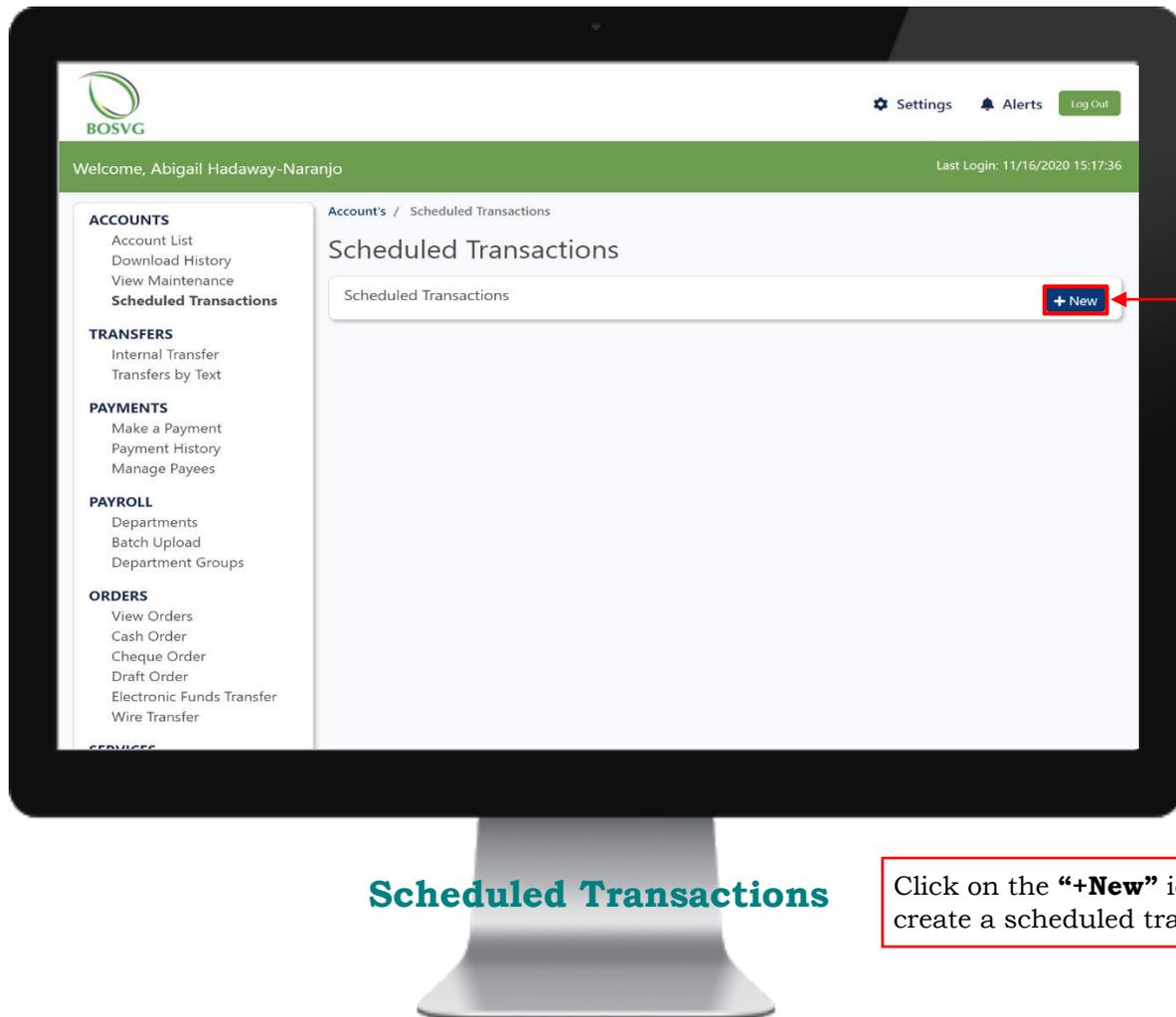


**Scheduled Transactions**

**Instructions – Scheduled Transactions**

No.	Task Details
1	Click on “ <b>Scheduled Transactions</b> ” under the “ <b>Account List</b> ” on the “ <b>Home page</b> ”

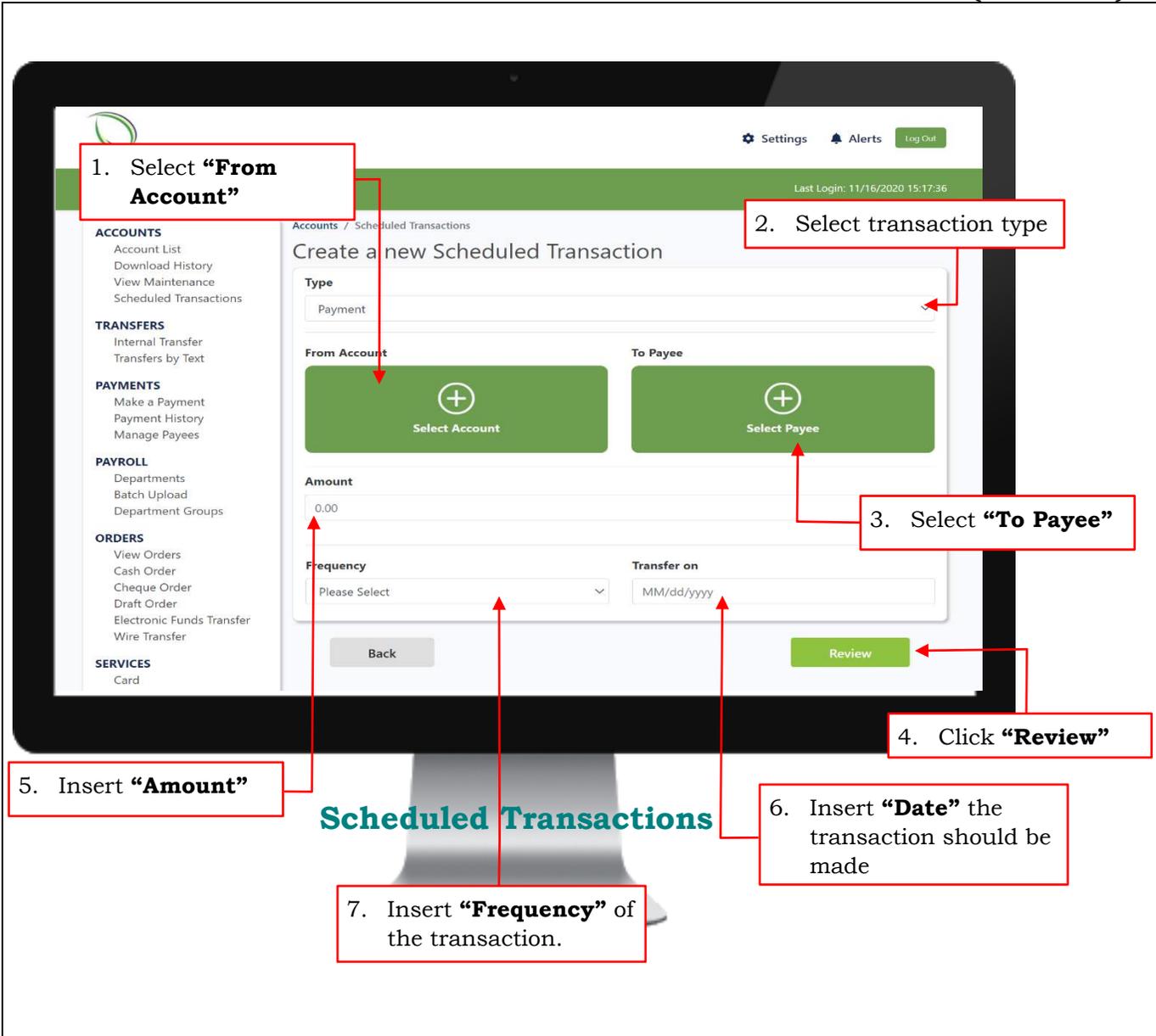
**Notes**



**Scheduled Transactions**

Click on the “+New” icon to create a scheduled transaction

Instructions – Scheduled Transactions	
No.	Task Details
Notes	
	<p>Clicking on “<b>Scheduled transactions</b>” would display the screen on the left.</p> <p>Here you can:</p> <ul style="list-style-type: none"> <li>• Create a one-time payment to take effect at a future date.</li> <li>• Create a recurring payment to take effect at a future date.</li> </ul> <p>Click on the “+New” icon to enter the details needed to create a “<b>Schedule Transaction</b>”.</p>



**1. Select "From Account"**

**2. Select transaction type**

**3. Select "To Payee"**

**4. Click "Review"**

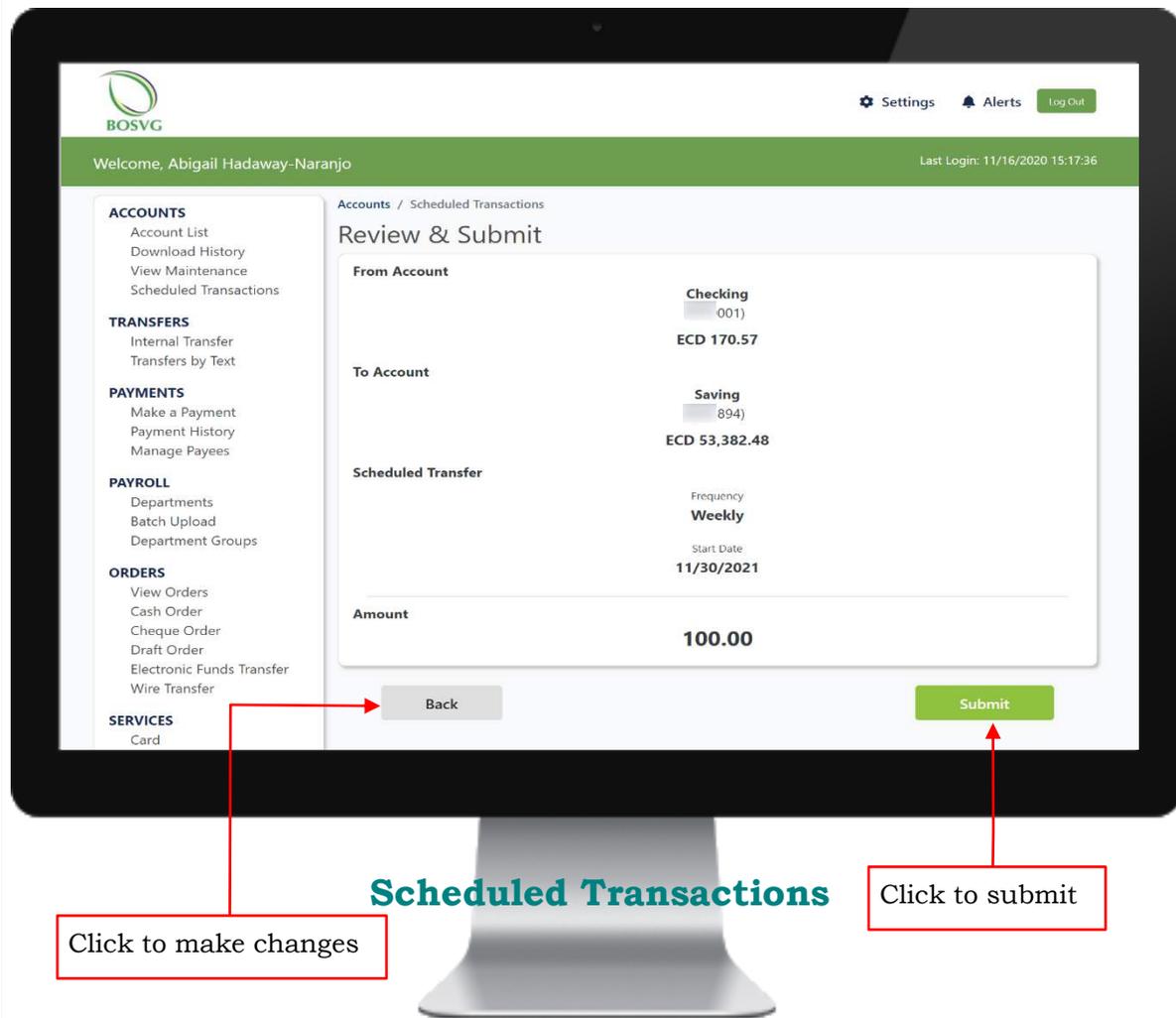
**5. Insert "Amount"**

**6. Insert "Date" the transaction should be made**

**7. Insert "Frequency" of the transaction.**

**Scheduled Transactions**

Instructions – Scheduled Transactions	
No.	Task Details
1.	Select the <b>"Type"</b> of transaction
2.	Select Account which account the transfer would be made from
3.	Select which account the transfer would eb made to
4.	Insert <b>"Amount"</b>
5.	Insert the date at which you want the transaction to be made
6.	Select the frequency of the transaction. Here you select whether the payment is a One-time or recurring payment
7.	Click <b>"Review"</b> to review transaction before submitting
Notes	

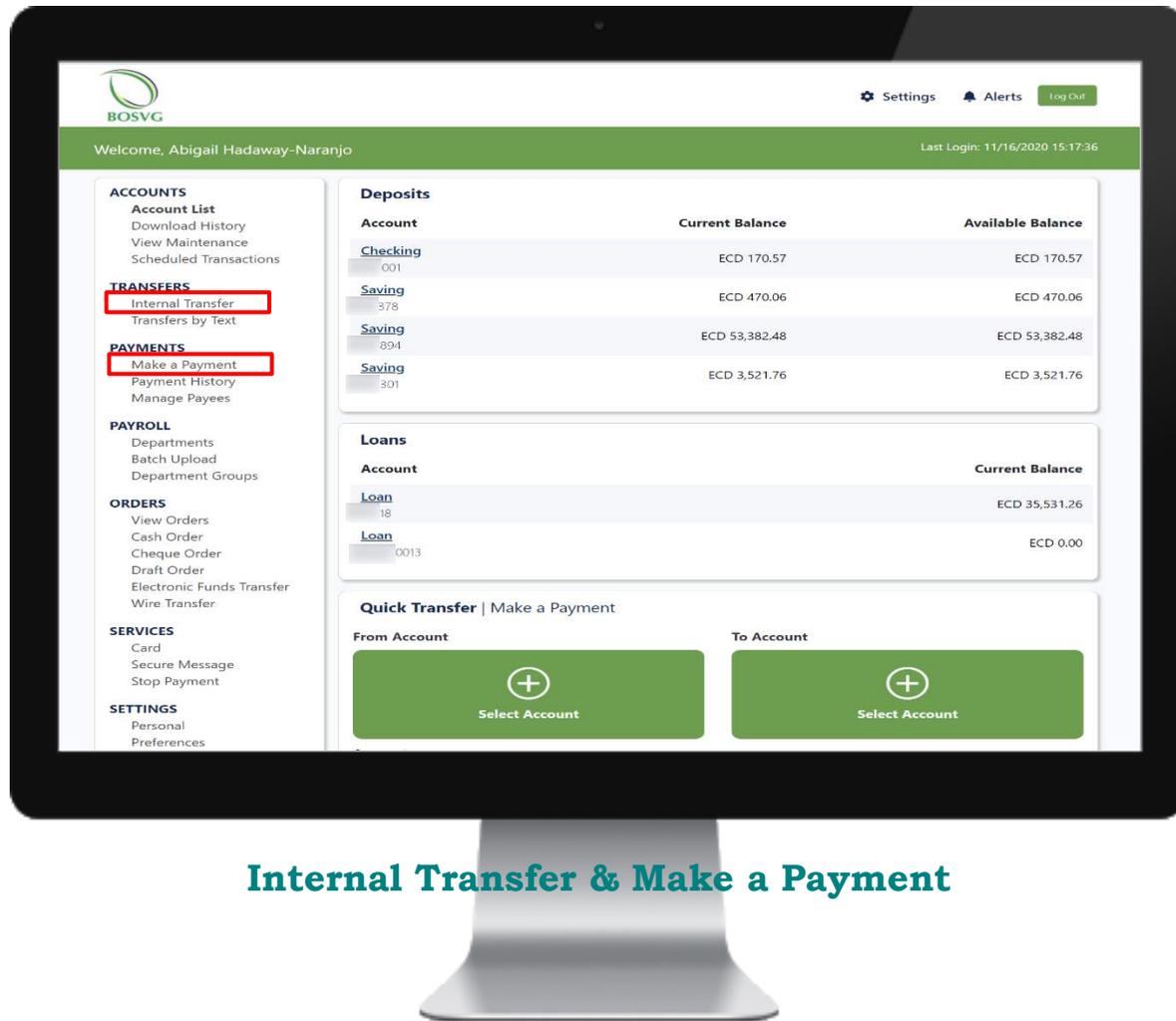

**Instructions – Scheduled Transactions**

No.	Task Details

**Notes**

Clicking review would display the screen on the left

Click **“Submit”** after you have reviewed the details and you are satisfied or **“Back”** if you are not satisfied to make any changes.



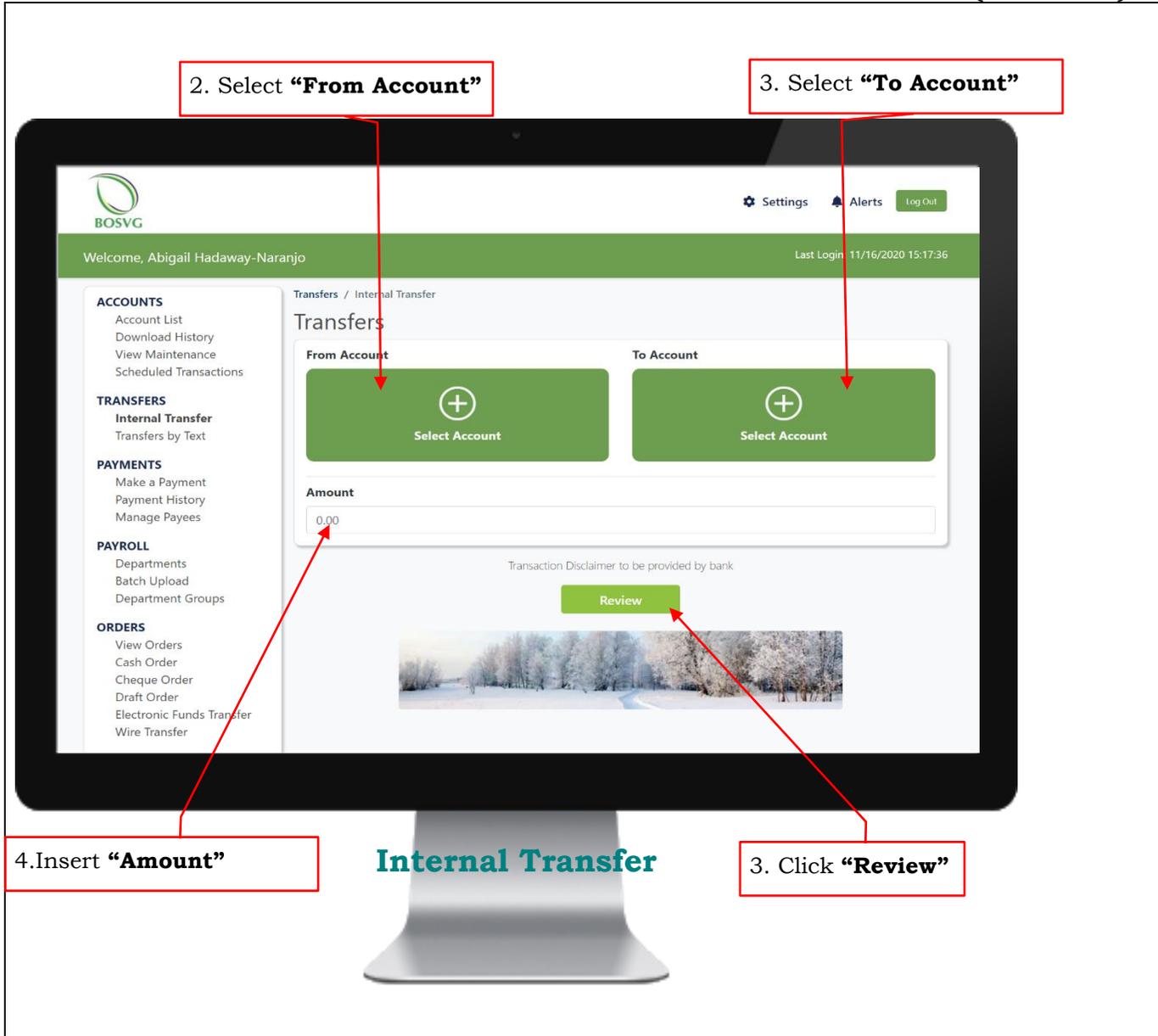
Internal Transfer & Make a Payment

**Instructions – Internal Transfers & Make a Payment**

No.	Task Details

**Notes**

What is the difference between **Internal Transfer & Make a Payment?**  
 An **Internal Transfer** is a transfer between your accounts available in Online Banking only.  
**Make a Payment** is a transfer of funds to a Payee (Merchant or Peer).  
 E.g. Flow, VINLEC or a Peer.



2. Select **“From Account”**

3. Select **“To Account”**

4. Insert **“Amount”**

## Internal Transfer

3. Click **“Review”**

Instructions – Internal Transfers	
No.	Task Details
1.	Click on <b>“Internal Transfer”</b> under <b>“Transfers”</b> on the <b>“Home page”</b>
2.	Select which account the transfer would be made from
3.	Select which account the transfer would be made to
4.	Insert the amount
5.	Click <b>“Review”</b>
Notes	
	Clicking on <b>“Internal Transfer”</b> would result in the screen on the left.
	Similar to <b>“Scheduling a Transaction”</b> , select <b>“Review”</b> so you can review the information before submitting

**ONLINE BANKING CUSTOMER GUIDE (WEB PORTAL)**

**3. Click on "Select Account"**

**2. Click on "Select Payee"**

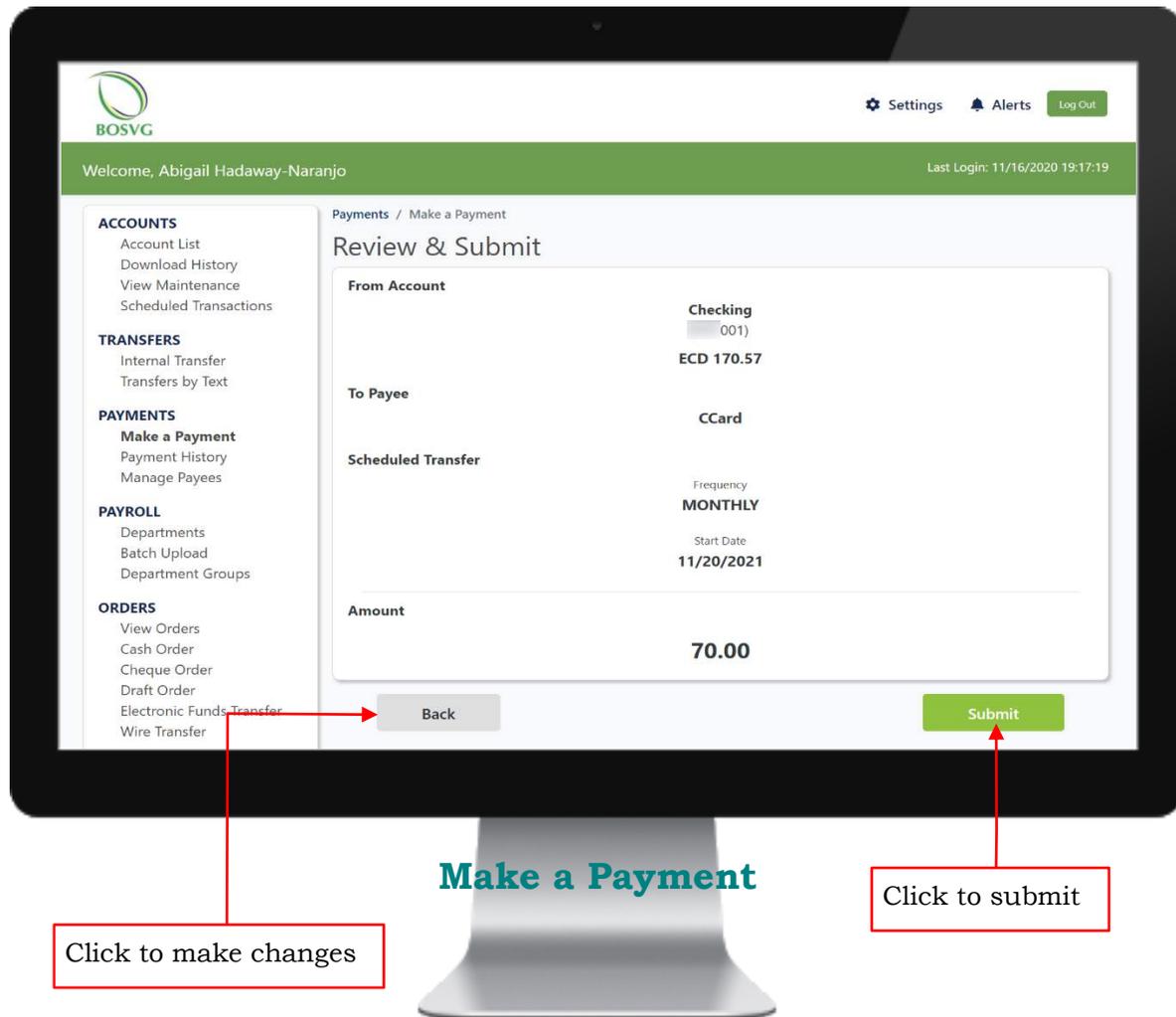
**4. Insert "Amount"**

**5. Click "Review"**

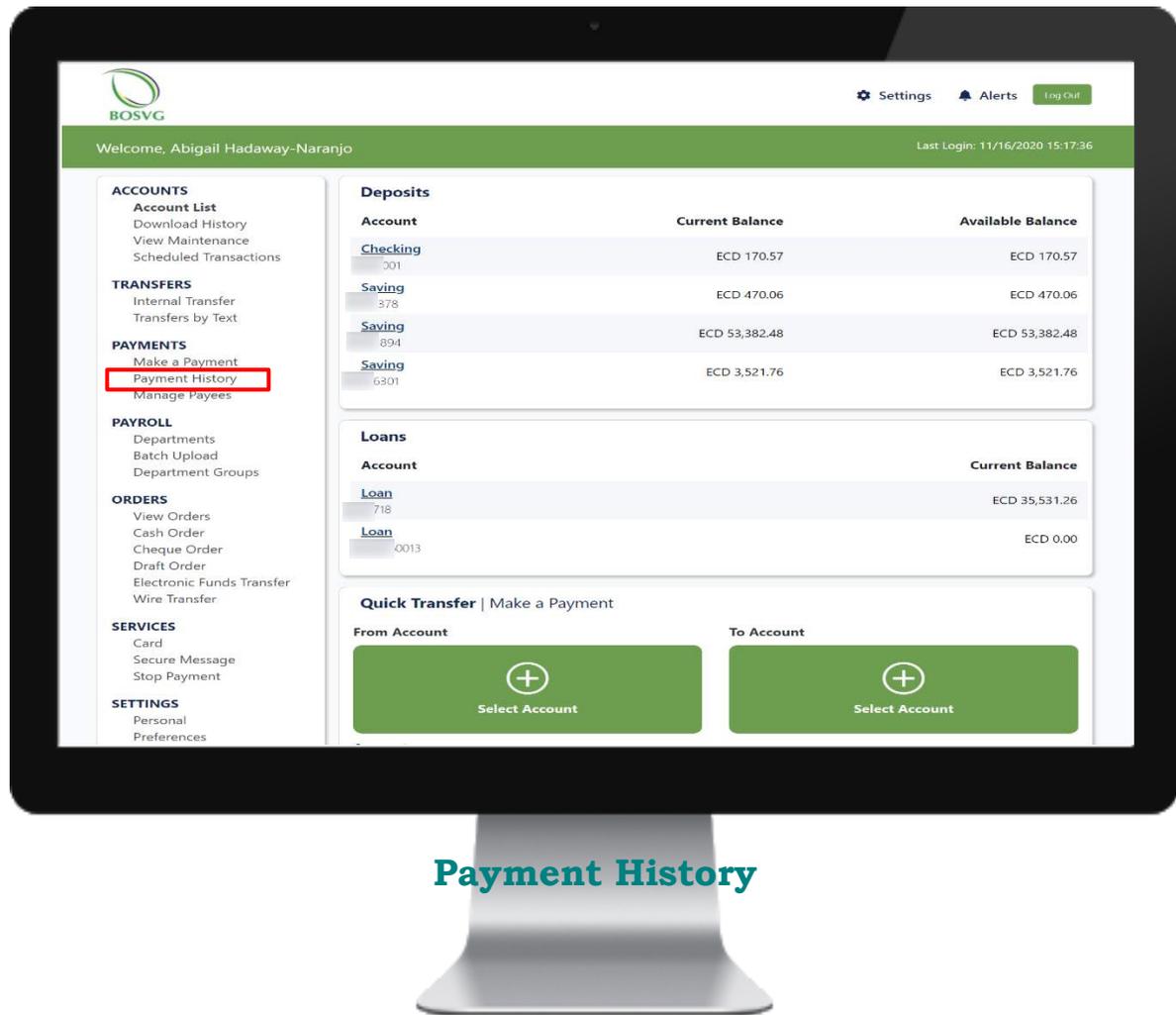
**2.1. (Pop up window) - Select a Payee from this listing**

**Make a Payment**

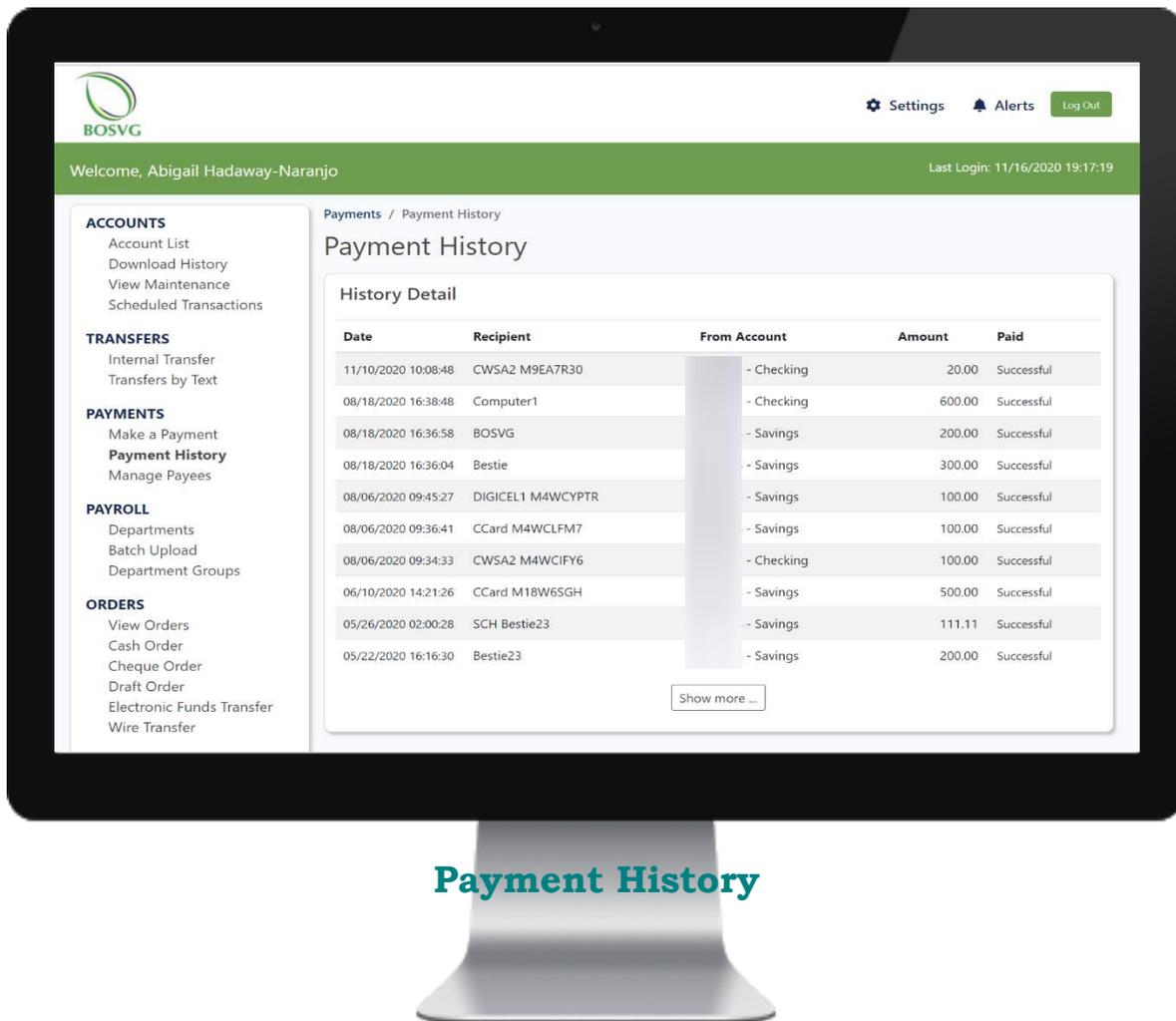
Instructions - Make a Payment	
No.	Task Details
1.	Click on <b>"Make a Payment"</b> under <b>"Payments"</b> on the <b>"Home page"</b>
2.	Click on <b>"Select Payee"</b> then select which payee to be paid from the <b>"Select a Payee"</b> box which will pop up.
2.1.	Select which payee (Merchant or Peer) the payment would be made to
3	Click on <b>"From Account"</b> and choose which account would be debited
4.	Insert the amount
5.	Click <b>"Review"</b>
Notes	
	Clicking on <b>"Make a Payment"</b> would result in the screen on the left.



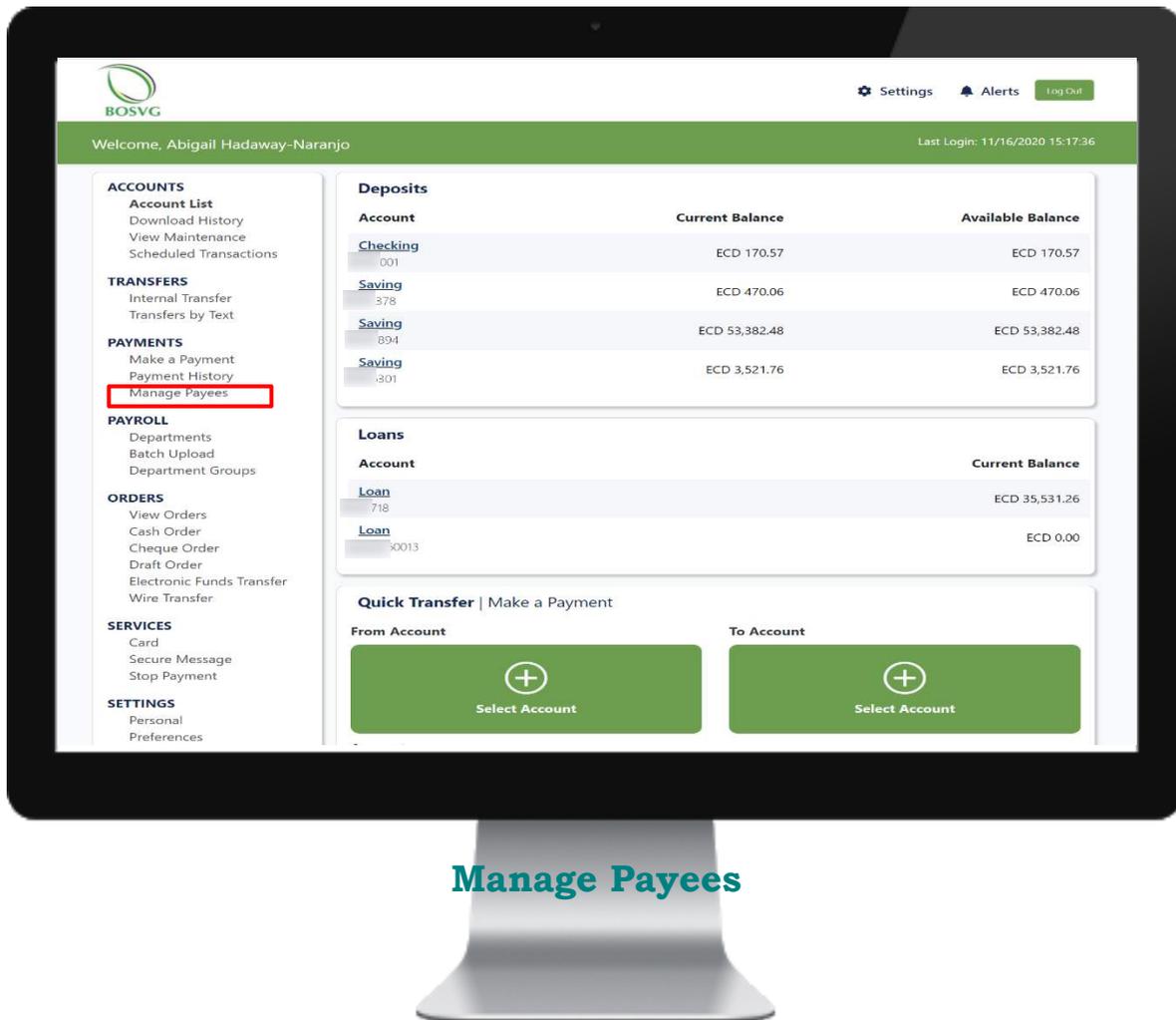
Instructions – Make a Payment	
No.	Task Details
Notes	
	<p>Clicking review would display the screen on the left</p> <p>Click <b>“Submit”</b> after you have reviewed the details and you are satisfied or <b>“Back”</b> if you are not satisfied to make any changes.</p>



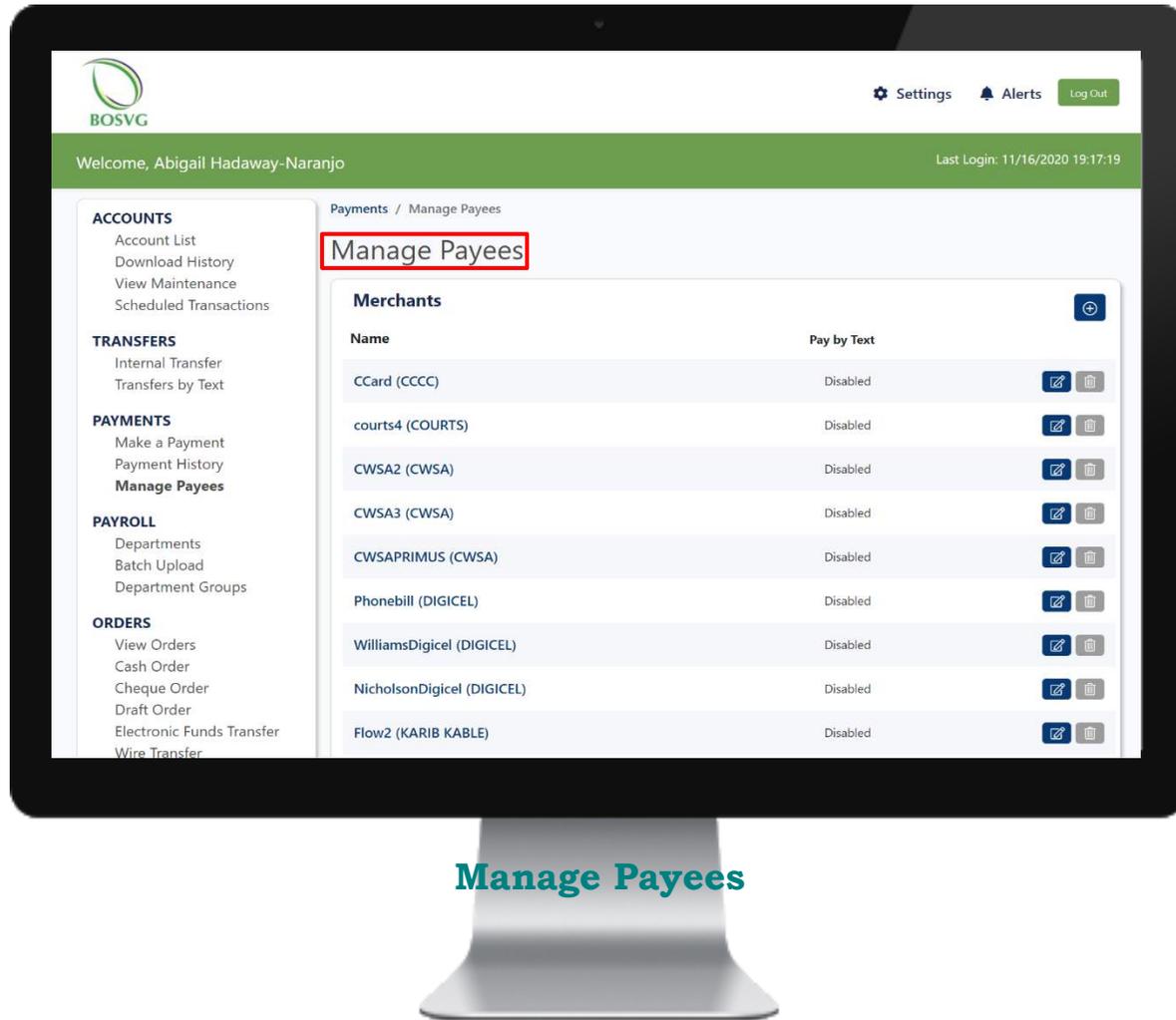
Instructions – Payment History	
No.	Task Details
1	Click on <b>“Payment History”</b> under the <b>“Payments”</b> on the <b>“Home page”</b>
Notes	



Instructions – Payment History	
No.	Task Details
Notes	
	<p>Clicking on <b>“Payment History”</b> would display the screen on the left</p> <p>Here you can view and monitor all your payments successful or failed.</p> <p>History Details consists of:</p> <ul style="list-style-type: none"> <li>• Date (day, month &amp; time)</li> <li>• Recipient (Person who received the payment)</li> <li>• From Account (Account debited)</li> <li>• Amount</li> <li>• Paid (Successful/Failed)</li> </ul>



Instructions – Manage Payees	
No.	Task Details
1	Click on <b>“Manage Payees”</b> under the <b>“Payments”</b> on the <b>“Home page”</b>
Notes	



**Instructions – Manage Payees**

No.	Task Details
1	Click on <b>“Manage Payees”</b> under the <b>“Payments”</b> on the <b>“Home page”</b>

**Notes**

Clicking on **“Manage Payee”** would display the screen on the left

Here you can add, delete or update your **Merchants & Peers**

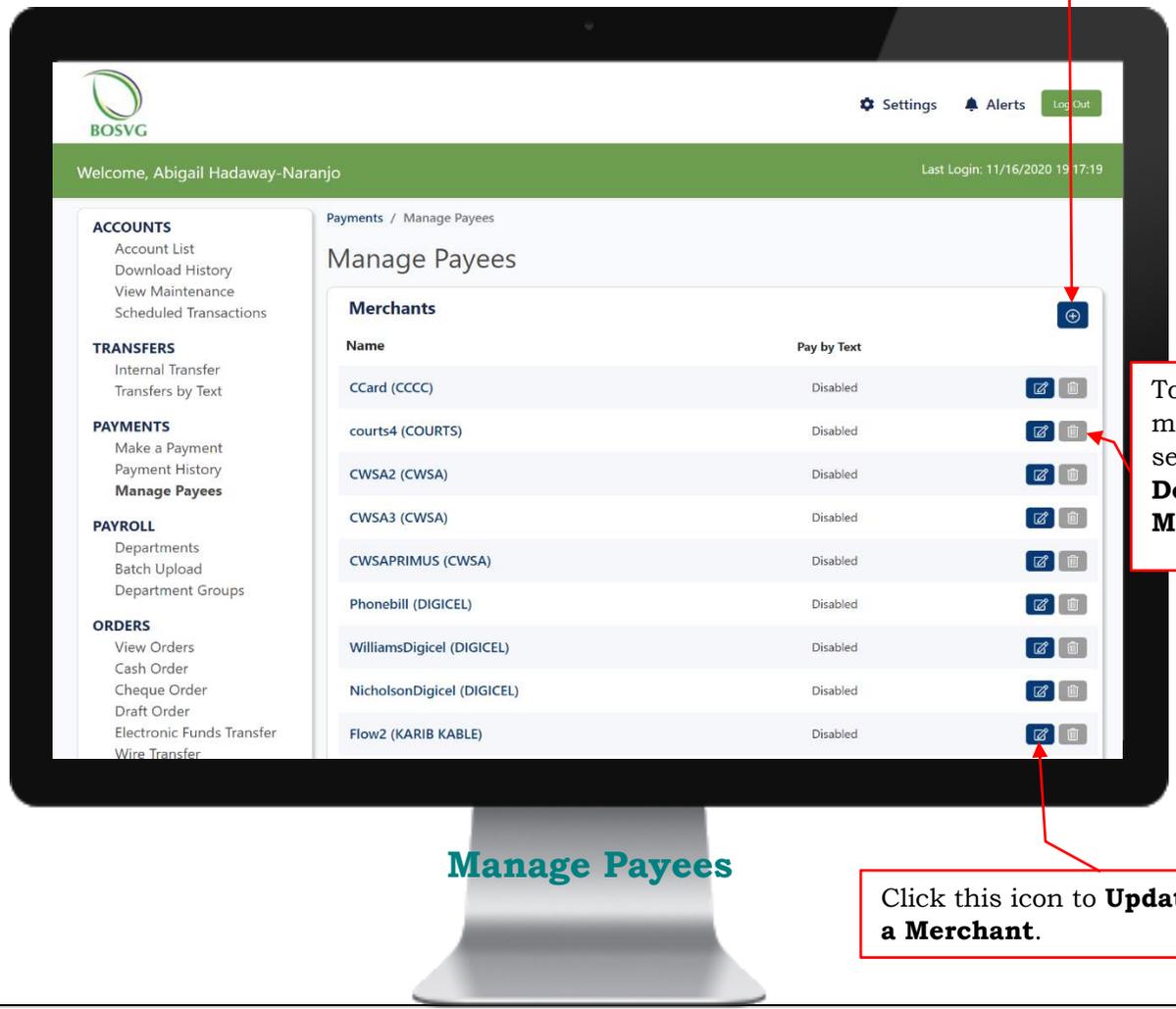
**What is a Peer?**

A Peer is simply another person’s account within BOSVG.  
**YES!** You can now make a payment to another person’s account (Peer) via your Online Banking. This feature is called P2P and is only available to personal accounts and not business accounts.

**N.B:**

- The Mobile ID and Account Number of your Peer is required to make a Peer to Peer transaction.
- Once you have made a payment or a transfer it will be processed immediately and cannot be deleted.

Click this icon to **Add a Merchant**



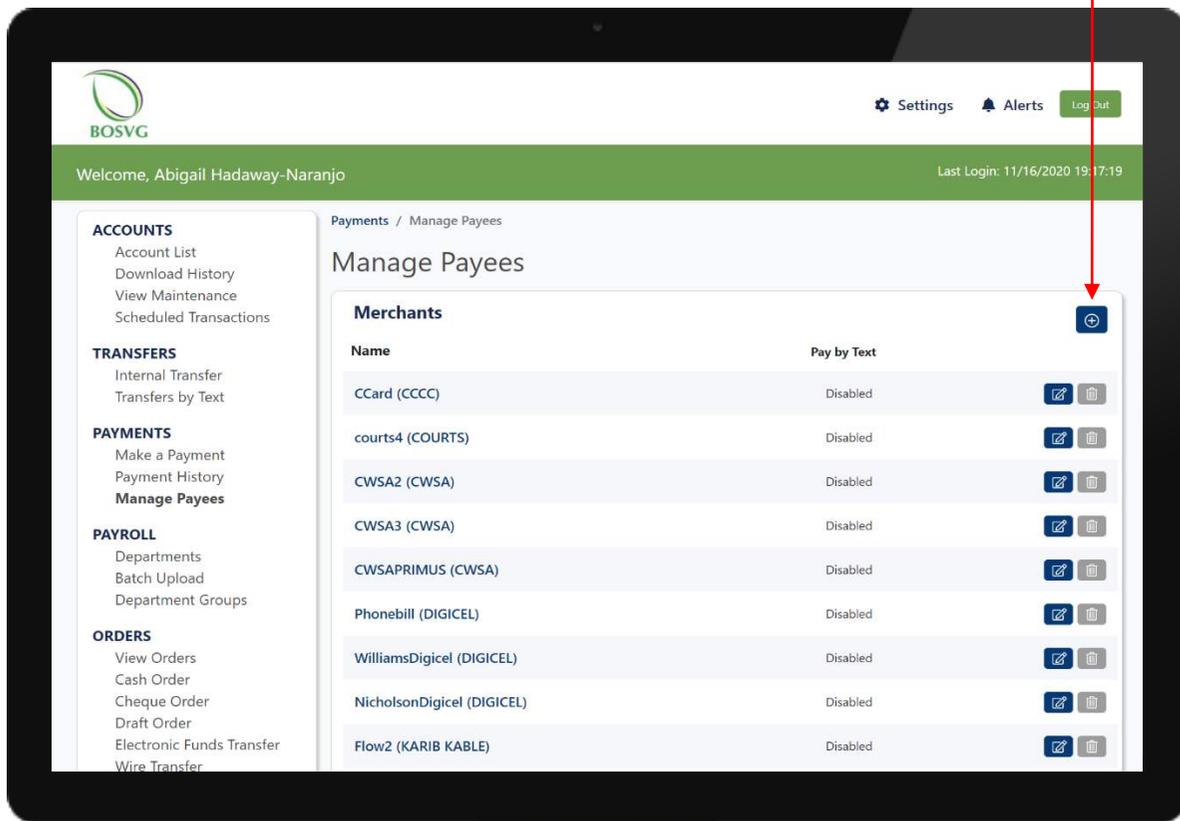
**Manage Payees**

Click this icon to **Update a Merchant.**

To delete a merchant, select **Delete a Merchant.**

Instructions – Manage Payees	
No.	Task Details
1	
Notes	
	In Manage Payees, you are able to <b>Add (page 30), Update (page 34) and Delete a Merchant (page 37).</b>
	<b>Yes!</b> You can now do all of this all on your own. No need to come to BOSVG to add your bills!

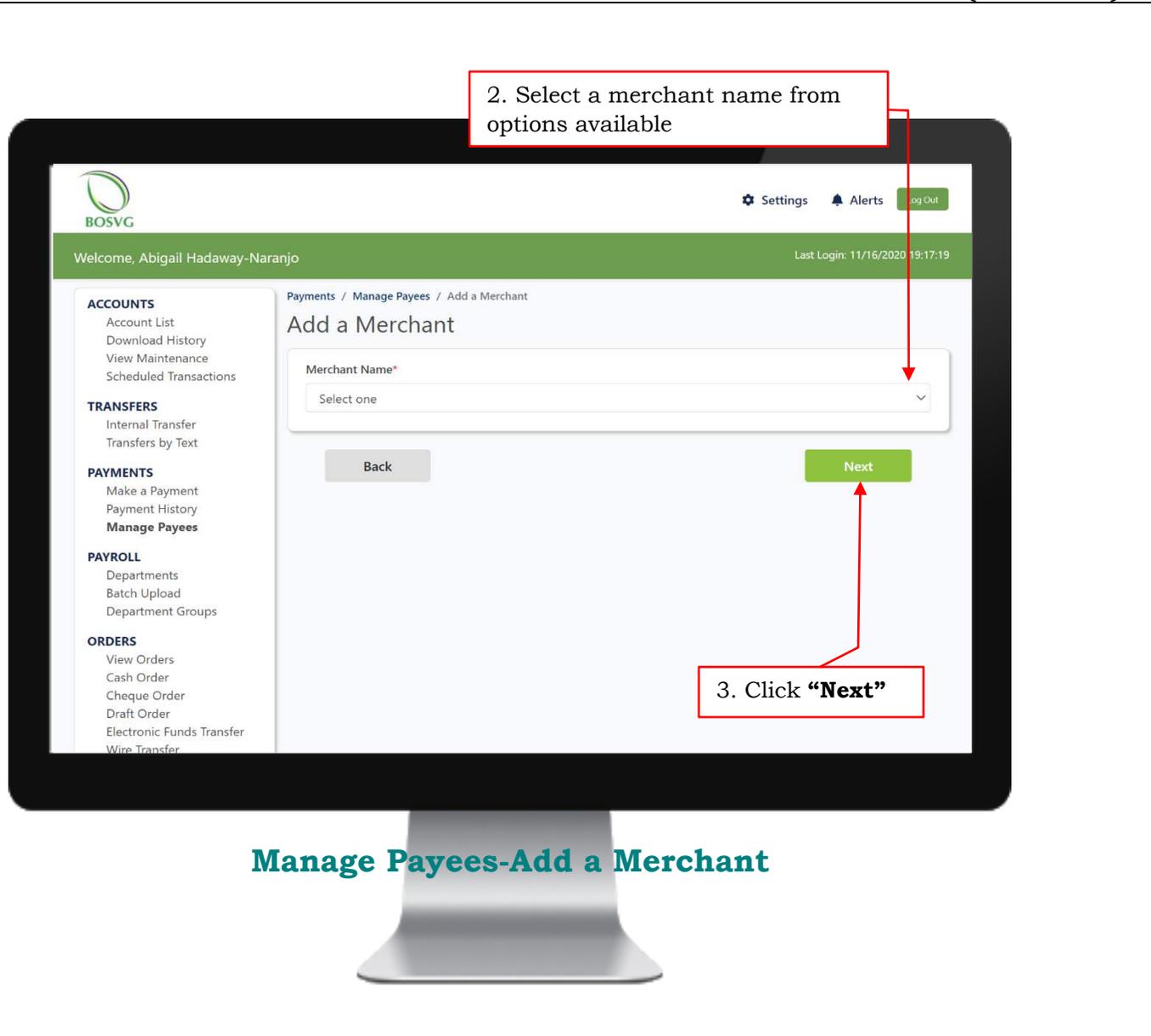
1. Click this icon to **Add a**



### Manage Payees-Add a Merchant

#### Instructions – Manage Payees – Add a Merchant

No.	Task Details
1	Click <b>“Add a Merchant”</b>
Notes	



**Manage Payees-Add a Merchant**

**Instructions – Manage Payees – Add a Merchant**

No.	Task Details
2	Select a Merchant Name from the options available
3	Click <b>“Next”</b>

**Notes**

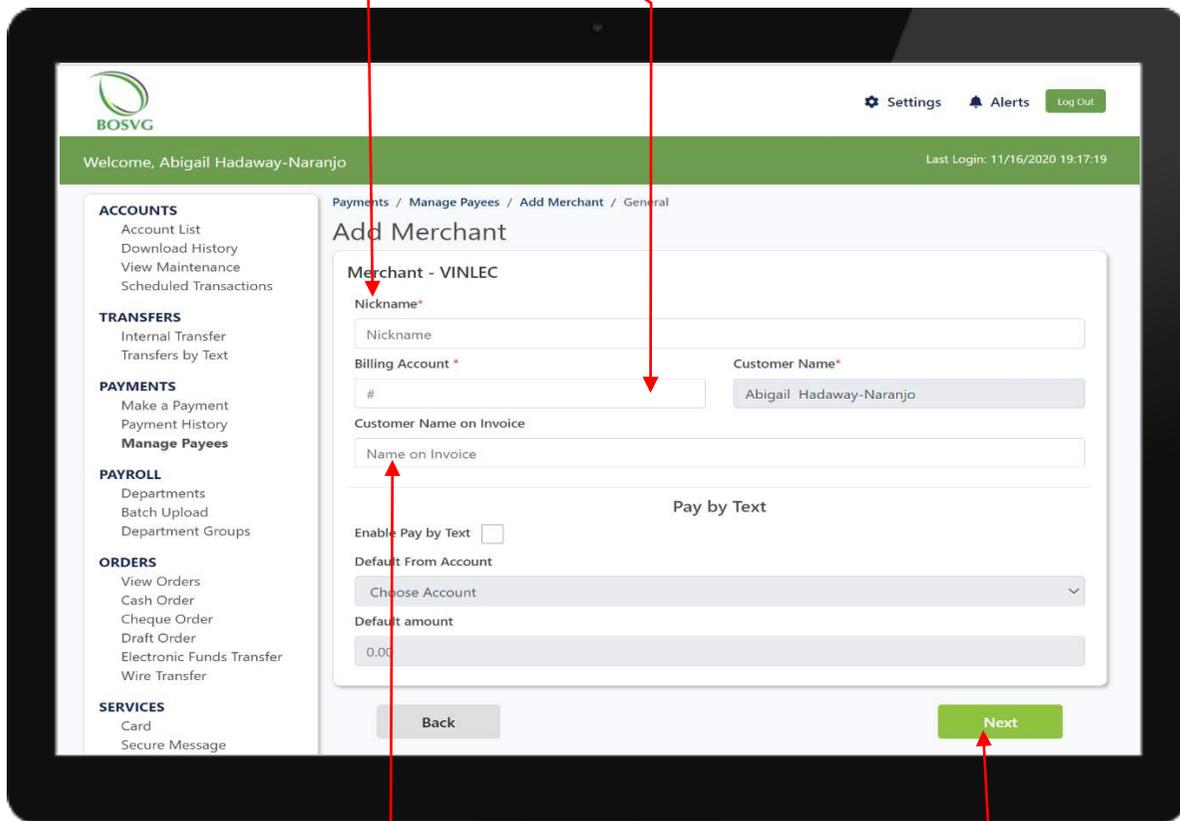
Clicking on **“Add a Merchant”** would display the screen on the left

Available Merchant Name options:

- VINLEC
- CWSA
- Lime
- Credit Card
- Digicel
- Courts
- Karib Cable

3. Insert **“Nickname”**

4. Insert **“Billing Account #”**



### Manage Payees-Add a Merchant

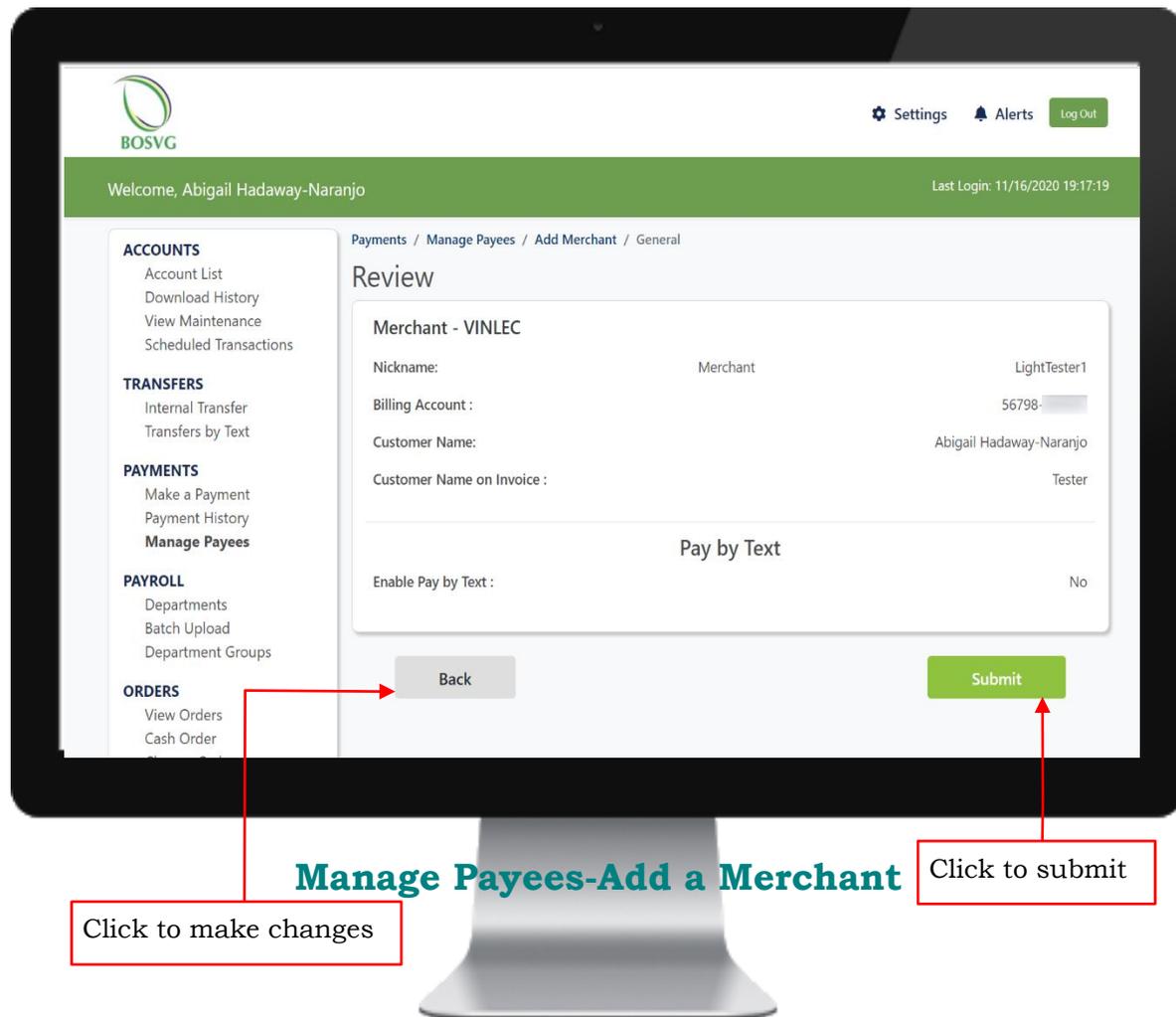
5. Insert **“Customer Name on Invoice”**

6. Click **“Next”**

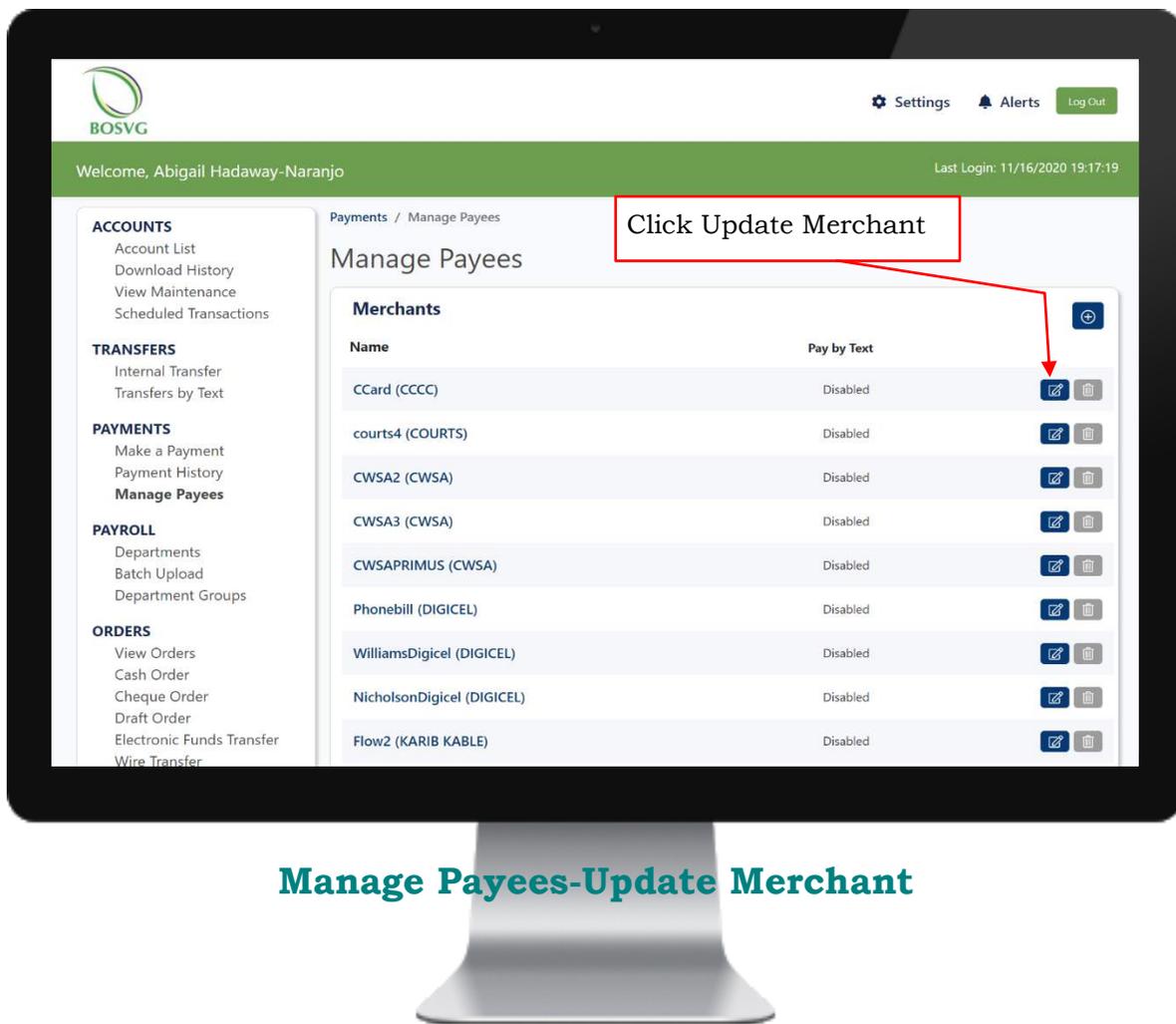
#### Instructions – Manage Payees – Add a Merchant

No.	Task Details
3	Insert a <b>“Nickname”</b> for the merchant
4	Insert a <b>“Billing Account#”</b>
5	Insert <b>“Customer Name on Invoice”</b>
6	Click <b>“Next”</b>

#### Notes



Instructions – Manage Payees – Add a Merchant	
No.	Task Details
Notes	
	Clicking “ <b>Next</b> ” would display the screen on the left
	Click “ <b>Submit</b> ” after you have reviewed the details and you are satisfied or “ <b>Back</b> ” if you are not satisfied to make any changes



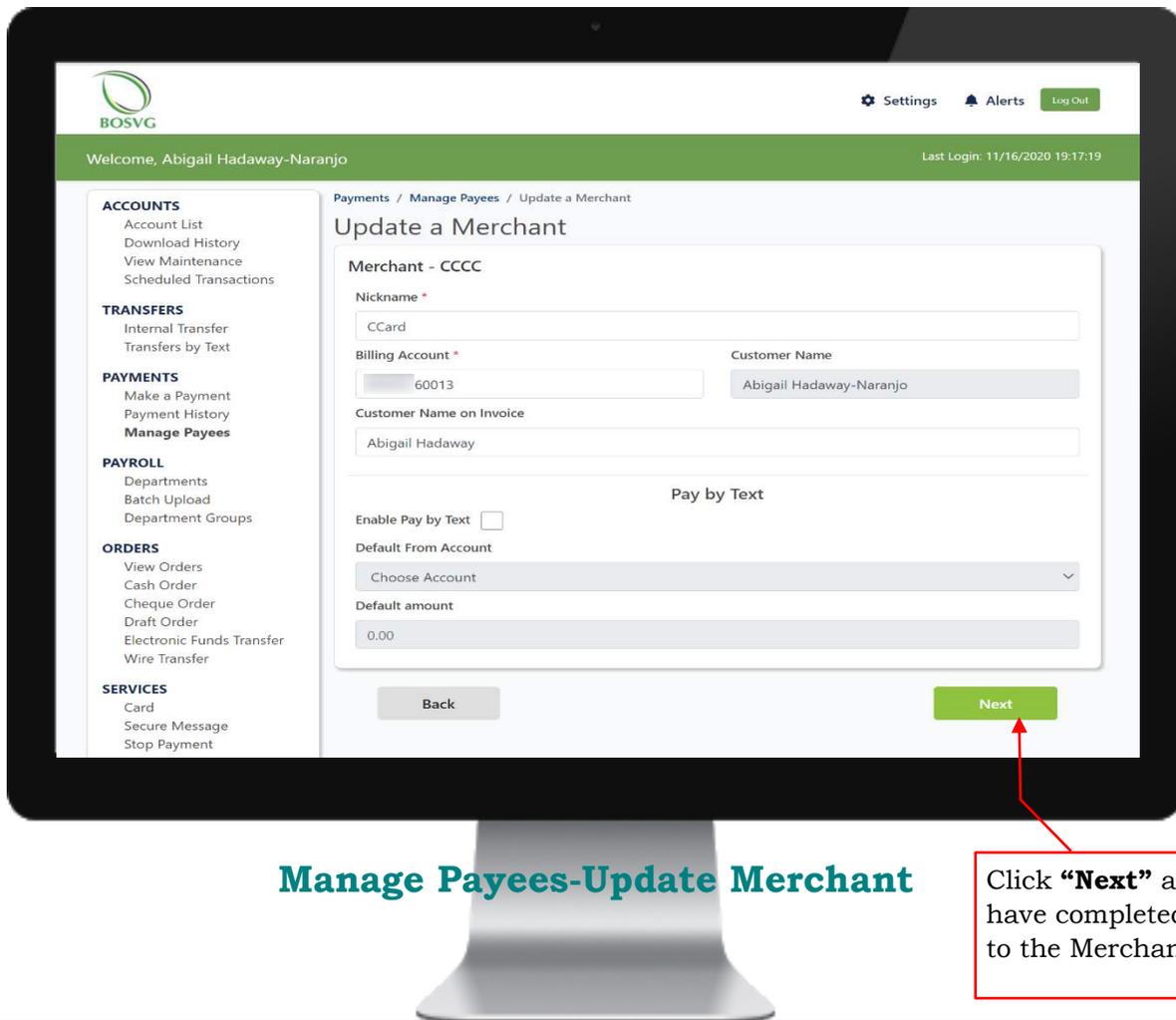
**Manage Payees-Update Merchant**

**Instructions – Manage Payees – Update Merchant**

No.	Task Details
1	Click on the icon for <b>“Update Merchant”</b>

**Notes**

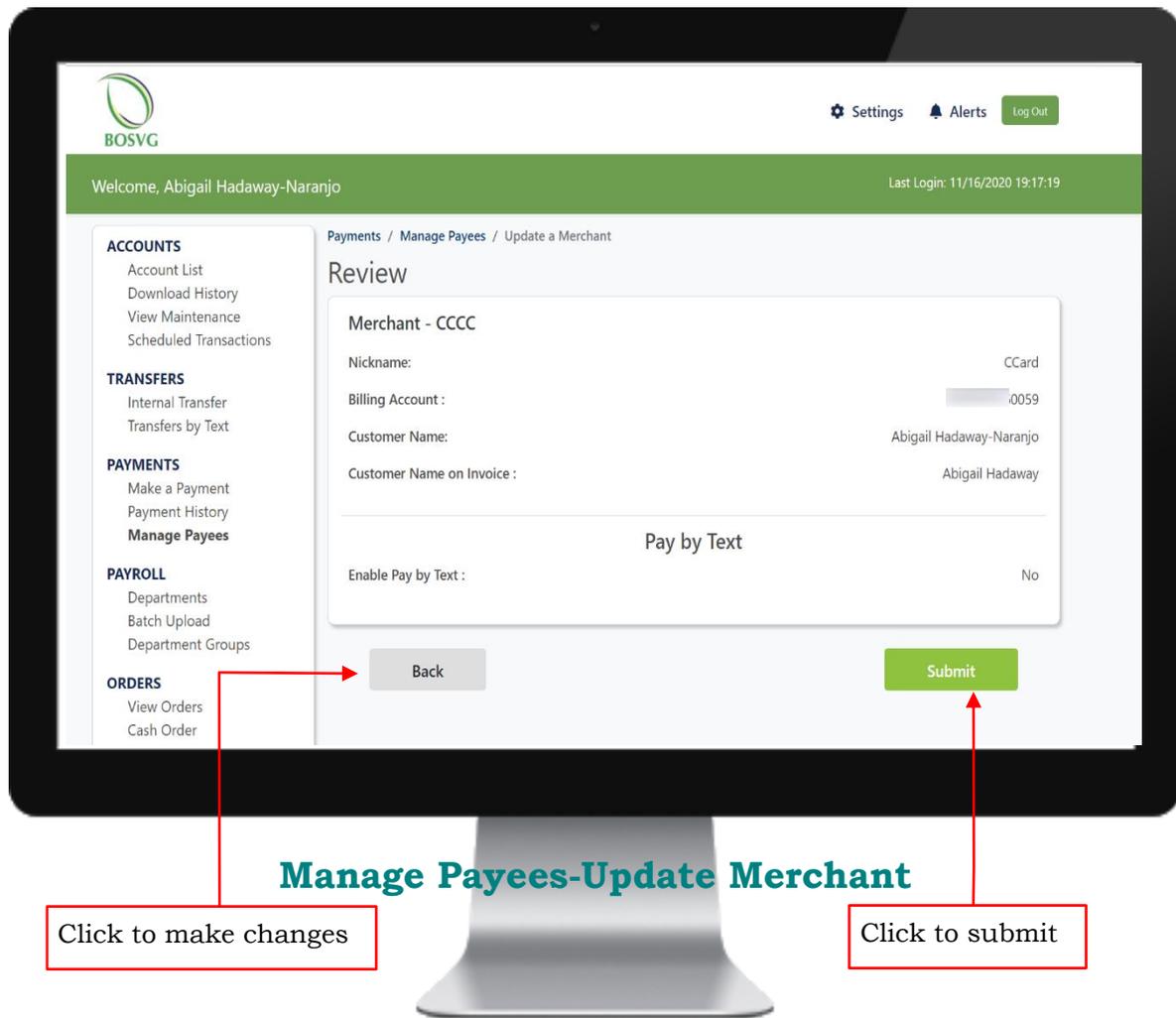
	Clicking <b>“Update Merchant”</b> would display the screen on the left
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**Manage Payees-Update Merchant**

Click **“Next”** after you have completed changes to the Merchant

Instructions – Manage Payees – Update Merchant	
No.	Task Details
Notes	
	<p>Clicking <b>“Update Merchant”</b> would display the screen on the left.</p> <p>On the Update a Merchant page, you will be able to update the Nickname, Billing Account # and Customer Name on Invoice.</p> <p>After changes have been made click <b>“Next”</b></p>

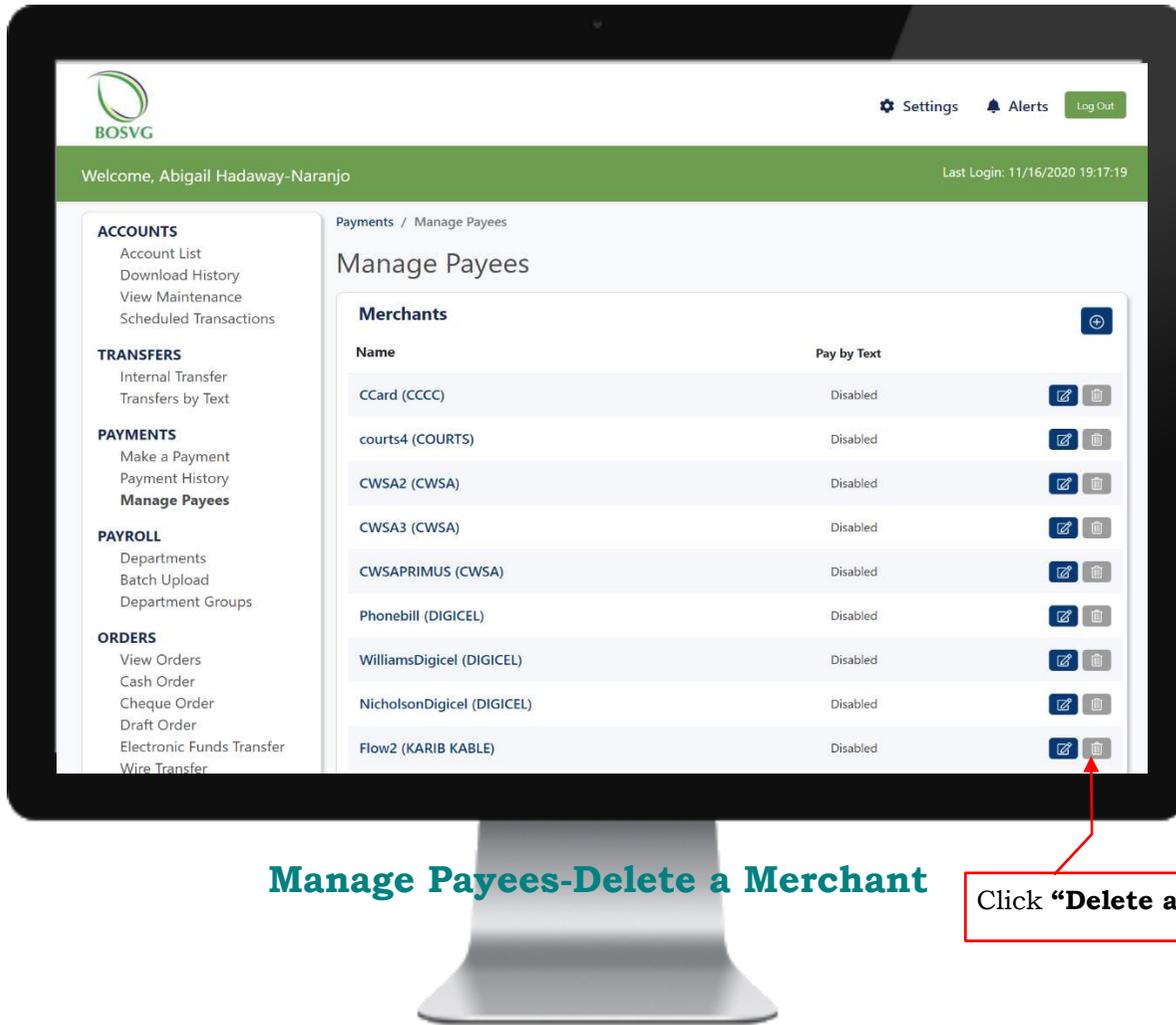

**Instructions – Manage Payees – Update Merchant**

No.	Task Details

**Notes**

Clicking **“Next”** would display the screen on the left.

Click **“Submit”** after you have reviewed the details and you are satisfied or **“Back”** if you are not satisfied to make any changes



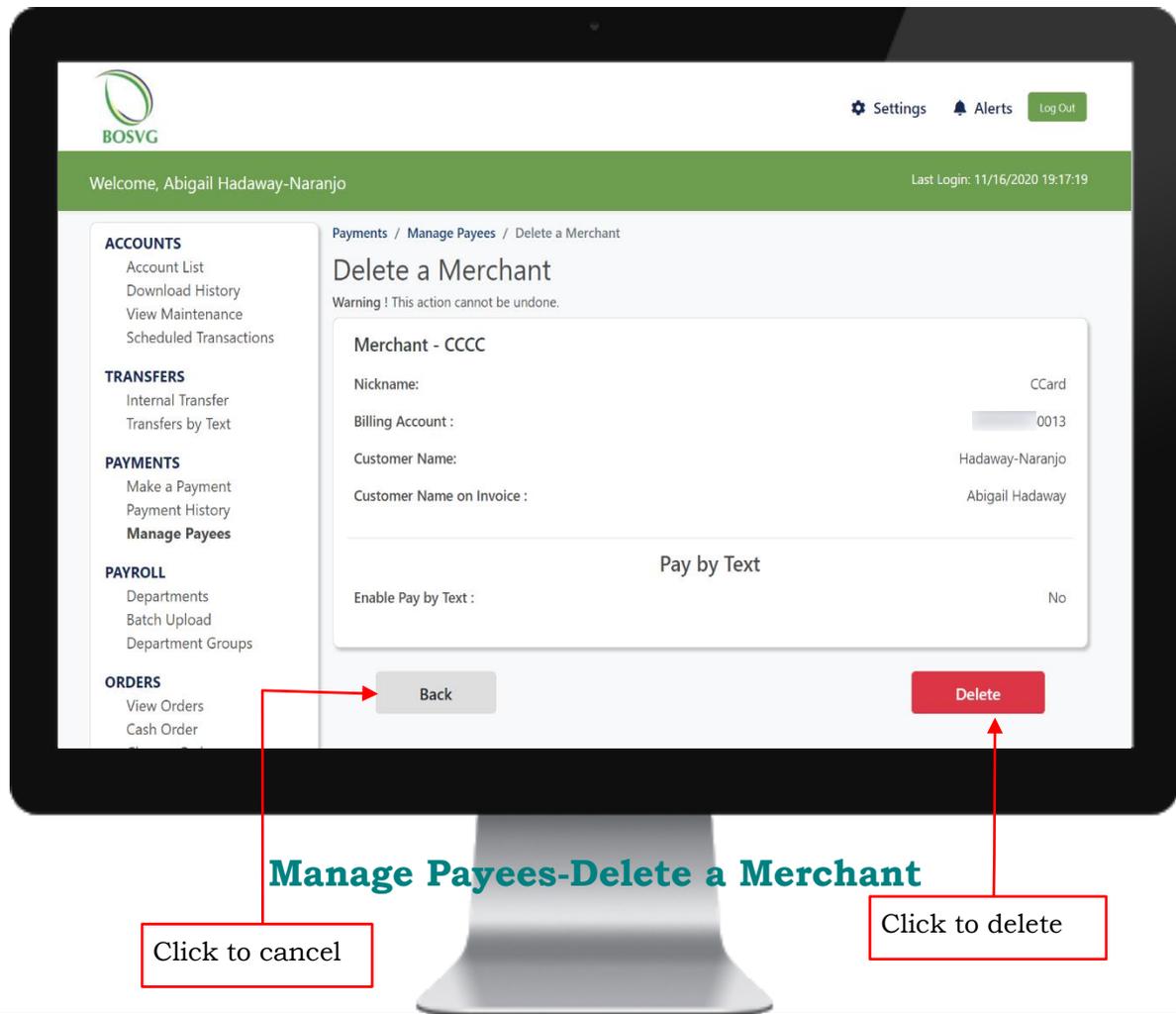
**Manage Payees-Delete a Merchant**

Click **"Delete a Merchant"**

**Instructions – Manage Payees – Delete a Merchant**

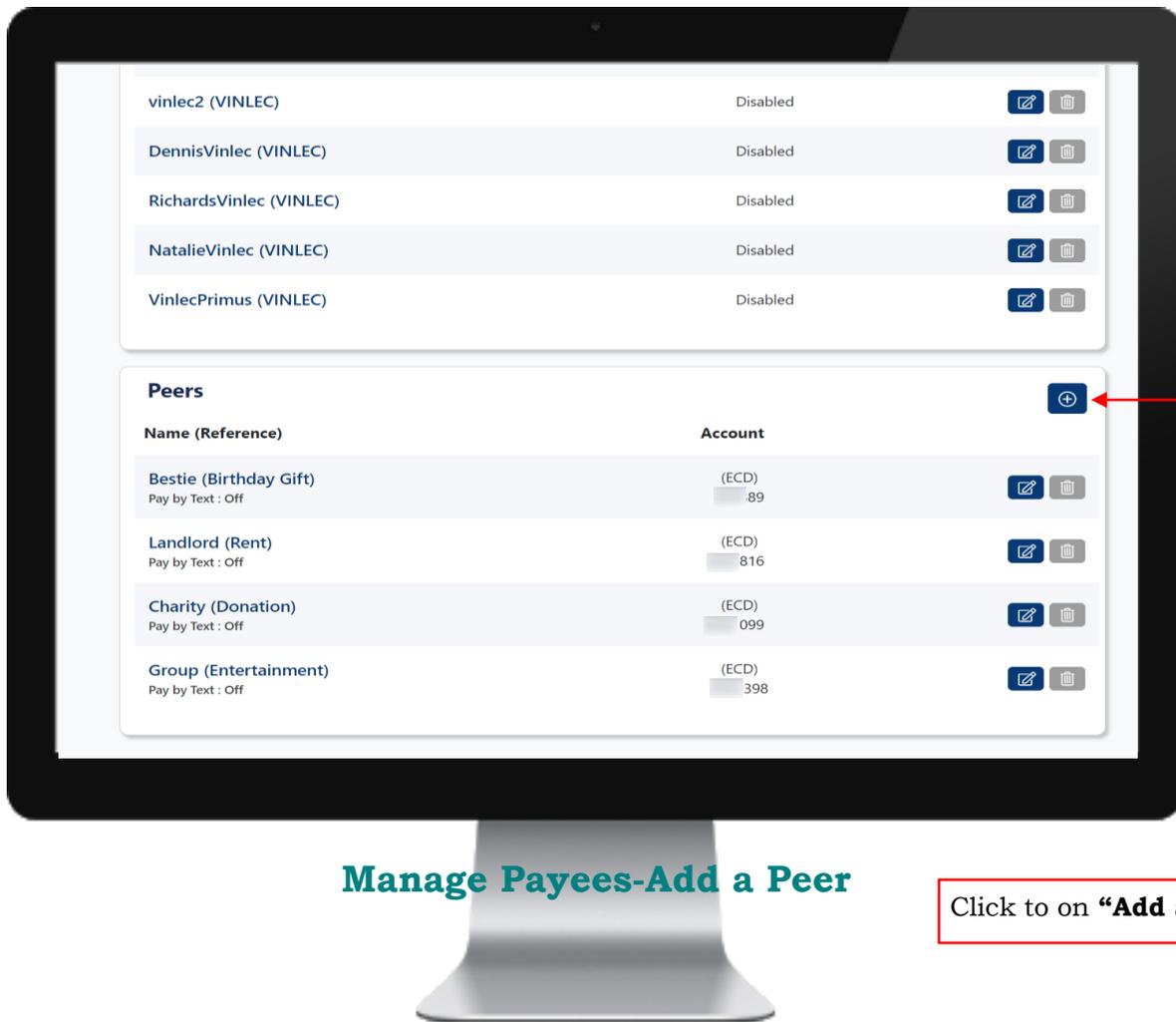
No.	Task Details
1	Click the icon to <b>"Delete a Merchant"</b> for the Merchant you wish to delete

<b>Notes</b>	


**Instructions – Manage Payees – Delete a Merchant**

No.	Task Details
1	Click <b>“Delete”</b> to save or <b>“Back”</b> to cancel.

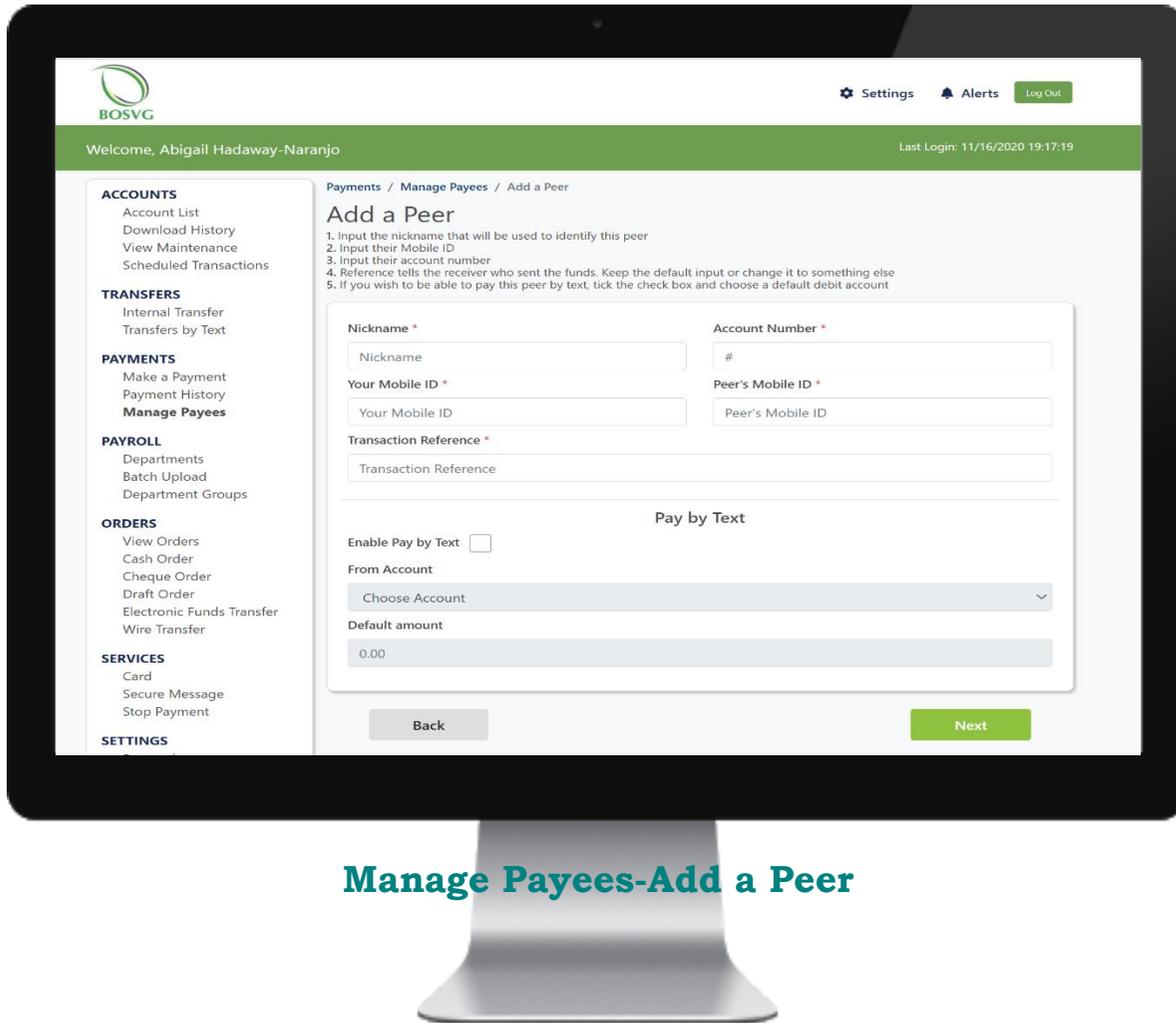
**Notes**



**Manage Payees-Add a Peer**

Click to on **“Add a Peer”**

Instructions – Manage Payees – Add a Peer	
No.	Task Details
1	Scroll to the bottom of the <b>“Manage Payees”</b> page and click on the icon to <b>“Add a Peer”</b>
Notes	



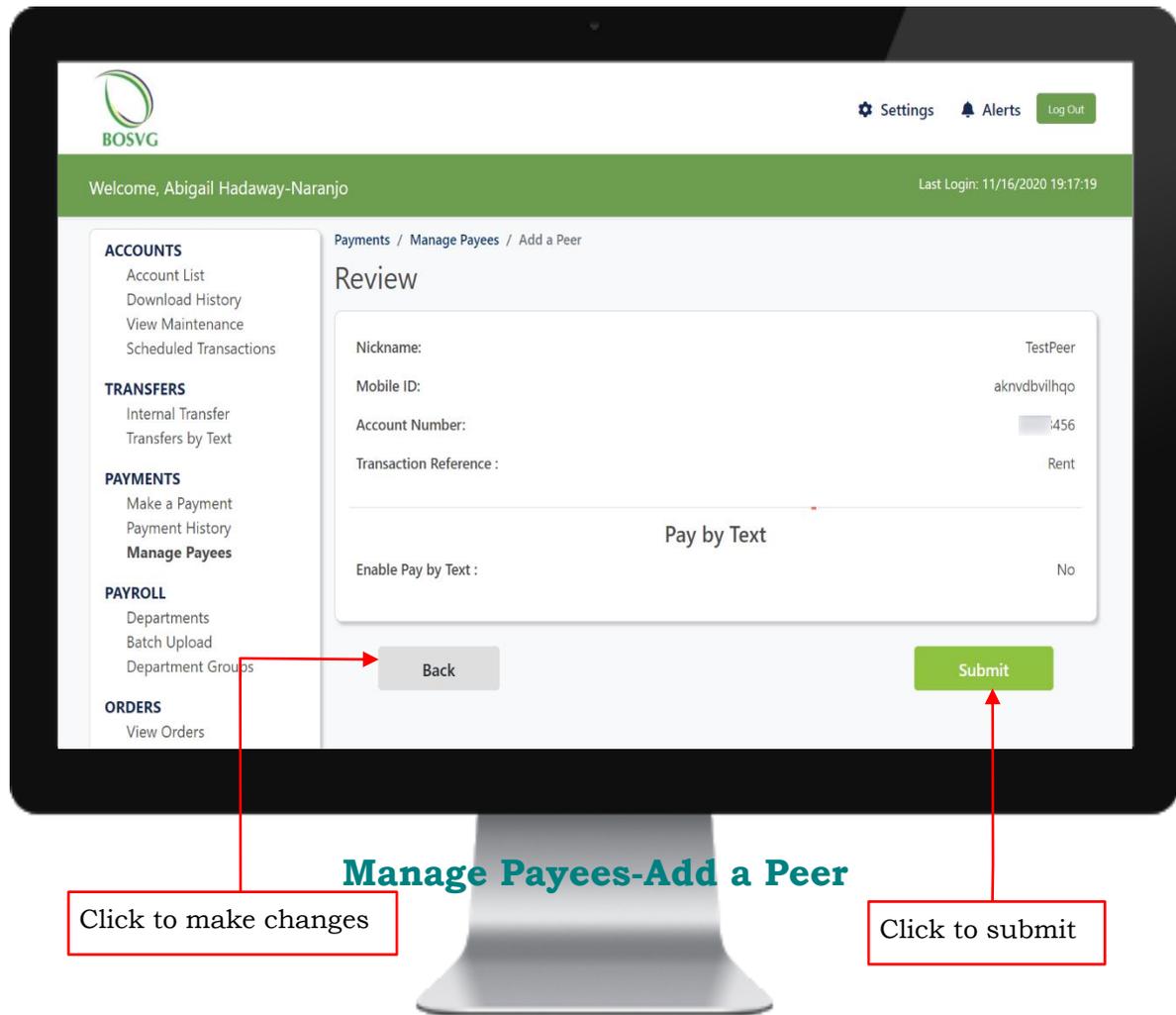
**Manage Payees-Add a Peer**

**Instructions – Manage Payees – Add a Peer**

No.	Task Details
2	Input the nickname that will be used to identify this peer
3	Input their Mobile ID
4	Input their account number
5	Reference tells the receiver who sent the funds. Keep the default input or change it to something else
6	If you wish to be able to pay this peer by text, tick the check box and choose a default debit account

**Notes**

- Clicking on the **“Add a Peer”** icon would display the screen on the left.
- Ensure Nickname is populated with alphanumeric only (16 characters maximum).
  - Ensure Account Number is populated with numeric only (peer’s account number).
  - Ensure Your Mobile ID is populated (This is the Mobile ID which belongs to you).
  - Ensure Peer’s Mobile ID is populated (This is the Mobile ID which belongs to you peer).
  - Ensure Transaction Reference is populated – transaction description (25 characters maximum).
  - Click Next to go to the Review page



### Manage Payees-Add a Peer

Click to make changes

Click to submit

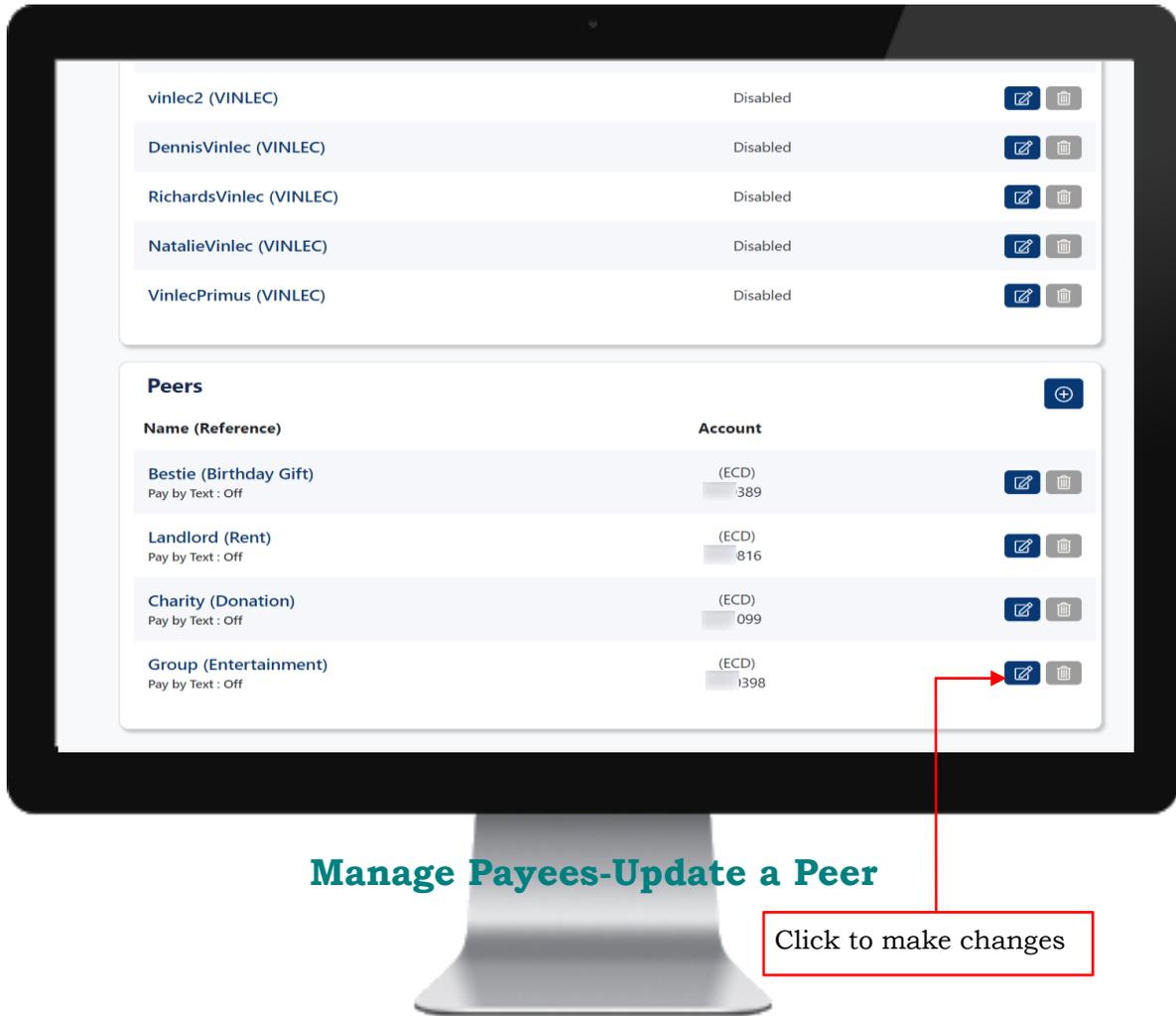
### Instructions – Manage Payees – Add a Peer

No.	Task Details
1	

### Notes

Clicking “Next” would display the screen on the left.

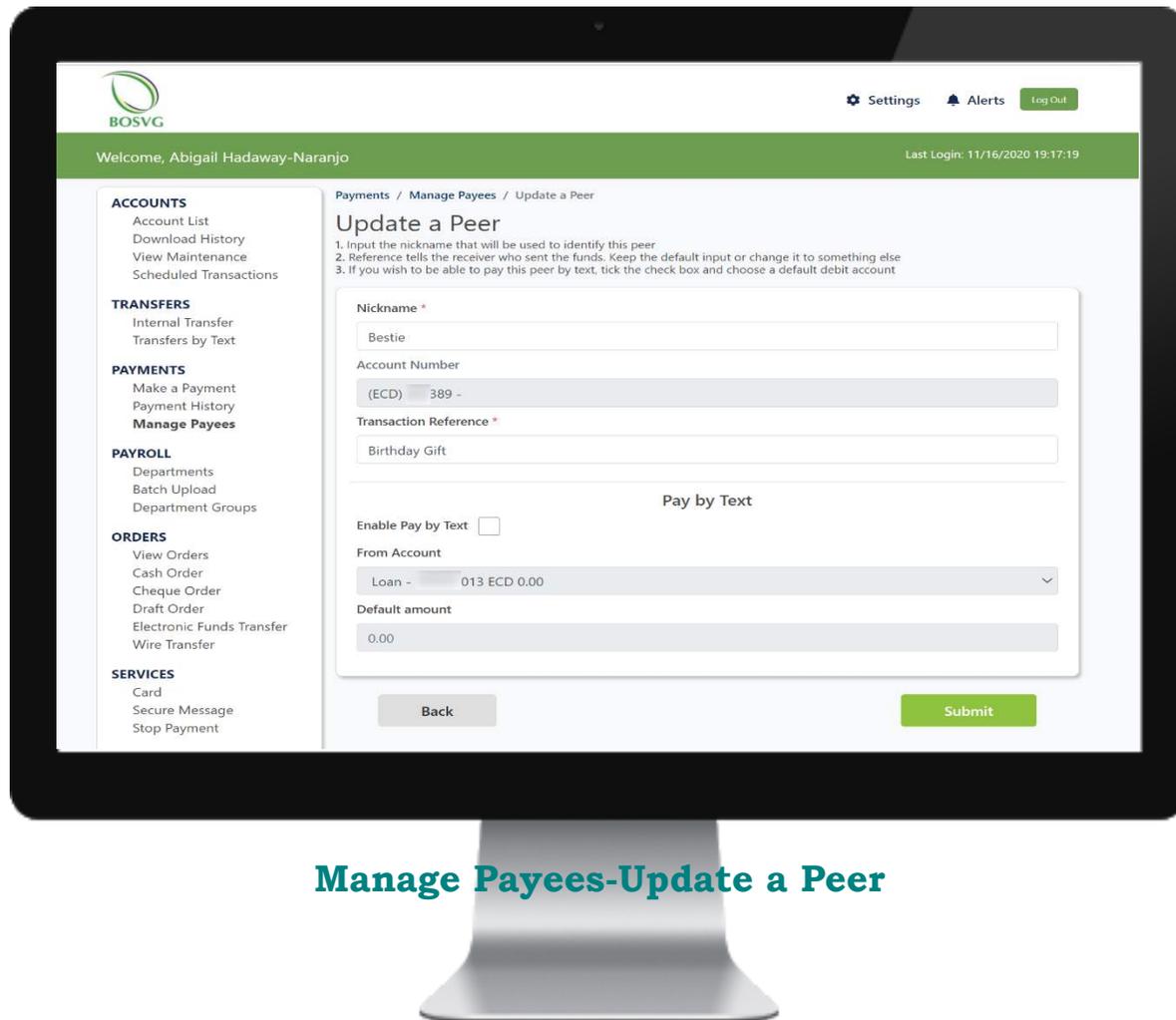
Click “**Submit**” after you have reviewed the details and you are satisfied or “**Back**” if you are not satisfied to make any changes



**Manage Payees-Update a Peer**

Click to make changes

Instructions – Manage Payees – Update a Peer	
No.	Task Details
1	Select a Peer and click on the <b>“Update a Peer”</b> icon to make changes
Notes	



**Manage Payees-Update a Peer**

**Instructions – Manage Payees – Update a Peer**

No.	Task Details

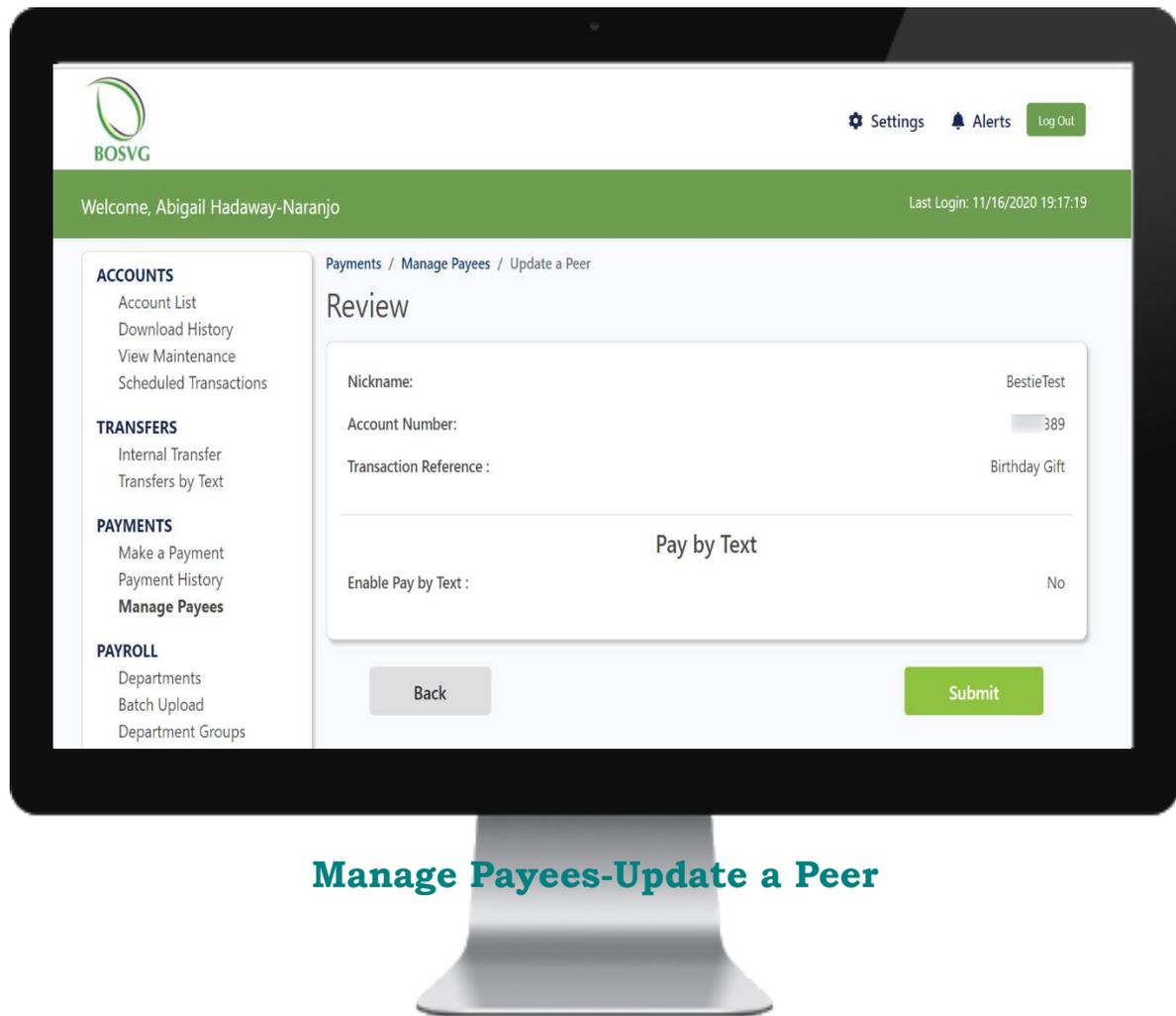
**Notes**

Clicking “**Update a Peer**” icon would display the screen on the left.

On the “**Update a Peer**” page, you will only be able to update the Nickname and Transaction Reference.

**N.B.** If you wish to change/update the Account Number then you will have to Delete (pg. 19) the Peer and Add a Peer with the correct account number.

After the changes have been made to the Peer click “**Submit**” after you have reviewed the details and you are satisfied or “**Back**” if you are not satisfied to make any changes



**Manage Payees-Update a Peer**

**Instructions – Manage Payees – Update a Peer**

No.	Task Details

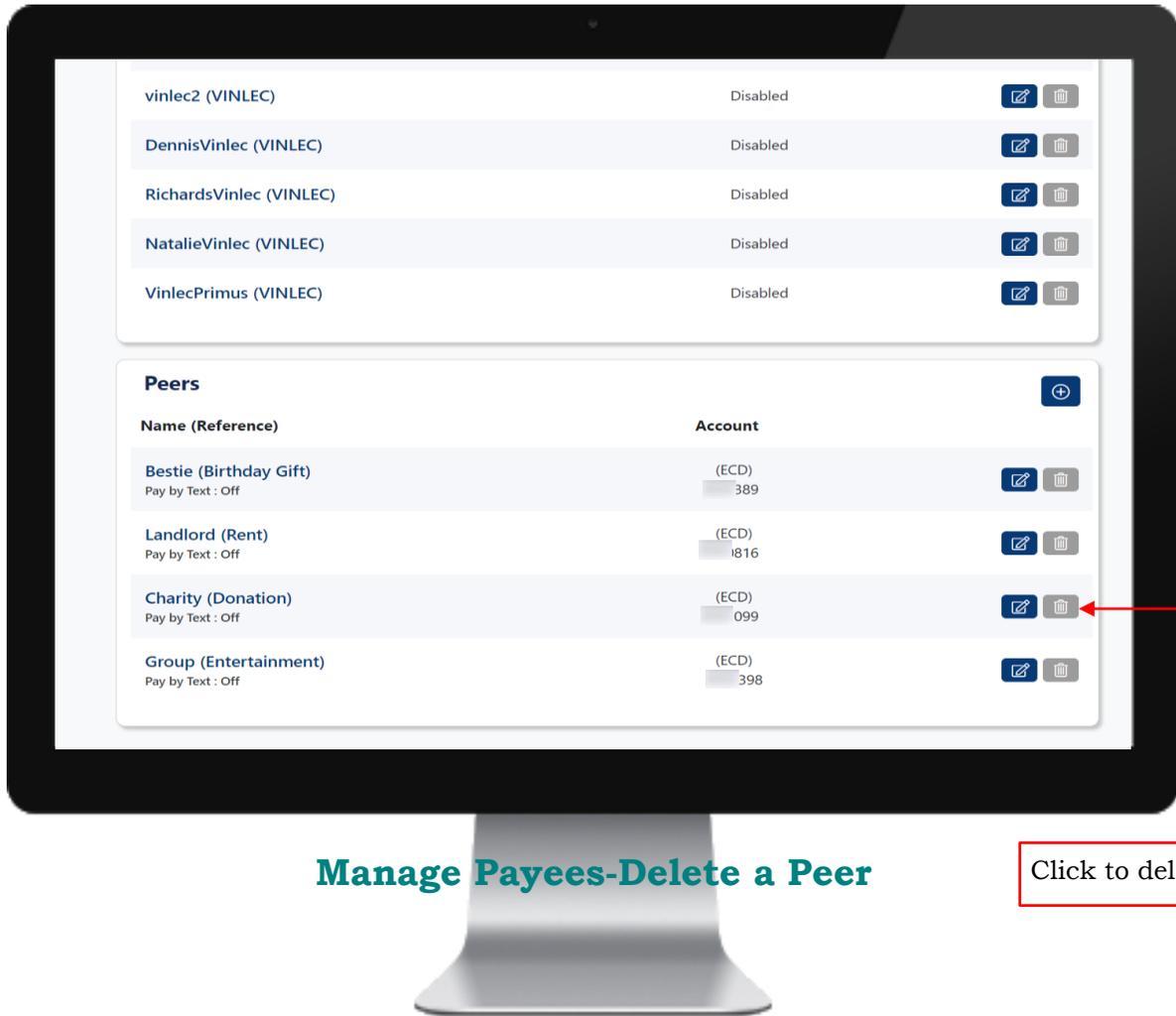
**Notes**

Clicking “**Update a Peer**” icon would display the screen on the left.

On the “**Update a Peer**” page, you will only be able to update the Nickname and Transaction Reference.

**N.B.** If you wish to change/update the Account Number then you will have to Delete (pg. 19) the Peer and Add a Peer with the correct account number.

After the changes have been made to the Peer click “**Submit**” after you have reviewed the details and you are satisfied or “**Back**” if you are not satisfied to make any changes



**Manage Payees-Delete a Peer**

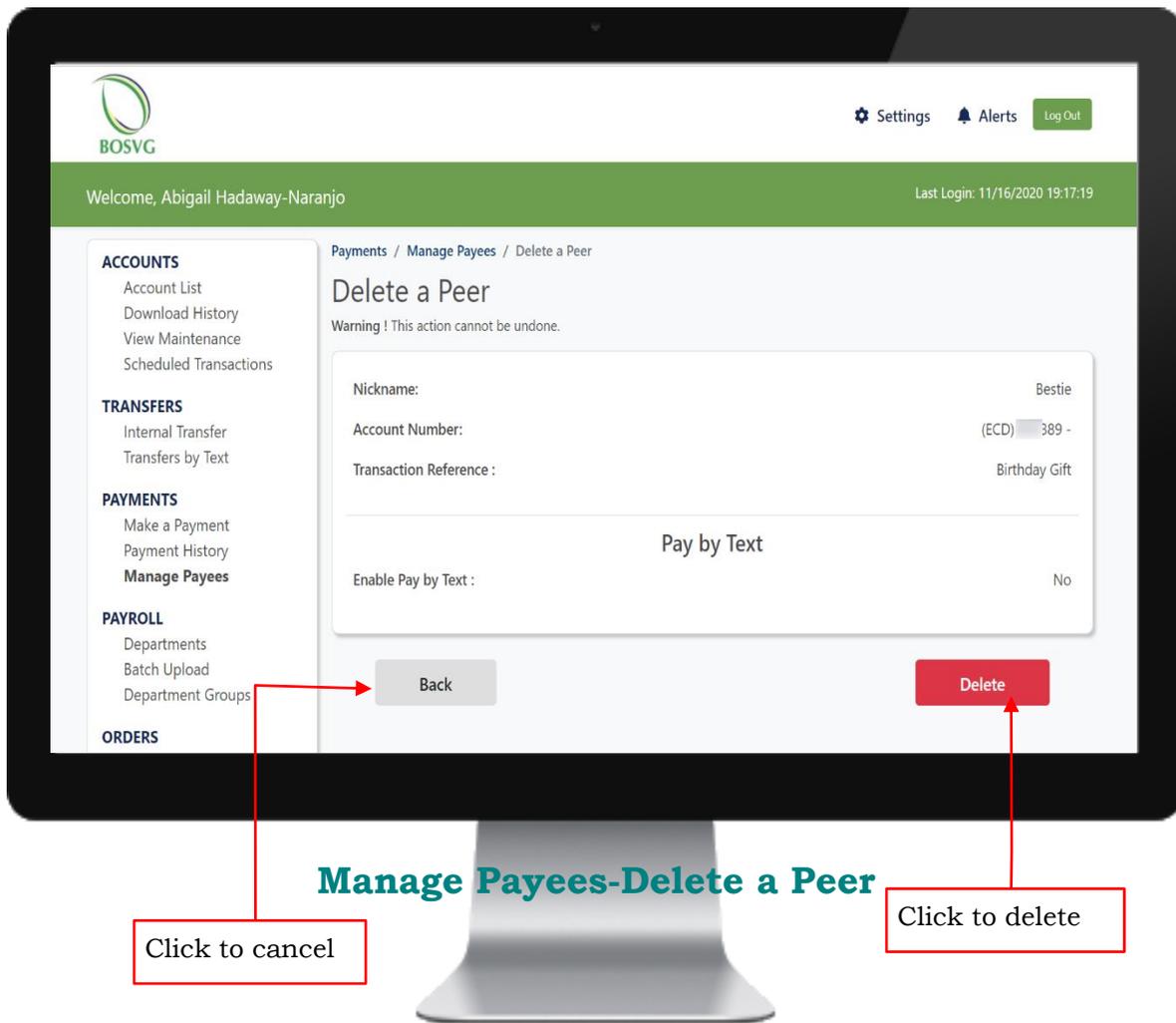
Click to delete Peer

**Instructions – Manage Payees – Update a Peer**

No.	Task Details
1	Select Peer you wish to delete
2	Click on <b>“Delete a Peer”</b> icon

**Notes**

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### Manage Payees-Delete a Peer

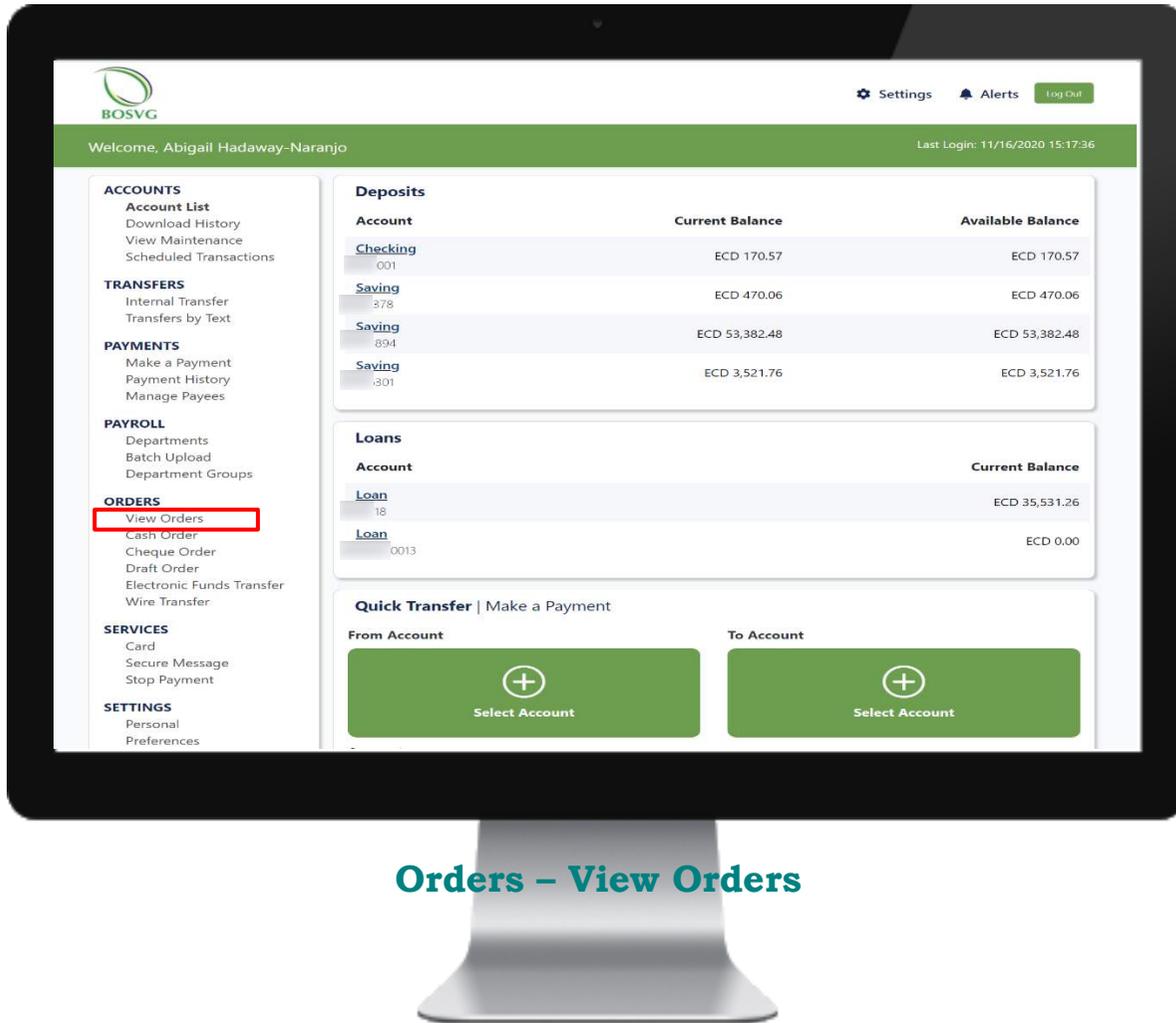
Click to cancel

Click to delete

#### Instructions – Manage Payees – Delete a Peer

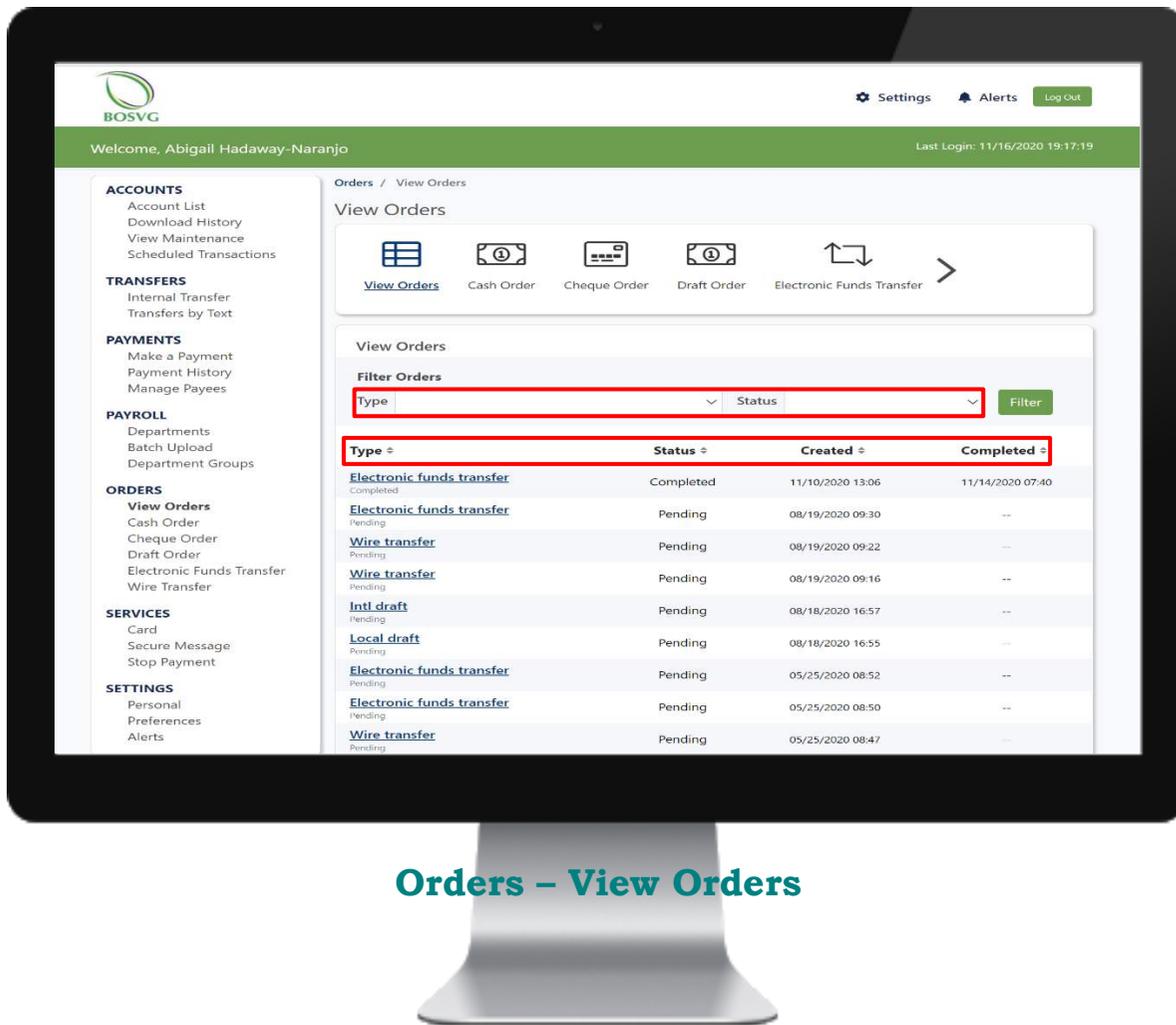
No.	Task Details
1	Click <b>“Delete”</b> to save or <b>“Back”</b> to cancel.

#### Notes

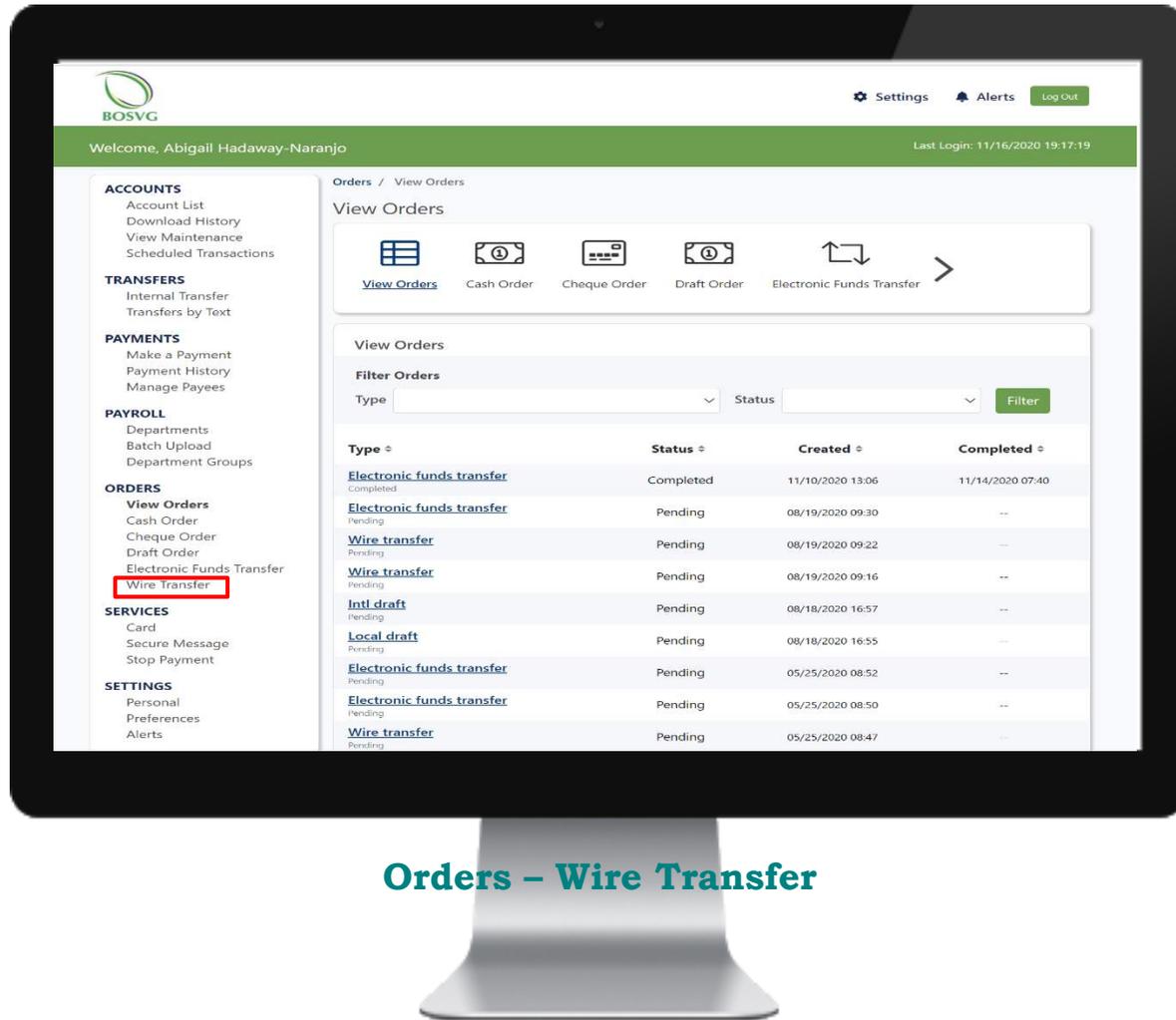


**Orders – View Orders**

Instructions –Orders – View Orders	
No.	Task Details
1	Click on <b>“View Orders”</b> in the <b>“Orders”</b> list on the <b>“Home page”</b>
Notes	



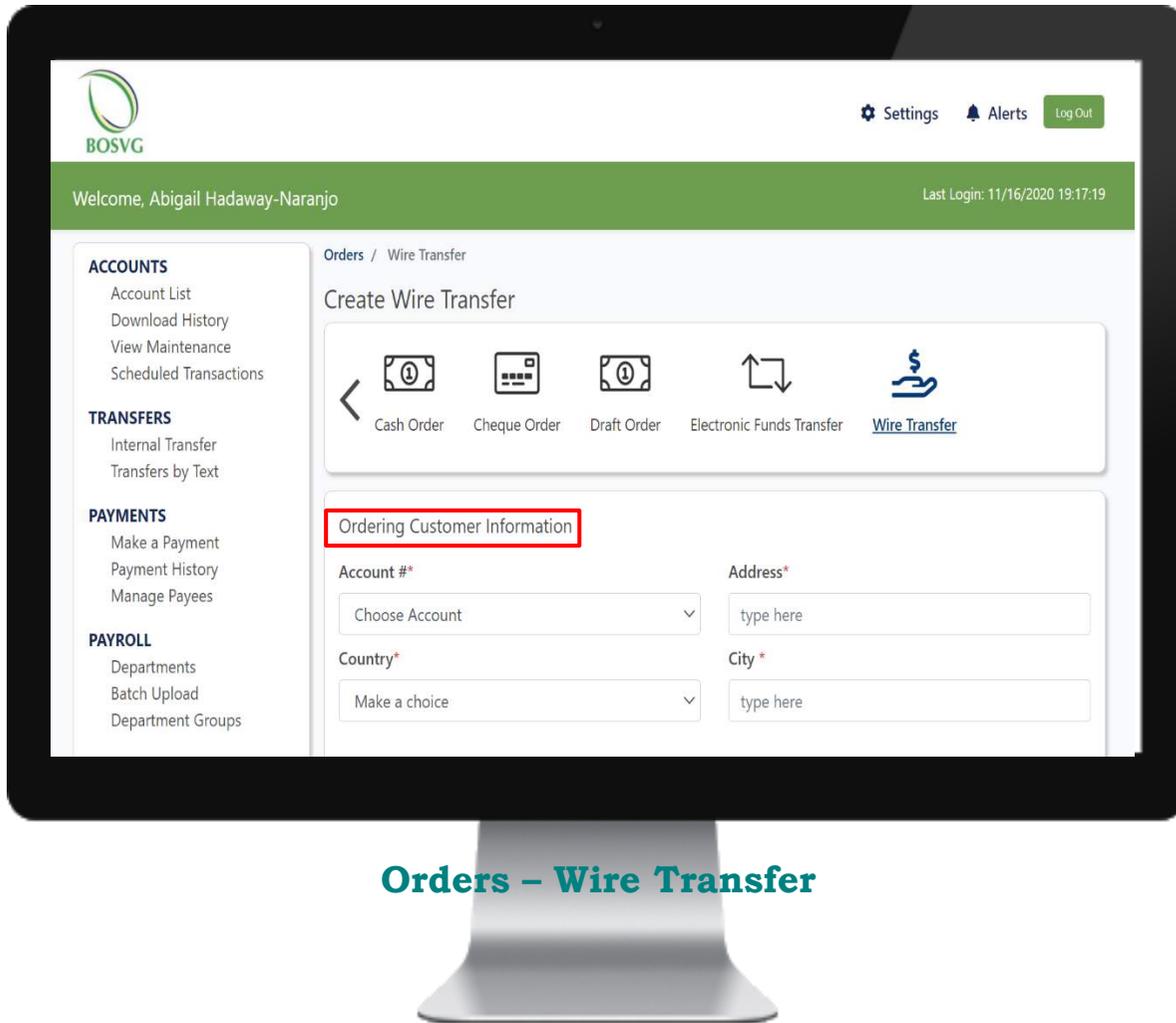
Instructions –Orders – View Orders	
No.	Task Details
Notes	
	<p>Clicking <b>View Orders</b>” would display the screen on the left</p> <p>here you can view &amp; monitor:</p> <ul style="list-style-type: none"> <li>• Wire transfers</li> <li>• Electronic Funds Transfers (EFT)</li> </ul> <p>View Orders screen – Will display the following information:</p> <ul style="list-style-type: none"> <li>• Type</li> <li>• Status</li> <li>• Created (date &amp; time)</li> <li>• Completed (date &amp; time)</li> </ul> <p>If you are looking for a specific transaction, a search can be done by the transaction:</p> <ul style="list-style-type: none"> <li>• Type</li> <li>• Status</li> </ul>



**Orders – Wire Transfer**

**Instructions –Orders – Wire Transfer**

No.	Task Details
1	Click on <b>“Wire Transfer”</b> under <b>“Orders”</b> on the <b>“Home page”</b>
Notes	



**Orders – Wire Transfer**

**Instructions –Orders – Wire Transfer**

No.	Task Details
1	

**Notes**

Here you can create a wire!

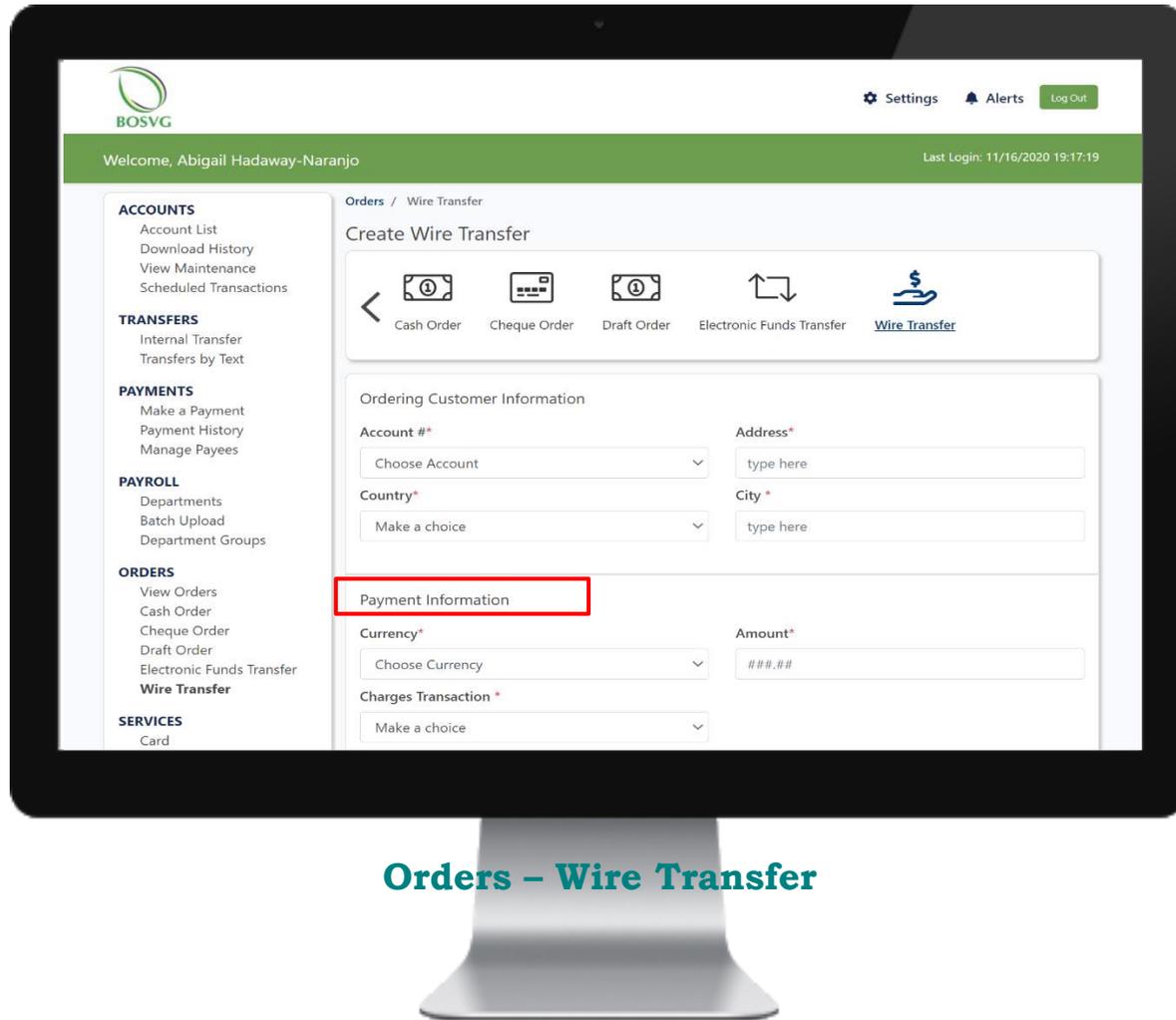
To Create a Wire, it is important to first have all the necessary information and then correctly insert this information. (Please visit BOSVG’s website for related fees/charges regarding wires).

We have broken this into 5 headings:

1. Ordering Customer Information
2. Payment Information
3. Beneficiary Bank Information
4. Beneficiary Customer Information
5. Intermediary Bank Information

**Ordering Customer Information:**

- **Account # – account you wish to debit**
- **Country – select your country from list**
- **Address – type your residential address**
- **City – type your city/village/town**



**Orders – Wire Transfer**

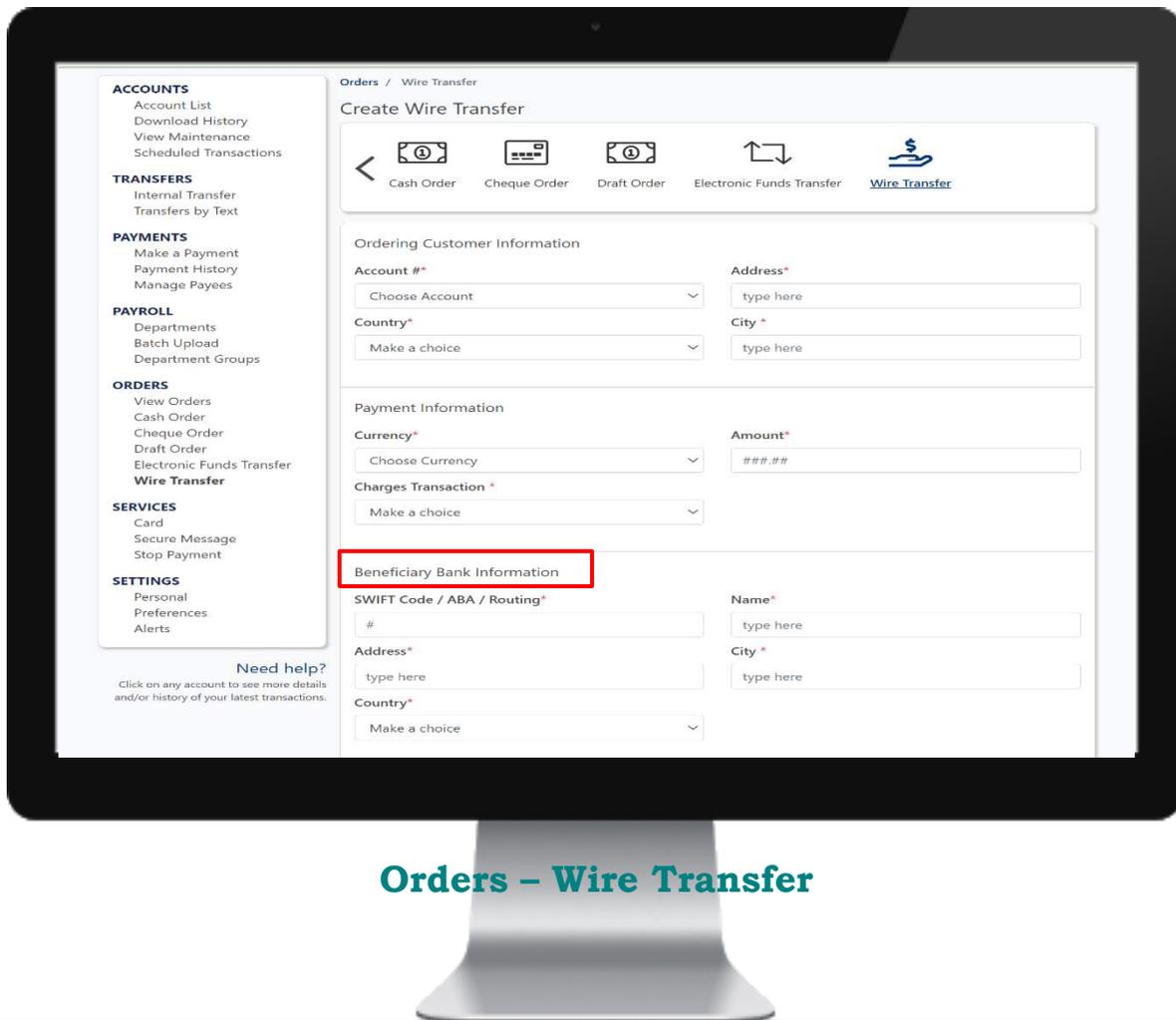
**Instructions –Orders – Wire Transfer**

No.	Task Details

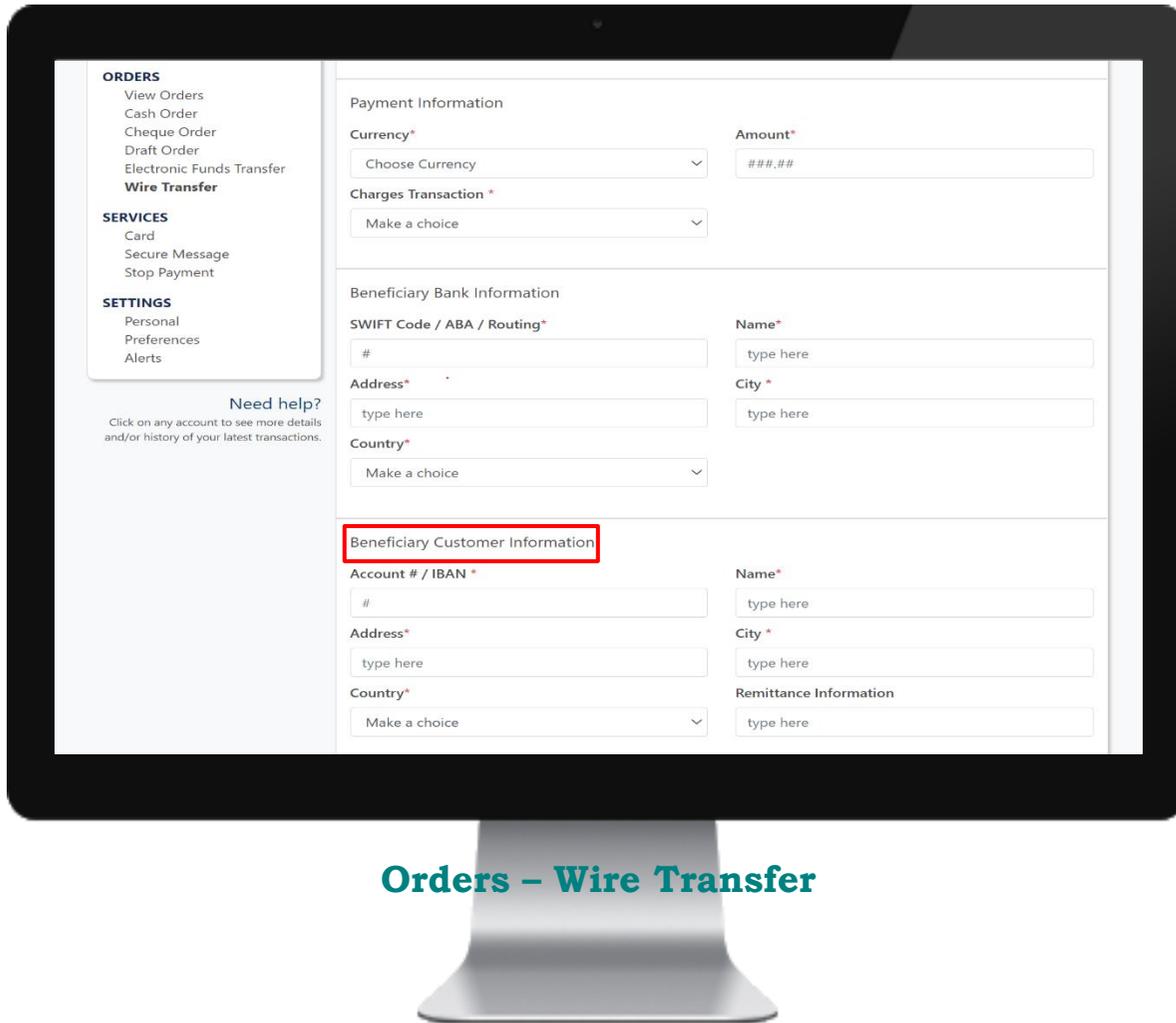
**Notes**

**Payment Information – represents transaction details:**

- **Currency** – select the type of currency you want the wire to be from the list
- **Amount** – Insert the amount of the wire in full
- **Charges Transaction** – automatically set to “SHA”.



Instructions –Orders – Wire Transfer	
No.	Task Details
Notes	
	<p><b>Beneficiary Bank Information – represents receiving bank details</b></p> <ul style="list-style-type: none"> <li>• Swift Code / ABA / Routing – type receiving bank’s code or routing number</li> <li>• Address – type address of the receiving bank</li> <li>• Country – select country of the receiving bank</li> <li>• Name – type bank’s name</li> <li>• City – type bank’s city</li> </ul>



**Orders – Wire Transfer**

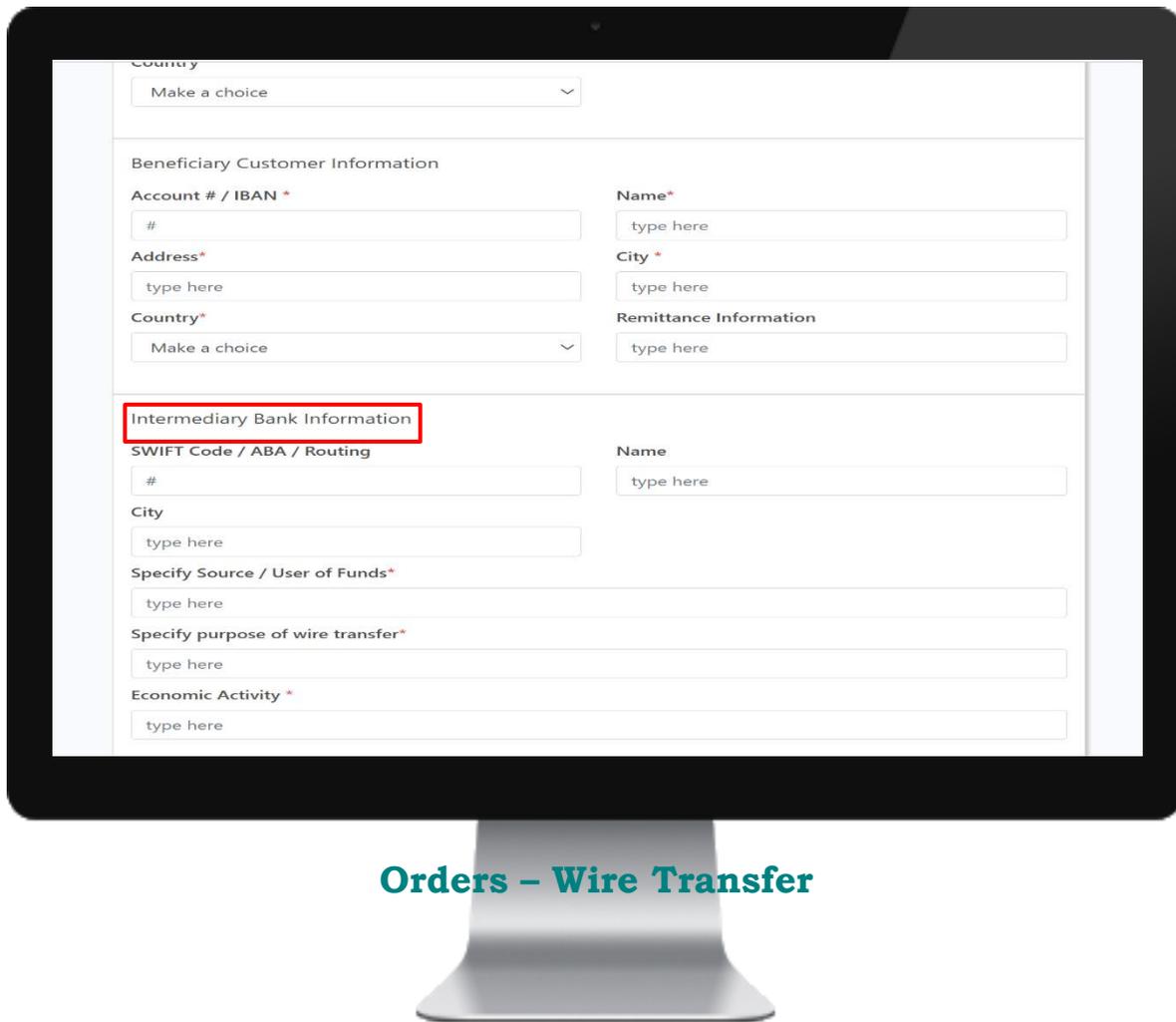
**Instructions –Orders – Wire Transfer**

No.	Task Details

**Notes**

**Beneficiary Customer Information – represents receiving customer details:**

- **Account # / IBAN – the receiver’s account # or IBAN #**
- **Address – customer’s address**
- **Country – customer’s country**
- **Name – customer’s name**
- **City – customer’s city/village/town**
- **Remittance Information – reason or information for wire (maximum of 35 characters)**



**Orders - Wire Transfer**

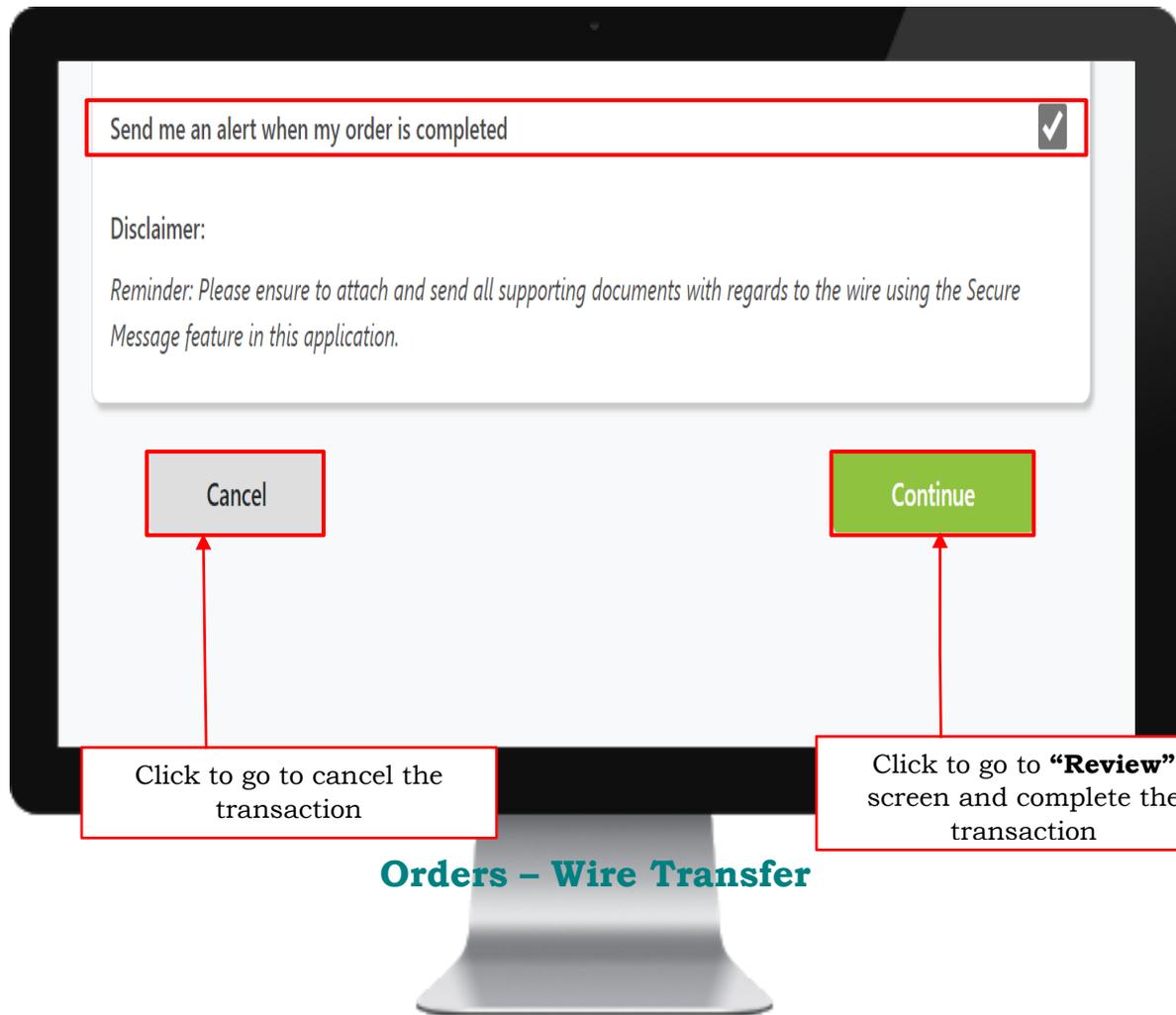
**Instructions -Orders - Wire Transfer**

No.	Task Details

**Notes**

**Intermediary Bank Information (if required) - represents inter-bank's details:**

- **Swift Code / ABA / Routing - type intermediary bank's code or routing number.**
- **City - type intermediary bank's city**
- **Name - type intermediary bank's name**
- **Specify Source / User of Funds - type in the source or user of funds**
- **Specify purpose of wire transfer - type reason for wire**
- **Economic Activity - how the funds will be used**



**Orders – Wire Transfer**

**Instructions –Orders – Wire Transfer**

No.	Task Details

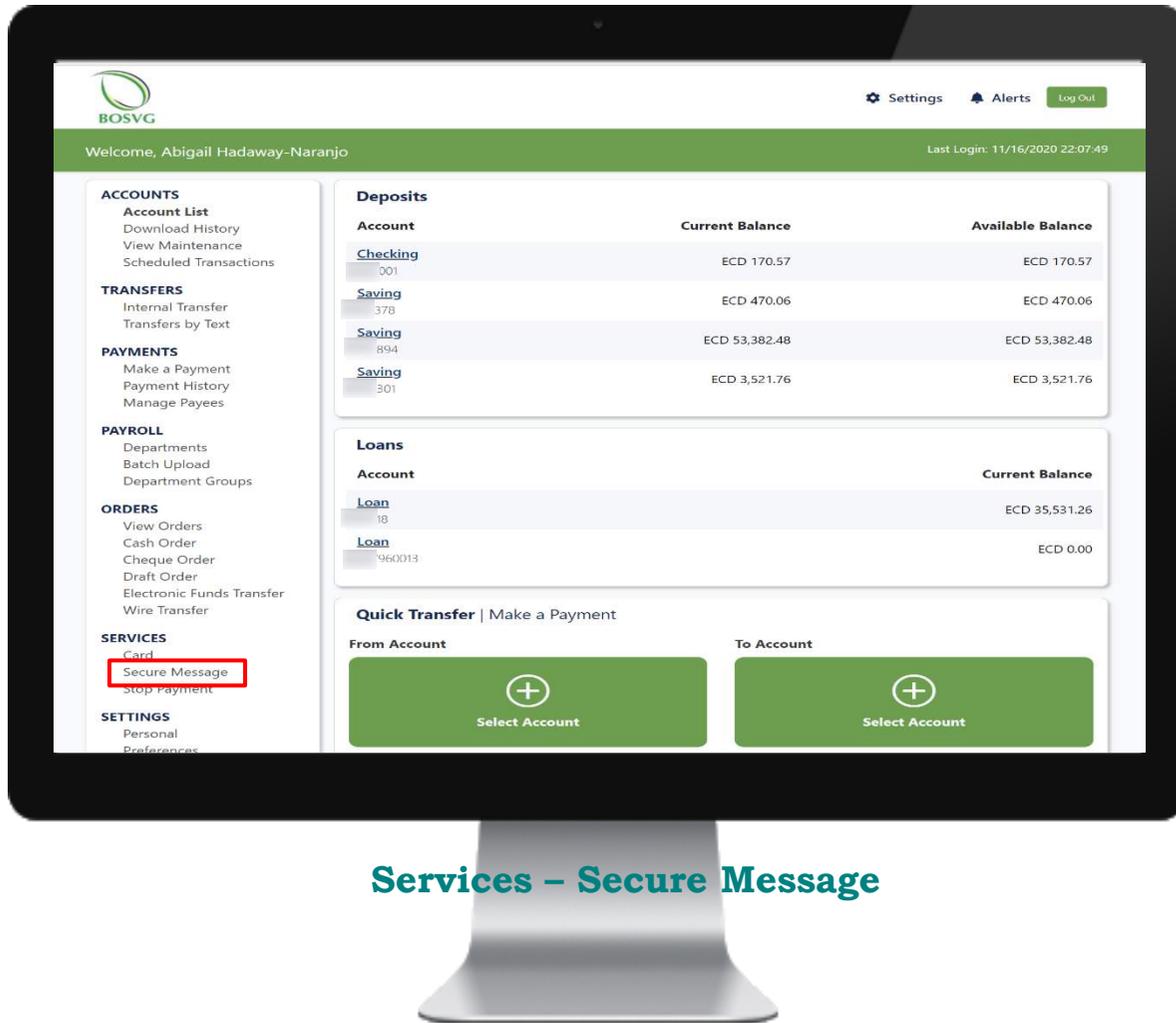
**Notes**

**N.B.** Please ensure to attach and send all supporting documents with regards to the wire using the Secure Message feature.

After you have correctly inserted the information, click "**Continue**". You will be directed to a **review screen**. On this screen you can click "**Back**" to make any changes or "**Submit**".

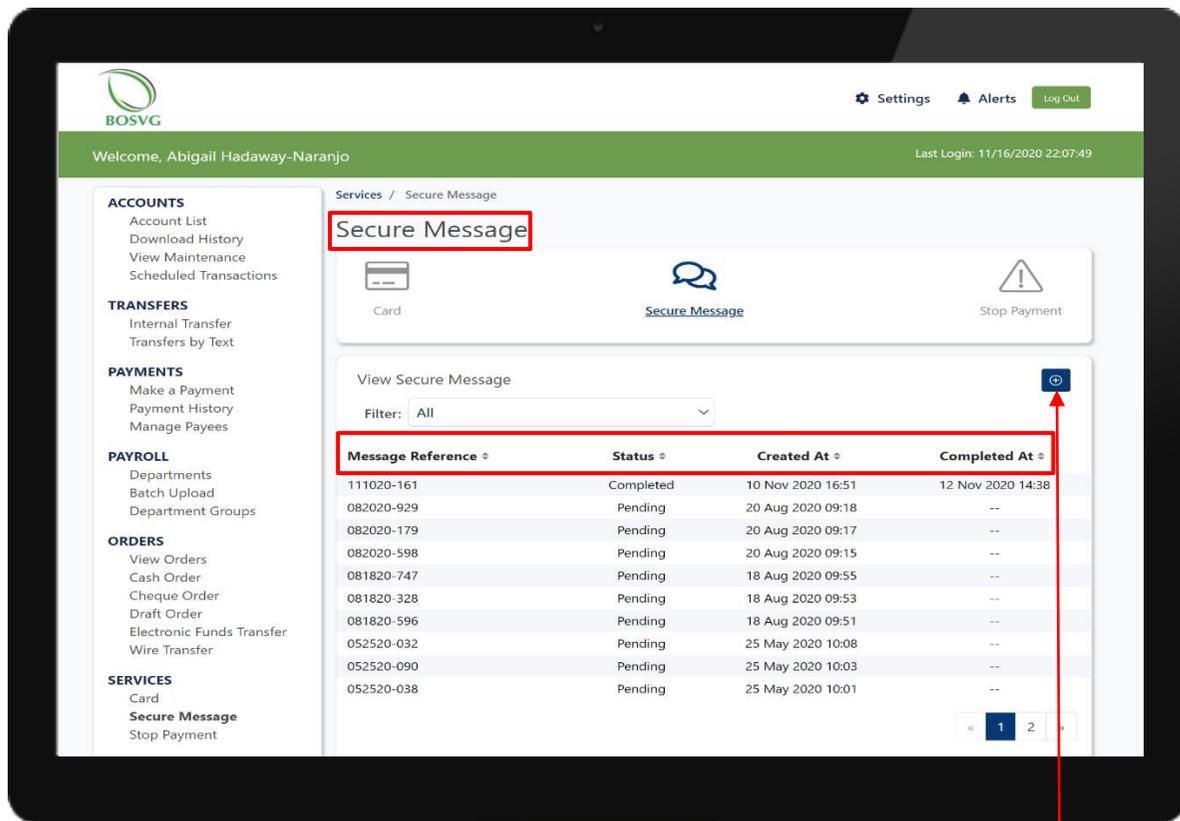
By clicking "**Submit**", BOSVG will receive the information for processing and you will receive a confirmation email.

You will be notified via email if there are any errors, with the reason, so that the necessary amendments can be made. Once everything is in order, you will receive a notification of completion as a result of the "**Send me an alert when my order is completed**" notification being automatically checked.



**Services – Secure Message**

Instructions –Services – Secure Message	
No.	Task Details
1	Click on <b>“Secure Message”</b> under the <b>“Services”</b> list on the <b>“Home page”</b>
Notes	



## Services – Secure Message

1. click on the add icon to create a new secure message.

### Instructions –Services – Secure Message

No.	Task Details
1	Click on icon to create a secure message

### Notes

Clicking on the **“Secure Message”** would display the screen on the left

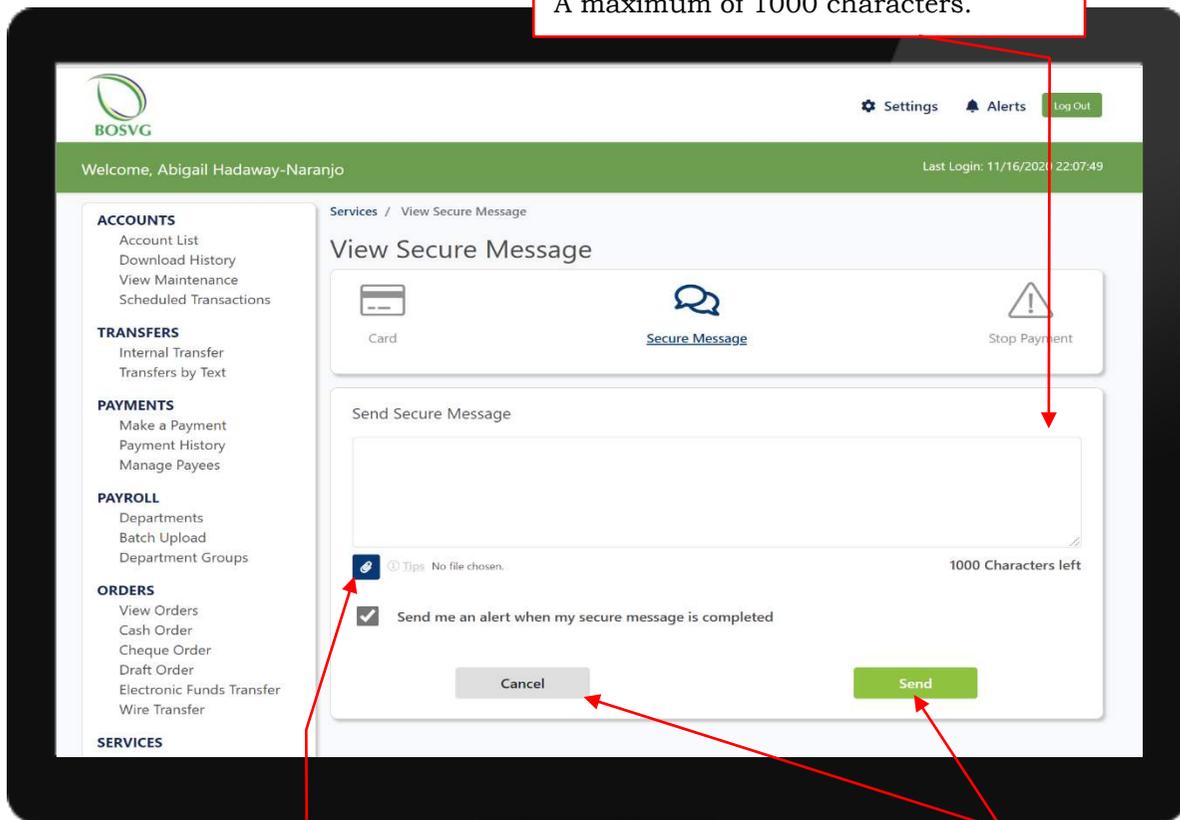
Here, you can contact us using your Online Banking by typing a message, attaching a file if necessary and track any messages that you have already sent.

Secure Message will display your message history with the following headings:

- Message Reference
- Status
- Created At
- Completed At

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2. Type your message within the box.  
 A maximum of 1000 characters.


**Services – Secure Message**

3. You can also attach a file by clicking the attach file icon.  
 (Recommended for wires).

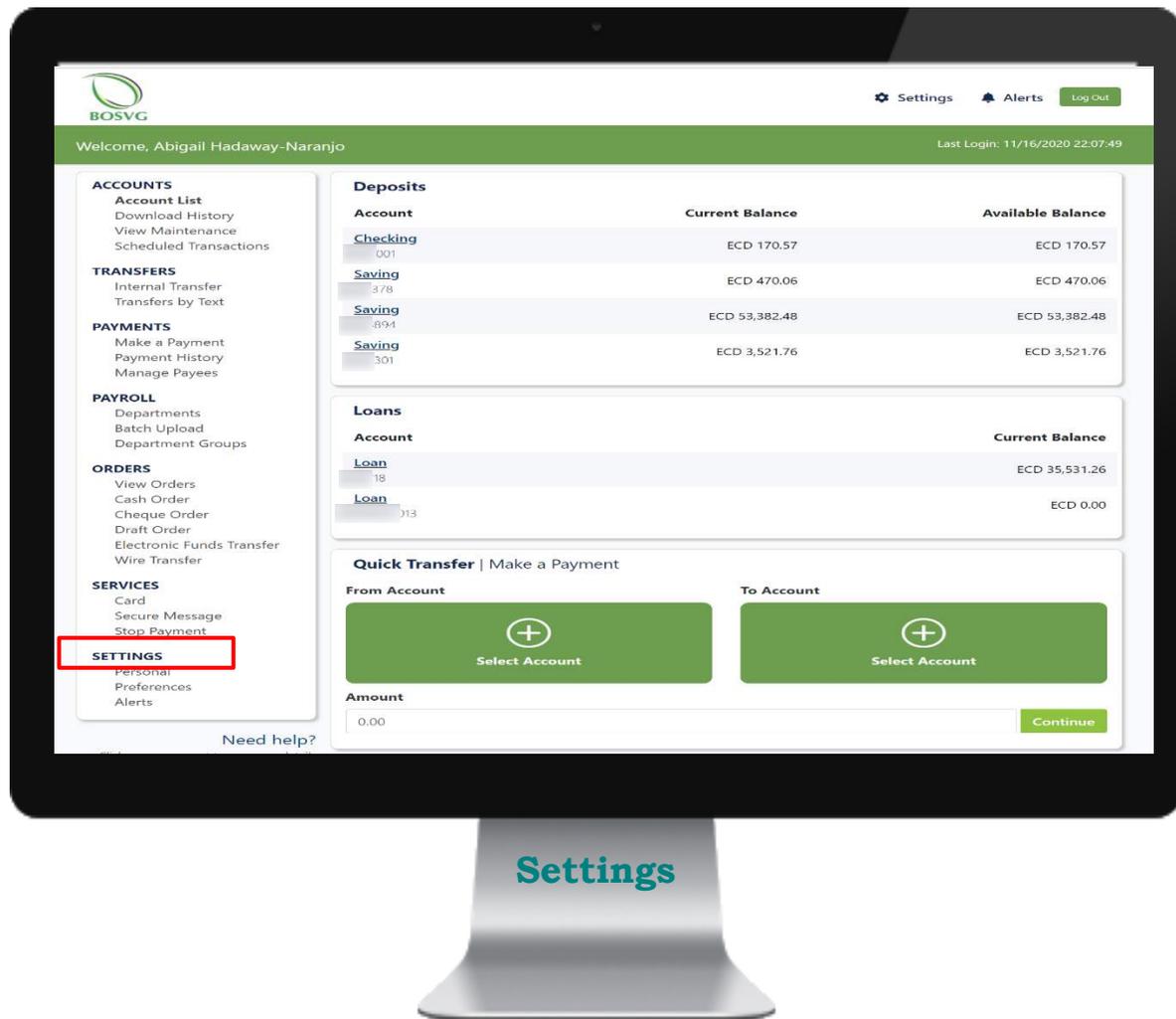
4. Click **“Send”** to complete the message or **“Cancel”** to cancel it.

**Instructions –Services – Secure Message**

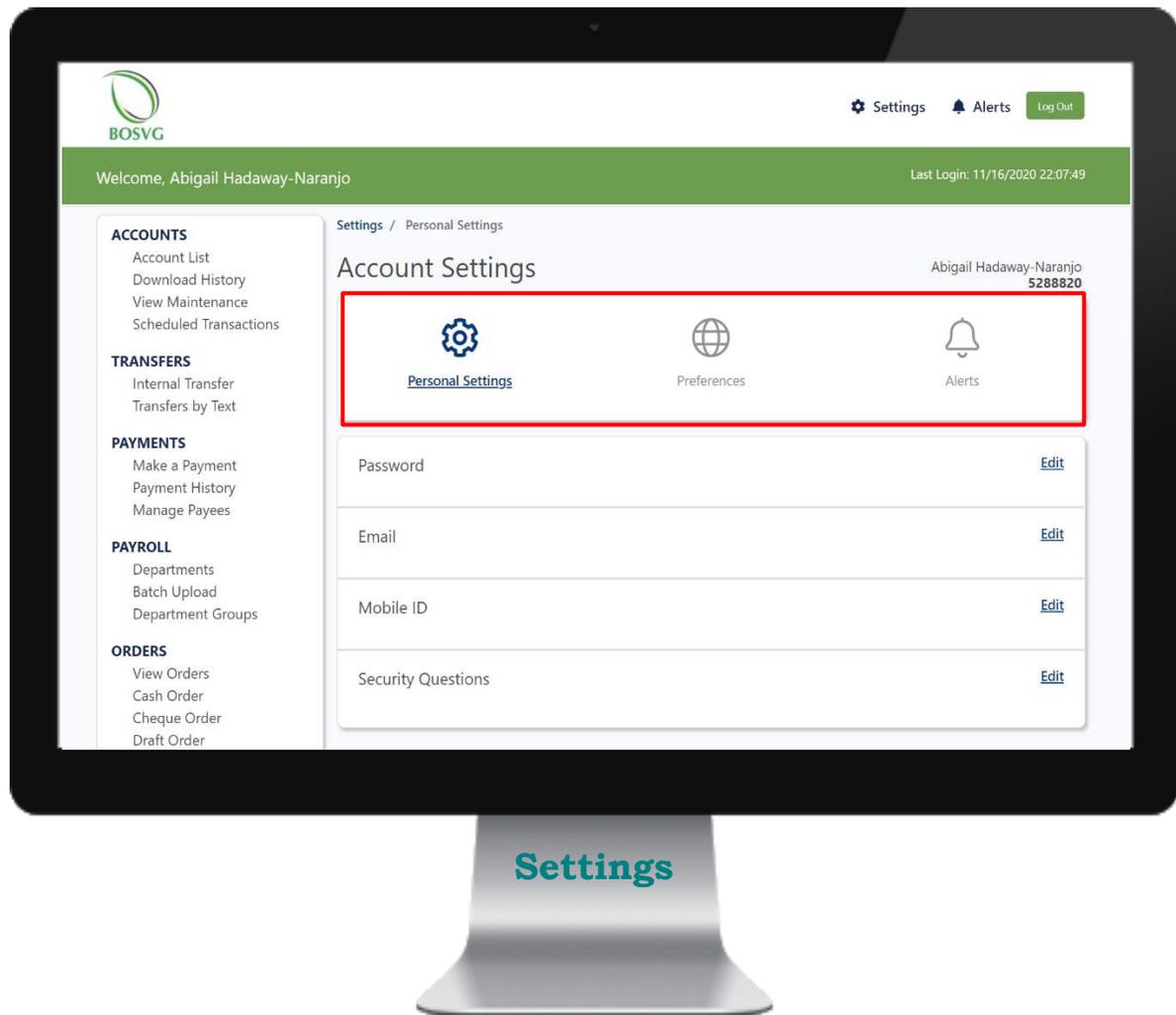
No.	Task Details
2	Type your message within the box. A maximum of 1000 characters.
3	Add an attachment if you wish
4	Click <b>“Send”</b> when you are completed. A dialog box will appear with a reference number or click <b>“Cancel”</b> to cancel the message

**Notes**

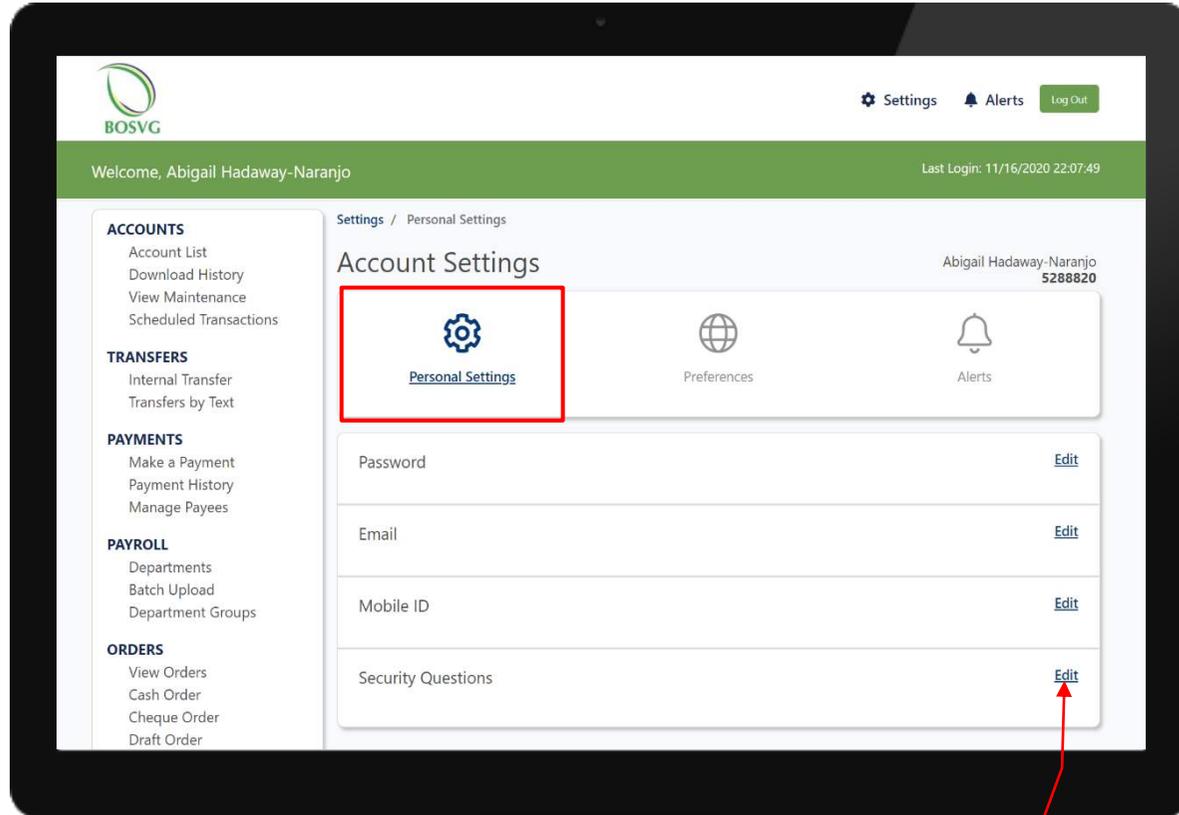
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Instructions –Settings	
No.	Task Details
1	Click on <b>“Settings”</b> on <b>“Home page”</b>
Notes	



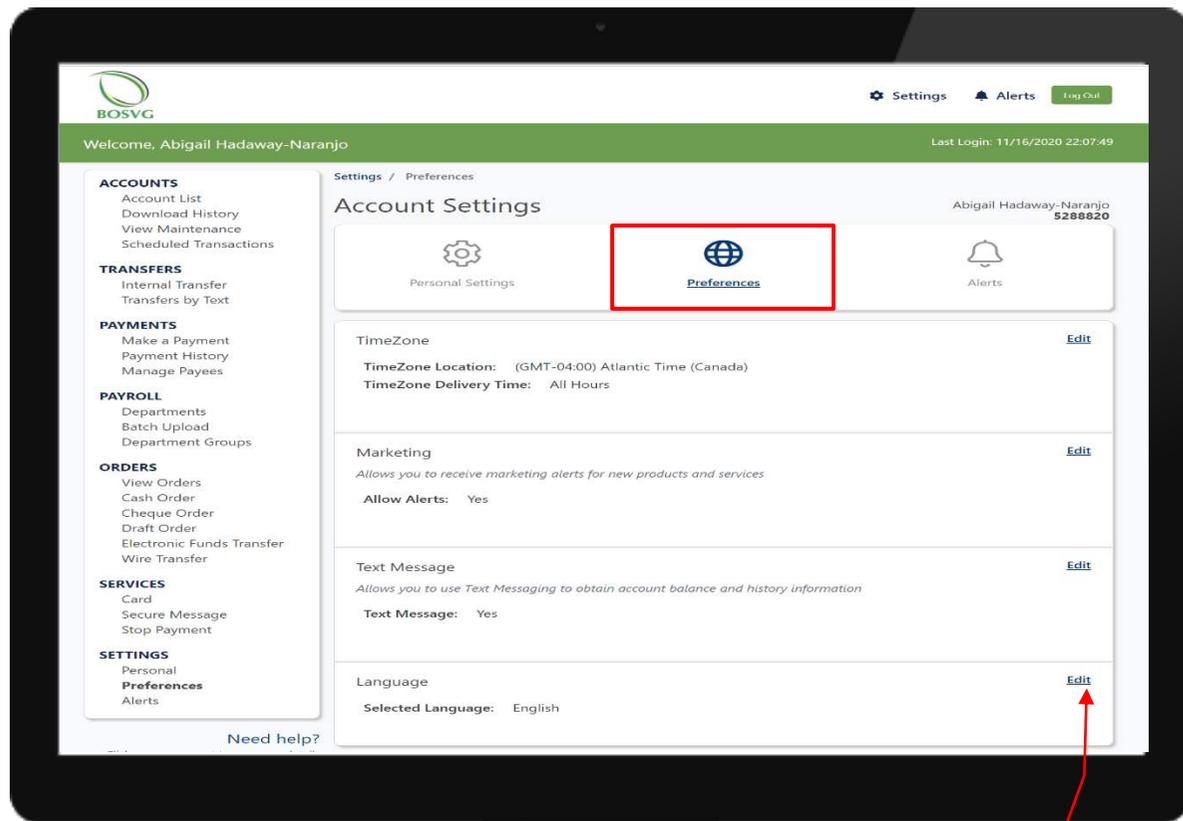
Instructions –Settings	
No.	Task Details
1	Click on <b>“Settings”</b> on <b>“Home page”</b>
Notes	
	Settings has three (3) headings: <ul style="list-style-type: none"> <li>• Personal</li> <li>• Preferences</li> <li>• Alerts</li> </ul>



**Settings - Personal**

By clicking on **“Edit”** you may change your personal settings as you wish

Instructions –Settings-Personal	
No.	Task Details
<b>Notes</b>	
	<p>Personal Settings is where you can edit your:</p> <ul style="list-style-type: none"> <li>• Password</li> <li>• Email</li> <li>• Mobile ID</li> <li>• Security Questions</li> </ul>

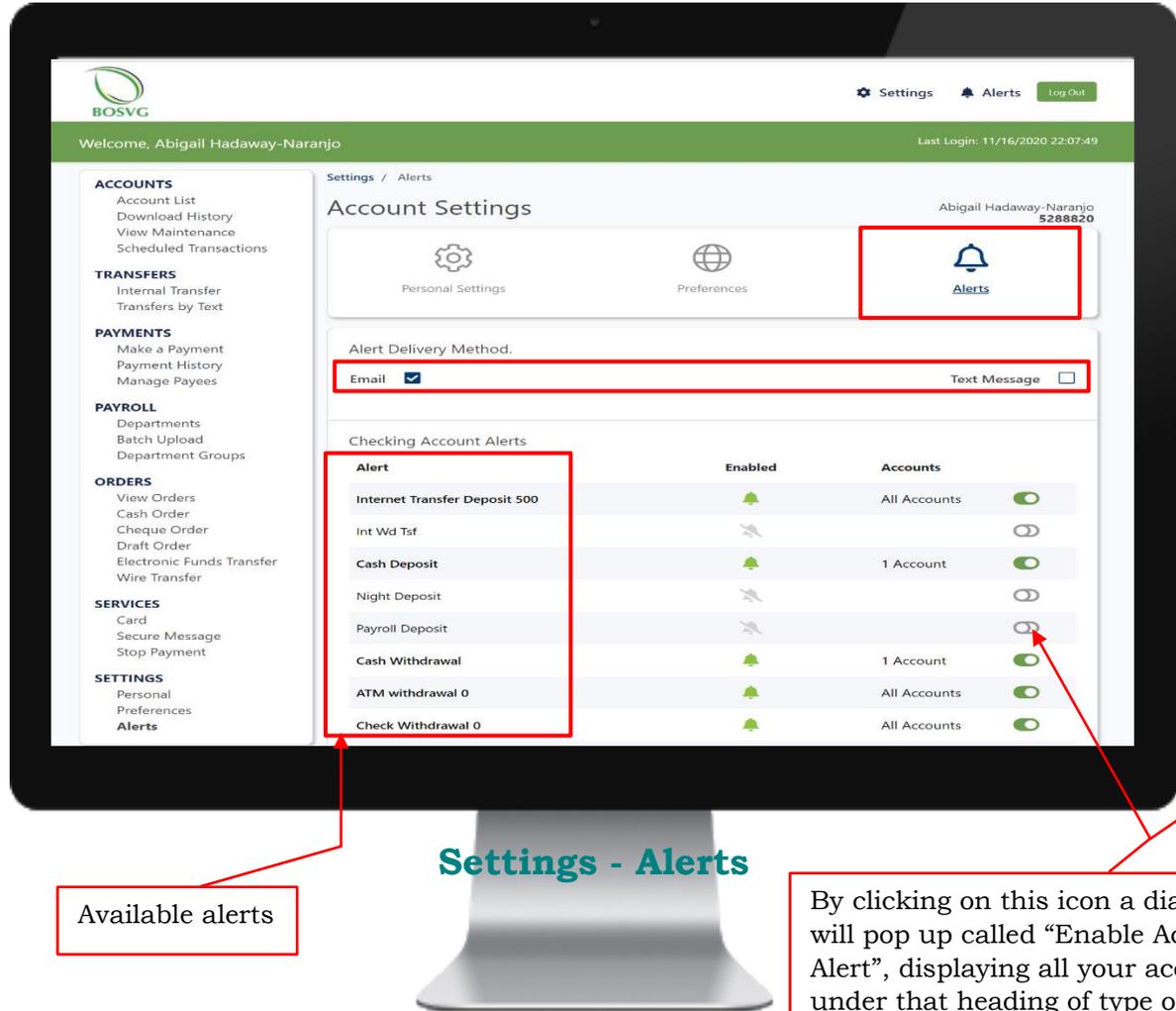


## Settings - Preferences

By clicking on **“Edit”** you may change your settings as you wish

### Instructions –Settings-Preferences

No.	Task Details
<b>Notes</b>	
	<p>Preferences is where you can edit your:</p> <ul style="list-style-type: none"> <li>• Time Zone</li> <li>• Marketing</li> <li>• Text Message</li> <li>• Language</li> </ul>

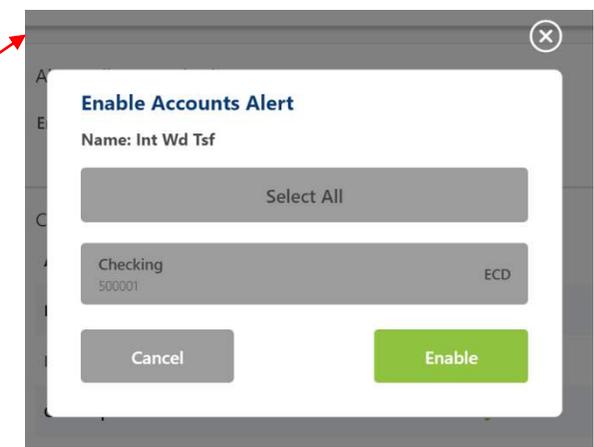


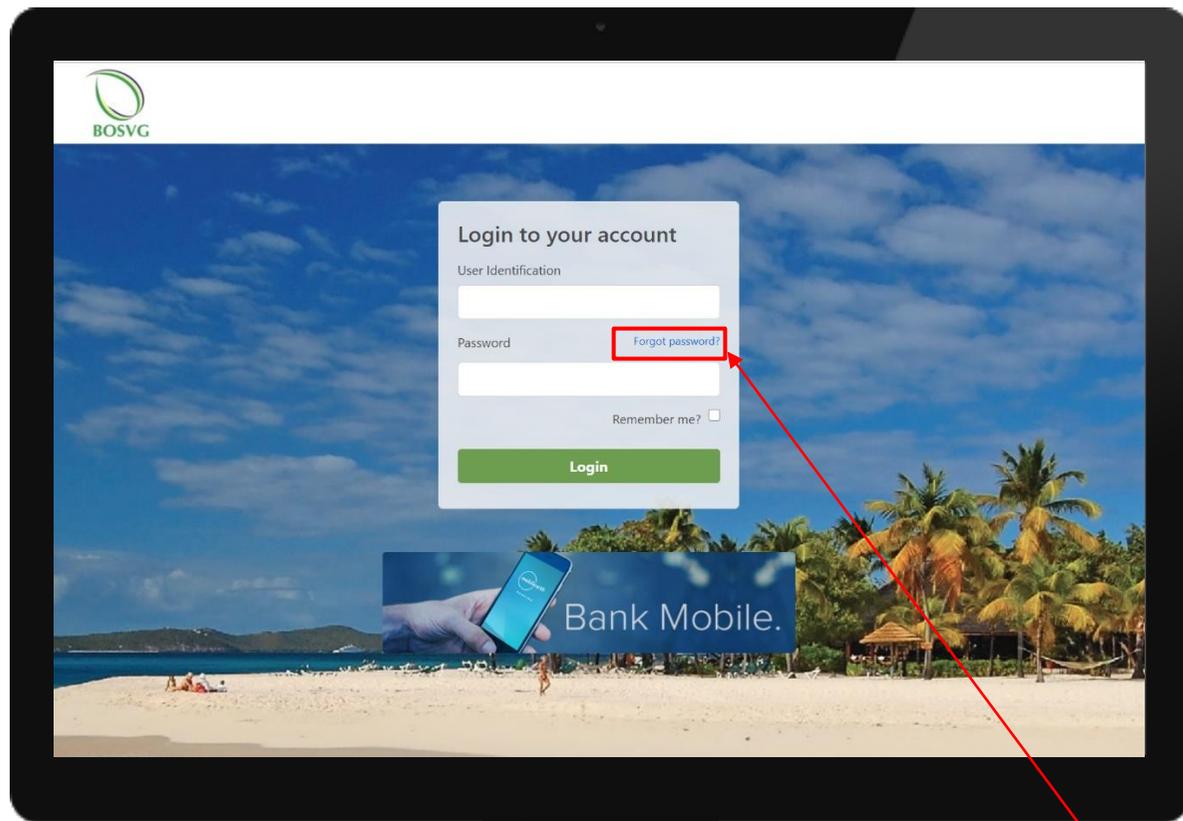
**Settings - Alerts**

Available alerts

By clicking on this icon a dialog box will pop up called "Enable Accounts Alert", displaying all your accounts under that heading of type of account

Instructions – Settings - Alerts	
No.	Task Details
<p style="text-align: center;"><b>Notes</b></p> <p>Alerts is where you can edit/set up your:</p> <ul style="list-style-type: none"> <li>• Alert Delivery Methods</li> <li>• Alerts for any of your accounts</li> </ul> <p>Your accounts will be separated by type of account e.g.:</p> <ul style="list-style-type: none"> <li>• Checking Accounts</li> <li>• Savings Accounts</li> <li>• CD Accounts</li> </ul> <p>All of the available alerts will be displayed to the left of the screen.</p>	



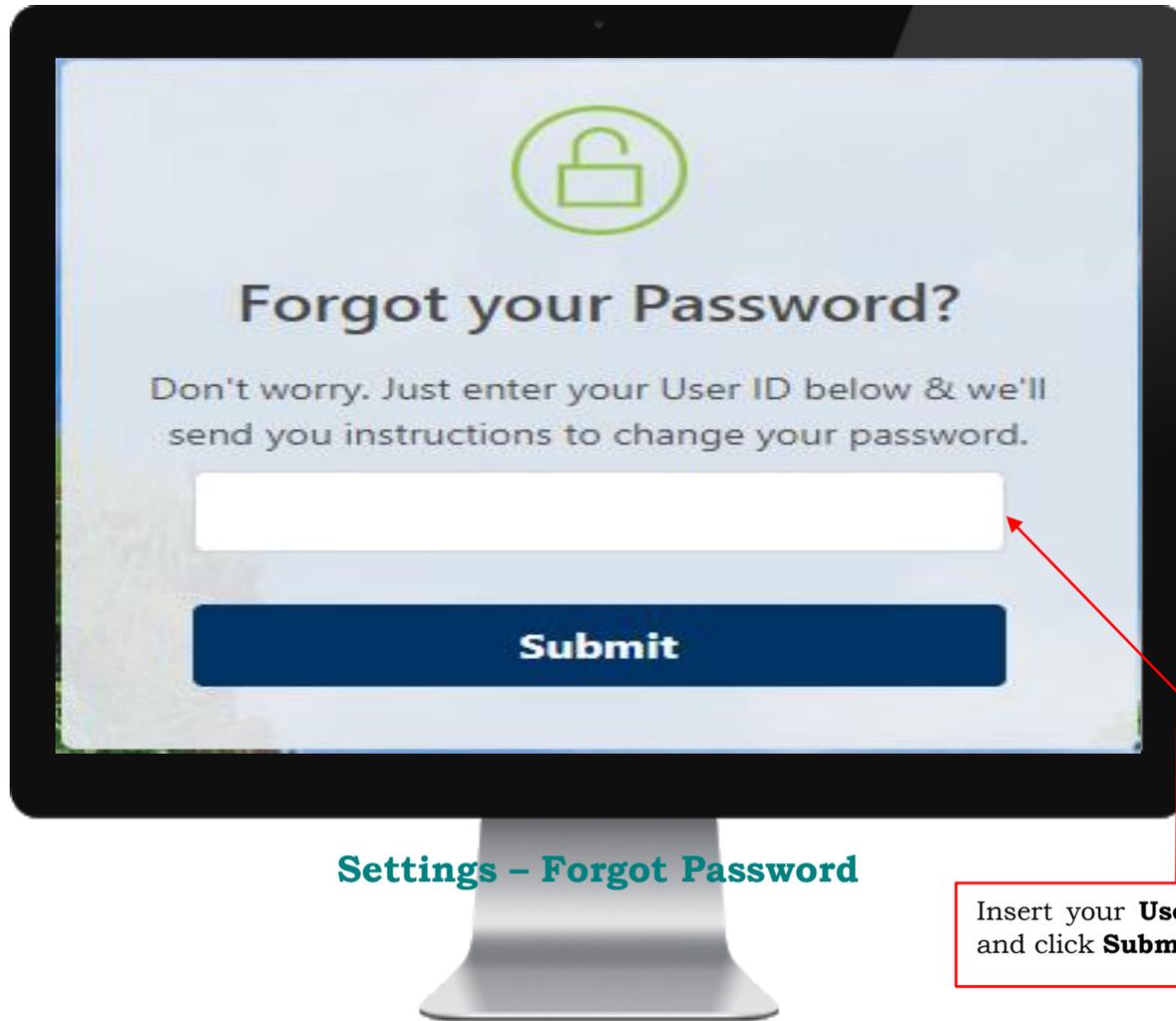


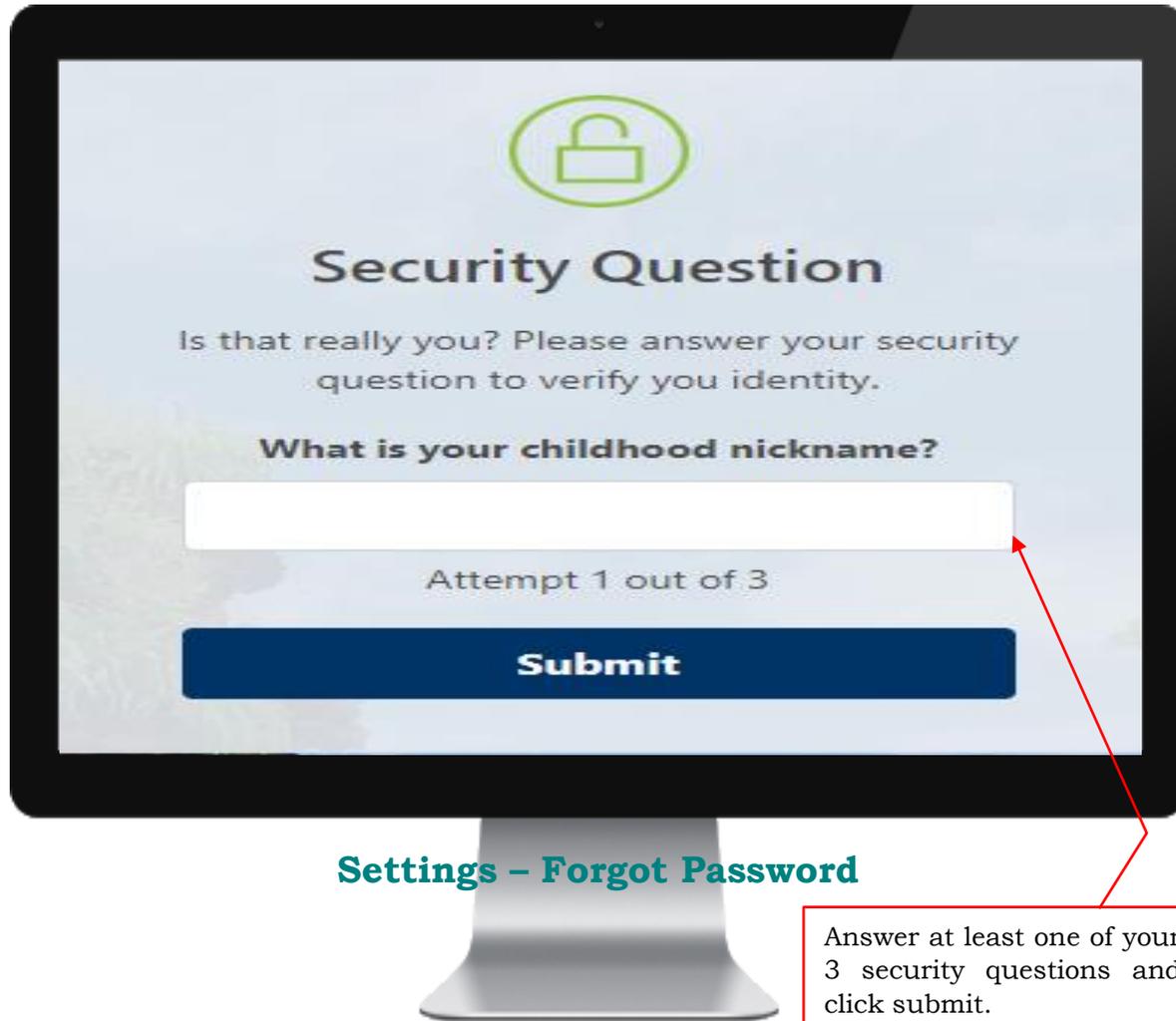
### Settings – Forgot Password

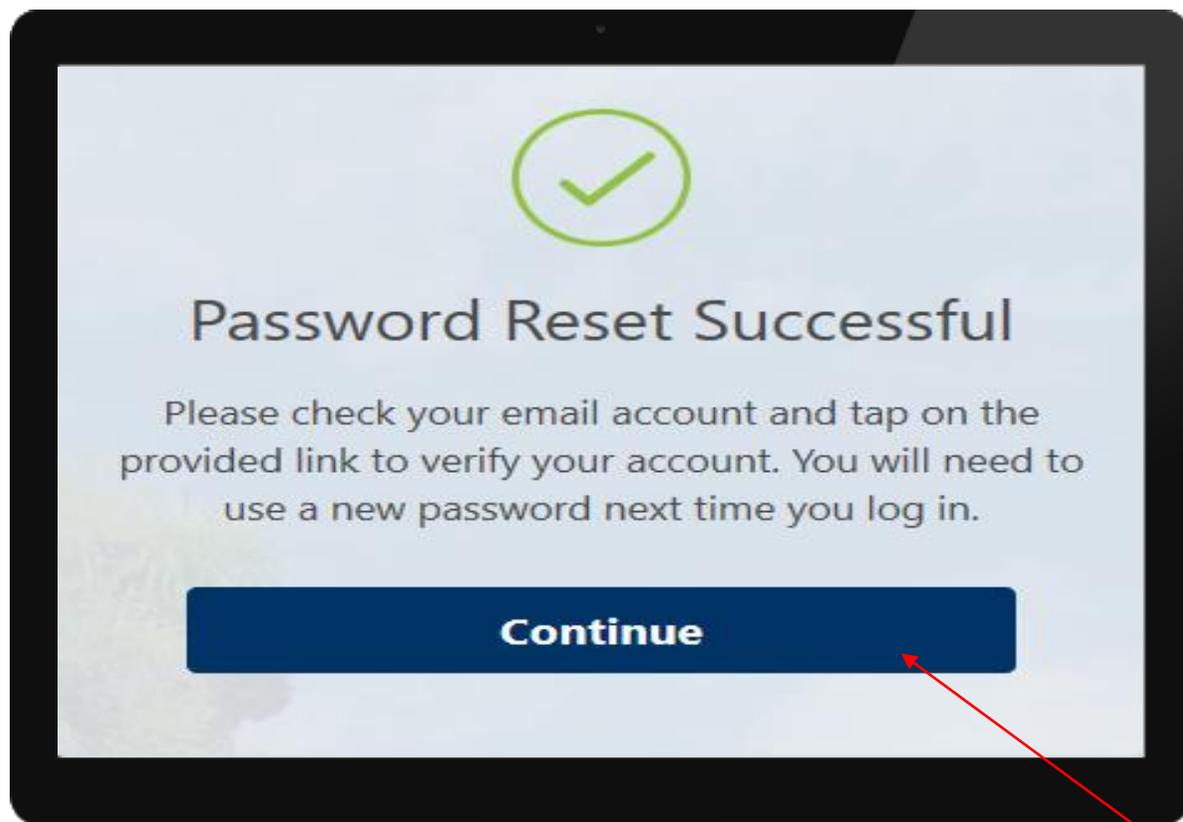
Clicking “**Forgot password?**” This allows you to reset your password and insert a new password.

#### Instructions – Forgot Password

No.	Task Details
Notes	
	BOSVG’s upgraded Online Banking platform allows you to perform a self-reset in the event you have forgotten your password.

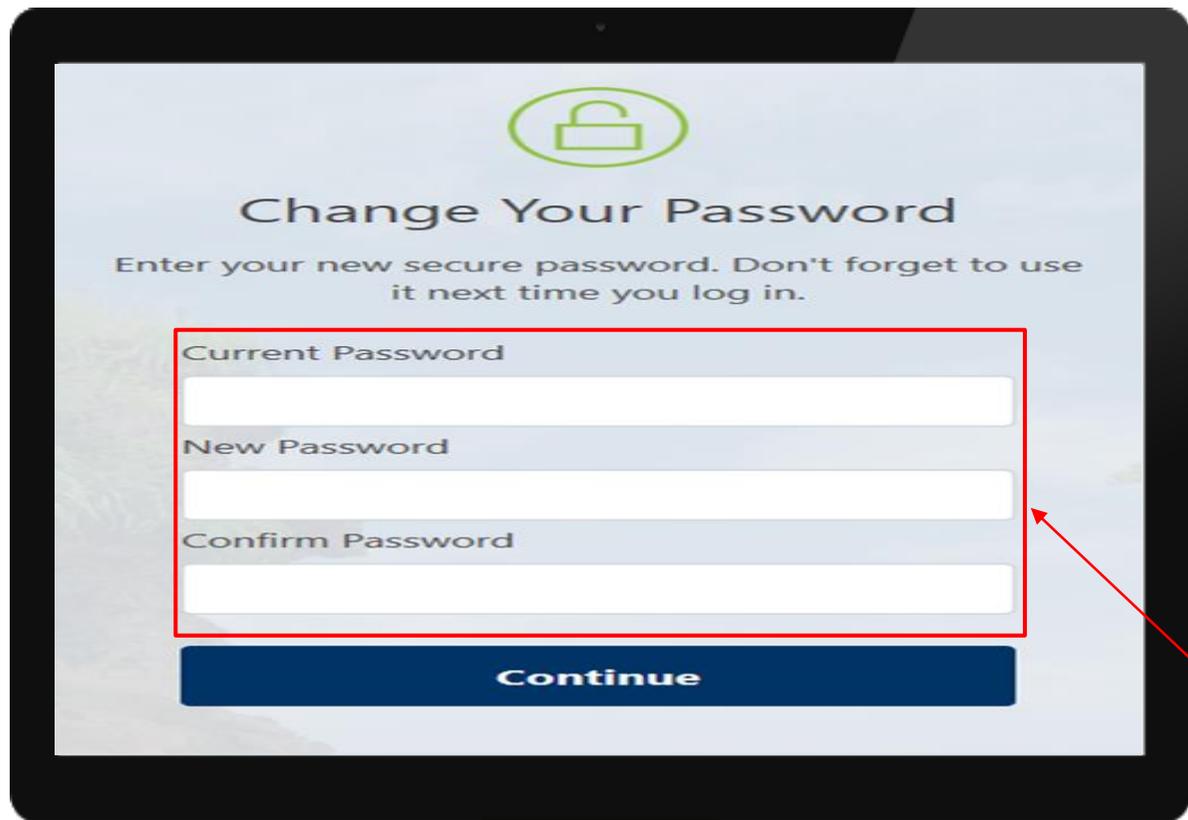






**Settings – Forgot Password**

Click **Continue**. And retrieve your temporary password from your email.



**Settings – Forgot Password**

Insert the password that you receive via email into the **Current Password** and insert your new password into **New Password**, **Confirm Password** and then click **Continue**.



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