BANK OF INDIA <u>estarconnect Internet Banking Services</u> <u>USER MANUAL</u>

INTRODUCTION:

To enable the customers to access their accounts and to do transactions within accounts of the customer as well as to the third party accounts, Bank of India has come out with this product **estarconnect Internet Banking Services.** To give a fair idea to the customers with regard to the functionality of the services and to equip them with the information for doing transactions through **estarconnect Internet Banking Services**, this manual is being given. We are sure that customers will be benefitted to a great extent with the help of this manual having screen shots of different segments of **estarconnect Internet Banking Services**.

How to access estarconnect Internet Banking Services:

To access the *estarconnect* Internet Banking Services being provided by our Bank, please input the <u>https://estarconnect.bankofindia.com/gtp</u> in the address bar of the internet explorer and you will be taken to the login screen, wherein click on 'Login' to proceed towards login username & password. After this user needs to input the OTP password (Six digits password obtained from the OTP Token provided by the bank for *estarconnect* Internet Banking Services) as per the following screen shot:



For going back, please always press *Home Page* link instead of *back* switch of the browser.

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On inputting of OTP password, user will be taken to the following screen depicting different menu options to access the account.

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This page shows the latest balances in all the accounts attached to the particular customer id for which this *estarconnect* Internet Banking Services account is operational. From here the user can do funds transfer transactions, take a look at the statement for the accounts, request for cheque books etc. and can also access system features for changing password etc. as is being narrated hereinafter.

System Features:

Assigning beneficiary account/SWIFT beneficiary:

Prior to going for any transaction for funds transfer to any internal or third party accounts as well as remitting funds through SWIFT, user needs to assign the beneficiary account / SWIFT Beneficiaries in the system, which can be done through System Features -> Beneficiary Accounts / Swift beneficiaries:

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While going through the respective sub-menu options i.e. Beneficiary accounts for accounts wherein internal and domestic (third party) transactions are to be done and SWIFT beneficiaries for sending remittances through SWIFT, click the switch 'ADD' to add beneficiary details.

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To Add a SWIFT Beneficiary:

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Enter IBAN Number (For UK and Europe) or 15/16 Digit number for Indian Beneficiary etc for creating a swift beneficiary and click on Beneficiary Bank Name Search . The following screen will appear. Enter the Bank BIC Code and search for the branch where the beneficiary account is maintained:

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Please note that for every transaction to be done through *estarconnect* **Internet Banking Services,** it is *mandatory* to incorporate the details of the beneficiary / SWIFT beneficiary.

Alerts:

Another feature as a part of system features, is addition of alerts if the customer wants to be advised about the transaction done through *estarconnect* Internet Banking Services via email, then the same can be added through Alerts.

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System Features	Change Account Balance Alert	
Change Profile	Company Details	
Accounts	Abbreviated Name: 532580 Name: SIKKA	
Beneficiary Accounts	Address: STAFF	
SWIFT Beneficiaries	Contact Name: MANMOHAN SINGH	
Balance	Alert : Online 🔊	
Audit Queries	There is no alert setup.	
Login	Add Online Alert	
Product		
System Features		
Other		
	Save Cancel Help	
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Audit Querries:

Through 'Audit querries', access to the *estarconnect* Internet Banking Services can be tracked by the customer. Through this the customer / user can check all the details about customer's login activity, any addition/deletion/modification made in the system features etc., as each and every activity performed in the *estarconnect* Internet Banking Services is invariably audit trailed.

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System Features	Audit: login (list)								
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	Thursday, February 18, 2010 3:57:36 PM SGT	<u>Login</u>	SIKKA	Successful					
Login	Thursday, February 18, 2010 4:01:48 PM SGT	Logout	SIKKA	Successful					
System Features	Friday, February 19, 2010 12:37:05 PM SGT	<u>Login</u>	SIKKA	Successful					
Other	Friday, February 19, 2010 12:38:24 PM SGT	Logout	SIKKA	Successful					
	Monday, February 22, 2010 4:51:16 PM SGT	Login		Permission denied					
	Monday, February 22, 2010 4:51:44 PM SGT	Login	SIKKA	Successful					
	Monday, February 22, 2010 5:07:24 PM SGT	Logout	SIKKA	Successful					
	Wednesday, February 24, 2010 9:24:43 AM SGT	Login	SIKKA	Successful					
	Wednesday, February 24, 2010 9:30:19 AW SGT	Logout	SIRKA	Successful					
	Wednesday, February 24, 2010 10:44-41 AM SOT	Logar	SIKKA	Successful					
	Tuesday, March 2, 2010 10:14:30 AM SOT	Login	SIKKA	Successful					
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Change Profile:

Through this option the user can change the password, any time to protect secrecy of the account.

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Change Profile	User Details					
Accounts	Contract: Login Id: Nomo:		532580 Sikka	CTIVIA		
Beneficiary Accounts SWIFT Beneficiaries	Language / L	Locale:	English V	SINA		
Alerts						
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Product	Confirm Pae	eword:				
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FUNDS TRANSFER:

As already discussed, funds transfer is the main activity area of transaction based **estarconnect Internet Banking Services.** For customers / Users it makes possible to do any transction like transferring funds to internal /third party accounts and to send requests for SWIFT transaction. All the following screen shots depict the various activities that can be performed using this Menu option, and in each activity screen the help is available for the users to enable them to effectively make use of the facility.

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Fund Transfer	Presenta	ation of the Module					
Fund Transfer	From this	s screen, the user is able to a	ccess the Fund Transfer mod	dule provided by Cash Portal.			
Internal Transfer	The cust	omer is able to transfer funds	between accounts internally	or towards a third party			
Domestic Transfer			bottioon accounts internan,	or to nan do a um a party.			
Retrieve Draft							
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Pending Transfers							
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Fund Transfer	Create an Internal Fund Transfer		
Fund Transfer Internal Transfer Domestic Transfer Switt Transfer Betrieve Draft	The execution date is the date the funds will move from your accounts. Transfer can be made immediately or scheduled to a day in the future. Fund Transfer Details Execution Date: 08/03/2010	I	
Retrieve Unsigned			=
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	Transfer Details Amount: Description:		
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Fund Transfer	Create an Domestic Fund Transfer		
Fund Transfer	The execution date is the date the funds will move from your accounts. Transfer can be made immediately or scheduled to a day in the future.		
Internal Transfer Domestic Transfer	Fund Transfer Details		
Swift Transfer Retrieve Draft Retrieve Unsigned	Execution Date: 08/03/2010		=
Pending Transfers	Applicant Details Ordering Account:		
Transfers Inquiry	Account Ccy.: 5325800032 (MANMOHAN SINGH SIKKA)		
Maintenance	5325800035 (SIKKA MANMOHAN SINGH)		
Rejected Transfers Future Payments	Beneficiaries Details Beneficiary Account: Account Coy.:		
	Transfer Details		
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Fund Transfer	Create a Swift Fund Transfer	
Fund Transfer	The execution date is the date the funds will move from your accounts. Transfer can be made immediately or scheduled to a day in the future.	
Internal Transfer	Lund Transfor Dataile	
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For any request being sent through *estarconnect* Internet Banking Services for remittance through SWIFT, please ensure that all the details such as the SWIFT code of the beneficiary bank, Correspondent / Intermediary bank, beneficiary's account details etc. are correctly input to avoid delay in remittance.

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Fund Transfer List of Pending Fund Transfer Transactions	
Fund Transfer Hint: You may use wildcards in your search string. Ex: type *MYTEXT* to search for the items containing the MYTEXT string.	
Internal Transfer Domestic Transfer Switt Transfer Switt Transfer Retrieve Unsigned Output Format: Screen CSV: Output Format: Screen CSV Spreadsheet Asystem Id © A Type © A Status © A Ordering Account © A Count © A Amount © A Input © A Execution	2
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Fund Transfer	Inquiry - List of Transactions		
Fund Transfer	In the Inquiry function, you must enter the search criteria of the transactions that you wish to list for.		
Internal Transfer Domestic Transfer Swift Transfer Retrieve Draft Retrieve Unsigned Pending Transfers Transfers Inquiry Maintenance Rejected Transfers Future Payments	Hint: You may use wildcards in your search string. Ex: type *MYTEXT* to search for the items containing the MYTEXT string. System Id: Ordering Account: Beneficiary Account: Ccy.: Output Format: Screen Search CSV Spreadsheet		
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Fund Transfer	Maintenance of Rejected Transa	ctions									
Fund Transfer	In order to delete transaction reco	rds from the system, check the bo	x on each record to be deleted	d and press the Delete butto	in.						
Internal Transfer Domestic Transfer Swift Transfer Retrieve Draft Retrieve Unsigned Pending Transfers	Hint: You may use wildcards in your s System Id: Beneficiary Account: Ccy.:	earch string. Ex: type "MYTEXT" to se	arch for the items containing the M	MYTEXT string.							
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Fund Transfer	Maintenance of Future Payments				
Fund Transfer	Hint: You may use wildcards in your search string, Ex: type *MYTEXT* to se	earch for the items containing the MYT	EXT string.		
Internal Transfer	System Id:				
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ACCOUNT BALANCE:

This is yet another feature under the *estarconnect* Internet Banking Services to facilitate the customers to enquire balance in the different accounts, to generate and take print outs of the statement of account/s and to search for the transactions already done by the customers in their accounts.

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Balances	Account Balances					
Balances	Account information is current as of 08/03.	/2010.				
Statements	Hint: You may use wildcards in your searc	h string. Ex: type *MYTEXT* to search for th	he items containing the M	IYTEXT string.		
Transaction Search	Ccy. Account Number	~				
Pending Transactions	Description					
Posted Transactions	Search					
	Select a currency to display balances:	SINGAPORE DOLLAR (SGD) AUST DOLLAR (AUD)	*			
	Account Number	EURO (EUR) HONG KONG DOLLAR (HKD)		Ccy.	Balance i	Balance in SGD
	Savings Account	INDIAN RUPEES (INR) JAPANESE YEN (JPY)				
	<u>5325800032</u>			SGD	<u>2,431.10</u>	2,431.10
	<u>5325800035</u>	SINGAPORE DOLLAR (SGD)		USD	<u>100.07</u>	140.29
		UNITED STATES DOLLAR (USD)		Sul	o Total: 2,571.39
	Loan Account					
	LOAN015038	DEMAND LN-STAFF LOAN		SGD	-1,660.00	-1,660.00
					Sub	Total: -1,660.00
					Tota	al: SGD 911.39
	The exchange rates used to calculate	the above balances are listed below:				
	Currency per S	INGAPORE DOLLAR				
	UNITED STATES DOLLAR	0.7133176				
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Balances	Account Balance								1		
Balances	This list displays a maximu	ım of 3 months of transa	ctions history (unfiltered).	Account information	n is current as of	08/03/2010.					
Statements	Account Number:		5325800032 (MA	NMOHAN SINGH	SIKKA) 🗸	See account details					
Transaction Search	Booked Balance (06/0 Cleared Balance (06/0	3/2010): I3/2010):	SGD 2,431.10 SGD 2,431.10								
Pending Transactions		_									
Posted Transactions	CSV 🖌 Export										
	Book Date	Value Date	Descrip	tion	Currency	Dohit	Credit	Book Balance			
	03/03/2010	03/03/2010	Descrip	lion	SGD	200.00	Credit	2 431 10			
	01/03/2010	01/03/2010			SGD	4 00		2,431.10			
	27/02/2010	27/02/2010			SGD	210.00		2,635,10			
	27/02/2010	27/02/2010			SGD	3.32		2,845.10			
	26/02/2010	26/02/2010			SGD	500.00		2,848.42			
	25/02/2010	25/02/2010			SGD	91.26		3,348.42			
	25/02/2010	25/02/2010			SGD	3.11		3,439.68			
	24/02/2010	24/02/2010			SGD		2,769.90	3,442.79			
	19/02/2010	19/02/2010			SGD	32.17		672.89			
	19/02/2010	19/02/2010			SGD	9.36		705.06			
	13/02/2010	13/02/2010			SGD	200.00		714.42			
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Balances	ces Transaction Search											
Balances	This list allows to search [.]	This list allows to search for specific transactions, matching the criteria below.										
Statements	Hint: You may use wildca	rds in your search string	. Ex: type *MYTEXT* to search for the items	containing the MYT	EXT string.							
Transaction Search	Account Number:	532	5800032 (MANMOHAN SINGH SIF	(KA) 🔽								
Pending Transactions	Transaction Type	Bot	h 🗸									
Posted Transactions	Description Amount	Deb Bot	it To:									
	Value Date	From										
	Transaction Date	From	: To:									
	Search											
	Book Date	Value Date	Description	Currency	Debit	Credit	Book Balance					
	03/03/2010	03/03/2010	CASH WITHDRAWAL	SGD	200.00		2,431.10					
	01/03/2010	01/03/2010	MAN MOHAN SING	SGD	4.00		2,631.10					
	27/02/2010	27/02/2010	015038 SIKKA MA	SGD	210.00		2,635.10	-				
	27/02/2010	27/02/2010		SGD	3.32		2,845.10					
	26/02/2010	26/02/2010		SGD	500.00		2,848.42	-				
	25/02/2010	25/02/2010	CONT UNDER STAF	SGD	3.11		3,340.42					
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Ba	lances		List of Pending Tra	insactions						
	Balances		These are authorised transactions may still	/submitted rea be canceled in	quests not processed again the Fund Transfer module.	st your account. When they	have posted, the	ey will be reflected in your tr	ansaction details. Future dat	ed
	Statements	•								
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	Pending Tr	ansactions	System Id: Ccy.:							
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SECURE EMAIL:

This feature enables the customer to request for issuance of cheque books as well as request for parking funds in Term Deposit accounts of the bank.



