# 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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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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# Change Profile:

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

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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 Swift Transfer			bottioon accounts internan,	er te nan de la tima party.			
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Fund Transfer	Create an Internal 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	l	
Swift Transfer	Execution Date: 08/03/2010		
Retrieve Draft Retrieve Unsigned			=
Pending Transfers	Applicant Details	l	
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Fund Transfer	The execution date is the date the funds will move from your accounts. Transfer can be made immediately or		
Internal Transfer	scheduled to a day in the future.		
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Retrieve Draft	Execution Date: 08/03/2010		
Retrieve Unsigned	Applicant Details	l	
Pending Transfers	Ordering Account:		
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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.	
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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 Swift Transfer Retrieve Draft Retrieve Unsigned <b>Pending Transfers</b> Transfers Inquiry Maintenance Rejected Transfers Future Payments	System Id:	nt ▽ 🛆 Input ▽ 🛆 Execution ▽
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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 Screen 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.: Search	earch string. Ex: type "MYTEXT" to se	arch for the items containing the M	MYTEXT string.					
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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 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 the iten	ns containing the MYTE)	(T string.			
Transaction Search	Ссу.	~					
	Account Number						
Pending Transactions	Description						
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	Select a currency to display balances:	AUST DOLLAR (AUD)					
	Account Number	EURO (EUR) HONG KONG DOLLAR (HKD)		Ccy.	Balance	Balance in SGD	
	Savings Account	INDIAN RUPEES (INR)					
	<u>5325800032</u>	JAPANESE YEN (JPY)		SGD	<u>2,431.10</u>	2,431.10	
	<u>5325800035</u>	POUND STERLING (GBP) SINGAPORE DOLLAR (SGD)		USD	<u>100.07</u>	140.29	
		UNITED STATES DOLLAR (USD)			Su	ıb Total: 2,571.39	
	Loan Account		·				
	LOAN015038	DEMAND LN-STAFF LOAN		SGD	-1,660.00	-1,660.00	
						o Total: -1,660.00	
					Tot	al: SGD 911.39	
	The exchange rates used to calculate	the above balances are listed below:					
	Currency per S	INGAPORE DOLLAR					
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lances	Account Balance						
Balances	This list displays a maxim	um of 3 months of transa	ctions history (unfiltered). Account informat	ion is current as of	08/03/2010.		
Statements	Account Number:		5325800032 (MANMOHAN SING	GH SIKKA) 🎽	<u>See account detail</u>	<u>s</u>	
Transaction Search	Booked Balance (06/0 Cleared Balance (06/0	,	SGD 2,431.10 SGD 2,431.10				
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Posted Transactions							
	Book Date	Value Date	Description	Currency	Debit	Credit	Book Balance
	03/03/2010	03/03/2010		SGD	200.00		2,431.10
	01/03/2010	01/03/2010		SGD	4.00		2,631.10
	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	alances Transaction Search										
Balances	This list allows to search <sup>.</sup>	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									
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	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				
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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.



