

## FREQUENTLY ASKED QUESTION: INTERNET BANKING

1. What is the new URL :

URL for Internet Banking of Retail Branch Bahrain customers (For Both Retail and Corporate Customers) : <https://onlinesbiglobal.com> ,

2. How can the existing user login for first time :-

Existing user can go to new URL and enter his existing User ID to create New password authenticated by an OTP received on registered mobile

3. New User Registration: Not able to move forward / register?

*ANS→ Please enter all details exactly as per Bank Record.*

4. New User: after successful registration; if I log in, I get a message, “ Invalid Credentials”

*ANS→ It could be because of either wrong User ID or Password. To know the user ID; call the Branch during working Hours. For wrong password, use Forgot Password link at the log in page.*

5. I am not receiving OTP

*ANS→ please wait for 1 minute.*

6. I forgot my Sign on / Transaction Password. What to do?

*ANS→ Go to login page and click on “Forgot Password”. Key in the details as required. OTP will be sent to your registered mobile number. Key in the OTP to complete the process.*

7. I entered wrong sign on password three times and getting a message, “The maximum retry attempts for the access mode is exceeded. The usage of the access mode is being disabled. Contact the bank for further information. Max. Retry Attempts: [3]”. What to do?

*ANS→ Your user ID is locked and will be activated after 24 hours. In case, it is urgent kindly contact Branch during working Hours for help.*

8. I entered wrong Transaction password three times and getting a message, “The maximum retry attempts for the access mode is exceeded .....”. What to do?

*ANS→ Please call up the Branch during working Hours to get it unlocked.*

9. I received same OTP twice.

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*ANS → Please proceed with keying in the OTP.*

10. What if I enter wrong OTP three times?

*ANS → Kindly call up the Branch during working Hours to get it unlocked.*

11. I am trying to add new beneficiary but getting a message, "Beneficiary already exists....."

*ANS → Please try adding the beneficiary with new or different Nick Name*

12. I am not able to view my transactions under "View Completed Transaction"

*ANS → Please change the search criteria and try.*

13. In View Transaction History, I am not able to see transactions older than six months or more than 1000

*ANS → From Internet Banking Platform, only up to 1000 transactions within a range of 180 days can be viewed.*

14. I am facing difficulty in adding beneficiary / INR Remittance / New User Registration / forget password / .

*ANS → Please refer to the video on Internet Banking Login page by clicking view Demo .*

15. Working Hours of branch :-

*Main Branch (Diplomatic area) : 8 AM to 2 PM , Sunday to Thursday, Weekly off-Friday and Saturday*

16. Is there any help / user guide available

*You may please refer to video available on "View Demo" link on Internet Banking login page for any of these issues :-*

- Retail user Login
- Compose Mail
- Delete Beneficiary
- Existing Beneficiary Maintenance
- Forgot Password
- India Remittance
- New Beneficiary Creation
- New Chequebook Request

## FREQUENTLY ASKED QUESTION: INTERNET BANKING

- New User Registration Retail
- Signon Password Maintenance
- Standing Instructions Fund Transfer
- Transaction Password Maintenance
- Transfer To Own Account(Cross Currency)
- Corporate new user registration
- Corporate User Role Maintenance
- Corporate User Rule Maintenance
- Corporate Work Flow Maintenance
- Fawri +
- Fawri
- Fawri+ Consent

17. I am not able to see / view full page or some buttons / boxes are disabled

This Site best viewed in Internet Explorer 10 and above, Google Chrome latest version, and Safari latest version.

If still problem exist please clear browser cache by clicking "cntrl+Shift+delete"

18. How secure is this site

This site uses highly secure 256-Bit SSL encryption certified by Verisign.

17. Is there any change in URL / website :-

New URL for both Retail and Corporate users is <https://onlinesbiglobal.com>