



NBF CORPORATE ACCESS FAQs

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OVERVIEW

Q: What is NBF Corporate Access?

A: NBF Corporate Access is our online banking system that comes with an easy-to-use interface and advanced security features that allows corporate customers to bank whenever and wherever with utmost confidence and convenience. With the recent upgrade to our platform we have enabled a seamless and more user friendly approach to your daily banking requirements.

Q: How do you log in to NBF Corporate Access?

A: There are 3 convenient methods which you can use to log in to NBF Corporate Access portal. All methods require you to download the NBF Corporate Access App to your mobile device (Mobile App with enhanced security features).

First step to be followed after downloading the NBF Corporate Access App, is to visit www.nbf.ae and select "Corporate login" under "Online Banking" and input login credentials provided by the bank. Following this one of the three methods mentioned below can be used to setup your preferred login mode on NBF Corporate Access.



Method 1:

via scanning NBF security image using mobile App (Using PIN or biometric recognition)



Method 2:

via NBF push notification



Method 3:

via NBF offline OTP

To learn more, follow the series of tutorial videos and user guides available in our website. <https://nbf.ae/en/tools-and-support/customer-support/online-banking/nbf-corporate-access/nbf-corporate-access-user-guides>

Q: What is NBF Corporate Access Mobile App?

A: NBF Corporate Access Mobile App which is available on Apple iOS App Store and Google Play-Store is an App designed to seamlessly connect you to NBF's Corporate banking solutions via a tablet or smartphone. Further, the app has been designed for all registered users to log in and authorize transactions as per the designated setup. (User registration is a pre-requisite by submitting application form available in link <https://nbf.ae/en/tools-and-support/customer-support/online-banking/nbf-corporate-access/register-now>) that allows login and transaction authorization.)

NBF Corporate Access uses innovative and latest technologies such as biometric authentication to keep you and your company's online banking secure.

To learn more about the security features of NBF, please visit our web site; <https://nbf.ae/en/tools-and-support/customer-support/online-banking/nbf-corporate-access/advanced-security>



FEATURES OF NBF CORPORATE ACCESS

Q: What is Customer Dashboard?

A: Customer Dashboard is the main screen that comes upon successful login to provide summary of various account relationships with NBF. On the dashboard, summary of various account relationships (AED or FCY) and limits you maintain with NBF are displayed. Information will be displayed based on user's profile that has been provided to NBF at the time of registration.

Through the use of customized widgets in Personalize tab, you can place your most frequently used services on the main dashboard. There are two fixed widgets on the dashboard that are related to Account Services and Banking Facilities. Additional two configurable widgets can be chosen from the list that appears at the bottom of the main dashboard screen.

Favourites menu can also be configured to add shortcut in the main dashboard to as many as five pages within NBF Corporate Access.

Q: What transactional services are available via NBF Corporate Access?

A: The following services are available with online updates of balances and transactions for all accounts held with NBF;

Account Services:

- Current Accounts
- Term Deposits
- Loan Accounts and Maturity
- Corporate Credit Cards
- Other Bank Account balance view (Subject to the setup)
- Tasdeed cards
- VAT Statements

Banking Facilities

- Limits maintained with the bank

Payments:

- NBF account to account transfers
- Within UAE bank transfers
- Outside UAE transfers
- Corporate Cheque Printing Facility (Subject to the setup)
- Bill Payments (DEWA, Etisalat, FEWA and SEWA through your operating Account or Corporate Credit card)
- Credit Card payments
- Template Management / Bulk Transfer uploads (WPS, FTS)
- Tasdeed card top-up via operating A/C

Collections:

- Direct Debits
- Inward Remittances

Liquidity Management:

- Account Pooling
- Account Sweeping

Trade Finance:

- Letter of Credits (Issuance, Amendment, Acceptance)
- Import Collections (Advised and Avalized)
- Trust Receipt Loan (Request and Settlement)
- Receivable Financing (Invoice Discounting, Factoring and Pre Shipment)
- Guarantees (Issuance & Amendments)
- Exports (Collection and LC)

Q: What are the key functions available under the various modules?

A: Account Services

- ✓ Downloading VAT statement for corresponding period
- ✓ Viewing other bank accounts balances & transaction history (Multi bank reporting). Registration of your other bank accounts has to be completed to avail this reporting facility
- ✓ Tasdeed card details, Transactions and Statements

Payments

- ✓ Set up Recurring payments
- ✓ Payment template management
- ✓ Bill payments (adhoc and recurring)
- ✓ Pending payment approval queue

Collections

- ✓ UAE direct debit registration and execution

Liquidity Management

- ✓ Account Pooling structure initiation

Trade Services:

- ✓ Receivable services - Invoice discounting, Factoring and Pre-shipment finance submission
- ✓ Request for TR loans and settlement instructions
- ✓ Issuance and Amendment of LCs and Guarantees
- ✓ Template Management

For any banking requests not mentioned above, you may use the 'Customized Message' option to send to NBF. You may also attach any supporting document up to a file size of 8 mb.

For further details on Cash Management and Trade Finance transaction initiation, please contact your respective Relationship Manager.

Q: What are the transaction creation modes and authorization processes?

A: You can create a single transfer or create a batch of transactions. Single or Batch of transactions will be authorized as per the mandate provided at the time of registration for NBF Corporate Access and maintained with the bank.

All transactions can be authorized through NBF Corporate Access Mobile App which is based on Industry Standard security features.

All transactions go through a secure authorization process as per the mandate provided and maintained with the bank.

Q: What are the available Reporting Services?

A: Reports related to Account services can be downloaded in MT940 (SWIFT), PDF and CSV formats for the past one year.

You can also generate statements, swift copies, advices related to Payments, Receivables, Loans and Trade services based on various filter criteria.

Further you can also download VAT statement for the VAT liable transactions executed through NBF.

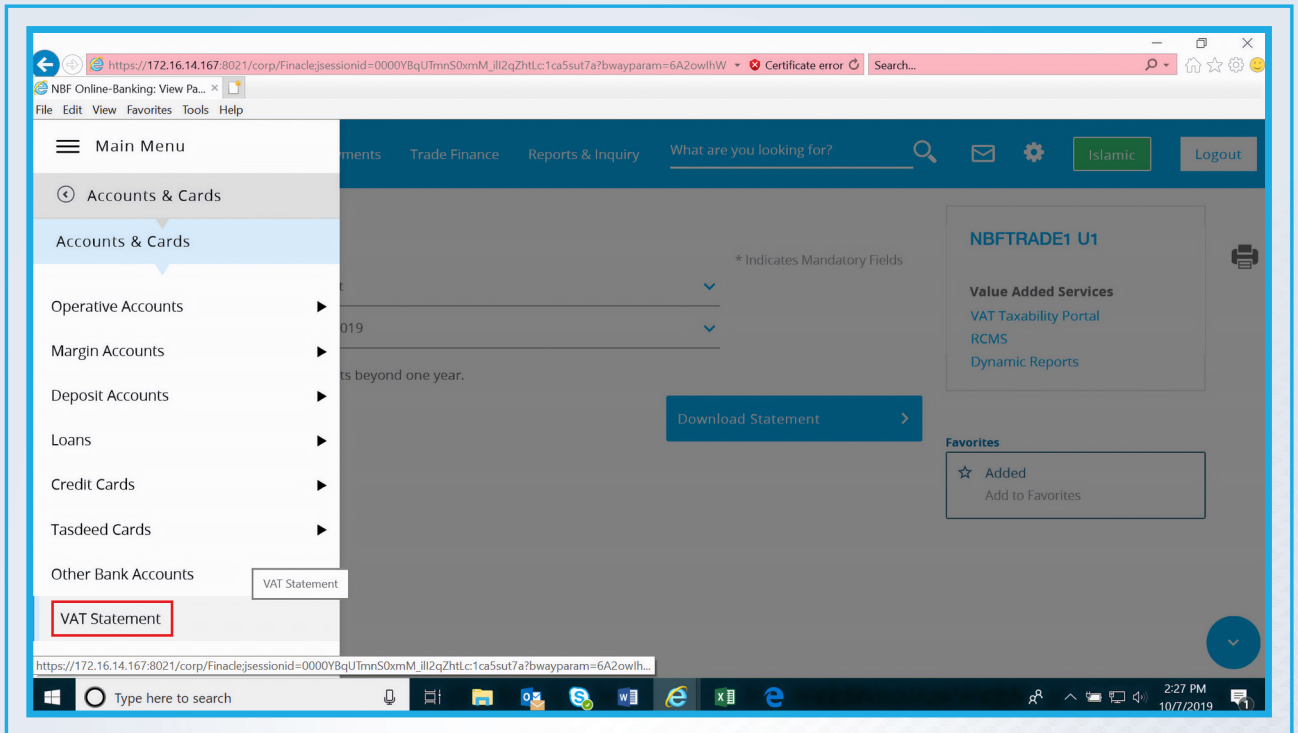
RECENTLY RELEASED FEATURES

Q: What are the latest inclusions to NBF Corporate Access?

A: VAT Statement

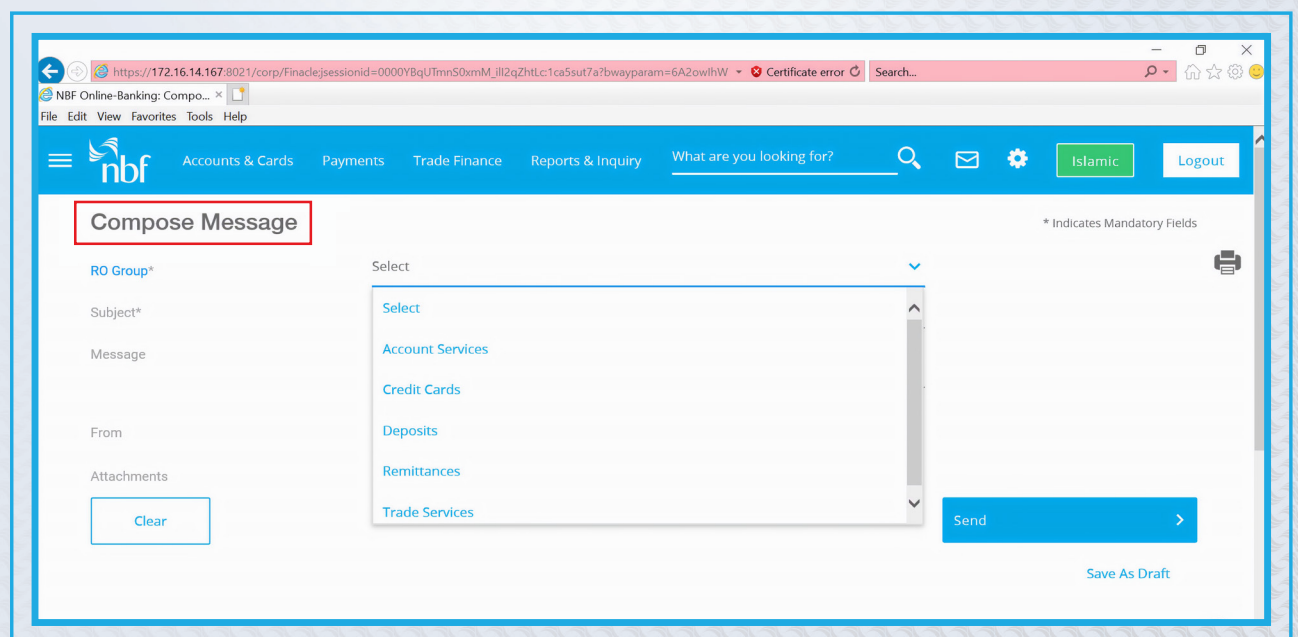
Now you can download your VAT statement for VAT liable transactions that you have executed through NBF.

You can access same by selecting Main Menu -> Accounts & Cards -> VAT Statements.



Customized messages to Bank:

Now you can send messages to bank related to any relevant product category. If you wish to send across a supporting document to bank it can also be facilitated up to a file size of 8mb per message. This will enable us to respond to your queries more precisely. You can access same by following the below mentioned path.



Favourites Tabs & Contextual Menus:

You can now access daily or frequently used services in a click of a button. The favorites and Contextual Menu will appear in the bottom right hand side of the NBF Corporate Access Home page. Contextual menu will remain static despite the page you visit whereas the favorites menu can be customized as per your use.

The screenshot shows the NBF Corporate Access Home page. The top navigation bar includes the NBF logo, menu items (Accounts & Cards, Payments, Trade Finance, Reports & Inquiry), a search bar, and user options (Islamic, Logout). The main content area displays the 'Banking Facilities Overview' table. On the right side, a 'Favorites' menu is visible, containing links to VAT Statement, Added, Remove from Favourites, Request for Pin Change, View Payees and Pay Bill, Transfer Within UAE, Transfer Outside UAE, View List of Beneficiaries, and Trade Facilities Summary.

Description	Currency	Limits	Outstanding	Available
Trade Limits	AED			0.00
FX Limit	AED		0.00	0.00
FX Limit	AED		0.00	0.00
FX Limit	AED		0.00	0.00
Overdraft	AED			0.00

Navigation Tools

For your ease of reference we have inbuilt features to give additional information regarding your accounts maintained with NBF or relevant transactional information. This feature can be used in places where we have placed the '⋮' symbol or the '+' symbol.

The screenshot shows the NBF Corporate Access Home page. The top navigation bar is the same as the previous screenshot. The main content area displays the 'Deposit Accounts Summary' table. On the right side, a 'Favorites' menu is visible, containing links to Dashboard and VAT Statement.

Account Type	Deposit Reference	Currency	Amount	Maturity Date
Term Deposit Pledged With NBF	M xxxxxxxx 007	AED	xxxxxxx	27 May 2020
CIF			231 xxx	
Interest Rate			2.4534%	
Term Deposit Pledged With NBF	xxxxxxx	AED		31 May 2020

The screenshot shows the NBF Corporate Access Home page. The top navigation bar is the same as the previous screenshots. The main content area displays the 'Account Summary' table. On the right side, a 'Favorites' menu is visible, containing links to VAT Taxability Portal, RCMS, and Dynamic Reports. Below the table, a 'View Transaction History' button is visible.

CIF	Account Type	Account Number	Currency	Amount	Forward Movement
111xxx	Current Account Corporate	012xxx	AED	xxxx	Click Here
111xxx	Current Account Corporate	012xxx	USD	0.00	

WPS File Upload with enhanced file validation:

NBF Corporate Access now facilitates WPS online system validations prior to sending salary files for Processing. This will enable you to manage WPS salary payments in a more efficient manner which in turn will save time deployed for any amendments, re-working, etc.

Bill Payments:

Now you can make adhoc bill payments such as DEWA, FEWA, and SEWA & Etisalat services related to your organization via NBF Corporate Access. By using this service, you can make direct payments to select utility providers at a click of a button. Further, you could setup recurring payments and scheduled payments to registered beneficiaries

MT 940 format for reporting and account statements:

Now you can avail statements related to your operating account in Swift MT format.

VALUE ADDED SERVICES

Q: What modules are available through Value Added Services?

A: The following Value Added Services can be accessed from the top right hand side of the homepage in NBF Corporate Access;

1. Dynamic Reports:

This provides you with ready-to-use analytics and insight about your business and relationship with NBF. Enriched reports covering Cash Management, Trade Finance, Loan maturities, Utilization, FX and overall relationship are available through this module.

2. Receivable Collection and Management Services:

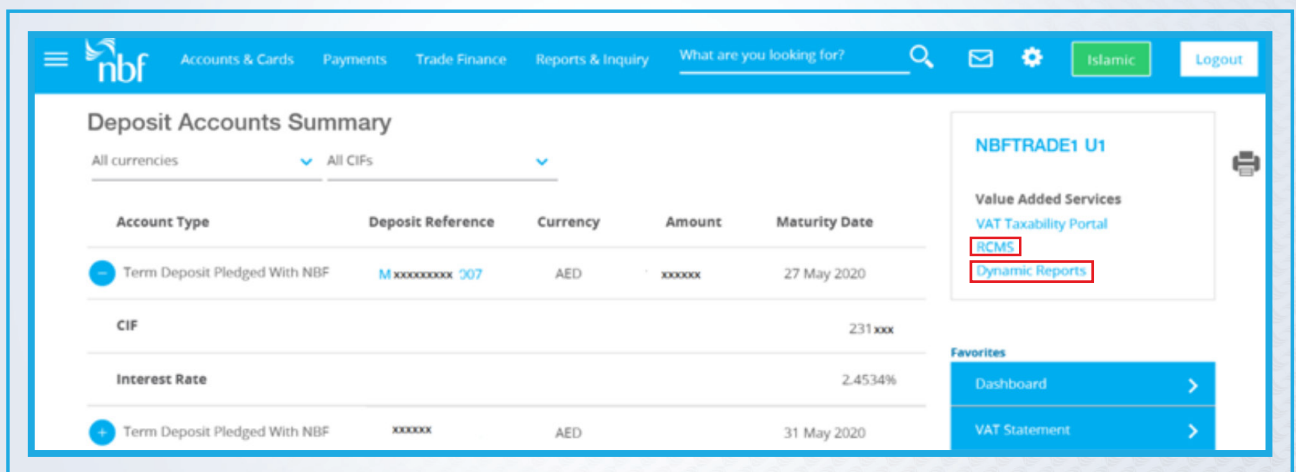
Receivable and Collection Management System (RCMS) is a suite of value added services offered by NBF to help customers manage their business operations. The Bank provides the customer with the following functionalities:

*Invoice Management and Reconciliation

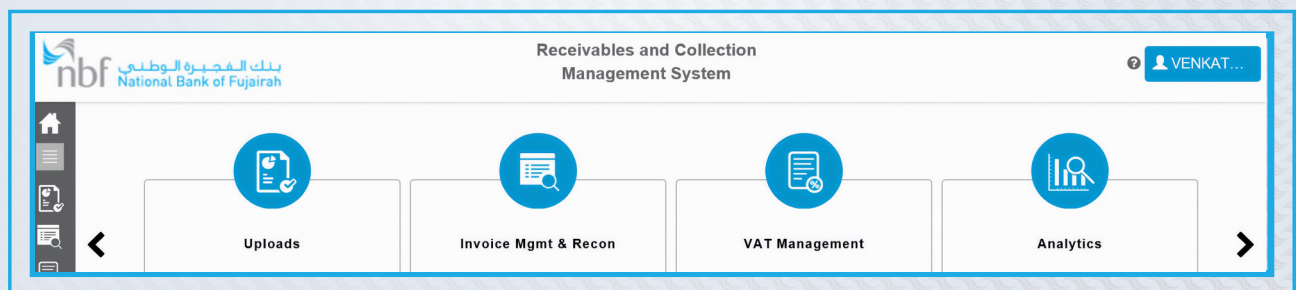
*VAT Return Compilation

*Analytics and Reporting

This module can be accessed in NBF Corporate Access detailed below,



Upon selecting the RCMS tab, you will be directed to a new screen as follows;



Call 8008**NBF**(623)
or email us at NbfDirectupgrade.support@nbf.ae
nbf.ae 