EQUITY ONLINE FOR BUSINESS

FREQUENTLY ASKED QUESTIONS

A. GENERAL INFORMATION

1. What is Equity Online for Business Solution?

Equity Online for Business and corporate clients has a range of advanced features that give you access to a wider range of services, such as:

- **Mobile App and Virtual Account Management:** Access your accounts on-the-go, providing you with convenience and flexibility
- **Multiple Channels of Access:** Access Equity Online for Business through web, mobile, smart devices, host-to-host, and APIs for a range of flexible touchpoints
- **Improved System Performance:** Enjoy faster, smoother connectivity for your daily operations
- **API Banking:** Enjoy smooth and faster integrations with your ERP systems to support your evolving business needs
- **Host-to-Host Connectivity:** Benefit from streamlined connectivity for seamless operations between your systems and the Bank
- **Exciting Look and Feel:** Experience a fresh, modern design that enhances user experience
- **Customized User Dashboards:** Personalize your homepage to prioritize the services you use most, like Payments and Loans. Adjust the layout, language, appearance (Dark/Light Mode), font size, and date format to suit your preferences
- **Self-Administration:** Gain control with self-service features, such as allowing a Corporate Administrator to manage users independently, including disabling accounts for former employees without contacting the bank
- **Advanced Cashflow Management:** Manage cash shortfalls and excesses across your multiple accounts

B. ACCOUNT INFORMATION

1. How do I sign up for Equity Online for Business?

You will need to complete an application form available on our website or at our branches from your relationship manager.

2. **What if I don't receive the OTP for logging in?**

If you do not receive the OTP when logging in to Equity Online for Business:

- Ensure you have a good internet connection & wait for a few minutes
- Check your spam folder
- Click "Resend OTP" or contact your relationship manager or call 0763 000 000

3. **How do I access my account through the Equity Online for Business App?**

- Download the Equity Online for Business App from Google Play Store or Apple App Store
- Sign in using your credentials
- Set up your M-PIN and follow the prompts to complete the set up

4. **Will I still need a digital security token?**

Yes, the digital token is required for approving transactions.

5. **Where do I obtain a security token?**

- Download the Equity Token App from Google Play Store or Apple App Store
- Sign in using the credentials sent by the Bank

6. **I am a signatory for multiple companies. How many login IDs and tokens will I need?**

You will only need one login ID and one security token for all companies.

7. **What happens to my account balances and transactions?**

Your account balances and statements will be accessible on the Equity Online for Business platform.

8. **What should I do if I forget my password?**

Should you forget your password, click the "Forgot Password" option on the login page. For further support, please call 0763 000 000 or speak to your relationship manager.

9. **What should I do if my account is locked?**

If locked out after too many incorrect login attempts, please wait for a short time and try again. If you've forgotten your password, select "Forgot Password" to reset it.

10. **What happens if I forget my M-PIN?**

If you forget your M-PIN, you can reset it via the Equity Online for Business app using the "Forgot M-PIN" option.

11. **How is my data protected on the Equity Online for Business platform?**

Equity Online for Business uses advanced security features like multi-factor authentication and data encryption to protect your personal and business data.

12. **How can I share feedback on Equity Online for Business?**

You can share your feedback with your relationship manager or at our Equity branches.

C. TRANFERS AND PAYMENTS

1. **How do I initiate a transaction on the Equity Online for Business platform?**
   To initiate a transaction, log in to your Equity Online for Business account, navigate to the 'Payments' tab, select make a payment, then the type of transaction you wish to perform, and follow the on-screen instructions.

   You can also navigate to Quick Actions, select the type of transaction and follow the on-screen instructions.

2. **What types of transactions can I perform on the Equity Online for Business platform?**
   You can perform various transactions, including fund transfers, bill payments, and bulk payments, depending on your permissions.

3. **Will I receive confirmation after completing a transaction?**
   Yes, you will receive a notification on the confirmation via email, SMS, or in-app notification after completing a transaction.

4. **What should I do if a transaction fails?**
   If a transaction fails, check your account balance, ensure your details are correct, and try again. If the problem persists, contact your relationship manager for support.

5. **Can I schedule transactions in advance?**
   Yes, the new Equity Online for Business allows you to schedule transactions in advance for ease of planning.

6. **How can I view my transaction history?**
   View your transaction history under account services by selecting "Generate Statement" and filtering by date and transaction type.

7. **How do I stop a transaction or cancel a payment?**
   Once a transaction is confirmed, it cannot be canceled online. For assistance with stopping payments, please contact your relationship manager or call 0763 000 000 for support immediately.

8. **Is there a transaction fee for using the new Equity Online for Business?**
   Standard fees will apply as per the current tariff.

9. **What is the difference between the foreign currency exchange rates on the new Equity Online for Business platform and those available at Equity branches?**
   The foreign currency exchange rates on the Equity Online for Business platform and at Equity branches are the same.

10. **Can I negotiate foreign currency exchange rates through the platform?**
    Yes, you can negotiate rates with the bank's treasury dealers or your relationship manager. Once a deal is established, it will be available for use.

11. **Can I input and authorize payments as a sole user?**
    Yes, you can operate with a single login ID to input payments, and the platform will automatically process the transaction authorization.

12. **Can I maintain recurrent payees (beneficiaries) on the Equity Online for Business?**
    Yes, beneficiaries can be maintained for single and bulk payments, and Equity Online for Business supports bulk maintenance of beneficiaries.

13. **Can I pay for my loan using Equity Online for Business?**
    Yes, Equity Online for Business allows users to make partial or full payments towards loans held with Equity Bank.

14. **Is the loan information on the Equity Online for Business platform up to date?**
    Yes, Equity Online for Business provides accurate and real-time information on your loan products.

15. **Can I authorize a transaction if my account has insufficient funds, but I am expecting a deposit?**
    No, you cannot authorize a transaction if your account has insufficient funds. It is advisable to consult your relationship manager before proceeding.

16. **Can I use a single file type for all my bulk transactions?**
    Equity Online for Business accommodates different file types to meet customer needs, including bulk payment files, salary payment files, and beneficiary upload files for processing.

17. **Can I transfer funds between my Equity accounts in different countries**
    Yes, you can transfer funds internally between your Equity accounts in Kenya, Uganda, Tanzania, Rwanda, DRC and South Sudan.

18. **How do I confirm that my transaction has been processed?**
    Processed transactions are marked as "Processed by Bank" and will generate a Bank reference visible on your transaction e-receipt.

19. **Will I receive notifications for processed transactions?**
    Yes, you will receive email, SMS and an In App notifications for processed transactions.

20. **Will beneficiaries be notified when payments are processed?**
    Yes, beneficiaries will receive notifications upon successful processing of payments, provided you input their email address during the transaction.

21. **What does it mean when a transaction is "under process"?**
    This indicates that the transaction has not yet been completed and the customer account has not been debited. This situation may occur due to pending approval.

22. **As a migrated customer, will I still have access to my previously saved beneficiaries?**
    You will still have access to your bank account beneficiaries. However, you will need to re-save your mobile wallet and bill payment beneficiaries.

D. TRAINING AND SUPPORT

1. **Is there training on how to use the Equity Online for Business platform?**
   Yes, we offer training and have an online resource center with user guides and tutorials.

2. **Is there a demo on how to use Equity Online for Business?**
   Yes, click the link to view how the Equity Online for Business works.
   https://businessonline.equitygroupholdings.com

3. **Who can I contact for support?**
   You can contact your relationship manager or our support center on 0763 000 000 for assistance.

4. **Whom should I contact for further details about the platform?**