



BOB ONLINE

Frequently Asked Questions

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BOB ONLINE

FAQs - General Inquiries

What is BOB Online?

Ans: BOB Online is Bank of The Bahamas' new online banking platform that allows users to conduct banking transactions using their personal devices from the comfort of their home, office, or nearly anywhere with internet connection.

How can I sign-up for BOB Online?

Ans: The initial set up for BOB Online must be done in branch. You will require VALID Identifications (Passport & NIB Card) to complete the application process. After completing registration, you will receive a time-sensitive confirmation email within 24 – 48 hours with your personal login details.

What happens if I do not log into my account within the required time frame after receiving my confirmation email?

Ans: If you are unable to access your account within the required time frame (18 hours), you can use your username to reset your account by clicking the 'forgot password' link below the login button on the BOB Online home page. You can also contact our Customer Care Unit for a user login reset.

What do I do if I forget my password or Username?

Ans: Simply click the 'Forgot Password' or 'Forgot Username' link below the login button and follow the steps on screen.

* Three failed password attempts at logging in to BOB Online will result in your account being locked. For assistance with unlocking your account, contact our Customer Care Unit.

What services does BOB Online offer?

Ans: With BOB online, you can view account balances and details for all your registered accounts, Account to Account transfers, Wire Transfers to local banks, Card load to BOB Prepaid Card, create repeat transfers (standing orders), review and print statements and make bill payments.

* Registering for BOB Online automatically gives you access to the BOB Mobile App, which provides users access to the same services as the online banking platform.



BOB ONLINE

FAQs - General Inquiries (Contd.)

How long does it take to transfer funds between my BOB accounts?

Ans: Funds normally transfer within minutes. Allow 1 – 3 minutes for processing. Your account will be updated once transaction is successful.

How long does it take to transfer funds to another local bank account via RTGS?

Ans: Funds normally clear within 24 – 48hrs (business days). If the transfer request is received before 12 noon, it will generally reach the recipient bank on the same business day. However, the length of this process ultimately depends on the receiving bank.

Can I use BOB Online and BOB Mobile App services outside of The Bahamas?

Ans: Yes. You can access both services from anywhere once you have accessed to the internet. We recommend consulting your mobile service provider to understand any applicable roaming/international usage details and charges that may apply if you're not utilizing WIFI.

Are the Online banking transactions and features identical for retail and commercial?

Ans: Yes. The transactions and features are identical for both Retail (individual) and Commercial (corporate) users.

Who do I contact if I need help?

Ans: For assistance, contact our Customer Care Unit via card.center@bankbahamas.com or CALL BOB, (242) 225-5262, to speak with a Customer Care Representative. Available Monday – Sunday from 7am – 11pm, holidays included.



BOB ONLINE

FAQs - Manage Payee/Biller

How can I add a Payee/Biller to my account?

Ans: To add a Payee/Biller to your account, click on the three-line icon to the left of the home page to open the navigation menu. Then select 'Payments', 'Setups' and 'Manage Payee'. Now click the 'Add New Payee' button below to add an account to your list of Payees or switch to the Biller option to add a company to your list of Billers.

*A Payee is the person/account to whom funds are to be paid or transferred to.

*A Biller is any company on the Banks list of offered billers that payments can be made to.

Can I delete a Payee/Biller?

Ans: Yes. You can delete individual accounts or demand drafts of a Payee you no longer wish to make payments to. If the Payee has a single account or demand draft assigned, then the Payee record is also deleted. However, if the Payee account or demand draft details you've deleted also has other accounts or demand drafts assigned, these accounts or demand draft details will not be impacted by the deletion of any other account or demand draft.

Can I edit the Payee's name or account details once it has been created?

Ans: No, you cannot edit the name or account details of a Payee after it has been created. You can only edit or remove the limits: i.e. the daily or monthly limits assigned to the account or demand draft of the Payee.

When can I make payment to a newly added Payee/Biller?

Ans: After successfully adding a Payee/Biller, you can make payments immediately.

If I delete or edit the Payee/Biller, will anything happen to the transaction(s) in progress?

Ans: Deleting or modifying a Payee/Biller will not have any impact on the transactions which were initiated prior or pending further processing.



BOB ONLINE

FAQs - Payments (Funds Transfer)

Can I send funds to an account that is currently not registered as an existing Payee?

Ans: Yes. You can transfer funds to an account that you have not registered by using 'One Time Transfer'.

Can I send funds to my Christmas Club Account via BOB Online?

Ans: Yes. You can transfer funds to your Christmas Club account, however, account restrictions still apply. Transferring funds from the account is not allowed. For more information contact Customer Care, (242) 225-5262.

How long does it take to transfer funds between my BOB accounts?

Ans: Funds normally transfer within minutes. Allow 1 – 3 minutes for processing. Your account will be updated once transaction is successful.

How long does it take to transfer funds to another local bank account via RTGS (Real Time Gross Settlement)?

Ans: Funds normally clear within 24 – 48hrs (business days). If the transfer request is received before 12 noon, it will generally reach the recipient bank on the same business day. However, the length of this process ultimately depends on the receiving bank.

What happens if the fund transfer amount is less than the minimum or more than the maximum transaction limit set by the Bank?

Ans: The user will not be able to initiate a transfer for a transaction that is less or more than the limit set by the Bank.

Can I use the 'Payee Transfer' or 'One Time Transfer' transaction to make payment to a loan account at BOB?

Ans: No. Fund transfers can only be made to a current (chequing) or savings account.

Can I set a future dated payment for fund transfers?

Ans: No, however, you can set a series of future transfers by utilizing the 'Repeat Transfers' transaction.



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FAQs - Payments (Fund Transfer Contd.)

What happens if I set up a 'Repeat Transfer', but do not have enough funds in my account to be transferred on the selected execution date?

Ans: The transaction will be rejected and will not be executed.

Can I still view cancelled 'Repeat Transfer' instructions?

Ans: No. Once instructions has been cancelled, it will no longer be visible on the 'View Repeat Transfer' page.

When initiating a payment to an account using 'Payee Transfer' or 'One Time Transfer', are separate transaction limits applicable?

Ans: The same transaction limit applies to both transfer transactions, provided the payment network is the same.

Is there a limit on the number of payments that can be initiated by using the 'Multiple Transfer' transaction?

Ans: Yes. An error message will be displayed when the limit has been met. For more information contact Customer Care, (242) 225-5262.

Is authorization required to transfer funds between business accounts?

Ans: Authorization is only needed if the transaction is configured for Two Factor Authentication.

Can I cancel a transaction submitted via BOB Online?

Ans: Transactions submitted via BOB Online cannot be cancelled. Please review your transactions carefully before submitting requests, as failure to do so could result in financial loss and the bank can not guarantee recovery of the funds.

For assistance Contact Customer Care, (242) 225-5262.

**Fees associated with recall requests can be found in our Schedule Of Fees.*



BOB ONLINE

FAQs - Demand Draft

Can I initiate a future dated Demand Draft issuance request?

Ans: No. Future dated transactions are not supported.

What happens if the Demand Draft issuance request amount is less than the set Transaction Limit?

Ans: The user will not be able to proceed with the initiation of the request if the amount entered is less than the set minimum transaction limit.

How will I receive a physical copy of my Demand Draft?

Ans: The bank will issue and mail a hard copy of the draft for you to retrieve from the BOB Branch you've selected in the pick up Branch menu.



BOB ONLINE

FAQs - Features

Upcoming Payments

What payments are shown under 'Upcoming Payments'?

Ans: Repeat Transfers are displayed under 'Upcoming Payments' based on the specified transaction processing date.

Can I cancel a specific instruction of an 'Upcoming Payment' for a 'Repeat Transfer'?

Ans: No. You cannot modify specific instructions of a 'Repeat Transfer'. However, you can cancel the transaction before the date it is scheduled to be executed and create a new 'Repeat Transfer' request with the desired instructions.

Can I cancel an 'Upcoming Payment' that has been initiated from any channel other than the online banking channel?

Ans: Yes. You can cancel an upcoming payment transaction that you have initiated through any BOB banking channels.

Favorites

What happens when I add a transaction to 'My Favorites'?

Ans: Once a transaction is marked as a favorite, it is saved and displayed in your 'My Favorites' list. You can now use it as a template the next time you want to initiate the same or a similar transaction. The details will be auto populated, which will save you time and effort of having re-enter the details.

Can I edit the details of a transaction from 'My Favorites' list?

Ans: Yes. You can edit the details of the transaction before submitting it for processing.

Which transactions can be saved to 'My Favorites'?

Ans: Any funds transfer transaction can be saved to a user's favorites list.

