

CB Bank Business Internet Banking FAQs

General FAQs

- *What is CB Bank Business Internet Banking?*

CB Bank's Business Internet Banking or Business iBanking is an electronic banking service for businesses powered by CB Bank. It allows you to perform transactions and manage bank accounts over the internet through the bank's secure website.

- *What packages are available in CB Bank Business Internet Banking?*

- Basic Package (View-only Package)
- Standard Package (Single Control)
- Classic Package (Dual Control)
- Customised Package

- *What is Basic Package?*

In the Basic Package, also known as the View-only package, users can view and download account statements as assigned to them by the admin.

- *What is Standard Package?*

In Standard Package, a single person has full control over any transactions. That person can create, approve, and complete transactions.

- *What is a Classic Package?*

Classic Package is about dual control. For dual control, at least two people are required to complete the transactions – one person (maker) to initiate transactions and the other person (checker) to approve them. There can be up to two checkers for certain corporates which use Classic Package.

- *What is Customised Control?*

In Customised Control, multiple makers and checkers are involved and assigned in order to complete transactions at differing amount limits and through various approval types.

- *What are the benefits of the new CB Bank Business iBanking?*

CB Bank Business iBanking is designed to enable users to unlock their customization potentials while keeping users' banking experience efficient and secure.

In the new Business iBanking,

- **User Management** : this empowers you to manage company users and their access credentials on their own
- **Business Rules** : this allows you to customize transactional and non-transactional rules seamlessly, providing you with enhanced control and flexibility.

- *Is Business iBanking available 24 hours a day?*

Yes, Business iBanking is available 24/7. However, some transactions may be subject to processing hours.

- *Can I access Business iBanking service from overseas?*

Yes, as long as you have internet access and OTP device while you are overseas, you will be able to access Business iBanking anywhere, anytime.

- *What if I don't have a PC or laptop to access Business iBanking?*

You can access it from any electronic devices that have compatible web browsers.

- *How many types of accounts can I use in Business iBanking?*

You can manage all types of CB Bank's business bank accounts in Business iBanking.

- *Which currencies can be used in Business iBanking?*

MMK is only available for transfer in Business iBanking. Foreign currencies are available for view only at this moment.

- *Will I be able to change my Username, Password and Business ID?*

You can change your Password, but cannot change your Username and Business ID.

- *What is Business ID in the Business iBanking?*

Business ID is an additional security measure introduced in the new Business iBanking. It is a unique identification code for each company issued by the bank. Each company user needs to enter their respective Business ID to log in alongside username and password.

How to apply CB Bank Business Internet Banking

- *Who can apply for CB Bank Business iBanking?*

Business and institutions that have a company account with CB bank can apply for CB Bank Business iBanking.

- *How do I apply for Business Internet Banking?*

You can apply for the CB Bank Business iBanking at any nearest CB Bank branch or via our designated corporate relationship manager by filling out the application form and submitting the required documents. Once the application has been completely processed and passed, Username, Temporary Password and Business ID will be sent out to your email via autogenerated email and OTP device(s) will be provided at a cost of MMK 35,000 per device via respective branch.

- *What are the required documents for applying for Business iBanking?*

The required documents for applying for Business iBanking are:

- i) Completed application form
- ii) Meeting Minutes / B.O.D. Resolution
- iii) Company registration and extract form from DICA (updated within a month),
- iv) Company letterhead with authorised signatories and company seal for Business Internet Banking registration,
- v) Copy of NRC or passport and visa of authorized users (if the customer is an expatriate)

- *How long does it take for the bank to process my application form and send it to my Business iBanking login details?*

Depending on the requirements, it can take up to 10 working days from the receipt of your completed application form and all required documents to process your application. Upon successful creation of your user ID, the Bank will send an email to the email address and as indicated on your Business iBanking application. Please ensure that the email address provided in the application form is correct. If you do not receive your Business iBanking login details, please contact our Contact Centre at (+95-1)231 7770 and email contact@cbbank.com.mm during office hours with your company account numbers.

How to log in CB Bank Business Internet Banking

- *What do I need to activate the service for the first time?*
 - i) Log in <https://ibanking.cbbank.com.mm/Authentication/Corporate/Index> with your Username, Temporary Password and Business ID sent via email by CB Bank. Please do not copy-paste those log-in details from the email as doing so may contain extra character(s)/extra space(s).
 - ii) Use OTP default PIN and change New PIN for OTP (Please follow instructions given in OTP Box).
 - iii) Use the generated OTP after changing new PIN,
 - iv) You can change your password as stated in the User Guide,
 - v) After successfully changing password, you can log in again with Username, new Password and Business ID.

Security FAQs For CB Bank Business Internet Banking

- *I have forgotten my Username. What should I do?*

If you forget your Business iBanking username or password, please contact our Call Centre at (+95-1)231 7770 (or) send via email at contact@cbbank.com.mm during office hours.
- *What if I forget my Password?*

If you forget your password,

 - 1) Click on the 'Forgot password?' link on CB Bank Business iBanking log-in page.
 - 2) Confirm your information by entering User ID and Legal ID.
 - 3) Confirm OTP from your OTP device.
 - 4) Then click on 'Submit'.
 - 5) An email that contains a temporary password will be sent to your email address.
 - 6) Enter the temporary password to reset your password.
 - 7) Log in with your new password.
- *What kind of authentication applies when I access Business iBanking?*

Two-step authentication applies when you access Business iBanking. After you correctly enter your Username, Password and Business ID, you will need to provide OTP generated from your OTP device.

- *Why does my session expire and why do I have to log-in again?*

It is an automatic security logout for your Business iBanking access to prevent unauthorized use of your Business iBanking account if you forget to log out. Timeout will occur after some time if you do not use your Business iBanking account.

- *What should I do if I notice discrepancies?*

Please contact our Contact Center at (95-1)231 7770 to report the discrepancies.

- *How do I get a replacement for the lost/ damaged/ low-battery OTP device?*

If you require a replacement for your OTP device, you need to fill in a maintenance form. Please contact your relationship manager or go to the nearest CB Bank branch to get the required form. If you lose or damage your OTP device, please be informed that a replacement fee will be charged. In the case of a damaged OTP device, it is strongly recommended that you send back the damaged device to the bank. You should contact our Contact Center at (95- 1)231770 or contact@cbbank.com.mm immediately to inform us about your lost OTP device. And that OTP device will be deactivated right away for your own safety.

- *How long will OTP device battery last?*

The battery normally lasts from 3 to 5 years.

- *Do I need to return the damaged OTP device when I receive the replacement?*

Yes. It is strongly recommended that you send back the damaged OTP device to the bank to get a new one and to prevent the malfunction of the OTP device from any negligence.

Transactions and Services FAQs for CB Bank Business Internet Banking

- *What type of transactions can I do with Business Internet Banking?*

- i) Own Account Transfer
- ii) Other CB Account Transfer
- iii) Cross Currency Transfer
- iv) Other Local Bank Transfer through CBM Net
- v) International Remittance
- vi) Bill Payment
- vii) Bulk File Transfer
- viii) Payroll Service
- ix) Government Payment
- x) Trade Payment

- *Can I make a fund transfer to other CB bank account?*

Yes, you can transfer to other CB bank account. First, you need to add a beneficiary to the account that you plan to transfer to. If the branch of the account you are transferring to is different from that of your account, transaction fees apply.

- *Can I make fund transfer to other local bank account?*

Yes. First you need to add a beneficiary of that bank account that you plan to transfer to. After that, you can make fund transfers to other local bank accounts depending on the amount of money transferred at a transaction fee.

- *How do I set up a beneficiary? Can I make transactions without doing it first?*

To set up a beneficiary, first go to **Beneficiary** in **Services**, click **Add New**, fill in all the information and save. Adding beneficiaries helps in preventing frauds and unauthorized transactions and minimizing errors in entering recipient details.

- *What are immediately, as a future date and standing order?*

- i) Immediately : To make the transfer straight away,
- ii) As a future date : To make the transfer that you schedule to happen in the future, rather than immediately,
- iii) Standing order : an instruction to a bank by an account holder to make regular fixed payments to a particular person or organization.

- *What is Payroll Upload?*

Payroll Upload enables you to perform salary payments to your employees without mistakes but saved cost. You can download the sample file in **Payment and Transfer >> Payroll Upload >> Payroll File** and fill the information in file and upload. Once the payroll file is successfully uploaded by Maker, it will appear on 'My Tasks' of the respective Checker.

- *What is Bulk Payment?*

With Bulk Payment service, you can make multiple payments to pay expenses to your vendors and suppliers for the purchase of goods and services.

- *How do I initiate payment instructions in Business Internet Banking?*

To initiate a payment instruction in Business Internet Banking, from the top menu bar, select Payment and Transfer >select payment >select the payment type and follow the onscreen instructions accordingly.

- *How do I send enquiry messages, feedback and complaints related to CB Bank Business Internet Banking?*

You can send enquiry messages, feedback and complaints related to Business Internet Banking by going to Services >> Customer Service >> Customer Complain or send via email to contact@cbbank.com.mm.

- *What is Business Payment?*

Business payment facilitates the transfer of payment for the purchase of products or services for business purposes in supplier-vendor relations.

- *What is Bill Payment?*

Bill Payment is a facility provided to a customer to make their utility payments such as education payment, government bill payment, insurance payment, microfinance payment and more through Business Internet Banking.

- *What is IRD payment?*

IRD payment is a service that allows you to process the taxes you must pay to the IRD office for your business 24/7 regardless of time and place.

To make IRD payment,

- Step (1): Go to Payment & Transfer >> Payment >> Bill Payment,
- Step (2): Select Government Bill Payment >> IRD Tax.

FAQs on New Feature

User Management

- *How do I set up new users and assign bank accounts for each user in Business iBanking?*

Step 1 : Log in to Business iBanking,

Step 2 : Go to User Management >> Users,

Step 3 : Add new users, Select the Role Group and fill all the information and save,

Step 4 : Click Assign member, turn on the bank accounts you want to assign to them and bind with OTP device in OTP Method.

- *Why do we need to assign user roles?*

To assign user credentials and complete transactions, it is required to set up role groups for users.

- *What are user roles?*

Each user role can be specified as per below.

User Role Specifications

Admin user can:

- Create new users and removing users
- Define access credentials for each user such as assigning which users to see which bank accounts
- Set transaction rules as per currency type, amount transfer limit, approval type (Any, Priority, Priority and Any) and also determining which checkers can make approvals
- Define Other Rule (Non-transaction rules) to which users can approve for setting up beneficiaries
- Be applicable for Basic package (View-only), Dual package and Customised package

Single user can:

- Have access as a single user for both initiating and approving daily transactions
- Be applicable for Single package only

Admin Single can:

- Have access as both Admin user and Single user
- Be applicable for Single package only

Checker can:

- Approve beneficiary set-ups and daily transactions for the bank accounts assigned by Admin (or) Admin Checker
- Be applicable for Dual package (or) Customised package only

Admin Checker can:

- Have access as both Admin user and Checker user
- Be applicable for Dual package (or) Customised package only

Maker can:

- Set up beneficiaries and initiate transactions for the bank accounts assigned by Admin (or) Admin Checker
- Be applicable for Dual package (or) Customised package only

Viewer can:

- View daily transaction records and account statements of the bank accounts assigned by Admin (or) Admin Checker
- Be applicable for any of the four packages

- *What are Business Rules?*

These allow you to customize transactional and non-transactional rules seamlessly, providing you with enhanced control and flexibility.

- *How do I change daily transaction limits via Business iBanking?*

Step 1: Log in to Business iBanking

Step 2: Go to User Management > Business Rules

Step 3: Add new rule, select the new limits, save and assign users to new limits.

- *What is the purpose of transaction rule?*

The purpose of transaction rule is to keep your company funds safe and moving in a right direction and in a non-fraudulent manner.

- *What is other rule?*

Other rule is for setting non-transactional rule such as adding beneficiary.

- *What are approval step types in CB Bank Business iBanking?*

There are three approval step types in CB Bank Business iBanking;

Any : any specified number of assigned checkers can approve transactions.

Priority : checkers are assigned in order of priority to approve transactions.

Priority and any : groups of checkers are created in order of priority and any specified number of checkers in each group can approve and pass on to another group to complete transactions.

Miscellaneous FAQs

- *How many months of account activity data can I view/retrieve from Business iBanking?*
Business iBanking can display account activity data of the past 12 months from today date.
- *What if I need to view account activity data beyond 12 months?*
Please visit your nearest CB Bank branch to request the data. Fees may apply.
- *Can I download my account statements in Business iBanking?*
Yes, you can download the account statements of all your CB accounts that are linked to Business iBanking. To download/export account statements:
 - i) From the top menu bar, go to Statement > Request Statement,
 - ii) Select the account number and date range required,
 - iii) Click the "Search" button.
- *What are the file types available for downloading account statements in Business iBanking?* There are PDF, CSV and Excel file types available.