BUTTERFIELD

Butterfield Online
Corporate Online Banking FAQs

Online Banking FAQs

1. **Why did you change the online banking platform?**
   We upgraded to a new online banking platform to ensure that our customers have access to a wider range of secure electronic banking tools. The new online platform delivers enhanced security, more flexibility, reliability and control to our users

2. **What are the new features?**
   - Enhanced security, including OTP (one-time password) for specific transactions
   - Single login for Corporate Administrators who are also Corporate Users, with the ability to switch between user type screens
   - New display screens for Maker, Approver and Viewer
   - Consolidated statements
   - Forgot password option
   - Snapshot of daily transactions; "Last 5 payments" displayed on the dashboard
   - Quick links along with menu options
   - Authorisation for Non-Financial Transactions, such as Beneficiary Templates
   - Corporate limits displayed on the dashboard
   - Financial overview of assets and liabilities

3. **What type of security does Butterfield Online have?**
   Security measures have been enhanced in the new Butterfield Online. Enhancements include real-time transaction monitoring, OTP and more

4. **How do I change my e-mail address for Butterfield Online?**
   You can change your e-mail address by sending a secure message or by contacting the help desk at (345) 815 7575 (Cayman) and (441) 295 1111 (Bermuda)

5. **How do I reset my password for Butterfield Online?**
   By clicking the Forgot Password option available on the Butterfield login screen. However, if your account has become locked, you will have to call your jurisdiction's help desk

6. **How do I process payroll online?**
   Select Payroll Transfer from the left menu option and select the type, complete the required fields, at the end you can save as a template or submit the transfer

7. **What is the new Butterfield Online website?**
   www.butterfieldonline.com

8. **Where do I go for help?**
   You may contact the help desk at (345) 815 7575 (Cayman) and (441) 295 1111 (Bermuda)

9. **In which formats can I download my transaction history?**
   The online platform supports downloads to CSV, PDF, QIF, OFX and MT940

10. **How much account activity is displayed and how far back can I search?**
    The system will default to two weeks. However, you can search on specific dates. Note that search criteria is restricted to one year at a time

11. **How long can I be inactive before being logged out of the online application?**
    The inactive time out default is set to 10 minutes

12. **What transactions can be processed online for corporate customers?**
    The same transactions that are available for Butterfield personal banking clients are also available to corporate clients, (i.e., wires, payroll, bill payments, domestic payments, drafts, own account transfers, internal transfers and domestic payments)

13. **Can I schedule future-dated transactions?**
    Yes. You can schedule a future-dated one-time payment or set a schedule for frequent payments (weekly, bi-weekly, monthly or yearly)

14. **Will I be able to upload wires in bulk?**
    The new online platform does offer bulk upload, and this will be available at a later date

15. **Will file upload have dual authorisations?**
    The new online platform will allow the user to set the required authorisation level for bulk file upload. As noted in question 16, this feature will be available at a later date

16. **How long will transactions stay in the activity log?**
    Transactions will stay on the dashboard the same day. However, you can use the search option to search for prior transactions

17. **What is meant by single log on for Corporate Administrators and Corporate Users?**
    Corporate Administrators who are also Corporate Users for their companies will now use one User ID to access both the administrator and user functions. All functions available to the administrator and user roles will be available by selection from the drop-down menu

18. **What functions will be available to Corporate Administrators?**
    Administrators will be able to manage their end-users' profiles, including creating users, unlocking users, resetting passwords, modifying users and more

19. **Will the same the Corporate Administrator functions be available via the Mobile App?**
    A limited number of transactions will available via the Mobile App. This is due to the limitations of smaller screen sizes and the complexity of some of the administrator transactions

20. **What transaction options will be available to Corporate Users of the Mobile Banking App?**
    All transactions available to personal banking users will now be available to Corporate Users. Statement downloads are not available via the App