



About Our New Banking Platform



Republic Bank
We're the One for you!

Dear Valued Client,

We will be transitioning to a new Banking platform, effective November 4, 2019. This change will allow us to enhance our products and services, thereby, providing you with a better customer service experience.

This new platform will mean some changes for our customers. To assist you in managing these changes, we have prepared an overview of them, as well as guidance on how we can work together to facilitate a smooth transition.

Retail Clients:

Change	Description
New account numbers	Your account number(s) will change from 7 digits to 12 digits. The last 7 digits of the new number will be your existing account number.
Customer ID	In addition to your account number, you will now have a unique customer number, which belongs only to you and is associated only with your accounts and transactions.
Change to account types	There will be changes to the Account Type (chequing or savings) for some accounts.



What does this mean for me?

You will need to ensure that all your bank records are updated, so that the following payments continue to be made to your account:

- Incoming payments – salaries, international wire transfers, pension payments, etc.
- Outgoing payments – salaries (employees), payments to suppliers, utility payments, etc.

You will need to keep your Customer ID handy, as this number will be required periodically. In particular, your Customer ID will be required for internet banking.

You will need to know your new Account Type to conduct internet banking, ATM and Point of Sale (POS) transactions.

If you have one of the accounts in the table below, please note the change.

Account	Existing Account Type	New Account Type
Right Start	Savings (SAV)	Chequing (CHQ)
Major League	Savings (SAV)	Chequing (CHQ)
Optimizer	Savings (SAV)	Chequing(CHQ)

Change

Description

Cheque Books

Cheque books will be changed to include the new account number. They will also have a new layout.

Introduction of
Swipe Cards

Customers will be able to use their International Debit Cards and OneCards to conduct withdrawals and/or deposits at the Teller.

Bank statements

Statements will have a new format and layout.

Re-introduction of
OneCard

A debit card for local use only, will be re-introduced.



What does this mean for me?

To facilitate a smooth transition to the new cheque books, customers will be allowed to use their existing cheque books from November 4, 2019, and for up to six (6) months thereafter.

Orders for new cheque books should be placed during this six (6) month period to avoid any disruption of service.

You will be able to enjoy the flexibility of using your debit card (local or international) to perform withdrawals and deposits within a certain limit at the Teller, without completing a withdrawal voucher.

Transactions in excess of the agreed limit will require a withdrawal voucher.

On the back of your statement you will find a guide on how to read the new format, titled Understanding Your Statement.

You will have the option of a debit card to conduct local transactions, *only*.

The international debit card for conducting local or international transactions will still be valid and available.



Change

Description

ATM

New ATM Interface

The ATMs will have new screens with a new look and feel.

New ATM Options

New options and enhanced features have been added to our ATMs, including Cardless Cash.

New Account Selection

When using the ATM, you will need to select the Account Type for the account through which you are making the transaction.

Point of Sale (POS)

New selection at Point of Sale (POS) terminals

When using the POS terminals, you will be required to select the Account Type for your transaction.

VISA Credit Cards

VISA Credit Cards will be accepted at Republic Bank ATMs and POS terminals.

What does this mean for me?

The general look of the ATM screen will change, as will the ATM selections and options from which you will choose.

You can send funds to anyone with a mobile phone or to yourself, and use the ATM to withdraw the funds without the use of a card.

When performing an ATM transaction, you will need to know your Account Type, as the ATM will provide the option to select Chequing or Savings.

When you select your Account Type, you will see a list of all your account numbers that fall under the selected Account Type. You can then select the account you wish to access and proceed with your transaction, as usual.

Note: If you select the Fast Cash option, your Primary (Main) account under that Account Type will automatically be selected.

When conducting POS transactions, the primary account under the Account Type that you choose, will automatically be debited.

You can now use your Republic Bank VISA Credit Cards at our ATMs and POS terminals.

Change

Description

Republic*Online* (Internet Banking)

New Internet Banking Platform

The new Republic*Online* will have a new layout, look and feel.

New Registration Process

Self-registration.

New Features

Republic*Online* includes some new features, including:

- A new login process using your mobile phone.
- Mobile banking.
- Access to account and credit card statements.

New Transaction Options

New transaction options have been added to our internet banking offerings, including:

- Funds transfers to other local banks.
- Incoming and outgoing wire transfers.

Other Changes

International Wire Transfers

Confirmation email for wire transfer transactions.

What does this mean for me?

The Republic*Online* interface will be different the first time you login. Allow yourself to become familiar with it and you will get used to the new look and feel.

New customers registering for Republic*Online*, will no longer be required to fill in and submit printed forms.

Once you register online, you will immediately receive your credentials via email and can begin banking online.

You will no longer require your ID Secure Card to log in to Republic*Online*, and you will be able to conduct your banking transactions on the go.

You will be able to bank conveniently, i.e. on the go and on your own time.

You will receive an email advising you of the details of your wire transfer transactions whether incoming or outgoing.

Change

Description

In-Branch Services

For customers who visit the branches to conduct business there will be changes to where the various services are provided, to ensure a better service experience.

Discontinuation of the Telebanker Service

The Telebanker service will be discontinued. These services can now be availed of via *RepublicOnline*.

What does this mean for me?

You will be able to enjoy more efficient service with faster turnaround time, as transactions will now be grouped by the type of transaction:

Transaction	Department(s)
Cash withdrawals and deposits	Tellers <i>only</i>
Cheque Deposits	Tellers or Service (formerly Accounts)
- Managers' Cheques/Drafts - Changes to Accounts (e.g. Address)	Service (formerly Accounts)
- New Accounts - Loans	Sales (formerly Retail Lending)

All the services offered by Telebanker, and much more, will now be available through internet banking.

Customers who do not yet have a RepublicOnline account, can sign up for the service following conversion to the new system.

Alternatively, the ATM can be used to conduct the following transactions:

- Utility payments
- Check balances

Corporate Clients:

In addition to the aforementioned changes, the following are specific to Corporate clients.

Change	Description
--------	-------------

Cheque Books

Cheque books will be changed to include the new account number.

For Corporate clients who print their cheque books, there will be a new layout and size specifications for printing same.

Deposit Books

Deposit books will be changed to accommodate the new account numbers.

Night Safe Deposits

Canvas bags will be replaced with Disposable Commercial Deposit bags.

Point of Sale Merchants

VISA Credit Cards will be accepted at Republic Bank ATMs and POS terminals.

Internet Banking – Corporate Users

There will be changes to the set up and management of Corporate Users.

Internet Banking – File Upload Feature

The File Upload will be a new feature for Corporate clients, for making payments to several parties using a file.

What does this mean for me?

Customers who have printed cheque books in stock will be granted a grace period of six (6) months to use their existing stock.

The new specifications will be provided, so you can make the necessary arrangements to have your cheque books printed accordingly, including the new account number.

New deposit books can be collected at your nearest branch.

Night Safe deposits will be accepted in canvas bags until December 31st, 2019. Customers will be required to return their canvas bags and keys on or before this date.

Customers will now be required to purchase disposable commercial deposit bags for their night safe deposits.

Customers can now use their Republic Bank VISA Credit Cards at our ATMs and POS terminals.

Corporate clients will now be required to assign a Site Administrator with responsibility for setting up and managing other users' access and rights/permissions.

Further details will be provided in separate communication.

In addition to conducting other banking transactions, Corporate clients will be able to use the same platform to pay salaries and make other types of payments to different parties.

Change	Description
Discontinuation of eZpay	The eZpay Service will be discontinued. However, the services offered via eZpay will now be available via internet banking.
Discontinuation of Telebanker	The Telebanker service will be discontinued, and corporate clients who receive payments via this medium will no longer receive same.

FAQs

- 1. Q. When will the upgrade of the new banking platform occur?**

A. During the period Friday, November 01st, 2019 to Sunday, November 03rd, 2019.
- 2. Q. Why is Republic Bank upgrading to a new banking platform?**

A. To enable increased transaction efficiency, enhanced product offerings and an overall improved customer experience, while positioning the branch to better serve you.
- 3. Q. If I have questions or need help, who should I contact?**

A. Please call any of our branches during normal business hours and we will assist you.

What does this mean for me?

Corporate customers already registered for internet banking will be able to avail of this service upon conversion to the new system (provided they advise the Bank of their *Site Administrator*).

Corporate clients who do not yet have internet banking are invited to register on conversion to the new system, if they wish to avail of the service for the payment of salaries.

Retail clients who use Telebanker to pay bills, will now be redirected to internet banking or the ATMs, and payments will be directed to you accordingly.

4. **Q. Will I need to visit the bank after the upgrade to update or verify my information?**

A. While your records/information remain unchanged, if you need to enquire about any transaction, balance or other information please contact your nearest branch for assistance.

5. **Q. Will I be able to use my existing cheques and debit card after the upgrade?**

A. Yes. Existing cards will remain unchanged. You can also continue using your cheques until April 30th, 2020.

- 6. Q. What is changing after the upgrade? How will I be affected?**
- A. While many of the changes will be transparent to you, some of the changes that will impact you are:
- New account number and a unique Customer ID.
 - New internet banking platform that offers mobile banking and new features, such as transfers to local and international banks.
 - All of our Point of Sale terminals will accept Visa international debit and credit cards.
 - Certificates of Deposit will have longer terms.
 - Layout of our branches and where you conduct transactions.
 - Redesigned vouchers and stationery.
 - New menu options at our ATMs.
 - Services offered via Telephone Banking will be offered by Internet Banking.
- 7. Q. What if I cannot remember my account number and need to deposit in-branch?**
- A. Our staff will assist you with the new number.
- 8. Q. Are my personal and financial information secure?**
- A. Yes, security and privacy of your information remain our priority.
- 9. Q. Will product names change?**
- A. No. Product names will remain the same but we have introduced some new deposit products, for which your branch will be happy to share the details or you can check our website at www.republicguyana.com.
- 10. Q. Will my salary and payment arrangements (e.g. standing orders, wire transfers) be affected after the upgrade?**
- A. No. These will not be affected and will continue to be processed.

- 11. Q. Will my existing login information for Republic*Online* still work?**
- A. Yes. Simply sign in and you will be taken to a screen that prompts you to reset your password. Once completed you will have access.
- 12. Q. What about my information saved in the existing Republic*Online* platform?**
- A. This will be unaffected.
- 13. Q. How will I get access to the new mobile banking app?**
- A. Simply download the app from the App Store or Google Play and follow the directions to login.



Republic Bank
We're the One for you!



republicguyana.com



gyemail@rfhl.com



(592) 223-7938 to 49