Our future, Our bank

ecab
EASTERN CARIBBEAN AMALGAMATED BANK

ecab MORE Banking

Online and Mobile banking
User Guide

Think outside
the Bank

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Signing Up

To apply for MOREBanking you must complete our **Online Banking Application Form** and sign the **Agreement**. These forms can be obtained by downloading them from our website www.ecabank.com or by visiting any of our four (4) branches.

Change/Forgotten Password

To change your password, click on the settings tab at the top of your home screen. Select "Personal Settings" and click on the edit option on the "Password" tab. The following screen will be displayed:

Input your current password, input your new password and confirm.

If you have forgotten your password, please select the "Forget Password" option on the login screen, enter your response to the security question you would have entered on your initial login. An email will be sent to you with a link to change your password.

Customer Login Alias

Customer Login Alias allows customer to create and manage their own user alias that may be used for login instead of the registered User ID. This feature can be used by Personal Banking customers and Business customers with (1) signatory stated on their business account and is available on the online platform only.

Customers may:

- Login using either a User ID or a Login Alias.
- Reset password using a User ID or a Login Alias.
- Enable Remember Me. The system remembers the User ID or Login Alias of the last user that performed a successful login

User ID and Login Alias must each be unique and cannot be re-used in the system; No two (2) customers will have the same Login Alias. Each customer can only have one (1) Login Alias; Every time a new login alias is saved, it will override the existing Login Alias value.

The format of the Customer Login Alias must be a combination of Numbers and characters totaling 6 to 12 digits.

An alert will be generated and sent to the customer when the customer login alias has been updated successfully.
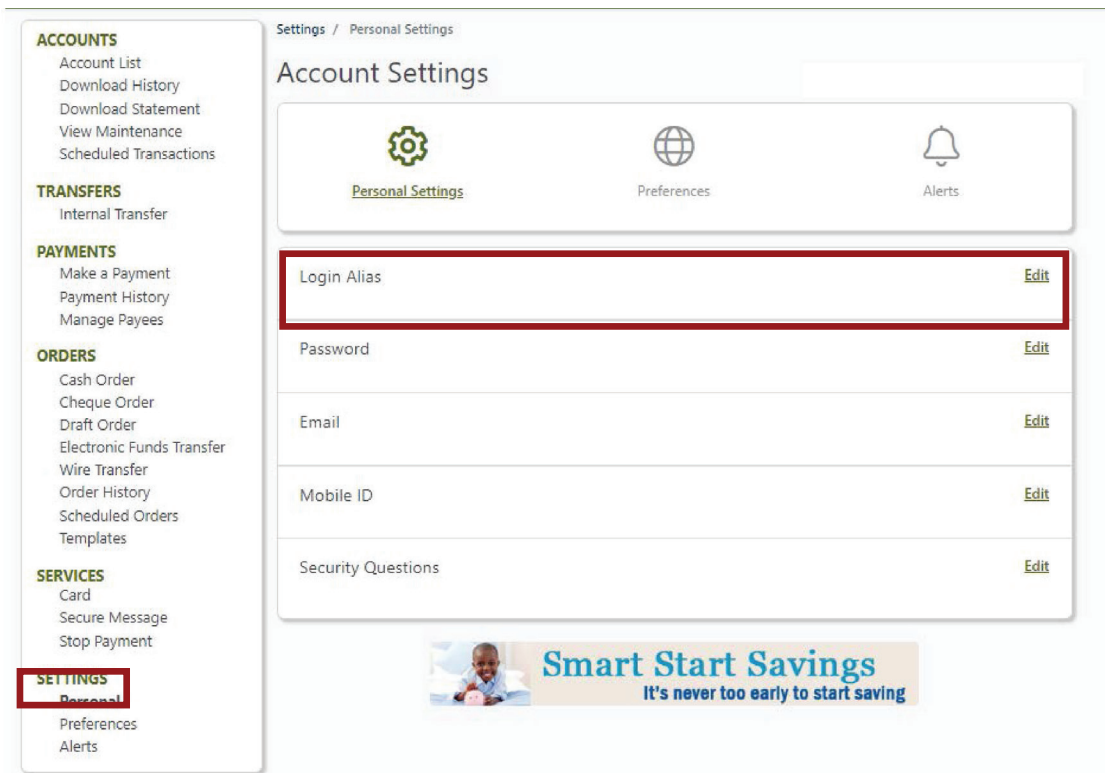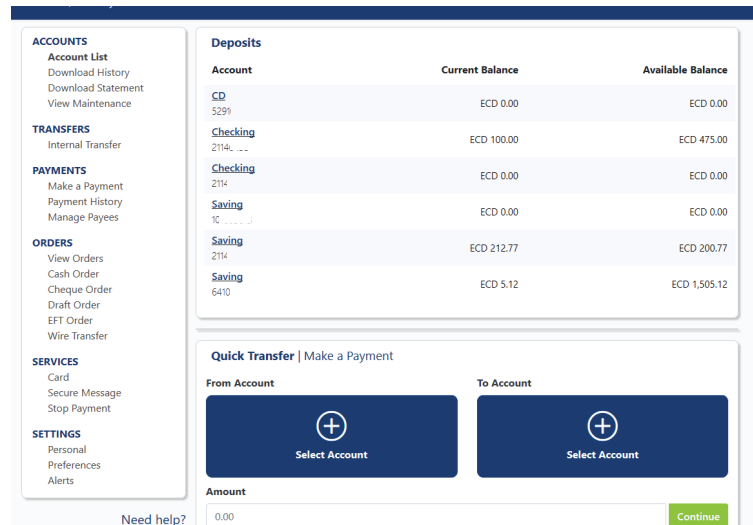
Account Listing and Account View Maintenance

When you login to MOREBanking the home screen will automatically display your account listing.

You can manage the viewing order of your accounts under **Accounts >View Maintenance** found on the tab on the left of your screen**.** On this screen you can change account order, input account aliases and hide accounts. Simply click and hold any account and move it up and down to re-arrange the account order.

To hide accounts, simply click on the "Eye**"** icon beside the account you do not wish to see on the main accounts page or on drop-down lists throughout the application.

NB. You are not able to hide accounts if they are attached to an alert, text payment, or set up for a merchant payment. If you have alerts attached to the account you wish to hide, they will remain visible. You will not be able to set up NEW alerts using this account.

To set up an alias, click on the "Edit alias" link, which is visible as a pencil icon. Follow the prompts to give your accounts aliases.

View Credit Card Account and Summary

ECAB EC Dollar credit cardholders have the ability to view their credit card transactions and summary in MOREBanking.

View Credit Card Account Summary

Viewing in Web Browser

1. Select **Account List** under the Accounts sub-heading
2. Select the credit card account number to view the summary details for that card.

Viewing Mobile App

1. The credit card account(s) will be displayed in the Loans section of the **Account List**.
2. To view the credit card account summary, tap on the credit card account you would like to view.
3. At the next screen, tap on the info icon to see the Account Summary.

Here you can view the below details for your card:

- Last Statement Date
- Credit Limit
- Payment Due Date
- Minimum Payment
- Last Payment Date
- Last Statement Balance
- Last Payment

Account History Download

You can download statements and view transaction history details under **Accounts> Download History or Download Statement.**

You can select an account, the length of history required and the file format you prefer. You can choose to download the file to your computer or have the file emailed to you.

Transfers

Internal Transfers

You can access this function by clicking on the "**Transfers**" link on the main menu located on the left of your screen, once you have logged in securely. The following screen will be opened:

1. Select the account that you want to transfer money from.
2. Select the account that you want to transfer money to.
3. Enter the amount you want to transfer, and click the **"Review"** button to proceed or select **'Cancel'** to go back to the previous screen. A confirmation screen will appear.
4. Click the "Submit'" button to proceed with the transaction.

* Click on 'Cancel' button if the input information is incorrect and you wish to update again.

Making a Payment to a Credit Card (EC Dollar Credit Cards Only)

Pay your EC Dollar credit card by following the below steps.

Making an EC Credit Card Payment via the Web Browser

1. Click on **Internal Transfer** and perform the following steps:
2. Click on **To Account** and select the credit card you would like to pay.
3. Click on **From Account** and select the account to use for this payment.
4. Enter the **Amount**
5. Click **Review** and **Submit** to make your payment.

Making an EC Credit Card Payment via the Mobile App

1. Tap **Transfer**
2. Tap on **To Account** and select the credit card tyou would like to pay.
3. Tap on **From Account** and select the account to use for this payment.
4. Enter the **Amount**
5. Click **Review** and **Submit** to make your payment.

Important Note:
1. Currently, cross currency is not allowed. The currency of the 'From Account' must be the same currency as the credit card.
2. Customers can also schedule a one-time future transfer or a recurring transfer to a credit card.

Welcome, ECAB PERSONAL TEST USER 1   Last Login: 07/25/2023 10:40

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Transfers

From Account	To Account
Saving (309886) ECD 3,245.23	Credit Card Account (861270015) ECD 12.00

Clear

Amount

1.00

Transactions posted before 10:00pm on business days will be processed same day.

Review

Smart Start Savings
It's never too early to start saving

Pay a Peer

The Pay a Peer feature allows you to transfer funds from your account to another **ECAB MOREBanking customer.** Follow the below steps to make Pay a Peer payment.

Create a Peer Account

You can create a Peer account under **Payments> Manage Payees> Peer. Click the + button to add a peer.**

1. Enter a **"Nickname"** for your Peer (It can be any combination of letters and numbers up to 15 characters but without any spaces).
2. Enter your "Mobile ID" (your previously-created Mobile ID, which is usually the Cellular number attached to your account.
3. Enter your Peers **"Mobile ID"** (the previously-created Mobile ID of the peer you are attempting to pay).
4. Enter the **"Account Number"** you wish to make a payment to.
5. Enter the narration you would like your peer to see in "Transaction Reference" .

Making a Peer to Peer Payment

1. Select **"Make a Payment".**
2. Select **"Select Payee"** and choose the peer you wish to pay from the drop down menu under **"Peer".**
3. Click **"Select Account"** to choose the account you wish to be debited to pay your peer.
4. Input the **"Amount"** you wish to pay.
5. Click "Review." then "Submit".

Welcome, Glenroy Aaron — Last Login: 05/06/2020 12:05

Payments / Manage Payees / Add a Peer

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Add a Peer

1. Input the nickname that will be used to identify this peer
2. Input their Mobile ID
3. Input their account number
4. Reference tells the receiver who sent the funds. Keep the default input or change it to something else

Nickname *
Nickname

Account Number *
#

Your Mobile ID *
Your Mobile ID

Peer's Mobile ID *
Peer's Mobile ID

Transaction Reference *
Transaction Reference

[Back]   [Next]

Create or Change your Mobile ID

Create

1. Select **Account Settings> Personal Settings> Mobile Id.**
2. Leave "**Current Mobile ID**" blank and enter your "**New Moblie ID**".
3. Save changes.

Change

1. Select **Account Settings> Personal Settings> Mobile Id.**
2. Enter your **"Current Mobile ID"**.
3. Enter your **"New Mobile ID"**.
4. Save changes.

Account Settings

⚙ Personal Settings   ⊕ Preferences   🔔 Alerts

Login Alias — Edit
Password — Edit
Email — Edit

Mobile ID
Current Mobile ID   #
New Mobile ID   #

[Cancel]   [Save]

Pay a Merchant

Pay a Merchant allows the user to pay a Merchant or business from ECAB's approved merchant list.

Add a Merchant Account

You can Add a Merchant account under Payments> Manage Payees>Merchant. Click the + button to add a merchant.

1. Select a Merchant name from the drop down menu
2. Click Next
3. Enter Nickname, Billing Account, Customer Name and Invoice
4. Click Next
5. Review information then click submit

Making a Merchant Payment

You can Pay a Merchant account under Payments>Pay Merchant.

1. Select "Make a Payment".
2. Select "Select Payee" and choose the peer you wish to pay from the drop down menu under "Merchant".
3. Click "Select Account" to choose the account you wish to be debited to pay the merchant.
4. Input the "Amount" you wish to pay.
5. Click "Review." then "Submit".

Paying your EC/US Credit Card

1. Follow the steps to "Add a Merchant" above and choose either ECAB ECD Credit Card or ECAB USD Credit Card according to your card type.
2. Follow the steps to "Make a Merchant Payment" above, selecting your card as the "Payee".

Electronic Funds Transfer (EFT)

Electronic Funds Transfer (EFT) allows you to send or receive ECD funds between participating banks in the Eastern Caribbean Currency Union. This method eliminates the need for cash or cheques, making your payments fast, convenient and secure.
To transfer funds via EFT you must have the below information:

- Name of the Beneficiary's Bank
- Beneficiary's Bank location
- Beneficiary's Bank Routing Number
- Beneficiary's Account Number
- Beneficiary's Account Type

You can make an EFT payment under Orders/Services >EFT.

1. Enter your Customer Information. This includes the account you wish to debit, your address, the country and city where that account was opened.
2. Enter the Payment Information. This includes the currency and the amount of funds being transferred.
3. Enter the Beneficiary's Bank Information. This section requires the beneficiary's name, country (location of the beneficiary's bank) and their bank's routing number.
4. Enter the Beneficiary's Customer Information. This Includes the beneficiary's account number, account type, name, address, city and country. You will also need to provide a description of the payment you are making in the Addenda (Remittance Information) field. Be as clear as possible with your description using 35 characters or less.
5. Check the box, if you wish to receive an alert to confirm the EFT request has been completed.
6. Review the inserted information and select continue to proceed or cancel to go back to the previous screen.
7. A confirmation screen will appear. Click on the 'Confirm' button to proceed with the transaction.

Scheduled Payments

Scheduled Payments allows you to schedule re-curring payments or transfers on a specific date and period.

Add New Scheduled Payment

1. Select Scheduled Payments
2. Select New
3. Select Payment type from the drop down menu.
4. Click "Select Account" to choose the account you wish to be debited.
5. Enter the Amount
6. Select the Frequency from the drop down menue and enter the Start date.
7. Review information then click submit.

Delete a Scheduled Payment

1. Click delete next to payment to be deleted and confirm deletion

NB: In the App, user will have to select Transfer and/or Payment to add a schedule payment. Also, to view previously created scheduled transactions, select Orders/Services.

Welcome,   Last Login: 04/13/2022 11:20

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Payments / Make a Payment

Make a Payment   ⚙ Manage Payees

From Account   **To Payee**

⊕
Select Account

⊕
Select Payee

Amount *

0.00

Scheduled Payment (Optional)
Transfer one time or a regular recurring payment

Frequency   **Transfer on**

Monthly   04/20/2022

Transactions posted before 10:00pm on business days will be processed same day.

Review

6 GREAT REASONS TO $AVE $uper $avings   Home $avings
                          College $avings   Statement $avings
                          Smart Start $avings   Retirement $avings

TopUp

TopUps within ECAB's Online Banking platform offer customers the ability to apply funds to any Digicel or Flow prepaid mobile number within the following countries:

- Antigua And Barbuda
- Anguilla
- Barbados
- Dominica
- Grenada
- Haiti
- Montserrat
- St. Kitts and Nevis
- St. Lucia
- St. Vincent and the Grenadines

One may either make a One Time or Frequent TopUp.

One Time TopUps:

TopUp merchants that use one-time pay method means the customer will have to enter in the account details every time they make a payment.

Frequent TopUps:

The customer can create TopUp Recipients so that they no longer have to enter account details every time they make a payment.

Add a TopUp Recipient

Web Browser

1. Click on Manage Payees on Payments menu.
2. Click (Create) icon.
3. Enter the required information in the following fields.
    - Nickname: This is used to identify the TopUp Recipient. Allows: maximum length 16, alphanumeric only. No spaces.
    - Country: Select the country of the pre-paid phone number from the drop-down menu.
    - Phone Number: The phone number of the pre-paid phone. Allows: maximum length 10 digits.
    - Mobile Operator/Plan: Select the mobile operator of the pre-paid phone.
4. Click Next button to review the information, then click Submit button. New TopUp recipient will be displayed on Manage Payees list view screen.

Mobile App

1. Tap on the menu and then tap on TopUp.
2. Tap on Manage.
3. Tap Add Recipient.
4. Enter the required information in the following fields:
- Nickname: This is used to identify the TopUp Recipient. Allows: maximum length 16, alphanumeric only. No spaces.
- Country: Select the country of the pre-paid phone number from the drop-down menu
- Phone Number: The phone number of the pre-paid phone. Allows: maximum length 10 digits.
- Mobile Operator/Plan: Select the mobile operator of the pre-paid phone.
5. Tap Review button to review the information, then click/tab Create button. New TopUp recipient will be displayed on Manage Recipients list view screen.

To Update a TopUp Recipient

Web Browser

1. Click on Manage Payees on Payments menu.
2. Click (Update) icon on the newly created template.
3. Change any information and click/tab Update button.
4. Click Next button to review the information, then click Submit button to save changes.

Mobile App

1. Tap on the menu and then tap on TopUp.
2. Tap on Manage.
3. Tap on the Recipient nickname .
4. Change any information and click/tab Update button.
5. Tap Review button to review the information, then click/tab Update button to save changes.

To Delete a TopUp Recipient

Web Browser

1. Click on Manage Payees on Orders menu.
2. Click (Delete) icon. System displays a pop-up message to confirm for deletion.

Mobile App

1. Tap on the menu and then tap on TopUp.
2. Tap on Manage.
3. Tap on the Recipient Nickname.
4. Click (Delete) icon. System displays a pop-up message to confirm for deletion.
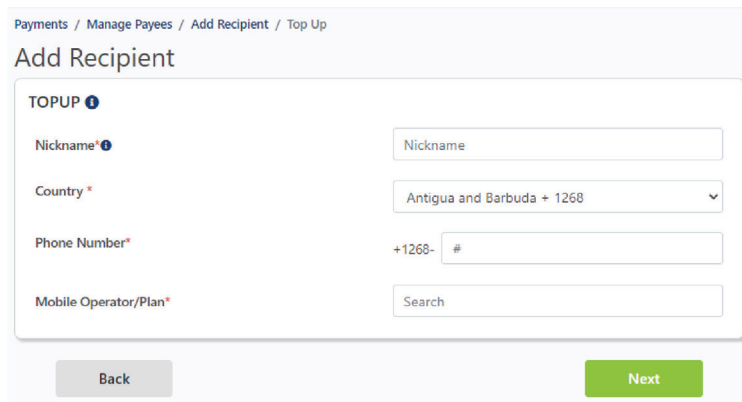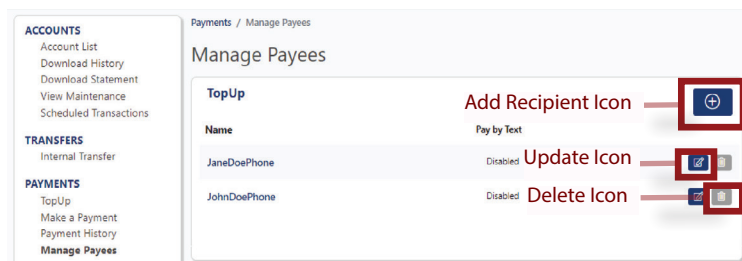
How to Pay a TopUp

1. Click on TopUp on Payments menu.
2. Click on **Select a Recipient.**
3. Choose either **Recipient** or **One-Time Pay.**

Recipient

- Click on **Recipient Nickname**
- Select the **From Account** and enter the **Amount**
- Click Next button to review the information, then click **Submit.**

One-Time Pay

- Click on **TopUp**
- Select the **From Account**
- Enter the required information in the following fields.
  - Country: Select the country of the pre-paid phone number from the drop-down menu
  - Phone Number: The phone number of the pre-paid phone. Allows: maximum length 10 digits. Mobile Operator/Plan: Select the mobile operator of the pre-paid phone.
  - Enter the Amount (**whole dollar amounts only.)**
  - Click Next/Review button to review the information, then click Submit

NB. All TopUps are final, so please ensure to review your transaction before submission.

Eastern Caribbean Amalgamated Bank
1000 Airport Boulevard
PO Box 315
St. George,
Antigua and Barbuda

Tel:268-480-5300
Fax:268-480-5433
Email:info@ecabank.com

TopUp Transaction Receipt

Transaction Details

Type	TopUp
Transaction Date/Time	08/23/2022 11:35
Customer Name	Jane Doe
Phone Number	+12687231344
Sent Amount	5.00 ECD
Delivered Amount	5.00 XCD
Merchant To	TOPUP
Receipt Number	M41BMJ8Q

If you are performing a TopUp in a currency other than your country's currency, foreign exchange will be applied. We have no control over the conversion rate used by mobile operators. Any exchange rate shown here is provided for clarity on your delivered TopUp amount.

Orders

Wire Orders

You can make a wire transfer order under **Orders>Wire transfer**.

1. Fill out the Ordering Customer information. This includes the account you wish to debit,and your address.
2. Fill out the Payment Information. This includes the currency, the amount of the transaction and the charges information.
3. Fill out the beneficiary bank information. This includes the name and address, bank account number, IBAN, swift code and routing number of the beneficiary bank.
4. Fill out the Benificiary Customer information. This includes the name, account and address of the benificiary.
5. Complete the intermediary and correspondent bank information if necessary.
6. Click continue to complete your order.

N.B. You can tick the box which will alert you when your wire has been sent.

Cash Order (feature only available on online banking platform)

You can make a cash order under **Orders>Cash Order**.

1. Select the desired currency and click "**Continue**"
2. Select the quantity of the bills or coins required and the totals will automatically populate in the table.
3. When you have completed your order select the branch from which you would like to collect the order, and the collection date.
4. You can choose to tick the box which will alert you when your order is ready for collection.

Cheque Orders

You can make a Cheque Book Order under **Orders>Cheque Order.**

1. Select the account you wish to order cheque books for.
2. Select the amount of cheques required.*
3. Insert the last cheque number of your previous cheque book for that account.
4. Select the date you would like to collect your cheque book.**
5. Select the branch from which you would like to collect the cheque book.
6. Tick the box to receive notification when your order is ready.
7. State in the special instructions your choice of Register, Stubs or Commercial Book and the total number of books required.

*The Eastern Caribbean Amalgamated Bank only provides books of 24, 48 or 99 cheques.
**Please set pickup date to 3 business days in the future.

Draft Order (feature only available on online banking platform)

You can order drafts under **Orders>Draft Order.**
1. Select the type of Draft; either **Local** or **International**.
2. Input requesting customer information as follows:

- Draft Amount
- From Account
- Address
- City
- Country
- Branch for Pickup
- Date Needed

Input Beneficiary Customer information, as follows:

- Customer Name
- Address
- City
- Country
- Remittance information
- Special Instructions

You can tick the box to send an alert when your draft is ready for collection.

Templates

Order Templates enables the customer to create and manage templates for the following orders:
- Electronic Funds Transfer (EFT)
- Wire Transfer
- Drafts (Local and International)

Customers may apply a pre-defined template when creating an order so that order details can be saved, preventing the need to reenter the bank and beneficiary information when sending future orders to that customer.

You can create a Template under Orders >Templates.

Create a Template

1. Click/Tab on Templates on Orders menu
2. Click/Tab (Create) icon to start creating an order template.
3. Select Order Type to continue.
4. Enter the template name and all required information.
5. Click/Tab Continue button to review the information, then click/tab Submit button.
6. Click/Tab Continue button to go back to the Template list view screen

Update a Template

1. Click/Tab on Templates on Orders menu
2. Click (Update) icon on the newly created template. For the App, tab the template name.
3. Change any information and click/tab Update button.
4. Click/Tab Submit button to confirm the changes.
5. Click/Tab Continue button to go back to the Template list view screen.

Delete a Template

1. Click/Tab on Templates on Orders menu
2. Click/Tab (Delete) icon. System displays a pop-up message to confirm for deletion.

Generate an order using a template

1. Click/Tab on your required Order Type on Orders menu
2. Select a template to apply for the transfer
3. Modify the information, where applicable
4. Click/Tab Continue to review the information button,
5. Click/tab Submit button.

The order is placed in Pending Status on the Order History screen.

Scheduled Orders

Schedule Orders (applicable for Wire Transer orders and Electronic Funds Transfer (EFT) Orders) on the online platform only.

Scheduled Orders, enables customers to create recurring orders to be scheduled on one or more future dates. The order will be submitted automaticaly on the scheduled date(s).

This feature can be used by Personal Banking customers and Business customers with (1) signatory stated on their business account.

You can create, update and delete a scheduled Order.

Create a Scheduled Order

1. Click/Tab on Electronic Funds Transfer or Wire Transfer on Orders menu
2. Insert required information
3. Click/Tab on the Scheduled Order checkbox to enable.
4. Click/Tab on the Frequency to select the frequency of the order. Options available are one time, weekly, bi-weekly, and monthly.
5. Click/Tab Start date and select the date from the calendar for when the order should be transferred.
6. Click/Tab Continue/Review button to review the information, then click/tab Submit button to complete your order.

View Scheduled Orders

1. Click/Tab on Scheduled Orders on Orders menu
2. All scheduled orders that were created will be listed.

Update Scheduled Orders

1. Click/Tab on Scheduled Orders on Orders menu.
2. Click/Tab the order to be updated.
3. In the General Order Information, click/tab the (Edit) icon.
4. Update the Frequency and Transfer On date and click/tab Update button.
5. Click/Tab Submit button to confirm the changes.

Delete Scheduled Orders

1. Click/Tab on Scheduled Orders on Orders menu
2. Click/Tab the order to be deleted.
3. Click/Tab (Delete) icon. System displays a pop-up message to confirm for deletion.

Order History

Order History

The order history keeps a record of previous orders.

You can view your Order History under Orders >Order History.

1. Select "Order History".
2. The history list with "Type", "Status", and "Date of creation" Date & Time of completion should be displayed. (if applicable)
3. Filter the Order List by "Type" and/or "Status".

Alerts

The alerts tab allows you to customize exactly which alerts you would like to receive. The alerts are first grouped by account type. Chequeing alerts are at the top, then Savings alerts followed by Certificate of Deposits alerts.

International debit card and point of sale alerts are automatically set up for all customers as an added security feature.

Enable an Alert

If a customer has not activated an alert for any of their accounts, they must click the "Enable" button in the right hand side of the screen. You can select to enable alerts for:

1. All accounts: Choosing this option will enable the alert for all accounts
2. Select accounts: Choosing this option will allow you to determine which accounts you wish to have this alert activated for.

Disable an Alert

From the main alert screen, you can disable the alert for all accounts by clicking on the Disable button on the right side of the screen.

Requests to disable International Debit Card and Point of Sale alerts must be submitted to the bank. This is not recommended.

Alert Limits

Where applicable, you will be prompted to select an alert limit dollar amount once you have clicked "enable" for an alert.

Secure Messaging

Secure messages enable you to communicate directly with the bank. You can use this medium to send secure account related information and documentation.

Messages can only accept commas and periods. Do not use other punctuation.

You can access secure messages under **Services> Secure Messaging> Send a Secure Message.**
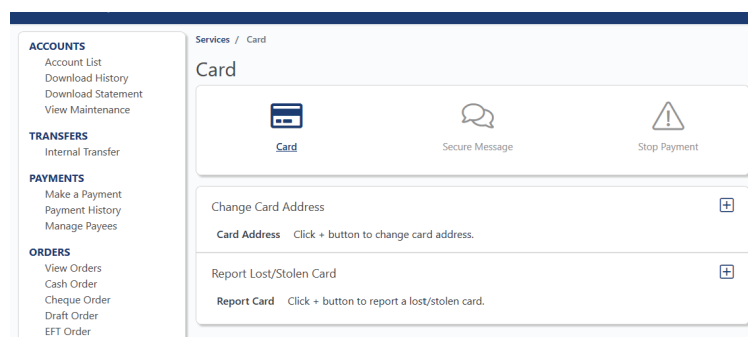
Change Card Address

You can request to change the secondary address on your card under **Services>Card>Change Card Address.**
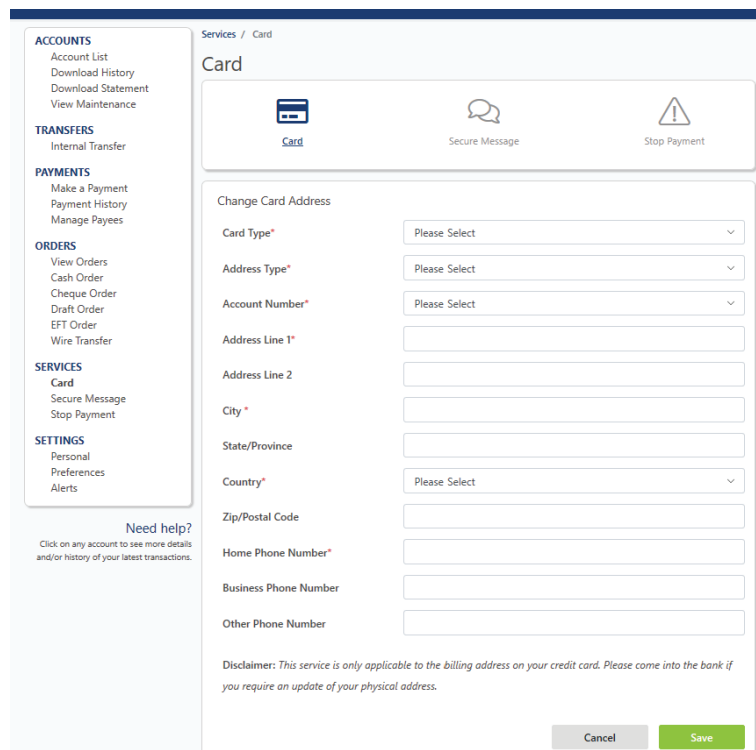
1. Choose a Card Type from the drop down list. Available values are ATM, Debit or Credit.
2. Choose an address type from the drop down list. The available values are **Second Address to be Added** and **Change current address.**
3. Choose an account number from the drop down list.
4. Input your street address on Line 1, you can use Line 2 if needed.
5. Input the City.
6. Choose your country from the drop down list provided.
7. Enter your postal code, if required
8. Enter your home phone number – the phone number must be entered without spaces or dashes.
9. You have the option to enter your business phone number or other phone number – without spaces or dashes.
10. Clicking on the "Save" button will send you to a confirmation screen where you can review your request.
11. If you are satisfied with the information entered, you can click on the Confirm button. This will complete the request and submit your updated information to the bank.

Report Lost or Stolen Card

You Can report a lost or stolen card under **Services> Card > Report Lost or stolen Cards.**

1. Click the + button
2. Select card type, the available values are Debit and Credit.
3. Choose an account number from the dropdown list provided.
4. Choose a reason from the dropdown list provided. The available values are Lost or Stolen.
5. Click submit. This will generate a message that will be sent to the bank.

This is not an automatic service request. A representative from the bank will contact you to complete this request. It is recommended that you contact the bank, or the number at the back of your card after hours if you have not been notified within 24 hours.

Stop Payments

You can access Stop Payments via the "Services" tab on the main menu. You can choose to create a new stop payment or view your Stop Payment history.

Create Stop Payment

1. Click the + button.
2. Choose the chequing account from the drop down list provided.
3. Enter the Cheque number or cheque sequence.
4. Enter the Cheque amount or amount range.
5. Enter the payee name.
6. Enter the reason for the stop payment.
7. Click continue to review the information.

You will be presented with a confirmation screen. When you are satisfied with the information entered, click on **"Confirm"** to submit the stop payment. If you choose not to continue, click on **"Cancel".** This will send you back to the previous screen where you can make changes or cancel the request.

Stop Payment history

You can view previous stop payments under **Services >Stop payment >Stop payment History**. Choose the account number from the dropdown box and click "**Go**". This will produce a report detailing the stop payment history for that account.

BANK LOCATIONS

1000 Airport Boulevard
Coolidge, Antigua

Redcliffe Street
St. John's

Woods Centre
Friars Hill Road

Nelson's Dockyard
English Harbour

HOURS OF OPERATION

Coolidge, High Street, Redcliffe Street and
Woods Centre Branches
Monday - Thursday 8:00am – 2:00pm
Friday 8:00am – 4:00pm
Dockyard Branch
Monday - Thursday 8:30am – 1:30pm
Friday 8:30am – 3:30pm

ATM LOCATIONS

1000 Airport Boulevard
Coolidge, Antigua

Redcliffe Street
St. John's, Antigua

High Street
St. John's, Antigua

Woods Centre
Friars Hill Road

Nelson's Dockyard
English Harbour

Jolly Harbour
St. Mary's

American University of Antigua
Coolidge, Antigua

Epicurean Perry Bay
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