

Online Banking – FAQs

1) What additional services will the Online platform offer me as an account holder?

- View balances and transaction details remotely and securely;
- Instruct Payments online;
- Instruct Trades on your Portfolio Account;
- Download Account related data in Excel and CSV formats.

2) What sort of rights can a User be assigned on the Online platform?

- **View-Only Rights:** the ability to login, and view account balances, values and transactions but not instruct payments or communicate trade instructions. These rights may be assigned only to recognized account holders, beneficiaries or ultimate beneficial owners of the account, directors, administrators, trustees or signatories as long as they are recognized as such by the Bank in terms of its records;
- **Signatory Rights:** the ability to login, view, input and authorize instructions for release to the Bank and processing;
- **Back Office Rights:** the ability to login and key in payment instructions queued up for authorization by the relevant signatory/ies on the account. This will be allowed only for corporate customers operating back office facilities.

3) How will the User be able to log into the Online Platform?

After the application has been properly completed, submitted and approved by the Bank, Users will be assigned User Credentials and a Token. Successful logins will be conditional on the proper registration of both the User Credentials and the OTP (One-Time Password), generated by the Token, contemporaneously on each login attempt.

4) Who may apply to be a User with Signatory Rights on the Online Platform?

To be a User with Signatory Rights on the online platform you must be an existing signatory of the Company, recognized as such by the Bank in terms of its records and/or resolutions of the company given to the Bank.

5) What solution has the Bank provided for corporate customers that operate Back Offices to process payment instructions?

The Bank has provided for the possibility of a “**Back-Office key**” which will be assigned to the company having such a need. The purpose of this key is to enable operational efficiencies by allowing that Back-Office key to input and exclusively input payments queued for authorization by signatories’ which may have been assigned tokens for the purpose. The company may also elect to assign viewing rights to that Back-Office Key.

6) In the case of a company with multiple signatories, do all signatories need to be set-up as a User in terms of the Online Platform?

No. The governing logic on the number of Signatory Rights given on the online platform is quantitative and qualitative and that is:

- **Quantitative:** that there must be sufficient signatories to enable instructions to be instructed in terms of the Bank's records and/or resolutions of the company given to the Bank; and
- **Qualitative:** that those signatories' powers must correspond with the powers assigned to them in terms of the Bank's records and/or resolutions of the company given to the Bank.

Accordingly, whilst the number of signatories having online Signatory Rights does not have to correspond exactly with the number of signatories identified on the Bank's records and/or resolutions of the company given to the Bank, the powers, composition of and authorities assigned to those that do must reflect and correspond with those in the Bank's records and/or resolutions of the company given to the Bank.

7) Does a Signatory on more than one Customer Account mean that he/she needs more than one set of User Credentials and Token?

No. One User will be assigned one set of User Credentials and one Token only irrespectively of the number of different Customer Accounts he/she may have been assigned rights on. This will mean that on the platform the User will be able to see all the accounts to which he/she is connected and assigned rights to.

8) How will the Payments Module work?

Each person who is set-up as a User and assigned Signatory Rights on the Customer Account may input a payment or a batch of payments and may also authorize them as a Signatory. A payment or a batch of payments will only go through when the minimum number of Signatories required to authorize an instruction have in fact authorized the payment/s in terms of the Online Application.

9) How are instructions authorized?

The online platform works on the basis of points. Points are assigned to signatories in terms of the powers assigned to them in the Bank records and/or resolutions of the company given to the Bank. The points assigned will reflect the number of signatories that have been given online rights and/or the varying powers, if any, of that signatory or group of signatories. An instruction shall be authorized only if a total of 100 points has crystallized the authorization of that instruction.

10) Are there any fees for access to online banking?

Yes. Please refer to the Bank's Tariff Sheet by clicking [here](#).

11) How may I apply for the online banking?

You may apply by completing the online application form and sending a scanned copy to the Bank for processing. If it has been completed correctly, you will be contacted and asked to send the original. Please note that there are two application forms: One for private accounts and one for corporate accounts.

The application forms can be found here:

[Application Form - Corporate Accounts](#)

[Application Form - Private Accounts](#)

- i. *The overlying information serves only to provide an overview of the salient features of the New Online Banking Platform and its uses.*
- ii. *It does not purport to be Instructions for use of the Platform. The Application process and method of use of the Platform may differ from time to time at the Bank's discretion and in accordance with the Terms and Conditions prevalent at the time.*
- iii. *In the event of a conflict between the overlying and anything stated in the Terms and Conditions the latter shall prevail.*

Sparkasse Bank Malta Public Limited Company is licensed to act as a Credit Institution and to provide Investment Services by the Malta Financial Services Authority. Sparkasse Bank Malta Public Limited Company is a Public Limited Liability Company registered under the laws of Malta, with Registration Number C27152 and with Registered Office and Head Office at 101, Townsquare, Ix-Xatt Ta' Qui-Si-Sana, Sliema SLM3112, Malta