



USER MANUAL

1bank Internet Banking for Individual Subscribers

VERSION 6.0

1bank

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1bank

1bank enables you to carry out all your banking transactions wherever you are. It's free and includes phone, internet and mobile services (Mobile Banking App and QuickPay).

You can either have full-service access to your personal or authorised accounts or you can simply view account information.

Moreover, you can take advantage of the reduced and/or free charges for transactions compared to branches.

Our service is constantly upgraded with new functionalities, aimed at improving the speed and security of your service.

1bank Channels

The 1bank User ID and Passcode can be used in all our channels as follows:

- Internet Banking at www.1bank.com
- Phone banking on 800 00 800 (+357 22 128000 for international calls)
- Mobile Banking through the Bank of Cyprus application available in Apple and Google Play store
- QuickPay Service for quick, secure and easy payments from your mobile device

How to apply

You can obtain the 1bank User ID and Passcode:

- Click [here](#) to Register to 1bank for Individual Subscribers only. Clicking here for online subscription for private subscribers by selecting "Subscribe to 1bank". Complete your registration by following a few simple steps. For more information click [here](#).
- **From any of our branches** (preferably at the branch where your account is held)
- **By calling**, between 07:45 and 18:00 (Monday to Friday) and Saturday and Sundays between 09:00 and 17:00, at 800 00 800 or +357 22 128000 (from abroad)
- If you forgot your User ID or Passcode click [here](#). For more information click [here](#).

1bank Functionalities

Accounts Information

1bank provides you with all the necessary information for your bank accounts.

You can view, save and print balances, details and transaction history of your bank accounts.

My Accounts > Balances

You can view the balance and available balance of all your connected accounts. For each connected account you can see important information such as the Account number or Alias, the Account Type, the name of the Account Owner, the currency of the account, the limit of the account and the current and available balance of the account. You can also filter the accounts by account type and currency.

My Accounts > Transaction Status

The Transaction Status function is used to check the status of a transaction you created through Internet Banking, Mobile Banking and QuickPay, to view the transaction advice, to decline any pending transaction, to view supportive documents and to create a copy of the transaction. For each transaction you can see important details such as the Transaction Number, the remitter account, the creation and execution date, the transaction type, the description, the channel through which the transaction was carried out, the amount and the status of the transaction.

By clicking on the transaction number, you can view in pdf format all the advices for transfers executed through the 1bank channels (SWIFT, SEPA etc).



My Accounts > Transactions

You can see the Transaction History of the accounts connected to the subscription (BOC accounts and other banks accounts connected to the subscription) such as the transaction posting date, the value date, the description, the transaction type and number, the amount and an indicative balance of the account after the transaction was posted. You can also view the numbers of the cheques debited and the cheques' image.

By clicking on the transaction number, you can view in pdf format the advice of the transactions executed through the 1bank channels. Transaction history can be saved in several formats.

My Accounts > Details

You can view important information for all your connected accounts such as the account type, the debit and credit interest of the account, the current and available balance and the limit of the account. The account details depend on the account type. For example, for loan accounts you can view information such as arrears, accrued interest etc and for card accounts you can view information such as next statement date, due date, minimum instalment, last statement balance etc.

By clicking  or  , you can send through email, save in pdf format or print you IBAN Certificate.

Branch: Internet Banking 0195

IBAN CERTIFICATE

NAME Ekotjbg Wwrtvypvp
 ACCOUNT NUMBER 0120406014
 CURRENCY EUR
 ACCOUNT TYPE CURRENT

We inform you that the **IBAN** of your account is

PAPER FORMAT CY02 0020 0120 0000 0040 6014
 ELECTRONIC FORMAT CY0200200120000000406014

and the **SWIFT** address (BIC code) of Bank of Cyprus Public Company Ltd is **BCYPCY2N**.

The IBAN is used for identification of your account number in case of credit transfers thus its electronic format should be used.

My Accounts > Pending

You can view a detailed analysis of the blocked funds and all cheques that are pending to be cleared (cheques deposited in the account).

My Accounts > Cheques

You can have an extensive analysis of the cheques issued.

The available options from 1bank include:

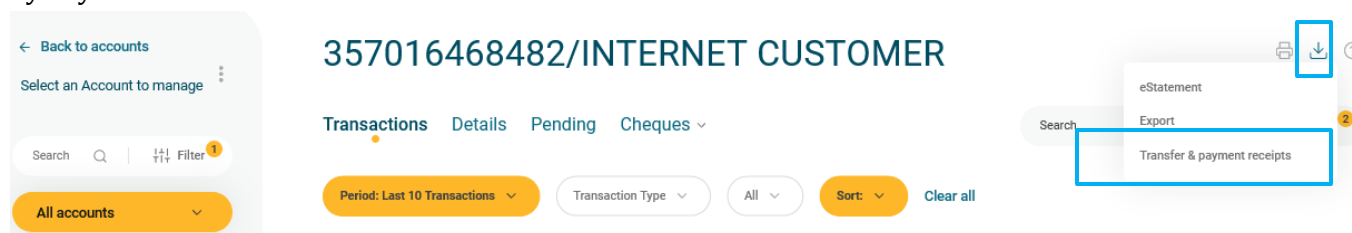
- Order of chequebook with reduced charge. The delivery time for a new chequebook, is 2 working days if sent to a Branch and 4-5 working days if sent by post (registered mail)
- Analysis of the issued cheques (paid, unpaid, stopped) and images of the cheques that have been presented to the Bank for payment
- You also have the option to stop the payment of a single cheque or a range of cheques
- You can view the cheques that might be returned, within the day due to insufficient funds in the account to be debited

My accounts > download > eStatement

You can view, save and print a copy of the official account statement issued by the Bank. You can either select an eStatement for a specific month or a range of months (up to 24 months for each search).

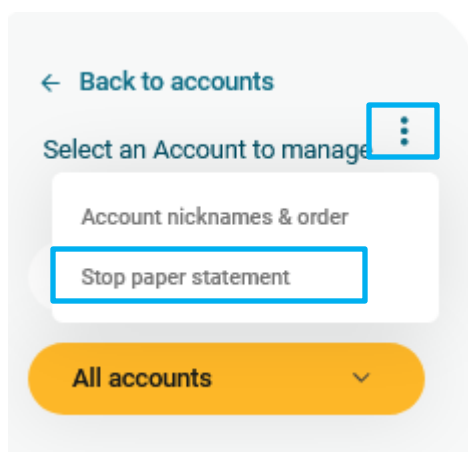
[My accounts > download > Transfer & payment receipts](#)

You can search for an advice (of a transfer or payment to other bank), by either 1 bank reference number or by Payment Order reference number.



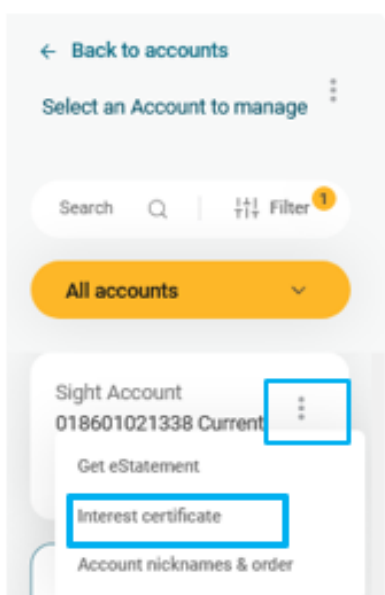
[My Accounts > Start/Stop Paper Statement](#)

You can select whether to Start or Stop receiving paper statement for your personal accounts (own accounts). Stop paper statement function is available for subscribers with full access.



[My Accounts > Interest Certificate](#)

For the connected to the subscription accounts, you can print in pdf format the account interest certificate since 1995. Account Interest Certificate for ex Laiki accounts are available from June 2014 onwards.



Transfer & Pay

Some of the most important functions, offered through 1bank Transfer & Pay section are the following:

- Transfers to Bank of Cyprus accounts (connected and third party)
- Transfers to Other Banks - Payment Orders (Swift and SEPA)
- Utility bills payments and tuition fees
- Recurring Payments
- Mass Payments via file upload
- Notices for transfers
- Pending Approvals

All financial transactions can be executed up to 6 months forward (future dated).

[Transfer & Pay > Transfer money > To Connected Accounts \(own/authorized\)](#)

Transfer of funds between connected accounts (own and authorised).

Step 1: select to transfer to > connected accounts or one of your favourite templates already saved

Transfer money

Select the type of transfer or use a template

ALL MY CONNECTED CIFS

All customers

Clear all



Connected accounts



BoC customers



Other Banks



My templates

Step 2: select the account to be debited

From account

Select an account

Select (3)

Search

018601021338 Current ...	Sight Account	018601021338 EUR	Avail. 50,06
357016468482/INTERN...	Sight Account	357016468482 EUR	Avail. 54,70
Card testing	VISA CREDIT	011009168704 EUR	Avail. 50,00

Next

1. The transaction will be executed within 1 business day from the selected Execution Date (if in Euro and provided that an currency conversion is required) and 2 business days from the

Step 3: select the account to be credited

To connected accounts

Select an account
Select (2)

Step 4: Enter Transfer Information

Transfer information

Details

Amount *
12,00

Currency *
EUR

1.

Execution Date*
21/07/2022

2.

Details
test

3.

140 characters maximum

Supporting documents ⓘ

elli07.pdf
284.52 KB

4.

Choose a file

[Cancel](#)
[Submit](#)

Process:

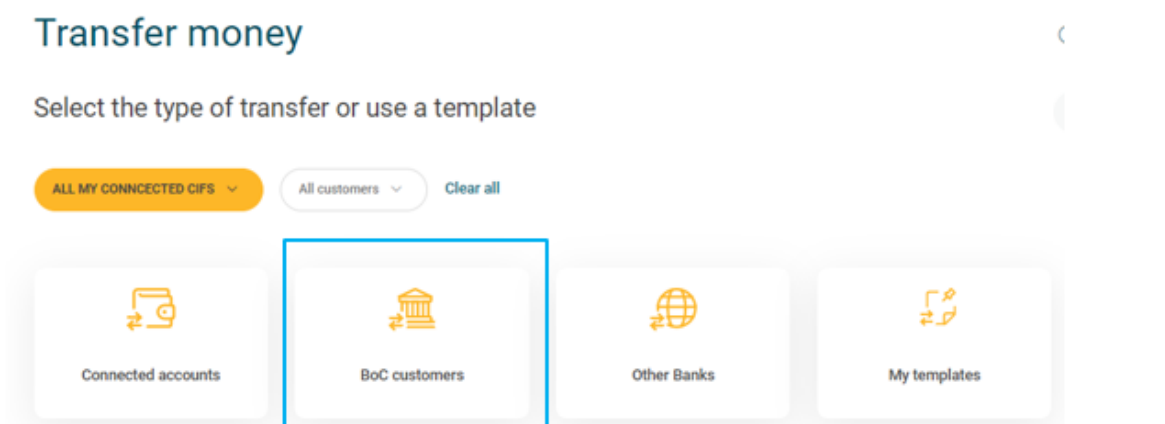
- Amount & Currency:** Enter the amount and select the currency of the transfer
- Execution Date:** Click on the calendar to select the date on which you wish the transaction to be executed. You can select any date (current or future) up to 6 months in the future.
- Transfer Details:** An optional field. Enter a description for the transaction (i.e., *Transfer to Current Account*). The description will appear in the Transaction History and Statement of both the account to be debited and account to be credited
- Payment Supporting Documents:** You can upload up to 5 files. Files must be 5MB or smaller and in one of these formats: pdf, jpg, gif or png. You can upload these documents using the “choose a file” button
- Submit:** Click to submit the transaction
- Confirm:** Click to confirm the transaction

7. **Digipass Code:** Enter a digipass code (if required)
8. **Transaction Number:** The system returns a message with the transaction status. Click on the transaction number to view the specific transaction details

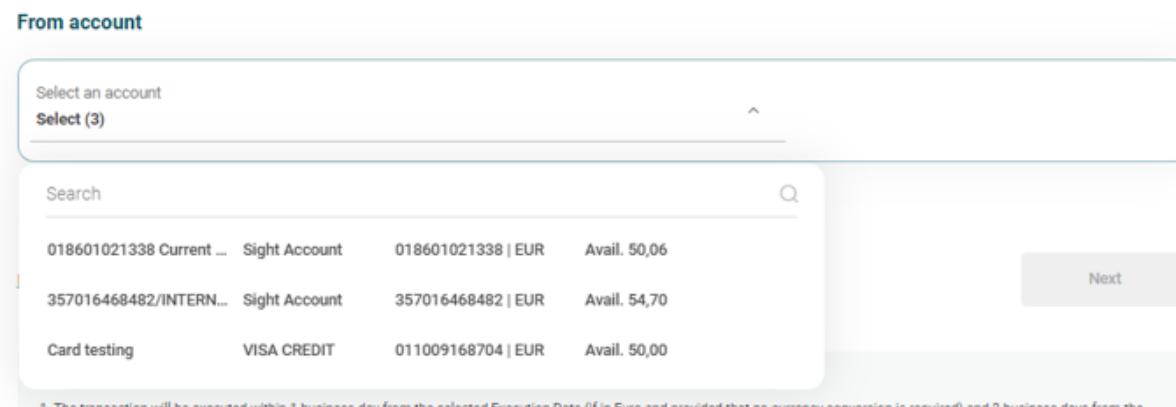
[Transfer & Pay > Transfer money > To Bank of Cyprus Customers](#)


Transfer of funds to other Bank of Cyprus customers.

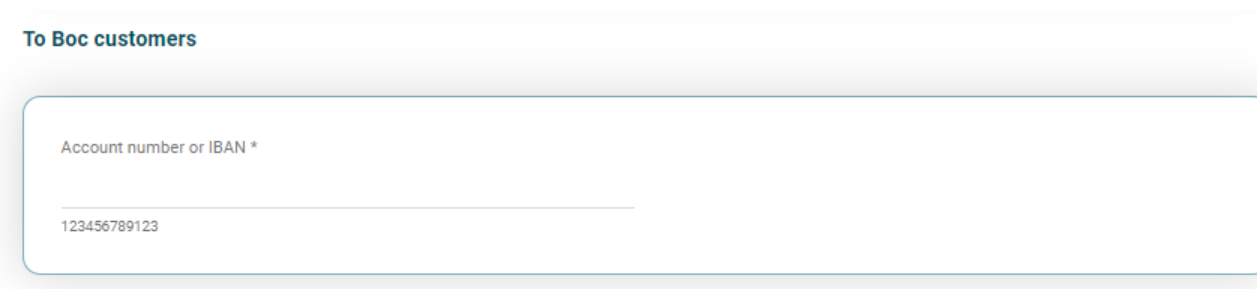
Step 1: select to transfer to > BoC Customers or one of your favourite templates already saved



Step 2: select the account to be debited



Step 3: Enter the account number or IBAN of the Beneficiary, without blanks and press 



Step 4: Enter Transfer Information

Transfer information

Details

Amount *
12,00

Currency *
EUR

1.

Execution Date*
21/07/2022

2.

Details *
test

3.

Supporting documents ⓘ

Choose a file

4.

Charges (if any) debited from:
☒ OUR ☐ BEN

5.

OUR - All the charges are paid by the ordering customer

[Cancel](#)
[Submit](#)

Process

- Amount & Currency:** Enter the amount and select the currency of the transfer
- Execution Date:** Click on the calendar to select the date on which you wish the transaction to be executed. You can select any date (current or future) up to 6 months in the future.
- Transfer Details:** Enter a description for the transaction. The description will appear in the Transaction History and Statement of both the account to be debited and account to be credited
- Payment Supporting Documents:** You can upload up to 5 files. Files must be 5MB or smaller and in one of these formats: pdf, jpg, gif or png. You can upload these documents using the “choose a file” button
- Charges (if any) debited from:** Select whether the charges of the transfer (if any) will be subtracted from the Ordering Account (the account being debited) or the Beneficiary Account (the account being credited). If you choose Beneficiary Account, the Beneficiary will be credited with the amount of the transfer less any applicable charges
- Submit:** Click to submit the transaction
- Confirm:** Click to confirm the transaction

Step 5: Digipass Code: Enter a digipass code

Step 6: Transaction Number: The system returns a message with the transaction status. Click on the transaction number to view the specific transaction details

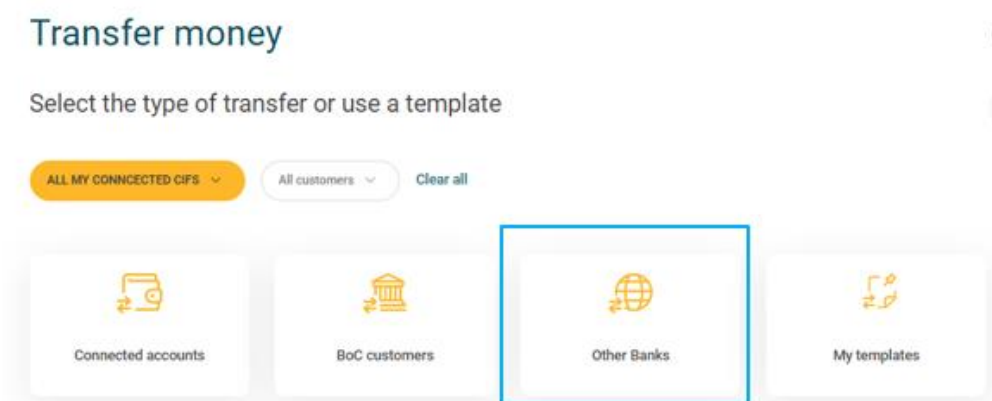
Transfer & Pay > Transfer money > Other Banks

With the Payment Order function, you can transfer funds, in any currency, to beneficiaries in Cyprus and abroad (SWIFT or SEPA). Transfers through 1bank are offered with reduced charges.

Transfer details are available for all the payment orders executed in the past. This information can be reloaded (from the payment order beneficiary list) in order to be repeated quick and easy.

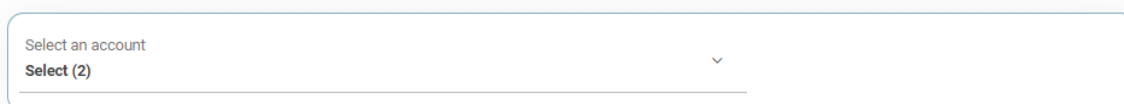
You have the option to receive advice by email and fax.

Step 1: select to transfer to > Other Banks or one of your favourite templates already saved



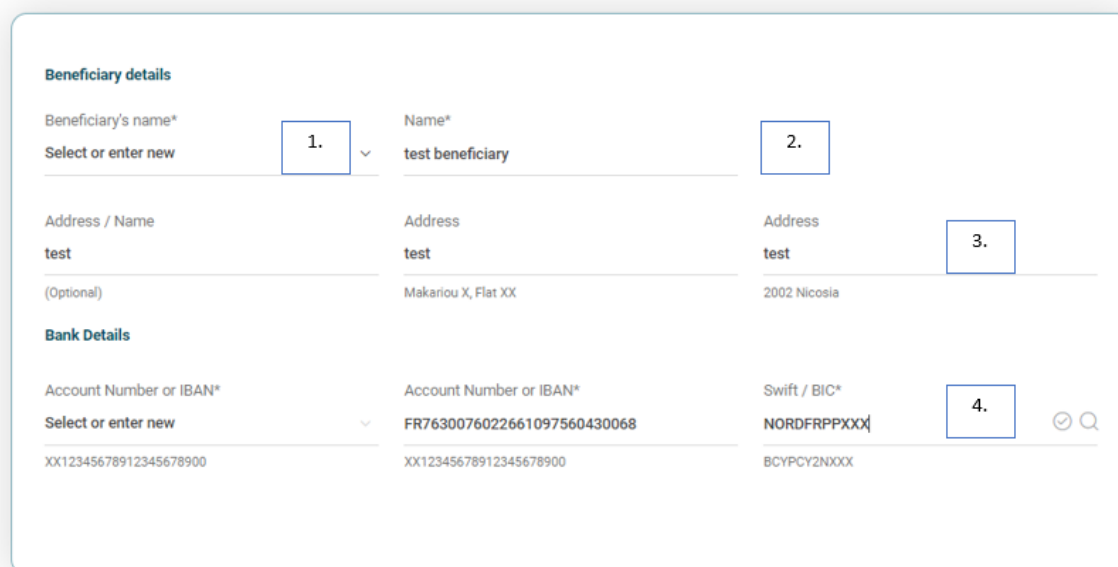
Step 2: select the account to be debited

From account



Step 3: Beneficiary Details

To other Banks



Process:


1. Add a new beneficiary or select from the drop-down list
2. **Beneficiary details:** Enter the name of the beneficiary. If you have already carried out a Payment Order via internet banking or a branch in the past, the drop-down list will contain these beneficiary names. Select accordingly.
3. **Beneficiary address:** Enter the beneficiary address. In case of payments to countries out of the European Economic Area, it is recommended to enter the beneficiary's physical address (use at least two lines).
4. **Account Number/IBAN:** Enter the account number or IBAN of the beneficiary, without blanks or select from the drop-down list. The IBAN number is mandatory for all payments within the EEA / SEPA countries. Failure to provide an IBAN in the above cases will lead to extra charges. View **Commissions and Charges**

SWIFT/BIC:


- Select Bank (existing list)

If you have carried out a Payment Order in the past via internet banking or a Bank Branch, you can select a bank used in previous payment orders, from the drop-down list. Select “New Bank” if you are making a payment to a new bank

- SWIFT / BIC code


Enter the **SWIFT/BIC** code of the beneficiary bank and click on the icon  to validate and automatically fill in the details of the bank in the relevant fields


- Search for a SWIFT/BIC code

If you do not know the **SWIFT/BIC**, click on icon  to search for it. Select whether the search to be done by SWIFT/BIC, National ID or Bank Name. Depending on your choice, the relevant search fields appear.

Search: Click on Search once you select the Search By field

i.e Search by *SWIFT/BIC: Enter BCYP*. Upon clicking on Search, all the search results which contain BCYP in the SWIFT code, will be shown.

Click on the  for the bank you wish to use for the payment order.

To proceed with the next step press 

Step 4: Transfer Details

Transfer information

Details

Amount*

12,00

Currency*

USD

1.

Execution Date*

21/07/2022

2.

Value Date*

25/07/2022

3.

Details *

test

4.

Supporting documents

imageservice.pdf

206.5 KB

5.

Choose a file

Charges

SHA

BEN

OUR

6.

SHA - Charges are shared by the ordering and beneficiary customer

Charges from

018601021338 Current...

Τρεχούμενος Όψ...

018601021338 | EUR

Avail. 50,06

7.

Communication information

Sender contact telephone number

8.

Send receipt

Cancel

Submit

Process

- Amount & Currency:** Enter the amount and select the currency of the transfer
- Execution Date:** The Execution Date is the date on which the Ordering account is charged. Initially, the current date is displayed (if it is a working day) or the first working day (if the current day is not a working day). You can select a future date by clicking on the calendar icon. **Confirm that the Value Date is the one you want**
- Value Date:** The Value Date is the date on which the funds are available in the Beneficiary bank (equal or greater than the Execution Date). Initially, the value date that appears is two working days after the execution date. In case the currency of the transaction is Euro, the date changes and a message appear on the top part of the screen (If you change the Execution Date, please confirm that the Value Date is the one you want. Payment Orders with a Value Date equal to the Execution Date are subject to additional charges)

4. **Transfer Details:** Enter the details of the payment in Latin characters i.e. *Invoice 123456*. The details will appear on the Transaction History and the Statement of the account to be debited and will be sent as information to the Beneficiary bank
5. **Payment Supporting Documents:** You can upload up to 5 files. Files must be 5MB or smaller and in one of these formats: pdf, jpg, gif or png. You can upload these documents using the “choose a file” button
6. **Charges:** Select if you wish the transaction charges to be deducted from the Ordering account (OUR), the beneficiary account (BEN) or both (SHA).
7. **Charges From:** Optional field. If you wish the Commissions and Charges to be debited to a different account than the ordering account, select another account from the list
8. **Communication information:** you can provide Sender’s contact telephone number
9. **Send receipt:** you can select to receive a receipt by email or by fax
10. **Submit:** Click to submit the transaction
11. **Confirm:** Click to confirm the transaction

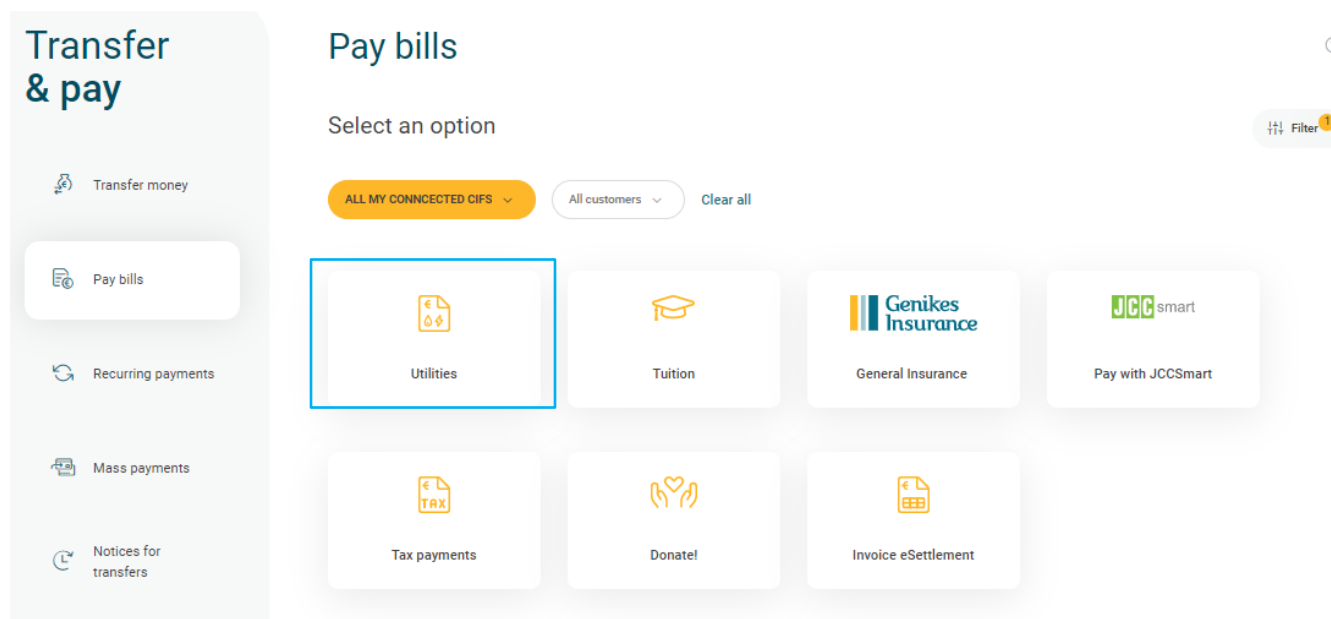
Step 5: Digipass Code: Enter a digipass code

Step 6: Transaction Number: The system returns a message with the transaction status. Click on the transaction number to view the specific transaction details

[Transfer & Pay > Pay bills > Bill Payments >](#)

[Transfer & Pay > Pay bills > Bill Payments > Utilities](#)

You can settle bills of more than 20 Organisations.



The screenshot shows the 'Pay bills' section of the 1bank app. On the left, a sidebar titled 'Transfer & pay' lists options: 'Transfer money', 'Pay bills' (selected), 'Recurring payments', 'Mass payments', and 'Notices for transfers'. The main area is titled 'Pay bills' and includes a 'Select an option' prompt. Below this, there are filters: 'ALL MY CONNECTED CIFS' (selected), 'All customers', and 'Clear all'. A 'Filter' button with a notification icon is also present. The main area displays a grid of payment options, each with an icon and a label: 'Utilities' (highlighted with a blue border), 'Tuition', 'General Insurance' (Genikes Insurance), 'Pay with JCCSmart' (JCC smart), 'Tax payments' (TAX), 'Donate!', and 'Invoice eSettlement'.

Step1: select the authority you wish to pay or one of your favourite templates already saved and press 

Pay bills

Bill payments: Utilities

To

Select from favorites or choose authority / organization

 Filter



My favorites
(3 templates)



Authority/Organization

Select (23)



Execution Date*

23/07/2021



Process:

1. **Favorites:** you can select to re-execute any of your saved templates where organization and ordering account are already defined.
2. **Authority/Organization:** Select accordingly
3. **Execution Date:** Click on the calendar to select the date on which you wish the transaction to be executed. You can select any date (current or future) up to 6 months in the future. In case you select a holiday/weekend, the transaction will be executed on the next business day and the transaction's status till its execution, will be *Pending (Future Execution)*

Step 2:

Pay bills

Bill payments: Utilities

To: Cablenet

From



Accounts
Select (11)



1

Pay bills



Bill payments: Utilities To: Cablenet From: *3869/Hwilavwm Xwefgwpm.

Payment information

Filter

Payment information - Instructions

Authority/ organization	Account/Subscription Number *	Amount *
1 Cablenet	123456 7 ⓘ	89,12 ⓘ

+ Add payment

Back

Submit

1. **Account:** select account to be debited
2. **Data entry:** enter the necessary information like authority's account number and amount. Additional fields may be displayed, depending on your authority selection. Enter the information, as these are displayed on the bill. For more information regarding the details that should be entered for each authority / organisation, see the [Utility Bills Samples](#) by pressing

Payment information - Instructions Utility bill sample

Partial payment of the bill is not permitted

3. **Add Payment:** Click + Add payment to enter another payment for the same authority / organisation
4. **Remove Payment:** Click on the payment you wish to remove and press the Remove Payment button
5. **Submit:** Click to submit the transaction
6. **Confirm:** Click to confirm the transaction
7. **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details.

[Transfer & Pay > Pay bills > Bill Payments > Tuition Fees](#)

Option to pay tuition and fees for specific local universities and colleges.

BILL PAYMENTS - TUITION FEES

FILTER

OWNED ACCOUNTS GROUP

All Customers

?

1

ORDERING ACCOUNT DETAILS

SELECT ACCOUNT

018601021338 (Sight Account - EUR - 1BANK AND 1BANK TT)

ACCOUNT NUMBER

018601021338

ACCOUNT NAME

1BANK AND 1BANK TESTING

BALANCE

50,00 EUR

AVAILABLE BALANCE

50,00 EUR

2

BENEFICIARY DETAILS


BENEFICIARY

* Select

BENEFICIARY NAME

EXECUTION DATE

* 17/03/2017




3

CLEAR

SUBMIT


Process:

- Account:** Select appropriately
- Beneficiary:** Select the university or college
- Execution Date:** Click on the calendar  to select the date on which you wish the transaction to be executed. You can select any date (current or future) up to 6 months in the future. In case you select a holiday/weekend, the transaction will be executed on the next business day and the transaction's status till its execution, will be *Pending (Future Execution)*
 - Registration Number:** Enter the registration number as shown in the registration form of the college / university. The field's maximum length is 10 digits (characters and numbers)
 - Amount:** Enter the amount
 - Student Name:** Enter the student's name as shown on the registration form
 - Submit:** Click to submit the transaction
 - Digipass Code:** Enter a digipass code
 - Confirm:** Click to confirm the transaction
 - Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

[Transfer & Pay > Pay Bills > Bill Payments > General Insurance of Cyprus](#)

Option to pay the premiums for contracts held with General Insurance Cyprus.

Process:

- Account:** Select accordingly
- Policy Number:** Select accordingly
- Execution Date:** Click on the calendar  to select the date on which you wish the transaction to be executed. You can select any date (current or future) up to 6 months in the future. In case you select a holiday/weekend, the transaction will be executed on the next business day and the transaction's status till its execution, will be *Pending (Future Execution)*
- Submit:** Click to submit the transaction
- Digipass Code:** Enter a digipass code
- Confirm:** Click to confirm the transaction
- Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

[Transfer & Pay > Pay Bills > Pay with JCC Smart](#)

Pay your bills with JCC Smart

[Transfer & Pay > Pay Bills > Tax payments](#)

settle your Governmental tax payments

[Transfer & Pay > Pay Bills > Donate](#)

Donate to a specific list of Charity Institutions

DONATIONS

ORDERING ACCOUNT DETAILS

1

SELECT ACCOUNT
018601021338 (Sight Account - EUR - 1BANK AND 1BANK TI)

ACCOUNT NUMBER
018601021338

ACCOUNT NAME
1BANK AND 1BANK TESTING

BALANCE
50,00 EUR

AVAILABLE BALANCE
50,00 EUR

FILTER OWNED ACCOUNTS GROUP All Customers ?

BENEFICIARY DETAILS

2

BENEFICIARY
* Select

BENEFICIARY NAME

EXECUTION DATE
* 17/03/2017

3

CLEAR

SUBMIT

Option to donate to a specific list of Charity Institutions.

Process:

- Account:** Select accordingly
- Beneficiary:** Select accordingly
- Execution Date:** Click on the calendar to select the date on which you wish the transaction to be executed. You can select any date (current or future) up to 6 months in the future. In case you select a holiday or weekends, the transaction will be executed on the next business day. The transaction's status till its execution, will be *Pending (Future Execution)*
 - Amount:** Enter accordingly
 - Submit:** Click to submit the transaction
 - Digipass Code:** Enter a digipass code
 - Confirm:** Click to confirm the transaction
 - Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

[Transfer & Pay > Recurring Payments](#)


You can create, view and manage your Direct Debits on Bank of Cyprus credit cards and your Standing Orders

[Transfer & Pay > Notices for Transfers](#)

You can submit a notice for transfer to:


Connected Account (EUR)

Process:

- **Account (Ordering):** Select the Notice Account
- **Type:** Select 'To connected accounts'
- **Account (Beneficiary):** Select accordingly
- **Amount:** Enter the amount
- **Transfer Details:** Enter a description for the transaction in latin characters (ie, *Transfer to Current Account*). The description will appear in the Transaction History and Statement of both the account to be debited and account to be credited
- **Maturity date:** The maturity date is calculated automatically, according to the account selected e.g. for a 90Days eNotice account, the maturity date is the current date +90Days. Click on the  to select a future date after the maturity. You can select any working day up to 12 months after the current date
- **Submit:** Click to submit the transaction
- **Confirm:** Click to confirm the transaction
- **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

Bank of Cyprus account (EUR)

Process:

- **Account (Ordering):** Select the Notice Account
- **AccountNumber/IBAN:** Enter the beneficiary account number or IBAN, without blanks
- **Amount:** Enter the amount
- **Transfer Details:** Enter a description for the transaction in Latin characters (ie, *Transfer to Current Account*). The description will appear in the Transaction History and Statement of both the account to be debited and account to be credited
- **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details
- **Type:** Select 'To Bank of Cyprus customers'
- **Maturity date:** The maturity date is calculated automatically, according to the account selected e.g. for a 90Days eNotice account, the maturity date is the current date +90Days. Click on the  to select a future date after the maturity. You can select any working day up to 12 months after the current date
- **Submit:** Click to submit the transaction
- **Digipass Code:** Enter a digipass code
- **Confirm:** Click to confirm the transaction
- **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

Cards

[Cards > Antamivi Loyalty Scheme](#)

Option to view the points earned for the Antamivi Loyalty card scheme.

[Cards > Activate / Replace Damage / Pin Reissue](#)

Option through which you can request the activation of a new card and card replacement due to damage or early renewal and view your card PIN.

Card Replacement is available for:

- All user's valid cards
- Cards with no arrears (credit cards)

Card replacement due to early renewal is available only for cards expiring within the next 6 months.

PIN reissue: you can view your PIN through our Mobile App instantly and at no cost, by selecting the “Cards” option and then “View PIN”.

Products & Services

1bank offers a wide range of options for the opening of online accounts with favourable interest rates, without any additional charges or the need to sign any applications.

[Products & services > Get new account](#)

Products currently available are:

- Instant Access
- Notice (8Days,35Days,90Days,180Days)
- Fixed Deposit
- Loans

(The granting of the loan/credit facility is subject to Bank of Cyprus Public Company Ltd obtaining satisfactory guarantees/ securities. Bank of Cyprus Public Company Ltd may, in its absolute discretion, reject an application according to its credit policy as applicable from time to time..)

- Personal Loan
- Car Hire Purchase
- Overdraft Account
- Credit Card
- Student Loan
- Housing Loan

[Products & services > Manage accounts](#)

You can change the category of your Notice account (period greater than the existing).

Products & services > Mobile top up

Option to purchase prepaid talk time for mobile phones CYTA / EPIC. The prepaid talk time start date, is the date that the Secret Code is activated on the mobile and not the purchase date through our Internet Banking.

eSHOP

FILTER OWNED ACCOUNTS GROUP All Customers ?

1

ORDERING ACCOUNT DETAILS

SELECT ACCOUNT	018601021338 (Sight Account - EUR - 1BANK AND 1BANK TI ▼)
ACCOUNT NUMBER	018601021338
ACCOUNT NAME	1BANK AND 1BANK TESTING
BALANCE	50,00 EUR
AVAILABLE BALANCE	50,00 EUR

2

BENEFICIARY DETAILS

COMPANY	* Select ▼
AMOUNT	* Select ▼

3

CLEAR

SUBMIT

4

Process:

1. **Account:** Select accordingly
 2. **Company:** Select the company
 3. **Amount:** Select the value of the prepaid talk time you wish to purchase
 4. **Submit:** Click to submit the transaction
- **Digipass Code:** Enter a digipass code
 - **Confirm:** Click to confirm the transaction
 - **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the details. You will also be given the **Secret Number** of the prepaid card
 - Alternatively, you can find the **Secret Number** by choosing **Accounts/Transaction Status**. Choose the account number that was debited and refer to the column **Description** of the specific transaction

Products & services > Digipass

Products & services > Digipass > Get new

Option through which you can proceed with a purchase of a new Digipass.

The function is available for Individual Subscribers.

The function is also available for Business Subscribers which already owned Digipass SMS or App. Business Subscribers non Digipass holders, can apply only by submitting a paper application from any of our branches.

Process:

- **Select Digipass Model / Type:** Select the model you wish to purchase
- **View Digipass Characteristics:** Click to view the general characteristics and other information for each Digipass model

- **Registered Mobile Number:** Ensure that the number displayed is correct since all set up information (for the DIGIPASS APP) and the One Time PINs – OTPs (for the SMS DIGIPASS), will be sent to this number.
- **Change Contact Information:** Before you proceed with this transaction, you can change your mobile number via option Change Contact Information, if it is incorrect. Alternatively, contact the call centre at 800 00 800 or + 357 22 128000 (if calling from abroad), Monday – Friday, 7:45 – 20:00 (if your subscription is a business subscription and you do not own any retail subscriptions the change of contact information can be done by contacting your banker)
- **Ordering Account Details:** Select the account to be debited with the purchase charges
- **I Accept the Terms and Conditions:** Click in the box, after reading the Terms and Conditions
- **Submit:** Click to submit the transaction
- **Verification Method:** Select verification method and enter code (if required)
- **Digipass Code:** Enter a digipass code from your existing digipass (if required)
- **Confirm:** Click to confirm the transaction
- **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

Once the transaction is completed you receive an SMS message which includes the serial number of your Digipass.

[Products & services > Digipass > Activate / Switch](#)

Option through which you can select which Digipass to Activate / Switch Usage to, for the specific subscription: At any time, you can switch to another digipass you own through this option. Existing access and daily transaction limits applicable to this subscription will not change.

Process:

- **Select Digipass:** Select the type you wish to Activate / Switch Usage to
- **View Digipass Characteristics:** Click to view the general characteristics and other information for each Digipass type
- **Registered Mobile Number:** Ensure that the number displayed is correct since all activation information and the One Time PINs (OTPs), will be sent to this number
- **Change Contact Information:** Before you proceed with this transaction, you can change your personal mobile number via option Change Contact Information, if it is incorrect. Alternatively, contact the call centre at 800 00 800 or + 357 22 128000 (if calling from abroad), Monday – Friday, 7:45 – 20:00
- **Submit:** Click to submit the transaction
- **Digipass Code:** Enter a Digipass Code from your existing digipass
- **Confirm:** Click to confirm the transaction
- **Transaction Number:** The system returns a message at the top of the page, with the transaction status. Click on the transaction number to view the specific transaction details

Once the transaction is completed you receive an SMS message which informs you that the Digipass is activated

[Products & services > Alerts](#)

1bank keeps you updated for your balances and bank transactions using the alerts function. You can receive email or sms alerts for the following:

- Debit Transactions Above/Below (define the amount)
- Credit Transactions Above/Below (define the amount)
- Current Balance Above/Below (define the amount)
- Current/Available Balance as at

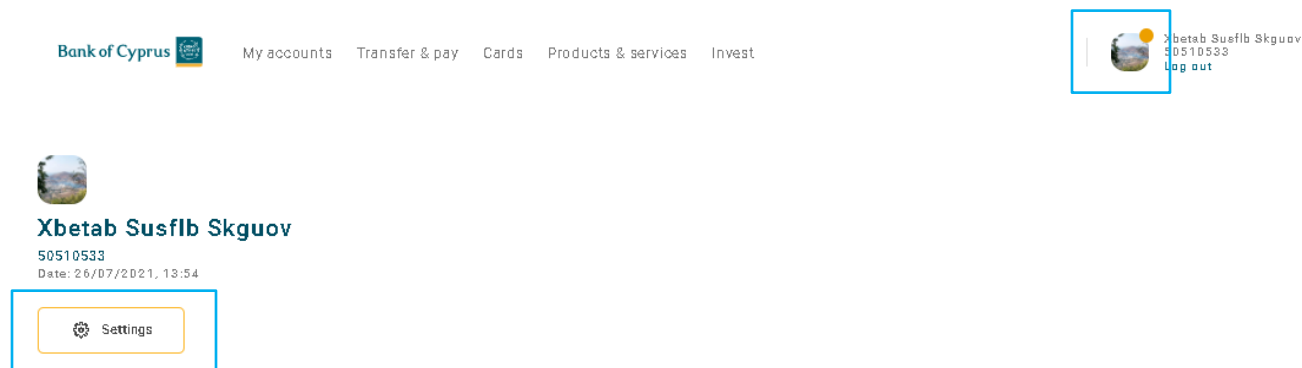
- Debit Cheque Transactions
- Credit Cheque Transactions
- Direct Debits
- Direct Credits
- Fixed Deposit Expiry
- Card account payment due
- Loan Next Instalment Date

You may also select the language of your alerts (Greek, English or Russian) and define as many devices as you wish to receive each alert (email addresses and mobile phone numbers).

Alerts can be sent to local and international phone numbers.

Settings

For accessing Settings menu press on the profile icon at the top right side of the screen



[Settings > Personalize subscription > Account nicknames and order](#)

Option to customize the menu options and information shown in Internet / Mobile Banking, depending on your needs. Option to:

- Specify the sequence in which the different Internet/Mobile Banking menu options will be shown
- Change the name of the account (alias)
- Choose whether you wish to view a connected account in Balances

[Settings > Personalize subscription > Manage customers and groups](#)

Option to select the customers with which you wish to work with, in Internet / Mobile Banking during the specific login session.

[Settings > Personalize subscription > Manage customers and groups > View specific Customers](#)

Option to select the customers with which you wish to work with, in Internet Banking during the specific login session.

[Settings > Personalize subscription > Manage customers and groups > Manage Groups](#)

Option to manage the group (s) of the customers with which you usually work in 1bank.

Process for modifying your group

- **Group:** Select the group you wish to modify from drop down

- **Mark as Default Group:** Mark / unmark accordingly. You set as Default a Group if you wish this Group to be the default to work with in future sessions (otherwise you will select it from Filters of each transaction)
- **Selected Customers:** Select one or more customers to Add
- Use one of the buttons **Add, Add All, Add Page**, to transfer the customers to the right. All the accounts belonging only to these customers will be added to your group
- Use one of the buttons **Remove, Remove All, Remove Page**, to transfer the customers to the left. All the accounts belonging to these customers will be removed from your group
- **Submit:** Click to save the changes

[Settings > Personalize subscription > Manage customers and groups > Create New Group](#)

Option to create a group (s) of the customers with which you usually work in 1bank Internet Banking. Once you create a group you can select it through the filters of any transaction and work with it during your current session. (once a group is selected, only the accounts of these customers will appear in all transactions, to work with). You can set up a group as the default –this group will be the default to work with during your future sessions. Once you create at least one group you must work with groups in 1bank. If you need to work with all accounts use option settings> Personalize subscription > Manage customers and groups >customer /group management>view specific customers

Process:

- **Name:** enter a name for your Group
- **Mark as Default Group:** click on mark as Default Group if you wish this Group to be the default to work with in future sessions (otherwise you will select it from Filters of each transaction)
- **Selected Customers:** Select one or more customers to Add
- Use one of the buttons **Add, Add All, Add Page**, to transfer the customers to the right. All the accounts belonging only to these customers will be added to your group
- Use one of the buttons **Remove, Remove All, Remove Page**, to transfer the customers to the left. All the accounts belonging to these customers will be removed from your group
- **Submit:** Click to save the changes

[Settings > Update my Subscription > Deactivate subscription](#)

Option to deactivate the subscription, for security purposes.

[Settings > Update my Subscription > Update my Contact Info](#)

Option to update your contact information which is held at the Bank's systems. The transaction requests a digipass code.

[Settings > Update my Subscription > Change my Passcode](#)

Option to change the 1bank Passcode. The new Passcode can be used for your next logon to Internet Banking, Mobile Banking, Quickpay or for your contacts with the Call Centre.

[Settings > Update my Subscription > my marketing preferences](#)

Provide your consent to receive marketing material

[Settings > Update my Subscription > manage trusted devices](#)

View and manage your trusted devices

If you no longer wish to log in to 1bank through a certain device, you can untrust it.

Untrust process

- **Select device:** select the device for which you no longer wish to log in to 1bank
- **Submit:** Click to submit the transaction
- **Confirm:** Click to confirm the transaction

If you untrust a device, each time you log in to 1bank through it, you will need to authenticate yourself with verification codes.

Messages

With this function you can exchange messages with the Bank, in a secure environment. Depending on its content, every message received, is handled by the appropriate department of the Bank. The Bank shall aim at responding to the User's messages within two Business Days. Please note that messages cannot be used for giving instructions for financial transactions.

Digipass

Bank of Cyprus offers two new Digipass "virtual" devices:

- SMS Digipass
- Digipass APP

Both Digipass devices, generate codes (One-time Passwords) that are used for verifying the authenticity of transactions through the 1bank channels and for instructions sent by fax (Digipass APP).

They provide improved convenience as they are easier to use and also enhanced security because the generated unique "One Time Passwords" (OTP) are specific to each transaction. The passwords created, take into account basic transaction data, such as: the type of transaction, the beneficiary's account, the currency, the amount etc. In addition to the provision of the One Time Password, the subscriber is also informed about these basic transaction data before authorizing a transaction, thus avoiding any possibility of error.

Daily transaction limits

With the use of a security device, a User is able to perform money transactions within maximum daily limits. Should the User or Legal Person choose to have lower limits, this is specified in the application for Digipass device.

Transaction limits:

Transaction Type	Maximum Limit Per Day (€)
Transfers to Connected Accounts*	250,000
Transfers to Bank of Cyprus Customers	50,000
Transfers to Local Banks and Payment Or	Unlimited

Useful Tools

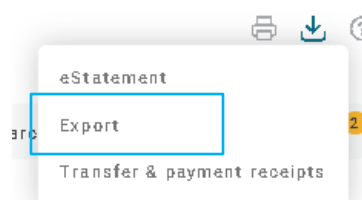
Help Instructions

For all the 1bank functions, you can access the help page by clicking on the help icon.

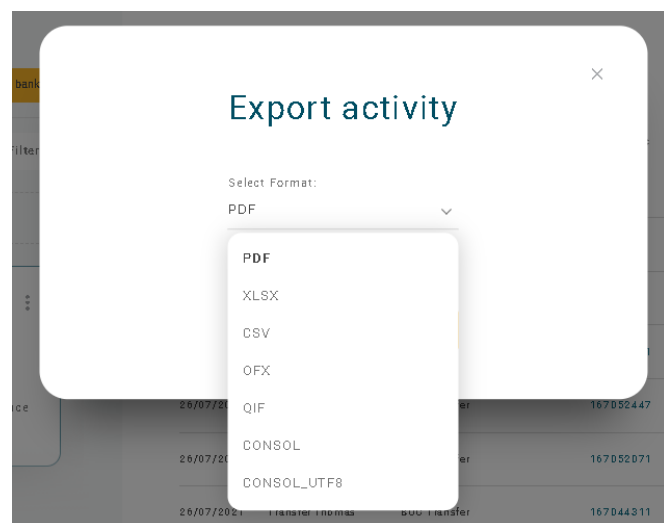
Print and Save

Print  : You can print the information shown

Download  : To export the information shown click on export



You can save the files in several formats (e.g. pdf, xml, html, xls, csv etc)



Customization Tools

In the 1bank Internet Banking, you can customize the menu options and information shown, depending on your needs in an easy and simple way. You can replace your account number to an alias which can be easily remembered. In addition, you can determine the order of appearance of your accounts in the various menus and specify whether you wish to view a connected account in Balances.

Create Favourite Template / Load Template

You can save the information of a financial transaction in order to use it for future executions.



Copy Transaction

You can use this icon in the Transaction Status screen to copy a financial transaction in order to repeat it.

Additional Personalization features

The 1bank internet banking offers you a number of personalization features on most screens, such as:

- Filtering options in all the informative functions
- Setup a quick menu with frequently used functions
- Sorting: (e.g account number, currency, etc)
- Currency Converter
- Customer selection: Users can select specific customer(s) to work in each online banking session