

Primus Plus Internet Banking FAQs Self Help Guide

GETTING STARTED

1. WHAT ARE THE CUT-OFF TIMES FOR PAYMENTS?

Payments to an account at another Financial institution:

Monday to Friday: **16:00**

Saturday: 10:15

Payments made after cut-off, on Sundays and Public Holidays will only be processed the following working day.

2. REGISTERING FOR ONLINE BANKING – FIRST TIME USERS MIGRATING FROM PREVIOUS INTERNET BANKING PLATFORM

- Click on “First Time Logging in/Forgot Password” on the Internet banking home page.
- Enter Username from your Access Bank (previous Grobank) Login (Profile ID) and click on Reset Password.
- An email will be sent to your registered email address, containing a Reset Code.
- Enter Reset Code, New Password and Confirm New Password on the Primus page.
- Click Change Password.
- User completes password reset process.

3. REGISTERING FOR ONLINE BANKING – FIRST TIME USERS – NEW TO ACCESS BANK (POST SEPTEMBER 2021)

Simply log onto <https://southafrica.accessbankplc.com> and click on “Internet Banking Log-in”.

- Click on “Register” to sign up on Internet Banking.
- Follow the online prompts
- Please note that the enrollment code will go to the registered email addressed linked to the inputted account.

4. HOW TO LOG IN?

- Navigate to Internet Banking login screen.
- Enter Username and Password
- Click on “Login”.

5. HOW DO I CHANGE MY PASSWORD?

- On the Primus Plus landing page, click on “Forgot Password”
- Insert the username linked to your profile, click “Reset Password”
- A reset code will be sent the email linked to your profile.

- Complete the reset password page with your reset code and your newly chosen Password.
- Return to the Primus Plus landing page and insert your Username and new password.

If you have locked yourself out, you can contact the Call Centre on 0861 102 205 (local), +27 11 643 4300 (international) to reset your password.

6. HOW DO I CHANGE THE CELL NUMBER AND/ OR EMAIL ADDRESS THAT RECEIVES PAYMENT NOTIFICATIONS FOR TRANSACTIONS ON MY ACCOUNT?

To change the cell number and/ or email address that receives payment notifications you can contact the Call Centre on 0861 102 205 (local), +27 11 643 4300 (international) or visit nearest branch.

7. HOW DO I CHANGE THE MAIN USER ON THE PROFILE?

To change the main user, you can contact the Call Centre on 0861 102 205 (local), +27 11 643 4300 (international) or visit nearest branch.

8. CAN I ADD ANOTHER USER TO THE PROFILE?

You will need to request and send in a user application form.

To add another user to a multiple user profile option:

- Under "Admin Panel"
- Click onto "User Management"
- Click on "Add User" (positioned on the top right)
- Complete details.
- This user will need to be authorized by the Bank. This application can be found under "pending users"

9. CAN I DO BANKING ON MY CELL PHONE, TABLET OR ANOTHER MOBILE DEVICE?

You can access your personal profile on Primus Plus on your internet browser, or via AccessMore (app).

Business Accounts and profiles are accessible via Primus Plus on your internet browser however business profiles are not accessible on AccessMore (app).

10. HOW TO LINK YOUR ACCOUNTS TO YOUR ONLINE BANKING PROFILE?

An instruction needs to be submitted to the Bank to link new accounts to your profile.

11. CAN I LINK DIFFERENT ACCOUNTS TO DIFFERENT USERS?

Yes, different accounts can be linked to different users.

- This function can be performed under the "Admin Panel".
- Select "Account Permission"
- Then select preferences "Account to Module" or "Account to Users"

12. HOW TO MANAGE SUBSIDIARIES UNDER ADMIN PANEL?

- Under "Admin Panel"
- Click on "Manage Subsidiaries" to add subsidiaries, this addition will need to be authorised by the Bank.
- You can view "Pending Subsidiaries"
- View all current subsidiaries for this profile under "Subsidiary"

13. HOW TO USE SIGNED INSTRUCTIONS UNDER ADMIN PANEL?

Use this function to Add Signed Instructions or delete same.

14. HOW DO I DISABLE A USER?

- Under "Admin Panel"
- Go to "User Management" module,
- On the "User" tab, click on the "+" symbol, then choose between "Disable" or "Manage".
- Click "Disable"

15. HOW TO MANAGE ACCOUNT PERMISSION UNDER ADMIN PANEL?

- Under "Admin Panel"
- Select "Account Permission"
- Then select preferences "Account to Module" or "Account to Users"

PAYMENTS

16. HOW TO ADD A BENEFICIARY?

- Under "Payments", Click on "Beneficiaries" tab (on the left panel),
- Select "Add Beneficiary" (Top right tab)
- Complete beneficiary details

17. WHAT IS THE MAXIMUM NUMBER OF BENEFICIARIES I CAN LOAD ON MY PROFILE?

User can add as many beneficiaries as there's no maximum or minimum number of beneficiaries.

18. HOW DO I SEND BENEFICIARY NOTIFICATIONS WHEN MAKING PAYMENTS?

- If you want to receive or send payment notifications, simply select SMS / Email / Both on the "Make a Payment" screen.
- Notification type always defaults to None.
- Please note that selecting a notification method may result in an additional cost.

19. HOW DO I MAKE AN IMMEDIATE PAYMENT?

If you want to make an immediate payment, simply tick the "Immediate payment" check box under beneficiary details when performing your payment. An immediate payment will result in a higher transaction fee being charged against your account. This option allows for funds to be available in the recipient's bank account within 5 minutes.

20. HOW DO I SUBMIT A PAYMENT FOR APPROVAL?

If you want to submit a payment for approval, Capture payment details and click on initiate to release payment to Approve User.

21. HOW TO APPROVE A PAYMENT?

To approve a payment, the Approve User will navigate to the Approve payment tab under the Payment's module. The Approve User can either approve a Single Request or Bulk Requests.

22. CAN I PAY MORE THAN ONE BENEFICIARY AT A TIME?

The "Multiple Payments" and "Pay Group" options allows you to pay up to 20 beneficiaries at a time.

23. CAN I STOP A PAYMENT I JUST PAID IN ERROR ON INTERNET BANKING?

You will not be able to do this via internet banking. Once the payment is made it cannot be stopped. You can request for a refund from the beneficiary bank via the inter-bank 'recall' process.

This is however not guaranteed. The receiving bank must obtain approval from the recipient to be allowed to refund the funds to you. To request a recall please contact the 24 hour Call Centre on 0861 102 205 (local), +27 11 643 4300 (international) or visit nearest branch.

24. HOW TO RESEND A PROOF OF PAYMENT?

A user can make use of the "Payment Report" option on the payment module, click on the transaction that you would like to resend a proof of payment for and select "Email Receipt" or "Print Receipt".

PAYMENT HISTORY

25. HOW TO VIEW/DOWNLOAD BANK STATEMENTS?

- Make use of Account Centre module,
- Select "Transaction History",
- Select the account and period,
- Then download statements in either Excel or PDF format.

26. WHAT PERIOD IS AVAILABLE FOR TRANSACTION HISTORY ON AN ACCOUNT?

There are numerous periods to choose from, however a user cannot select a date range greater than 90 days.

27. WHAT PERIOD IS AVAILABLE TO REQUEST PROOF OF PAYMENTS (PAYMENT HISTORY) FROM AN ACCOUNT?

Selection cannot be more than 90 days.

GENERAL

28. WHERE DO I FIND OUT ABOUT FEES?

The fee guide can be obtained from <https://southafrica.accessbankplc.com> under the Rates & Fees tab.

29. HOW DO I UPDATE MY DAILY INTERNET BANKING TRANSACTION LIMITS?

To update Daily Internet Banking Limits, Go to "Admin Panel", click on "Limits Management" and update daily internet Banking limits.

30. I MADE A PAYMENT ON A PUBLIC HOLIDAY, WHEN WILL IT REFLECT ON THE BENEFICIARY'S ACCOUNT?

The payment will be processed on the first working day after the public holiday and should reflect the following day.

31. I AM GOING OVERSEAS HOW DO I GET ACCESS TO MY INTERNET BANKING PROFILE?

Activate international roaming on the phone before you leave the RSA to receive the required OTPs to confirm transactions.

32. WHAT IS A CHARGE ACCOUNT ON INTERNET BANKING?

There is a Monthly Internet Banking Subscription fee for profiles with more than one user. This fee can be directed to any transactional account in your profile.

- Under "Admin Panel"
- Click on "Charge Account"
- Then select the 1st "Default account for the Monthly Internet Banking Subscription fee"
- In case this account does not have funds at the time that the fee is debited, please select a 2nd default account.

33. WHAT IS AN OTP?


An OTP(One Time Password) is required to complete any transaction.
This is a code sent to your phone number linked to your account in the Bank's records.

34. SOMETIMES THE SYSTEM SEEMS LESS RESPONSIVE, WHAT SHOULD I DO?

It often helps to refresh the page by pressing "ctrl" and "F5" simultaneously. This helps the system to renew the screen contents.

We recommend using any of the following web browsers for improved user experience:

- Internet Explorer 9
- Internet Explorer 10

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- Internet Explorer 11
 - Microsoft Edge (version 93 upwards)
 - Google Chrome (version 93 upwards)
 - Mozilla Firefox (latest versions)
 - Safari (latest versions)

35. HOW DO I GET A TAX CERTIFICATE (IT3B)?

Click on Account Centre > IT3b > Select Account > select year > download IT3b

IT3b from previous years:

Primus+ will provide access to:

- Access Bank IT3bs from Feb 2022 onwards (this will be through Flexcube)
- Grobank IT3bs will be available through a link to Microfile. This period is 2020 to July 2021
- Bank of Athens IT3bs will be available as per the Grobank IT3bs. This period is 2018 to 2019.

36. HOW DO I GET AN ACCOUNT CONFIRMATION LETTER?

Click on Account Centre > Confirmation letter > select account > download Confirmation Letter