

Q.	Will my account and financial information stay secure during the migration?
A.	Yes. Our customers' security and financial privacy continue to be our main priority, during this migration.
Q.	Will my funds be safe and secure?
A.	Yes. Your funds will remain safe and secure
Q.	Will I need to re-register for Corporate RepublicOnline?
A.	Yes, you will be asked to complete the new registration form enclosed in your Corporate RepublicOnline Welcome Package to facilitate your access to the new platform. This form will require you to confirm your company and site administrator details and indicate your agreement with the Corporate RepublicOnline Terms and Conditions.
Q.	My business comprises of a group of companies; can I register all my companies online?
A.	Yes. You can register all your companies; to do this, when registering, enter the Group's name as the Business Name and list all associated companies under the Associated Companies section.
Q.	What is my RIM/Customer ID?
A.	This is a unique identification (ID) number which you would have received via email. This ID is associated with all your accounts at Republic Bank. Please ensure you keep it handy as it will be required for your Corporate RepublicOnline registration. Should you require any assistance regarding your customer ID, contact our Customer Care Centre for assistance at 427048, your Relationship Manager or your Corporate Business Support team.
Q.	Does the temporary password email notification come from an automated user?
A.	Yes. When your Corporate RepublicOnline registration is approved you will receive an automated email from "RepublicOnline" containing a temporary password.
Q.	How should my permanent password be created?
A.	When creating your permanent password, it should be 8 to 12 characters long and include at least a capital letter and a number. No special characters are allowed.
Q.	What should I do if I forgot my password?
A.	If you forgot your password, select the 'Reset Password' link on the password screen. You will be prompted to enter your secret answer and email address. Once confirmed, a temporary password will be sent to you via email, which expires within 24 hours. When the temporary password is used to login, you will be prompted to change your password.
Q.	Do I still need to use my ID-Secure card?
A.	No. ID-Secure cards will no longer be required to access Corporate RepublicOnline. You will however be required to use your mobile device for second-factor authentication.
Q.	What is second-factor authentication?

A.	Corporate RepublicOnline's second-factor authentication is an additional layer of security to ensure your online banking profile is protected. It is an additional step in the login process, which will now be done using your mobile device instead of the ID Secure card. You can now choose to use an SMS Code (text), a One Time Password (OTP) or Sync options for your second-factor authentication. SMS Code An SMS code is a 6-digit code that is sent to your mobile device, via text, each time you login. You will be required to enter this code to gain access. Please note, standard SMS charges will apply. OTP An OTP is a 6-digit code that can only be used once to login and is only valid for 30 seconds. Once it expires, the app will generate another OTP every 30 seconds until the login process is complete. To acquire the OTP, launch the RepublicMobile app on your device and select OTP. Sync The Sync option is a process where the Mobile app prompts for your approval when attempting to login. To activate Sync Approval, go to the RepublicMobile app, select the 'Sync Approval' button on the home screen and simply select either 'Approve' or 'Reject' as desired to continue.
Q.	Is the second-factor authentication mandatory?
A.	Yes. This provides an added layer of security for our users.
Q.	If I select the RepublicMobile app as my second-factor of authentication, can I switch to using SMS instead?
A.	Yes. To change your second-factor of authentication: 1. Login to Corporate RepublicOnline 2. Select: • My Configurations • Security Devices • Change 3. Enter your secret answer 4. Proceed to amend your preferred method
Q.	What will happen if I change/misplace my mobile device?

A.	If you change/misplace your registered mobile device, follow the steps below: For customers with OTP (One Time Password) or Sync as second- factor authentication 1. Click on the 'Lost Phone' link, which is found on the second-factor authentication step of the login process. 2. You will be asked to answer your secret question for confirmation and enter your email address. Once successful, you will be redirected to the login page to enter your username and password. 3. You will then be asked to select your 'Second-Factor Authentication Device'. Please select RepublicMobile app, go to your relevant app store (PlayStore/AppStore) and download the RepublicMobile app. 4. Select 'Continue' on your browser, then select 'Activate' on the mobile app. 5. On the mobile app, you will be asked to enter your username and select the option to enter either the Coupon Code or scan the QR code, displayed on the browser. When finished, click 'Confirm'. The mobile device should now be updated. On your next login, you will be requested to enter an OTP or Sync approval done via the mobile app. For customers with SMS (text) as second-factor authentication If SMS is selected, no action is required once you have access to the same mobile number registered on our service. If you do not have access to the registered number, please follow steps 1 – 3 above, ensuring that you select 'SMS' in step 3.
Q.	What is the role of the Site Administrator?
A.	The Site Administrator manages the company's Corporate RepublicOnline site/account and has the authority to assign rights and permissions to themselves, establish other company users and assign rights and permissions to them.
Q.	Does the system allow for two site administrators?
A.	Yes. Your main administrator must take the action to set up additional administrators/users. Each site can have up to 5 admins (maximum). However, the number of basic users can be unlimited.
Q.	Why do I not see my accounts when I first login?
A.	To access the company's accounts, the relevant permission must be assigned to you. To assign permissions, the company's Site Admin/company's designate must: • Select Permissions form the Manage tab • Select Assign New Permissions • Complete the 4 steps outlined Details on these steps can be found under "Permissions" in the Managing the Site section of the Corporate RepublicOnline User's Guide or How to Assigning Permissions Corporate Demos.
Q.	What should I do if my Site Administrator is locked out of Corporate RepublicOnline?

A.	locked user can use the steps below to unlock themselves: 1. Login via the website. 2. Enter username. 3. On the password page do not enter the password but select the unlock user option below the password field. 4. When this option is selected you will be prompted to enter your secret answer and email address. 5. When this is done you will receive a confirmation message stating that you were successfully unlocked. In instances where a user was locked because of entering an incorrect password a Temporary Password will be sent to their email address.
Q.	Will my registered payees (third parties, utilities, subscriptions etc.) be migrated to the platform?
A.	Registered payees will not be migrated. Their details will need to be entered into the new platform.
Q.	Do I have the flexibility of creating multiple approval levels within the new Corporate RepublicOnline platform?
A.	Yes. With the platform, approval schemes can be created to allow multiple approval levels.
Q.	Must approval schemes be created for every transaction?
A.	Yes. Approval schemes must be created for every transaction as this allows your company to identify users and their authorisation limits to conduct transactions.
Q.	What browsers are Corporate RepublicOnline compatible with?
A.	Corporate RepublicOnline is compatible with the following Internet browsers: • Chrome • Firefox • Safari • Microsoft Edge
Q.	How far back does the statement history go?
A.	Your statement history will show your last 12 statements. The time covered by your last 12 statements depends on the frequency of your statements. For example, if you receive quarterly statements, your statement history will extend to the last 12 quarters. If you receive daily statements, your statement history will extend to the last twelve days.
Q.	How do loan payments work on Corporate Republic Online banking?
A.	You will have two options for loan payments: 1. Loan Payment – This is your usual monthly installment amount. The amount paid will reduce the overall outstanding balance on the loan. 2. Principal Payment – this is an amount, determined by you, which will be applied to the principal of the loan and is considered an additional payment. This is a separate payment to the customer's monthly installment. Please note that customers cannot pay off their loans via online banking.
Q.	What are the daily transaction limits?

A.	TRANSACTION TYPE	AMOUNT
	Between Your Own Accounts Transfer	999,999,999.00
	Company/Utility Payments	999,999,999.00
	International Bank Account Transfer	999,999,999.00
	Republic Bank Credit Card Payment	90,000.00
	Third-Party Local Bank Account Transfer	999,999,999.00
	Third-Party Republic Bank Account Transfer	999,999,999.00
	Your Credit Card Payment	90,000.00
	Your Loan Payments	999,999,999.00
Q.	How long does it take for third-party transfers to reach the beneficiary's account?	
A.	For Republic Bank beneficiaries – The transfers are instant. Therefore, the beneficiary will have access to the funds right away.	
	For local Other Bank transfers – Transfers submitted by or before 12:00 noon, will be sent to the beneficiary's account by the end of day. Requests submitted after 12:00 noon, will be sent the following business day. Transfer submitted on weekends or public holidays will be sent on the following business day.	
Q.	How do I know if my third-party Other Bank transfer was not successful?	
A.	If your third-party Other Bank transfer was unsuccessful, you will receive an email advising of the failed transfer.	
Q.	I received the error 'Contact the bank with reference number...'. What does that mean?	
A.	This error appears due to connectivity challenges. Please retry and you should be able to login successfully. Additionally, it is advisable to clear the cookies and cache on your browser prior to attempting.	
Q.	Are there any additional fees for Corporate RepublicOnline?	
A.	There are no additional fees for Corporate RepublicOnline transactions. However, all standard bank charges remain applicable for the respective transactions done via online banking.	
Q.	Can I access my Corporate RepublicOnline account overseas?	
A.	Yes. The use of Corporate RepublicOnline is not limited to Suriname and is accessible in any country or location that has internet access.	