

## FAQ'S - CORPORATE TAIBVX

### 1) What is Corporate TAIBVX?

Corporate TAIBVX is an online banking platform offered by Perbadanan Tabung Amanah Islam Brunei ("Perbadanan TAIB") to its Corporate Customers ("Customers") to access accounts, manage transactions and carry out banking activities online.

### 2) Who are eligible to sign up for Corporate TAIBVX?

- Small & Medium Enterprise
- Corporate and Government Linked Company
- Partnerships, Proprietorship and associations

### 3) What are the packages provided by Corporate TAIBVX?

There are two (2) types of packages available namely:

Services	Standard	Gold
<b><u>Account Information</u></b> <ul style="list-style-type: none"> <li>• Account summary (CASA, Term deposit, Financing)</li> <li>• Online Statement (mini and detailed statements)</li> <li>• Transaction history</li> <li>• E-statement</li> </ul>	✓	✓
<b><u>Account Services</u></b> <ul style="list-style-type: none"> <li>• Own account transfer</li> <li>• Within TAIB transfer</li> <li>• Standing instructions (Own &amp; Within TAIB)</li> <li>• Instant bill payment</li> <li>• Future bill payment</li> <li>• Financing repayment</li> <li>• TAP &amp; SCP Contribution payments</li> </ul>	✓	✓
<b><u>Top-up Services</u></b> <ul style="list-style-type: none"> <li>• Mobile Top-up (DST &amp; Progresif)</li> <li>• Electricity Top-up (DES)</li> </ul>	✓	✓
<b><u>Bulk Services</u></b> <ul style="list-style-type: none"> <li>• Payroll</li> <li>• Direct Debit</li> </ul>		✓
<b><u>Interbank Fund Transfer</u></b> <ul style="list-style-type: none"> <li>• Local Interbank transfer</li> </ul>		✓
	Free	BND80.00/mth



**4) Where can I obtain the Corporate TAIBVX application, and would it be available in all TAIB branches?**

The application form can be downloaded at <https://www.taib.com.bn/taib-web/services/CIB>. Alternatively, physical forms are also available at any Perbadanan TAIB branches.

**5) How would I know if my application is successful?**

An email will be sent to confirm a successful application. In addition, a One Time Password and user ID will be sent via email. If the application is unsuccessful, General Services will call to inform the customer.

**6) Is the service available 24 Hours a day?**

Yes.

**7) What is a Corporate Administrator?**

A Corporate Administrator is a person(s) appointed by the company, who has the knowledge and skill to operate and maintain all equipment and software for the company to manage the Corporate TAIBVX banking platform.

**8) What happens if one of your Company's TAIBVX Administrators resigns?**

Your Company will be required to submit a written notice or a director's resolution informing Perbadanan TAIB on the resignation and signed by the Company's Authorized Signatories.

**9) What is the minimum requirement for mobile devices to download TAIBVX Mobile App?**

The minimum requirement to download and use the TAIBVX Mobile App is IOS 12.0 or Android 7.0

**10) How do I create a new password?**

- 1) Select "Forgot Password" at the login page
- 2) Enter your Username and Date of Birth
- 3) Authenticate your details by entering the OTP (One Time Password) sent to your email or mobile device via SMS (valid for 5 minutes)
- 4) Go to the link sent to your registered email address to create a new password

Kindly note that if you have changed your mobile number, you will need to update this information at one of our branches. However, if you have forgotten which mobile number is registered, you may contact our Perbadanan TAIB Call Centre at 2220 299 to confirm.



**11) Who can I contact for queries relating to Corporate TAIBVX?**

You may contact TAIB Call Centre on 2220 299 for further enquiries.