



# Internet Banking User Guide



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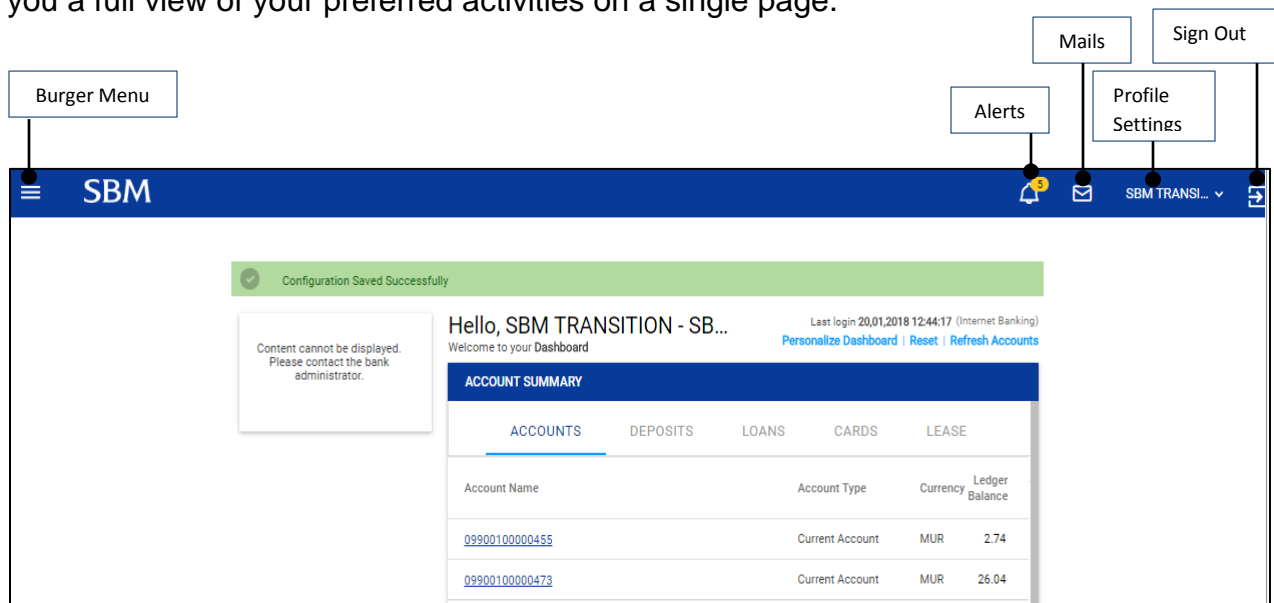
# 1. Overview and Summary of functions

The SBM Internet Banking platform – SBMNET has been redesigned to offer you a more convenient, friendly and safer online banking experience. While the platform still operates on an online and real time basis, this enhanced version comes with some additional features for your ease of use.

## 1.1 Features of the new application

### ***Dashboard***

Your new internet banking platform is loaded with a customisable dashboard to offer you a full view of your preferred activities on a single page.



### ***Profile Settings***

The personal profile menu enables you to change your login/transaction passwords, update your login image and define your preferred activities/accounts for a quicker access.

### ***Burger Menu***

The burger menu opens up a side menu with a selection of additional options to allow you to navigate over your accounts, perform a transaction, upload a file and much more.

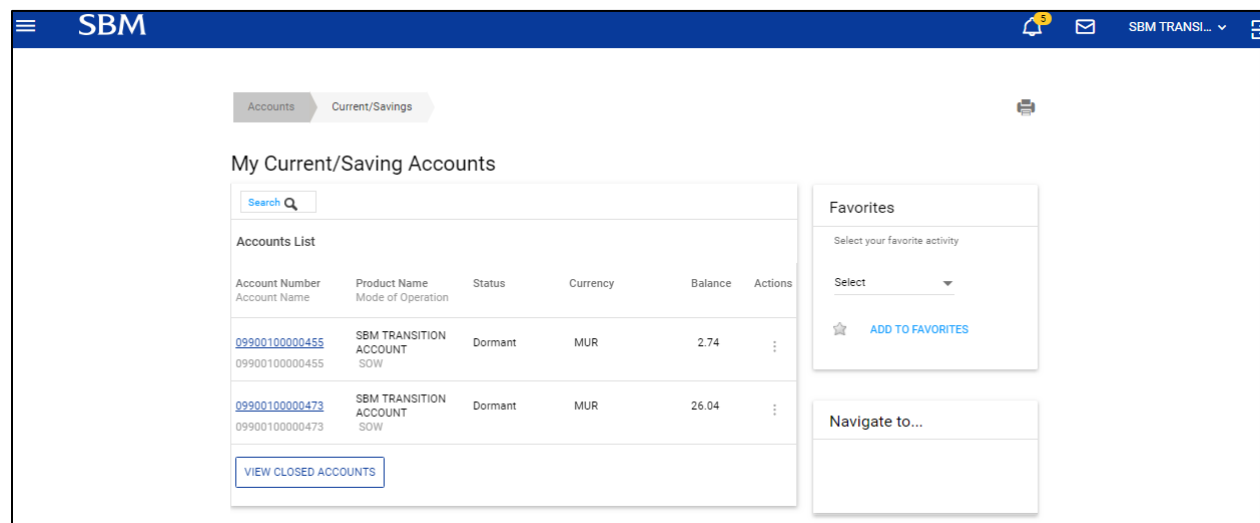
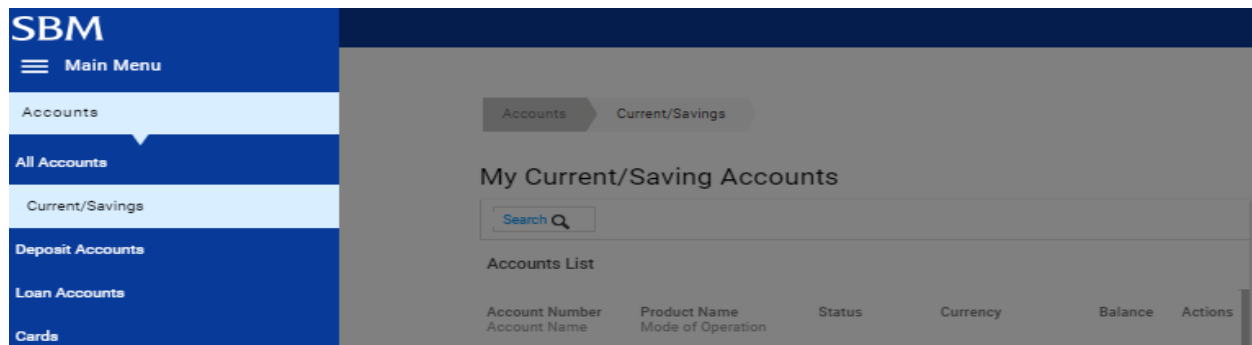
## Accounts

The account menu opens up the following sub menus:

- All accounts
- Current /Savings accounts
- Deposit accounts
- Loans accounts
- Cards
- Lease accounts

Below is the path to navigate to your Current/Savings account

**Main Menu > All Accounts > Current/Savings accounts > Actions**

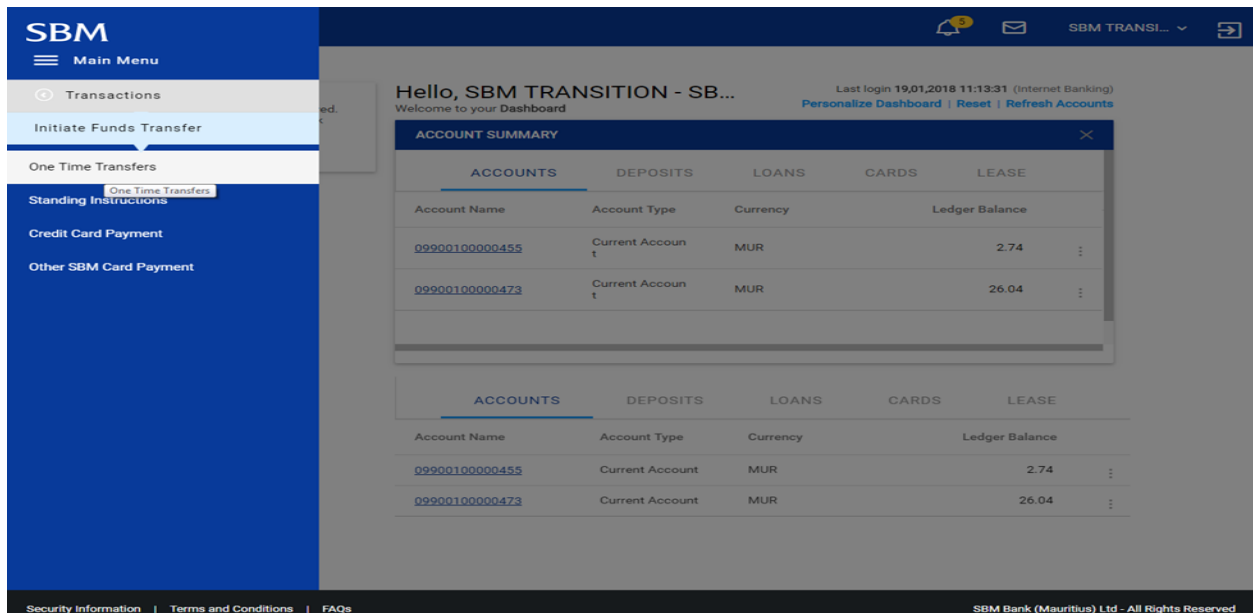


The account statements for each of the above products are downloadable in your preferred format.

## Transactions

The Transactions side menu provides an easy way to perform a One Time payment or a Standing order for any of the types of transactions below:

- Own Account Transfer
- Other SBM Transfer
- Foreign Currency Transfer
- Other Local Bank MUR Transfer
- Payment of utility bills
- Credit Card Payment

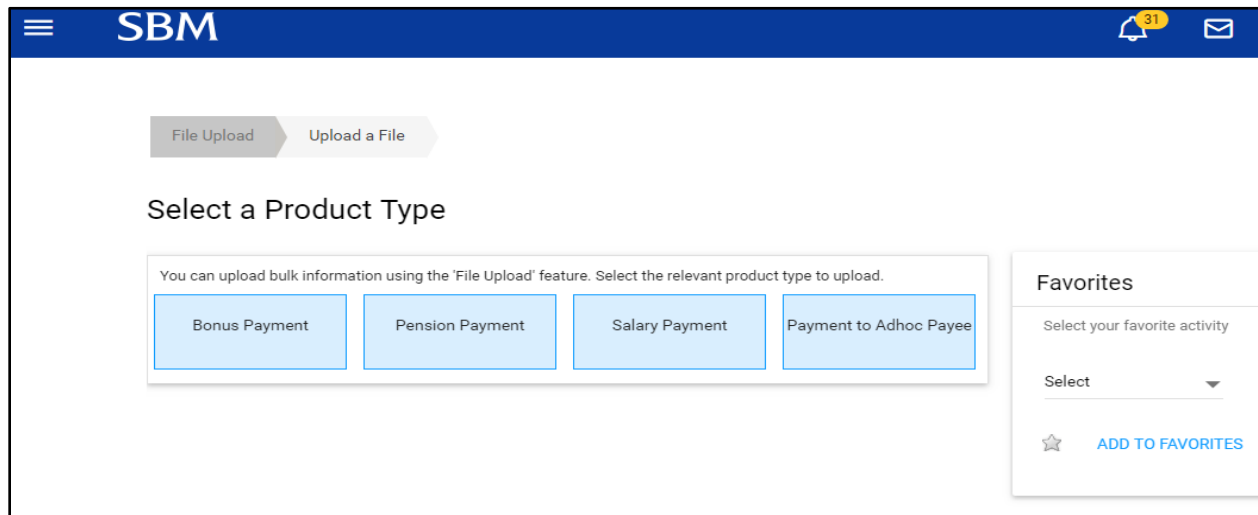


### ***File Upload facility***

If you are a corporate user, the SBM Internet Banking platform provides for bulk payments through the File Upload menu.

The following product types are available under this menu:

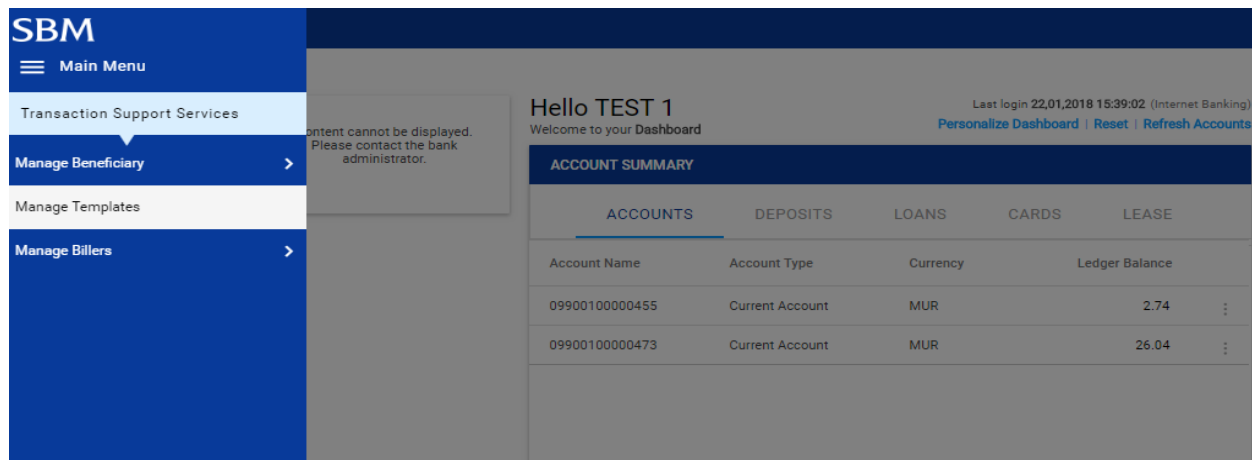
- Bonus Payment
- Pension Payment
- Salary Payment
- Bulk (Adhoc) Payment



## 1.2 Transaction Support Services

The Transaction Support Services menu is a facilitator tool which allows you to establish payment templates, maintain beneficiaries and manage your billers to ease any kind of future/subsequent remittances. Services under the menu are as follows:

- Manage Beneficiary
- Manage Templates
- Manage Billers



## 1.3 Trade Finance Module

The Trade Finance module allows users to view all Trade Finance products that the company maintains with the Bank.

The services available are:

- View Import and Export bills.
- View Import and Export Letters of credit.
- View Outstanding Summary of all Trade products.

The path for navigating to the Trade Finance module is as follows:

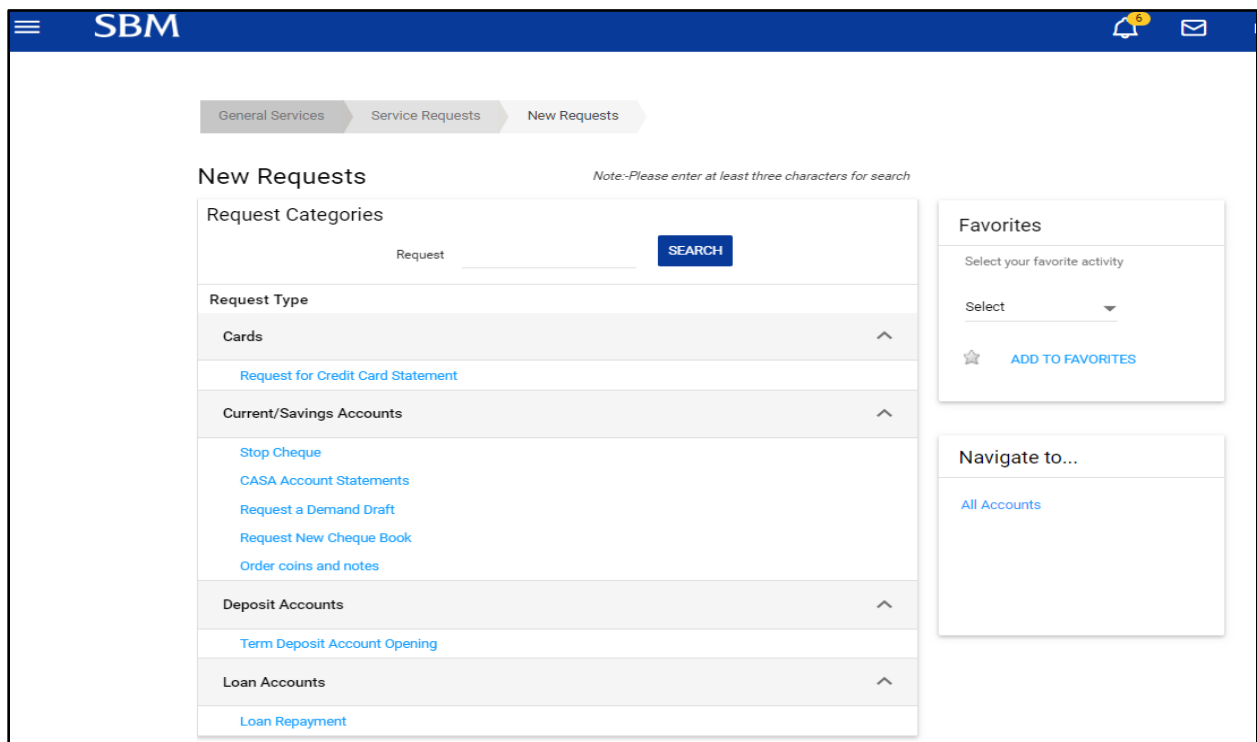
**Main Menu > More > Trade Finance**

## 1.4 General Services- Service Requests

This module allows you to perform a wide range of online service request including:

- Credit card statement
- Stop cheque
- Current account statement
- Request for Demand Draft
- New Cheque book
- Open Term Deposit
- Loan repayment





## 1.5 How to embark on this new online experience?

The user's access to the company's accounts is granted by the Bank as per your company's policy. User's rights to payments initiation and approval are defined as per the corporate client's requirements.

Corporates managing different companies having accounts with SBM can access all their accounts with one log ID instead of various IDs for each individual company.

The application can be accessed via the [www.sbmgroup.mu](http://www.sbmgroup.mu) over any of the following web browsers:

- Internet Explorer
- Netscape - versions
- Google Chrome
- Mozilla Firefox
- Safari

No special software is required to access Internet Banking.

## **1.6 Security features of SBM INTERNET BANKING**

At SBM, we are committed to make your online banking experience as secure as possible. We have adopted several measures and security standards to enhance the security of your funds and protection of your account. SBM uses 256-bit SSL (Secure Sockets Layer) encryption which is the highest level of encryption for information currently available for internet banking. Moreover, each user has a unique User ID and passwords (login and Transaction passwords).

As an additional security measure, you will automatically be logged out if your session remains inactive for 15 minutes. You should always close your Internet Banking session when you have finished.

For more info on security tips please click on

[http://www.sbmgroup.mu/downloads/products/sbmnet\\_security\\_tips.pdf](http://www.sbmgroup.mu/downloads/products/sbmnet_security_tips.pdf)

## **1.7 Data protection while being transmitted to the Bank**

SBM Bank (Mauritius) Ltd. uses Secured Sockets Layer (SSL) for secured transmissions. SSL applies encryption between two communicating applications, such as your PC and our Internet server. When your data is transmitted over the Internet, it is encrypted at the sending end and then decrypted at the receiving end. We use 256-bit encryption, since this is the best technology available currently on the market.

## **1.8 Customer Support**

For any query and support, please phone our Internet Support Department on +230 2023472 or +230 2021476.

## 2. Change Password

### 2.1 Steps to change passwords.

1. Log in Internet Banking>Click on My Profile>Security Settings.

The screenshot shows the SBM Internet Banking dashboard. The header includes the SBM logo and navigation icons. A message on the left states: "Content cannot be displayed. Please contact the bank administrator." The main content area displays the user's profile and account summary. On the right, a sidebar menu is open, showing options for "PERSONAL SETTINGS", "SECURITY SETTINGS", and "PREFERENCES". The "SECURITY SETTINGS" option is highlighted. Below the menu, session details are shown, including a session timeout of 0hrs : 50mins and a "PREVENT SESSION TIMEOUT" button.

Users may change both Login and Transaction passwords or either one of them. All changes have to be validated with your current/existing Transaction password.

Please read all the password policies before changing your passwords.

The screenshot shows the "Change Passwords" page in the SBM Internet Banking interface. The page is titled "Change Passwords" and includes a "Password Policy" section with the following requirements:

- 1. The password cannot consist of all the characters as are in your Username. For e.g if your Username is Bob, then your password cannot be Bobby.
- 2. Only letters and digits are not allowed. Atleast one of these should be a special character. Usually, the character you get when you type in while keeping the 'SHIFT' button pressed along with a number. For e.g. " # (SHIFT 3), \$ (SHIFT 4), @ (SHIFT 2), etc..".
- 3. Spaces are not allowed in the password.
- 4. The Password should contain a minimum of 8 characters and a maximum of 28 characters.
- 5. Your new password cannot be the same as any of your previous 3 password(s).
- 6. The Password should contain atleast 4 alphabets.

The page also features a "Signon Password" section with fields for "Old Password", "New Password", and "Retype New Password". A "Transaction Password" section is also present with similar fields. A "Confirmation Details" section at the bottom includes a "Transaction Password" field and a "SUBMIT" button. On the right side, there are sections for "Favorites" and "Navigate to..." with links to "Personal Settings" and "Preferences".

### 3. File Upload

1. Main Menu>File Upload>Upload a file
2. Select a product type from below options.

**Note: Special characters are not allowed in any file.**

The screenshot shows the SBM File Upload interface. At the top, there is a blue header with the SBM logo and navigation icons. Below the header, there are two tabs: 'File Upload' and 'Upload a File'. The main content area is titled 'Select a Product Type'. It contains a message: 'You can upload bulk information using the 'File Upload' feature. Select the relevant product type to upload.' Below this message are four buttons: 'Bonus Payment', 'Pension Payment', 'Salary Payment', and 'Bulk Payment(Adhoc)'. To the right of the main content area, there are two sidebars. The first sidebar is titled 'Favorites' and contains a dropdown menu labeled 'Select' and a button labeled 'ADD TO FAVORITES'. The second sidebar is titled 'Navigate to...' and contains two links: 'View Uploaded File Detail...' and 'Approve/Reject Uploaded ...'.

3. Fill in the details, attach the Text file and click on 'Continue' button.

The screenshot shows the SBM File Upload interface for 'Salary Payment'. At the top, there is a blue header with the SBM logo and navigation icons. Below the header, there are two tabs: 'File Upload' and 'Upload a File'. The main content area is titled 'File Upload - Salary Payment'. It contains a progress bar with three steps: '1 Payment Details', '2 Preview and Confirm', and '3 Summary'. The 'Payment Details' step is active. It contains the following fields: 'Product Type: Salary Payment', 'File Name\* Salary Jan 2018', 'File Description\* Salary Jan 2018', 'File Processing Date (dd-MM-yyyy)\* 24-01-2018', 'Path of the File to be Uploaded\* SALARYFILE230118.txt' (with a 'BROWSE' button), 'Debit Account\* 012345678910', and 'Remarks Salary Jan 2018'. At the bottom of the form, there are three buttons: 'RESET', 'BACK', and 'CONTINUE'. To the right of the main content area, there are two sidebars. The first sidebar is titled 'Favorites' and contains a dropdown menu labeled 'Select' and a button labeled 'ADD TO FAVORITES'. The second sidebar is titled 'Navigate to...' and contains two links: 'View Uploaded File Detail...' and 'Approve/Reject Uploaded ...'.

4. Input your Transaction password and click on 'Submit'.

SBM

File Upload

Upload a File

Preview Confirmation Page

File: SALARYFILE230118lienB.txt Attached successfully.

Value Date for Payment is 24-01-2018 00:00:00

1

Payment Details

2

Preview and Confirm

3

Summary

\* Indicates Mandatory Fields

File Upload Details

Product Type: Salary Payment

File Description: test

File Processing Date (dd-MM/yyyy): 24-01-2018

Remarks:

Total Number of Records in file: 6

File Name: Test

Total Amount: MUR 270.06

Path of the File to be Uploaded: SALARYFILE230118lienB.txt

Additional Details

Rule ID	Authority	Follow Hierarchy
24512	1 Approver Role 1	No

Select Approver

Select User

LOOKUP

Remarks

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password\*

Favorites

Select your favorite activity

Select

ADD TO FAVORITES

Navigate to...

[View Uploaded File Detail...](#)

[Approve/Reject Uploaded ...](#)

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## 4. Accounts

### 4.1 Accounts Statement (View/Download)

1. Go to Main menu>Accounts
2. Select Current/Savings - to view account details and generate statements
3. Click on the Account Number to view the account statement or the 'Actions' button and select 'View Transaction History'

Accounts Current/Savings

### My Current/Saving Accounts

Search

Account Number Account Name	Product Name Mode of Operation	Status	Currency	Balance	Actions
<a href="#">09900100000455</a> 09900100000455	SBM TRANSITION ACCOUNT SOW	Dormant	MUR	2.74	<a href="#">View Transaction History</a> <a href="#">View clearing instruments</a>
<a href="#">09900100000473</a> 09900100000473	SBM TRANSITION ACCOUNT SOW				<a href="#">View or stop issued cheq...</a> <a href="#">Inquire on lien</a> <a href="#">View Mini Statement</a> <a href="#">Inquire on Temporary Ov...</a> <a href="#">Request cheque book</a>

[VIEW CLOSED ACCOUNTS](#)

**Favorites**  
Select your favorite activity  
Select  
[ADD TO FAVORITES](#)

**Navigate to...**  
[Open an Operative Account](#)

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4. Click on the 'Search Transactions' Button to define the period for which you want the statement to be generated

- To download statement, click on the 'Download Details As' button, select the file format and click on 'OK'.

SBM

SBM TRANSI...

Account Details

09900100000473(MUR)

BACK

General Details

Number: 09900100000473  
IBAN:  
Status: Dormant  
Currency: MUR  
Branch: OPERATIONS CENTER(OPC)  
Debit Accrued Interest: 0.00%

Name: 1536455  
Type: Current Account  
Open Date: 28,11,2007  
Credit Accrued Interest: 0.00%

Balance Details

Available Balance: MUR 26.04  
Ledger Balance: MUR 26.04  
Unclear Balance: MUR 0.00  
Float Balance: MUR 0.00

Effective Available Balance: MUR 26.04  
Lien Balance: MUR 0.00

More Details

Search Transactions

Choose Statement: Select

GO

Favorites

Select your favorite activity  
Select  

ADD TO FAVORITES

Navigate to...

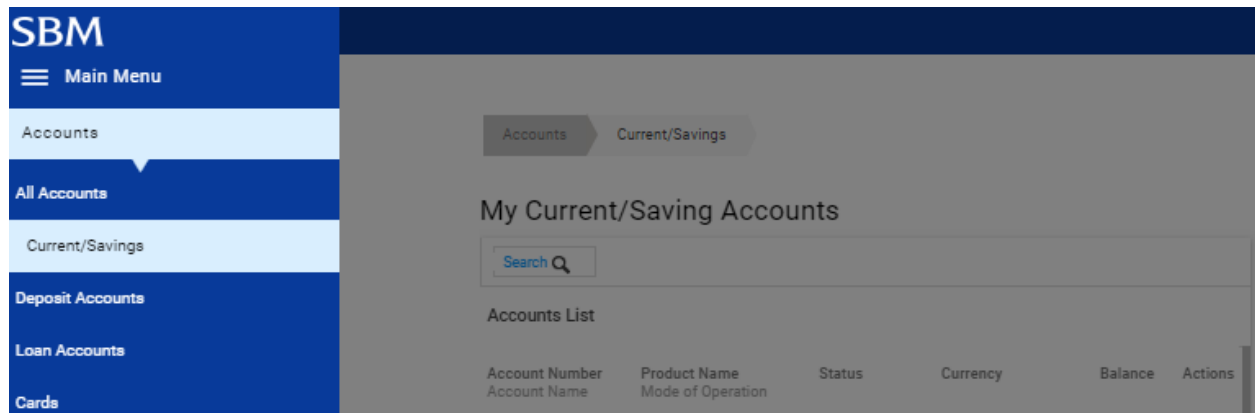
Open an Operative Account

Transaction Date Instrument ID	Remarks Value Date	Branch Code	Debit Amount	Credit Amount	Balance
14-12-2017	12-01-2018	INTERNET BANKING	30.06		1,276,571.11
14-12-2017	12-01-2018	INTERNET BANKING	29.15		1,276,601.17
14-12-2017	11-01-2018	INTERNET BANKING	29.15		1,276,630.32
14-12-2017	<a href="#">Dr. for PORD Payment :000000002579</a> 14-12-2017	OPERATIONS CENTER(OPC)	34,300.00		1,276,659.47
14-12-2017	<a href="#">Charges for PORD Customer Payment :000000002579</a> 14-12-2017	INTERNET BANKING	2.19		1,310,959.47
<div> <div>Page Number</div> <div>GO</div> <div>Rows per page: 5</div> <div>1 - 5 of 6</div> <div>&lt;</div> <div>&gt;</div> </div>					
<div> <div>Download Details As</div> <div>PDF file</div> <div>OK</div> </div>					

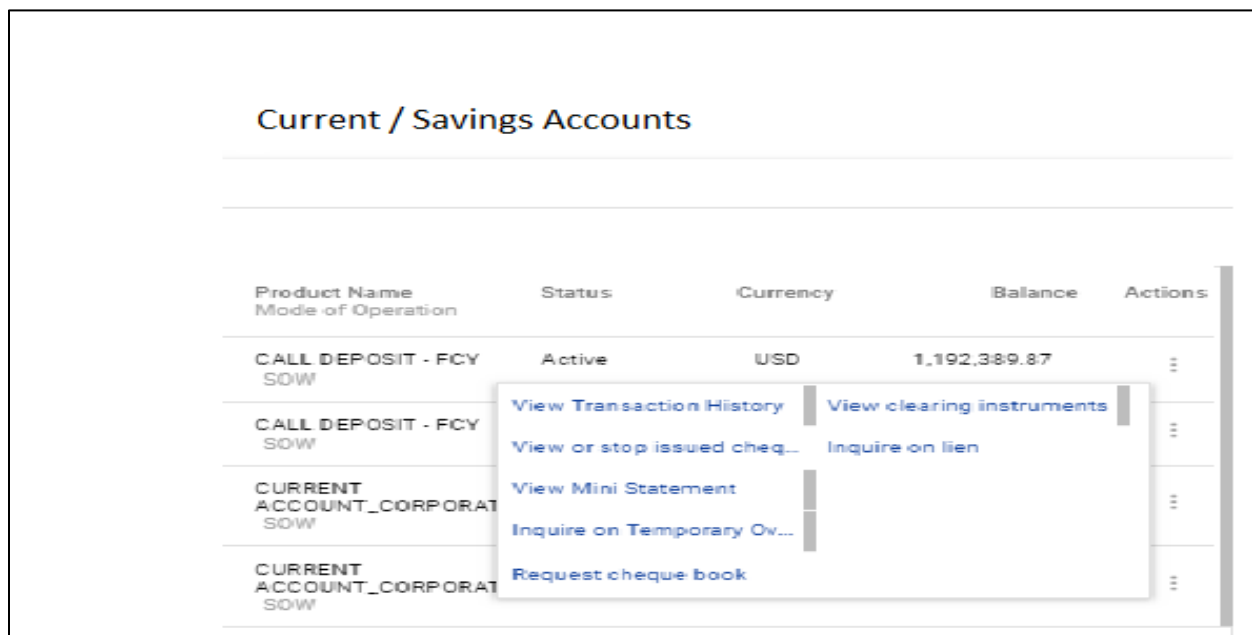
14

## 4.2 Current/Savings Accounts - Other functionalities

1. Go to Main Menu > All Accounts > Current/Savings accounts > Actions



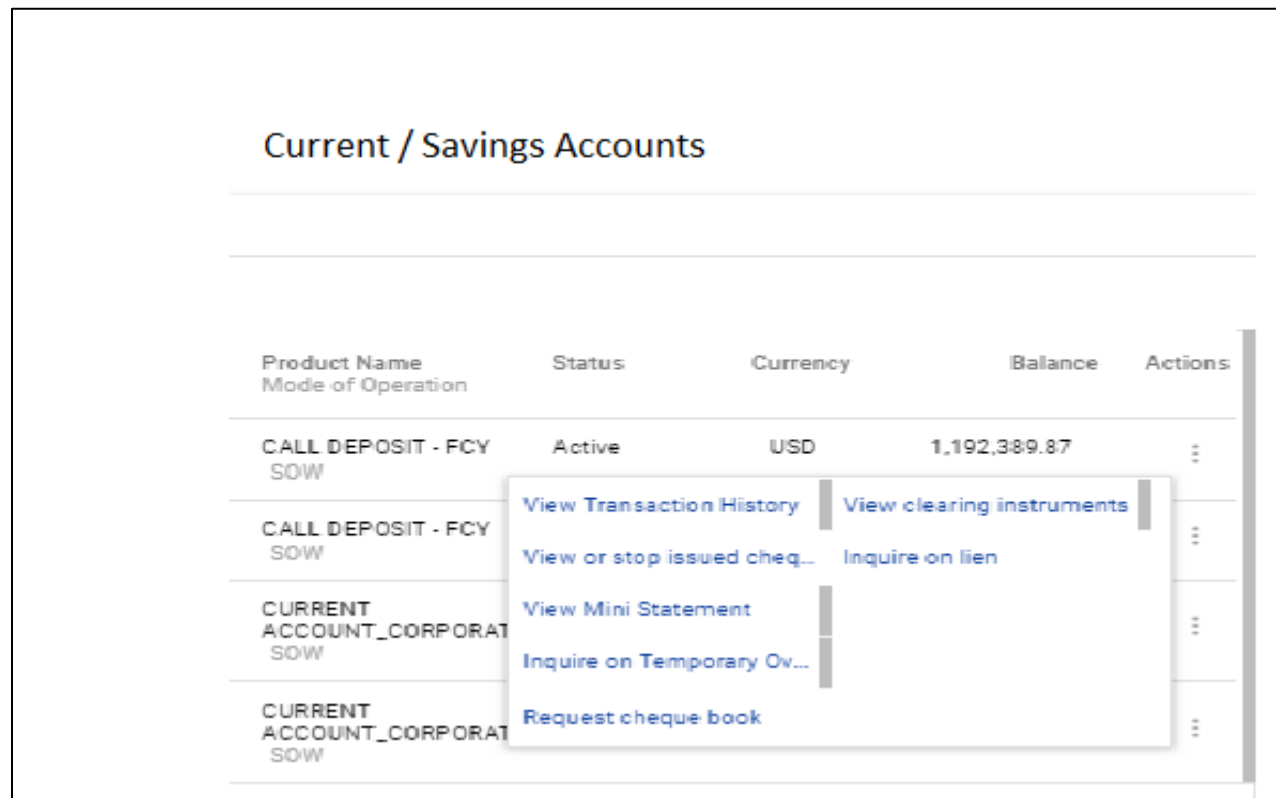
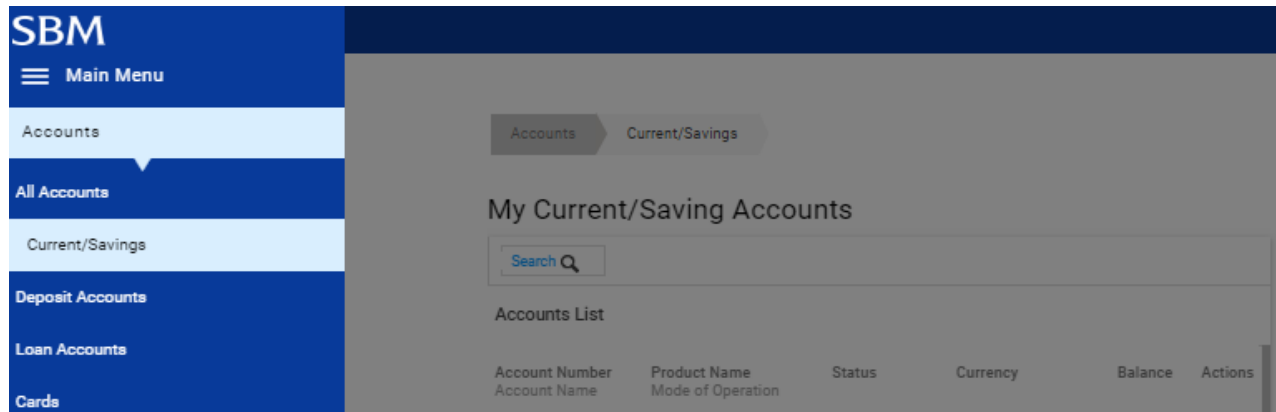
2. Select required option from list as displayed in below screenshot.





### 4.3 View/Stop Issued cheques

1. Go to Main Menu > All Accounts > Current/Savings accounts > Actions > View/Stop Issued Cheque



2. Select option either by date or by Issued cheque number

3. Click on 'Search' and details will be displayed accordingly

Accounts

Current/Savings

## View or Stop Issued Cheques

Search Criteria

☒ Query on Cheque Book

From Date (dd-MM-yyyy) 01-01-2017 To Date (dd-MM-yyyy) 31-12-2017

☐ Query on Issued Cheques

(Query on 1 or more Criteria)

Cheque Number From Cheque Number To

Cheque Status All

BACK

CLEAR

SEARCH

## 5. Transactions

### 5.1 Own Account Transfer

1. Go to Main menu>Transactions>Initiate Funds Transfer>One Time Transfers>Own Account Transfer.

SBM

Transactions Initiate Funds Transfer One Time Transfers

Own Account Transfer Other SBM Transfer Foreign Currency Transfer  
Other Local Bank MUR Transfer

Transfer Menu

Own Account Transfer INITIATE FROM TEMPLATE

1 Payment Details 2 Preview and Confirm 3 Summary

Date \* Indicates Mandatory Fields  
Transaction Date (dd,MM,yyyy)\* 19,01,2018

Make a Payment From  
Pay From Account\* Select

Make a Payment To  
Beneficiary Type\* Select  
Amount\* MUR  
CHECK COUNTER RATE

Other Details

2. Select the Debit and Credit a/c Nos from the drop down lists, input the transfer amount and click on 'Continue'.

SBM

Own Account Transfer

INITIATE FROM TEMPLATE

1 Payment Details 2 Preview and Confirm 3 Summary

Date Transaction Date (dd-MM-yyyy)\* 19-01-2018

Make a Payment From Pay From Account\* 61026200013663 Available Balance : EUR 51,931.93

Make a Payment To My Accounts in Home Bank\* 61030100044543

Amount\* EUR 1000 CHECK COUNTER RATE

Other Details Remarks

Fill in Additional [Negotiated Rate Details](#) or skip this section and continue

RESET ACTIONS CONTINUE

Favorites Select your favorite activity Select ADD TO FAVORITES

Navigate to...

BIG SAVINGS LOAN AGAINST PROPERTY Get this deal today!

3. Input your Transaction password and click on 'Submit'.

SBM

Transactions Initiate Funds Transfer One Time Transfers

Own Account Transfer Other SBM Transfer Foreign Currency Transfer Other Local Bank MUR Transfer

Own Account Transfer - Preview

1 Payment Details 2 Preview and Confirm 3 Summary

Confirm the details before submission

General Transaction Details

Transaction Type: My Own SBM Account  
Beneficiary Type: To Account  
Amount: EUR 1,000.00  
Payment Date (dd-MM-yyyy): 19-01-2018  
Remarks:

Pay From Account: 12345678910126  
Pay to Account: 01235678911345  
Frequency Type: One Time

Amount & Frequency Details

Total Amount: EUR 1,000.00  
Transaction Currency: EUR

BACK TO EDIT

Additional Details Remarks

Enter your credentials to confirm the transaction

SBM

TransactionsInitiate Funds TransferOne Time Transfers

[Own Account Transfer](#)

[Other SBM Transfer](#)

[Foreign Currency Transfer](#)

[Other Local Bank MUR Transfer](#)

Transfer Menu

Own Account Transfer - Confirmation

Transaction with reference id 568409 submitted successfully for processing.

✓

Payment Details

✓

Preview and Confirm

3

Summary

Payment Details

General Transaction Details

Reference ID: 568409

Pay From Account: 12345678910126

Pay to Account: 01235678911345

Amount: EUR 1,000.00

Payment Date (dd-MM-yyyy): 19-01-2018

Remarks:

Transaction Status: Sent For Processing

Transaction Type: My Own SBM Account

Beneficiary Type: To Account

Frequency Type: One Time

Amount & Frequency Details

Total Amount: EUR 1,000.00

Transaction Currency: EUR

Download:

20

## 5.2 Other SBM Transfer

1. Main menu>Transactions>Initiate Funds Transfer>One Time Transfers> Other SBM Transfer.

The screenshot shows the 'Other SBM Transfer' form in the SBM system. The top navigation bar includes 'SBM' and user information 'FAROOK MA...'. The breadcrumb trail is 'Transactions > Initiate Funds Transfer > One Time Transfers'. The form is titled 'Other SBM Transfer' and has an 'INITIATE FROM TEMPLATE' button. The form is divided into three steps: 1. Payment Details, 2. Preview and Confirm, and 3. Summary. In the 'Payment Details' step, the 'Date' field is set to '19-01-2018'. The 'Make a Payment From' section shows 'Pay From Account' as 'Select'. The 'Make a Payment To' section shows 'Beneficiary Type' as 'Select', 'Amount' as 'MUR', and a 'CHECK COUNTER RATE' button. The 'Other Details' section has a 'Remarks' field with a placeholder text 'Fill in Additional Negotiated Rate Details or skip this section and continue'. At the bottom, there are 'RESET', 'ACTIONS', and 'CONTINUE' buttons. On the right side, there are 'Favorites' and 'Navigate to...' sections, and a 'BIG SAVINGS' banner for 'LOAN AGAINST PROPERTY'.

2. Fill in the payment details and click on 'Continue' button to proceed.

**Note: No special character is to be used when initiating a transfer**

The screenshot shows the 'Other SBM Transfer' form in the SBM system, with the 'Payment Details' step filled out. The 'Date' field is set to '19-01-2018'. The 'Make a Payment From' section shows 'Pay From Account' as '61030100001904' and 'Available Balance : MUR 662,933.72'. The 'Make a Payment To' section shows 'Beneficiary Type' as 'New Beneficiary', 'Beneficiary Name' as 'Test Co Ltd', 'Account Number' as '61030100000070', and 'Amount' as 'MUR 15000'. There is a 'CHECK COUNTER RATE' button. The 'Other Details' section has a 'Remarks' field with the text 'Import'. At the bottom, there are 'RESET', 'SAVE', and 'CONTINUE' buttons. On the right side, there are 'Favorites' and 'Navigate to...' sections, and a 'BIG SAVINGS' banner for 'LOAN AGAINST PROPERTY'.

3. Input your Transaction password and click on the 'Submit' button.

Transfer Menu

Other SBM Transfer - Preview

1

2

3

Payment Details

Preview and Confirm

Summary

Confirm the details before submission

General Transaction Details

Transaction Type: Other SBM  
Beneficiary Type: New Beneficiary  
Beneficiary Name: Test Co Ltd  
Beneficiary Bank Branch: PORT LOUIS  
Amount: MUR 15,000.00  
Payment Date (dd-MM-yyyy): 19-01-2018  
Remarks: Import

Pay From Account: 12345678910126  
Pay to Account: 0123578911345  
Beneficiary Bank Name: STATE BANK OF MAURITIUS LTD  
Bank Identifier: STCBMUMUXXX  
Frequency Type: One Time

Amount & Frequency Details

Total Amount: MUR 15,000.00  
Transaction Currency: MUR

BACK TO EDIT

Additional Details

Remarks

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password\*

g r @ z x v - u l d ↵  
s k f a i j y q p h .  
Shift \_ c n o w t b e m  
.123 Accept

SUBMIT

4. The below confirmation note will be displayed in case of successful transfer

SBM

Transactions

Initiate Funds Transfer

One Time Transfers

[Own Account Transfer](#)

[Other SBM Transfer](#)

[Foreign Currency Transfer](#)

[Other Local Bank MUR Transfer](#)

Transfer Menu

Other SBM Transfer - Confirmation

Transaction with reference 568420 processed successfully.

✓

Payment Details

✓

Preview and Confirm

3

Summary

Payment Details

General Transaction Details

Reference ID: 568420

Pay From Account: 12345678910126

Pay to Account: 01235678911345

Beneficiary Name: Test Co Ltd

Beneficiary Bank Branch: PORT LOUIS

Amount: MUR 15,000.00

Payment Date (dd-MM-yyyy): 19-01-2018

Remarks: Import

Transaction Status: Failure

Transaction Type: Other SBM

Beneficiary Type: New Beneficiary

Beneficiary Bank Name: STATE BANK OF MAURITIUS LTD




Bank Identifier: STCBMUMUXXX

Frequency Type: One Time

Amount & Frequency Details

Total Amount: MUR 15,000.00

Transaction Currency: MUR

Download:   



## 5.3 Foreign Currency Transfer

1. Go to Main menu>Transactions>Initiate Funds Transfer>One Time Transfers>Foreign Currency Transfer.

The screenshot shows the SBM web interface for initiating a Foreign Currency Transfer. The top navigation bar includes the SBM logo, a user profile (FAROOK MA...), and notification icons. The breadcrumb trail is: Transactions > Initiate Funds Transfer > One Time Transfers > Foreign Currency Transfer. The main form is titled 'Foreign Currency Transfer' and includes a blue 'INITIATE FROM TEMPLATE' button. The form is divided into three steps: 1. Payment Details, 2. Preview and Confirm, and 3. Summary. In the 'Payment Details' step, the 'Date' field is set to '19-01-2018'. The 'Make a Payment From' section has a 'Pay From Account' dropdown set to 'Select'. The 'Make a Payment To' section has a 'Beneficiary Type' dropdown set to 'Select' and an 'Amount' field set to 'MUR'. A 'CHECK COUNTER RATE' button is visible. The 'Additional Beneficiary Details' section includes a 'LOOKUP' button and fields for 'Intermediary Bank Search', 'Intermediary Bank Name', 'Intermediary Branch', 'Address', 'City and Zip Code', 'Country', and 'Bank Clearing Code'. On the right side, there is a 'Favorites' section with a 'Select your favorite activity' dropdown and an 'ADD TO FAVORITES' button. Below this is a 'Navigate to...' section. At the bottom right, there is a promotional banner for 'BIG SAVINGS' and 'LOAN AGAINST PROPERTY' with the text 'Get this deal today!'.

2. Click on the 'Lookup' button to select the beneficiary's bank details.
3. Insert the dealer's reference as provided by the Bank for negotiated exchange rate in the Negotiated Rates detail field:

**Note: No special character is to be used when initiating a transfer**

4. Click on 'Continue' button to proceed.

SBM

≡

🔔

✉

FAROOK MA...

🔗

Beneficiary Bank Address (Line 3)

Beneficiary Bank City\*

Beneficiary Bank Zip Code000000

Beneficiary Bank Country\*HONG KONG

Bank/Swift CodeSelect

Add to Beneficiary List☐

Amount\*USD15,000.00

CHECK COUNTER RATE

Additional Beneficiary Details

Intermediary Bank SearchLOOKUP

Intermediary Bank Name

Intermediary Branch

Address

City and Zip Code

Country

Bank Clearing Code

Other Details

Purpose of Payment:\*

Charges Paid By\*Party receiving funds

Sender's Preferred Correspondent Bank DetailsSelect

Negotiated rate details

Dealer Reference001GET RATE

Negotiated Rate1.00USD=MUR

RESETSAVECONTINUE

Security Information

Terms and Conditions

FAQs

SBM Bank (Mauritius) Ltd - All Rights Reserved

5. Insert your Transaction password and click on 'Submit' button.

### Foreign Currency Transfer - Preview

✓

2

3

Payment Details

Preview and Confirm

Summary

**Confirm the details before submission**

**General Transaction Details**

Transaction Type: Other Local/FCY Payment

Pay From Account: **01235678911345**

Beneficiary Type: New Beneficiary

Pay to Account: 12345678910126

Beneficiary Name: Test Co Ltd

Beneficiary Bank Name: PUTNAM CORPORATION SHEUNG WAN

Beneficiary Bank Branch: HONG KONG

Bank Identifier: PCSWHKH1XXX

Amount: USD 15,000.00

Frequency Type: One Time

Payment Date (dd-MM-yyyy): 19-01-2018

Network: SWIFT

Purpose of Payment: Import

Sender's Preferred Correspondent Bank Details:

Charges Paid By: Party receiving funds

[Charges](#)

**Amount & Frequency Details**

Total Amount: USD 15,000.00

Transaction Currency: USD

**Negotiated Rate Details**

Negotiated Rate: 1.00 USD Justification 0.00 MUR

Dealer Reference:

[BACK TO EDIT](#)

**Additional Details**

Remarks

Enter your credentials to confirm the transaction

**Confirmation Details**

Transaction Password\*

26

6. The below confirmation note will be displayed in case of successful transfer

### Foreign Currency Transfer - Confirmation

Transaction with reference 568416 submitted successfully to Bank for processing.

✓

✓

3

Payment Details

Preview and Confirm

Summary

#### Payment Details

##### General Transaction Details

Reference ID: 568416	Transaction Type: Other Local/FCY Payment
Pay From Account: 01235678911345	Beneficiary Type: New Beneficiary
Pay to Account: 12345678910126	
Beneficiary Name: Test Co Ltd	Beneficiary Bank Name: PUTNAM CORPORATION SHEUNG WAN
Beneficiary Bank Branch: HONG KONG	Bank Identifier: PCSWHKH1XXX
Amount: USD 15,000.00	Frequency Type: One Time
Payment Date (dd-MM-yyyy): 19-01-2018	
Purpose of Payment: Import	Network: SWIFT
Transaction Status: Waiting For RM Approval	
Charges Paid By: Party receiving funds	Sender's Preferred Correspondent Bank Details:

[Charges](#)




##### Amount & Frequency Details

Total Amount: USD 15,000.00	
Transaction Currency: USD	
Next Authorizer: SBM BANK (MAURITIUS) LTD	

##### Negotiated Rate Details

Negotiated Rate: 1.00 USD Justification 0.00 MUR	Dealer Reference:
--	-------------------

Download:



## 5.4 Other Local Bank MUR Transfer

1. Go to Main menu>Transactions>Initiate Funds Transfer>One Time Transfers>Other Local Bank MUR Transfer.

The screenshot shows the SBM mobile app interface for initiating a funds transfer. The top navigation bar is blue with the SBM logo and user information (FAROOK MA...). Below the navigation bar, there are tabs for 'Transactions', 'Initiate Funds Transfer', and 'One Time Transfers'. Under 'Initiate Funds Transfer', there are links for 'Own Account Transfer', 'Other SBM Transfer', and 'Foreign Currency Transfer'. Under 'One Time Transfers', there are links for 'Own Account Transfer', 'Other SBM Transfer', and 'Foreign Currency Transfer'. The 'Other Local Bank MUR Transfer' option is selected, and a 'Transfer Menu' button is visible. The main form is titled 'Other Local Bank MUR Transfer' and has a blue 'INITIATE FROM TEMPLATE' button. The form is divided into three sections: 1. Payment Details, 2. Preview and Confirm, and 3. Summary. The 'Payment Details' section includes fields for 'Date' (Transaction Date (dd-MM-yyyy)\* 19-01-2018), 'Make a Payment From' (Network\* MACSS, Pay From Account\* Select), 'Make a Payment To' (Beneficiary Type\* Select, Amount\* MUR), and 'Other Details' (Remarks\*). There is a blue link 'Fill in Additional Negotiated Rate Details or skip this section and continue'. At the bottom of the form are buttons for 'RESET', 'ACTIONS', and 'CONTINUE'. On the right side of the screen, there is a 'Favorites' section with a 'Select your favorite activity' dropdown and an 'ADD TO FAVORITES' button. Below that is a 'Navigate to...' section. At the bottom right, there is a promotional banner for 'BIG SAVINGS' and 'LOAN AGAINST PROPERTY' with a 'Get this deal today!' button. The footer of the app shows 'Security Information', 'Terms and Conditions', 'FAQs', and 'SBM Bank (Mauritius) Ltd - All Rights Reserved'.

2. Select either MACCS or Normal and input required payment details.
3. Click on the 'Lookup' button to select the beneficiary's bank details.

FAROOK MA...

Other Local Bank MUR Transfer
Transfer Menu

## Other Local Bank MUR Transfer

INITIATE FROM TEMPLATE

1

Payment Details

2

Preview and Confirm

3

Summary

Date

Transaction Date (dd-MM-yyyy)\* 19-01-2018

\* Indicates Mandatory Fields

Make a Payment From

Select your favorite activity

Select

ADD TO FAVORITES

Find Bank Details

List of Bank Details

Bank Name Branch	Address City & Zip Code	Country	Network	Bank/Swift Code
ABC BANKING CORPORATION LTD PORT LOUIS	PORT LOUIS,ABC CENTRE .000000	MAURITIUS	MACSS	ABCKMUMXXX <a href="#">Select</a>
AFRASIA BANK LIMITED PORT LOUIS	PORT LOUIS,LBL BUILDING .000000	MAURITIUS	MACSS	AFBLMUMXXX <a href="#">Select</a>
BANK OF BARODA PORT LOUIS	PORT LOUIS,SIR WILLIAM NEWTON STREET .000000	MAURITIUS	MACSS	BARBMUMXXX <a href="#">Select</a>
BANK OF MAURITIUS PORT LOUIS	PORT LOUIS,SIR WILLIAM NEWTON STREET .000000	MAURITIUS	MACSS	BOMMMUPLXXX <a href="#">Select</a>
BANK ONE LTD PORT LOUIS	PORT LOUIS,16 SIR WILLIAM NEWTON STREET .000000	MAURITIUS	MACSS	BKONMUMXXX <a href="#">Select</a>

Page Number

GO

Rows per page: 5

1 - 5 of 17

Security Information

Terms and Conditions

FAQs

SBM Bank (Mauritius) Ltd - All Rights Reserved

4. Click on Continue button to proceed.

**Note: No special character is to be used when initiating a transfer**

5. Input your Transaction Password and click on 'Submit'.

### Other Local Bank MUR Transfer - Preview

✓

2

3

Payment Details

Preview and Confirm

Summary

Confirm the details before submission

#### General Transaction Details

Transaction Type: Other Local/FCY Payment	Pay From Account: 01235678911345
Beneficiary Type: New Beneficiary	Pay to Account: 12345678910126
Beneficiary Name: Test Co Ltd	Beneficiary Bank Name: AFRASIA BANK LIMITED
Beneficiary Bank Branch: PORT LOUIS	Bank Identifier: AFBLMUMUXXX
Amount: MUR 10,000.00	Frequency Type: One Time
Payment Date (dd-MM-yyyy): 19-01-2018	Network: MACSS
Remarks: imports	
<a href="#">Charges</a>	

#### Amount & Frequency Details

Total Amount: MUR 10,000.00	
Transaction Currency: MUR	

BACK TO EDIT

#### Additional Details

Remarks \_\_\_\_\_

Enter your credentials to confirm the transaction

#### Confirmation Details

Transaction Password\* \_\_\_\_\_

SUBMIT

6. The below confirmation note will be displayed in case of successful transfer

[Own Account Transfer](#)[Other SBM Transfer](#)[Foreign Currency Transfer](#)[Other Local Bank MUR Transfer](#)

Transfer Menu

## Other Local Bank MUR Transfer - Confirmation

✓

Transaction with reference 568410 submitted successfully to Bank for processing.

✓

Preview and Confirm

3

Payment Details

Summary




### Payment Details

#### General Transaction Details

Reference ID: 568410	Transaction Type: Other Local/FCY Payment
Pay From Account: <b>01235678911345</b>	Beneficiary Type: New Beneficiary
Pay to Account: 12345678910126	
Beneficiary Name: Test Co Ltd	Beneficiary Bank Name: AFRASIA BANK LIMITED
Beneficiary Bank Branch: PORT LOUIS	Bank Identifier: AFBLMUMUXXX
Amount: MUR 10,000.00	Frequency Type: One Time
Payment Date (dd-MM-yyyy): 19-01-2018	
Remarks: imports	Network: MACSS
Transaction Status: <b>Success</b>	
<a href="#">Charges</a>	

#### Amount & Frequency Details

Total Amount: MUR 10,000.00	
Transaction Currency: MUR	

Download:   



## 5.5 Initiate Standing Instruction

1. Go to Main Menu>Transactions>Initiate Funds Transfer> Standing Instructions.

The screenshot shows the SBM web interface for initiating a standing instruction. The breadcrumb trail is: Transactions > Initiate Funds Transfer > Standing Instructions. Below this, there are links for 'Own Account Transfer', 'Other SBM Transfer', 'Foreign Currency Transfer', and 'Other Local Bank MUR Transfer'. The 'Other Local Bank MUR Transfer' link is active, and a 'Transfer Menu' button is visible. The main heading is 'Other Local Bank MUR Transfer' with an 'INITIATE FROM TEMPLATE' button. The form is divided into three steps: 1. Payment Details (active), 2. Preview and Confirm, and 3. Summary. The 'Date' section includes 'Frequency\*' (Monthly), 'Recurring Date (dd-MM-yyyy)\*' (31-01-2018), 'Number of Installments' (12), and 'End Date (dd-MM-yyyy)'. The 'Make a Payment From' section includes 'Network\*' (MACSS), 'Pay From Account\*' (0011010000000070), and 'Available Balance : USD' (1,192,389.87). The 'Make a Payment To' section includes 'Beneficiary Type\*' (New Beneficiary), 'Beneficiary Name\*' (Paul Smith), and 'Account Number/ IBAN Number\*' (1452789633). A note '\* Indicates Mandatory Fields' is present.

1 Payment Details		2 Preview and Confirm		3 Summary	
<b>Date</b>					
Frequency*	Monthly				
Recurring Date (dd-MM-yyyy)*	31-01-2018				
Number of Installments	12				
End Date (dd-MM-yyyy)					
<b>Make a Payment From</b>					
Network*	MACSS				
Pay From Account*	0011010000000070				
		Available Balance : USD	1,192,389.87		
<b>Make a Payment To</b>					
Beneficiary Type*	New Beneficiary				
Beneficiary Name*	Paul Smith				
Account Number/ IBAN Number*		1452789633			

2. Select your required type of transfer - Own Account Transfer, Other SBM Transfer, Foreign Currency Transfer or Other Local Bank MUR Transfer.

This screenshot is identical to the one above, showing the 'Other Local Bank MUR Transfer' form in the 'Payment Details' step. It displays the same fields for date, frequency, recurring date, number of installments, end date, payment from details (network, account, balance), and payment to details (beneficiary type, name, account number).

**Note: No special character is to be used.**

Make a Payment To

Beneficiary Type\*

New Beneficiary

Beneficiary Name\*

Paul Smith

Account Number/ IBAN Number\*

1452789633

International Bank Account Number

☐

(Please select if IBAN is entered in the Account Number field)

Bank Identifier\*

SBICMUMUXXX

LOOKUP

Add to Beneficiary List

☐

Amount\*

MUR

10,000.00

Other Details

Remarks\*

Consultancy Fees

Fill in Additional

Negotiated Rate Details

or skip this section and continue

RESET

SAVE

CONTINUE

3. Input all details and click on 'Continue'.

Transactions

Initiate Funds Transfer

Standing Instructions

[Own Account Transfer](#)[Other SBM Transfer](#)[Foreign Currency Transfer](#)[Other Local Bank MUR Transfer](#)

Transfer Menu

## Other Local Bank MUR Transfer - Preview

✓

2

3

Payment Details

Preview and Confirm

Summary

Confirm the details before submission

### General Transaction Details

Transaction Type: Other Local/FCY Payment	Pay From Account: 0011010000000070
Beneficiary Type: New Beneficiary	Pay to Account: 1452789633
Beneficiary Name: Paul Smith	Beneficiary Bank Name: STANDARD BANK (MAURITIUS) LTD
Beneficiary Bank Branch: PORT LOUIS	Bank Identifier: SBICMUMXXX
Amount: MUR 10,000.00	Frequency Type: Recurring
Remarks: Consultancy Fees	Network: MACSS

[Charges](#)

### Amount & Frequency Details

Frequency: Monthly	Recurring Date (dd-MM-yyyy): 31-01-2018
Number of Installments: 12	Total Amount: MUR 10,000.00
End Date (dd-MM-yyyy):	
Transaction Currency: MUR	

BACK TO EDIT

### Additional Details

Enter your credentials to confirm this transaction

Confirmation Details

y i l k g . v c q - ↵

a p d t \_ h w x m o s


Shift z f j r e @ u n b

.2123

Accept

Transaction Password\* .....

4. The below confirmation note will be displayed in case of successful transfer



Transactions

Initiate Funds Transfer

Standing Instructions

[Own Account Transfer](#)

[Other SBM Transfer](#)

[Foreign Currency Transfer](#)

[Other Local Bank MUR Transfer](#)

Transfer Menu

Other Local Bank MUR Transfer - Confirmation

Transaction with reference id 568690 submitted successfully for processing.

✓

Payment Details

✓

Preview and Confirm

3

Summary

Payment Details

General Transaction Details

Reference ID: 568690

Pay From Account: 0011010000000070

Pay to Account: 1452789633

Beneficiary Name: Paul Smith

Beneficiary Bank Branch: PORT LOUIS

Amount: MUR 10,000.00

Remarks: Consultancy Fees

Transaction Status: Sent For Processing

[Charges](#)

Transaction Type: Other Local/FCY Payment

Beneficiary Type: New Beneficiary

Beneficiary Bank Name: STANDARD BANK (MAURITIUS) LTD

Bank Identifier: SBICMUMUXXX

Frequency Type: Recurring

Network: MACSS

Amount & Frequency Details

Frequency: Monthly

Number of Installments: 12

End Date (dd-MM-yyyy):

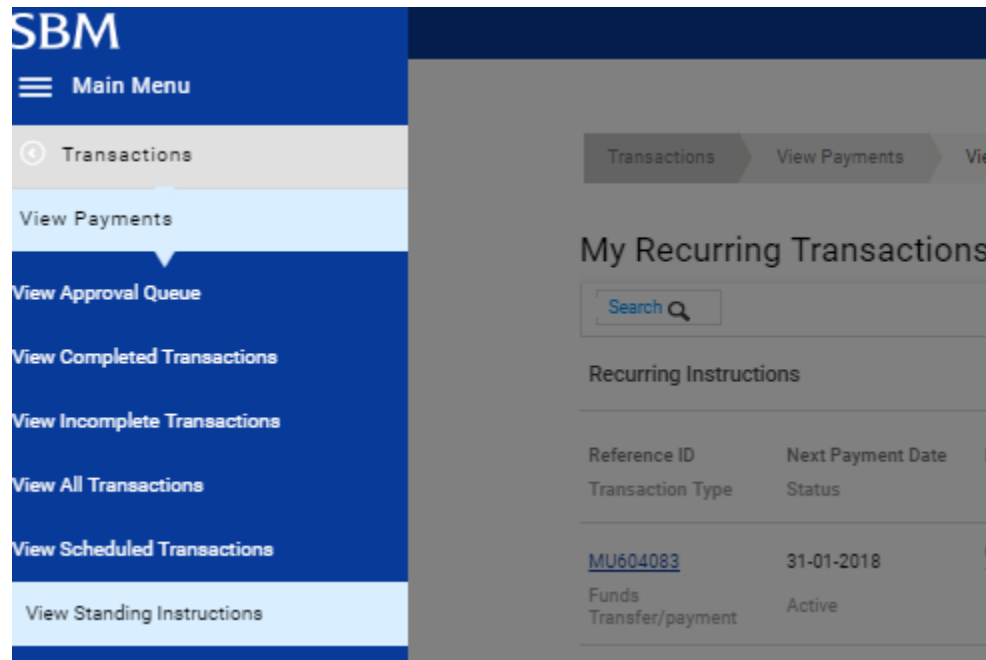
Transaction Currency: MUR

Recurring Date (dd-MM-yyyy): 31-01-2018

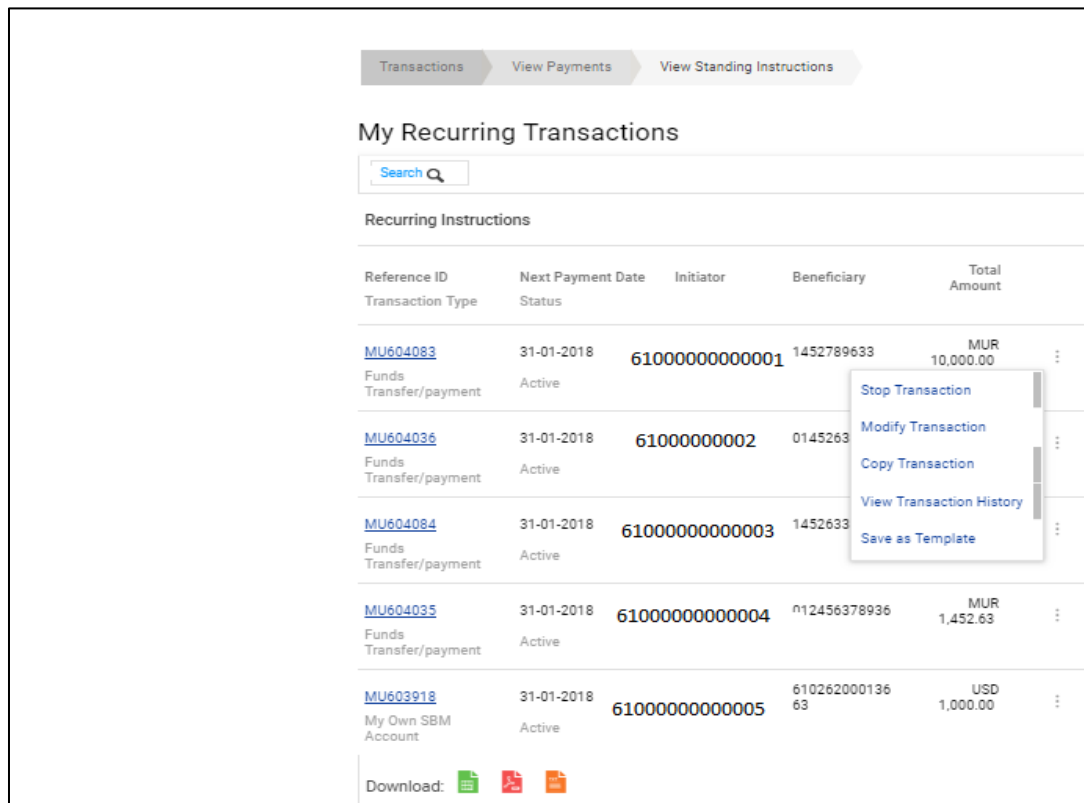
Total Amount: MUR 10,000.00

## 5.6 Standing Instructions (MUR/FCY) – View/Stop/Modify

1. Go to Main Menu > Transactions > View Payments > View Standing Instructions



2. Click on 'More Action' button (on the right) and select the required option



### For Stop Standing Instructions:

- (i) Click on Stop transaction
- (ii) Insert Password
- (iii) Click on 'Stop' button

Transactions

View Payments

View Standing Instructions

### Preview Confirmation Details

Confirm the following details

General transaction details

Transaction Type: Other Local/FCY Payment

Initiator Account: 6100000000000001

Pay to Account: 1452789633

Beneficiary Name: Paul Smith

Beneficiary Bank Branch: PORT LOUIS

Amount: MUR 10,000.00

Recurring Date (dd-MM-yyyy): 31-01-2018

Remarks: Consultancy Fees

Reference ID:

Marked For Stop: No

Charges

Beneficiary Type: New Beneficiary

Beneficiary Bank Name: STANDARD BANK (MAURITIUS) LTD

Bank Identifier: SBICMUMUXXX

Frequency Type: Recurring

Network: MACSS

Amount & Frequency Details

Frequency: Monthly

Number of Installments: 12

Total Amount: MUR 10,000.00

Transaction Currency: MUR

End Date (dd-MM-yyyy):

Additional Details

Remarks

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password\* .....

i m e q a o @ u s r ↵

x c l f g . \_ y w j t

Shift b v z n - p k d h

.123 Accept

BACK STOP


- (iv) The below confirmation note will be displayed in case of successful transfer

Transactions

View Payments

View Standing Instructions

### Stop Transaction

 Transaction request submitted for stop.

**General transaction details**

Transaction Type: Other Local/FCY Payment	Initiator Account: 6100000000000001
Beneficiary Type: New Beneficiary	Pay to Account: 1452789633
Beneficiary Name: Paul Smith	Beneficiary Bank Name: STANDARD BANK (MAURITIUS) LTD
Beneficiary Bank Branch: PORT LOUIS	Bank Identifier: SBICMUMUXXX
Amount: MUR 10,000.00	Frequency Type: Recurring
Recurring Date (dd-MM-yyyy): 31-01-2018	
Remarks: Consultancy Fees	
Reference ID: 568695	
Bulk Payment Reference ID:	
Marked For Stop: Yes	
Transaction Status: Pending For Processing	Network: MACSS
<a href="#">Charges</a>	

**Amount & Frequency Details**

Frequency: Monthly	End Date (dd-MM-yyyy):
Number of Installments: 12	
Total Amount: MUR 10,000.00	
Transaction Currency: MUR	

BACK TO LIST SCREEN

## 5.7 Own Credit Card Payment

1. Go to Main Menu > Transactions > initiate Funds Transfer>Credit Card Payment

The screenshot displays the SBM (Standard Bank of Mauritius) interface for initiating a credit card payment. On the left is a blue sidebar menu with the SBM logo and a 'Main Menu' icon. The menu items are: Transactions (selected), Initiate Funds Transfer, One Time Transfers, Standing Instructions, Credit Card Payment (highlighted), and Other SBM Card Payment. The main content area has a dark blue header with a breadcrumb trail: Transactions > Initiate Funds Transfer > Credit Card Payment. Below this is a 'Create New Transaction' section with a blue 'INITIATE FROM TEMPLATE' button. The form is divided into three steps: 1. Payment Details, 2. Preview and Confirm, and 3. Summary. Step 1 includes a 'Date' field with a calendar icon, a 'Transaction Date (dd-MM-yyyy)\*' field with the value '23-01-2018', and a '\* Indicates Mandatory Fields' note. Below this is a 'Make a Payment From' section with a 'Pay From Account\*' dropdown menu. The 'Make a Payment To' section includes a 'Pay To\*' dropdown menu, fields for 'Bill Date', 'Amount Due', and 'Minimum Amount Due', and an 'Amount\*' field with a currency dropdown set to 'MUR'. A 'CHECK COUNTER RATE' button is located below the 'Amount\*' field. The 'Other Details' section at the bottom has a 'Remarks' text area. At the very bottom are three buttons: 'RESET', 'ACTIONS' (with a dropdown arrow), and 'CONTINUE'.

**SBM**  
Main Menu

Transactions  
Initiate Funds Transfer  
One Time Transfers  
Standing Instructions  
Credit Card Payment  
Other SBM Card Payment

Transactions > Initiate Funds Transfer > Credit Card Payment

**Create New Transaction** INITIATE FROM TEMPLATE

1 Payment Details 2 Preview and Confirm 3 Summary

Date  
Transaction Date (dd-MM-yyyy)\* 23-01-2018 \* Indicates Mandatory Fields

Make a Payment From  
Pay From Account\* Select

Make a Payment To  
Pay To\* Select  
Bill Date  
Amount Due  
Minimum Amount Due  
Amount\* MUR  
CHECK COUNTER RATE

Other Details  
Remarks

RESET ACTIONS CONTINUE



2. Select debit account and card number

Transactions

Initiate Funds Transfer

Credit Card Payment

Create New Transaction

INITIATE FROM TEMPLATE

1

2

3

Payment Details

Preview and Confirm

Summary

Date

\* Indicates Mandatory Fields

Transaction Date (dd-MM-yyyy)\* 23-01-2018

Make a Payment From

Pay From Account\* 6100000000000001

Make a Payment To

Pay To\* 4540000000000002

Bill Date 14-06-2017

Amount Due 6,217.93

Minimum Amount Due 6,592.07

Amount\* MUR 5000

CHECK COUNTER RATE

Other Details

Remarks

RESET

ACTIONS

CONTINUE

3. Insert payment amount and click on 'Continue'

4. Insert your Transaction password and click on 'Submit' button.

Transactions

Initiate Funds Transfer

Credit Card Payment

### Payment Confirmation

✓

2

3

Payment Details

Preview and Confirm

Summary

Confirm the details before submission

#### General Transaction Details

Transaction Type: Transfer to credit card	Pay From Account: 610000000000001
Beneficiary Type: To Account	Pay to Account: 454000000000002
Amount: MUR 5,000.00	
Payment Date (dd-MM-yyyy): 23-01-2018	
Remarks:	

#### Amount & Frequency Details

Total Amount: MUR 5,000.00	
Transaction Currency: MUR	

BACK TO EDIT

#### Additional Details

Remarks

Enter your credentials to confirm the transaction

#### Confirmation Details

Transaction Password\* .....

i r h a e c \_ u n .

l s p y q z g d t m v

SUBMIT

5. The below confirmation note will be displayed in case of successful transfer

Transactions

Initiate Funds Transfer

Credit Card Payment

### Payment Summary

✓ Transaction with reference id 568699 processed successfully.

✓

✓

3

Payment Details

Preview and Confirm

Summary

#### Payment Details

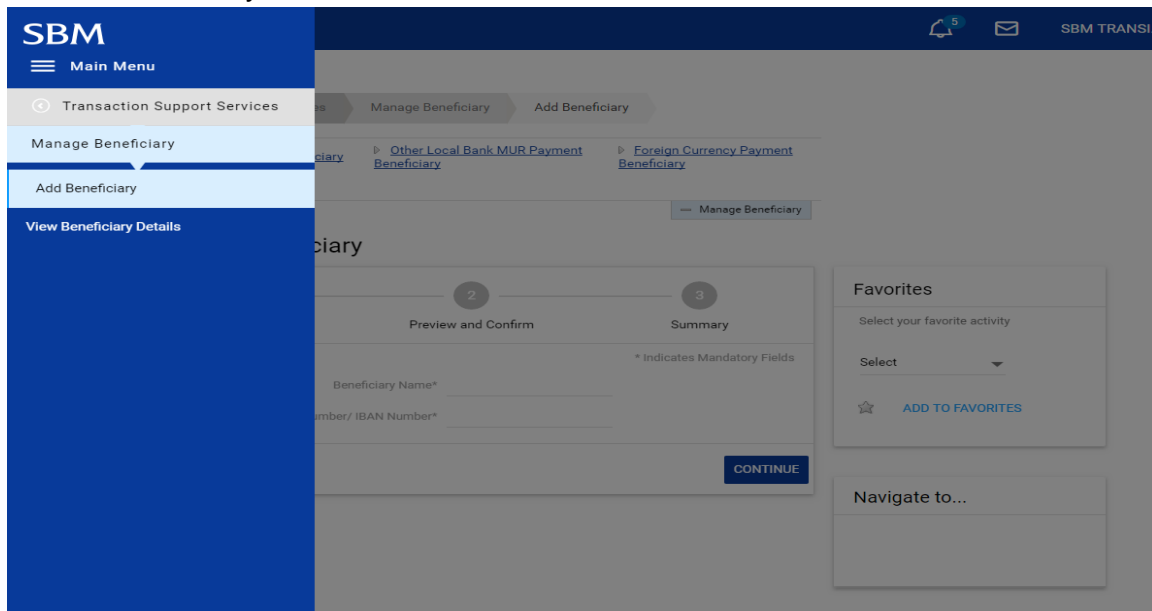
#### General Transaction Details

Reference ID: 568699	Transaction Type: Transfer to credit card
----------------------	---

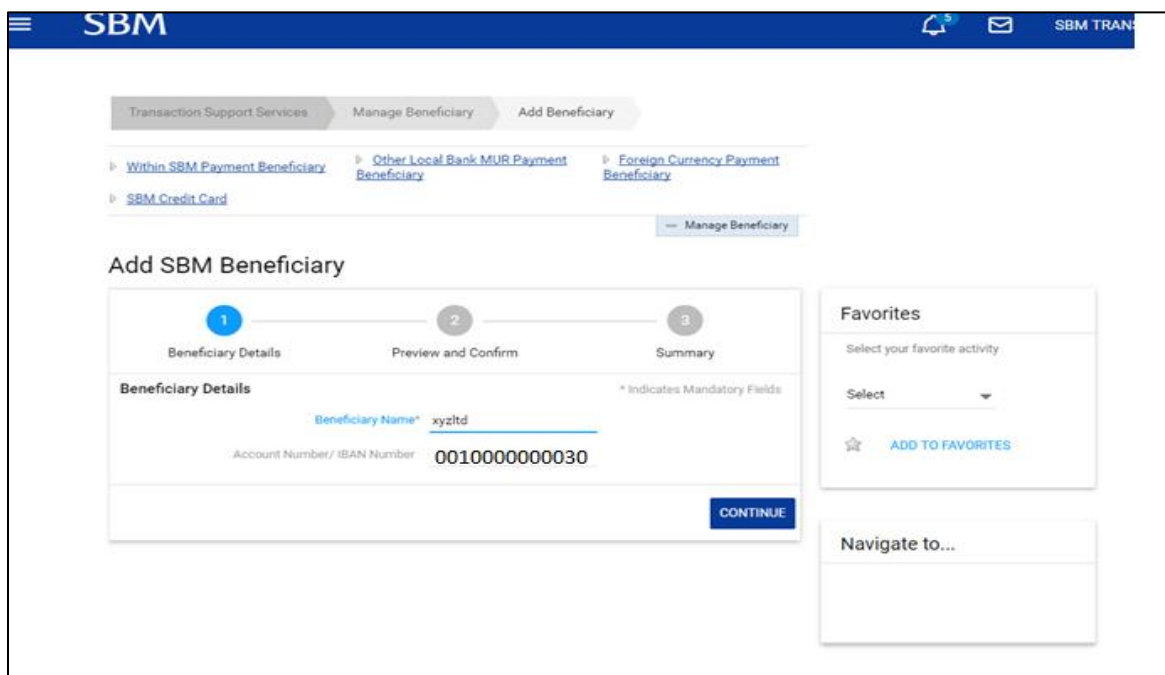
## 6. Transaction Support Services

### 6.1 Add Beneficiary

1. Go to Main Menu> More > Transaction Support Services > Manage Beneficiary > Add Beneficiary



2. Select your required beneficiary type: Within SBM Payment Beneficiary, Other local Bank MUR Payment or Foreign Currency Payment Beneficiary
3. Type Beneficiary name and Account Number and click 'Continue'



#### 4. Insert transaction password and 'Confirm Details'

[Within SBM Payment Beneficiary](#) [Other Local Bank MUR Payment Beneficiary](#) [Foreign Currency Payment Beneficiary](#)  
[SBM Credit Card](#)

Manage Beneficiary

### Preview Confirmation Details

1

2

3

Beneficiary Details

Preview and Confirm

Summary

**Beneficiary Details**

Beneficiary Name: xyzltd

Account Number/IBAN Number: 00100000000030

**Additional Details**

Remarks

Enter your credentials to confirm the transaction

**Confirmation Details**

Transaction Password\* .....

BACK

CONFIRM DETAILS

**Favorites**

Select your favorite activity

Select

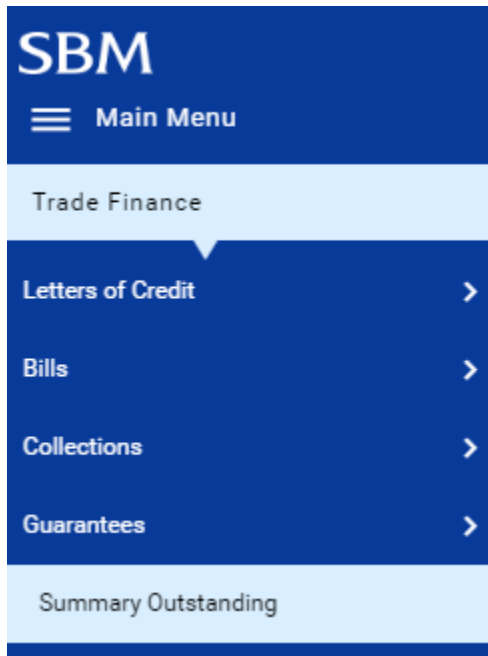
★ ADD TO FAVORITES

**Navigate to...**

#### 5. A confirmation note will be displayed in case beneficiary has been successfully registered

## 7. Trade Finance

1. Go to Main Menu > More> Trade Finance > Summary Outstanding



SBM

Trade Finance

Summary Outstanding

## Summary Outstanding - TRADE FINANCE LIABILITIES

Customer ID: 1234567

Customer Name : Test Company Ltd

FOREIGN BILLS UNDER LC - USANCE					
REFERENCES	CCY	OUTSTANDING BALANCE	MATURITY_DATE	RATE	MUR Equivalent
61BAC	EUR	33,440.00Cr.	28-12-2015	39.598	1,324,157.12Cr.
61BACA	EUR	14,256.00Cr.	07-01-2016	39.598	564,509.09Cr.
					Total : 1888666.208Cr.
FOREIGN IMPORT BILLS UNDER LC - SIGHT					
REFERENCES	CCY	OUTSTANDING BALANCE	MATURITY_DATE	RATE	MUR Equivalent
61BASZ	USD	18,790.84Cr.	10-12-2015	36.08	677,973.51Cr.
61BASZ	USD	29,734.00Cr.	11-12-2015	36.08	1,072,802.72Cr.
					Total : 1750776.2272Cr.

## 8. General Services

1. Go to Main Menu > More > General Services > Service Requests > New Requests

SBM

General Services > Service Requests > New Requests

### New Requests

Note:-Please enter at least three characters for search

Request Categories

Request  [SEARCH](#)

**Request Type**

**Cards** ^

[Request for Credit Card Statement](#)

**Current/Savings Accounts** ^

[Stop Cheque](#)

[CASA Account Statements](#)

[Request a Demand Draft](#)

[Request New Cheque Book](#)

[Order coins and notes](#)

**Deposit Accounts** ^

[Term Deposit Account Opening](#)

**Loan Accounts** ^

[Loan Repayment](#)

**Favorites**

Select your favorite activity

Select

[★ ADD TO FAVORITES](#)

**Navigate to...**

[All Accounts](#)

2. Select the service as required
3. Fill in the details and click on 'Continue'
4. Input your transaction password and click on the 'Submit' button