

# Small Business Online Banking



Simplifying your business, so you can focus on your customers.

Small Business Online Banking lets you conveniently manage your accounts online and streamline administration, allowing you to spend more time on your customers.

## Main Features

### **Consolidate your business and personal accounts.**

With Small Business Online Banking, you can consolidate your personal and small business accounts, allowing you to view balances and easily conduct transactions, using a single login.

### **Dual Signature Support**

Small Business Online Banking allows you to set up dual signature approval for online transactions. One signer can initiate a transaction, such as a bill payment or transfer, and the second signer can approve or reject. The notification process is fully automated and you can view your pending approvals as soon as you log in.

### **Authorize staff to view statements or initiate transactions.**

With Small Business Online Banking, you can authorize your staff (delegate) to view statements online or initiate transfers and bill payments. Staff can initiate transactions and you complete the process by approving or declining each one. You can customize which accounts staff have access to and assign either 'initiator' or 'view-only' permissions.

**To upgrade to Small Business Online Banking**, visit us at any branch, online at [www.eastcoastcu.ca](http://www.eastcoastcu.ca) or call your branch to learn more.

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## ***Frequently Asked Questions***

### **How do I get started?**

If you haven't received a temporary Personal Access Code (PAC), please contact your branch. If you would like to receive help online, simply click on the *Online Banking* icon on the top, right-side menu on our website. Then, simply click on the *Online Banking Help* link at the top of the log-in page.

### **How does small business online banking differ from personal online banking?**

Small Business Online Banking offers the same features as online banking, with the addition of powerful features to help you save time and stay on top of your cash flow:

- Consolidate your accounts so that you can see your business and personal accounts using a single login
- Delegate others to view business accounts and initiate transactions
- Set up dual signers on business accounts that require two people to approve payments and transfers

## **Account Consolidation**

### **What is account consolidation?**

Account consolidation allows you to see your business and personal accounts using a single login. To consolidate your accounts in Small Business Online Banking, simply navigate to the Account Consolidation Manager, choose to add a new consolidated account, and enter the details for the account that you wish to consolidate.

### **Who can see my consolidated accounts?**

Consolidated accounts are only visible to the signer who combines them and to authorized delegates. This ensures that even when there are multiple signers on a single account, each signer can only see their own accounts and not those consolidated by another signer.

### **Besides account information, is anything else consolidated?**

Some features are consolidated as well, such as pending transfers and bill payees. This allows you to use an account from one login, to pay a bill that was set up in a different login.

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## **What information is not consolidated?**

While your account and transaction information will be accessible via one login, the following services will only be accessible from the accounts you originally set them up in: e-Post, e-Statements, e-Documents, Canadian Revenue Agency (CRA) information and any personal messages we have sent to your account. You can continue to access them using the same login information as you always have.

## **Delegates**

### **What is a delegate?**

A delegate is someone such as a bookkeeper or family member that you have granted permission to have access to your online business accounts. A delegate can have read-only access to your accounts and transactions, or you can allow them to initiate transactions for you, such as bill payments or the transfer of funds from one account to another. Once a delegate initiates a transaction, you will be notified that the transaction requires your approval to continue.

### **Can delegates see my personal accounts?**

When you create a delegate, you can specify which accounts the delegate can access. For example, you may have a business account and a personal account. In Small Business Online Banking you can

allow the delegate to view your business account, but not your personal account.

### **Can delegates see my e-Documents?**

Yes, some documents will be visible by delegates. Contact us to find out more information about providing online document access to delegates.

## **Dual Signature Support**

### **What is the dual signature feature?**

Many small businesses, such as partnerships, require two people to approve payments and transfers from business accounts. Our dual signature feature allows you to nominate two signers in online banking who must approve transactions from an account before it can be completed.

### **How many signers can I have for an account?**

You can have as many signers as you would like for one account. With Small Business Online Banking, the dual signature feature allows any two of those signers to act as dual signers for any single transaction. Contact us to set up the appropriate online banking access.