



Committed to you

SUMMIT BANK FX DIGITAL PORTAL

USER GUIDE

About Portal

Summit Bank Digital FX Portal is specifically designed by the Bank to cater to its customers continuously growing needs of digitalization with respect to Foreign Exchange transactions and to further enhance the customer experience and satisfaction. By delivering the FX Portal at the fingertips, this portal provides a single screen to meet all our customer needs for submitting FX cases. The screen allows our customers to initiate all FX related transactions easily and it provides the convenience to initiate transaction without visiting any branch.

- **It is easy to use** - this user guide contains instructions regarding the procedure to initiate the transaction. Like normal customer shopping apps, you will find this portal to be intuitive, very easy to learn and use. Once we create your portal ID you will receive an introductory email notification with your specific login credentials and the link to access the portal.
- **It's secure**—with identity hacking on the rise, this portal provides you with peace of mind knowing that the only person who can access your transactions is you or anyone you designate.
- **It's convenient** — Whether you want to locate your previous transactions or need to urgently initiate a transaction via FX Portal, you can do so – anytime, anywhere, thanks to 24/7 access. You will not have to wait for the postal service or make a visit to our branch — just log in and meet all your relevant banking needs online.

How Else Can I Use My Portal?

You have the flexibility to grant portal access to authorized person of your company (in case of corporate clients) and to authorized individual (in case of individual clients) to initiate transactions on behalf of your company/firm or individual account in line with the underlying Terms & Conditions agreed by you.

Your portal will also allow you to:

- Initiate Trade and Foreign outward Remittances related FX transactions and track them 24/7.
- To initiate SBP approval request and actively communicate with the Bank regarding FX related matters.

This portal will not only safely initiate your transactions timely and firmly but it will also help us foster better service, expanded communication and faster/easier access to the ease you seek at any time and at any place.

Customer On-Boarding and Sign-Up:

To have access to the portal, you are required to fill in the Sign-Up form as given on our website and submit the same to your Relationship Manager or Branch. Subsequently, bank will create the IDs of the clients and communicate the credentials of the ID to the user via the email addresses given in the Sign-Up Form.

System Requirements

Once ID is created, customers can login the portal by accessing the following link

<https://fxportal.Summitbank.com/>

Portal is compatible with both Google Chrome and Mozilla Firefox.

- Portal will support all browsers on PC and Mac that are compatible to run daily software and apps.

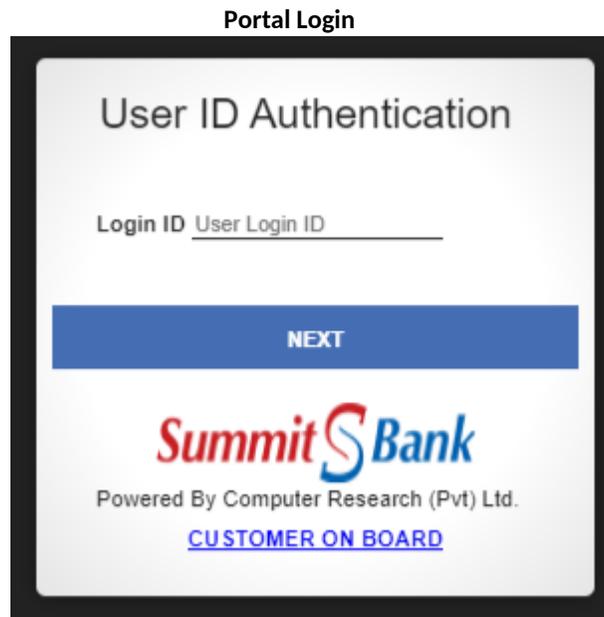
Quick Start Guide

Portal Login

The interface is easy to understand and use on any computer and even your mobile/tablet devices. However, we recommend you to use on PC for easy accessibility and lodgment of cases. It provides a basic, web-based interface that allows you to use the core features efficiently, such as initiating a request just like those on Internet Banking.

Launch your internet browser and browse to <https://fxportal.Summitbank.com/>

Portal Login



Login Tips for Entities

- Refer to the emails received from the fxhelpdesk@summitbank.com.pk on your email address as provided on sign-up form for login information.
- The Login ID and the temporary password provided via email are case sensitive;
- You will be required to change your password upon logging in for the first time.
- Your new password may be from 8 to 15 characters in length, must contain at least one alpha character, one numeric character, and one special character (e.g.! @, #, etc.) In order to improve security to your account.
- Your ID has maximum limit of **three** attempts after which the same may be locked. To unlock your ID, you have to email your user ID to your Relationship Manager/branch for ID unlock.



Login Tips for Individuals

- Individual customer shall visit Summit Bank FX portal and click on the link “**Customer On Board**”.
- Customer will enter the IBAN and CNIC along with Captcha image.
- Customer will create his/her Login ID, select Base Location, verify the information appearing on the page and click on Submit button.
- An Authentication PIN will be sent on the customer registered Email ID to be entered in to the window appearing as “Authentication PIN” for successful registration on FX Portal.

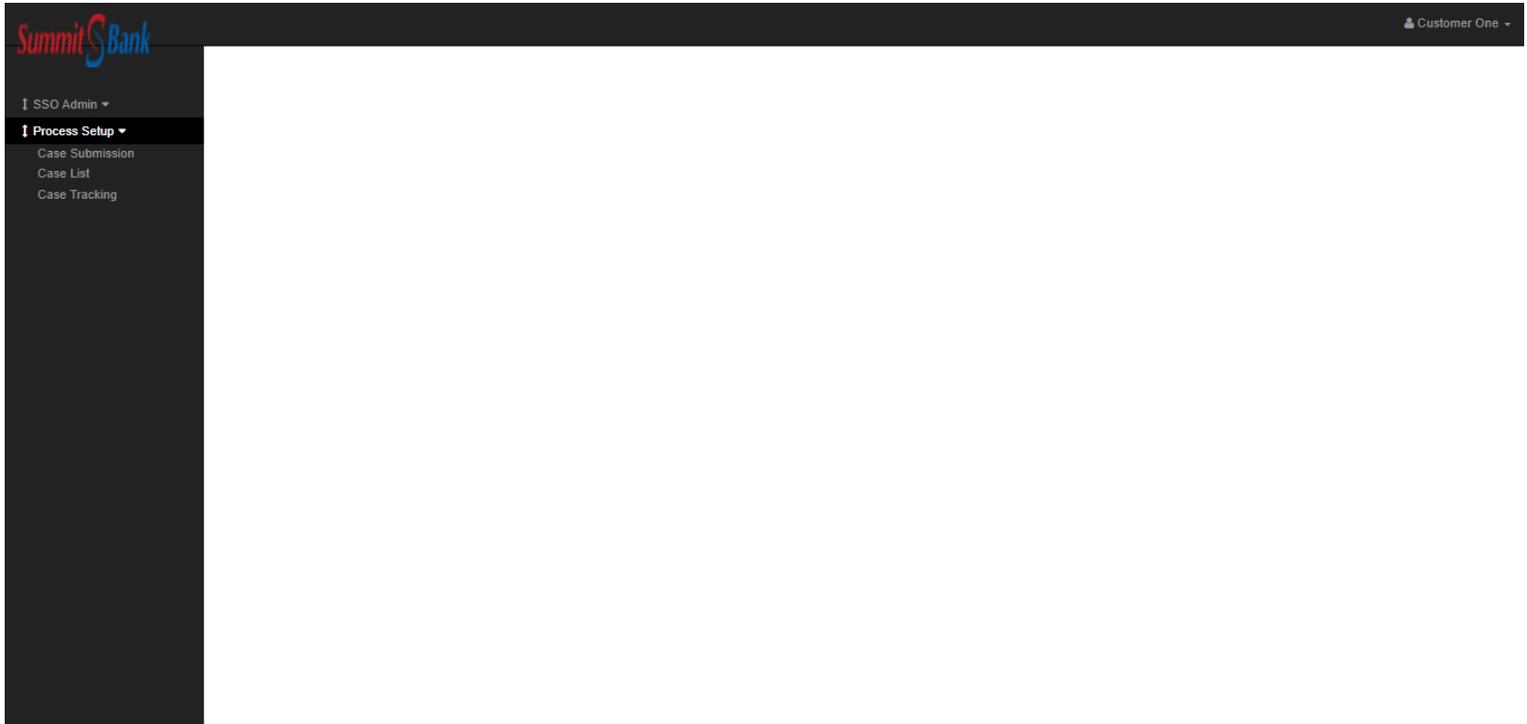
- At first login, a temporary password will be received by the customer on his/her registered Email ID to be entered into the change password screen (Step#3).

Step # 1	Step # 2	Step # 3
<p data-bbox="142 449 509 491">User ID Authentication</p> <p data-bbox="142 569 428 600">Login ID <input data-bbox="224 569 428 600" type="text" value="User Login ID"/></p> <p data-bbox="99 667 566 732">NEXT</p>  <p data-bbox="139 852 518 877">Powered By Computer Research (Pvt) Ltd.</p> <p data-bbox="220 894 444 919">CUSTOMER ON BOARD</p>	<p data-bbox="669 432 956 470">User Authentication</p> <p data-bbox="792 537 896 562">Rehan Naqvi</p> <p data-bbox="669 590 948 615">Password: <input data-bbox="764 590 948 615" type="password" value="Enter password"/></p> <p data-bbox="634 674 1053 732">CONTINUE</p> <p data-bbox="634 751 1053 810">BACK</p> <p data-bbox="634 831 1053 890">FORGET PASSWORD</p> <p data-bbox="669 915 1013 940">Powered By Computer Research (Pvt) Ltd.</p>	<p data-bbox="1146 443 1406 480">Change Password</p> <p data-bbox="1263 552 1367 577">Rehan Naqvi</p> <p data-bbox="1146 604 1414 630">Old Password: <input data-bbox="1268 604 1414 630" type="password" value="Enter password"/></p> <p data-bbox="1146 667 1419 693">New Password: <input data-bbox="1268 667 1419 693" type="password" value="Enter password"/></p> <p data-bbox="1146 730 1451 756">Confirm Password: <input data-bbox="1308 730 1451 756" type="password" value="Enter password"/></p> <p data-bbox="1110 821 1513 879">CHANGE</p> <p data-bbox="1146 909 1474 934">Powered By Computer Research (Pvt) Ltd.</p>

- Your new password may be from 8 to 15 characters in length, must contain at least one alpha character, one numeric character, and one special character (e.g.! @, #, etc.) In order to improve security to your account.
- Your ID has maximum limit of **three** attempts after which the same may be locked. To unlock your ID, you have to email your user ID to your Relationship Manager/branch for ID unlock.

Getting Started

Once logged in, you will be directed to the main screen to the portal. The main screen will provide you with your recent task and also provide tabs for your case submission and its related enquires.



Left sided panel enlists the three main options:

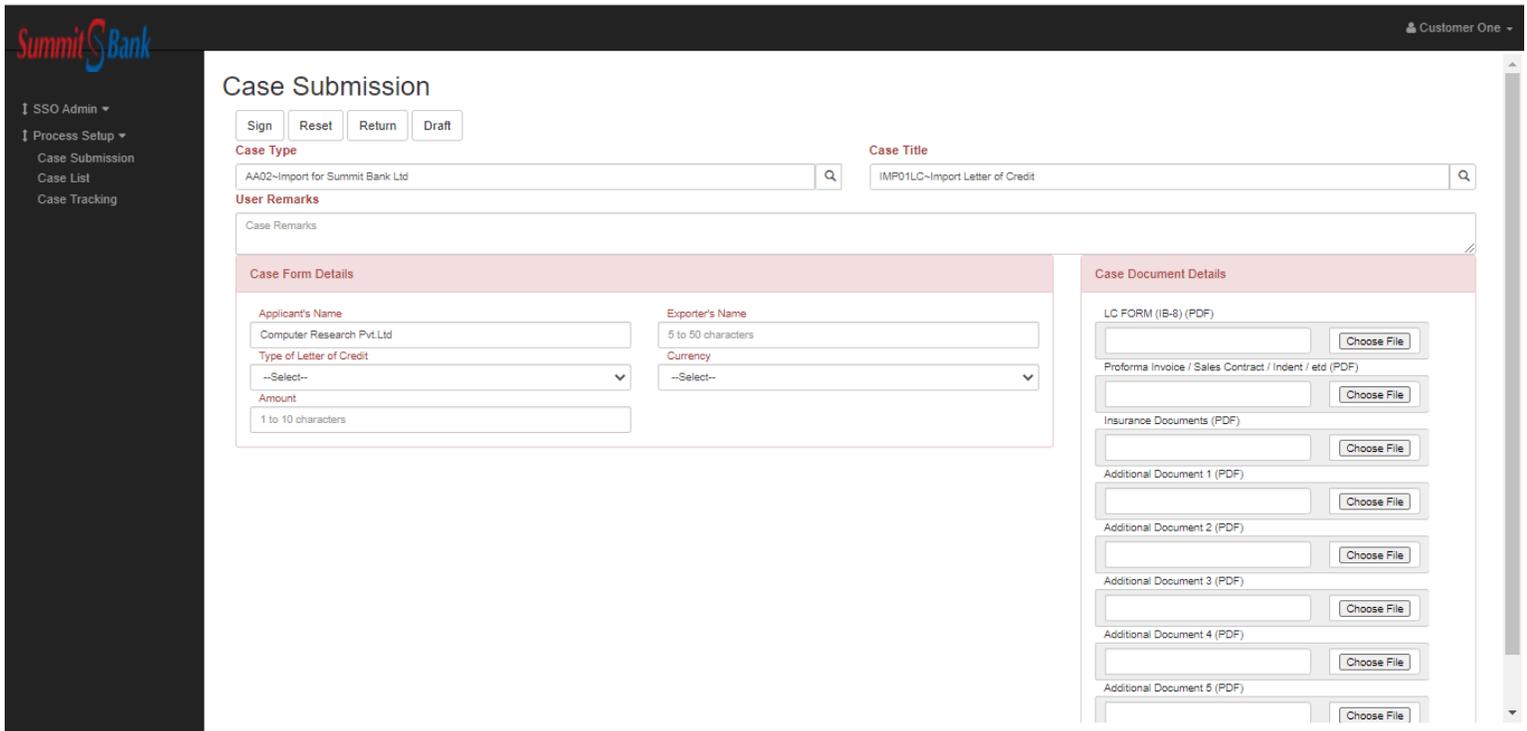
1. **Case Submission** (For initiation of new request)
2. **Case List** (Provides comprehensive list of cases awaiting your action)
3. **Case Tracking** (Provide current status of your requests)

Initiating a Request:

To initiate a request for FX related transactions, please follow the step by step guide after selecting the Case Submission Tab from Left Sided Pane on Main Screen:

1) AddNewCase ➡ 2)SelectingCaseType ➡ 3)SelectingCaseTitle

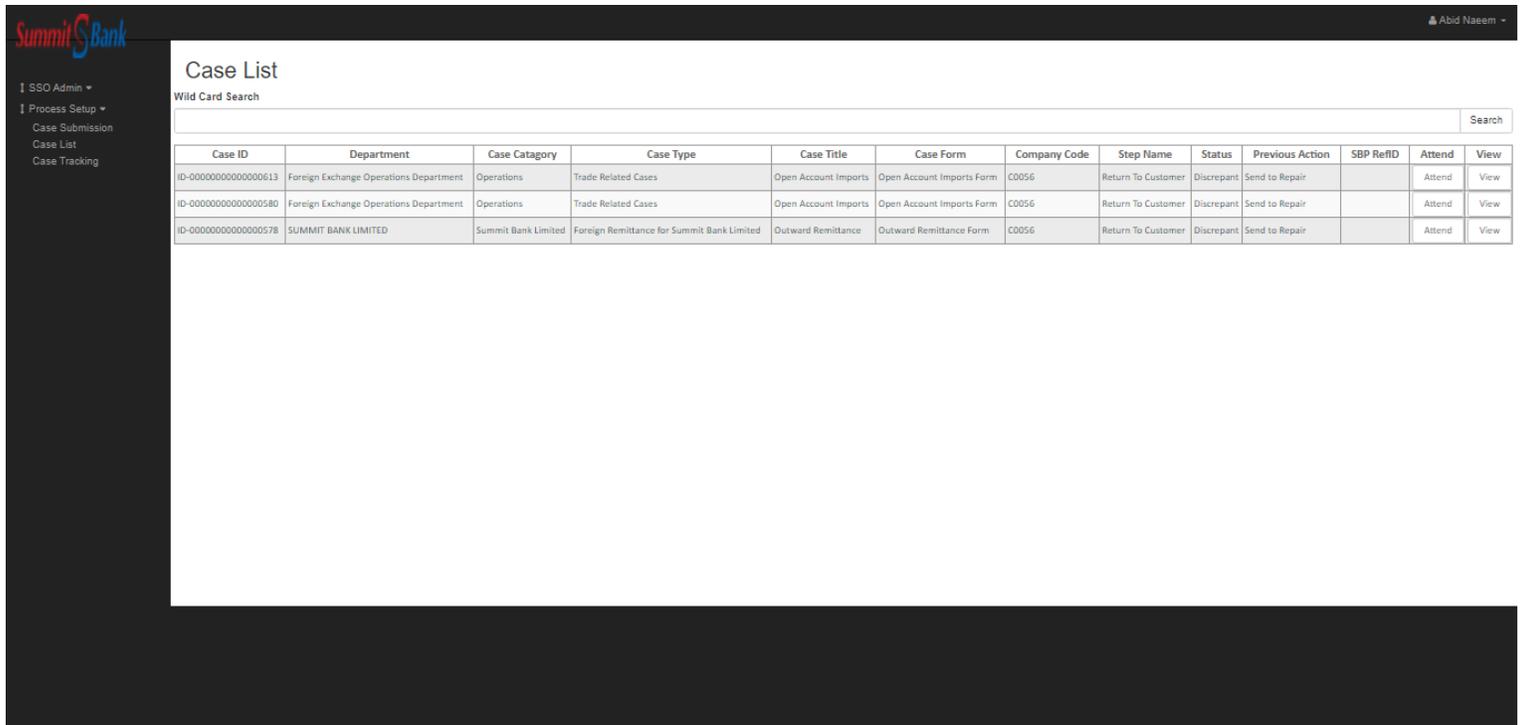
After following the above procedure, below screen will be defaulted on your screen showing the requirements to be fulfilled by client.



After filling out the scrutiny sheet and attaching documents against the subject request, client can submit the request by clicking on **“Sign”**. By signing client will confirm that they have confirmed the details of the request and are willing to submit the same. Once client confirms, the case details will be locked and client will have the option to submit the same. After selecting **“Submit”** the case will be forwarded to dealing official of the Bank for review and process.

Submitting Responses to Discrepant Cases:

After submission of case, client can review the current status of the cases by selecting the “**Case Tracking**” from Left Sided Pane. If any of the cases is marked discrepant, client will receive email providing details of the case, and the case will be held in the “**Case List**”. Client can submit response to the queries raised by the Bank categorized as discrepant from case list and submit their responses accordingly. Details of the queries regarding the cases can be reviewed by accessing the “**Case Trail**” option once case is attended.



Case ID	Department	Case Category	Case Type	Case Title	Case Form	Company Code	Step Name	Status	Previous Action	SBP RefID	Attend	View
ID-00000000000000613	Foreign Exchange Operations Department	Operations	Trade Related Cases	Open Account Imports	Open Account Imports Form	C0056	Return To Customer	Discrepant	Send to Repair		Attend	View
ID-00000000000000580	Foreign Exchange Operations Department	Operations	Trade Related Cases	Open Account Imports	Open Account Imports Form	C0056	Return To Customer	Discrepant	Send to Repair		Attend	View
ID-00000000000000578	SUMMIT BANK LIMITED	Summit Bank Limited	Foreign Remittance for Summit Bank Limited	Outward Remittance	Outward Remittance Form	C0056	Return To Customer	Discrepant	Send to Repair		Attend	View

After the responses to queries have been provided by the customer and confirmation of fulfillment of all the requirements by the dealing officer the case may be forwarded to SBP. In case the request is submitted to SBP, client will receive confirmation regarding the case submission on its email containing SBP Portal reference number. The subsequent correspondence after case submission will be carried out via the above mentioned procedure.

Quick Reference Guide

Portal Login

- Launch your internet browser and browse to <https://fxportal.Summitbank.com/>.
- Enter your Login ID and your temporary password. These can be found in the email you received from fxhelpdesk@Summitbank.com.pk
- You will be required to change your password upon logging in for the first time and answer at least one security question.

Important Guidelines for Case Submission:

- Case fields specifically require customers to enter certain details and up to some extent. Specifics of the fields are defined in each of them for e.g. numeric defined field will only accept numeric data and will not allow any alphabets.
- Case documents should be specifically named to the document as mentioned on the portal. For e.g. Applicant Request file should be specifically named with “Applicant Request” as defined in the portal.
- Naming of documents is case sensitive, the portal will not accept any document, which are not renamed to specification of the portal.
- Document should be in PDF and maximum document size should not exceed by 5 MB. Portal will not accept files exceeding 5 MB under each head.