



Butterfield Online

Banking Guide

VERSION 1.0 | 01 FEBRUARY 2021

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1. Required Setup/Login process



When logging on to the new Butterfield Online for the first time, you will need to have your **Username** and **Password**. If you do not have any credentials contact your administrator or the bank.

Before entering your login information, always check the web address in the browser window before proceeding. It is important that your browser's address window displays a padlock and the web address **butterfieldonline.com**. **Any other address that is shown is a fraudster's website phishing for your log in information.**

Enter your **Username** and **Password**.

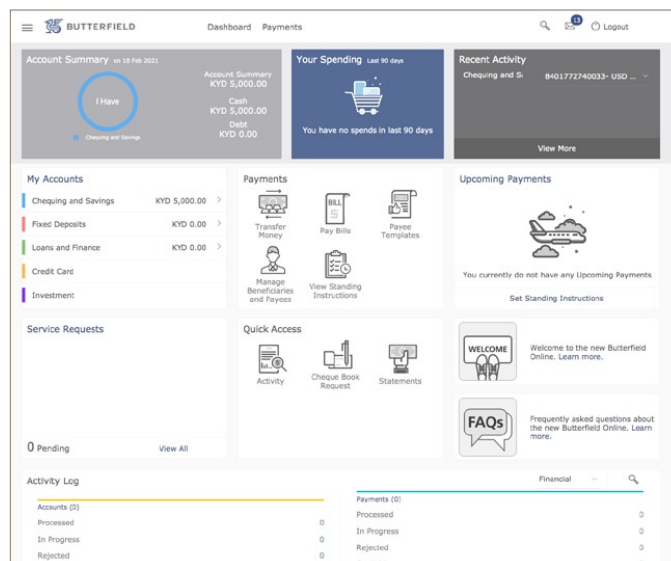
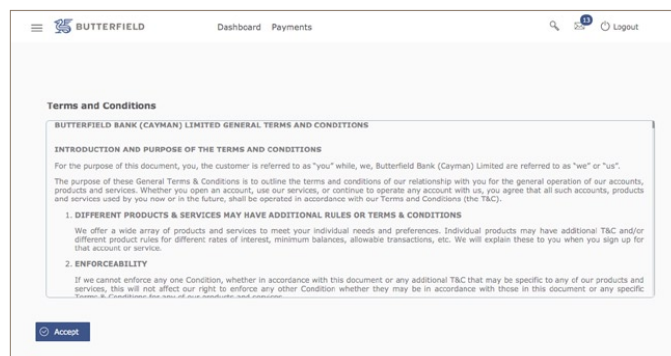
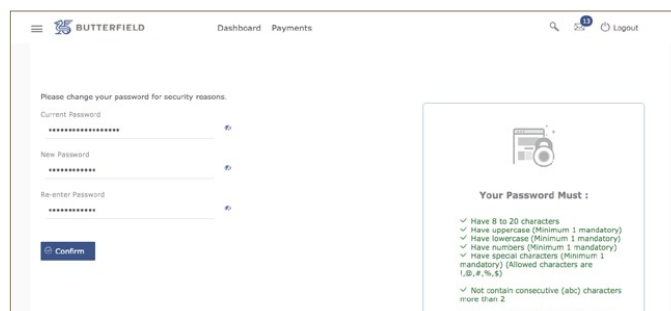
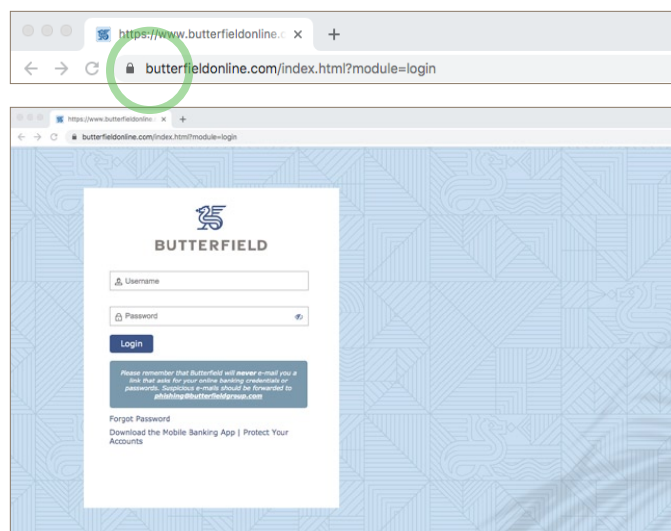
You will be prompted to change your password.

Choose a complex password or use a pass phrase – Don't use the same password that you use on other internet sites.

Change your Password, ensuring that you adhere to the password parameters that are displayed on the right hand side of the screen which will be updated with an  (completed requirements) or  (have not completed requirement) once fields for **Current**, **New** and **Re-Enter Password** have all been populated.

Review the Terms and Conditions and click **Accept**.

Upon successfully logon, your landing page will be the online banking **Dashboard**, where you can view a snapshot of your finances, navigate through the online banking platform and/or initiate transactions.

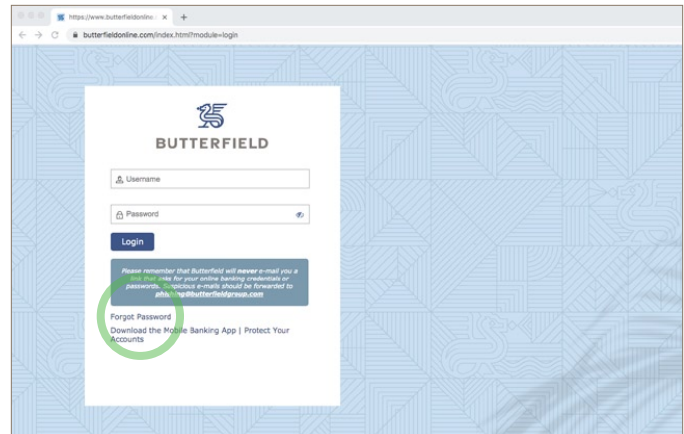


2. Forgot Password

To reset your password go to the login screen (double check the web address is **butterfieldonline.com**), click the **Forgot Password** link.

If you have forgotten your password. You can use the Forgot Password link to reset it.

In order to reset your password you must provide your date of birth.



Enter your **Username** and **Date of Birth**.

Select **Continue**.

A screenshot of the Butterfield 'Forgot Password' screen. The page has a white background with the Butterfield logo at the top left. Below the logo are the labels 'Username' and 'Date of Birth'. The 'Date of Birth' field has a placeholder 'dd mmm yyyy' and a calendar icon. At the bottom right are 'Continue' and 'Cancel' buttons.

A **Verification Required** screen will appear. The verification code is sent to the e-mail address associated with your credentials.

Note: The verification code is valid for 15 minutes and after 3 attempts you will be locked out of the system.

Enter the **Verification Code**

Select **Submit**.

A screenshot of the Butterfield 'Verification Required' screen. The page has a white background with the Butterfield logo at the top left. Below the logo are the labels 'Username' and 'Date of Birth'. The 'Date of Birth' field has a placeholder 'dd mmm yyyy' and a calendar icon. At the bottom right are 'Continue' and 'Cancel' buttons. Below these fields is a section titled 'VERIFICATION REQUIRED' with the text 'To complete this transaction, you must enter the verification code that has been sent to you.' Below this text is a 'Verification Code' field, an 'Attempts Left' field showing '3', and a 'Reference Number' field showing '56851'. At the bottom right are 'Submit' and 'Cancel' buttons.

Choose a complex password or use a pass phrase – Don't use the same password as on other internet sites.

Create a new password.

A screenshot of the Butterfield 'Create New Password' screen. The page has a white background with the Butterfield logo at the top left. Below the logo is the text 'Please enter your new password'. Below this text are two password fields: 'Password' and 'Re-enter Password'. Each field has a toggle icon to the right. At the bottom right are 'Submit' and 'Cancel' buttons. On the right side of the screen, there is a partial view of a sidebar with the heading 'Your' and a list of items.

Take note of the password requirements when setting your new password.

<p>Cancel</p>	<p>Your Password Must :</p> <ul style="list-style-type: none"> • Have 8 to 20 characters • Have uppercase (Minimum 1 mandatory) • Have lowercase (Minimum 1 mandatory) • Have numbers (Minimum 1 mandatory) • Have special characters (Minimum 1 mandatory) (Allowed characters are !, @, #, %, \$) • Not contain consecutive (abc) characters more than 2 • Not contain identical (aaa) characters more than 3 • Not be a common password 	
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Re-enter newly created **Password**.

Click **Submit**.

For security purposes you will be required to login again using your new password.

BUTTERFIELD

Please enter your new password

Password

Re-enter Password

Your

- Have
- Have
- Have

The **Dashboard** page will load.

BUTTERFIELD Dashboard Payments

Account Summary - as 18 Feb 2021

Account Summary	KYD 5,000.00
Cash	KYD 5,000.00
Debit	KYD 0.00

Your Spending Last 90 days

You have no spends in last 90 days

Recent Activity

Checking and S... 8401772740033- USD ...

My Accounts

Checking and Savings	KYD 5,000.00
Fixed Deposits	KYD 0.00
Loans and Finance	KYD 0.00
Credit Card	
Investment	

Payments

Transfer Money, Pay Bills, Payee Templates, Manage Beneficiaries and Payees, View Standing Instructions

Upcoming Payments

You currently do not have any Upcoming Payments. Set Standing Instructions

Service Requests

0 Pending View All

Quick Access

Activity, Cheque Book Request, Statements

WELCOME Welcome to the new Butterfield Online. Learn more.

FAQs Frequently asked questions about the new Butterfield Online. Learn more.

Activity Log

Accounts (5)	Payments (0)
Processed 0	Processed 0
In Progress 0	In Progress 0
Rejected 0	Rejected 0
	On Hold 0

3. The Dashboard

Menu Icon. Click here to see left menu options to navigate the website

Account Summary. Provides a snapshot of your financial position at Butterfield, showing both your assets and liabilities

My Accounts. View all of your accounts and their respective balances. Select the account type to view your associated accounts

Service Request. Keeps you aware of the status of requests submitted to the bank

Activity Log. This tool allows you to review details of previously performed transactions. Same day transactions will automatically display. Prior activity can be viewed in three day increments, using the search tool.

Payments. Icons listed allow you to transfer money, pay bills, access your payee templates, manage your beneficiaries and payees, and to view your standing instructions.

Quick Access. Gives you the ability to click once and open your account activity, cheque book request, and download statements.

Your Spending. Indicates your total spend within the last 90 days.

Recent Activity. Captures the last (2) transactions in the account selected.

Upcoming Payments. Advises you of any future dated transactions or standing instructions that are pending. You can also Set Standing Instructions from here

Search feature, e-mail icon shown new notifications and logout.

Shortcut back to the Dashboard screen

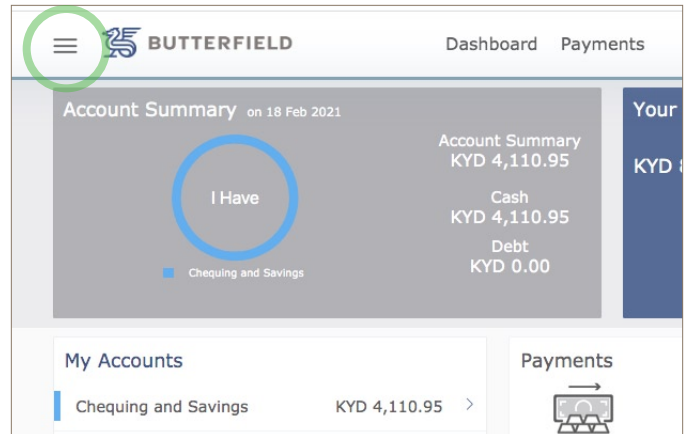
Shortcut to the payment menu*

***Note:** You will also be able to access the payment menu, using the payments option found at the top of the **Dashboard**.

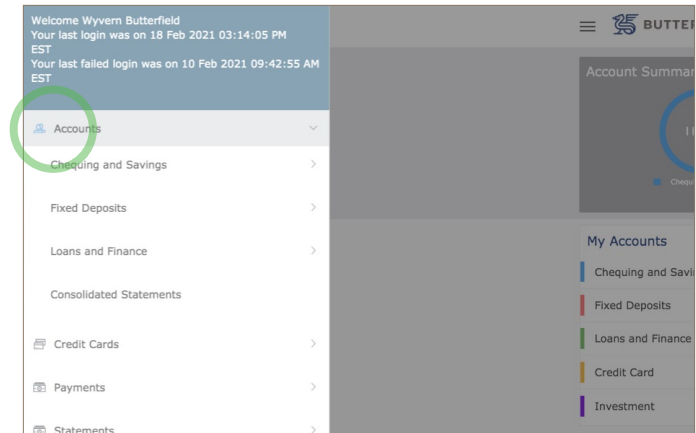
4. View Account

You can view your accounts by:

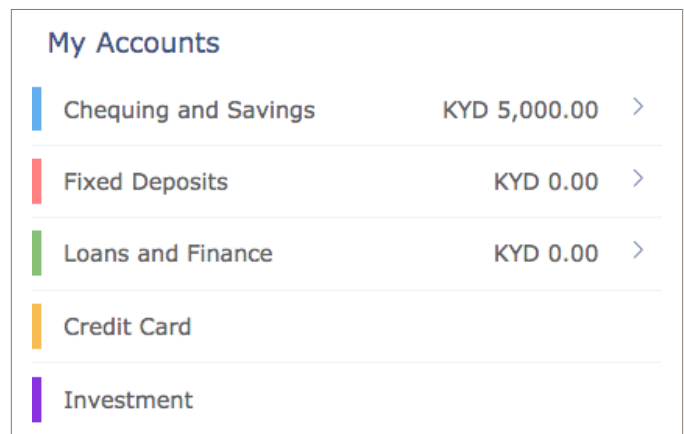
- 1) Clicking on the Menu icon (≡) at the top left corner of the screen.



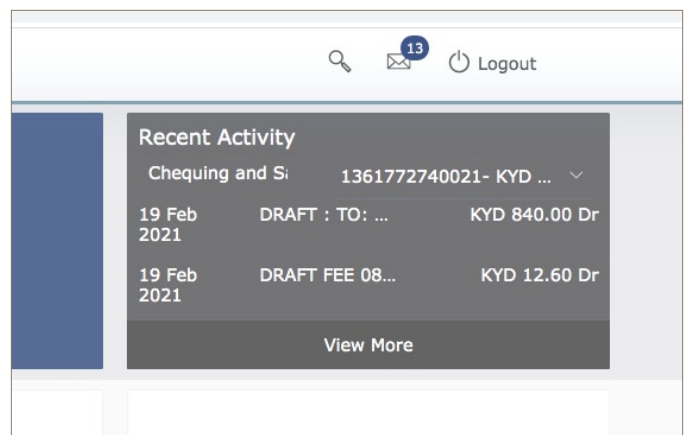
From the menu list, select **Accounts**, then select the an account category and then details option.



- 2) You can also view your accounts **from My Accounts** on the **Dashboard** page. Click an account category to view details.



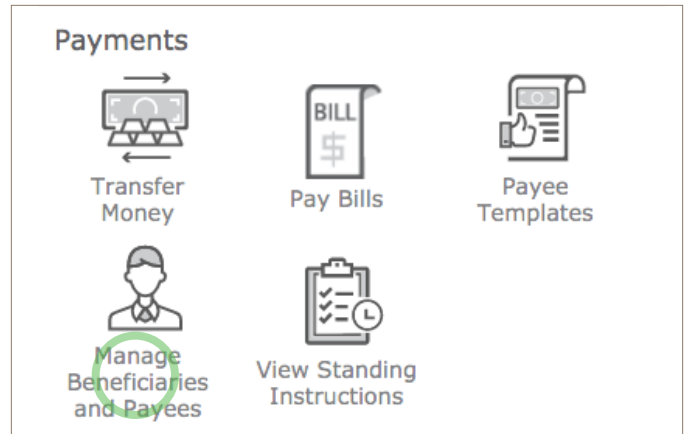
- 3) **Recent Activity** also gives a brief overview of your accounts.



5. How to create a Payee Template

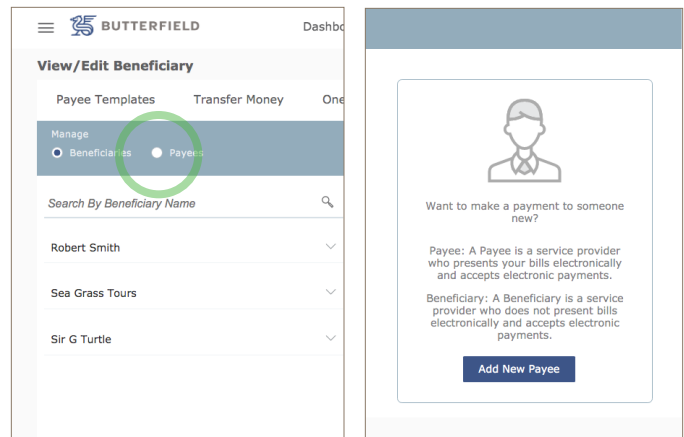
To pay bills you must create a Payee Template. From the **Payments** section on the **Dashboard**, from the **Payments** tab at the top of the page or by clicking on the Menu icon (☰) at the top left corner of the screen and selecting **Payments**.

Select **Manage Beneficiaries and Payees**.

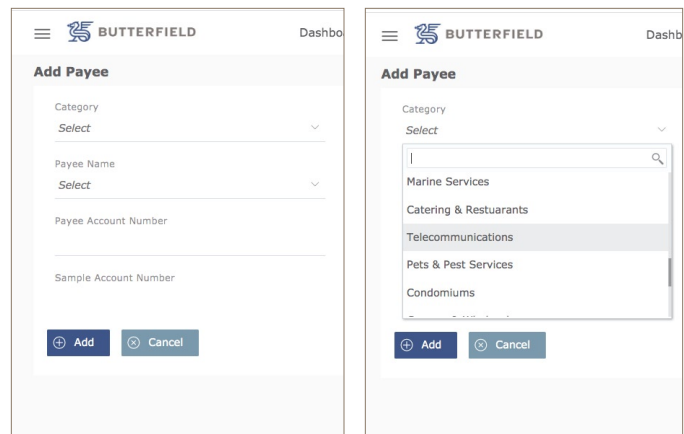


Select **Payee**.

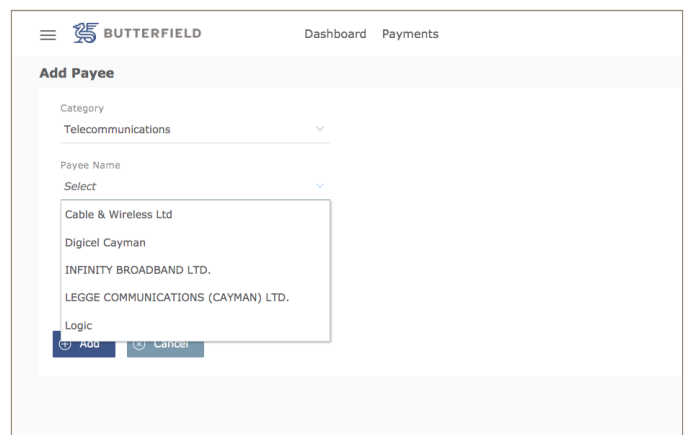
Then click **Add New Payee**.



Select the business category that your **Payee** falls under.



Select a **Payee**.



Type into the **Payee Account Number** field the account number related to your Payee.

Click **Add** to save the Payee template

The screenshot shows the 'Add Payee' form in the Butterfield online banking interface. At the top, there is a navigation bar with the Butterfield logo, a hamburger menu icon, and links to 'Dashboard' and 'Payments'. Below the navigation bar, the form is titled 'Add Payee'. It contains three input fields: 'Category' with a dropdown menu showing 'Telecommunications', 'Payee Name' with a dropdown menu showing 'Cable & Wireless Ltd', and 'Payee Account Number' with a text input field containing '123456789000000'. At the bottom of the form, there are two buttons: a blue 'Add' button with a plus icon and a grey 'Cancel' button with a minus icon.

Click **Confirm**.

The screenshot shows the 'Add Payee' confirmation screen. It features the same navigation bar as the previous screen. Below the 'Add Payee' title, there is a blue banner with a warning icon and the text: 'You initiated a request for Biller Registration. Please review details before you confirm!'. Below the banner, the form displays the details: 'Category: Telecommunications', 'Biller Name: Cable & Wireless Ltd', and 'Biller Account Number: 123456789000000'. At the bottom, there are two buttons: a blue 'Confirm' button with a checkmark icon and a grey 'Cancel' button with a minus icon.

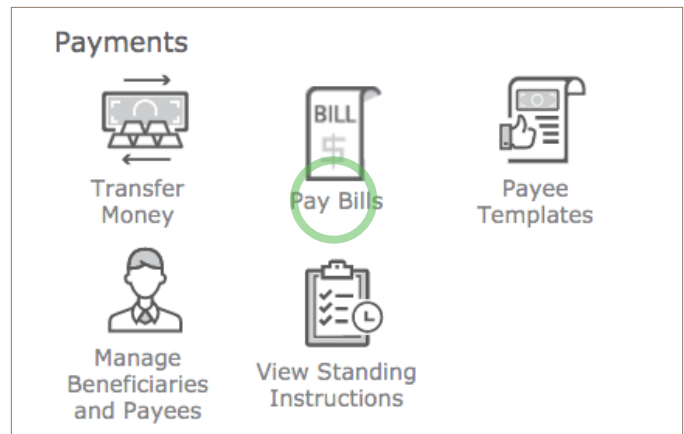
A confirmation screen will display stating 'Request submitted successfully'.

The screenshot shows the 'Add Payee' success screen. It features the same navigation bar. Below the 'Add Payee' title, there is a blue banner with a checkmark icon and the text: 'Request submitted successfully. Reference Number 1802C844E5FD'. Below the banner, the text 'What would you like to do next?' is displayed. Underneath, there are three options with icons: 'Go To Dashboard' (a document icon), 'More Payment Options' (a speech bubble icon), and 'Pay Now' (a calculator and phone icon).

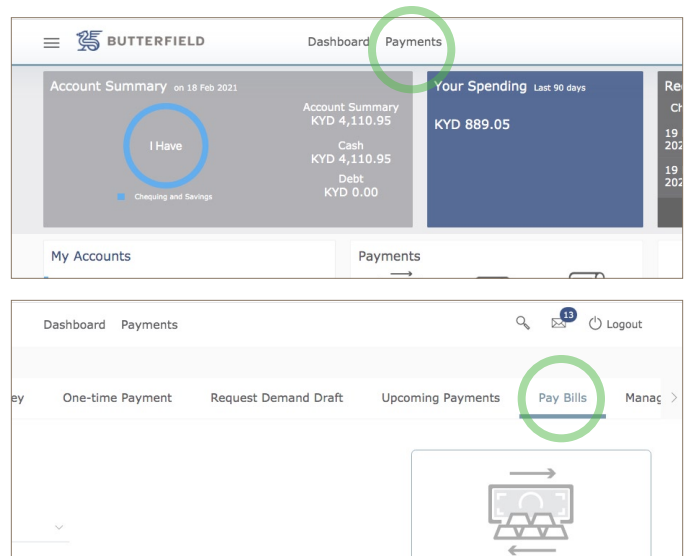
6. How to pay a bill using a Payee Template

There are three options on how to make Bill Payments.

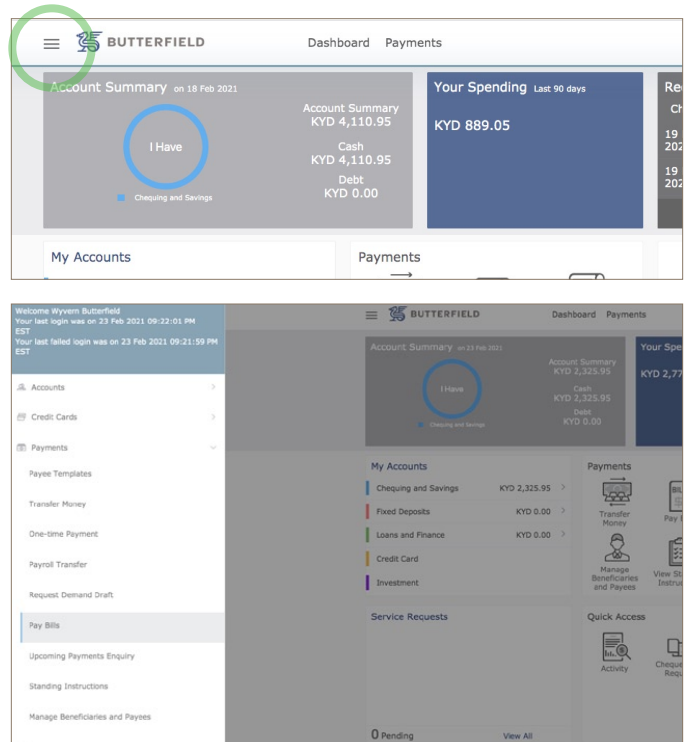
- 1) Select **Pay Bills** from the **Payments** area on the **Dashboard**.



- 2) Select **Payments** at the top of the screen then select **Pay Bills**.



- c. Clicking on the Menu icon (≡) at the top left corner of the screen, select **Payments**, then **Pay Bills**.



Select a **Payee Name**.

Butterfield Dashboard Payments

Pay Bills

Payee Templates Transfer Money One-time Payment Request Demand Draft Upcoming

Payee Name

+ Add Payee

Please Select

Cable & Wireless Ltd

Please Select

Amount

View Limits

Pay From

Select When to transfer

☒ Now ☐ Later

User Reference (Optional)

Select the **Payee Account Number**.

Cable & Wireless Ltd

Billers Account Number

Please Select

123456789000000

Please Select

Amount

View Limits

Select the **Currency**.

Currency

Please Select

KYD

USD

View Limits

Pay From

Enter the payment **Amount**.

Currency

KYD

Amount

36.45

View Limits

Pay From

1361772740021- KYD 5,000.00

Enter a number between 0 and 999999999999.99. Enter 1 or more characters, up to a maximum of 18.

Select the account that you want to **Pay From**.

View Limits

Pay From

1361772740021- KYD 5,000.00

Accounts

8401772740033- USD 0.00

1361772740021- KYD 5,000.00

User Reference (Optional)

The default selection is set to **Transfer Now**.

Select When to transfer

☒ Now ☐ Later

User Reference (Optional)

35 Characters Left

Note (optional)

If you select the **Transfer Later** option, enter the Transfer Date that you want the payment to be released.

Select When to transfer

☐ Now ☒ Later

Transfer Date

dd/mm/yyyy

User Reference (Optional)

35 Characters Left

Enter a date on or after 18/02/2021.

Select **Submit**.

The screenshot shows the 'Pay Bills' form in the Butterfield online banking interface. The form includes fields for Payee Name (with an 'Add Payee' button), Biller Account Number, Currency (set to 'Please Select'), Amount (36.45), and Pay From (1361772740021 - KYD 5,000.00). It also shows a balance of KYD 5,000.00 and options to select when to transfer (Now or Later). There are sections for User Reference (Optional) and a Note (optional), both with 35 characters left. At the bottom, there are 'Submit' and 'Cancel' buttons, and a link to 'Back to Dashboard'.

Review pay bill information. Click **Back** to edit or **Confirm** to submit.

The screenshot shows the confirmation screen for the 'Pay Bills' request. It displays a message: 'You initiated a request for Bill Payment. Please review details before you confirm!'. Below this, the bill details are listed: Biller Name (Cable & Wireless Ltd), Biller Account Number (123456789000000), Amount (KYD 36.45), Pay From (1361772740021), and Bill Date (19 Feb 2021). At the bottom, there are 'Confirm', 'Back', and 'Cancel' buttons.

A confirmation screen will display stating the 'Request submitted successfully!'.

If this is a recurring bill, on the confirmation screen, you can click **Add Payee Template** to save it

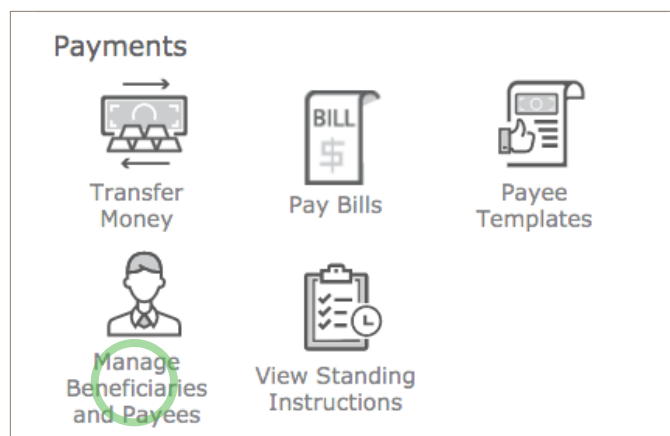
The screenshot shows the success screen for the 'Pay Bills' request. It displays a message: 'Request submitted successfully. Reference Number 180252578466. Host Reference Number 100BPDB210500002'. Below this, it asks 'What would you like to do next?' and provides three options: 'Go To Dashboard', 'More Payment Options', and 'Add Payee Template'.

7. How to create a Beneficiary Template

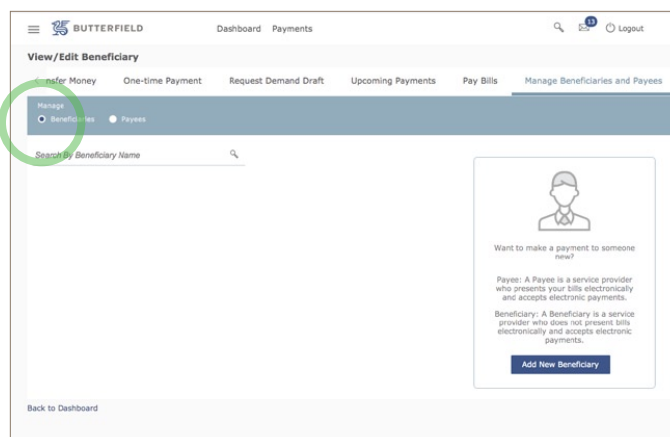
Pre-set beneficiaries and templates are helpful for recurring transactions.

You can manage your templates from the Payments section on the **Dashboard**, from the side menu or the Payment tab at the top of the page.

Select **Manage Beneficiaries and Payees**.



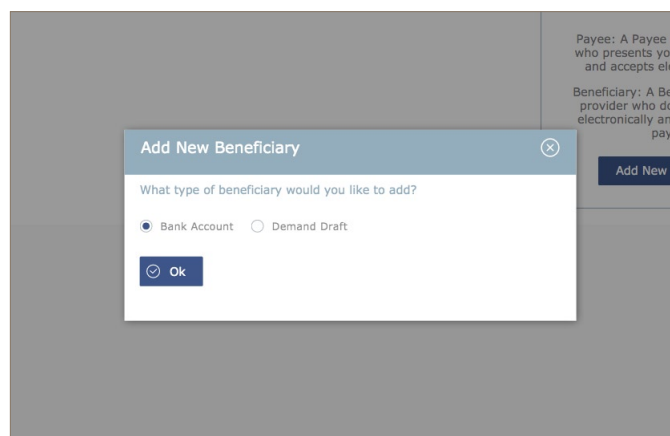
Beneficiaries is selected by default. Next, click **Add New Beneficiary**.



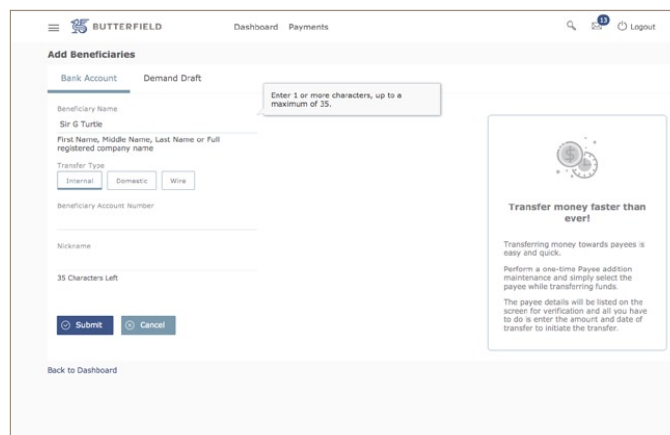
For Account related transactions, select **Bank Account**, or select **Demand Draft** to order bank drafts.

Bank Account will be used in this example.

Click **Ok**.



Type in the **Beneficiary Name** for the person or Company that you are creating the template for.



There are three transaction types:

- **Internal** if Beneficiary's account is a Butterfield account
- **Domestic** if Beneficiary's account is with a different local banking institution.
- **Wire** if Beneficiary's account is with a foreign banking institution.

Click the type of transaction (**Internal** will be used for this example).

Butterfield Dashboard Payments

Add Beneficiaries

Bank Account Demand Draft

Beneficiary Name
Sir G Turtle
First Name, Middle Name, Last Name or Full registered company name

Transfer Type
☒ Internal ☐ Domestic ☐ Wire

Beneficiary Account Number

35 Characters Left

Nickname

20 Characters Left

Back to Dashboard

Enter 1 or more characters, up to a maximum of 35.

Transfer money faster than ever!

Transferring money towards payees is easy and quick.

Perform a one-time Payee addition maintenance and simply select the payee while transferring funds.

The payee details will be listed on the screen for verification and all you have to do is enter the amount and date of transfer to initiate the transfer.

Type in the **Beneficiary Account Number**.

Butterfield Dashboard Payments

Add Beneficiaries

Bank Account Demand Draft

Beneficiary Name
Sir G Turtle
First Name, Middle Name, Last Name or Full registered company name

Transfer Type
☒ Internal ☐ Domestic ☐ Wire

Beneficiary Account Number
02231009304
35 Characters Left

Nickname

20 Characters Left

Back to Dashboard

Enter 5 or more characters, up to a maximum of 20.

Transfer money faster than ever!

Transferring money towards payees is easy and quick.

Perform a one-time Payee addition maintenance and simply select the payee while transferring funds.

The payee details will be listed on the screen for verification and all you have to do is enter the amount and date of transfer to initiate the transfer.

Type in a **Nickname** for the template. Enter something different other than the **Beneficiary Name** (This will become clear when making a payment).

Butterfield Dashboard Payments

Add Beneficiaries

Bank Account Demand Draft

Beneficiary Name
Sir G Turtle
First Name, Middle Name, Last Name or Full registered company name

Transfer Type
☒ Internal ☐ Domestic ☐ Wire

Beneficiary Account Number
02231009304
35 Characters Left

Nickname
Consulting Payments
16 Characters Left

Back to Dashboard

Enter 1 or more characters, up to a maximum of 35.

Transfer money faster than ever!

Transferring money towards payees is easy and quick.

Perform a one-time Payee addition maintenance and simply select the payee while transferring funds.

The payee details will be listed on the screen for verification and all you have to do is enter the amount and date of transfer to initiate the transfer.

Click **Submit**.

Butterfield Dashboard Payments

Add Beneficiaries

Bank Account Demand Draft

Beneficiary Name
Sir G Turtle
First Name, Middle Name, Last Name or Full registered company name

Transfer Type
☒ Internal ☐ Domestic ☐ Wire

Beneficiary Account Number
02231009304
35 Characters Left

Nickname
Consulting Payments
16 Characters Left

Back to Dashboard

Transfer money faster than ever!

Transferring money towards payees is easy and quick.

Perform a one-time Payee addition maintenance and simply select the payee while transferring funds.

The payee details will be listed on the screen for verification and all you have to do is enter the amount and date of transfer to initiate the transfer.

Review beneficiary information. Click **Back** to edit or **Confirm** to submit.

The screenshot shows the 'Add Beneficiaries' page with a confirmation message: 'You initiated a request for Internal Bank Account Beneficiary. Please review details before you confirm!'. Below the message, the beneficiary details are listed: Beneficiary Name: Sir G Turtle, Transfer Type: Internal, Beneficiary Account Number: 02201009304, and Nickname: Consulting Payments. At the bottom, there are three buttons: 'Confirm', 'Back', and 'Cancel'.

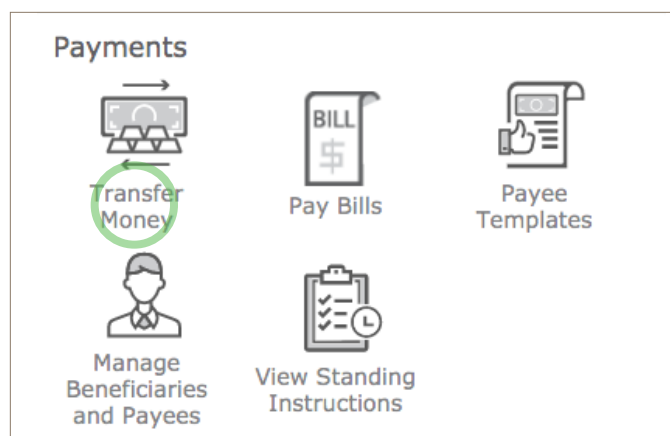
A confirmation screen will display stating the 'Beneficiary added successfully'.

The screenshot shows the 'Add Beneficiaries' page with a success message: 'Beneficiary added successfully. Reference Number 190276A0680'. Below the message, the beneficiary details are listed: Transfer Type: Internal, Beneficiary Account Number: 02201009304, and Beneficiary Name: Sir G Turtle. Below the details, there is a section titled 'What would you like to do next?' with four options: 'Go To Dashboard', 'More Payment Options', 'Pay Now', and 'Set up Beneficiary Limits'.

8. How to transfer funds using a Beneficiary Template

In order to make a payment to a existing Beneficiary, you must first setup the beneficiary template (Page 13 – How to create a Beneficiary Template).

Like Pay Bills, you can initiate a transfer by using the **Transfer Money** on the **Dashboard**, from the **Payments** tab at the top of the page or by clicking on the Menu icon (≡) at the top left corner of the screen and select **Payments**, then **Transfer Money**.



Select **Existing Beneficiary** which is pre-selected by default.

The screenshot shows the 'Transfer Money - Initiate' page. At the top, there are tabs: 'Payee Templates', 'Transfer Money' (selected), 'One-time Payment', 'Request Demand Draft', and 'Upcoming Payments'. Below the tabs, there is a 'Select' section with three radio buttons: 'Existing Beneficiary' (selected), 'New Beneficiary', and 'Own Account'. Below the 'Select' section, there is a 'Transfer Type' section with three buttons: 'Internal' (selected), 'Domestic', and 'Wire'. At the bottom, there is a link: 'Back to Dashboard'.

Select transfer type: **Internal**, **Domestic** or **Wire**.

In this example **Internal** (an account that is held at Butterfield) is selected.

The screenshot shows the 'Transfer Money - Initiate' screen. At the top, there are tabs for 'Payee Templates', 'Transfer Money' (selected), 'One-time Payment', 'Request Demand Draft', and 'Up'. Below the tabs, there are three radio buttons: 'Existing Beneficiary' (selected), 'New Beneficiary', and 'Own Account'. Under 'Transfer Type', there are three buttons: 'Internal' (selected), 'Domestic', and 'Wire'. In the 'Beneficiary' section, there is a dropdown menu with 'Sir G Turtle' selected. Below it, the 'From Account' is '8401772740033- USD 0.00'. There is also a 'Balance : USD 0.00' and a 'To Amount' field with a 'Currency' dropdown. At the bottom, there is a 'View Limits' link.

Select the **Beneficiary**.

This screenshot is identical to the previous one, showing the 'Transfer Money - Initiate' screen with 'Internal' selected as the transfer type and 'Sir G Turtle' as the beneficiary.

Select a highlighted option under the beneficiary name. This is the **Nickname** field as entered in the beneficiary setup. If you used the beneficiary name as the **Nickname** the name will appear twice.

Note: You can add multiple account and payment options to a Beneficiary which will be displayed in the nickname field.

This screenshot is identical to the previous ones, showing the 'Transfer Money - Initiate' screen with 'Internal' selected as the transfer type and 'Sir G Turtle' as the beneficiary.

Once clicked the beneficiary information will be displayed in full – this must be done in order to proceed with entering information into the payment screen.

This screenshot is identical to the previous ones, showing the 'Transfer Money - Initiate' screen with 'Internal' selected as the transfer type and 'Sir G Turtle' as the beneficiary.

Select **From Amount**.

Sir G Turtle ⓘ

Sir G Turtle - Consulting Payments
Beneficiary Account Number 02201009304 Transfer Type Internal

From Account
8401772740033- USD 0.00 ▾

Accounts
8401772740033- USD 0.00
1361772740043- KYD 100.00
1361772740021- KYD 4,010.95

View Limits

Note: Choose either the To Amount or the From Amount.

Enter **Amount**

Select when to pay, **Now** or **Later**.
If **Later** enter date,

To Amount
KYD KYD900.00
View Limits

From Amount
KYD
View Limits

Note: Choose either the To Amount or the From Amount.

Select When to Pay
☒ Now ☐ Later

User Reference (Optional)

Enter **User Reference** which is optional. Enter **Beneficiary Reference** which is required.

Click **Transfer**.

User Reference (Optional)
PO 1223345
25 Characters Left

Beneficiary Reference
Invoice 33333
22 Characters Left

Enter 1 or more characters, up to a maximum of 35.

Transfer Cancel

Back to Dashboard

Review transfer money information. Click **Back** to edit or **Confirm** to submit.

≡ BUTTERFIELD Dashboard Payments

Transfer Money - Verify

① You initiated a request for Internal Transfer. Please review details before you confirm!

Transfer To
Sir G Turtle

Nickname
Consulting Payments

Transfer Type
Internal

Beneficiary Account Number
02201009304

From Account
1361772740021

To Amount
KYD 900.00

Exchange Rate
1

From Amount
KYD 900.00

Charges
0.00

FCPT (Applicable for Bermuda users)
0.00

Total From Amount
KYD 900.00

Transfer When
19 Feb 2021

User Reference (Optional)
PO 1223345

Beneficiary Reference
Invoice 33333

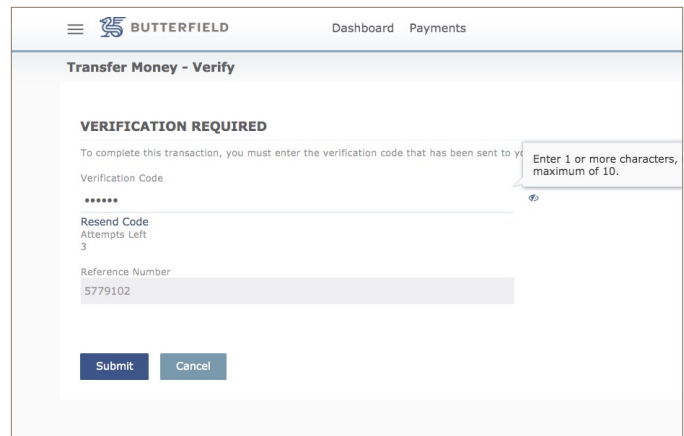
Note: Any exchange rates displayed during the confirmation process are indicative only. The exchange rate relevant to execution.

Confirm Back Cancel

A **Verification Required** screen will appear. The verification code is sent to the e-mail address associated with your credentials.

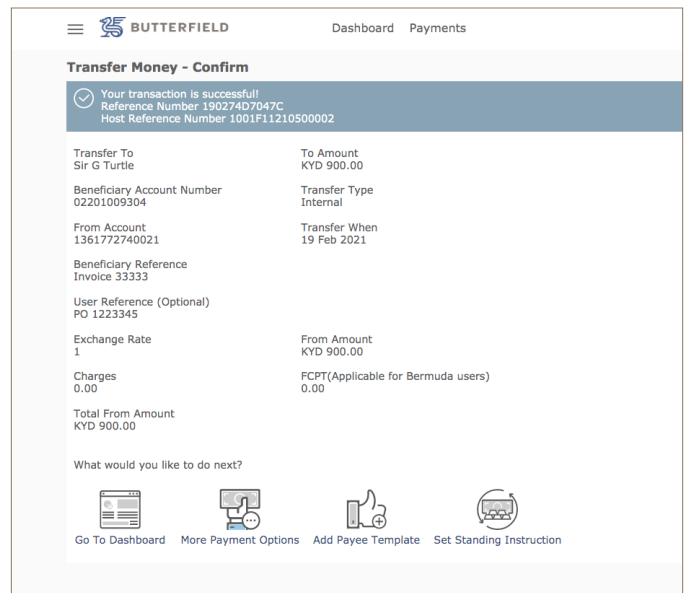
Enter the **Verification Code**

Click **Submit**.



The screenshot shows the 'Transfer Money - Verify' screen in the Butterfield online banking interface. At the top, there's a navigation bar with the Butterfield logo and links to 'Dashboard' and 'Payments'. The main heading is 'Transfer Money - Verify'. Below this, a section titled 'VERIFICATION REQUIRED' contains the instruction: 'To complete this transaction, you must enter the verification code that has been sent to you.' There is a text input field for the 'Verification Code' with a placeholder '*****'. To the right of this field is a tooltip that says 'Enter 1 or more characters, maximum of 10.' Below the input field is a 'Resend Code' button, which also indicates 'Attempts Left: 3'. A 'Reference Number' is displayed as '5779102'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

A confirmation screen will display stating 'Your transaction is successfully'.



The screenshot shows the 'Transfer Money - Confirm' screen. The top navigation bar is identical to the previous screen. The main heading is 'Transfer Money - Confirm'. A green checkmark icon is followed by the text: 'Your transaction is successful! Reference Number 190274D7047C Host Reference Number 1001F11210500002'. Below this, transaction details are listed in two columns. The left column includes: 'Transfer To: Sir G Turtle', 'Beneficiary Account Number: 02201009304', 'From Account: 1361772740021', 'Beneficiary Reference: Invoice 33333', 'User Reference (Optional): PO 1223345', 'Exchange Rate: 1', 'Charges: 0.00', and 'Total From Amount: KYD 900.00'. The right column includes: 'To Amount: KYD 900.00', 'Transfer Type: Internal', 'Transfer When: 19 Feb 2021', and 'From Amount: KYD 900.00'. A note at the bottom right states 'FCPT(Applicable for Bermuda users) 0.00'. At the bottom, a section titled 'What would you like to do next?' features four icons with corresponding text: 'Go To Dashboard', 'More Payment Options', 'Add Payee Template', and 'Set Standing Instruction'.

9. How to transfer funds using a One-Time Payment

One-Time Payment provide the capability for a user to initiate an ad-hoc payment for an Internal, Domestic or Wire Transfer.

Payment can be initiated as a **Pay Now** for immediate value, or as **Pay Later** for which a specific value date can be selected on which to have the payment processed.

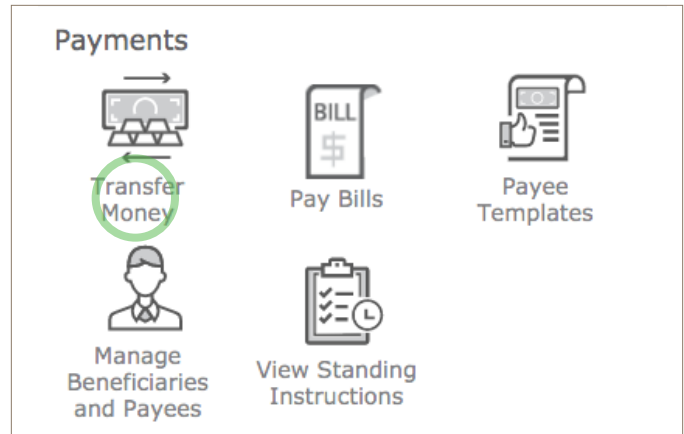
Select **Transfer Money** from Payments on the **Dashboard**, from the **Payments** tab at the top of the page or by clicking on the Menu icon (≡) at the top left corner of the screen and select **Payments**, then **Transfer Money**.

Select **One-time Payment**.

In this example **Domestic** (an account with a different local banking institution) is selected.

Enter Beneficiary **Account Number**.

Enter **Beneficiary Name**.

A screenshot of the "One-Time Internal Transfer - Initiate" screen in the Butterfield online banking interface. The screen shows tabs for "Payee Templates", "Transfer Money", "One-time Payment", and "Request Demand Draft". The "One-time Payment" tab is selected. Under "Transfer Type", there are three buttons: "Internal", "Domestic", and "Wire". The "Internal" button is highlighted with a green circle. Below the buttons are "Submit" and "Cancel" buttons.A screenshot of the "One-Time Domestic Payment - Initiate" screen in the Butterfield online banking interface. The screen shows tabs for "Payee Templates", "Transfer Money", "One-time Payment", and "Request Demand Draft". The "One-time Payment" tab is selected. Under "Transfer Type", there are three buttons: "Internal", "Domestic", and "Wire". The "Domestic" button is highlighted with a green circle. Below the buttons are fields for "Beneficiary Account Number", "Beneficiary Name", "Select Bank", and "Beneficiary Address".A close-up screenshot of the "Beneficiary Account Number" field on the "One-Time Domestic Payment - Initiate" screen. The field contains the text "1234567899900". A tooltip message says "Enter 5 or more characters, up to a maximum of 17.".A close-up screenshot of the "Beneficiary Name" field on the "One-Time Domestic Payment - Initiate" screen. The field contains the text "Jane Doe". A tooltip message says "Enter 1 or more characters, up to a maximum of 35.".

Select the **Bank** you want to transfer to.

Butterfield Dashboard Payments

One-Time Domestic Payment - Initiate

Payee Templates Transfer Money **One-time Payment** Request Demand Draft Up

Transfer Type

Beneficiary Account Number:
1234567899900

Beneficiary Name
Jane Doe

Select Bank
Select Bank

- CAYMAN NATIONAL
- FIDELITY BANK
- FIRST CARIBBEAN INTERNATIONAL BANK
- ROYAL BANK OF CANADA
- SCOTTIABANK

Type the **Beneficiary Address**.

Beneficiary Name
Jane Doe

Select Bank
CAYMAN NATIONAL

Beneficiary Address

Address Line 1
PO Box 705
25 Characters Left

City
George Town
15 Characters Left

State (Optional)
Grand Cayman
23 Characters Left

Country (Optional)
Cayman Islands

- Mayotte
- South Africa
- Zambia
- Zimbabwe
- Cayman Islands

☒ Now ☐ Later

Select the account that you wish to **Transfer From**.

Transfer From
8401772740033- ...

Accounts

- 8401772740033- USD
0.00
- 1361772740021- KYD
4,963.55

Select the **Currency** and enter **Amount** you want to transfer.

1361772740021- ...

Balance : KYD 4,963.55

To Amount
KYD KYD150.00
View Limits

Select when to transfer
☒ Now ☐ Later

User Reference (Optional)
35 Characters Left

Beneficiary Reference
Invoice 12345
22 Characters Left

Enter 1 or more characters, up to a maximum of 35.

Select when to pay, **Now** or **Later**. If **Later**, enter date.

Enter **User Reference** which is optional.

Enter **Beneficiary Reference** which is required.

Click **Submit**.

Review transfer money information. Click **Back** to edit or **Confirm** to submit.

One-Time Domestic Payment - Verify

Payee Templates Transfer Money **One-time Payment** Request Demand Draft Upcoming Payments

① You initiated a request for One-time Payment. Please review details before you confirm!

Account Type
Domestic

Account Number
1234567899900

Beneficiary Name
Jane Doe

Bank Details
CNB
CAYMAN NATIONAL
GRAND CAYMAN
GEORGE TOWN
CNB

Beneficiary Address
PO Box 705
George Town
Grand Cayman
Cayman Islands

Transfer From
1361772740021

Amount
KYD 150.00

Exchange Rate
1

Converted Amount(Post application of the exchange rate)
KYD 150.00

Charges
KYD 2.00

FCPT(Applicable for Bermuda users)
0.00

Total From Amount
KYD 152.00

Transfer When
19 Feb 2021

Beneficiary Reference
Invoice 12345

Note: Any exchange rates displayed during the confirmation process are indicative only. The exchange rate relevant to execution.

Confirm **Back** **Cancel**

A **Verification Required** screen will appear. The verification code is sent to the e-mail address associated with your credentials.

Enter the **Verification Code**

Click **Submit**.

One-Time Domestic Payment - Verify

VERIFICATION REQUIRED

To complete this transaction, you must enter the verification code that has been sent to you.

Verification Code

Resend Code

Attempts Left
3

Reference Number
5778902

Submit **Cancel**

A confirmation screen will display stating 'Your transaction is successfully'.

One-Time Domestic Payment - Confirm

✔ Your transaction is successful!
Reference Number 240297791334
Host Reference Number 1001PC1210570039

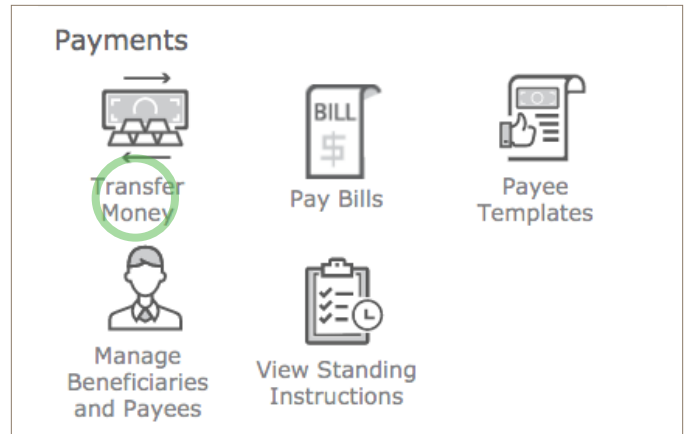
Beneficiary Name Jane Doe	Amount KYD 900.00
Beneficiary Account Number 1234567899900	Transfer Type Domestic
Bank Details CNB, CAYMAN NATIONAL, GEORGE TOWN, CNB	Beneficiary Address Po Box 705, George Town, Grand Cayman, Cayman Islands
Transfer From 1361772740021	Select when to transfer 26 Feb 2021
User Reference (Optional)	Beneficiary Reference Invoice 12345
Exchange Rate 1	Converted Amount(Post application of the exchange rate) KYD 900.00
Charges KYD 2.00	FCPT(Applicable for Bermuda users) 0.00
Total From Amount KYD 902.00	

Confirm **Cancel**

10. How to make a Wire Payment

In order to make a wire payment to a Beneficiary template, you must first setup the beneficiary template (See page 13- How to set up a Beneficiary template).

To make a wire by **One-Time Payment** select the **Transfer Money** icon from Payments on the **Dashboard**, Payment tab on the top of the web page or from the side menu.



Select **One-time Payment**.

A screenshot of the 'One-Time Internal Transfer - Initiate' screen. The screen shows tabs for 'Payee Templates', 'Transfer Money', 'One-time Payment' (which is selected), and 'Request Demand Draft'. Under 'Transfer Type', there are three buttons: 'Internal', 'Domestic', and 'Wire'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Select **Wire**.

A screenshot of the 'One-Time Wire Payment - Initiate' screen. The screen shows tabs for 'Payee Templates', 'Transfer Money', 'One-time Payment' (which is selected), and 'Request Demand Draft'. Under 'Transfer Type', there are three buttons: 'Internal', 'Domestic', and 'Wire'. The 'Wire' button is circled in green. Below the buttons, there are fields for 'Beneficiary Account Number' (with a dropdown menu) and 'Beneficiary Name'.

Under Beneficiary Account Number, select either **IBAN** or **Account Number**.

A screenshot of the 'Beneficiary Account Number' dropdown menu. The menu is open, showing two options: 'IBAN' and 'Account Number'. The 'IBAN' option is selected and highlighted.

Type the **Beneficiary Account Number**.

Type the **Beneficiary Account Name**.

A screenshot of the 'Beneficiary Name' field. The field contains the text 'Robert Smith'. To the right of the field, there is a tooltip that says 'Enter 1 or more characters, up to a maximum of 35.' Below the field, there are radio buttons for 'Pay Via' with options 'SWIFT Code' and 'National Clearing Code'.

Select Pay Via **SWIFT Code** or **National Clearing Code**.

If **SWIFT Code** type in the code. If **National Clearing Code** look-up code. Click **Verify**.

A screenshot of the 'SWIFT Code' field. The field contains the text '1234567890'. Below the field, there is a 'Verify' button. To the right of the button, there is a tooltip that says 'Enter 1 or more characters, up to a maximum of 35.' Below the 'Verify' button, there are fields for 'Beneficiary Name' (containing 'Robert Smith'), 'Pay Via' (with radio buttons for 'SWIFT Code' and 'National Clearing Code'), 'SWIFT Code' (containing 'BOFAUS3N'), 'Look-up Swift Code', and 'Intermediary Bank Details(Optional)'.

The information for the Beneficiary bank will populate.

Select **+Click to Add Intermediary Details** if needed.

SWIFT Code ☒ National Clearing Code ☐

SWIFT Code
BOFAUS3N
BANK OF AMERICA, N.A.
222 BROADWAY
NY
US

Reset

Intermediary Bank Details(Optional)
+Click to Add Intermediary Details

Type the **Beneficiary Address**.

Beneficiary Address

Address Line 1
10220 Sea Grass Lane
15 Characters Left

City
Sandy City
16 Characters Left

State (Optional)
Florida
28 Characters Left

Country (Optional)
United States Minor Outlying Islands
United States

Currency

Select the account you want to **Transfer From**.

Transfer From
8401772740033- ...

Accounts

8401772740033- USD	0.00
1361772740021- KYD	4,963.55

View Limits

Select **Currency**.

1361772740021- ...

Balance : KYD 4,963.55

Currency
Currency

HKD
JPY
NZD
SGD
USD

☐ Inclusive Of Charges
Note:Choose either the To Amount or the From Amount.

Enter the amount that you want to transfer.

Select **Inclusive Of Charges** if bank fees are to be deducted from the amount.

Currency
USD

To Amount
USD1,000.00

View Limits

From Amount

View Limits

☐ Inclusive Of Charges
Note:Choose either the To Amount or the From Amount.

Enter **Payment Details** (1 to 4) and **Sender to Receiver Information** (1 to 5), both are optional, for any information helpful in identifying what the wire transfer is for.

Click **Submit**.

Payment Details (Optional)

Payment Details 1

33 Characters Left

Payment Details 2

Payment of invoice 10023

9 Characters Left

Payment Details 3

PO number 12345

18 Characters Left

Payment Details 4

Consulting

23 Characters Left

Sender to Receiver Information (Optional)

Description 1

30 Characters Left

Description 2

32 Characters Left

Description 3

32 Characters Left

Description 4

32 Characters Left

Description 5

32 Characters Left

Enter 1 or more characters, up to a maximum of 33.

Submit Cancel

Review transfer money information. Click **Back** to edit or **Confirm** to submit.

One-Time Wire Payment - Verify

Payee Templates Transfer Money One-time Payment Request Demand Draft

You initiated a request for One-time Payment. Please review details before you confirm!

Transfer Type
Wire

Beneficiary Account Number
1234567890

Beneficiary Name
Robert Smith

Pay Via
SWIFT Code

SWIFT Code
BOFAUS3NXXX
BANK OF AMERICA, N.A.
222 BROADWAY
NY
US

Beneficiary Address
10220 Sea Grass Lane
Sandy City
Florida
United States

Transfer From
1361772740021

To Amount
USD 1,000.00

Exchange Rate
.84

From Amount
KYD 840.00

Inclusive Of Charges
N

Charges
KYD 21.00

FCPT(Applicable for Bermuda users)
0.00

Total From Amount
KYD 861.00

Transfer When
22 Feb 2021

Payment Details 2
Payment of invoice 10023

Payment Details 3
PO number 12345

Payment Details 4
Consulting

Note: Any exchange rates displayed during the confirmation process are indicative only. The exchange rate relevant to execution.

Confirm Back Cancel

A **Verification Required** screen will appear. The verification code is sent to the e-mail address associated with your credentials.

Enter the **Verification Code**

Click **Submit**.

The screenshot shows the 'One-Time Wire Payment - Verify' screen. At the top, there is a Butterfield logo and navigation links for 'Dashboard' and 'Payments'. The main heading is 'One-Time Wire Payment - Verify'. Below this, a section titled 'VERIFICATION REQUIRED' contains the instruction: 'To complete this transaction, you must enter the verification code that has been sent to you'. There is a text input field for the 'Verification Code' with a placeholder of '*****'. To the right of this field is a tooltip that says 'Enter 1 or more characters, maximum of 10.' Below the input field is a 'Resend Code' button and a counter 'Attempts Left: 3'. Further down is a 'Reference Number' field displaying '5779103'. At the bottom are 'Submit' and 'Cancel' buttons.

A confirmation screen will display stating 'Your transaction is successfully'.

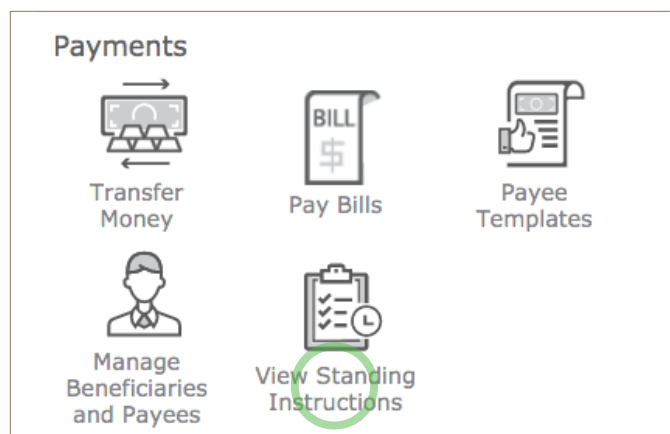
The screenshot shows the 'One-Time Wire Payment - Confirm' screen. At the top, there is a Butterfield logo and navigation links for 'Dashboard' and 'Payments'. The main heading is 'One-Time Wire Payment - Confirm'. Below this, a blue banner with a checkmark icon states: 'Your transaction is successful! Reference Number 190201EDA66B Host Reference Number 1001F02210500030'. The screen is divided into two columns of transaction details. The left column includes: Beneficiary Name (Robert Smith), Beneficiary Account Number (1234567890), Bank Details (BOFAUS3NXXX, BANK OF AMERICA, N.A., NY, US), Transfer From (1361772740021), Payment Details (Payment of invoice 10023, PO number 12345, Consulting), Exchange Rate (.84), Inclusive Of Charges (N), Charges (KYD 21.00), and Total From Amount (KYD 861.00). The right column includes: To Amount (USD 1,000.00), Transfer Type (Wire), Beneficiary Address (10220 Sea Grass Lane, Sandy City, Florida, United States), Select when to transfer (22 Feb 2021), and FCPT(Applicable for Bermuda users) (0.00). At the bottom, a section titled 'What would you like to do next?' features three icons and links: 'Go To Dashboard', 'More Payment Options', and 'Add as Beneficiary?'.

11. How to set up Standing Instruction payments

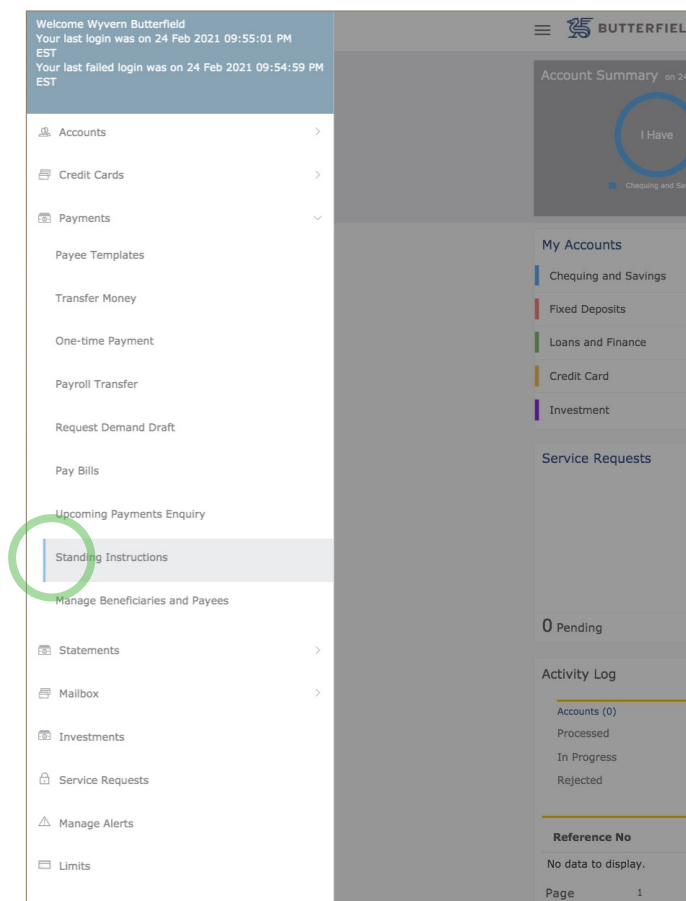
In order to schedule **Standing Instruction** payments to a Beneficiary, you must first setup the beneficiary template (See page 13 - How to set up a Beneficiary template).

Standing Instruction payments can be created three ways:

- 1) Selecting the **View Standing Instructions** from Payments on the **Dashboard**.
- 2) Selecting the **Set Standing Instructions** from Upcoming Payments on the **Dashboard**.

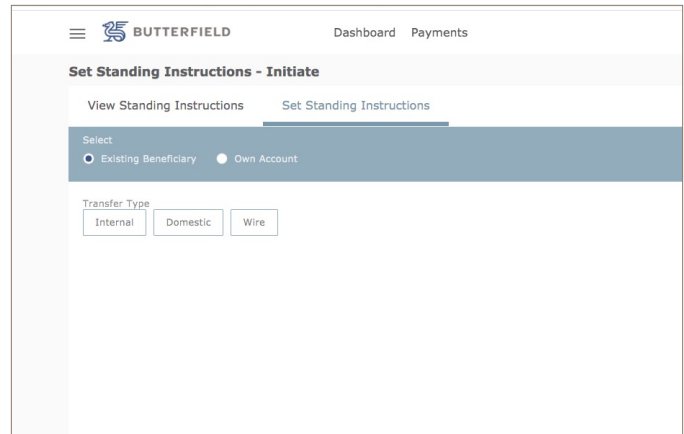


- 3) Clicking on the Menu icon (≡) at the top left corner of the screen, select **Payments**, then **Standing Instructions**.

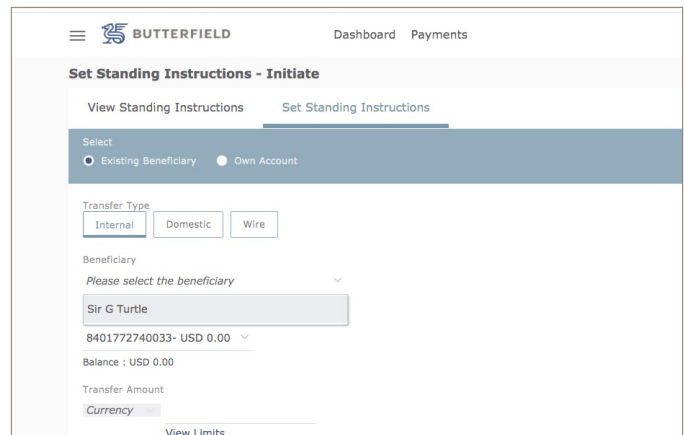


Select the type of transaction that you want to **Set Standing Instructions** for.

In this example **Internal** (an account that is held at Butterfield) is selected.

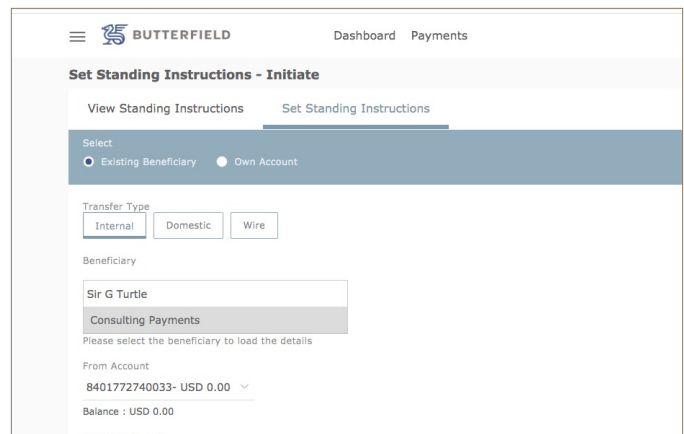


Select the **Beneficiary** that you want to set the Standing Instruction for.

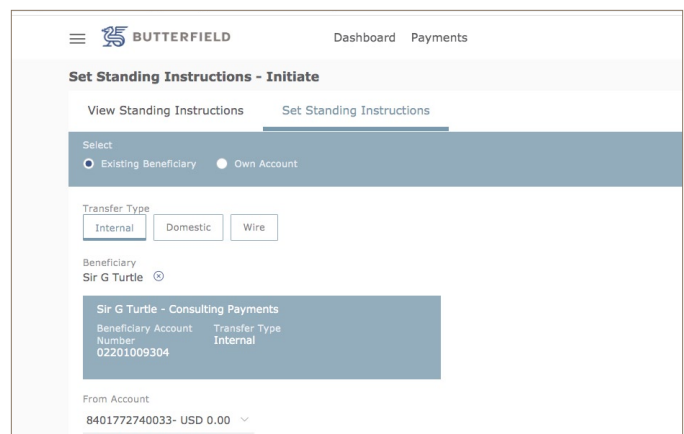


Select a highlighted option under the beneficiary name. This is the **Nickname** field as entered in the beneficiary setup. If you used the beneficiary name as the **Nickname** the name will appear twice.

Note: You can add multiple account and payment options to a Beneficiary which will be displayed in the nickname field.



Once clicked the beneficiary information will be displayed in full – this must be done in order to proceed with entering information into the payment screen.



Select the **From Account**.

Sir G Turtle - Consulting Payments

Beneficiary Account Number: 02201009304

Transfer Type: Internal

From Account: 8401772740033- USD 0.00

Accounts:

- 8401772740033- USD 0.00
- 1361772740043- KYD 100.00
- 1361772740021- KYD 3,110.95

First Transfer Date from: dd mmm yyyy

Last Transfer Date: ☒ on ☐ after

Enter the **Transfer Amount**.

From Account: 1361772740043- KYD 10...

Balance : KYD 100.00

Transfer Amount: KYD KYD175.00

View Limits

Transfer Frequency: Please Select

Select your **Transfer Frequency**. Weekly, Fortnightly, Monthly, Bi-Monthly, Quarterly.

Transfer Amount: KYD KYD175.00

View Limits

Transfer Frequency: Please Select

Weekly

Fortnightly

Monthly

Bi-Monthly

Quarterly

User Reference (Optional)

Enter **First Transfer Date**.

Transfer Frequency: Monthly

First Transfer Date from: 01 Mar 2021

Enter a date on or after 20 Feb 2021.

March 2021

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

30 Characters Limit

Select **Last Transfer Date**.

Transfer Frequency: Monthly

First Transfer Date from: 01 Mar 2021

Last Transfer Date: ☒ on ☐ after

dd mmm yyyy

August 2021

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31

Enter **User Reference** which is optional.

Enter **Beneficiary Reference** which is required.

Click **Setup**.

First Transfer Date from
01 Mar 2021

Last Transfer Date
☒ on ☐ after
01 Aug 2021

User Reference (Optional)

35 Characters Left

Beneficiary Reference
Retainer for six month contract
4 Characters Left

Enter 1 or more characters, up to a maximum of 35.

Setup Cancel

Review the standing instructions. Click **Back** to edit or **Confirm** to submit.

Butterfield Dashboard Payments

Set Standing Instructions - Verify

You initiated a request for Internal Transfer. Please review details before you confirm!

Transfer To
Sir G Turtle

Nickname
Consulting Payments

Transfer Type
Internal

Beneficiary Account Number
02201009304

From Account
1361772740043

Transfer Amount
KYD 175.00

Transfer Frequency
Every month

First Transfer Date from
01 Mar 2021

Last Transfer Date
01 Aug 2021

Beneficiary Reference
Retainer for six month contract

Confirm Back Cancel

A **Verification Required** screen will appear. The verification code is sent to the e-mail address associated with your credentials.

Enter the **Verification Code**

Click **Submit**.

Butterfield Dashboard Payments

Set Standing Instructions - Verify

VERIFICATION REQUIRED

To complete this transaction, you must enter the verification code that has been sent to you.

Verification Code

Resend Code
Attempts Left
3

Reference Number
5779104

Submit Cancel

A confirmation screen will display stating 'Your request has been accepted'.

Butterfield Dashboard Payments

Set Standing Instructions - Confirm

Your request has been accepted.
Reference Number 1902150EA811
Host Reference Number 100SOER210500002

Transfer To
Sir G Turtle

Transfer Amount
KYD 175.00

Beneficiary Account Number
02201009304

Transfer Type
Internal

From Account
1361772740043

Transfer Frequency
Every month

First Transfer Date from
01 Mar 2021

Last Transfer Date
01 Aug 2021

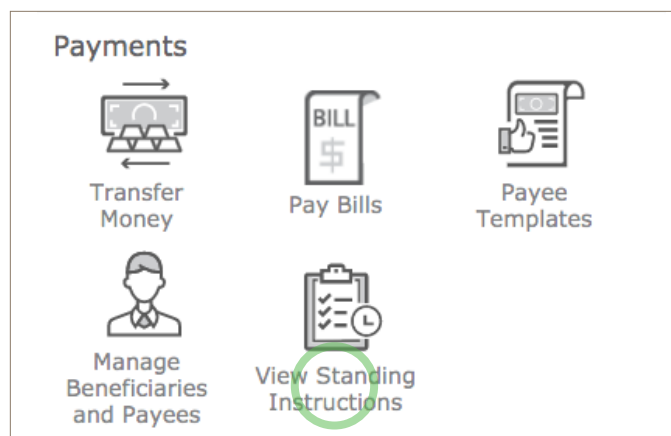
Beneficiary Reference
Retainer for six month contract

User Reference (Optional)

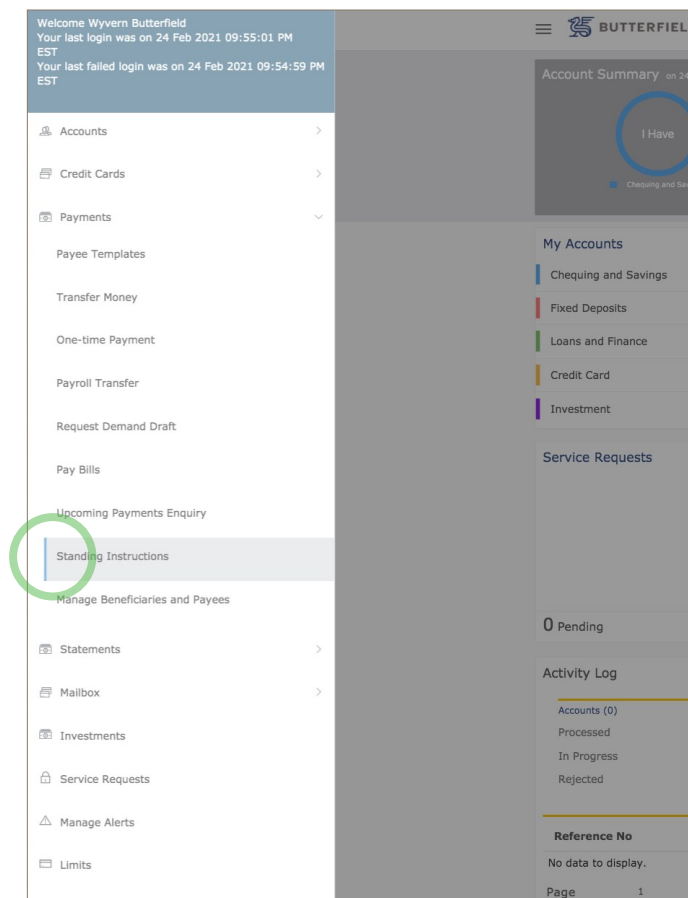
12. How to stop a Standing Instruction payment

To stop a **Standing Instruction** that is already set up select:

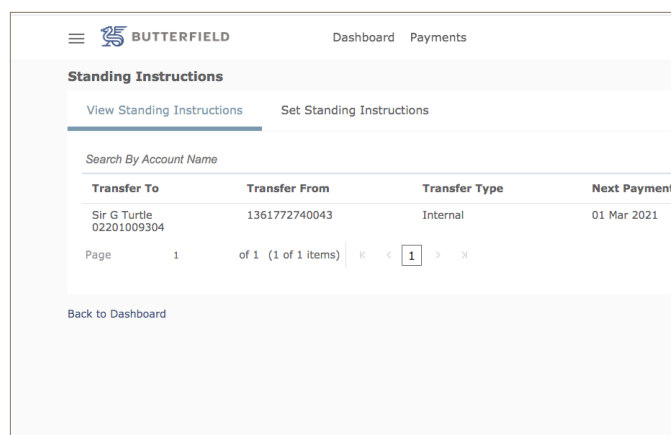
- 1) **View Standing Instructions** icon from Payments on the **Dashboard** or;



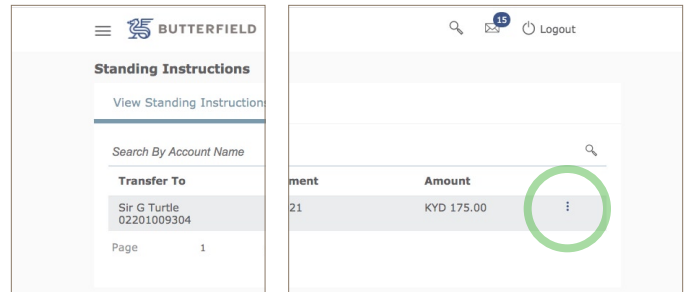
- 2) The Menu icon (≡) at the top left corner of the screen, select **Payments**, then **Standing Instructions**.



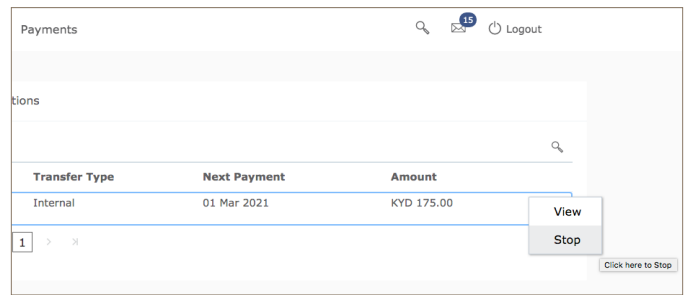
Your existing **Standing Instructions** will appear.



Select the **Standing Instruction** options menu (⋮) for the Standing Instruction you want to stop.

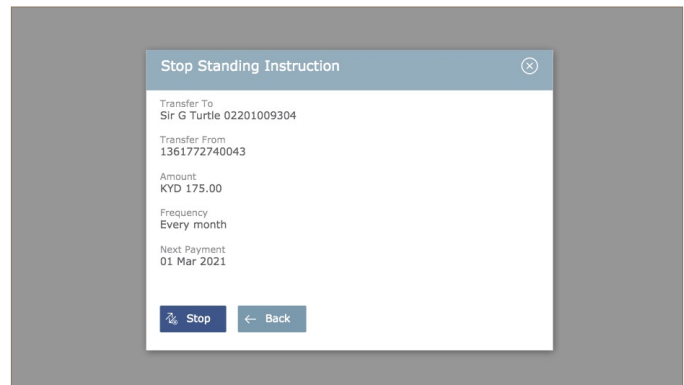


Select **Stop**.

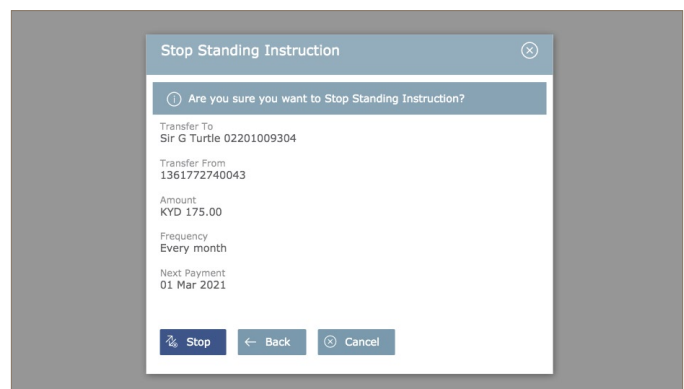


The **Stop Standing Instructions** window will appear.

Click **Stop**.

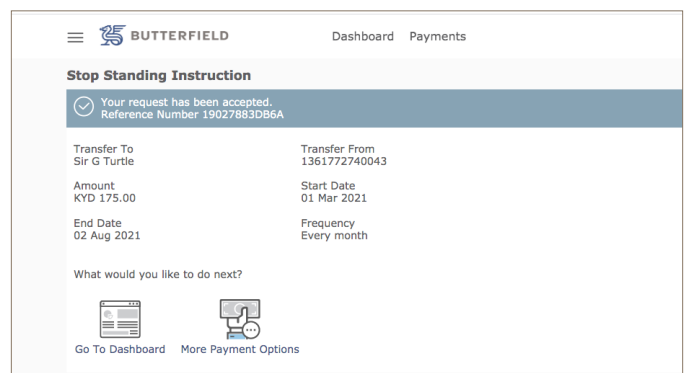


To confirm, click **Stop** again.



A confirmation screen will display stating 'Your request has been accepted'.

The Standing Instruction has successfully be stopped.



13. How to set up a Draft Beneficiary

To order a draft to pay a Beneficiary, a beneficiary template must be pre-established.

This can be set up two ways.

Option 1

See **How to create a Beneficiary Template** on page 13.

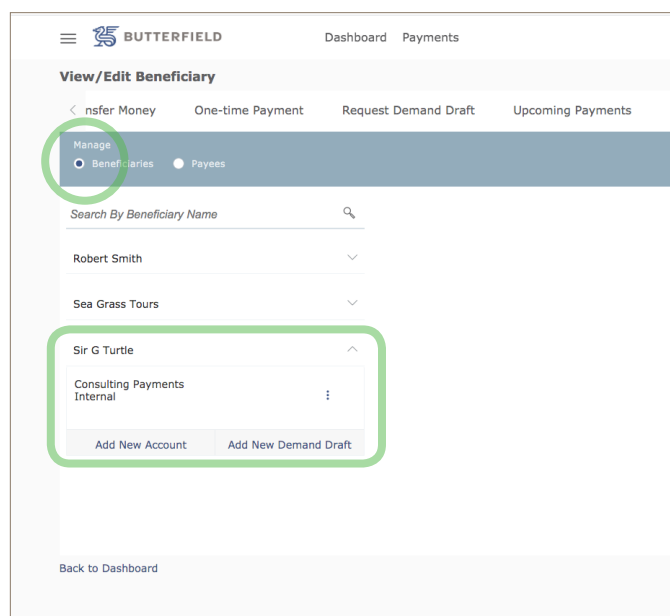
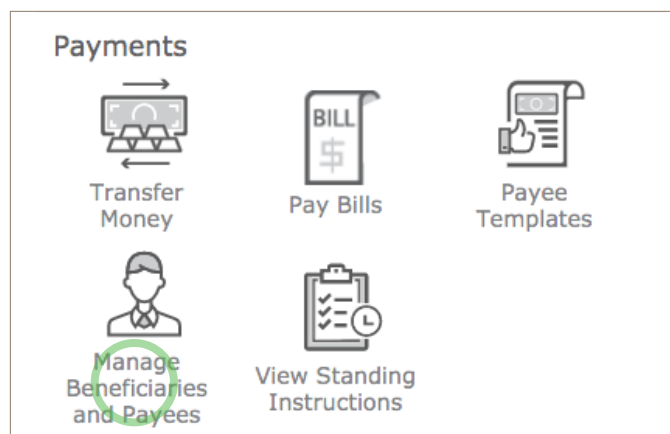
NOTE:

If the Beneficiary has already been created for a different transaction, you can add a **Demand Draft** template for that Beneficiary.

Select **Manage Beneficiaries and Payees** from the **Dashboard**.

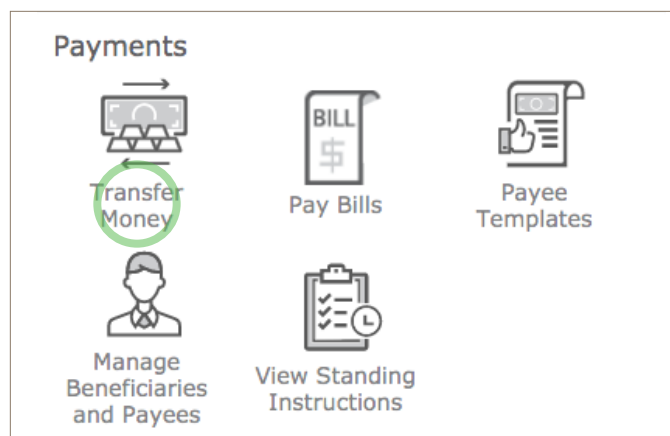
Select **Beneficiaries**. Find the Beneficiary name on the list that you want to add a **Demand Draft** template to.

Select the Beneficiary, then select **Add New Demand Draft**.

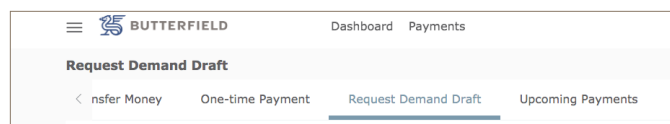


Option 2

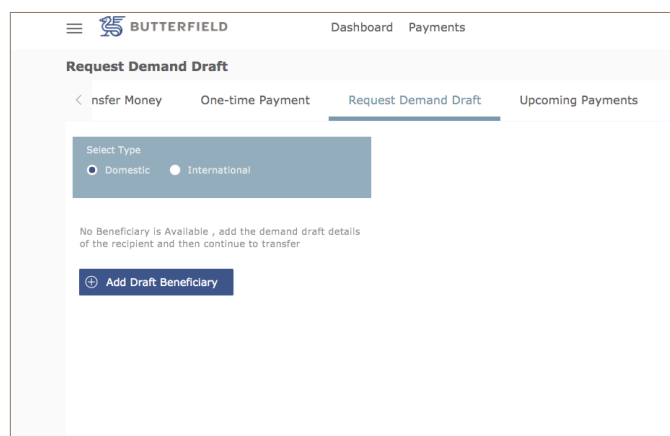
Select **Transfer Money** from Payments on the **Dashboard**, Payment tab on the top of the web page or from the side menu.



Select **Request Demand Draft**.



For drafts that will be sent locally (an account at a local banking institution), select Type **Domestic**.

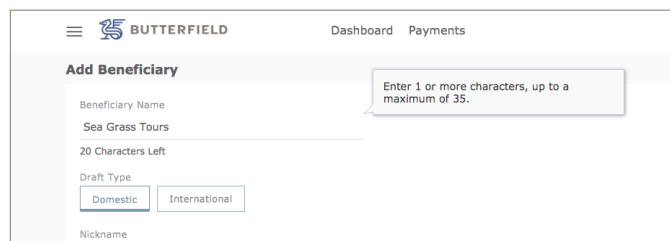


For drafts that will be sent to a Beneficiary with an international account (an account at a foreign banking institution), select Type **International**.

If no draft beneficiaries exist an **Add Draft Beneficiary** button will show.

NOTE: If a Draft Beneficiary exists for that Type, the Add Draft Beneficiary button will not show and the draft template will have to be created as listed in Option 1.

Click **Add Draft Beneficiary**

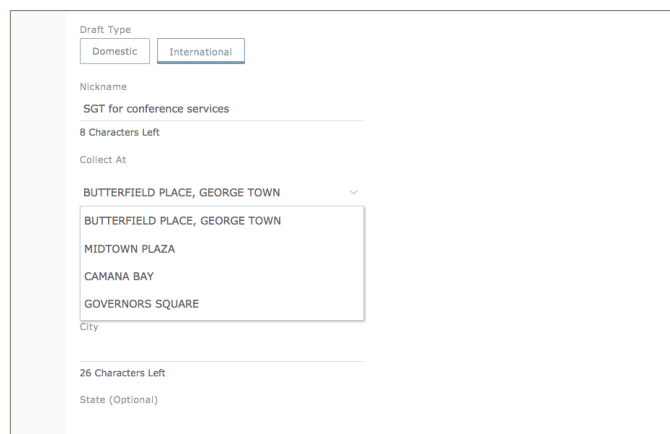


Enter the **Beneficiary Name**.

Select either **Domestic** or **International**.

In this example an **International** is selected.

Type in a **Nickname** for the template. Enter something different other than the **Beneficiary Name**.



Select **Collect At** and choose the Banking Centre the draft will be collected at.

Enter **Beneficiary Address**.

Collect At
GOVERNORS SQUARE

Beneficiary Address

Address Line 1
1234 Hotel Street
18 Characters Left

City
Persequor
17 Characters Left

State (Optional)
Pertoria
27 Characters Left

Country (Optional)
South
South Georgia And The South Sandwich Islands
South Sudan
French Southern Territories
South Africa

Click **Add**.

State (Optional)
Pertoria
27 Characters Left

Country (Optional)
South Africa

Add Cancel

Review the beneficiary details. Click **Back** to edit or **Confirm** to submit.

BUTTERFIELD Dashboard Payments

Add Beneficiary

You initiated a request for International Demand Draft Beneficiary. Please review details before you confirm!

Beneficiary Name
Sea Grass Tours

Draft Type
International

Nickname
SGT for conference services

Collect At
GOVERNORS SQUARE

Beneficiary Address
1234 Hotel Street
Persequor
Pertoria
South Africa

Confirm Back Cancel

A confirmation screen will display stating 'Beneficiary added successfully'.

BUTTERFIELD Dashboard Payments

Add Beneficiary

Beneficiary added successfully.
Reference Number 1802F97CF633

Draft Type
International

Draft Favouring
SGT for conference services

Beneficiary Name
Sea Grass Tours

Beneficiary Address
1234 Hotel Street, Persequor, Pertoria,
South Africa

What would you like to do next?

Go To Dashboard More Payment Options Pay Now Set up Beneficiary Limits

14. How to order a Demand Draft

To request a draft, select **Transfer Money** from Payments on the **Dashboard**, Payment tab on the top of the web page or from the side menu.

Select **Request Demand Draft**.

For drafts that will be sent locally (an account at a local banking institution), select **Domestic**.

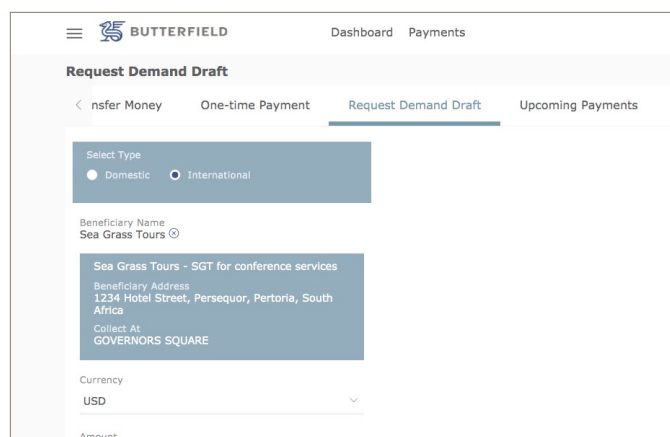
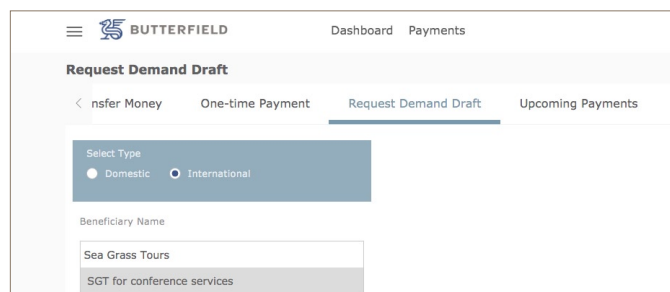
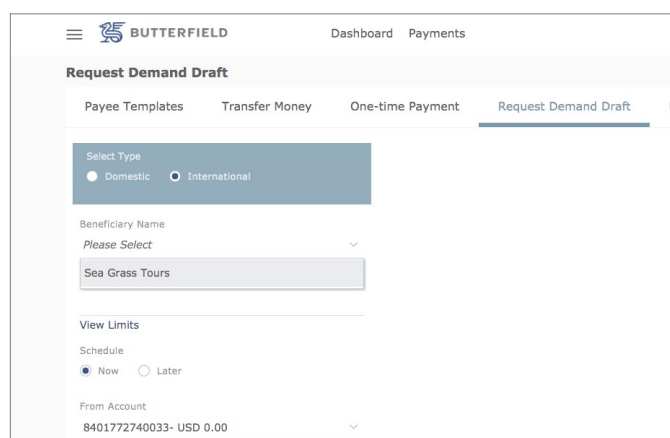
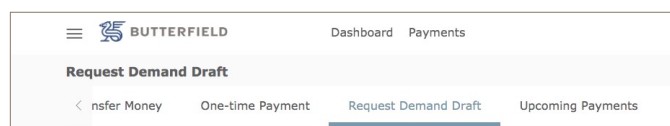
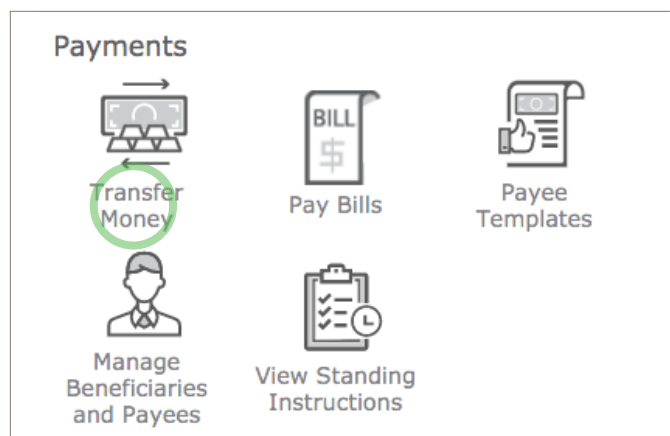
For drafts that will be sent to a Beneficiary with an international account (an account at a foreign banking institution), select **International**.

The transfer type is pre-established when the Beneficiary template is created. If no draft beneficiaries exist for that Type an **Add Draft Beneficiary** button will show (See page 32. How to set up a Draft Beneficiary).

Select **Beneficiary Name**.

Select a highlighted option under the beneficiary name. This is the **Nickname** field as entered in the beneficiary setup. If you used the beneficiary name as the **Nickname** the name will appear twice.

Once clicked the beneficiary information will be displayed in full – this must be done in order to proceed with entering information into the payment screen.



Select **Currency** and enter **Amount**.

Select when to pay. **Now** or **Later**.

If **Later** is selected, enter a **Transfer On Date**.

Select **From Account**.

Enter optional **User Reference**.

Enter the require information for **Beneficiary Reference** and **Purpose**.

Click **Submit**.

The screenshot shows the 'Request Demand Draft' form in the Butterfield online banking interface. The form includes the following fields and options:

- Currency:** USD (selected from a dropdown)
- Amount:** USD 1,000.00
- View Limits:** Link to view account limits
- Drawn On:** ACDESC_01804001500 (selected from a dropdown)
- Schedule:** Radio buttons for 'Now' (selected) and 'Later'
- From Account:** 1361772740021- KYD 4,963.55 (selected from a dropdown)
- Balance:** KYD 4,963.55
- User Reference (Optional):** Empty text field
- 35 Characters Left:** Beneficiary Reference field with 'Contract 1234' entered
- 22 Characters Left:** Purpose field with 'Conference setup' entered
- 19 Characters Left:** Empty text field
- Buttons:** 'Submit' (with a checkmark icon) and 'Cancel' (with an 'X' icon)

Review demand draft information. Click **Back** to edit or **Confirm** to submit.

The screenshot shows the 'Request Demand Draft' confirmation screen. It displays the following information:

- Header:** BUTTERFIELD logo, Dashboard, Payments
- Title:** Request Demand Draft
- Message:** You initiated a request for International Demand Draft. Please review details before you confirm!
- Details:**
 - Beneficiary Name:** Sea Grass Tours
 - Nick Name:** SGT for conference services
 - Beneficiary Address:** 1234 Hotel Street, Persequor, Portoria, South Africa
 - Collect At:** GOVERNORS SQUARE
 - Amount:** USD 1,000.00
 - Schedule:** 19 Feb 2021
 - Transfer From:** 1361772740021
 - Exchange Rate:** .84
 - Converted Amount(Post application of the exchange rate):** KYD 840.00
 - Charges:** KYD 12.60
 - FCPT(Applicable for Bermuda users):** 0.00
 - Total From Amount:** KYD 852.60
 - Beneficiary Reference:** Contract 1234
 - Purpose:** Conference setup
- Note:** Any exchange rates displayed during the confirmation process are indicative only. The exchange rate relevant execution.
- Buttons:** 'Confirm' (with a checkmark icon), 'Back' (with a left arrow icon), and 'Cancel' (with an 'X' icon)

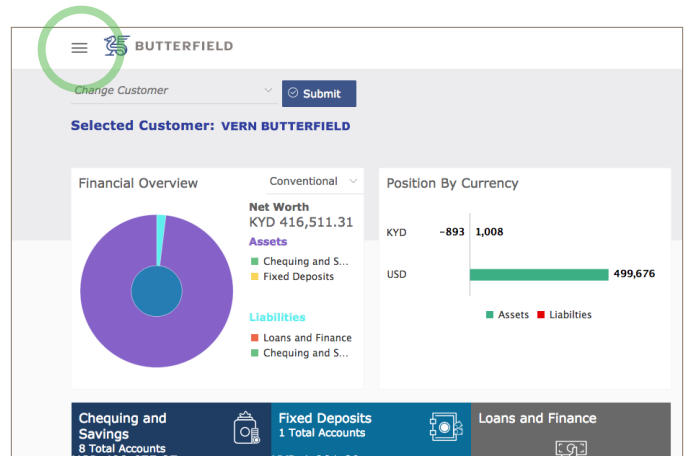
A confirmation screen will display stating the 'Your request has been accepted'.

The screenshot shows the 'International Demand Draft' confirmation screen. It displays the following information:

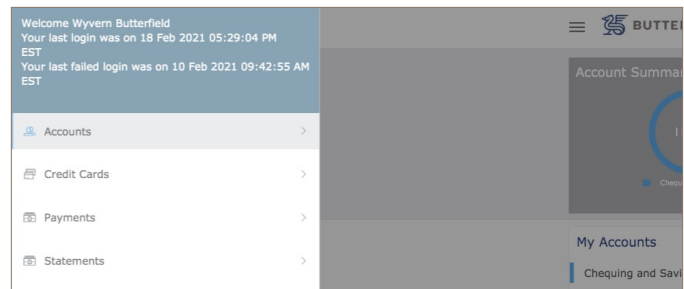
- Header:** BUTTERFIELD logo, Dashboard, Payments
- Title:** International Demand Draft
- Message:** Your request has been accepted. Reference Number 1802229d0c3f5, Host Reference Number 1021F12210500002
- Details:**
 - Favouring:** Sea Grass Tours
 - Amount:** USD 1,000.00
 - Schedule:** 19 Feb 2021
 - Transfer From:** 1361772740021
 - Collect At:** GOVERNORS SQUARE
 - Drawn On:** (empty field)
 - User Reference:** (empty field)
 - Beneficiary Reference:** Contract 1234
 - Exchange Rate:** .84
 - Converted Amount(Post application of the exchange rate):** KYD 840.00
 - Charges:** (empty field)
 - FCPT(Applicable for Bermuda users):** (empty field)

15. Open an account online

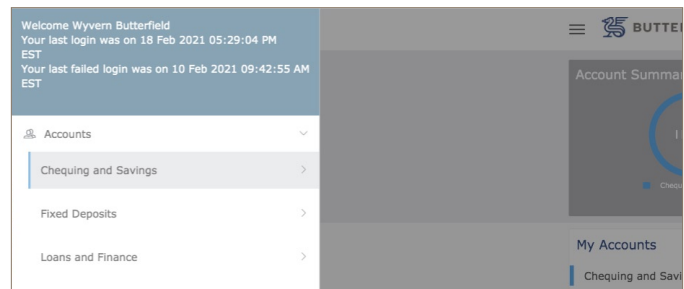
To **Open Accounts** online click on the Menu icon (≡) at the top left corner of the screen.



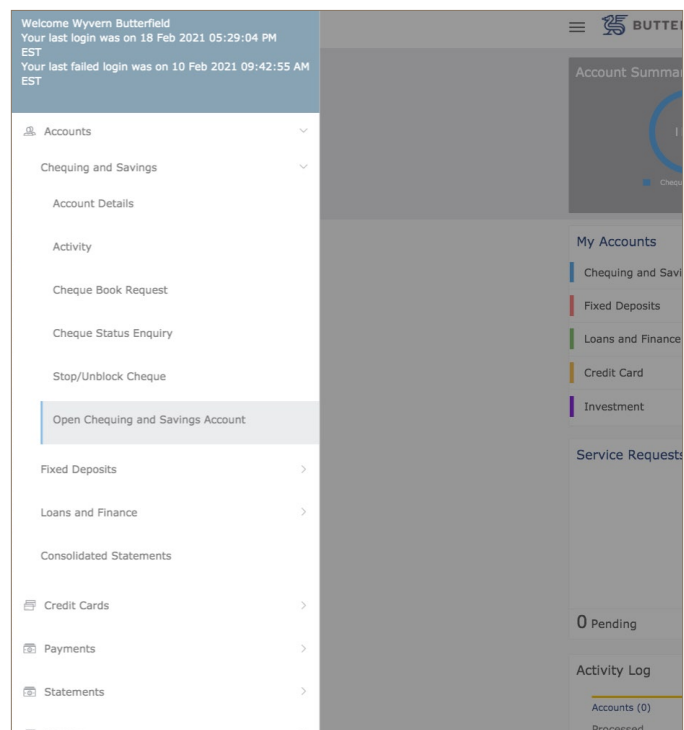
Select **Accounts**.



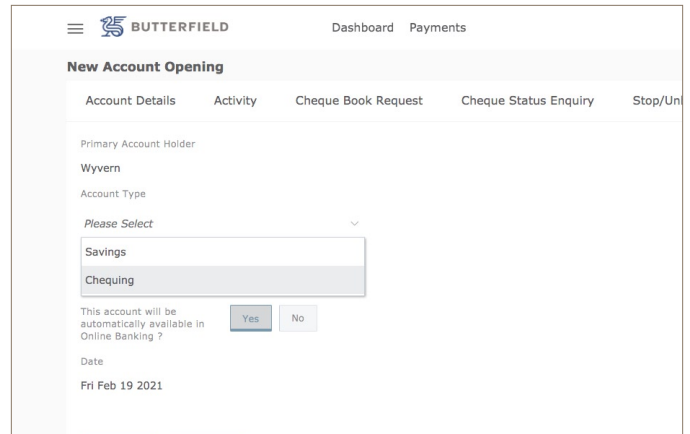
Select **Chequing and Savings**.



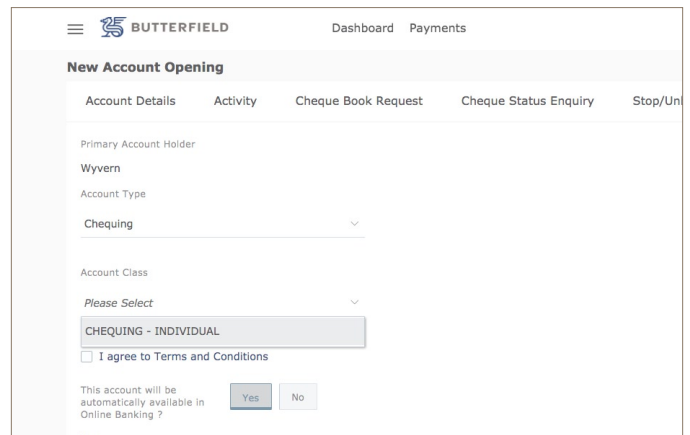
Select **Open Chequing and Savings Account**.



Select the **Account Type** that you want to open.

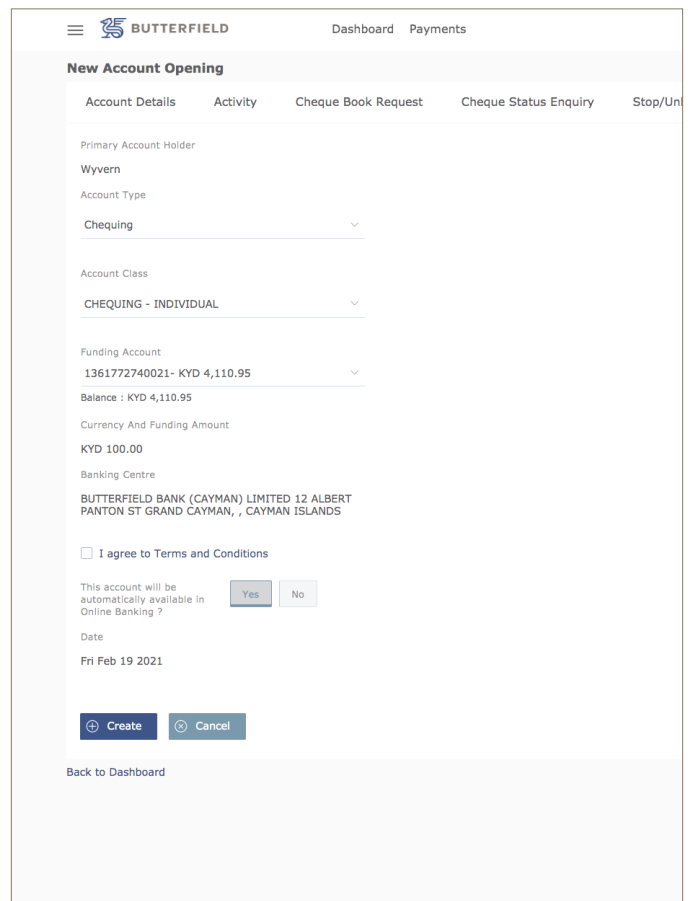


Select **Account Class** type.



Select a **Funding Account** the will transfer the initial deposit into the new account.

Enter **Amount**.



In order to complete the request, you must read and select **I agree to Terms and Conditions**.

The account will be available via online banking by default. If you do not to view the account online, select **No**.

Click **Create**.

The screenshot shows the 'New Account Opening' form in the Butterfield online banking interface. The form includes the following fields and options:

- Primary Account Holder:** Wyvern
- Account Type:** Chequing
- Account Class:** CHEQUING - INDIVIDUAL
- Funding Account:** 1361772740021 - KYD 4,110.95
- Balance:** KYD 4,110.95
- Currency And Funding Amount:** KYD 100.00
- Banking Centre:** BUTTERFIELD BANK (CAYMAN) LIMITED 12 ALBERT PANTON ST GRAND CAYMAN, , CAYMAN ISLANDS
- I agree to Terms and Conditions:** ☒
- This account will be automatically available in Online Banking ?**
- Date:** Fri Feb 19 2021
- Buttons:** Create, Cancel

Review account details. Click **Back** to edit or the select **Confirm** to submit.

The screenshot shows the 'Review Account Details' screen in the Butterfield online banking interface. It displays a summary of the account opening request with the following details:

- Primary Account Holder:** Wyvern
- Funding Account:** 1361772740021
- Currency And Funding Amount:** KYD 100.00
- Account Type:** Chequing
- Account Class:** CHEQUING - INDIVIDUAL
- Currency:** KYD
- Banking Centre:** BUTTERFIELD BANK (CAYMAN) LIMITED 12 ALBERT PANTON ST GRAND CAYMAN, , CAYMAN ISLANDS
- This account will be automatically available in Online Banking ?** Yes
- Date:** Fri Feb 19 2021
- Buttons:** Confirm, Back

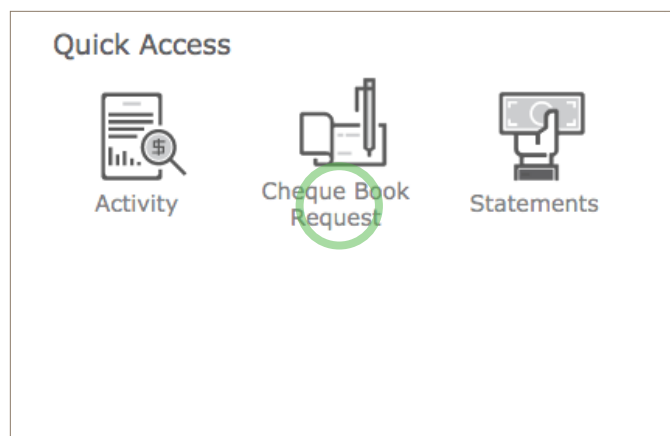
A confirmation screen will display stating the 'Your request has been accepted'.

The screenshot shows the 'Transaction' confirmation screen in the Butterfield online banking interface. It displays a confirmation message and options for the user:

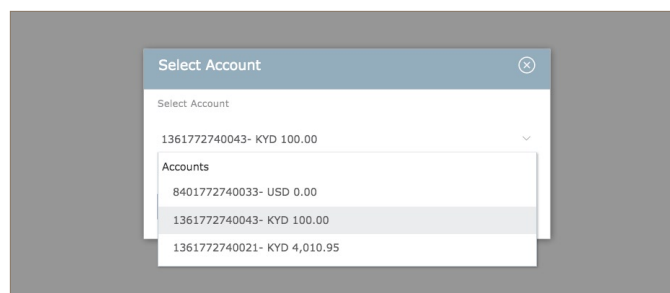
- Transaction:** Your request has been accepted. Reference Number 2021050341042773 Host Reference Number 1361772740043
- What would you like to do next?**
- Buttons:** Go To Dashboard

16. Request cheque books

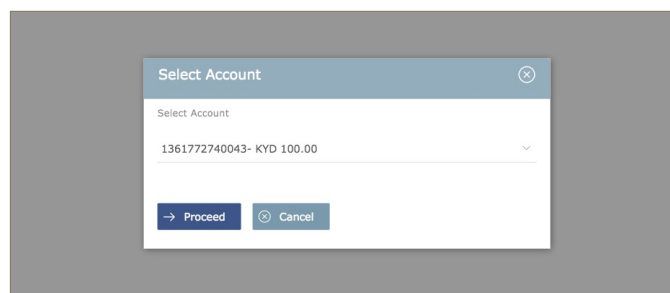
To order cheque books online select **Cheque Book Request** under **Quick Access** on the **Dashboard** or click on the Menu icon (≡) at the top left corner of the screen, select **Accounts**, then **Chequing and Savings**, then **Cheque Book Request**.



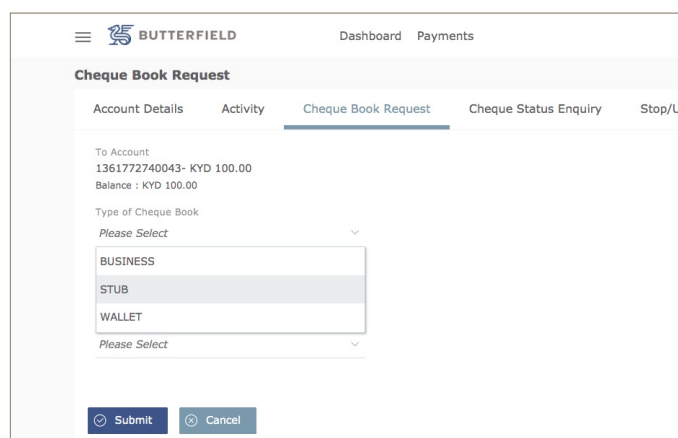
Select the Chequing **Account** that you are requesting cheque books for.



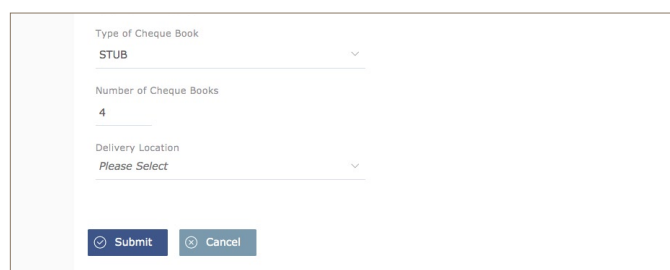
Click **Proceed**.



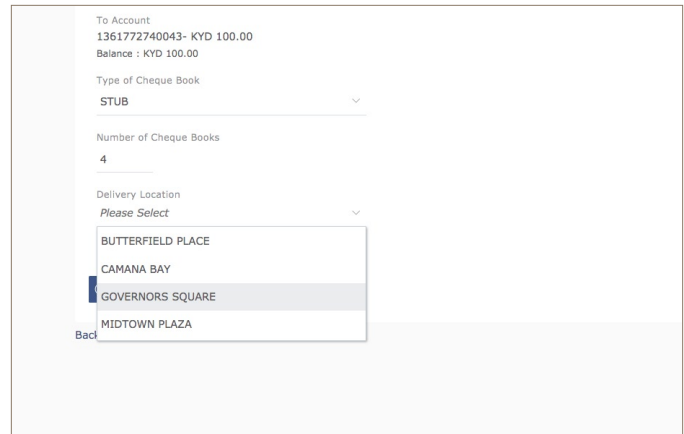
Select the **Type of Cheque Book**.



Select the **Number of Cheque Books** (Four books is the maximum that can be ordered at one time).

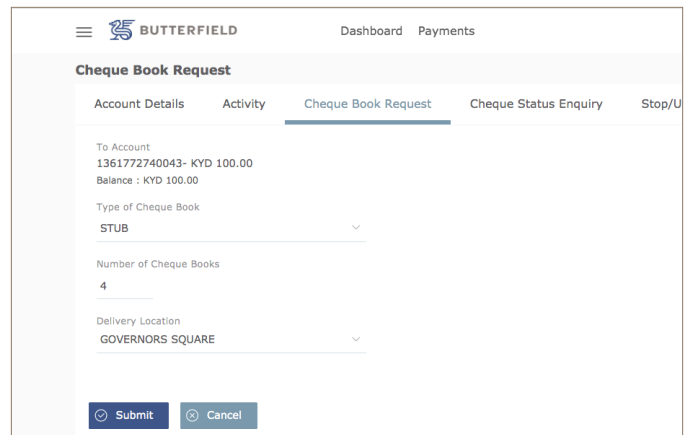


Select the **Delivery Location**.



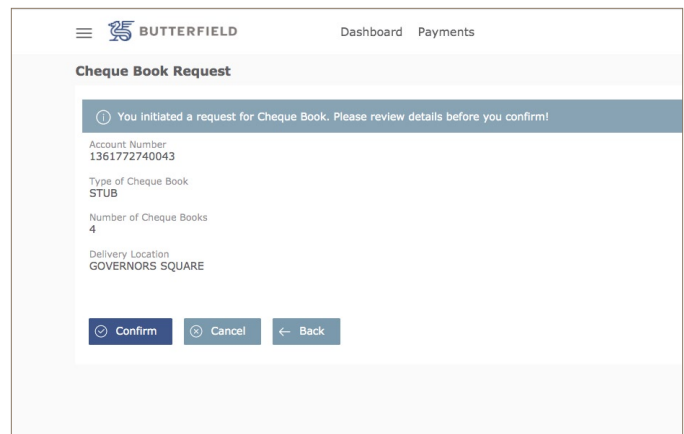
This screenshot shows a dropdown menu for selecting a delivery location. The menu is open, displaying four options: BUTTERFIELD PLACE, CAMANA BAY, GOVERNORS SQUARE (which is highlighted with a blue bar), and MIDTOWN PLAZA. Above the dropdown, the text 'Please Select' is visible. To the left of the dropdown, a 'Back' button is partially visible.

Click **Submit**.



This screenshot shows the 'Cheque Book Request' form after the 'Submit' button has been clicked. The form displays the account details: 'To Account 1361772740043- KYD 100.00' and 'Balance : KYD 100.00'. The 'Type of Cheque Book' is set to 'STUB' and the 'Number of Cheque Books' is '4'. The 'Delivery Location' is now set to 'GOVERNORS SQUARE'. At the bottom of the form, there are 'Submit' and 'Cancel' buttons.

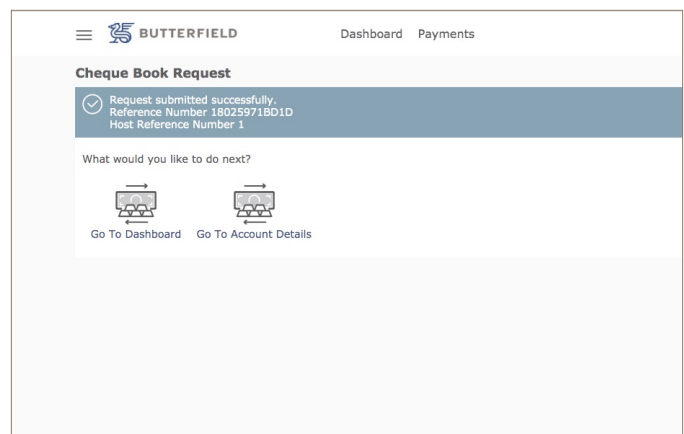
Review cheque book request. Click **Back** to edit or **Confirm** to submit.



This screenshot shows the 'Cheque Book Request' confirmation screen. A blue banner at the top states: 'You initiated a request for Cheque Book. Please review details before you confirm!'. Below this, the account details are repeated: 'Account Number 1361772740043', 'Type of Cheque Book STUB', 'Number of Cheque Books 4', and 'Delivery Location GOVERNORS SQUARE'. At the bottom, there are 'Confirm', 'Cancel', and 'Back' buttons.

A confirmation screen will display stating 'Request submitted successfully'.

Your cheque books will be ready for collection in three working days.



This screenshot shows the 'Cheque Book Request' success screen. A blue banner at the top states: 'Request submitted successfully. Reference Number 18025971BD1D Host Reference Number 1'. Below this, the text 'What would you like to do next?' is displayed. There are two options with icons: 'Go To Dashboard' and 'Go To Account Details'.