



Online Corporate Banking Service (eCorp)

User Guide

Index

1.	OFFICIAL SERVICE WEBSITE:	2
2.	CONTACT AND TECHNICAL SUPPORT:	2
3.	SERVICE REQUIREMENTS:	2
4.	REGISTRATION TYPES:	3
	SINGLE ACCESS:	3
	DUAL ACCESS:	3
5.	NEW USER SIGN UP:	4
6.	SELECT REGISTRATION TYPE:	6
7.	PRIVILEGES MANAGEMENT:	9
8.	APPROVING REQUESTS:	14
9.	SALARY UPLOAD:	15
	CREATE NEW TEMPLATE:	15
	ADD EMPLOYEE(S) (MANUAL):	16
	ADD EMPLOYEE(S) (TEMPLATE):	17
	SALARY UPLOAD:	19
10.	BENEFICIARIES MANAGEMENT:	21
	ADD KFH BENEFICIARY:	21
	ADD OTHER BANKS BENEFICIARY:	23
11.	ISSUE CHEQUE BOOK:	25
12.	OTHER BANKS TRANSFER HISTORY:	26
13.	BULK TRANSFER:	27
	TEMPLATE MANAGEMENT:	27
	INITIATE BULK TRANSFER REQUEST:	29
	ONE TIME BULK TRANSFER:	30
	BULK TRANSFER HISTORY:	32
14.	BALANCE CONFIRMATION LETTER:	33
15.	MODIFY OTHER BANK TRANSFER:	34
16.	CANCEL OTHER BANK TRANSFER:	35
17.	ACTIVATE DORMANT ACCOUNT:	36
18.	MT940 SUBSCRIPTION REQUEST:	38
19.	OPEN SUB ACCOUNT:	39
20.	OPEN FIXED DEPOSIT:	40
21.	ISSUE DEMAND DRAFTS / PO REQUEST:	41
22.	ISSUE LG REQUEST:	42
23.	ISSUE LC REQUEST:	43

1. Official Service Website:

ecorp.kfhonline.com

2. Contact and Technical Support:

- Email: **GCB-Ecorp@kfh.com**

3. Service Requirements:

- Active Bank Account
- Mobile Number
- Valid Civil ID's for All Users

4. Registration Types

Single Access:

Service will be provided to One user only who can utilize below limited services:

- Account Summary
- Advanced/Details Account Statement
- Salary Upload
- Merchant Reports

Dual Access:

Service will be provided to multiple users with different access levels Ensuring processing requests by a minimum of 2 users

- Corporate Service Admin (CSA):
Main user of the service who will manage all users details and access level, in addition to having the privileges on approving submitted requests
- Initiator:
User who initiates all Financial and Non-Financial requests
- Reviewer (Optional):
User who reviews any request submitted by Initiator user and forward it to the higher user level
- Approver (Optional):
User who acts on submitted request based on given privileges

Available services:

- User Management
- Accounts Summary
- Advanced/Details Account Statement
- Salary Upload
- Merchant Reports
- Transfers (own accounts, internal transfer, other bank transfer)
- Cheque Book Request
- Standing Order Management
- Monthly Account Statement Subscription

In Addition to more available services

- Enter Username
- Choose Password and Select Password validity period

Notes

- username length must be between 6 – 16 characters and contains letters and numbers only
- Password length must be between 7-14 characters.
- Password must not contain username or part of it, character repetition, consecutive letter or number.
- Password must contain at least one Uppercase character (A-Z), Lowercase character (a-z), Number (0-9) and Special character.
- Allowed special characters (~!@#%&^*~+= \|\(){}[];:"'<>.,/?)
- Underscore "_" is not a special character.

Please choose a login name and a password

User Name :

Password :

Confirm Password :

Password expires after : ▾

Submit

- Redirect to Login page after successful registration
- Enter Username
- Enter Last 5 digits of account number

كوردبي

- New User Sign Up
- Forgot your password
- Service Knowledge

Please enter your User Name and 5 digits of your account number

User Name :

Account No. : * * * * * * *

Login

- Enter Site key answers

Site Key Registration

- Challenge questions help prevent unauthorized people from getting access to your KFHe-Corporate account because only you will know their answers.
- Every time you login, you will see one of these questions, which you will be asked to answer.
- In future logins, should you ever see a question that is strange to you and for which you did not provide an answer here, don't proceed with the login and contact Allo Baitak "1803333".

Please answer the following question

1. What was your dream job as a child

2. What is your favorite holiday destination

3. What is your favorite hobby


Submit
Cancel


- Select an Image


Site Key Registration


- Please choose one of the displayed images. The chosen image will appear every time you login to KFHe-Corporate.
- You should now remember and later recognize the chosen image to be sure that you are accessing the real KFHe-Corporate site every time you login.


Please choose one of the images and then click submit


























Submit
Cancel

- Enter Image Description

- Enter Password to Login

6. Select Registration Type:

- Go to Main Page
- Click on Corporate Registration

- Select Registration Type

- Single Access (**Details**)

Corporate Super Admin User Details

Username *

Arabic Full Name *

English Full Name *

Authorized Signatory Civil ID * Wrong Civil ID no.
(Civil ID will be used for PACI authentication in the next steps)

Mobile No

Email * Email is required

- Click **send OTP** to insert the code then to click on **Next** after confirming on T&C

Mobile No: 9XXX2257

OTP code : *

Send Count 0


I acknowledge that I have carefully read and accepted the applicable **Terms and Conditions** as published on KFH website at www.kfh.com prior to signing up to the service.


I confirm I have registered in KUWAIT MOBILE ID App related to Public Authority of Civil Information

We will send you PACI authentication request in the next step

- Follow the steps of the authentication on Kuwait Mobile ID App as shown below, then click on **I have Accepted the Authentication request**

Kuwait Mobile ID Authentication Request

We have sent you an Authentication request in KUWAIT MOBILE ID App , please follow the following steps to complete the authentication process.

first, please make sure you have downloaded KUWAIT MOBILE ID  in your device and you register.



Please click below "I have Accept the Authentication request" after your authentication from KUWAIT MOBILE ID App

After this step your full access request will be sent to us and our team will contact you soon to activate it.

- After the authentication is successfully done, the concerned team will contact you soon to activate the service

- **Dual Access: Super Admin User & Additional User (Details):**

Corporate Super Admin User Details

Username *

Arabic Full Name *

English Full Name *

Authorized Signatory Civil ID * Wrong Civil ID no.
(Civil ID will be used for PACI authentication in the next steps)

Mobile No

Email * Email is required

Additional User Details

Arabic Full Name *

English Full Name *

Authorized Signatory Civil ID * Wrong Civil ID no.

Mobile No * Enter correct Mobile no.

Email * Email is required

New User Civil ID copy * Choose File No file chosen

User Type *
 Initiator (to initiate transactions and requests)
 Reviewer (to Review transactions and requests)
 Approver (to approve transactions and requests)

- Follow the steps of the authentication on Kuwait Mobile ID App as shown below, then click on **I have Accepted the Authentication request**



Please click below "I have Accept the Authentication request" after your authentication from KUWAIT MOBILE ID App

After this step your full access request will be sent to us and our team will contact you soon to activate it.

- After the authentication is successfully done, the concerned team will contact you soon to activate the service

7. Privileges Management:

- Login with Corporate Super Admin (**CSA**)
- Go to (**Administration**)
- Go to (**Manage Departments**)

The screenshot shows the Corporate Management interface. On the left, there is a navigation menu with options: Home, Mail, Settings, Logout, Requests Pool, and Administration. Under Administration, 'Manage Departments' is highlighted. On the right, there is a table titled 'Banking Accounts' with columns: Account, Account Type, Currency, Total Balance, Available Balance, and Status. The table contains five rows of account data.

Account	Account Type	Currency	Total Balance	Available Balance	Status
XXXXXXXXXX	Current	KWD	227.000	227.000	Active
XXXXXXXXXX	Current	KWD	40.481	40.481	Active
XXXXXXXXXX	Saving Premium Account	KWD	130.000	130.000	Active
XXXXXXXXXX	Saving Premium Account	KWD	16,087.000	16,087.000	Active
XXXXXXXXXX	Electronic	KWD	39.256	39.256	Active

- Note: You can use the Default Department incase not willing to create a new department.
 - Enter the name of required department
 - Click on (**Add**)

The screenshot shows the 'Manage Departments' form. It includes a note: 'Note: Required fields are marked with an asterisk (*)'. There is a text input field for 'Department Name *' and an 'Add' button. Below the form, there is a table with one row containing the department name 'الإدارة الافتراضية' and 'Edit' and 'Delete' buttons.

- Go to (**Manage Groups**)
 - Select the required department
 - Enter the name of required group
 - Click on (**Add**)

The screenshot shows the 'Manage Groups' form. It includes a note: 'Note: Required fields are marked with an asterisk (*)'. There is a dropdown menu for 'Department Name *' with 'New Department' selected, a text input field for 'Group Name *', and an 'Add' button.

- Go to (**Manage Roles**)
 - Select the required department
 - Select the required group
 - Enter the name of required Role
 - Click on (**Add**)

Roles Management

Note: Required fields are marked with an asterisk (*)

Manage Roles

Department Name *

Group Name *

Role Name *

- New Role will be added in below table
- Click on (**Manage**)

Roles Management

Note: Required fields are marked with an asterisk (*)

Manage Roles

Department Name *

Group Name *

Role Name *

Department Name	Group Name	Role Name			
New Department	New Group	New Role	<input type="button" value="Manage"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

- Select Role Type (**Financial Services/Administrative Services**)

Roles Management

Manage Roles

Choose Role Services Type

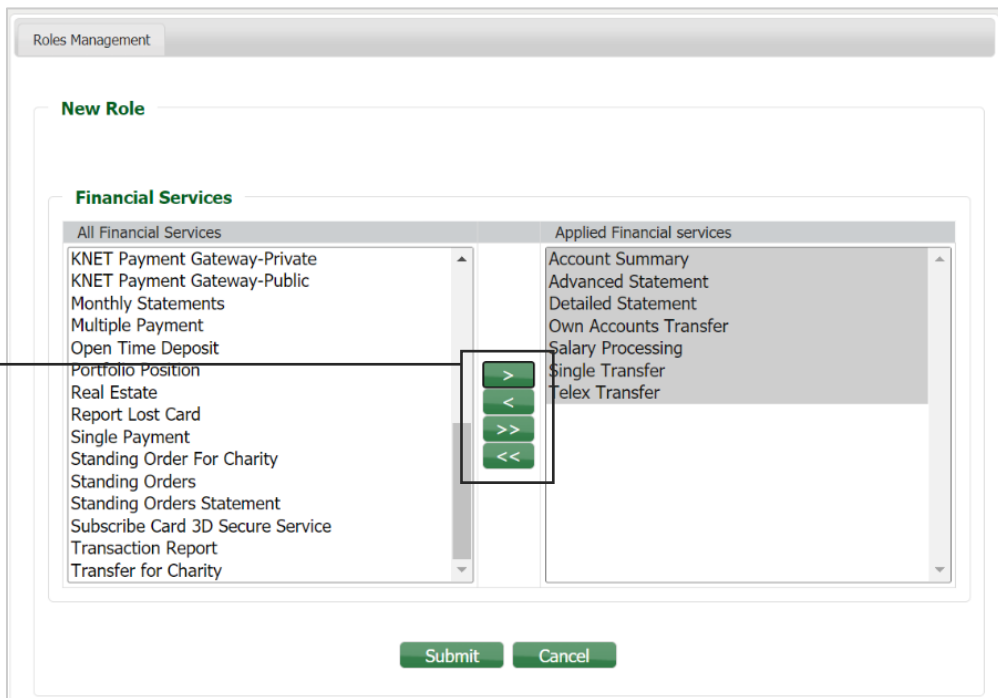
Note: Admin Roles Should be only for token holders.

Role Type

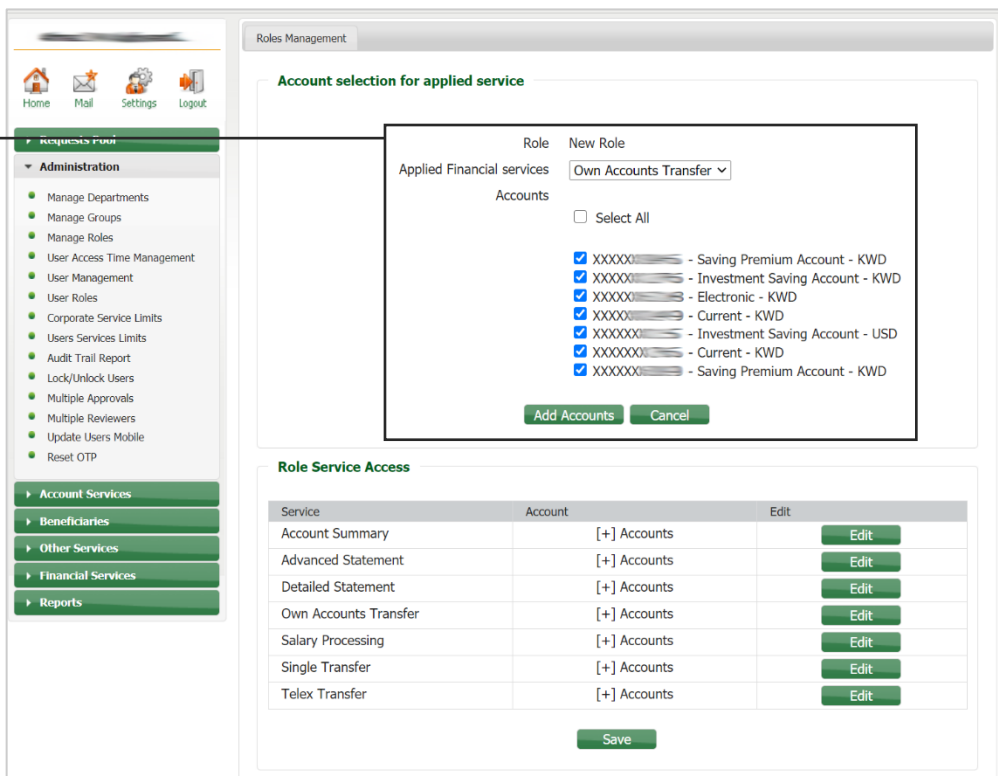
Administration Services

Financial Services

- Select the required services to grant the access for



- Select Each service and link it to required account(s) all services should be linked to continue
- Click on (Save)



- Go to (**User Roles**)
 - Select the user
 - Select the required role

User Roles

Note: Required fields are marked with an asterisk (*)

Service Access Management

User * Jassim

Roles * الدور الافتراضي
 Admin
 New Role

Confirm

- Go to (**Corporate Service Limits**)
 - User can set required limits related to each financial service.
 - Select service from the list
 - Enter all required details
 - Click on (**Save**)
 - Repeat above steps for each service

Corporate Services Limits

Note: Required fields are marked with an asterisk (*)

Corporate Services Limits

Service	Minimum Limit (KWD)	Maximum Limit (KWD)	Transaction Limit (KWD)	Reset Counter (Days)	No. Of Transactions		
Single Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Delete
Telex Transfer	30.000	30,000.000	30,000.000	1	99	Edit	Delete
Own Accounts Transfer	1.000	30,000.000	20,000.000	1	99	Edit	Delete
Salary Processing	1.000	30,000.000	30,000.000	1	99	Edit	Delete
Transfer for Charity	1.000	30,000.000	30,000.000	1	99	Edit	Delete

Limits Definition

Service * Single Transfer

Minimum Limit * 1.000 KFH Limit : 1.000 (KWD)

Maximum Limit * 30000.000 KFH Limit : 30,000.000 (KWD)

Transaction Limit * 30000.000 KFH Limit : 30,000.000 (KWD)

Reset Counter (Days) 1

No. Of Transactions * 99

Save

- Go to **(Users Service Limits)**

User can set required limits related to each financial service for each user exclusively.

- Select user
- Select service from the list
- Enter all required details and Click on **(Save)**
- Repeat above steps for each service

Users Service Limits

Note: Required fields are marked with an asterisk (*)

User Services Limits

Service	Minimum Limit (KWD)	Maximum Limit (KWD)	Transaction Limit (KWD)	Reset Counter (Days)	No. Of Transactions		
Single Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Reset Limit
Telex Transfer	30.000	30,000.000	30,000.000	1	99	Edit	Reset Limit
Salary Processing	1.000	100,000.000	100,000.000	1	99	Edit	Reset Limit
Own Accounts Transfer	1.000	30,000.000	30,000.000	1	99	Edit	Reset Limit
Transfer for Charity	1.000	30,000.000	30,000.000	1	99	Edit	Reset Limit

Limits Definition

Username *

Service *

Minimum Limit * Corporate Limit

Maximum Limit * Corporate Limit

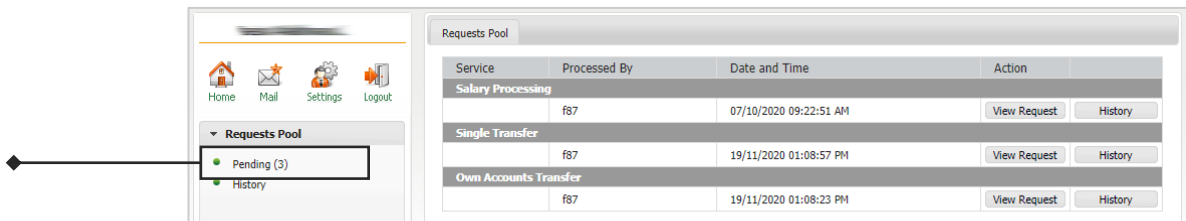
Transaction Limit * Corporate Limit

Reset Counter (Days)

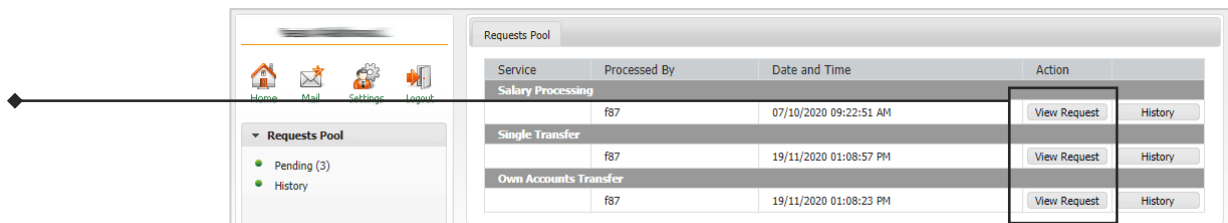
No. Of Transactions *

8. Approving Requests

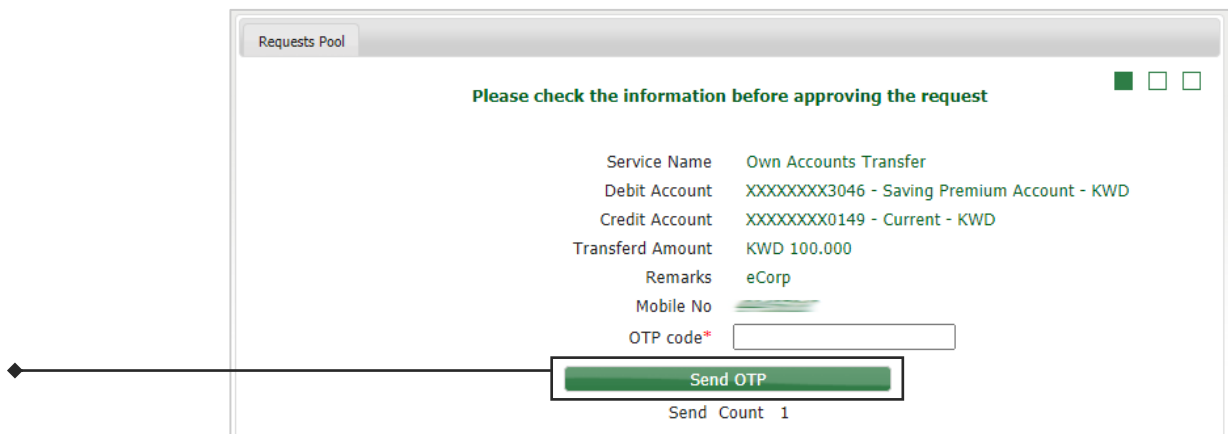
- Login with **(CSA/Approver)** user
- Go to **(Request Pool)**
- Click on **(Pending)**



- Click on **(View Request)**



- Check request details
- Click on **(Send OTP)**



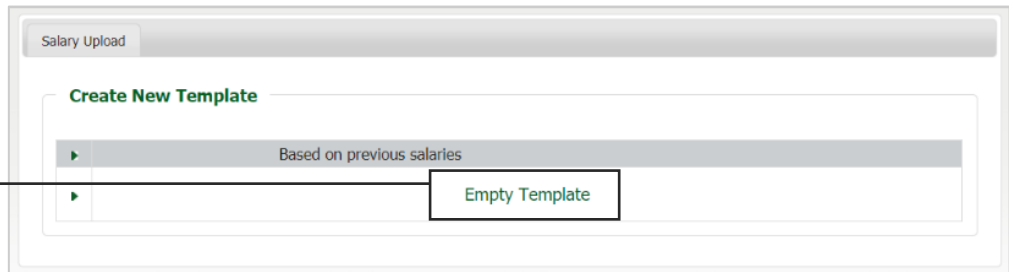
- Enter (OTP)
- Click on (Approve/Reject) request

9. Salary Upload

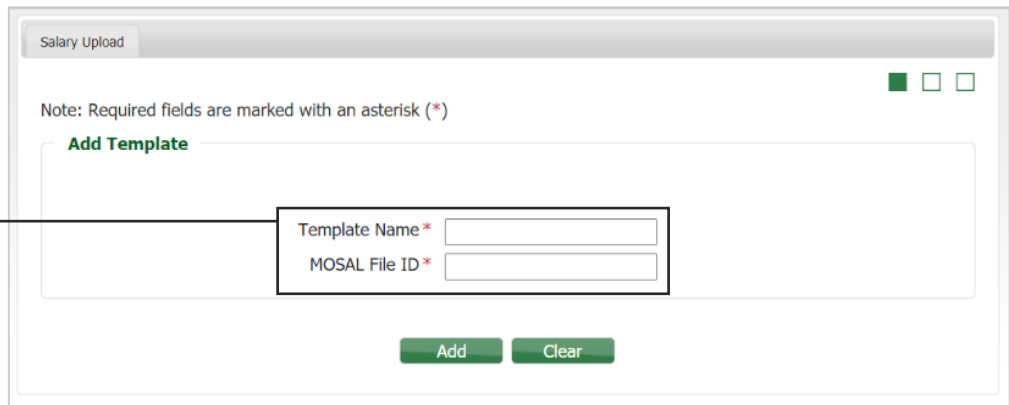
Create New Template

- Login with (Initiator) user
- Go to (Salary Upload)
- Click on (Add New Template)

- Select (**Empty Template**)

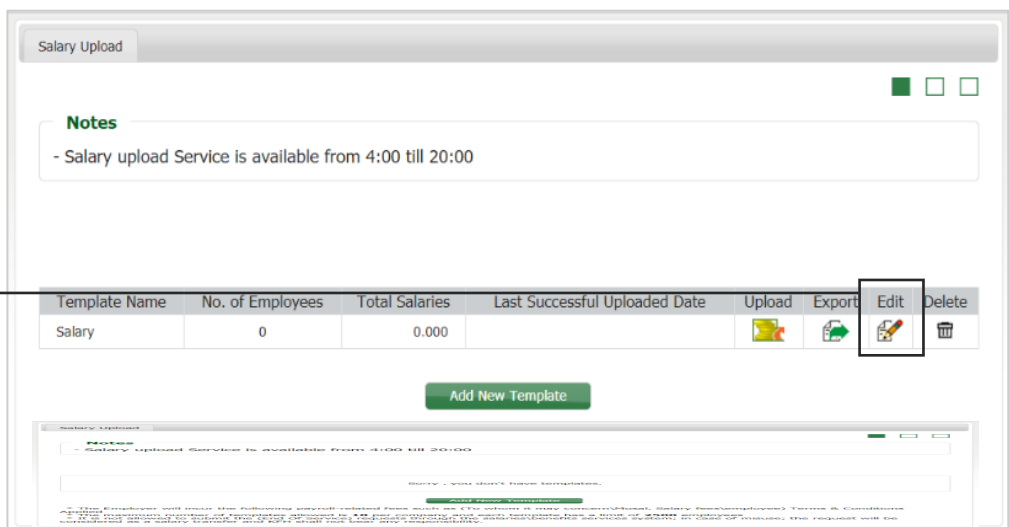


- Enter template name
- Enter MOSAL ID

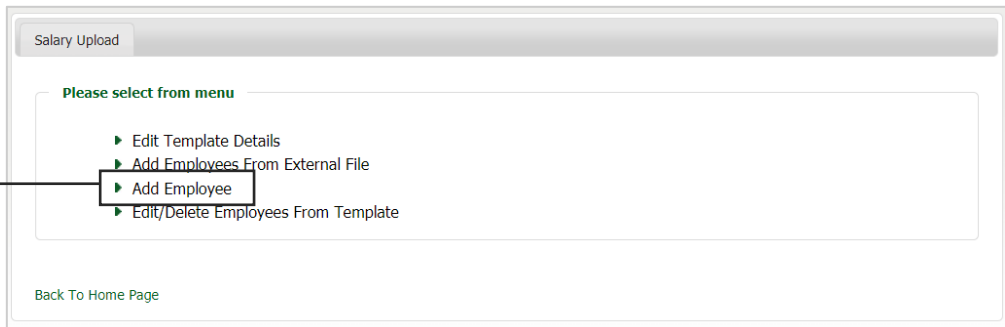


Add Employee(s) (Manual)

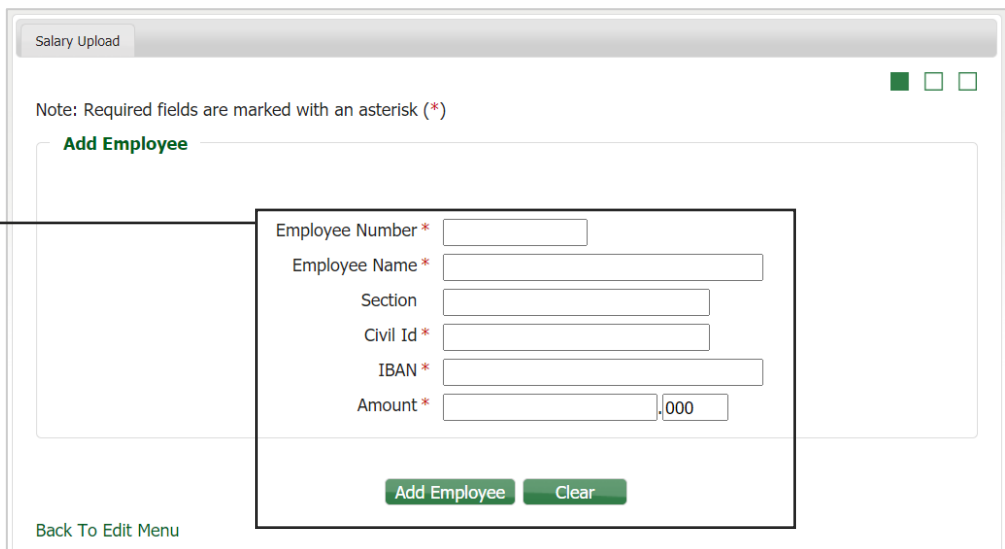
- Go to (**Salary Upload**)
- Click on (**Edit**) next to required template



- Select **(Add Employee)**

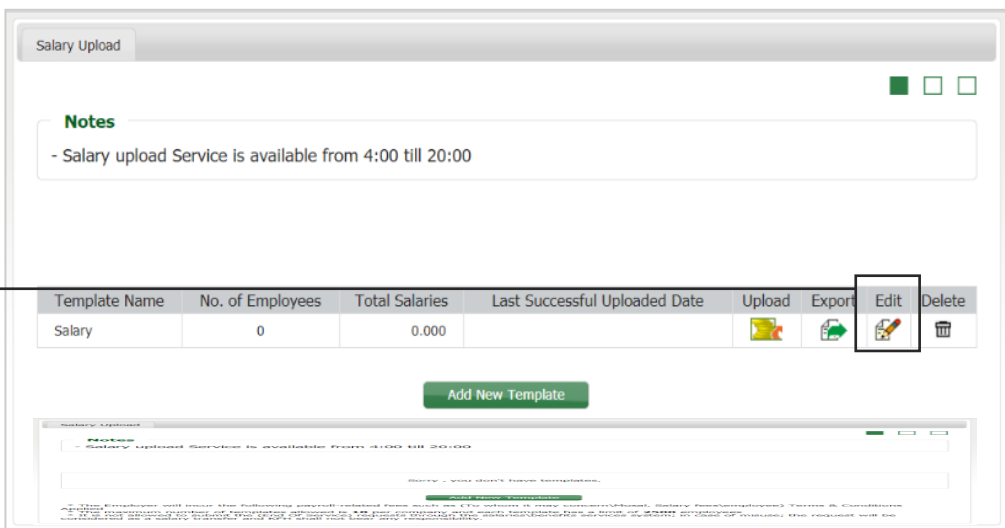


- Enter all required details
- Click on **(Add Employee)**

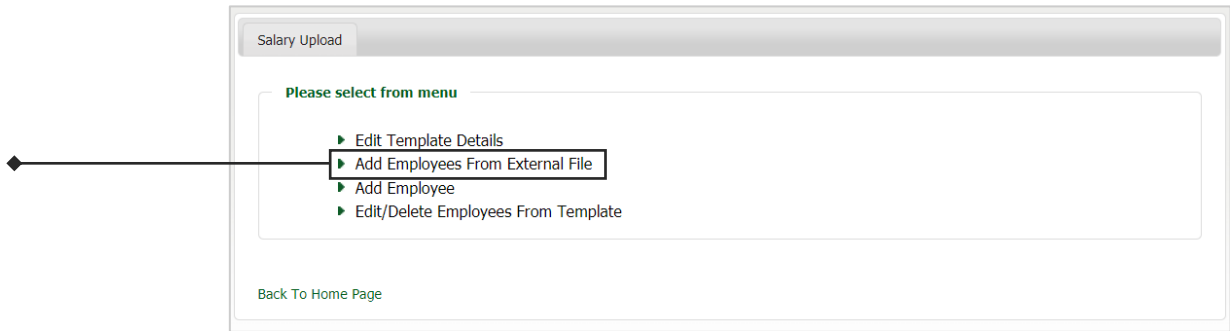


Add Employee(s) (Template)

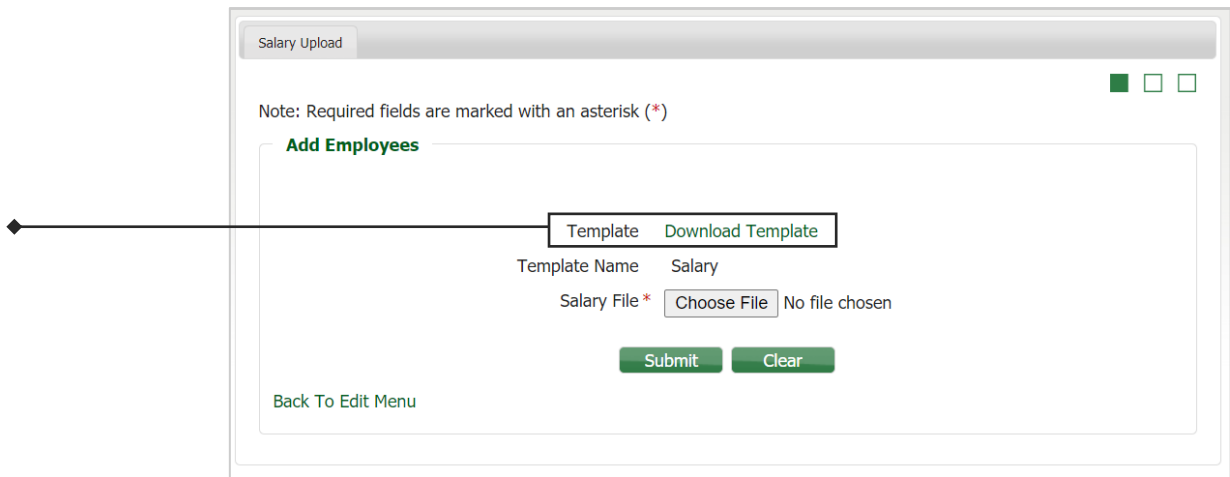
- Go to **(Salary Upload)**
- Click on **(Edit)** next to required template



- Select **(Add Employees from External File)**



- Click on **(Download Template)**



- Fill all template details

	A	B	C	D	E	F	G
1	No.	Civil ID	Name	Account No.	Amount	Bank	Section
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

- Check all information
- Click on (**Upload Salaries**)

Salary Upload

Total Salaries 350.000 KWD
 Total Employees 2
 Salary Processing Fees 5.0 KWD
 KFH Accounts Fees 2.0 KWD
 Al-Amil Accounts Fees 0.0 KWD
 Other Bank Accounts Fees 0.0 KWD

No.	Name	Account No.	Amount	Bank	Civil Id	Section
1727	Jassim Ahmad	KW28KFHO000	250.000	Kuwait Finance House		Corporate
1722	Ahmad Jassim	KW30KFHO000	100.000	Kuwait Finance House		IT

Charges applied on executing Salaries files as per KFH Tariff List

[Back To Template List Page](#)

Upload Salaries

- Select (**Month**) and (**Year**)
- Enter Password
- Read and Accept the Declaration

Salary Upload

Note: Required fields are marked with an asterisk (*)

Notes

- To add / edit MOSAL File ID, please go to (Edit Template Details) Page
- **Terms & conditions applied.**

Upload Salaries

Account 0123456789000
 Balance 10.441 KWD
 Template Name Salary
 Total Employees 2
 Total Salaries 350.000 KWD
 Total Fees 7.0 KWD
 Total Amount 357.000 KWD
 MOSAL File ID * 123456789000
 Salary Month * --Select Salary Month--
 Year * --Select Year--
 Password *

I acknowledge that the entered MOSAL file number is correct and I shall be responsible for any mistake or lack in the entered information

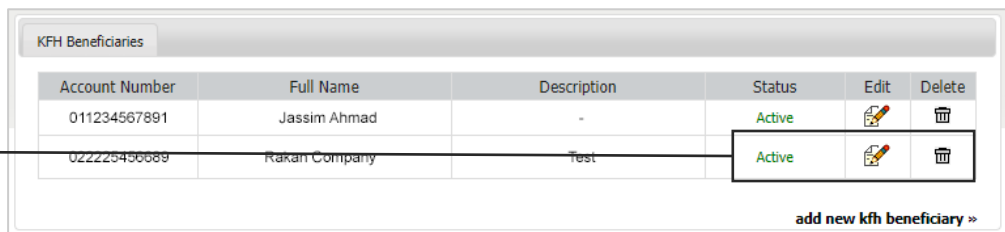
Submit **Back**

- System will redirect the request to CSA for required action

10. Beneficiaries Management

Add KFH Beneficiary

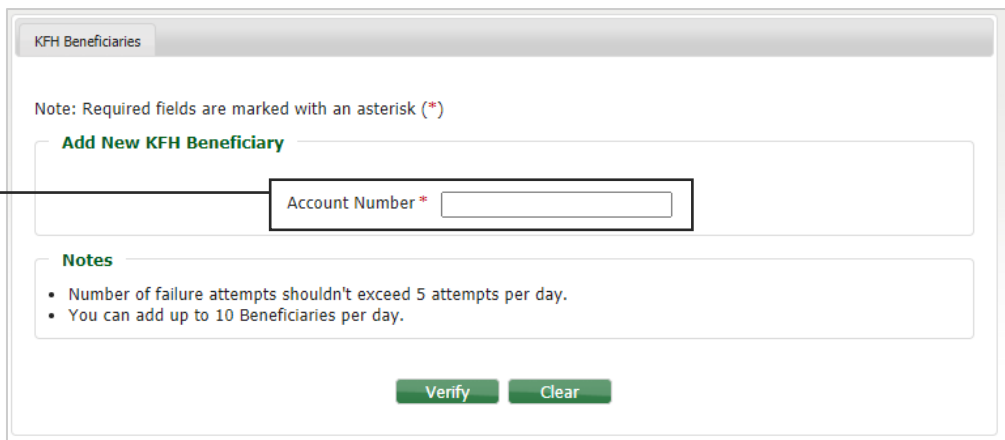
- Login with (**Initiator**) user
- Go to (**Beneficiaries**)
- Click on (**KFH Beneficiaries**)
- Click on (**Add New KFH Beneficiary**)



Account Number	Full Name	Description	Status	Edit	Delete
011234567891	Jassim Ahmad	-	Active		
022225496689	Rakan Company	Test	Active		

[add new kfh beneficiary »](#)

- Enter beneficiary account number (**12 Digits**)



KFH Beneficiaries

Note: Required fields are marked with an asterisk (*)

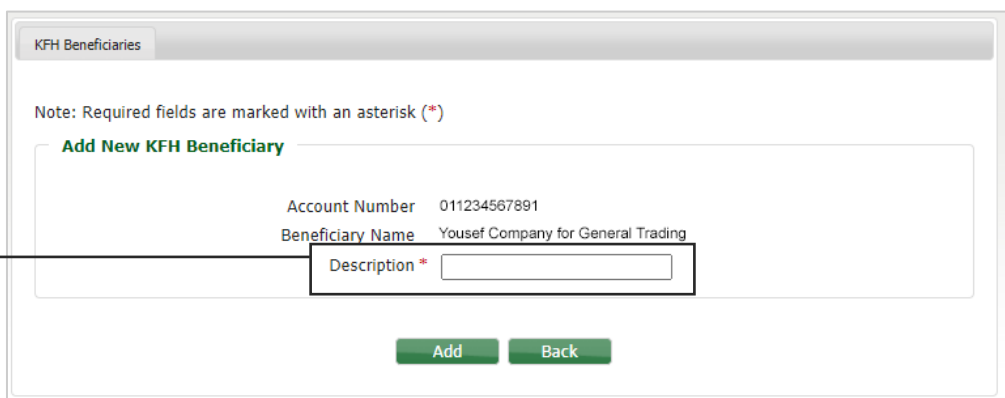
Add New KFH Beneficiary

Account Number *

Notes

- Number of failure attempts shouldn't exceed 5 attempts per day.
- You can add up to 10 Beneficiaries per day.

- Add Description for the beneficiary



KFH Beneficiaries

Note: Required fields are marked with an asterisk (*)

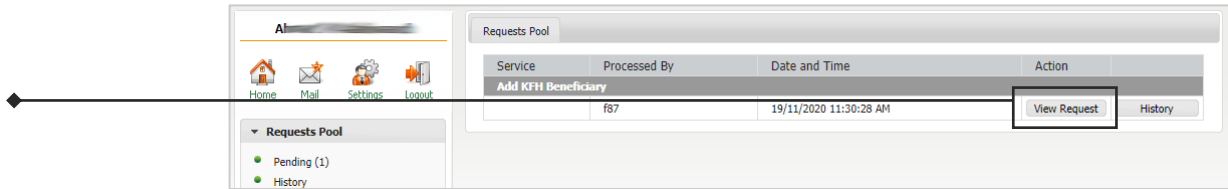
Add New KFH Beneficiary

Account Number 011234567891

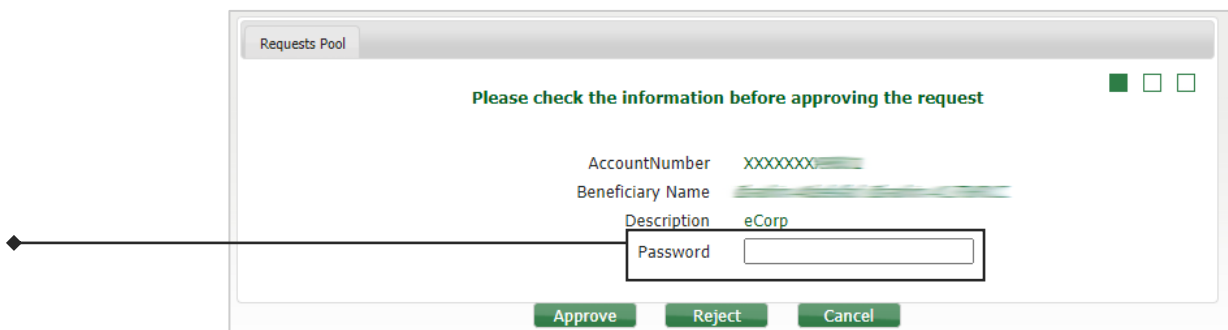
Beneficiary Name Yousef Company for General Trading

Description *

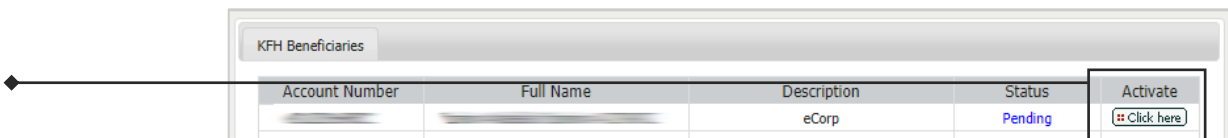
- Login with CSA/Approver to approve the request
- Click on (**Request Pool**)
- Click on (**View Request**)



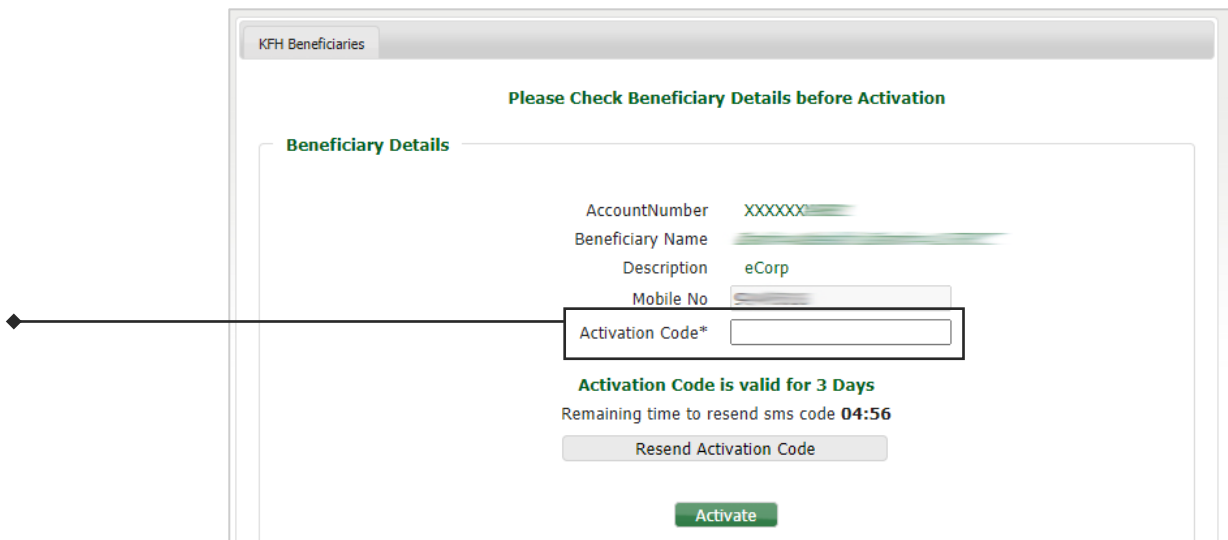
- Check Information
- Enter Password



- Go to (**Beneficiaries List**)
- Click on (**Activate**) next to the required beneficiary



- Enter OTP and Click on (**Activate**)



Add Other Banks Beneficiary

- Login with (**Initiator**) user
- Go to (**Beneficiaries**)
- Click on (**Other Banks Beneficiaries**)
- Click on (**Add New Other Banks Beneficiary**)
- Enter all beneficiary details

Other Banks Beneficiaries

Note: Required fields are marked with an asterisk (*), either with (*)

Note: After adding a new payee, it will be verified soon and you will be notified via the KFHe-Corporate mail box. After that, you can activate it by clicking on the activation link that will appear next to the new added payee.

Details should be in english and alphanumeric only

Other Banks Beneficiary Details

Beneficiary Name *

Beneficiary Account Number/IBAN *

Beneficiary Address *

Contact Number

- Login with CSA/Approver to approve the request
- Click on (**Request Pool**)
- Click on (**View Request**)

Requests Pool

Service	Processed By	Date and Time	Action
Edit Other Banks Beneficiary	f87	19/11/2020 11:46:48 AM	<input type="button" value="View Request"/> <input type="button" value="History"/>

Home Mail Settings Logout

Requests Pool

- Pending (1)
- History

- Check Information
- Enter Password

Requests Pool

Please check the information before approving the request

Telex Payee Details

Beneficiary Name

Beneficiary Account Number/IBAN / IBAN KW61

Beneficiary Address KUW

Contact Number 9

Beneficiary Bank Details

Country Name Kuwait

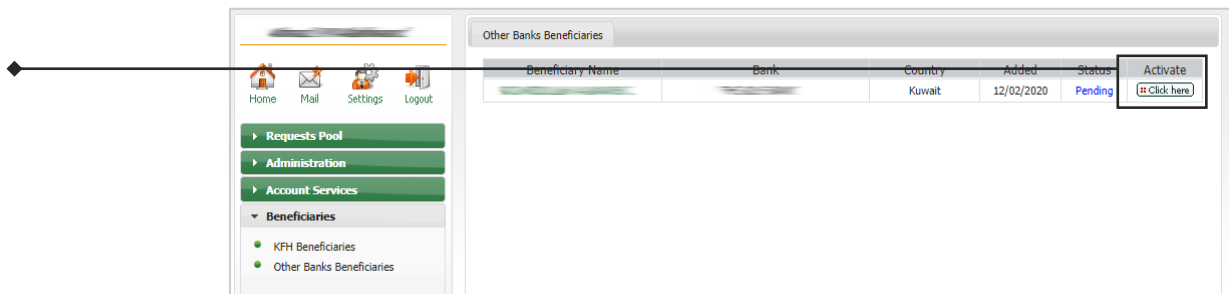
Bank

Currency Kuwaiti Dinar

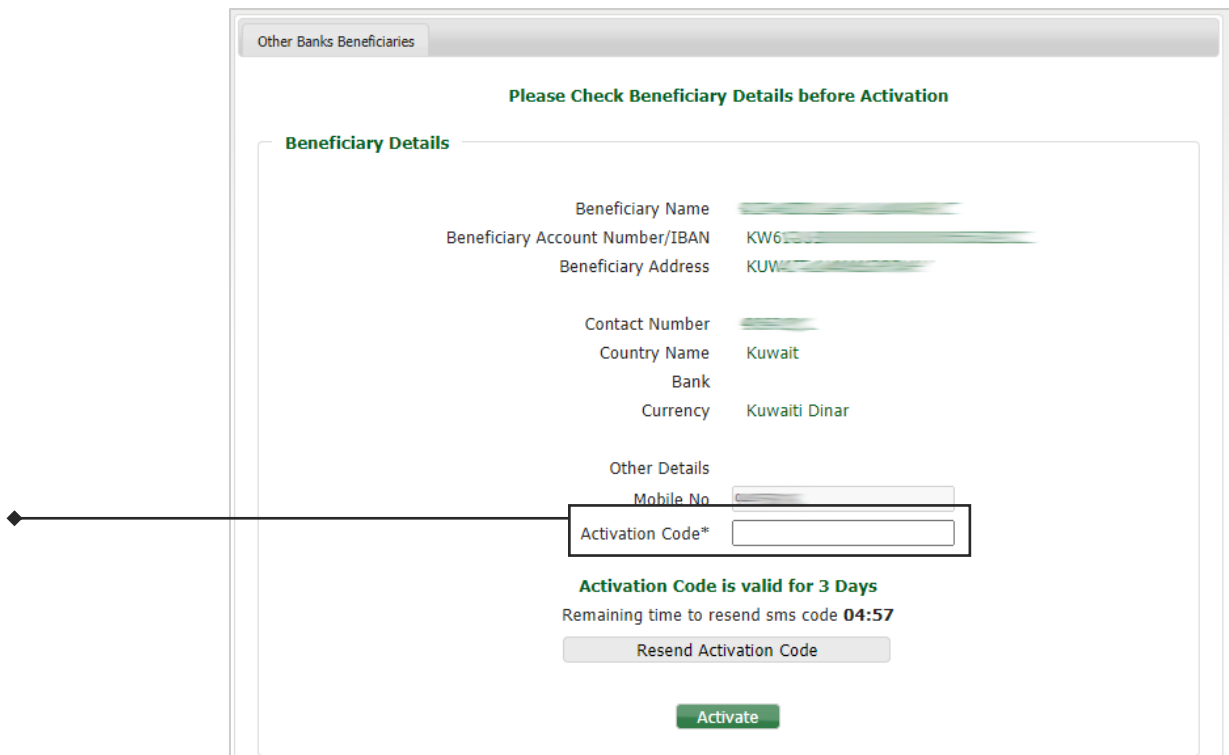
Reason for Transfer Personal transfer

Password

- Beneficiary will be reviewed and approved by KFH Backoffice within 2 business hours
- Go to (**Beneficiaries List**)
- Click on (**Activate**) next to the required beneficiary

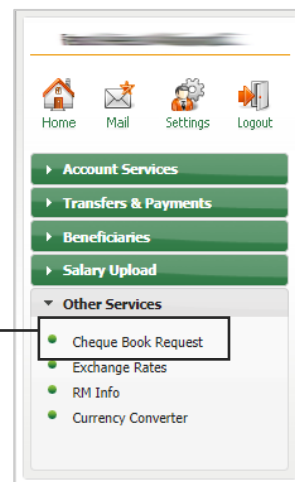


- Enter OTP and Click on (**Activate**)



11. Issue Cheque Book

- Login with (**Initiator**) user
- Go to (**Other Services**)
- Select (**Cheque Book Request**)

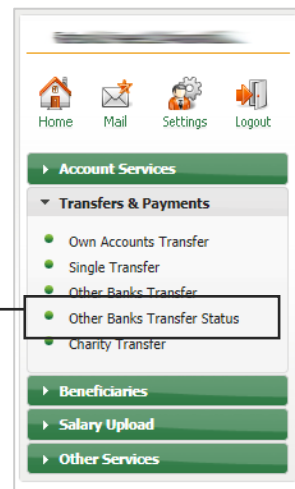


- Select account number (**Current Account Only**)
- Select book specification (**size and count**)
- Choose language of the book
- Select number of cheque books required

- Login with (**CSA/Approver**) user to approve the request
- Clients collect the cheque book from their related branch after 3 business days

12. Other Banks Transfer History

- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Select (**Other Banks Transfer History**)



- Search for the required transaction and click on (**Status**) to view more details

Other Banks Transfer Status

Other Banks Transfer Status

Period Starting

Period Ending

Account Number -- Select Account --

Reference No

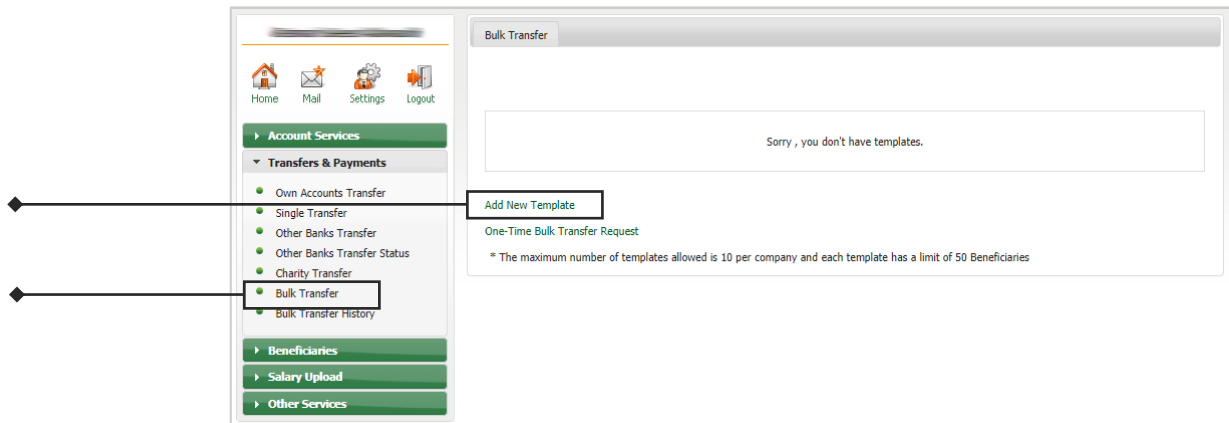
Status Select Status

Beneficiary Name	Debit Account	Reference No	Transfer Date	Amount	Status	
A	XXXXXXXX6309	INT-003	27/10/2020	126.000 KWD	Debited	
	XXXXXXXX6309	INT-00	20/10/2020	1,500.000 KWD	Debited	
	XXXXXXXX6309	INT-0	18/10/2020	400.000 KWD	Debited	
	XXXXXXXX6309	INT-003	11/10/2020	3,975.000 KWD	Credited to Beneficiary	
Amount credited to beneficiary account						

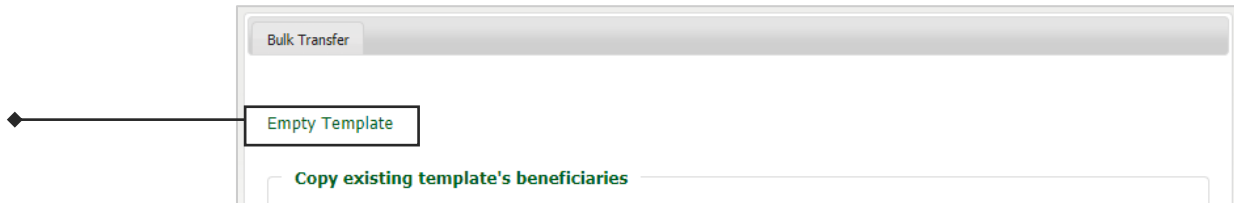
13. Bulk Transfer

Template Management:

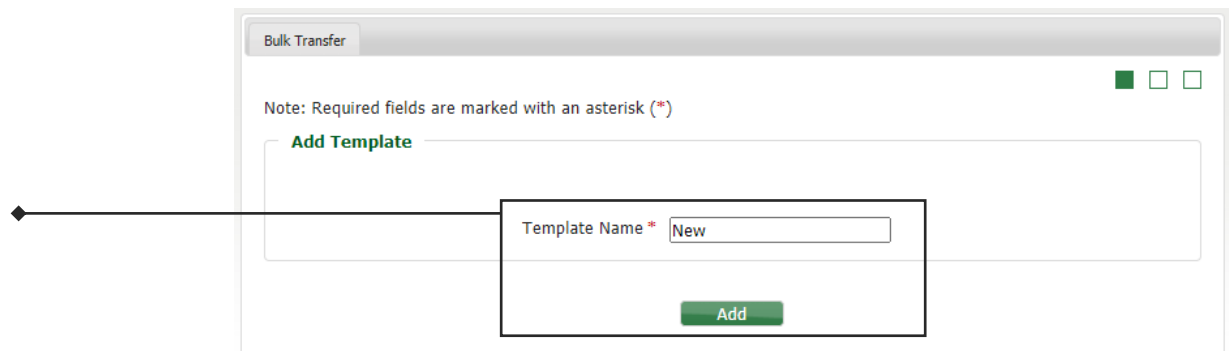
- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Bulk Transfer**)
- Click on (**Add new Template**)



- Click on (**Empty Template**)



- Type the new template name and click on (**Add**)



- Add required beneficiaries (**Note: Beneficiaries should be added and in Active status**)
- Click on (**Next**)

Bulk Transfer

Note: Required fields are marked with an asterisk (*)

Template Name

Template Name: New

Add Beneficiary

Beneficiary Type * -- Select Beneficiary Type - v

Beneficiary Name * v

Beneficiary Account No

Currency

Amount * .000

Transfer Currency * v

Add Beneficiary

Beneficiary Type	Beneficiary Name	Beneficiary Account No	Amount	Transfer Currency	Telex Cost	Delete
Other Banks Beneficiary	COMPANY	KW09	250.0	KWD	Our	🗑️
Other Banks Beneficiary	Bader Jassim	KW5	100.0	KWD	Our	🗑️
KFH Beneficiary	FAWAZ	16105	80.0	KWD		🗑️

Next

- Check the Information and Click on (**Confirm**)

Bulk Transfer

Please check the Information

Template Name

Template Name: New

Beneficiary Details

Beneficiary Type	Beneficiary Name	Beneficiary Account No	Amount	Transfer Currency	Telex Cost
Other Banks Beneficiary	Bader Jassim	KW	100.0	KWD	Our
KFH Beneficiary	FAWAZ MOHAMMA	16	80.0	KWD	
Other Banks Beneficiary	COMPANY	KW09NBOK000000000000	250.0	KWD	Our

Confirm Cancel

- Check the Information and Click on **(Confirm)**
- Maker/Check workflow will be initiated to process the request.

Bulk Transfer

Please check the Information

Transfer

Template Name: New
Total Beneficiaries: 3
Debit Account: 521
Balance: 2500.0 KWD
Remarks: Benefits
Total Amount: 430.000
Currency Rates:

No.	Name	Account Number	Amount	Transaction Amount	Amount Deducted	Bank	Beneficiary Type	Telex Cost	St
1	Bader Jassim	KW51WBOR3000000000 KWD	100.000 KWD	100.000 KWD	100.000 KWD	NATIONAL BANK OF KUWAIT	Other Banks Beneficiary	Our	Ar
2	FAWAZ MOHAMMAD	1610000000000000 KWD	80.000 KWD	80.000 KWD	80.000 KWD	Kuwait Finance House	KFH Beneficiary		Ar
3	COMPANY	KW09NE000000000000 KWD	250.000 KWD	250.000 KWD	250.000 KWD	NATIONAL BANK OF KUWAIT	Other Banks Beneficiary	Our	Ar

One Time Bulk Transfer

- Login with **(Initiator)** user
- Go to **(Transfers & Payments)**
- Click on **(Bulk Transfer)**
- Click on **(One-Time Bulk Transfer Template)**

Bulk Transfer

Sorry, you don't have templates.

Add New Template

* The maximum number of templates allowed is 10 per company and each template has a limit of 50 Beneficiaries

- Add required beneficiaries (**Note: Beneficiaries should be added and in Active status**)
- Click on (**Next**)

Bulk Transfer

Note: Required fields are marked with an asterisk (*)

Add Beneficiary

Beneficiary Type * -- Select Beneficiary Type - ▾

Beneficiary Name * ▾

Beneficiary Account No

Currency

Amount * . 000

Transfer Currency * ▾

Add Beneficiary

Beneficiary Type	Beneficiary Name	Beneficiary Account No	Amount	Transfer Currency	Telex Cost	Delete

Next

- Select (**Debit Account**)
- Select transfer (**Remarks**)
- Click on (**Transfer**)

Bulk Transfer

Note: Required fields are marked with an asterisk (*)

Transfer

Total Beneficiaries: 2

Debit Account: * -- Select Account -- ▾

Balance

Remarks: * -- Select Remarks -- ▾

Total Amount:

Currency Rates: **AED: 0.083254 , USD: 0.30515 ,**

No.	Name	Account Number	Amount	Transaction Amount	Bank	Beneficiary Type	Telex Cost	Status
1	Management	AE9200300 AED	500.000 AED	500.000 AED	DUBAI ISLAMIC BANK	Other Banks Beneficiary	Our	Active
2	...Ltd	GB66BARC USD	100.000 USD	100.000 USD	CITI BANK N.A (NEW YORK)	Other Banks Beneficiary	Shared	Active

Transfer **Clear**

- Check the Information and Click on **(Confirm)**
- Maker/Checker workflow will be initiated to process the request

Bulk Transfer

Please check the Information

Transfer

Total Beneficiaries: 2
 Debit Account: 521
 Balance: 2500.0 KWD
 Remarks: Other
 Total Amount: 72.142
 Currency Rates: AED 0.083254 USD 0.30515

No.	Name	Account Number	Amount	Transaction Amount	Amount Deducted	Bank	Beneficiary Type	Telex Cost	Status
1	Management	AE92003 AED	500.000 AED	500.000 AED	41.627 KWD	DUBAI ISLAMIC BANK	Other Banks Beneficiary	Our	Active
2	Ltd	GB66BAR USD	100.000 USD	100.000 USD	30.515 KWD	CITI BANK N.A (NEW YORK)	Other Banks Beneficiary	Shared	Active

Bulk Transfer History

- Login with **(Initiator)** user
- Go to **(Transfers & Payments)**
- Click on **(Bulk Transfer History)**
- User can select search criteria to display the related record

Bulk Transfer History

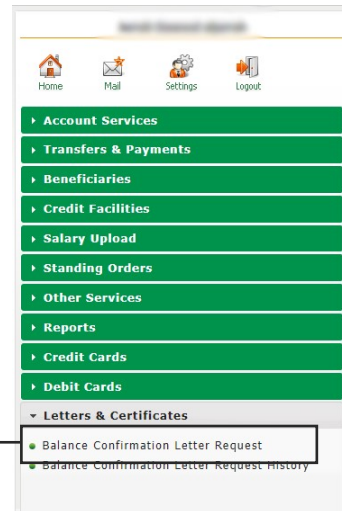
History

From Date:
 To Date:
 Debit Account: -- Select Account --
 Template Name: -- Select Template --
 Beneficiary Name:
 Beneficiary Account No:
 Amount: .000
 Amount In KWD: .000
 Reference Number:

Template Name	Debit Account	Total Amount	Transfer Date	Download
N/A	01	33.0 KWD	2020-12-13 14:11:47	Download
N/A	521	0 KWD	2020-12-16 10:39:00	Download

14. Balance Confirmation Letter:

- Login with (**Initiator**) user
- Go to (**Letters & Certificates**)
- Click on (**Balance Confirmation Letter Request**)



- Fill in required information
- Accept Terms & Conditions
- Click (**Submit**)

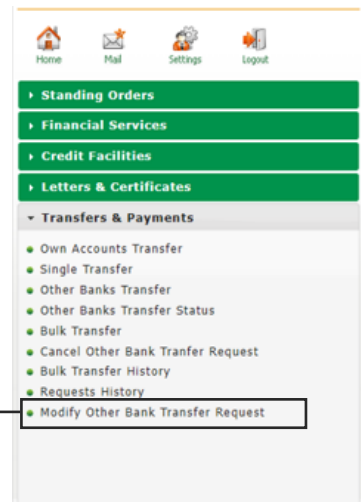
A screenshot of the 'Balance Confirmation Letter Request' form. The form contains the following fields: 'Account Number' (a dropdown menu with '-- Select Account --'), 'Issue Date AS of' (a date picker), 'Auditor Name' (a text input), 'Auditor Email address' (a text input), and 'Documents Upload' (a 'Choose File' button and 'No file chosen' text). Below these fields is a checkbox labeled 'I acknowledge that I have carefully read and accepted the applicable: Terms and Conditions'. At the bottom of the form, there are two buttons: 'Submit' (highlighted with a diamond icon) and 'Clear'.

- Please review all inserted data
- Click (**Confirm**)

A screenshot of the confirmation screen for the 'Balance Confirmation Letter Request'. The screen displays the following information: 'Please check the information before confirming the process', 'Service Name: Letters And Certificates', 'Service Type: Balance Confirmation Letter Request', 'Account No. [redacted]', 'Issue Date AS of: 31/12/2023', 'Auditor Name: [redacted]', and 'Auditor Email address: [redacted]'. At the bottom, there are two buttons: 'Confirm' (highlighted with a diamond icon) and 'Back'.

15. Modify Other Bank Transfer:

- Login with (**Initiator**) user
- Go to (**Transfers & Payments**)
- Click on (**Modify Other Banks Transfer Request**)
- Search for the desired transfer to modify.



- After Choosing the desired transfer, fill in the necessary information and click (**Proceed**).

- Check the confirmation and click **(Confirm)** to send the request.

Modify Other Bank Transfer Request

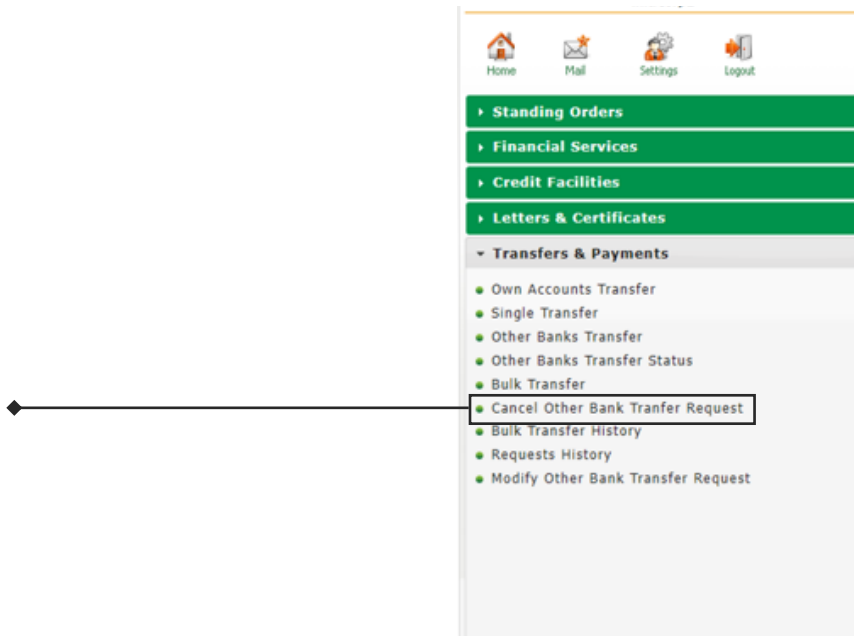
Please check the information before confirming the process

Service Name	Modify Other Banks Transfer
Reference No	ECO-003-12620678
Transfer Amount	180.00
Transfer Currency	USD
Transfer Date	01/22/2024 12:00 AM AST
Charges Debit Account	XXXXXXXX4770
Beneficiary Name	test
Beneficiary Bank	CITI BANK N.A (NEW YORK)
Beneficiary Account	12345678914
Payment Reason	Bill settlement
Charges Debit Account	XXXXXXXX4770

Confirm Back

16. Cancel Other Bank Transfer:

- Login with **(Initiator)** user
- Go to **(Transfers & Payments)**
- Click on **(Cancel Other Banks Transfer Request)**
- Search for the desired transfer to cancel.

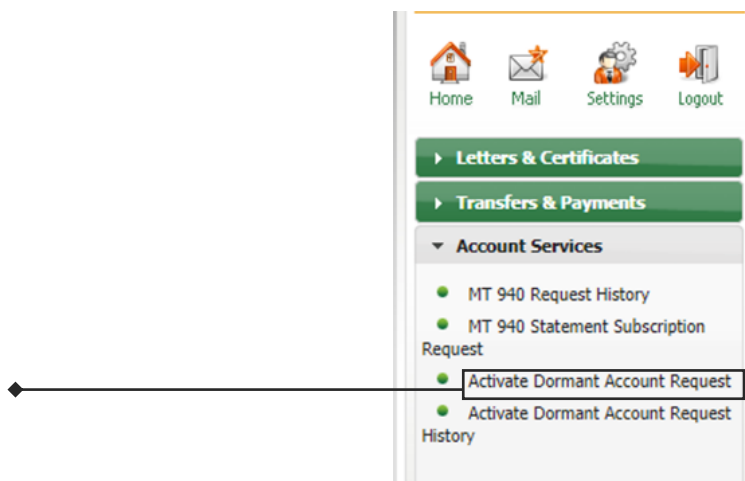


- Select the Debit Account to charge from and click **(Proceed)**.

- Check information and then click **(Confirm)** to send your request.

17. Activate Dormant Account:

- Login with **(Initiator)** user
- Go to **(Account Services)**
- Click on **(Activate Dormant Account Request)**.



- Find the request account to reactivate and click **(Reactivate)**

Activate Dormant Account Request

Account	Account Type	Currency	Total Balance	Available Balance	Status	
XXXXXXXX5238	Current	TRY	10,000.00	10,000.00	Dormant	Reactivate

Page 1 of 1
Notes

- 5KD will be deducted to activate dormant account as per KFH fees and commissions list.

- Choose the account to charge from.
- Confirm with Acknowledgement check box.
- Click **(Reactivate)**.

Reactivate Dormant Accounts

Dormant Account : XXXXXXXX5238

Debit Account Number * -- Select Account --

Account Balance :

Corporate Name :

Account Type : Current

Currency : TRY

Status : Dormant

I acknowledge that I have carefully read and accepted the applicable: Terms and Conditions

Reactivate **Cancel**

Notes

- 5KD will be deducted to activate dormant account as per KFH fees and commissions list.

- Check the information and click **(Confirm)** to reactivate.

Please check the information before confirming the process

Service Name Reactivate Dormant Accounts

Dormant Account XXXXXXXX5238

Account Type Current

Corporate Name

Full Name

User Id

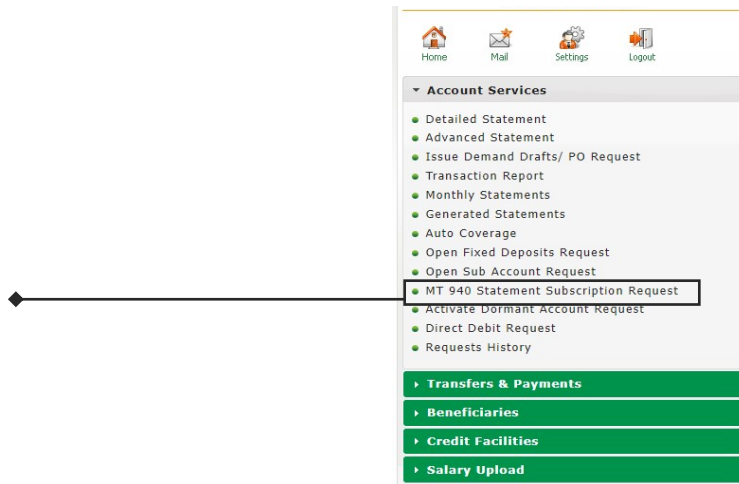
Rim No.

Corporate ID

Confirm **Back**

18. MT940 Subscription request:

- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**MT940 Statement Subscription Request**).



- Fill in the necessary information.
- Acknowledge.
- Click on (**Submit**) to send the request.

MT 940 Statement Subscription request

Account Number * -- Select Account --

Contact Name *

Email *

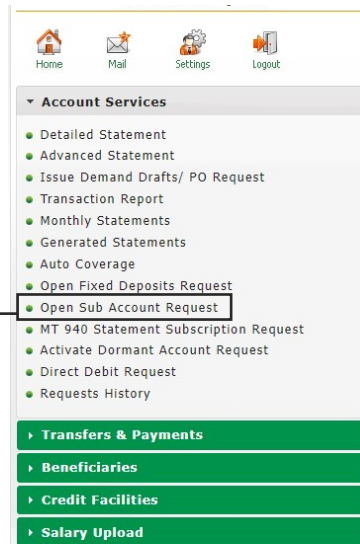
Contact Number *

Swift Business identifier code (BIC)

I acknowledge that I have carefully read and accepted the applicable: Terms and Conditions

19. Open Sub Account:

- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Open Sub Account Request**).



- Fill in the necessary information.
- Acknowledge.
- click (**Submit**).

The screenshot shows the 'Open Sub Account' form. It includes a note: 'Note: Required fields are marked with an asterisk (*)'. The form fields are: Account Type * (dropdown), Account Currency * (dropdown), Debit Account Number * (dropdown), Balance (text input), Opening Balance Amount * (text input), and Documents Upload * (file upload button). Below the fields is a checkbox for 'I acknowledge that I have carefully read and accepted the applicable: Terms and Conditions'. At the bottom, there are 'Submit' and 'Clear' buttons. The 'Submit' button is highlighted with a red box.

- Check the information, then click on (**Confirm**) to send the request.

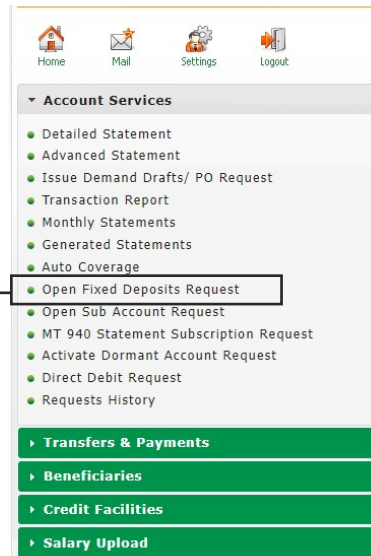
The screenshot shows a confirmation screen titled 'Please check the information before confirming the process'. It displays the following information:

Service Name	Account Services
Service Type	Open Sub Account
Account Type	Current
Account Currency	KWD
Debit Account Number	XXXXXXXX6544
Opening Balance Amount	1000 KWD

At the bottom, there are 'Confirm' and 'Back' buttons. The 'Confirm' button is highlighted with a red box.

20. Open Fixed Deposit:

- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Open Fixed Deposits Request**).



- Fill in the necessary information.
- Acknowledge.
- Click (**Submit**).

Open Fixed Deposit

From Account * -- Select Account --
Balance
Profit Account * -- Select Account --
Balance
Deposit Type * -- Select Deposit --
Minimum Amount
Amount *
Maturity Instructions * Auto Renew Close Deposit at Maturity Date
Documents Upload * No file chosen
 * I acknowledge that I have carefully read and accepted the applicable: Terms and Conditions

Note :
Kuwait Finance House provide different types of investment deposits. Click on link below to learn more about the deposits:
Open Fixed Deposits.
To close any fixed deposit please visit the nearest KFH Branch

- Check the information.
- Click (**Confirm**) to send the request.

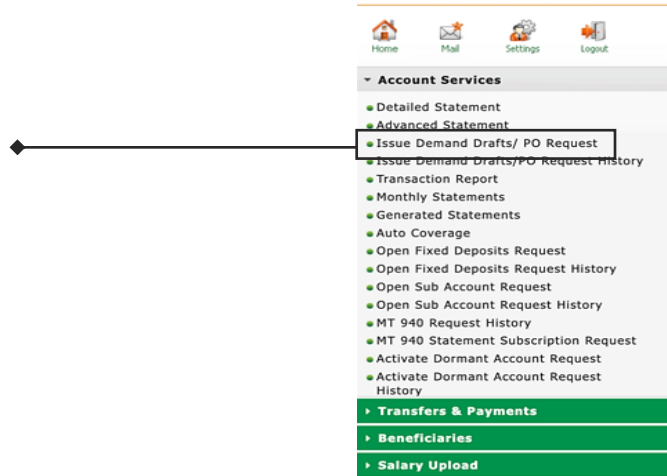
Open Fixed Deposits

Please check the information before confirming the process

Service Name	Open Fixed Deposit
Deposit Type	AL DIMAH DEPOSIT KWD 12M
From Account	XXXXXXXXX6544
Amount	5000.0 KWD
Profit Account	XXXXXXXXX6544
Maturity Instructions	Close Deposit at Maturity Date

21. Issue Demand Drafts / PO Request:

- Login with (**Initiator**) user
- Go to (**Account Services**)
- Click on (**Issue Demand Drafts / PO Request**).



- Fill in the necessary information.
- Acknowledge.
- Click (**Submit**).

Issue Demand Draft / Pay Order

Service Type * Demand Draft

Debit Account Number * XXXXXXXX6544 - Current - KWD

Account Balance : 18,762.909 KWD

Amount * .000

Beneficiary Name *

Purposes * --- Select ---

Branch * --- Select ---

Attachments No file chosen

I acknowledge that I have carefully read and accepted the applicable: Terms and Conditions

Notes

- 5kd will be deducted from your account as Demand Draft / PO fees.

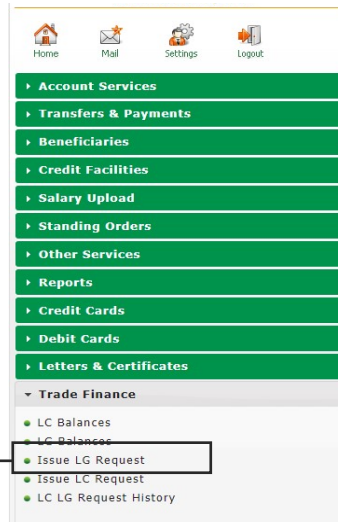
- Check the information.
- Click (**Confirm**) to send the request.

Please check the information before confirming the process

Service Name	Issue Demand Draft / Pay Order
Request Type	Demand Draft
Debit Account Number	XXXXXXXX6544
Amount	1000.000
Currency	KWD
Beneficiary Name	Test
Branch Name	AlShuwaikh Branch
Purposes	Expenses

22. Issue LG Request:

- Login with **(Initiator)** user
- Go to **(Trade Finance)**
- Click on **(Issue LG Request)**
- Choose type of LG and fill in all required information



- Click on **(Next)**

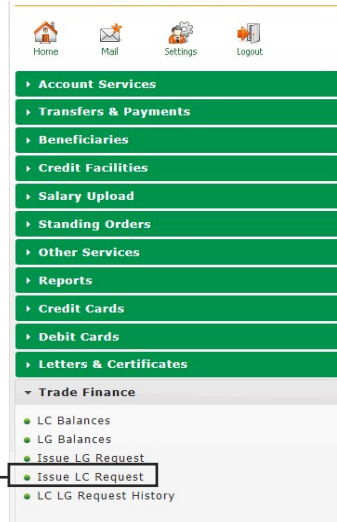
The screenshot shows the 'Issue LG Request' form with the following fields: Type Of LG (dropdown), Issuance Type (dropdown), Charges debit Account (dropdown), LG Amount (text), Currency (dropdown), Purpose (text area), Commencing Date (calendar), Expiry Date (calendar), Beneficiary Location (radio buttons for Local and International), and Bond delivery method (dropdown). A red box highlights the 'Next' button at the bottom right, with a red arrow pointing to it from the left.

- Insert the beneficiary information then click on **(Submit)**

The screenshot shows the 'Issue LG Request' form with the following fields: Beneficiary Name (text), Beneficiary Address (text), Third Party (radio buttons for Yes and No), Client Email Address (text), and Documents Upload (file upload). A red box highlights the 'Submit' button at the bottom, with a red arrow pointing to it from the left.

23. Issue LC Request:

- Login with (**Initiator**) user
- Go to (**Trade Finance**)
- Click on (**Issue LC Request**)

A screenshot of the 'Issue LC Request' form. The form is titled 'Issue LC Request' and contains several fields: 'Type Of LC' (dropdown), 'Issuance Type' (dropdown), 'Charges debit Account' (dropdown), 'Beneficiary Location' (radio buttons for Local and International), 'Beneficiary Name' (text input), 'Beneficiary Address' (text input), 'Bank Name' (text input), and 'Swift Code' (text input). A 'Next' button is located at the bottom of the form. A note at the top left states: 'Note: Required fields are marked with an asterisk (*)'.

- Choose type of LG and fill in all required information

A screenshot of the 'Issue LC Request' form, showing the beneficiary and payment details section. The form is titled 'Issue LC Request' and contains several fields: 'Beneficiary Contact Number', 'Client Email Address', 'LC Amount' (30000), 'Currency' (AED - UAE Dirhem), 'Draft At' (Mixed Payment), 'Mixed Payment Details' (200), 'Description of Goods', 'Last date of shipment' (15/06/2024), 'Expiry Date' (30/06/2024), 'Partial Shipment' (radio buttons for Allowed and Not Allowed), 'Trans-shipment' (radio buttons for Allowed and Not Allowed), and 'Extra Terms and Conditions'. A 'Documents Upload' section is also present. A checkbox is checked, indicating that the user acknowledges the terms and conditions. 'Previous', 'Submit', and 'Clear' buttons are located at the bottom of the form.

- Click on (**Next**)
- Insert the beneficiary information then click on (**Submit**)