



## Retail Internet Banking Service User Guide



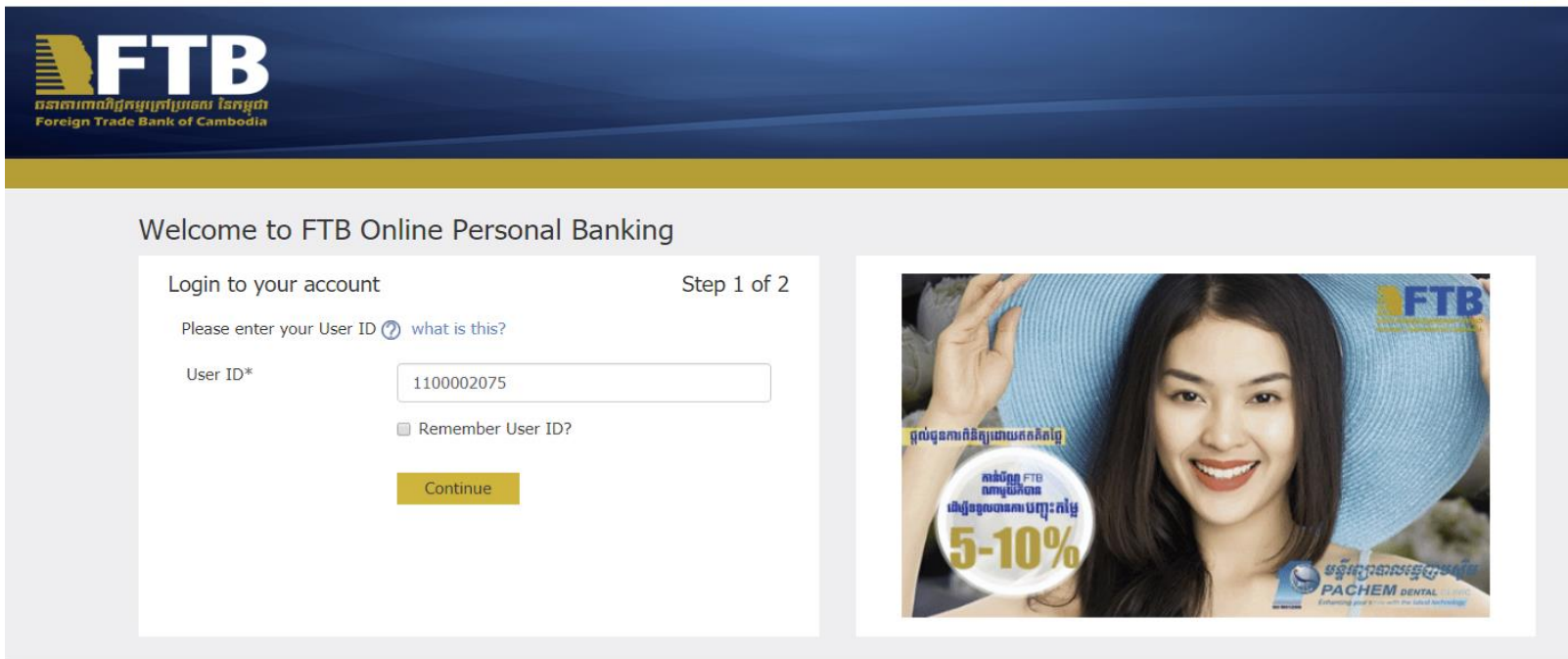
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# Login URL

Please enter this URL <https://ibanking.ftbbank.com/Retail/> into to the browser search box and submit it. Once the log in form appears, enter your user ID in the User ID box and click “Continue” Button to proceed. If your user ID starts with zero “0”, please do not enter it (the first “0” digit) otherwise you will not be accessible.

English [Khmer](#)



- Links**  
[Introduction](#)  
[Card Services](#)  
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[Password Policy](#)  
[User Guide](#)  
[Terms & Conditions](#)

- Contact Us**  
Card enquiries  
[cardcenter@ftbbank.com](mailto:cardcenter@ftbbank.com)  
General enquiries  
[info@ftbbank.com](mailto:info@ftbbank.com)  
Phone  
+855(0)23 862 111  
+855(0)77 666 803  
+855(0)93 456 805

- Connect**  
 

Build Version V\_R16.06\_FT B\_2.8

## 1. First Time Login

**First Time Login – Confirm to send temporary password to your email and SMS on confirmation page to review email and SMS.**

Welcome to FTB Online Personal Banking

Authorization Request.

We are about sending a temporary password to your registered contact.

Please click the Continue button, to authorize sending of the temporary password to your FTB registered contact(s) otherwise click the Cancel button to discontinue the process.

1

2

Welcome to FTB Online Personal Banking

Notification Successfully.

3

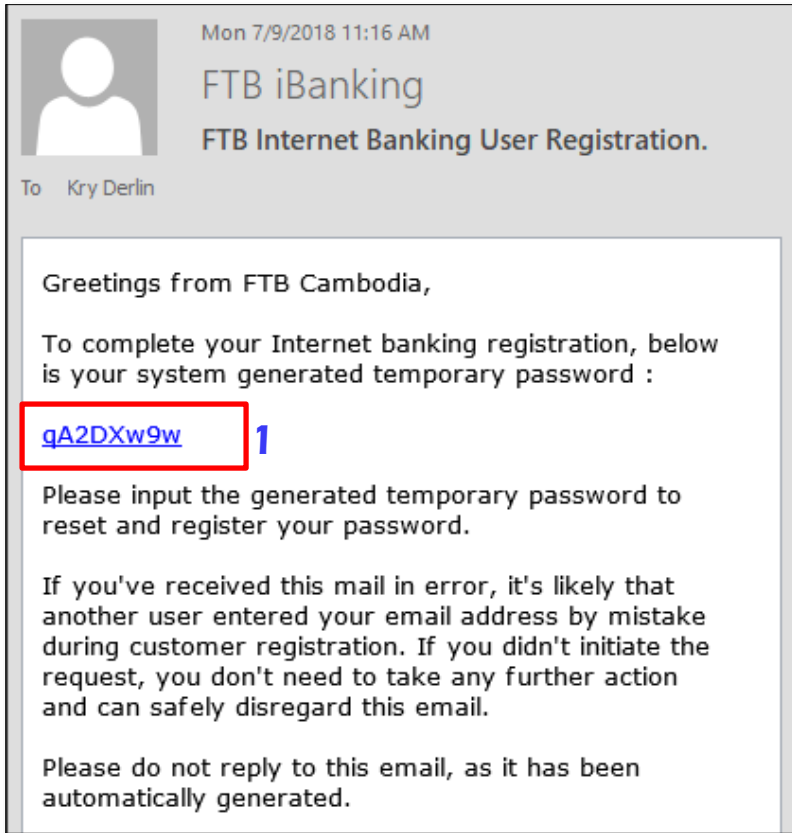
3

Please do not close the page, click the button below to proceed

To reset your password, please enter the temporary password from your contact(s) in the next page.

4

# First time login (continued ...)



Copy temporary password (1) from your email or SMS and paste to Enter temporary password\* (2) please provide your new password and follow by [Password Policy](#) to column (3) and (4)  
**EX: P@ssw0rd123**  
and then click **Confirm**

Welcome to FTB Online Personal Banking

Enter your credentials Password Reset

Please choose your own password ? what is this?

Enter temporary password\* 2

Enter your new password\* 3

Confirm your new password\* 4

# Dashboard detail



Welcome back, KRY DERLIN





You last logged in at 16:01:07 on 31 JUL 2018

[Details & Preferences](#) | [1 New message](#) | [Logout](#)

[Home](#)

## Welcome to Temenos Online Personal Banking

Select an account below to view balances, make a Payment / Transfer or manage your Standing Order and Direct Debits

 <b>1</b>	<b>KRY DERLIN</b> 100001118678 <a href="#">View mini statement</a>	<b>KHR204,572,411.26</b> Available balance KHR204,572,411.26 <b>2</b> <a href="#">Make a Payment</a>
 <b>2</b>	<b>KRY DERLIN</b> 300001421542 <a href="#">View mini statement</a>	<b>\$397,142.73</b> Available balance \$31,171.55 <a href="#">Make a Payment</a>
	<b>Loans</b> You can view your Loan details here <a href="#">View your Loans</a>	
	<b>Fixed Term Deposit</b> You can view your Fixed Term deposits here <a href="#">View your Deposits</a>	

Today's Date:

31 July 2018

### Manage your payees

You can view, manage and create new Payees here.

[Manage Payees](#)


### Help

If you require any help with creating, finding your accounts, making a quick payment or navigating, Please click the link below.

[Help & Support](#)

# Transaction history


**KRY DERLIN**  
 100001118678  
 1 [↓ View mini statement](#)


**KRY DERLIN**  
 300001421542
 
**\$397,142.73**  
 Available Balance \$31,171.55

[Transactions](#) | [Payments / Transfers](#) | [Standing Orders](#) | [Cheques](#)


**Recent Transactions**

Recent Transactions

You will be able to download, save and print in the search options based on period, amount or number of transactions.

Latest 20 transactions

Search
 [Download in CSV](#)
[Download in PDF](#)
[Print](#)


**KRY DERLIN**  
 300001421542  
[↑ Hide mini statement](#)
[Make a Payment](#)

Date	Description	Reference	Paid In(\$)	Paid Out(\$)	Balance(\$)
28/05/2018	IB Account Transfer STO 1100002075 USD2.44	FT18148LQDR6	2.44		397,142.73
26/05/2018	IB Account Transfer STO 1100002075 USD2.44	FT18146ZRHNJ	2.44		397,140.29
25/05/2018	IB Account Transfer STO 1100002075 USD2.44	FT18145YFD2R	2.44		397,137.85
24/05/2018	IB Account Transfer STO 1100002075 USD2.44	FT18144SGT25	2.44		397,135.41
24/05/2018	IB Account Transfer KHR55555.00	FT1813810N39\BNK		13.61	397,132.97

[View full transaction list](#)





# Send money to local bank

KHR204,572,411.26  
Available balance KHR204,572,411.26  
**2** [Make a Payment](#)

Send money to local bank.  
From **FTB bank account to other bank accounts.**

Move Money **Send Money** Pay a Bill Upcoming Payments

Transfer to other accounts

Payee Options\*  
 A Saved Payee  
**1**  A New Domestic Payee  
 A New International Payee

Transfer To\*  
**2**  An Account at an another Domestic Bank  
 To Someone else's FTB Account

From Account\* **100001118678**

Currency **KHR**

**3** Beneficiary Name\*  
Ben Account No\*  
Beneficiary Bank\* - Please Select  
Purpose of Transfer  
Transfer Currency\* - Please Select  
Amount\*

# Send money to local bank (continued ...)

KHR204,572,411.26  
Available balance KHR204,572,411.26  
2 [Make a Payment](#)

Send money to local bank.  
From **FTB bank account** to  
**FTB bank account**

Move Money	Send Money	Pay a Bill	Upcoming Payments
<b>Transfer to other accounts</b>			
Payee Options*	<input type="radio"/> A Saved Payee 1 <input checked="" type="radio"/> <b>A New Domestic Payee</b> <input type="radio"/> A New International Payee		
Transfer To*	<input type="radio"/> An Account at an another Domestic Bank 2 <input checked="" type="radio"/> <b>To Someone else's FTB Account</b>		
From Account*	<b>100001118678</b>		
Currency	<b>KHR</b>		
Ben Account No*	3 <input type="text"/>		
Purpose of Transfer	<input type="text"/>		
Transfer Currency*	<input type="text" value="- Please Select"/>		
Amount*	<input type="text"/>		

# Send money internationally

KHR204,572,411.26

Available balance KHR204,572,411.26

**2** **Make a Payment**

Ben Address2/Contact No\*

Ben Account No/IBAN\*

Bank Name\*

Bank Branch Name\*

Bank Address\*

SWIFT/BIC/ABA No\*

My Email ID\*

Transfer Currency\* - Please Select

Amount\*

Bank Charges\* - Please Select

Purpose of Transfer\*

Move Money **Send Money** Pay a Bill Upcoming Payments

Transfer to other accounts

Payee Options\*

- A Saved Payee
- A New Domestic Payee
- A New International Payee**

From Account\* **100001118678**

Currency **KHR**

Nickname\*

Beneficiary Name\*

Beneficiary Address1\*

Ben Address2/Contact No\*

Send money to overseas bank.  
From **FTB bank account to overseas banks**

# Visa CashCard top up

KHR204,572,411.26  
Available balance KHR204,572,411.26  
**2** [Make a Payment](#)

Top up Visa CashCard from internet banking

Move Money	Send Money	<b>Pay a Bill</b>	Upcoming Payments
<b>Utility payments</b>			
Utility payee options*	<input type="radio"/> A Saved Utility Payee <input checked="" type="radio"/> <b>A New Utility Payee</b>		
From Account*	<b>300001421542</b>		
Currency	<b>USD - US Dollar</b>		
New utility payee			
Payment Type*	<input type="radio"/> Bill Pay <input checked="" type="radio"/> <b>Card Topup</b>		
Nickname*	<input type="text"/>		
Find Company*	<input type="text" value="- Please Select"/>		
Consumer/Invoice/SVC Card No	<input type="text"/>		
Biller Currency			
Amount*	<input type="text"/>		

# Bill payment

KHR204,572,411.26  
Available balance    KHR204,572,411.26  
[Make a Payment](#)

Pay Bill from FTB internet banking,

- Please Select  
EDC-BATTAMBANG-KHR - BILLER  
LY HOUR Cash in and out KHR - BILLER  
LY HOUR Cash in and out USD - BILLER  
CMS-CARDTOPUP-USD - BILLER

Move Money    Send Money    **Pay a Bill**    Upcoming Payments

**Utility payments**

Utility payee options\*  
 A Saved Utility Payee  
 A New Utility Payee

From Account\*    300001421542  
Currency    USD - US Dollar

New utility payee

Payment Type\*  
 Bill Pay  
 Card Topup

Nickname\*   

Billers\*    - Please Select

Province\*    - Please Select

Find Company\*    - Please Select

Consumer/Invoice/SVC Card No   

Biller Currency

Amount\*   

- Please Select  
- Please Select  
EDC  
PPWSA  
ISPONLINE  
KINGTEL