

# FAQ for Corporate Internet Banking (CIB)

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## **(1) General FAQ**

### **Q. What is AYA Corporate Internet Banking (AYA CIB)?**

A. AYA Corporate Internet Banking (AYA CIB) is the banking platform for AYA's corporate customers which allow customers to use own account transfer, other account transfer (single payment, bulk payment, bulk payroll), request cheque book, view and download accounts transaction history, account statement etc., over the internet portal.

### **Q. What is AYA Corporate Internet Banking (CIB) new URL?**

A. <https://corporate.ayaibanking.com>

### **Q. What kind of devices and system are required to use AYA CIB?**

A. OTP device/Computer/Tablet/Laptop or Mobile device which can access to internet connection are required to use AYA CIB.

### **Q. How to contact AYA CIB?**

A. Please go to the nearest Branches or kindly contact to Relationship Manager for any assistance or may contact our Hotline: 01-2317777, Email: [info@ayabank.com](mailto:info@ayabank.com)

### **Q. Can AYA CIB users access the service from overseas?**

A. Yes, User can access AYA CIB from anywhere at any time as long as User has OTP device/Computer/ Tablet/ Laptop or Mobile device connected to internet.

### **Q. Can AYA CIB be used on all browser?**

A. Yes. AYA CIB can be used on any browsers (Chrome, Mozilla, Internet explorer etc.).

### **Q. Is AYA CIB service available 24 hours?**

A. Yes, it is available 24 hours. However, certain transactions may be subject to processing hours.

### **Q. What kind of features are available in AYA CIB?**

A. The available features in AYA CIB are as follow:

1. Account Services (Account Statement, Details Transaction)

2. Payment Services (Own company transfer, Other company transfer within AYA bank, Cheque Book Request)
3. Administration Services (Beneficiary Maintenance, Email Alert)

**Q. What packages are available in AYA CIB?**

- A. • Basic (2 makers, 1 checker)  
• Basic plus (Unlimited user)

**Q. Which currencies can be used in AYA CIB?**

A. MMK is only available in AYA CIB. Foreign currencies are available for view only.

**Q. Can transfers from foreign currency Account to MMK Account be done via AYA CIB?**

A. No, it is currently not available at this moment.

## **(2) Login FAQ**

**Q. What does it require to login AYA Corporate Internet Banking (AYA CIB)?**

A. Party ID, Username and Password are required to login into AYA Corporate Internet Banking.

**Q. How will Registered User receive login credential access information?**

A. Registered User will receive 2 emails for login credential access information. Mail 1 include: Party ID and Temporary Password. Mail 2 include: Username information.

**Q. How can user reset the password for AYA Corporate Internet Banking (AYA CIB)?**

A. Please contact to AYA Bank Hotline 01-231 7777 or can request to the nearest branch and relationship manager.

**Q. Will the User be able to change Company ID, User ID and Password?**

A. User cannot change Company ID and User ID however User can change password at any time.

**Q. Is there a limit on login attempts in AYA Corporate Internet Banking (AYA CIB)?**

A. Yes, system will allow maximum of 5 times.

### **(3) OTP Device FAQ**

**Q. What is OTP Device?**

A. The AYA Bank's OTP device is One Time Password generator provided to each registered user upon successful registration and which the User is required to generate the code for login and to transact on AYA CIB.

**Q. Is OTP required for every single user?**

A. Yes, OTP is required for every single user

**Q. Instead of OTP device, are there any other options?**

A. No. Due to security reason, only OTP device is allowed to use.

**Q. When do user require to use OTP device?**

A. First time user log in and for every transaction at the time of performing transaction

**Q. Can user use OTP device from overseas?**

A. Yes. It can be used anywhere.

**Q. Can OTP device be shared with other different users?**

A. No. Each OTP device is associated with only one user which attached together with their Username, Password and other security credentials.

### **(4) Transaction and Service FAQ**

**Q. Is there any amount limit for AYA Corporate Internet Banking (AYA CIB) and what is the amount limit?**

A. Yes, there is standard daily limit of 500,000,000 MMK and equivalent. However, approval limit set for each checker is subject to the instruction given to the bank by company at the time of the registration.

**Q. Can user use old account number (16 digits) for Funds Transfer?**

A. No, User can only use new account number (11 digits) to create Fund Transfer.

\*Note: User can also check the new account number by calling AYA Bank Hotline 01-231 7777 or can request to the nearest branch.

**Q. Can Checker Role create and approve the transaction?**

A. No, Due to security reason, only Maker Role can create the transaction and Checker to approve the transaction.

## **4.1 Fund transfer**

**Q. Can user transfer between normal accounts and new business account (NBA)/Special Account in AYA CIB?**

A. No, user can transfer between normal accounts to normal account only.

**Q. Can user transfer between normal accounts to Bill payment account or Tax Payment account directly in AYA CIB?**

A. No, user can transfer between normal accounts to normal account only. Please pay under bill payment function on [www.ayaibanking.com](http://www.ayaibanking.com)

**Q. Can User transfer funds to accounts at other banks?**

A. User can transfer on [www.ayaibanking.com](http://www.ayaibanking.com) from 9:30 AM to 3:30 PM within the Bank's Operation Hours.

**Q. Can User transfer between New Business Account (NBA) to New Business Account (NBA) from AYA CIB?**

A. User can transfer to New Business Accounts (NBA) on [www.ayaibanking.com](http://www.ayaibanking.com) only.

**Q. Can user make Bill payment, Tax payment from AYA CIB?**

A. User can pay on [www.ayaibanking.com](http://www.ayaibanking.com). Payment details are account to biller policy

## **4.2 Bulk payment**

**Q. How can AYA CIB users download bulk upload file template?**

A. Users can download Bulk Upload file template under “Bulk from Upload” menu. The acceptable file types are CSV/TXT.

**Q. How many accounts can transfer with bulk file in one time?**

A. The maximum limit is 500 accounts per bulk file.

**Q. Can User transfer new business account (NBA)/Special account in bulk payment?**

A. No, currently transfer to New Business Account in bulk payment cannot be done yet.

**Q. In the Bulk File Upload Template, what are the columns that is a must to fill in?**

**A.** Mandatory column \* must fill.

Columns: A, B, C, D, E, L, R

Column A: Bulk Applicant Account Number (From Account)

Column B: Currency Code

Column C: Transaction Date (DD/MM/YYYY)

Column D: Counterparty Account (To Account)

Column E: Amount

Column L: Counterparty Name (To Account Holder Name)

Column R: Currency Code

\* Note: Column B and Column R Currency Code must be the same. Future Date Bulk file cannot be more than 5 working days. Column L cannot be more than 16 characters.

**Q. What is the process to upload a successful bulk file?**

**A.** For more information kindly refer to User Guide User Manual. For the quick review: How to make Bulk Payment by Maker and Checker

For Maker: [t.me/AYABankMyanmar/606](https://t.me/AYABankMyanmar/606)

For Checker: [t.me/AYABankMyanmar/616](https://t.me/AYABankMyanmar/616)

### **4.3 Account Services**

**Q. How can User check their account statement?**

**A.** User can check by going into the “Account Statement” under “Account Service” tab and select account number and date.

**Q. How many months of account activities/history can be viewed or retrieved?**

**A.** AYA CIB will display the account activities/history for any 3 months of activities which is selected.

**Q. What are the file types that can be downloaded for Account Statement?**

**A.** Account Statement can be downloaded in PDF/CSV/MT940 formats.

**Q. How can User know the status of transactions?**

**A.** User can check detailed status of the transactions in “Recent notification” section at Home page or at “Transaction Search” under “Account Services”.

## **4.4 Administration Services**

**Q. How can AYA CIB users download beneficiary upload template file?**

**A.** Users can download Beneficiary Template under “Beneficiary Upload” menu.

**Q. Can User set alert notification?**

**A.** Yes. User can set submission/calendar/account balance alert notifications under alert maintenance.