FREQUENTLY ASKED QUESTIONS

1. WHAT IS PRIMUSPLUS?

PrimusPlus is an online **Internet Banking** Channel that offers organizations a **Secure, Simple** and **Cost-effective** alternative to cash and cheque payments across multiple banks.

2. WHAT CAN I DO ON PRIMUSPLUS?

You can:

- View all your Account balances in one or multiple companies.
- View and download your Bank statements in various formats such as Excel, PDF or SWIFT MT940.
- View your account analytics such as monthly average balance, view positions by Country, by Currency, by Bank etc.
- Set-up and manage beneficiaries to facilitate faster initiation of payment transactions
- Securely make single or bulk Payments incorporating best practices – maker-checker, transaction authentication/authorization, notifications and alerts
- Easily manage your users' access rights and preferences – Disable or enable specific account or payment services for different users as per your organizations internal policies etc.

3. HOW DO I SIGN UP FOR PRIMUSPLUS?

- Go to **https://primuspluske.accessbankplc.com/Account/Onboarding**
- Capture your account details and follow the few easy steps to self-register for immediate 'view only' access rights to your accounts.
- You can then upload instructions through the PrimusPlus admin panel requesting for Payment processing rights and\or to add more users.

4. HOW LONG DOES IT TAKE TO SETUP A CUSTOMER?

Customers who have updated the Bank with their official email address can self-register for immediate 'view only' access to their accounts. However, those that are yet to update can be setup within 24 hours after delivering duly signed PrimusPlus application forms to the nearest branch.

5. WHAT ARE THE BENEFITS OF USING PRIMUSPLUS?

- **On-Demand Account Information** - Improve your decision making and execution with enhanced visibility and control of your account position and statements, including real-time or scheduled reports.

- **Simple Payment Processing** - Carry out transactions faster and more efficiently with straight-through-processing and simplified transaction workflows.

- **User Management Flexibility** - Embed your corporate controls, policies, and business rules in executing your banking transactions online.

- **Digitize your Business Processes** - Eliminate manual processes, reduce errors, and increase your business operations efficiency.

- **Security** - Two Factor transaction approval through our convenient Mobile e-Token Authenticator Application. Follow this link to download: **https://play.google.com/store/apps/details?id=com.accessbankkenya.accessauthenticator.**

6. WHAT IS THE DIFFERENCE BETWEEN PRIMUSPLUS AND AUTOPAY?

PrimusPlus is a full-suite Internet Banking platform offering an array of Account and Payment services, whilst AutoPay is designed to enable customers to make Bulk payments and view account balance only.

7. WILL I REQUIRE TO BE TRAINED IN ORDER TO USE PRIMUSPLUS?

PrimusPlus is intuitively designed with simple process flows that can be easily learnt, however, we are at hand to meet any customer requests for training. Please feel free to contact your Relationship Manager or your nearest branch customer service team or our Contact Centre at **contactcentrekenya@accessbankplc.com/ 0704 331 786, 0752 219 600.**

8. ARE THERE FEES CHARGED FOR TRANSFERS DONE ON PRIMUSPLUS?

Yes. Please find link to the Tariff Guide. **https://kenya.accessbankplc.com/AccessBankGroup/media/Documents/Tariff-Guide.pdf**

9. WILL ALL MY USERS NEED A SECURITY TOKEN TO USE PRIMUSPLUS?

Tokens shall be assigned during Setup to users who have been granted **'Verifier'** or **'Authorization'** access rights. Users with 'Initiator' or 'Viewer' access rights do not require Tokens.

10. WHAT SHOULD I DO IF MY TOKEN IS NOT WORKING AS EXPECTED?

Uninstall the token on your phone and reinstall afresh. Select **'Reactivate'** existing user and follow the simple steps to setup the token. If the token is still not working as expected then contact your Relationship Manager or your nearest branch customer service team or our Contact Centre at **contactcentrekenya@accessbankplc.com**/ **0704 331 786, 0752 219 600.**

11. HOW CAN I VIEW MY SUBSIDIARY COMPANY ACCOUNTS?

From the Menus Tab, select the **'Switch subsidiary'** Icon and choose the Subsidiary you would like to view.

12. WILL I BE ABLE TO SAVE MY FREQUENT BENEFICIARIES' ACCOUNT DETAILS ON PRIMUSPLUS?

Yes. You can save your frequent beneficiaries' account details from the **'Beneficiaries'** menu or by using the **'save beneficiary check box'** when making payments.

13. DOES BENEFICIARY MAINTENANCE REQUIRE AUTHORIZATION BEFORE MAKING PAYMENTS?

This can be set as per your organization's preference, to either require authorization or to not.

14. WHAT DO I DO WHEN MY USER CREDENTIALS OR ACCOUNT IS LOCKED

Click on **'Unlock Account'** on the Login Page and enter your username. You will be prompted to enter a 6-digit reset code sent to your registered email address. Capture the code to complete the 'Unlock Account' process.

15. WHAT IF I HAVE FORGOTTEN MY PASSWORD?

Click on **'Forgot Password'** on the Login Page and enter your username. You will be prompted to enter a 6-digit reset code sent to your registered email address. Capture the code and follow the password reset process to complete.

16. HOW DO I MAKE BULK PAYMENTS ON PRIMUSPLUS?

- Select **'File Upload'** tab in the Payments module. Download a Sample PrimusPlus Excel Payment File and Bank Code List for ease of reference.
- Capture beneficiary and payment details in the downloaded Excel file and save on your computer.
- Select the paying account and payment options, then choose the file to be uploaded.
- Click refresh button until the percentage completed bar reaches 100%
- Click on the **'Action'** button and select **'Initiate valid transactions'**.
- Respective users with **'authorization'** rights can then select **'Bulk Requests'** tab in the **'Approve Payment'** menu and approve or reject the uploaded file.

17. HOW CAN I CAN CHECK THE STATUS OF AN INITIATED PAYMENT?

All initiated payments can be viewed on the **Payment report menu** under respective payment type tabs, e.g. 'Single Payments', 'Bulk Payments' etc. The payments will be listed with their **'Approval'** and **'Processing'** Status indicated.

18. WHY DO TRANSACTIONS SOMETIMES SHOW AS "PROCESSING"?

This shows that the transaction is still receiving attention and once concluded, would reflect as 'Successful' or 'Failed', in case there was an issue with the payments.

19. SHOULD I REPROCESS TRANSACTIONS WHEN APPROVED TRANSACTIONS SHOW AS "PROCESSING"?

No, transactions should only be reinitiated when their Processing Status reads as 'Failed'.

20. WHY ARE SOME SERVICES ON PRIMUSPLUS GREYED-OUT AND UNAVAILABLE FOR USE?

We are constantly innovating our services on PrimusPlus, and shall be activating the greyed-out services and other new features progressively.