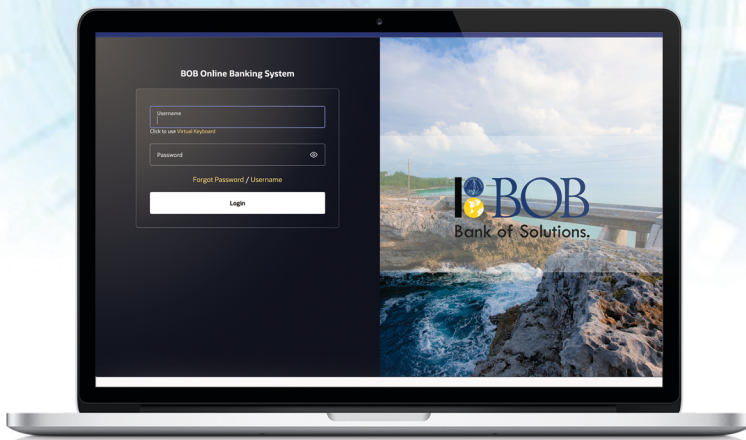


Experience *the new* **BOB ONLINE** Smarter. Safer. Smoother

www.bankbahamas.com



Download the BOB Mobile App



FAQs

Corporate Online Banking Upgrade



What is changing with the upgraded corporate online banking?

We've enhanced our corporate online banking platform to improve efficiency, security, and control for business users. The upgrade introduces a modern interface, improved transaction processing, and enhanced administrative features.

When will the upgraded platform be available?

The upgraded corporate online banking platform will be available from May 25, 2026. Business users will be redirected automatically upon login.

Will our company need to re-enroll or reconfigure access?

No re-enrollment is required. Existing user profiles, roles, access rights, and approval hierarchies will be retained. Some administrators may be asked to review user permissions after first login. (New feature: cards can be enrolled for customers)

Will transaction data and reports be retained?

Yes. Account details, transaction history, beneficiary lists, templates, and reports will remain available following the upgrade.

Are there new features for corporate customers?

Key enhancements may include:

- Faster bulk and file-based payments
- Enhanced approval workflows
- Credit card and prepaid card loads

How does the upgrade impact security and controls?

The upgraded platform includes enhanced security controls such as multi-factor authentication, improved audit trails, role-based access management, and stronger fraud detection.

Will there be downtime affecting business transactions?

A limited downtime may occur during the upgrade. Cut-off times for payments and file uploads will be communicated in advance to minimize business impact.

Who should we contact for support?

For assistance, contact your Relationship Manager or our Customer Care Unit:

Email customer.care@bankbahamas.com

CALL BOB (242) 225-5262

WhatsApp Message (242) 557-5516

Available Monday – Sunday from 7am – 11pm, holidays included.