

### Question 1: How can I access and use the new Internet Bank for business?

You can very easily access the new Internet Bank for Business by way of your personal username and password as an individual, i.e. by the same Internet, that helps you to remotely manage your personal finances. (iBank.ge or mBank username and password).

I.e. you can access the Internet Bank for Business by the username and password you use in the personal Internet Bank. **From now on you have 1 username and 1 Password.**

### Question 2: What happens if I forgot my personal Internet username and password?

Neither does it create a problem. If you don't remember your password it can be easily restored by your card, i.e. the one which is your personal and you use for payments.

### Question 3: And how exactly?

- Specify the card details – card number, validity and CVV code;
- Select the method of receiving a one-time-only code;
- The one-time-only code will be sent to your mobile number or e-mail;
- Upon the receipt of the code you will see a window to enter the username and new password;
- After all of the above you will have access to the Internet Bank automatically, in a couple of seconds.

### Question 4: What shall I do if I have no card?

In such case use old Internet Bank where you will find a link to activate new password, go to the link and enter in the special window the one-time-only code sent to your contact number. Immediately after the receipt of the one-time-only code you will be able to easily activate new Internet Bank.

### Question 5: Why shall I enter my personal Internet Bank username and password for a physical person in the Internet Bank for Business?

The Bank of Georgia created a single system of authorization by the Internet Bank for Business.

It means that users will have only 1 username and 1 password in all the digital channels. You will not have to keep in mind usernames and passwords for different channels and will have just 1 name and 1 password.

All of this is convenient for those accountants, who work for several companies. If you are one of them, you will not have to keep in mind many passwords and save the time and feel more

comfortable. When accessing the Internet Bank for Business you will move from one company to another by simple navigation.

For reference please see the history of 1 company and find out which case suits you. Everything is very simple!

Organization: "Kasti 2011", with 1 director and 2 accountants. Director: Tamar and accountants: Natia and Dato.

This company used to work with an old Internet Bank. Accordingly the director and his two employee accountants shared 1 tool of access to the company's Internet Bank, i.e. 1 username and 1 password, which means that all three used 1 username and 1 password.

Let's look at it in a detailed way:

- Tamar, director (entered in the program as an authorized person able to use the company's Internet Bank); Tamar uses personal Mobile Bank and Internet Bank as well;
- Natia, accountant (also entered in the program as an authorized person able to use the company's Internet Bank); Natia has no personal Mobile Bank/Internet Bank, and she has never accessed these channels, although she has a card of the Bank of Georgia (which is her personal, not of the Company);
- Dato, accountant (not entered in the program as an authorized person, but able to use the company's Internet Bank); Dato uses personal Mobile Bank and Internet Bank as well;

### **How to access new Internet Bank?**

- Tamar, director - as she uses the physical persons' Internet Bank and Mobile Bank she can access the Kasti 2022 Internet Bank by the same username and password which are used for her personal Internet Bank (i.e. from now on she can use one and the same username and password in iBank.ge and bonline.ge);
- Natia, accountant – has got no personal Internet Bank and Mobile Bank, but has her personal card – to access the new Internet Bank she has to select "Forgot your details?" on bonline.ge, enter the card number, validity and CVV code, and when the username appears, set a password. By the mentioned username and password she will access both the Company's internet Bank and her personal one as well;
- Dato, accountant - uses physical persons' Mobile Bank/Internet Bank, but is not established as an authorized person of the Company – if he enters his personal Mobile Bank/Internet Bank username and password he won't be able to access bonline.ge. The director or another authorized person will have to add Dato as an authorized person from the new Internet Bank (which does not require to go to the branch) and after that Dato will also be able to use the new Internet Bank.