

FAQs for NetBank for Business and NetBank for Small Business

What is NetBank for Business?

It is our online business banking solution, which has been tailored to our large business segment, which offers real-time, cash management solutions. This banking service allows businesses to perform secure transactions from their RBC Royal Bank accounts online.

What is NetBank for Small Business?

It is similar to the NetBank for Business online banking solution, which has been tailored to the small business and professionals segment, to offer real-time, cash management solutions. This banking service allows clients to perform secure transactions from their RBC Royal Bank accounts online.

Who can use RBC Royal Bank NetBank for Business?

Any business client of RBC Royal Bank (or delegated company user) who has a business transaction account can use NetBank for Business. We recommend this service for companies which:

- Employ more than 50 staff
- Require more than 2 users or unlimited users to access the system
- May require superuser access

Who can use RBC Royal Bank NetBank for Small Business?

Any business client of RBC Royal Bank (or delegated company user) who has a business transaction account can use NetBank for Small Business. To qualify companies and professionals with their own practice must satisfy **all** of the following requirements:

- Have an RBC Royal Bank business transaction account
- Employ no more than 50 staff
- Require 2 or less users to access the system and no superuser

What is a Super User?

A Super User is a business owner or an employee within the company to whom administrative user rights and responsibilities are assigned by signatories/principals of the company. A super user has the ability to add and lockout users, reset passwords and request profile amendments online. This user should (but is not mandated) to have access to all functions requested on the Application Form, which outlines company parameters. Company's signatories/principals select and define the level of authority granted to their Super User. This feature is only available for NetBank for Business users, it is not offered in the NetBank for Small Business package.

How does NetBank for Small Business differ from NetBank for Business?

NetBank for Business is an online banking solution, which allows multiple user access, super user capability and large payroll file processing (for over 50 employees). NetBank for Small Business is available for FREE with all of the functionality of NetBank for Business, except that there are limitations on the number of users (maximum 2 users, does not facilitate super user access and facilitates only smaller payroll processing (up to 50 employee names).

What are the fees and how do I pay for the service?

NetBank for Small Business: FREE

NetBank for Business: \$316.25 (VAT inclusive) per month.

Fees are paid via standing order arrangements and the payment is automatically debited from the assigned account on a monthly basis. A standing order form (Transfer Service Agreement form) is provided at the point of application.

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When can I use RBC Royal Bank NetBank for Business or NetBank for Small Business?

These online banking solutions can be used 24 hours a day, 7 days a week. It's that convenient!

What are the features of RBC Royal Bank NetBank for Business and Small Business?

Clients are able to utilize online banking to perform the following functions:

	Features	NetBank for Business	NetBank for Small Business
Account Services	Balance inquiry on chequing, savings and loan accounts	√	√
	Access up to two (2) years of historical transaction data on accounts	√	√
	Ability to transfer files to other financial software applications e.g. Quicken	√	√
	Re-order cheque books	√	√
Transfers and Payments	Transfer funds between accounts and to other RBC accounts	√	√
	Transfer funds internationally via SWIFT	√	√
	Pay utility bills	√	√
	Issue stop payments on cheques	√	√
	Create recurring payments (standing orders)	√	√
Payroll/ Direct Debit	Credit salaries/payroll to employee accounts via ACH	√	√
	Direct debit of 3rd party accounts in any other local bank via ACH	√	√
	Upload payment files from other accounting software via ACH	√	√
Information Services	View Foreign Exchange Rates	√	√
	View Investment Rates	√	√
	Access online assistance – questions, comments, inquiries	√	√
User Admin and Maintenance	Set up multiple employees for NetBank Access	Unlimited	Up to 2 users
	Maintenance of employee profiles (Access, Password resets)	√	
	Monitor employee NetBank usage	√	

What are the benefits of RBC Royal Bank NetBank for Business and NetBank for Small Business?

- Conveniently and securely access accounts 24/7
- Ability to conduct banking transactions anytime and anywhere with internet access
- View details of daily business accounts and have convenient access to all this information for up to 2 years
- Conduct your daily business banking transactions in the most cost-effective manner
- Reduce time consuming paperwork, phone calls and visits to the branch
- Quickly find account information without sorting through paper files
- Clients are able to utilize online banking to perform the following functions:
- And more!

What is ACH?

ACH is an abbreviation for Automated Clearing House (ACH), which is an electronic payment system. This allows companies to conduct payments electronically via the Bank, as one central processing point. ACH can also facilitate payments to recipients whose accounts are held with other local commercial banks. It is a particularly useful, cost effective and efficient means for companies to process their payroll for staff and payments to suppliers/vendors. Access to the ACH services is an optional but highly recommended feature, which is available in both the NetBank for Business and NetBank for Small Business packages.

What do I need in order to enroll for RBC Royal Bank NetBank for Business or NetBank for Small Business?

Simply call or visit your RBC Royal Bank Branch or your Business Centre and they will guide you and help you to complete the relevant forms.

How secure is the service?

This service was created by internationally recognized software providers, using sophisticated net-based applications designed for banks and other financial institutions. It is certified by VeriSign to ensure identity protection for users and is annually tested and certified.

Other security features include optional separation of functions, where specified users may be allowed access only to View and/or Enter and/or Authorize transactions. We have also made a 'Dual Control' optional feature available, which acts as a control whereby entered and approved transactions cannot be released/executed without the intervention of another company user. Therefore, to complete the transactions there is separation of authority in the release of transactions

Can non-RBC clients apply?

Non-RBC clients are required to open a business transaction account with RBC Royal Bank. Once this account is successfully opened, clients can contact their branch or business centre to sign-up for the service.

Who can I contact for more information or queries?

For basic product information, such as features and benefits:

Please contact your Relationship Manager, Branch or Contact Centre at 800-1RBC

For more detailed information and queries:

The NetBank Administration Department is available from Monday to Friday from 8:00am to 4:00pm to assist clients with queries, navigating the system and adding users/accounts. NetBank Administration contact details:

Call 625-7288 Ext 28331 to 28336

Email tt-netbank@rbc.com via the NetBank messaging feature
(responses/acknowledgements are provided within 2 business days)

How can this service help me to save time and money?

This 24/7 service provides online access to your accounts, which eliminates the need for you to visit the branch to conduct most transactions. It allows banking at your fingertips, anywhere, anytime. Subscription to this service can redound to increased company efficiency, accelerated movement of funds, and reduced company administrative expenses and banking fees.