

Digital Banking Guide

Customer To Customer Transfer

CAPITAL

BANK 

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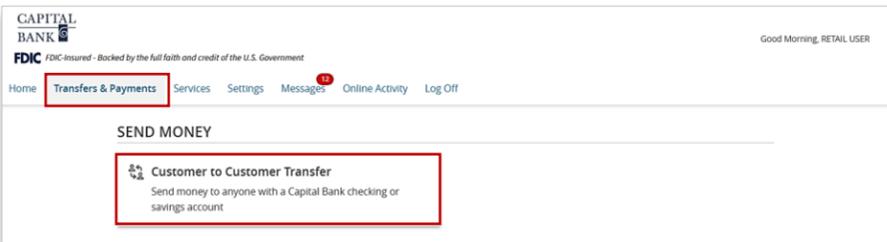
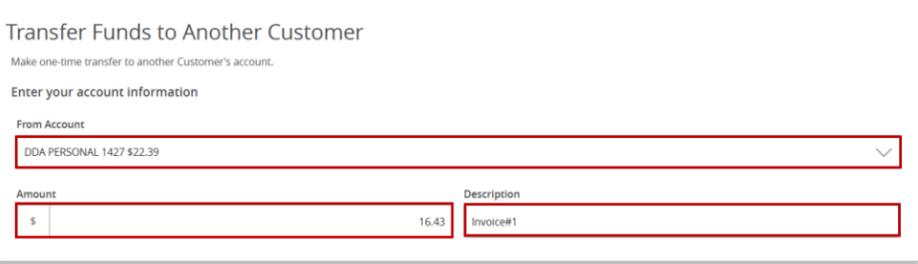
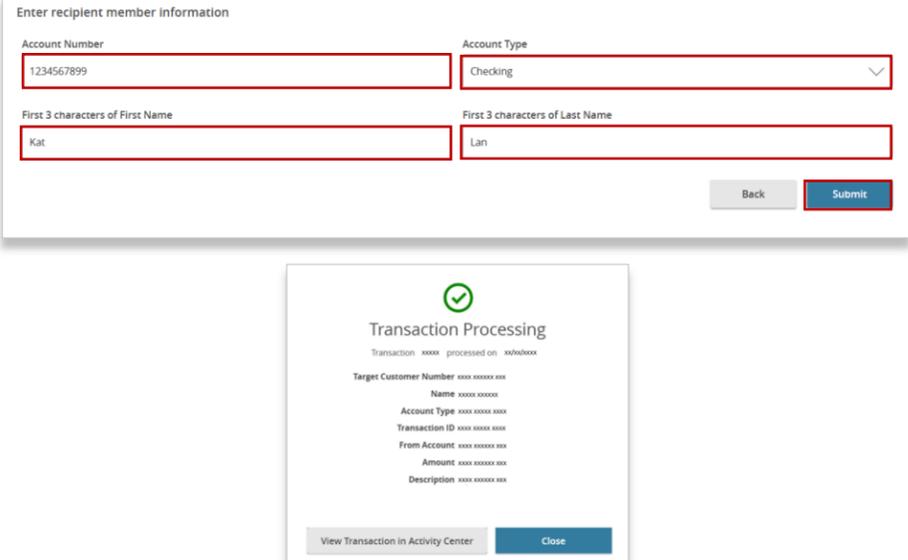
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User Guide - Customer to Customer Transfer

Introduction - Customer to Customer Transfer

The 'Customer to Customer Transfer' functionality available in Personal Online Banking is used for transferring funds within Capital Bank accounts. Transfers can be made between Capital Bank's checking and savings accounts. As the transfers are between internal accounts, they are processed in real time. The 'Customer to Customer Transfer' option offers speed, convenience and efficiency in managing payments.

Please Note: Customer to Customer transfers can be initiated only between customers within the same Financial Institution.

	<p>Overview:</p> <p>This user guide explains the process of creating a 'Customer to Customer Transfer'</p> <p>Section 1: Create Customer to Customer Transfer</p> <p>Navigation:</p> <ol style="list-style-type: none"> To create a new Customer to Customer Transfer, navigate to Customer Transfer' tile on the 'Transfers & Payments' page.
	<ol style="list-style-type: none"> Account Information: <ol style="list-style-type: none"> <i>From Account:</i> Select the account to be debited using the 'From Account' dropdown menu. <i>Amount:</i> Enter the desired amount in the 'Amount' field. <i>Description:</i> Enter any relevant details regarding the transaction in the 'Description' field to help identify or categorize the payment.
	<ol style="list-style-type: none"> Recipient Member Information: <ol style="list-style-type: none"> Select the 'Account Type' using the dropdown. Based on the 'Account Type' selection, enter full account number of the recipient's account number in the 'Account Number' field. Enter the first three characters of the recipient's first name. Enter the first three characters of the recipient's last name. Click on 'Submit' button to save and submit the payment. A popup indicating that the transfer is successfully submitted will appear.