INTERNET BANKING DÀNH CHO DOANH NGHIỆP

Dịch vụ khách hàng 24/7
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VIB
Ngân hàng Quốc Tế

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ENQUIRY SERVICE

On "My Home" screen, after successfully log on, customer shall enquiry basic information of pending transaction (transaction awaiting for verification/ approval); Account detail, Term Deposit, Loan Account, Letter of Credit; Bills, Shipping Guarantee, and Bank Guarantee. Besides, Customer can also enquiry non-active accounts.
In order to check more information, customer shall enquiry as following:

1. Account Enquiry

1.1. Enquiry Account Statement:

After successfully log on, choose menu: **Account > Account Statement**.
Here, Customer can check the following information:

- Enquiry Account Detail: Account No, Account type, Date, Transaction No, Debit amount, Credit amount and running balance of the account.
- Choose account to be enquired from the drop list.
- **Choose dates:** the enquiry duration: **"From "… "To"**, then press **Search.**

Note:

➢ Enquiry duration for account statement: maximum 3 months (90 days) / one enquiry.
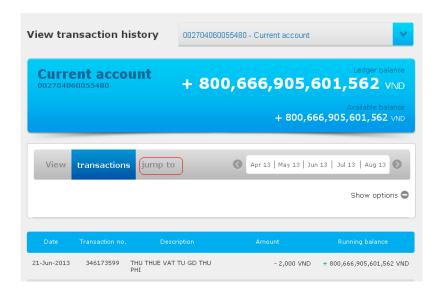
1.2. Enquiry Transaction History:

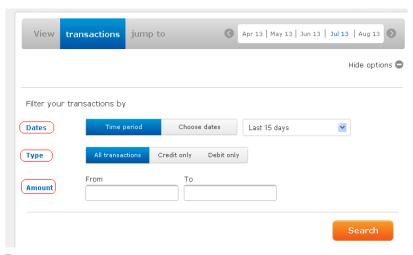After successful log on, choose menu: **Account > Transaction history.**
Here, Customer can check the following information:

- Enquiry Account Detail: Account No, Account type, Date; Transaction No, Description, Amount and running balance of the account .
- Choose account to be enquired from the drop list.
- Enquiry transaction:

+ Upon monthly basis: Choose month

+ Upon daily basis: **Choose Show option >** Choose **Time period / Choose dates.**

Then press **"Search".**

Note:

➢ Enquiry duration for transaction history: maximum 3 months (90 days) / one enquiry.

➢ Customer who chooses to enquiry upon daily basis can choose other fields i.e transaction type and amount for detail enquiry.

+ Choose transaction type: Choose Type **(All transactions / Credit only / Debit Only)**
+ Choose Amount: Choose **Amount ("From" … "To" …)**

1.3. Enquiry Account Information:

After successful logon, choose menu **Account > Account Information**

Here, customer can enquiry the following information:

- Account Number, Account type, Currency, Status, Open date, Branch, and Balance detail.

2. Enquiry bank instruction

2.1. Enquiry Term Deposit :

Choose menu **Instruction > Term Deposits**

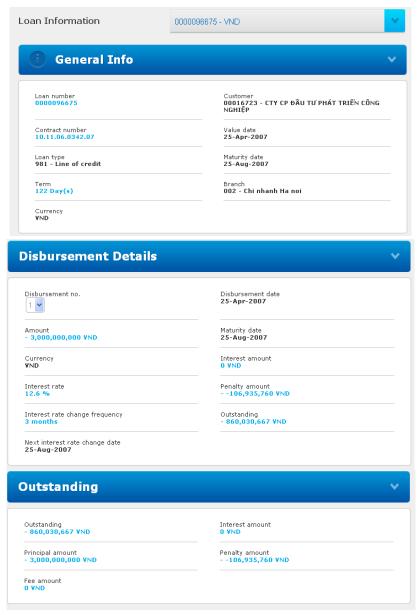Here, Customer can enquiry the following information:

- Contract number, product type, open date, maturity date , tenor, currency, branch
- Enquiry balance detail: available amount, principal amount, interest amount, Interest rate …
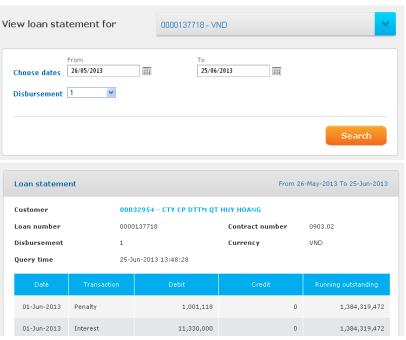
2.2. Enquiry Loan Account
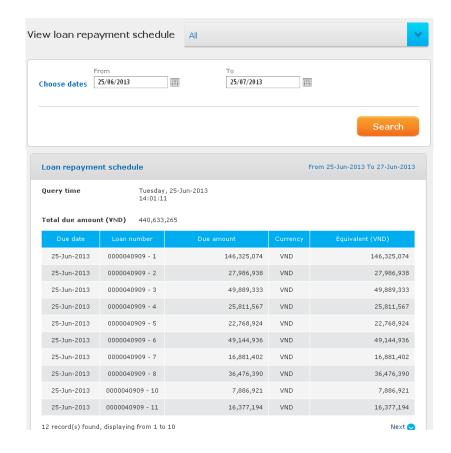
Enquiry Loan accounts from " My Home" screen

Or choose menu: **Instruction > Loan Accounts > Loan Information**

Loan Information 0000096675 - VND

General Info

Loan number **0000096675**	Customer **00016723 - CTY CP ĐẦU TƯ PHÁT TRIỂN CÔNG NGHIỆP**
Contract number **10.11.06.0342.07**	Value date **25-Apr-2007**
Loan type **981 - Line of credit**	Maturity date **25-Aug-2007**
Term **122 Day(s)**	Branch **002 - Chi nhanh Ha noi**
Currency **VND**	

Disbursement Details

Disbursement no. **1**	Disbursement date **25-Apr-2007**
Amount **- 3,000,000,000 VND**	Maturity date **25-Aug-2007**
Currency **VND**	Interest amount **0 VND**
Interest rate **12.6 %**	Penalty amount **- -106,935,760 VND**
Interest rate change frequency **3 months**	Outstanding **- 860,030,667 VND**
Next interest rate change date **25-Aug-2007**	

Outstanding

Outstanding **- 860,030,667 VND**	Interest amount **0 VND**
Principal amount **- 3,000,000,000 VND**	Penalty amount **- -106,935,760 VND**
Fee amount **0 VND**	

Menu: **Instruction > Loan Accounts > Loan Statement**

View loan statement for 0000137718 - VND

Choose dates From 26/05/2013 To 25/06/2013

Disbursement 1

Search

Loan statement   From 26-May-2013 To 25-Jun-2013

Customer	00032954 - CTY CP DTTM QT HUY HOANG		
Loan number	0000137718	**Contract number**	0903.02
Disbursement	1	**Currency**	VND
Query time	25-Jun-2013 13:48:28		

Date	Transaction	Debit	Credit	Running outstanding
01-Jun-2013	Penalty	1,001,118	0	1,384,319,472
01-Jun-2013	Interest	11,330,000	0	1,384,319,472

Menu: **Instruction > Loan Accounts > Loan Repayment Schedule**

On " My Home" screen, choose tab **My Accounts > Loan Accounts**

Here, customer can enquiry the following information:

- Loan Number, principal amount, current outstanding.
- Enquiry loan number detail: Choose " **Loan Number**" to be enquired. System will link to screen on **Instruction > Loan Information**
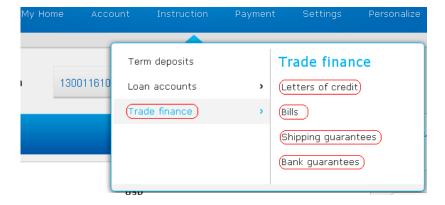
On menu **"Instruction > Loan accounts**", customer can enquiry:

+ Enquiry general loan information by choosing **Instruction > Loan Accounts > Loan Information**

+ Enquiry loan statement for each loan number by choosing **Instruction > Loan Accounts > Loan Statement**

+ Enquiry loan repayment schedule: **Instruction > Loan Accounts > Loan repayment Schedule**

Note:

➢ Enquiry duration for loan statement is 90 days max only and "To date" should not be the day after today.

➢ Enquiry duration for loan repayment schedule is 90 days max only

2.3 Enquiry Trade Finance Service

After successful logon, choose menu **Instruction > Trade Finance**

Here, customer can enquiry the following information:

- Enquiry L/C information: Choose **Letters of Credit**

- Enquiry Bill information: Choose **Bills**
- Enquiry Shipping Guarantee: Choose **Shipping Guarantees**
- Enquiry Bank Guarantee: Choose **Bank Guarantees**