

LOLC Finance Corporate Internet Banking - Frequently Asked Questions (FAQ)

1. How can I register for LOLC Realtime Corporate?

To register for LOLC Realtime Corporate, please visit your nearest LOLC Finance branch and obtain the required documentation to complete the registration process.

2. Can I change my Login ID or Password?

Your Login ID cannot be changed. However, you can reset your Password after your initial login by navigating to Profile → Change Password.

3. Can I log in using a mobile phone?

Currently, the LOLC Realtime Corporate portal is designed to be accessed using a laptop or desktop computer. Mobile phone login is not supported.

4. Is there a registration or annual fee to use internet banking?

No.

5. Are there any charges for fund transfers?

Please refer Rates and Tariffs for Service fees.

6. What features are available in LOLC Realtime Corporate?

The portal provides several features for corporate customers, including:

- Managing your own accounts
- Multi-level authorization for transactions
- Setting up future dated or recurring transactions
- Bulk fund transfers
- Bulk utility bill payments

7. What is Bulk Fund Transfer?

Bulk Fund Transfer allows you to upload a CSV (comma delimited) file to process multiple payments at once, such as staff salaries or supplier payments.

8. How can I create additional users within my company?

fill out the user information form and submit it to the nearest branch. For assistance, please contact your LOLC Finance Relationship Officer.

9. How can I view pending approval transactions?

Pending approvals will be displayed in the notification pop-up (Bell Icon).

10. If I/We can't remember the username. What should I/We do?

Please contact us on **011 571 5555** or send an email through the registered single contact person

11. If I/We can't remember the password. What should I/We do?

Please contact us on **011 571 5555** or send an email through the registered single contact person

12. Are there any limits to money transfers?

There is a predefined limit for each request. To increase these limits, please visit your nearest branch, contact the Call Center, or send an email to the Call Center.

13. How can I deactivate Corporate online banking?

Contact the Call Center through +0115715555

**If we have not answered your question or
further information is required please contact
0115715555**