

Enquiry facility

The enquiry facility allows you to check activities that you have completed in Business Online Banking.

You can choose from:

- **financial**
- **non-financial.**

Financial activities



Transfers and payments are financial activities.

To check your financial activities, from your home page select **Enquiry Facility** from the left-hand menu then **Activities** then **Financial Activities**. The following screen is displayed:

My Financial Activity Enquiry

Action Type*

Request Type*

Date Range From  To 

- Select the **Action Type** from the drop-down list.
- You can choose **All Action Code** or:
 - approved
 - cancelled
 - entered
 - rejected
 - self approved.
- Enter a date range using the calendar icons.
- Click **Search** to display the results.

Activity List					
Sl. No.	Date	Activity Description	Reference ID	Request Type	Remarks
1	07/07/2010 08:23:54	Self Approved	905	Three day payment	

Non-financial activities

Non-financial activities include logging in and out, password authentication and service requests.

To check your non-financial activities, from your home page select **Enquiry Facility** from the left-hand menu then **Activities** and **Non-Financial Activities**. The following screen is displayed:

My Non Financial Activity Enquiry

Activity Type*

Date Range From To

[Search](#)

- Select the **Activity Type** from the drop-down list; or select **All Activities**.
- Enter the date range using the calendar icons.
- Click **Search** to display the results.

Activity List

Date	Access Channel	Activity Description	Remarks
07/07/2010 13:08:55	Internet	User Signon	SignOn Successful
07/07/2010 13:01:48	Internet	User Signoff	SignOff Successful
07/07/2010 11:57:29	Internet	User Signon	SignOn Successful
07/07/2010 11:10:20	Internet	User Signoff	SignOff Successful
07/07/2010 09:55:57	Internet	User Signon	SignOn Successful
07/07/2010 09:54:20	Internet	User Signoff	SignOff Successful
07/07/2010 09:21:42	Internet	User Signon	SignOn Successful
07/07/2010 09:13:48	Internet	User Signoff	SignOff Successful
07/07/2010 07:59:40	Internet	User Signon	SignOn Successful

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Please note: Leaving the date range blank will display all the activities that have been carried out during a six-month period and may lengthen the time it takes to display the information.

Please call 08457 213 213 (8am-8pm Mon to Fri, 9am-12 noon Sat) if you would like to receive this information in an alternative format such as large print, audio or Braille.

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