

# Raiffeisen E-statements

## **USER GUIDE**

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## 1 Initial registration

In order to use the service Raiffeisen E-statements you must be a client of Raiffeisenbank and must have a client's number.

## 2 Registration in a Raiffeisenbank office

Please, visit the most suitable office of the Bank to fill a "Raiffeisen E-statements application form". When a Bank's employee registers you in the system, you shall receive an envelope with username and password for access

If you have authorized other persons to use the service of a single online client of Raiffeisen E-statements, the envelopes with the username and password for access shall be received by each user in person or by a person authorized for this purpose against proper identification.

This service shall be active on the next workday.

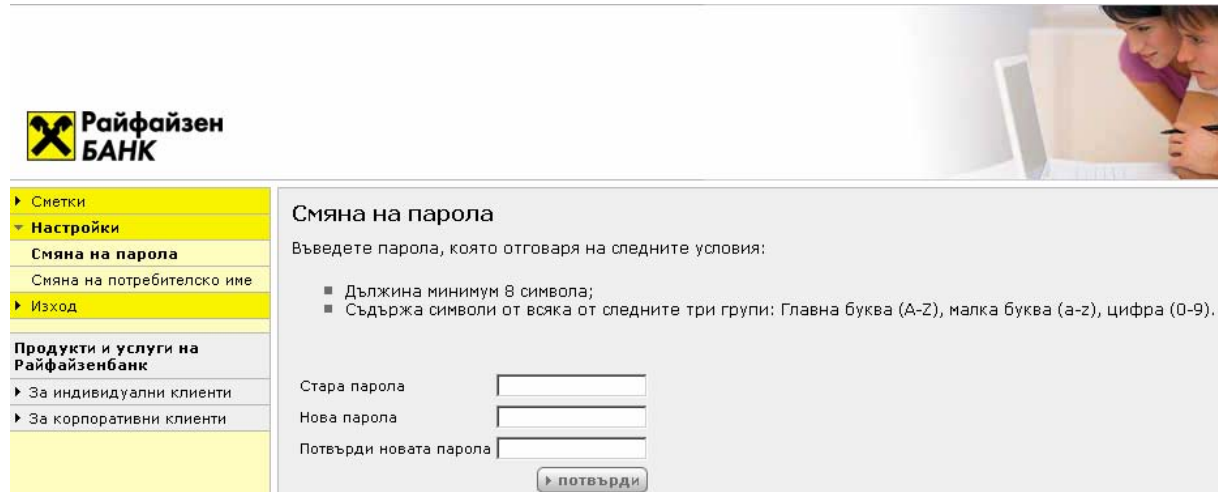
## 3 User settings

### 3.1 Changing username

- From the main menu choose **Settings/Changing username**.
- Enter the old and the new username in the respective fields
- Press the **Confirm** button to save the username.

### 3.2 Changing password

- From the main menu choose **Settings/Changing password**.
- Enter the old and the new password in the respective fields
- Press the **Confirm** button to save the new password.



**Райфайзен  
БАНК**

▶ Сметки  
▼ **Настройки**  
Смяна на парола  
Смяна на потребителско име  
▶ Изход

**Продукти и услуги на  
Райфайзенбанк**

▶ За индивидуални клиенти  
▶ За корпоративни клиенти

**Смяна на парола**

Въведете парола, която отговаря на следните условия:

- Дължина минимум 8 символа;
- Съдържа символи от всяка от следните три групи: Главна буква (A-Z), малка буква (a-z), цифра (0-9).

Стара парола

Нова парола

Потвърди новата парола

## 4 Using the system

### 4.1 Account statements

In submenu **Account Statements** you have access your bank account statements in PDF format by choosing a date, period and number of statement. The statement can be downloaded on your computer and printed afterwards.

### 4.2 Outbound SWIFT messages

In submenu **Outbound SWIFT** messages you have access to the SWIFT messages on outgoing foreign currency transfers. You can choose a date, period and account number. The statement can be downloaded on your computer and printed afterwards.

### 4.3 Inbound SWIFT messages

In submenu "Inbound SWIFT messages" you have access to the SWIFT messages on incoming foreign currency transfers. You can choose a date, period and account number. The statement can be downloaded on your computer and printed afterwards.

### 4.4 Payment orders

In submenu "Payment orders" you have access to the outbound payment orders in case you have not the original copies.

### 4.5 Loan statements

In submenu "Loan statements" you have access to the statements on the loans in Raiffeisen by choosing a date, period and a loan number.