

**Quick Reference Guide**

# JTR INTERNET BANKING

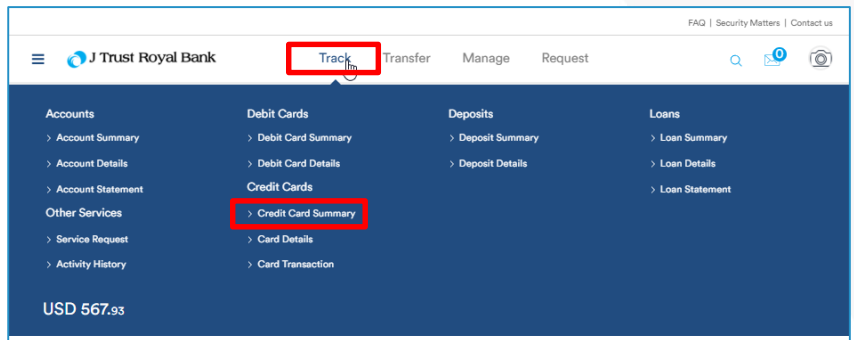
Simple and easy banking at your fingertips,  
any time, any where

## Credit Cards

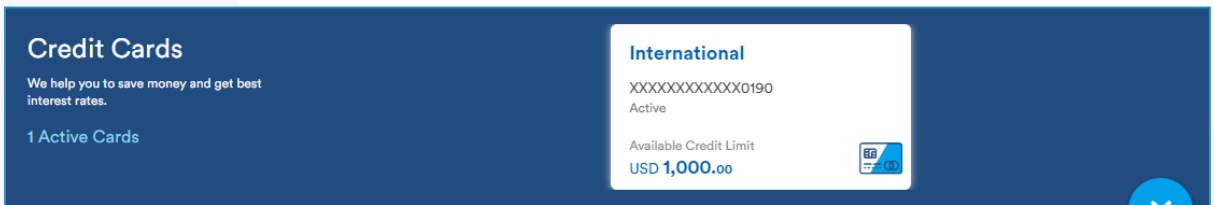


## View Credit Card Summary

**Step 1.** To view a summary of your J Trust Royal Bank Credit card/s, navigate to **Track** from the Home page and select **Credit Card Summary**.



**Step 2.** Navigate to the 'Credit Cards' screen to view a list of your J Trust Royal Bank credit cards.



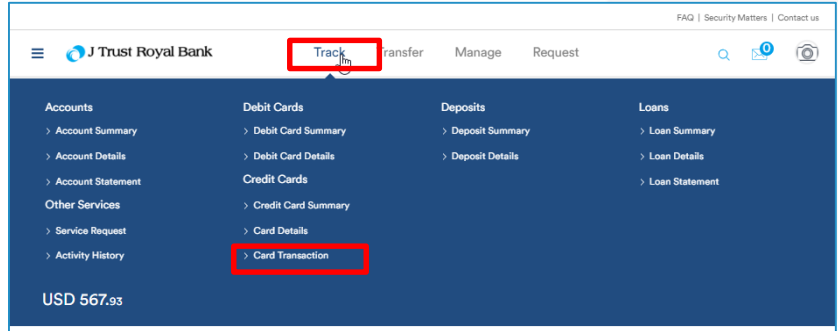
## View Credit Card Details

**Step 3.** Click on **Credit Card Details** to view the credit card details (such as 'Outstanding Balance', 'Ecommerce Status').

Card Details	
Card Account Number	530515100980
Credit Card Number	XXXXXXXXXXXX0190
Card Holder Name	PREPAID
Card Level	P
Card Status	Active
Issuing Branch	J Trust Bank Sahid Sudirman Center
Product Type	MC PP ANONYME
Card Issue Date	11/04/2016
Ecommerce Status	Y
Credit Limit	10,000.00
Outstanding Balance	1,000.00
Unbilled Amount	5,493.00
Last Statement Balance	5,000.00
Available Cash Limit	5,000.00
Available Purchase Limit	5,000.00
Last Payment Received	7,342.00
Minimum Payment Due	5,000.00
Overdue Amount	345.00 USD
Auto Debit Payment Account	12410000324196
Interest	16%
Billing Address	Phnom Penh, Cambodia
Card Not Presented Status	Y

## Credit Card Transaction

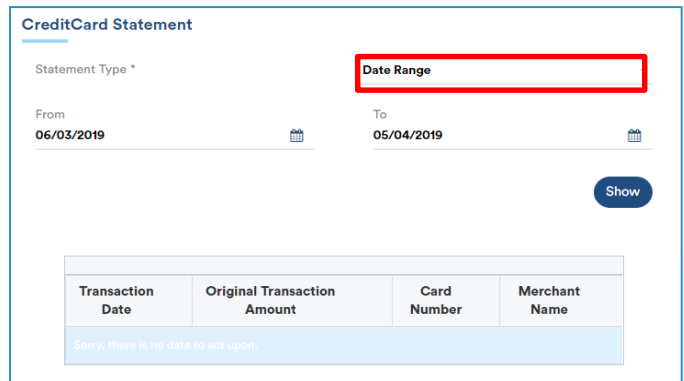
To view and download the credit card statements of your J Trust Royal Bank Credit card/s, navigate to **Track** from the Home page and select **Card Transaction**.



## Credit Card Statement – Date Range Search

Select 'Date Range' from the 'Statement Type' menu dropdown and capture the 'From' and 'To' date for your search.

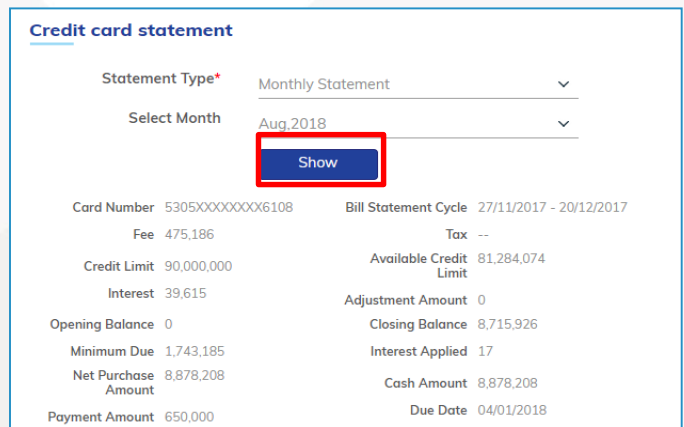
Click **Show**



## Credit Card Statement – Monthly Statement Search

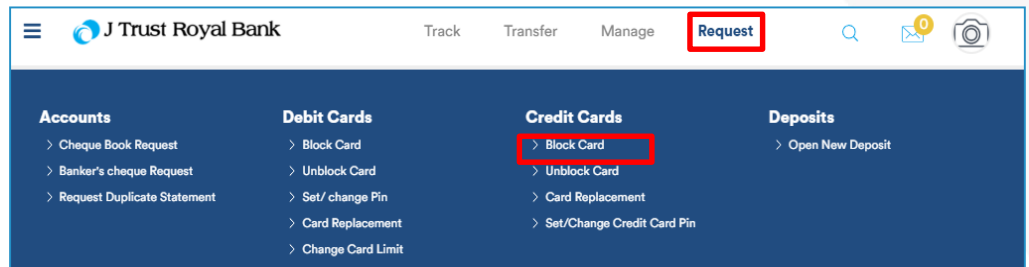
Select 'Monthly Statement' from the 'Statement Type' menu dropdown then select the month from the 'Select Month' menu dropdown.

Click **Show**



## Block a Credit Card

**Step 1.** To block usage and future transactions on your J Trust Royal Bank credit card/s, navigate to **Request** from the Home page and select **Block Card**.



**Step 2.** Once 'Block Card' is selected, the Block Credit Card screen displays.

- Go to the 'Credit Card Number' field and select the card to be blocked from the dropdown list
- Go to the 'Reason for Blocking' field and select the reason from the dropdown list
- Go to the 'Lost/Stolen date' field and click on the calendar icon to select the date from which you would like the card to be blocked
- Go to the 'Narration' field and add Narration as required

Click **Next** to continue

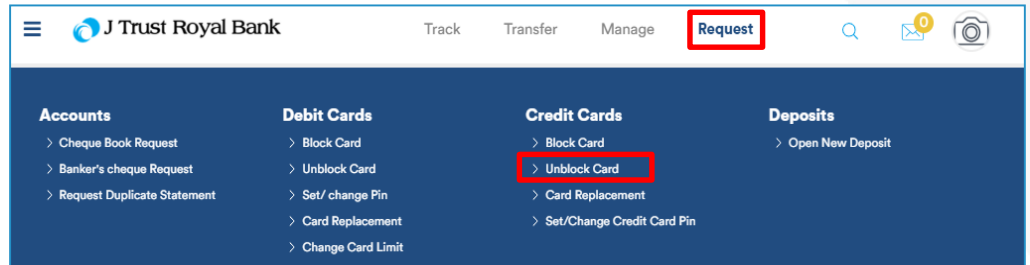
**Step 3.** Once 'Next' is clicked, the 'Review Details' screen displays

- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this password is entered, click **Submit** to continue.

Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming your Credit Card Block has been successfully submitted

## Unblock a Credit Card

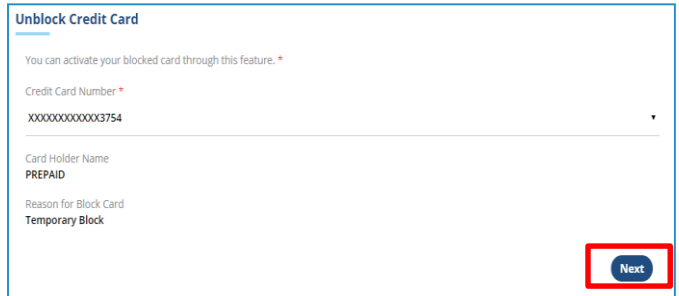
**Step 1.** To unblock usage and future transactions on your J Trust Royal Bank credit card/s that you have previously blocked, navigate to Request from the Home page and select Unblock Card.



**Step 2.** Once 'Unblock Card' is selected, the Unblock Credit Card screen displays.

- Select the 'Credit Card Number' to be unblocked.

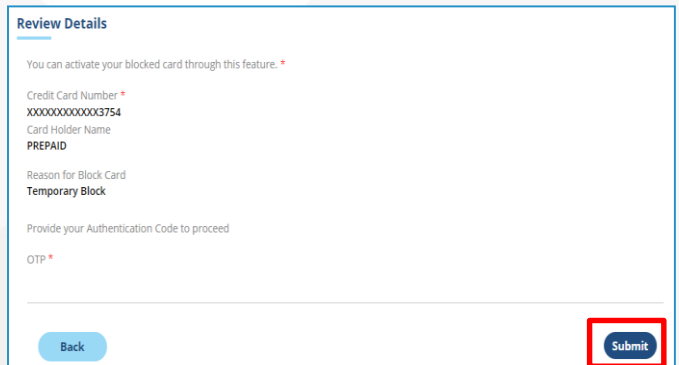
**Note:** Only cards which are inactive status can be unblocked.



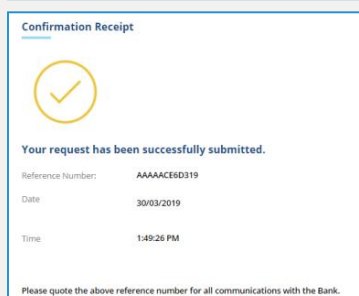
Click **Next**

**Step 3.** Once 'Next is clicked, the 'Review Details' screen displays

- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this password is entered, click **Submit** to continue.

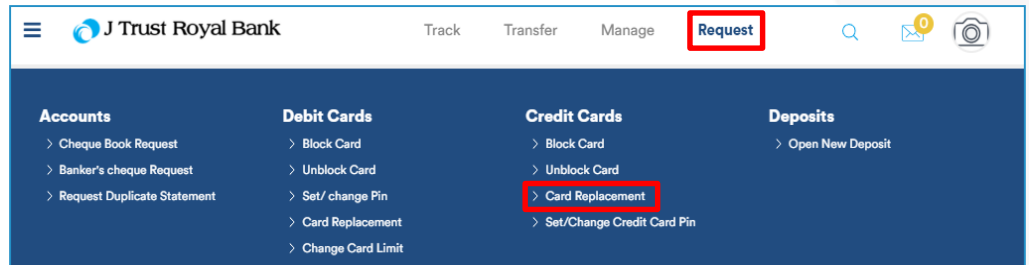


Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming your Credit Card Unblock has been successfully submitted.



## Card Replacement Request

**Step 1.** To request a replacement card for your J Trust Royal Bank credit card/s, navigate to **Request** from the Home page and select **Card Replacement**.



**Step 2.** Select 'Card Replacement' and the Credit Card Replacement screen will display.

- Select the 'Credit Card Number'
- Select the 'Reason for replacement', if the reason is selected as "Damaged", choose the 'Card Issuance' as "New" or "Existing".
- Select the 'Delivery option'
- Add any Narration required.

Click **Next**

Credit Card Replacement	
Credit Card Number *	XXXXXXXXXXXX3774
Card Holder Name	PREPAID
Reason for Replacement *	Damaged
Card Issuance *	New
Delivery Option *	Branch
Delivery Branch *	J Trust Bank Sahid Sudirman Center
Narration *	Card Replacement

**Step 3.** Once 'Next is clicked, the 'Review Details' screen displays

- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this password is entered, click **Submit** to continue.

Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming the Credit Card Replacement has been successfully requested

Review Details	
Credit Card Number *	XXXXXXXXXXXX3774
Card Holder Name	PREPAID
Reason for Replacement *	Damaged
Card Issuance *	New
Delivery Option *	Branch
Delivery Branch *	J Trust Bank Sahid Sudirman Center
Narration *	Card Replacement

Provide your Authentication Code to proceed

OTP \*

**Back** **Submit**

**Confirmation Receipt**

Your request has been successfully submitted.

Reference Number: AAAACE0319

Date: 30/03/2019

Time: 1:49:26 PM

Please quote the above reference number for all communications with the Bank.