

Frequently Asked Questions.

Kina Corporate Online Banking

Q1. What is Kina Corporate Online Banking?

It is a digital platform that can be accessed either through a web browser-based portal or through the Kina Corporate Online Banking app and allows you to conduct a wide array of business banking activities on your account(s).

Q2. How can I sign up for Kina Corporate Online Banking?

Visit your nearest Kina Bank branch or Digital hub and complete a Non-Individual/Business Account Opening Form. (Note: Requirements are stated on the form)

Q3. What are the features of Kina Corporate Online Banking?

- View Accounts - balance, transaction history, and download statements.
- Transfer funds to another Kina Bank account and other commercial banks.
- Transfer funds to overseas Banks (International Telegraphic Transfer).
- Multi Funds Transfer and File Upload for Staff Salaries and Bulk Payments.
- Make payments to Loans and Credit Cards.
- Make Bill Payments.
- View and manage Fixed Deposit accounts.
- Set up and manage Scheduled Payments.
- Kina Xero Bank Feed - Export financial transactions from your accounts to Xero.
- Communicate with the bank via the Mailbox and Service Request.
- Set-up and manage Transaction Notifications/Alerts via SMS, Email, and In-App
- Manage Corporate Online Banking Admin functions through the Corp Admin platform.

Refer to this link for more details: [Kina Corporate Online Banking - Kina Digital Banking](#)

Q4. What types of access are there?

You can give the following accesses to your employees;

1. Corporate Administrator (Corp Admin)_**Admin**
2. Corporate User (Corp User)_**Maker**
3. Corporate User (Corp User)_**Checker**
4. Corporate User (Corp User)_**Both**
5. Corporate User (Corp User)_**STP**
6. Corporate User (Corp User)_**View Only**

Q5. What are the main functions of the Corporate Administrator (Corp Admin)?

The main functions of Corp Admin in liaison with the Bank is to:

1. Create and maintain the Corp Users that will access Corporate Online Banking
2. Reactivate access for blocked Corp Users
3. Set up Beneficiary and Feature Groups for Corporate Online Banking
4. Set up Authorization groups for Corp users
5. Set up Limits for the Corp Users
6. To maintain restrictions on Corporate Online Banking.

Q6. What are the roles of the Corporate Users?

Here are the different user roles:

1. Corp User_**Maker** - This is the delegated user who will initiate a transaction
2. Corp User_**Checker** - This is the delegated user who will approve the transaction
3. Corp User_**Both** - This is the delegated user who can either initiate or approve the transaction but cannot approve their own transaction
4. Corp User_**STP** - Straight Through Processor. All transactions initiated by this user do not require a Checker. Typically, only for Sole Trader/Proprietorship
5. Corp User_**View Only** - A user with only view access can only check account balances, View transaction history, retrieve account statements, and Track cash flow or account activity.

Q7. What are the different kinds of fund transfers which I can do through Corporate Online Banking?

You can do the following types of Funds Transfer:

1. Transfer funds between your own Kina Bank accounts.
2. Transfer funds to third-party accounts within Kina Bank.
3. Transfer funds to an account with another Commercial Bank within PNG.
4. Transfer funds to an overseas account (International Transfer).

Q8. How do I know if my Funds Transfer has been successfully completed?

If your transaction has been successful, a successful transfer screen will be displayed.

Q9. Is there a maximum number of Funds Transfers that I can make between accounts?

There is no restriction on the number of Funds Transfers you can make as long as the transfers are within the daily/monthly transaction amount limits. Refer to the [Fees & Charges](#) document on our website.

Q10. What happens if I forget my User ID?

Corp User - If you are a Corporate User and forget your User ID, please contact your Corporate Admin or Kina Bank.

Corp Admin - If you are a Corporate Admin and forgot your User ID, please contact Kina Bank on 308 3800 or Toll free - 1801525.

Q11. What should I do if I forget my Password?

You can reset your password by clicking on the **"Forgot password?"** option on the Corporate Online Banking Login page.



Q12. Can I change my password?

Yes, you can change your password by clicking on the log-out button on the top right-end of screen after logging into Corporate Online Banking and select **"Change Password"**.

Q13. What should I do if I suspect that my password has been stolen or exposed to others?

If you suspect that your password has been stolen or exposed to others, please change your password immediately. You need to login to your Corporate Online Banking to change your password.

Q14. What should I do if I am locked out of Corporate Online Banking?

If you are a Corporate User, contact your Corporate Administrator to unlock your access. And if you are a Corporate Administrator, contact the bank to unlock your access.

Q15. Can I change the channel in which I receive my One-Time-Password (OTP)?

Yes, you can change it by clicking the Logout icon on top right-end of the screen and selecting "OTP Channel". You can change to SMS, Email, and WhatsApp.

Q16. What should I do if my Corporate Online Banking login access is Blocked?

1. **Corp User** - If you are a Corp User and your access is blocked, please speak to your Corp Admin User to reactivate your access.
2. **Corp Admin** - If you are a Corp Admin, and your access is blocked, please contact Kina Bank to reactivate your access.

Q17. How can I update my email address and mobile number?

1. **Corp User** - If you are a Corp User, speak to your Corp Admin User to change your email and mobile number.
2. **Corp Admin** - If you are a Corp Admin User, please contact Kina Bank to change your e-mail and mobile number.

Q18. How far back can I view and access my Transaction History and Statements?

You can view and download your Transactional History and Statements for up to 2 years for transactional and loan accounts.

Q19. Can I see a summary of my accounts?

Yes, you can view a summary of your accounts on the Account Summary Graph widget located on the Dashboard when you login. Toggle between your accounts to view the respective account details.

Q20. What steps should I take to ensure that my transaction on Corporate Online Banking is secure?

Please be aware that Kina Bank will never ask you to provide confidential information such as your account numbers, passwords, etc. through email. If you receive any such emails, please report via email to kina@kinabank.com.pg

Q21. What should I do if I am unable to log in or have other technical issues?

Call Kina Bank Contact Centre on 308 3800, Toll free - 1801525 or visit your nearest Kina Bank branch to assist you.



Q22. What happens if I suspect a fraudulent activity on my account?

Contact Kina Bank Fraud Prevention team via phone 308 6311 or e-mail: FraudPrevention@kinabank.com.pg or Kina Bank Contact Centre on phone 308 3800, Toll free - 1801525 or e-mail: kina@kinabank.com.pg

Q23. If I have more than one Business Account under my Group of Companies, will I be able to view and access them under one Corporate Online Banking setup/login.

Yes, you will be able to view and access all your accounts on your Corporate Online Banking.

Q24. Can I perform a premature withdrawal on my Fixed Deposit Account?

Please visit your nearest branch if you wish to perform a premature withdrawal on your Fixed Deposit Account.

