

Quick Reference Guide Business eStatement Viewer

Basic User

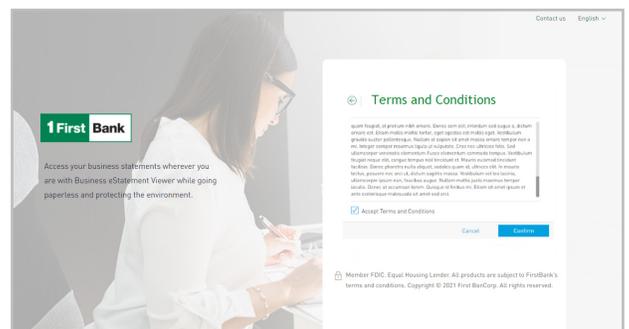
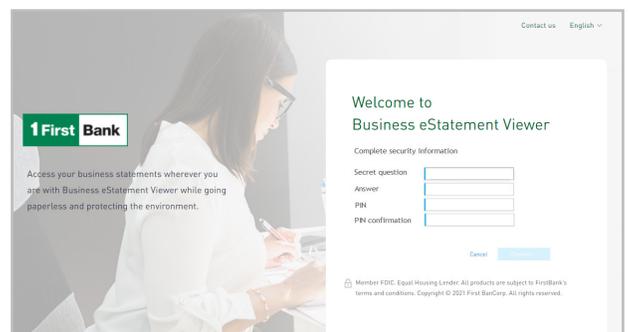
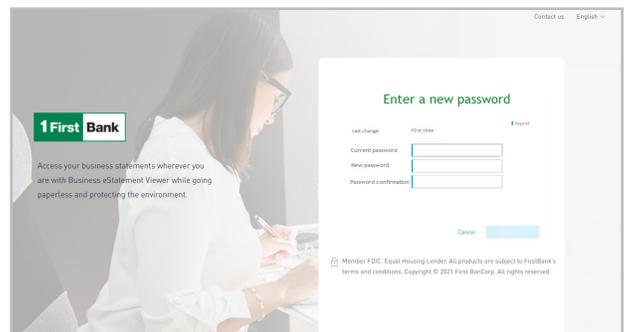
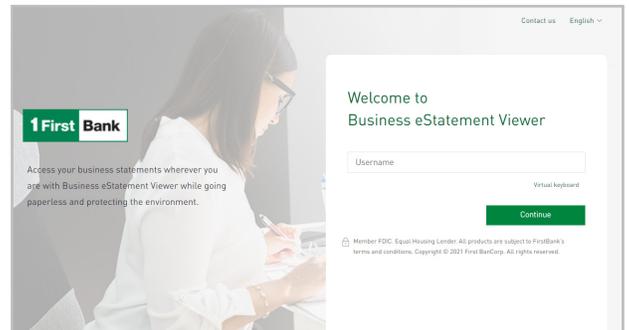
Welcome to Business eStatement Viewer!

You have been registered as a basic user in the Business eStatement Viewer platform, where you can electronically access and download your business' statements for the last 18 months.

To complete the registration process, you should access www.businessstatementviewer.1firstbank.com using the password sent for your first login in the welcome email and to configure a new password and accept the platform's Terms and Conditions.

Login

1. To log in to the platform for the first time, you must enter your email, registered by the administrator user, within the platform.
2. Then you must enter the temporary password provided in the welcome email. The system will ask you to set up a new password and a PIN as an additional authentication method.
3. Also, you will receive a request to create a secret question that will be used for processes such as password changes or to recover access to the platform in case you get blocked out or forget your credentials.
4. Lastly, you must accept the Terms and Conditions of the platform in order to access and use it.

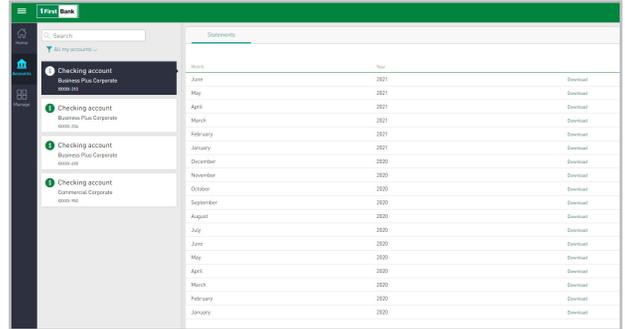


How to access and download account statements

1. To view account statements, go to the “Accounts” menu option. Once you access this section, you will be able to see the accounts to which you have access, as configured by the administrator.
2. By clicking on any of the accounts, you will see the list of the last 18 months for which statements are available. Select the statement you want to see and click "Download".

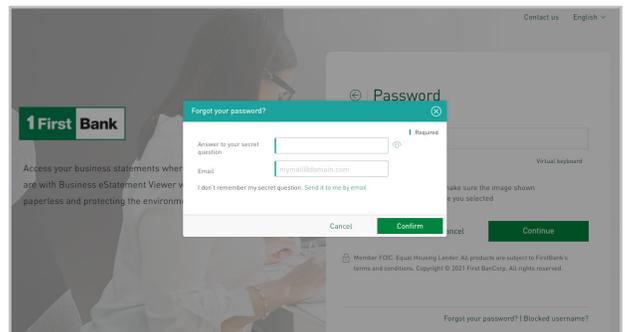
Note: To view and download them, you must have a PDF reader (e.g. Adobe) installed.

3. A new window or tab will open with a PDF of the statement selected, which you will be able to view and/or download to your computer.



Unlocking the Platform / Password Recovery

1. Press the “Locked User” button.
2. Enter the answer to the secret question set up in the first login. If you do not remember the secret question, click on the link “I can’t remember my secret question, please send it to me via email”.
3. When you enter the answer to the secret question and your email, a temporary password will be sent to you, which you will use to log in again.
4. Enter the username and temporary password in the Login screen; you will be required to create a new password and confirm it, and that’s it! You will be able to access the platform again.



Additional configurations

In this section you will be able to configure the following:

- Security picture
- Secret question
- Security answer
- Active sessions
- Language
- Notification channel (currently only email)

