



Personal Online Banking (POB) Limit Adjustment

Effective – February 01, 2024

Table of Content

1	Why is the bank reducing my limit?	3
2	Which transaction limits will be reduced?	3
3	Are there any limits that are not impacted?	4
4	What are the new transaction limits?	4
5	If my POB limit was higher than the previous default limit for these transactions will my limit be reduced?	5
6	Will I be able to increase my limit?	6
7	How will customers know what their new transaction limits are?	7
8	Will I be able to conduct online transactions over the default limits?	7
9	Will I be charged for each transfer?	8
10	If I request a limit increase, how long will it take for my request be processed?	8
11	Will my existing recurring or scheduled transfers be impacted?	9
12	Are Business Online Banking (BOB) customers affected by the limit adjustment?	9

Why is the bank reducing my limit?

1

As part of our ongoing commitment to enhancing our security mechanisms in light of increased levels of online fraud globally, we have taken the decision to reduce the bank assigned limit for certain banking transfers done via Personal Online Banking (website / desktop) and the NCB Mobile App. Based on the data on the value of online transactions done in the past year, the majority of our customers conduct daily transfers up to the level of the new default limits.

2

Which transaction limits will be reduced?

Only the daily and monthly limits for certain transfers will be reduced at this time. These are transfers to other NCB accounts, other banks and international wire transfers.

Are there any limits that are not impacted?

The limits for self-transfers (i.e. transfer to own NCB account) and bill payments have not been changed. The existing limits are for self-transfers and bill payments are:

3

Transaction Type	Current Daily Limit	Current Monthly Limit
Self transfer	\$2,000,000	\$2,000,000
Bill Payment	\$2,000,000	\$2,000,000

What are the new transaction limits?

Only the limits for transfers to other NCB accounts, other banks and international wire transfers are impacted at this time. The new limits are:

4

Transaction Type	Current Daily Limit	Current Monthly Limit
NCB Third Party Transfer	\$150,000	\$500,000
Other bank transfer (local)	\$150,000	\$500,000
International Wire Transfer	\$150,000	\$500,000

5

If my POB limit was higher than the previous default limit for these transactions, will my limit be reduced?

Customers who already have limits higher than the default limits will **NOT** be impacted by the reduced limit. These customers will retain their limit. However, they will be required to complete the relevant indemnity form.

Will I be able to increase my limit?

Yes. Customers who wish to avail of higher limits for these transactions may download the indemnity form on our JNCB website. The original printed copy of the form must be delivered to their preferred NCB Branch for processing within five (5) business days. Additionally, they may email the form to onlinelimitupdate@jncb.com or upload to the NCB Mobile App (under Menu select Support then NCB Message Center). The available higher limits are shown below:

Transaction Limits

Transaction Type	Frequency	Tier 1	Tier 2
Bill Payment	Daily	\$2,000,000	\$5,000,000
	Monthly	None	None
Self-Transfer	Daily	\$2,000,000	\$5,000,000
	Monthly	None	None
NCB Third Party Transfer	Daily	\$500,000	\$2,000,000
	Monthly	\$1,000,000	\$5,000,000
Wire Transfer	Daily	\$500,000	\$2,000,000
	Monthly	\$1,500,000	\$5,000,000
Other Bank Transfer	Daily	\$500,000	\$2,000,000
	Monthly	\$1,000,000	\$5,000,000

6

7

How will customers know what their new transaction limits are?

Our efforts to educate customers on the changes have commenced and will be ongoing throughout the month of February. In addition to emails to all our Personal Online Banking customers, we have been sending communication via:

- ▶ POB (Pop Up)
- ▶ The NCB Mobile App
 - Broadcast messages
 - In-App messages

8

Will I be able to conduct online transactions over the default limits?

Customers who wish to conduct transactions over the default limits may download and complete the indemnity form on our JNCB website. The original printed copy of the form must be delivered to their preferred NCB Branch for processing within five (5) business days. Additionally, they may email the form to onlinelimitupdate@jncb.com or upload to the NCB Mobile App (under Menu select Support then NCB Message Center).

9

Will I be charged for each transfer?

Bank charges are based on the type of transaction done online. If the transaction initiated attracts a fee (other bank transfer and international wire transfers), this will be applied. Please note that all NCB-to-NCB Transfers are FREE.

10

If I request a limit increase, how long will it take for my request be processed?

Requests for limit adjustments will be processed within 5 business days.

11

Will my existing recurring or scheduled transfers be impacted?

Scheduled or recurring transfers that are over the new limit will not be processed. Customers can modify these transactions to ensure that they are within the new limits or may download the indemnity form on our JNCB website. The original printed copy of the form must be delivered to their preferred NCB Branch for processing within five (5) business days. Additionally, they may email the form to onlinelimitupdate@jncb.com or upload to the NCB Mobile App (under Menu select Support then NCB Message Center).

12

Are Business Online Banking (BOB) customers affected by the limit adjustment?

No. Business Online Banking (BOB) is not impacted by this change. The current limit reductions are specifically for NCB third party transfers, other bank transfers and international wire transfers initiated via Personal Online Banking.

