

Introduction

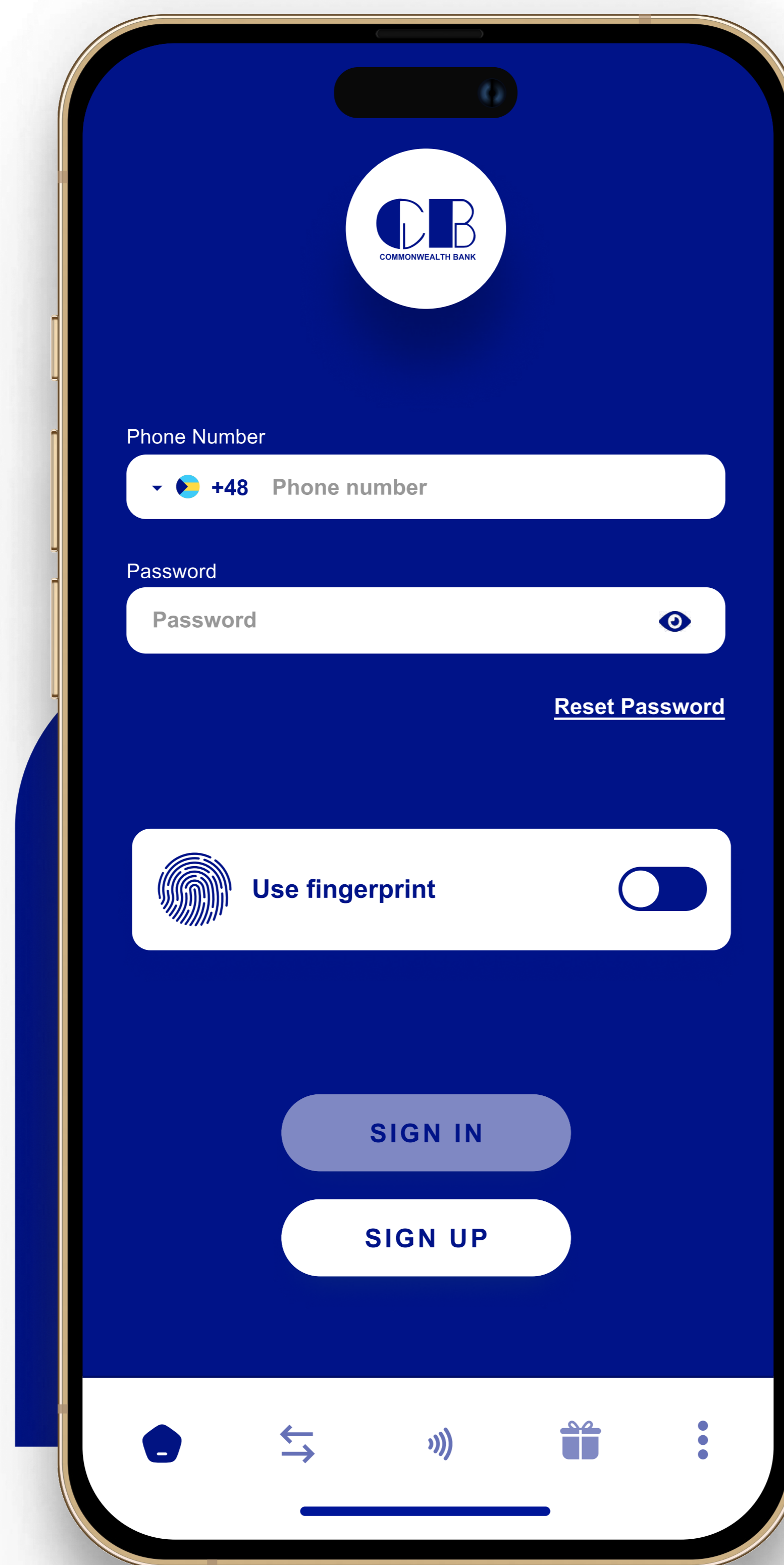
This guide will help you navigate through the brand new Commonwealth Bank Digital Banking Application. You will be able to setup your account, view your recent transaction, use your pay with rewards and much more.

Downloading the App

- 1 Open the App Store (iOS) or Google Play Store (Android).
- 2 Search for CB Wallet App.
- 3 Tap Install or Get.
- 4 Wait for the app to download and install.

Creating an account

- 1 Open the App and select Sign Up.
- 2 Choose between the following Options
 - Credit Card
 - Prepaid Card
 - No Card
- 3 Enter your personal details:
 - Full Name
 - Email Address
 - Email Address
 - Phone Number
- 4 Accept the Terms & Conditions and consent forms.
- 5 Enter Card Details either manually or via camera access.
- 6 Create a secure password.
- 7 Create a secure 4 digit PIN.
- 8 Verify your account details by entering the OTP sent to you via text/e-mail.



Signing In

- 1 Open the app.
- 2 Enter your registered email/phone and password.
- 3 Tap Log In

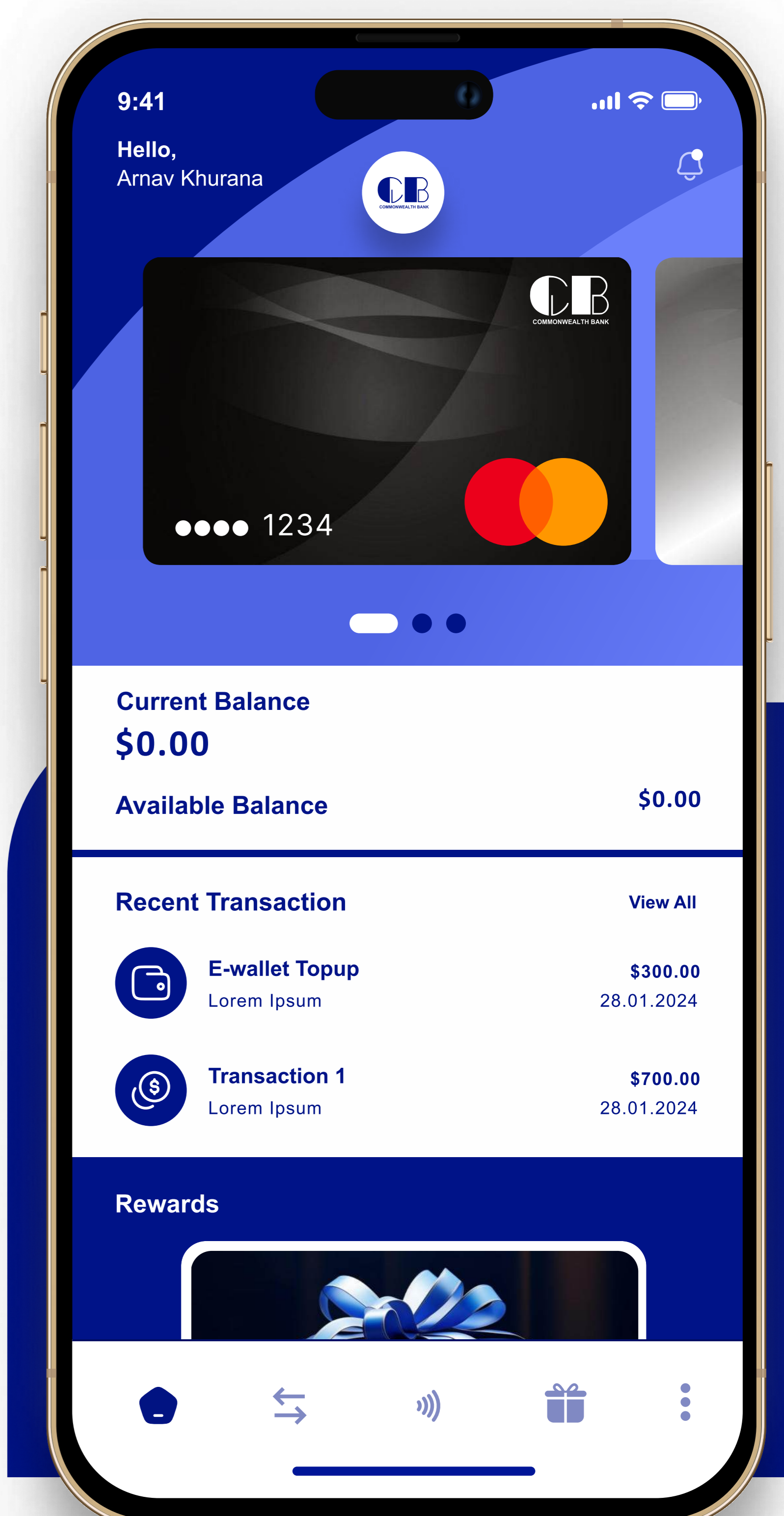
Navigating the Dashboard

Upon login, you'll see:

- Virtual Cards : Display your virtual credit/prepaid cards.
- Balance: Displays your current card balance and available balance in your account.
- Recent Transactions: Shows a summary of your latest activity.
- Mastercard Rewards : Ability to enroll in Mastercard Pay with Rewards program

Quick Actions:

1. Options like Instant Money Transfer(Coming Soon)
2. Tap to pay (Coming Soon)
3. Master Rewards and Profile Access.

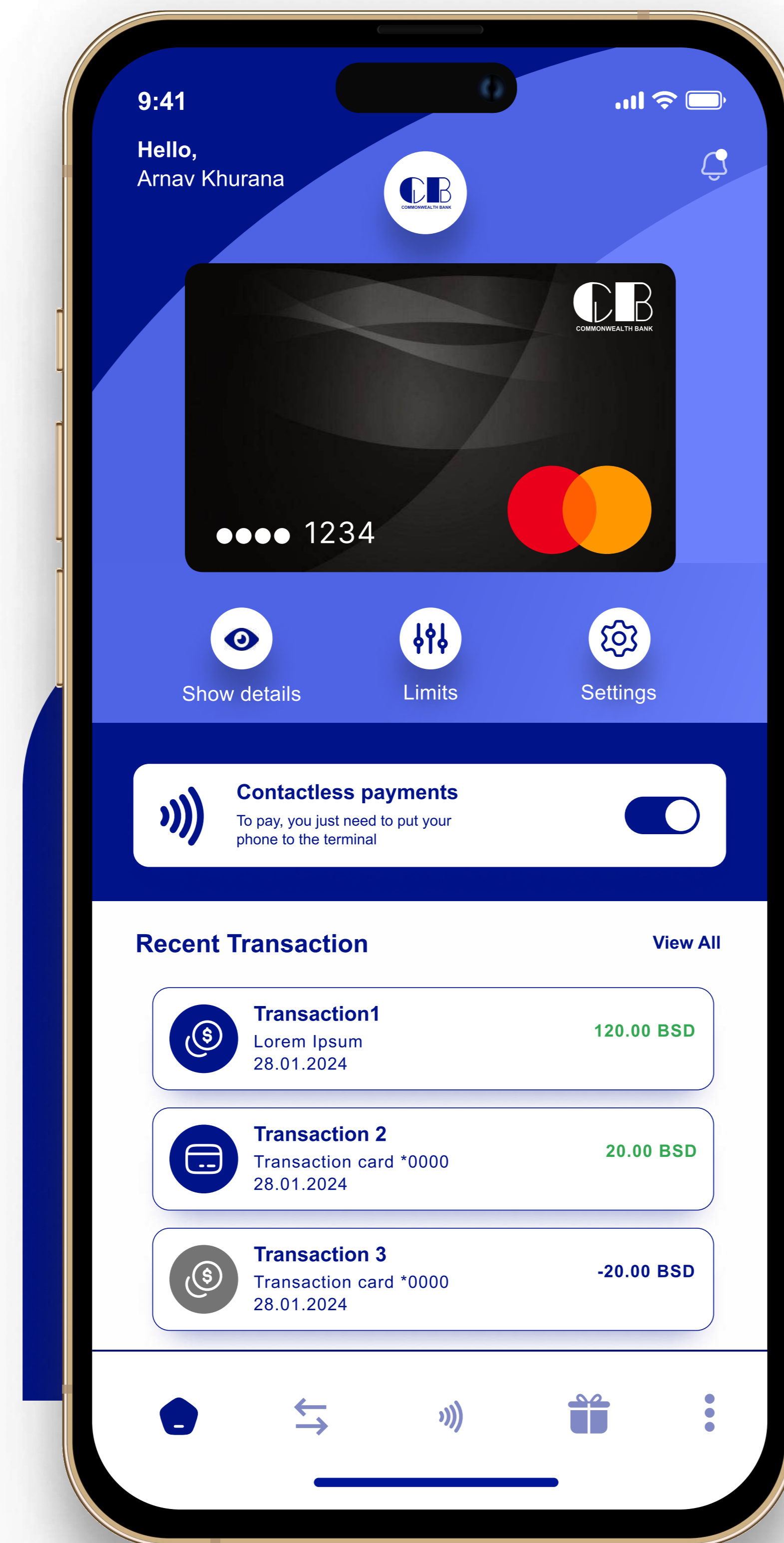


Viewing Transaction History

- 1 Click on View All option under Recent Transactions.
- 2 You will be able to view Completed and Processing Transactions.
- 3 You can also view transaction history by access through the menu option. (3 dots)

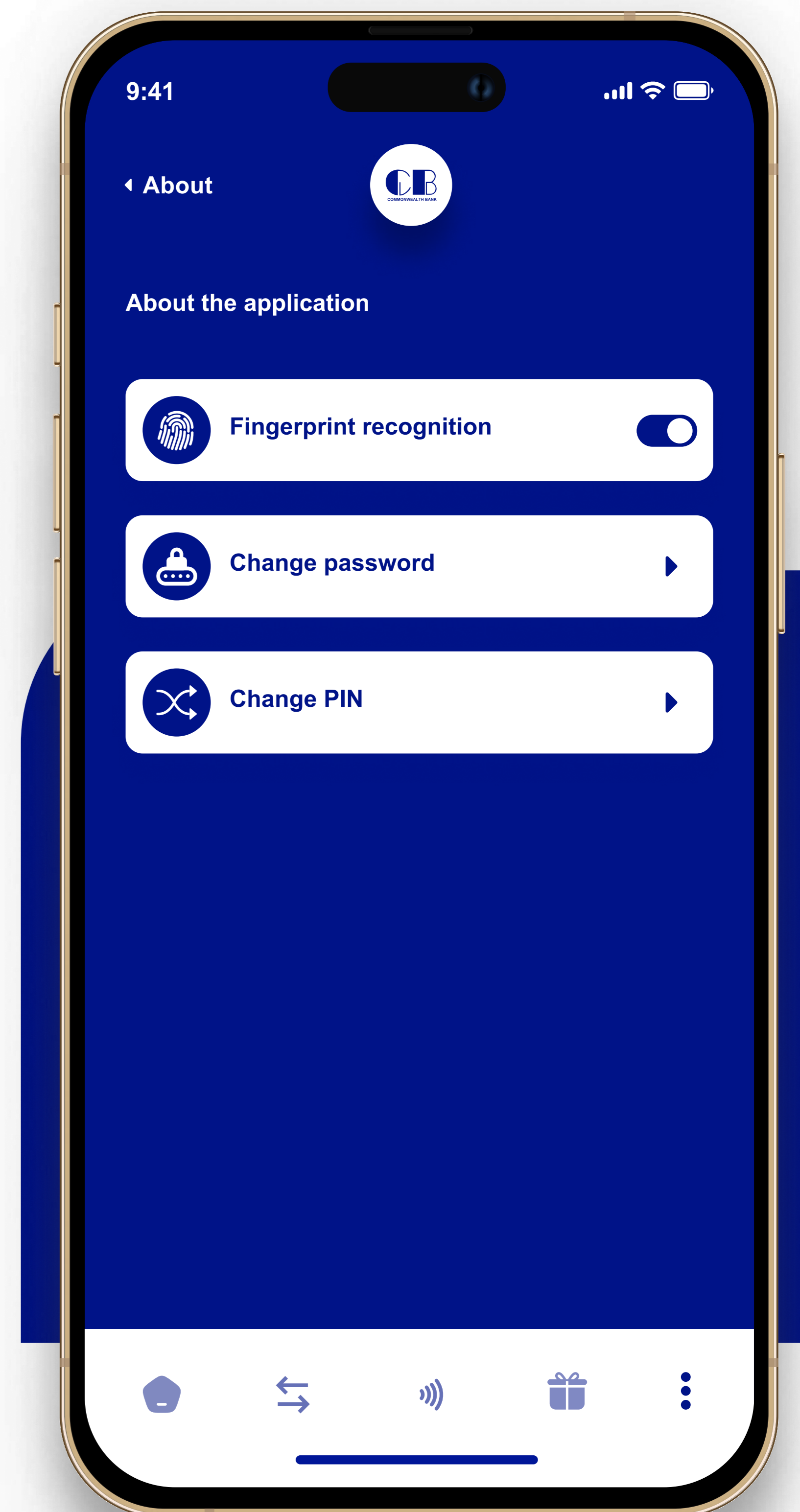
Viewing Card Details & Settings

- 1 Click on Show Details available under your virtual card.
- 2 Enter the 4 digit PIN or use fingerprint to view the page.
- 3 You will be able to view card number and other card details.
- 4 Click on Settings available under your virtual card.
- 5 You will be able to Lock/Unlock your Card.
- 6 You will be able to block/unblock receiving money functionality as well.



Security Features

- 1 Click on the menu icon (3 dots) to access Settings > Security.
- 2 You will be able to change password.
- 3 You will be able to change 4 digital PIN.
- 4 Enable/Disable fingerprint recognition.



Redeeming your rewards

- 1 Click on View All option under Recent Transactions.
- 2 You will be able to view Completed and Processing Transactions.

Troubleshooting

Issue: Cannot log in

- **Solution:** Check your internet connection and ensure your credentials are correct. Reset your password if needed.

Issue: Unable to redeem Pay with rewards

- **Solution:** Verify sufficient rewards and successful program enrollment.


Viewing Your Profile

- 1 Click on the menu icon (3 dots) to access Profile.
- 2 You will be able to view your personal information.

Contact Support

If you need further assistance, contact us at:

 Cbcontact@Combankltd.Com

 [1-242-394-CARD](tel:1-242-394-CARD)

Viewing Other Information

- 1 Click on the menu icon (3 dots) to access application information.
- 2 You will be able to view FAQs, Regulations and youtube tutorial videos.

Commonwealth Bank Head Office

William B. Sands, Jr. Plaza
Mackey Street, Nassau