

## **Selfie Check now available on iBB Mobile**

We introduced Selfie Check to give you a more secure way to confirm your identity when using the AIB Business (iBB) App.

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### **Selfie Check**

#### **What is Selfie Check?**

Selfie Check uses your face to make sure it is you doing things in the app like paying a new person.

#### **When will you ask for Selfie Check?**

We will ask you for a safety check when:

- You add a new person to pay regularly
- Adding or editing a bill
- Approving certain payments

#### **How do I enrol for Selfie Check?**

You can enrol within the mobile app:

- From the home screen
- In *Settings > Login & Security*
- When adding a payee or bill

We will guide you through the steps, which include taking a selfie and scanning your passport.

#### **What do I need to complete enrolment?**

You will need:

- Access to your device camera
- A valid passport
- A clear image of your face

#### **What happens if I do not enrol?**

If you do not enrol in Selfie Check, you will not be able to add or edit payees or bills in the mobile app. You can do this on iBB on desktop instead.

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## **Adding a Payee**

### **How do I add a payee?**

1. Go to *Payments*
2. Select *Payees and bills*
3. Choose *Add payee*

You will then enter the required details and complete approval.

### **What details are required?**

You may be asked to provide:

- Payee name
- IBAN or account number
- BIC/SWIFT (if applicable)
- Optional nickname

### **What is Confirmation of Payee?**

Confirmation of Payee is a security check that compares the name entered with the account details the receiving bank has.

### **What should I do if the details do not match?**

Ask the person you are paying if you have the correct information before continuing. If you use the wrong details, you could send money to the wrong account.

### **Can I save a payee for later?**

Yes. You can choose *Save for authorisation* and complete approval at a later stage.

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## **Editing or Deleting a Payee**

### **How do I edit a payee?**

1. Go to *Payments*
2. Select *Payees and bills*
3. Select the payee
4. Choose *Edit payee*

Any changes must be approved before they take effect.

### **Can I delete a payee?**

Yes. Payees can be deleted from the same screen used to edit them.

### **Why am I unable to edit a payee?**

You can't make changes if other changes are pending. Once these are either approved or rejected you can make changes.

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## **Adding a Bill**

### **How do I add a bill?**

1. Go to *Payments*
2. Select *Payees and bills*
3. Select *Bills*
4. Choose *Add bill*

### **What details are required?**

You will need:

- The bill provider
- Your account or customer number from the bill

### **Can I search for a bill provider?**

Yes. You can select a provider from the list or search by name.

### **Can I save a bill for later?**

Yes. You can select *Save for authorisation* and complete approval later.

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## **Editing a Bill**

### **How do I edit a bill?**

1. Go to *Payees and bills*
2. Select the bill
3. Choose *Edit bill*

### **Do I need to approve changes?**

Yes. All changes must be approved before they are applied.

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## **Authorisation**

### **What happens after I approve a payee or bill?**

Once approved, it will be saved and available for use.

### **What does “Save for authorisation” mean?**

This means the request has been created but requires approval before it becomes active.

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