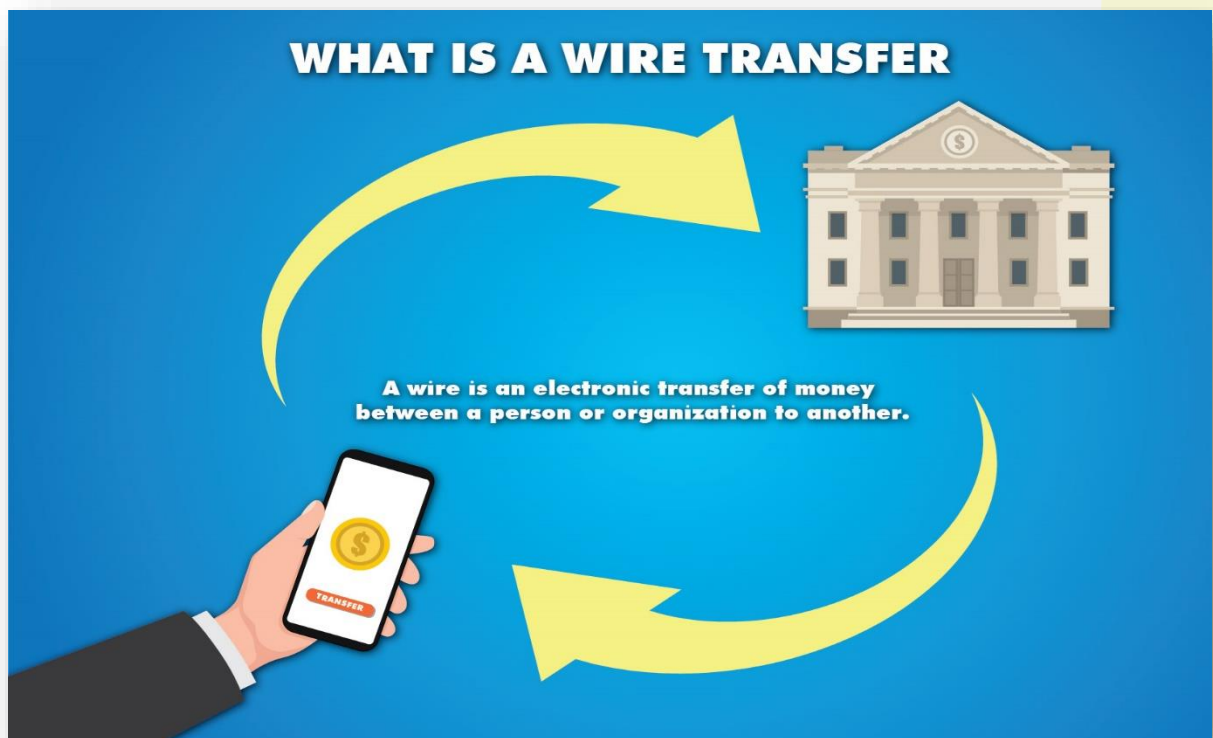# HOW TO SEND A WIRE TRANSFER

## VIA EBANKING

WIRE TRANSFER GUIDANCE NOTES

What is a wire transfer?

A wire transfer is the electronic transfer of funds from one financial institution to another financial institution worldwide, for credit to a beneficiary's account using a network such as SWIFT.

Can a wire transfer be requested online?

Yes! Grenada Co-operative Bank Limited has provided its customers with a safe and convenient way to send and receive money internationally.

1. Log in to Co-op Bank's eBanking platform.
2. To the left of your screen, under the **Orders** tab, select the **"Wire Transfer"** option as indicated in the screenshot below.
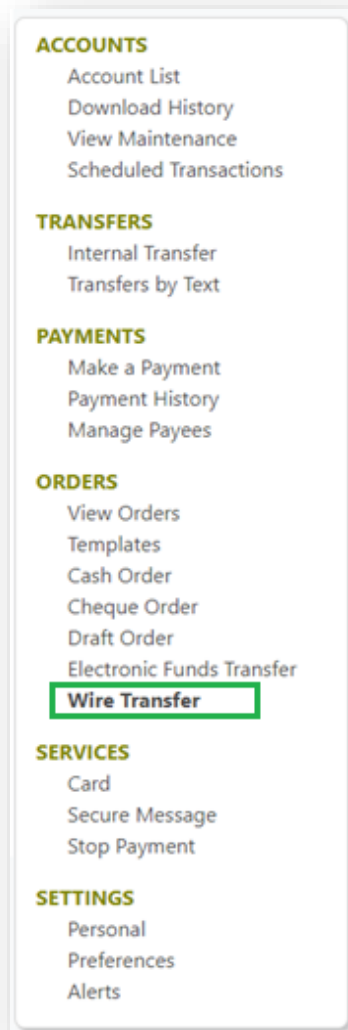

3. Complete the order form as shown in the images below.

Ordering Customer Information

1. Please note that "template" as indicated by *"A" (Select a Template)* can only be selected if you saved a template previously.
2. Select account number from dropdown menu, as indicated by *"B" (Account #)* in the image below. This is the account that the funds will be transferred from.
3. Type in your physical address in field as indicated by *"C, D and E" (Physical Address, City, Country)*.
4. Please do not include any special characters in field *"D" (City)*, inclusive of full stops, commas, etc. For example, instead of "St. George" use "St George".

Payment Information

1. Select currency type from the dropdown menu for *"F" (Currency)*.
2. Insert amount to be sent in the field indicated by *"G" (Amount)*.
3. Always select *"SHA" – costs for all transactions shared –* in field *"H" (Charges Transaction)*.

Beneficiary Bank Information

1. Insert SWIFT/BIC code / ABA/Routing number for *"I" (Beneficiary Bank Information)*.
   a. *Please note that an IBAN number must be provided for wires being sent in GBP and Euro currency.*

   b. *Example of an IBAN Number*
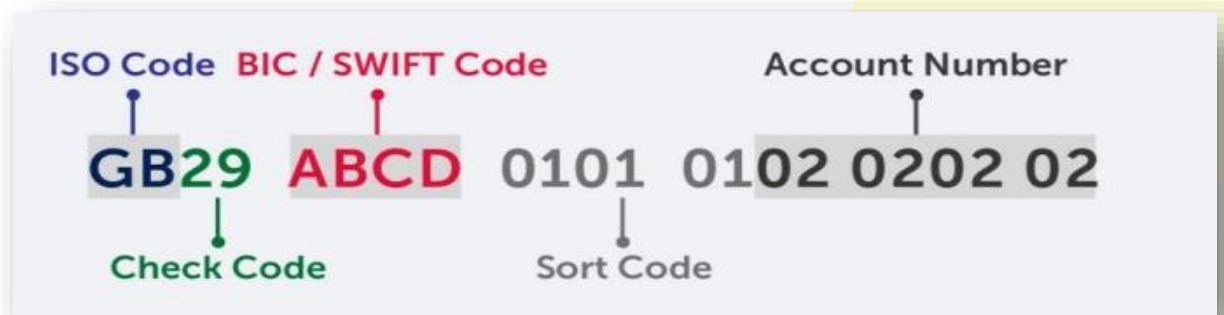
2. Insert the beneficiary bank name at field *"J" (Bank Name)*.
3. Fields *"K, L, and M" (Address, City, and Country)* are optional.

Beneficiary Bank Information ⓘ

SWIFT / BIC Code / ABA / Routing*

| I |

Bank Name*

| J |

type here

Address

| K |

type here

City

| L |

type here

Country

| M |

⌄

Beneficiary Customer Information

1. Enter the beneficiary customer's account number in field indicated by *"N" (Account # /IBAN)*.
2. Insert the beneficiary customer's name as it appears on the account in the field indicated by *"O" (Name)*.
3. Enter the beneficiary customer's address in field indicated by *"P, Q and R" (Address, City, Country)*.
4. Please do not include any special characters in field *"Q" (City)*, inclusive of full stops, commas, etc. For example, instead of "St. George" use "St George".
5. Enter reason for payment in field indicated by *"S" (Purpose)*.

Beneficiary Customer Information

Account # / IBAN *

| N |

Name *

| O |

type here

Address*

| P |

type here

City*

| Q |

type here

Country*

| R |

Make a choice ⌄

Purpose*

| S |

140 Characters left

Intermediary Bank Information

1. Enter the intermediary bank's SWIFT/BIC code / ABA/Routing number (if applicable) in field indicated by *"T" (SWIFT/BIC code / ABA/Routing number)*.
2. Enter intermediary bank's name in field indicated by *"U" (Name)*.
3. Enter intermediary bank's address in fields indicated by *"V and W" (City, Country)*.
4. Please do not include any special characters in field *"V" (City)*, inclusive of full stops, commas, etc. For example, instead of "St. George" use "St George".

Save a Template and Submit Wire Transfer Order

1. Place a tick in the box as indicated by *"X" (Save as a Template)* to save a template for future transactions. Template names can include letters and numbers with no special characters or spaces.

   Example: WireToABCLimited ✅

   Wire to ABC Limited ❌

   Wire_to_ABC_Limited ❌

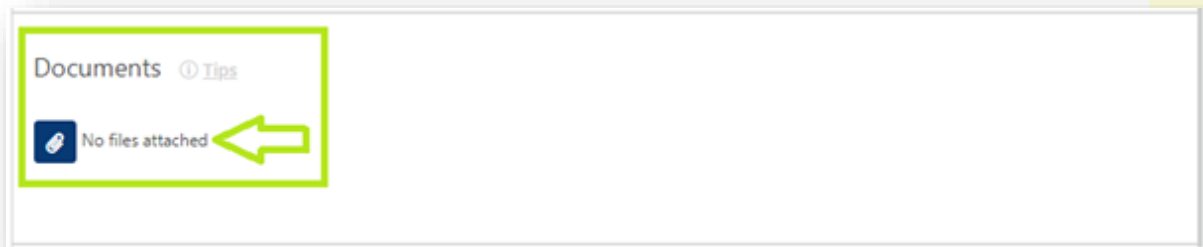2. Once all information is correct and verified, click **"Continue"** indicated by **"Y"**, then submit.

How to Upload/Attach Supporting Documentation

To upload or attach supporting documentation to a wire transfer order, click the paper clip button located under **Documents** as shown in the screenshot below.
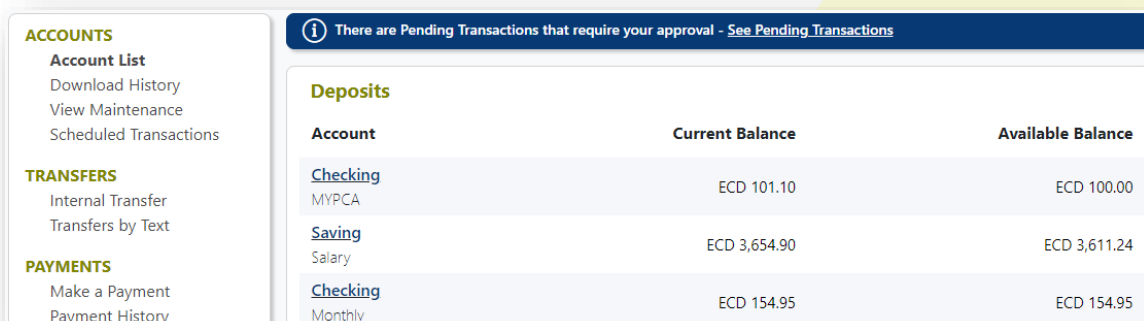

1. You can upload or attach a maximum of three (3) files
2. Each file must be less than 2 MB in size
3. The file must be an image (.png, .jpg, .jpeg) or PDF

Multi-Signatory Authorization

Multi-signatory authorization is applicable only to accounts that require two signatories. One signatory will be required to input the wire transfer order and another signatory would be required to approve the wire transfer order.

When the wire transfer order is submitted by a signatory, an alert will be received indicating that a transaction is pending approval.

1. Log in to Co-op Bank's eBanking platform.
2. Click on **"Pending Transactions"** as shown in the image below:

3. Review the wire transfer order.
4. Click **"Approve"** as shown in the image below to submit the wire transfer order for processing.

Important Reminders:

1. Field *"H" (Charges Transaction)* should always be **"SHA"** shared.
2. Ensure all information are verified before submitting.
3. Templates can be saved for future transactions by clicking the **"Save as a Template"** option indicated by **"X"**. Saved templates can also be altered as needed.
4. For GBP and EURO wires, an IBAN number must be provided.

   a) IBAN stands for International Bank Account Number and is made up of up to 34 letters and numbers that identify the country, check code, bank location, and account details. Banks use IBANs to ensure transfer payments arrive at the intended location.

   b) Example of an IBAN number: