

USER'S MANUAL

Dear Customer

Bank of Jerusalem welcomes you to our new service, which enables you to receive detailed, complete and up-to-date information about your accounts by Internet, (both in Hebrew and in English).

This service provides you with information regarding: checking account, credit, savings, stocks and foreign currency.

In addition you can find general information: rates of exchange, Index and general financial information.

In order to protect the confidentiality of your banking information, the system is secured with the newest security measures. The access to the system can only be done with user's code, password and one more identity field (I.D. or passport).

Basic Requirements:

- Computer with Internet connection
- WIN 95/98 and WIN-NT
- Explorer 5.5 and up with S.S.L.3 support

First time Login:

1. First login can be done one working day after signing the documents in the bank and no more than 10 days later.
2. In order to login, you need to log on to www.bankjerusalem.co.il
3. The home page will give you general information about the bank and it's services.
4. To enter the customers' site, click on the customer's button at the top of the screen.
5. To receive details about your account you need to enter the following:
 - **User's code** – given to you by your branch.
 - **Password** – given to you by your branch
 - **Identity field** – I.D. or Passport (as shown in Account Opening)

The first time you enter your account you will be requested to change the initial password with a new one. The system will open a screen for changing the password and you will be requested to choose a password with at least 6 notes (combination of English letters and numbers).

You need to enter the new password twice for verification.

This is a one-time process. From that moment on you will be able to access the system by the customers' button, your user's code, the new password and the Identity field.

Exiting the system:

The exit from the customers' site must be done through the exit button at the top of the screen.

Attention: exiting in a different manner will prevent you from entering again for at least 30 minutes.

At your service is our support center – Phone 02-6706070
Operation Sunday through Thursday 14:00 – 22:00,
Or by E-MAIL by the “contact us” button.

**Pleasant Surfing
Bank of Jerusalem Ltd.**