

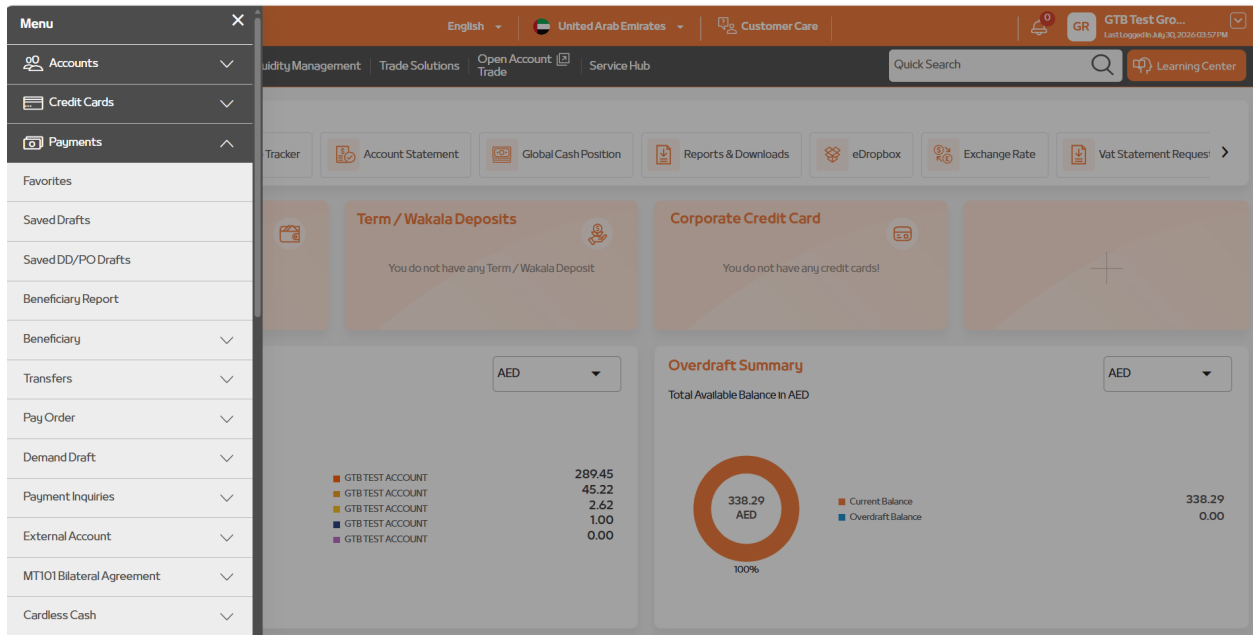
Mashreq NEO CORP Saved Beneficiary Updates

1) Single Beneficiary Updates

Step 1: Log in to **NEO CORP**.

Step 2: On the main page, click the **Menu** icon (≡) located next to the **Home** icon in the top-right corner.

Step 3: Scroll down and select the **Payments** section, as shown below.



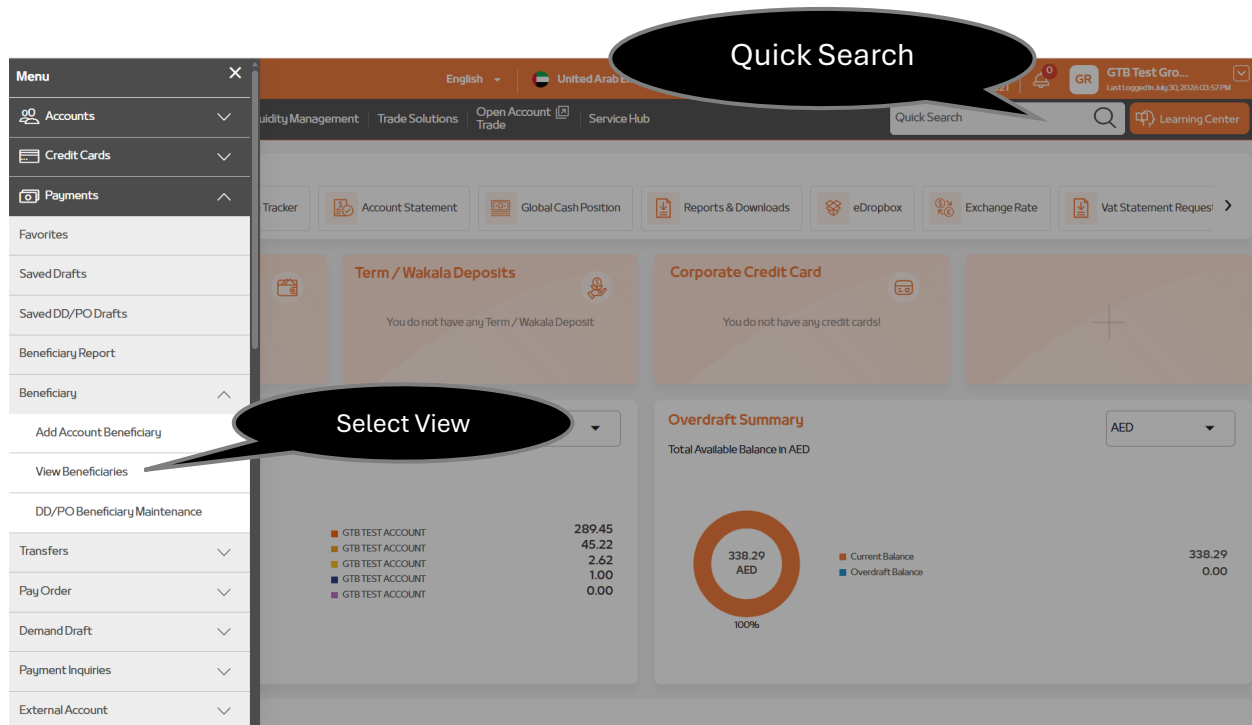
The screenshot displays the Mashreq NEO CORP dashboard. On the left, a 'Menu' sidebar is open, showing various options. The 'Payments' section is highlighted with an upward arrow. The main dashboard area shows a top navigation bar with 'English', 'United Arab Emirates', and 'Customer Care' options. Below this, there's a 'Quick Search' bar and a 'Learning Center' link. The dashboard content includes sections for 'Term / Wakala Deposits', 'Corporate Credit Card', and 'Overdraft Summary'. The 'Overdraft Summary' section shows a 'Total Available Balance in AED' of 338.29, with a 'Current Balance' of 338.29 and an 'Overdraft Balance' of 0.00. A donut chart indicates 100% completion.

Account Type	Balance (AED)
GTB TEST ACCOUNT	289.45
GTB TEST ACCOUNT	45.22
GTB TEST ACCOUNT	2.62
GTB TEST ACCOUNT	1.00
GTB TEST ACCOUNT	0.00

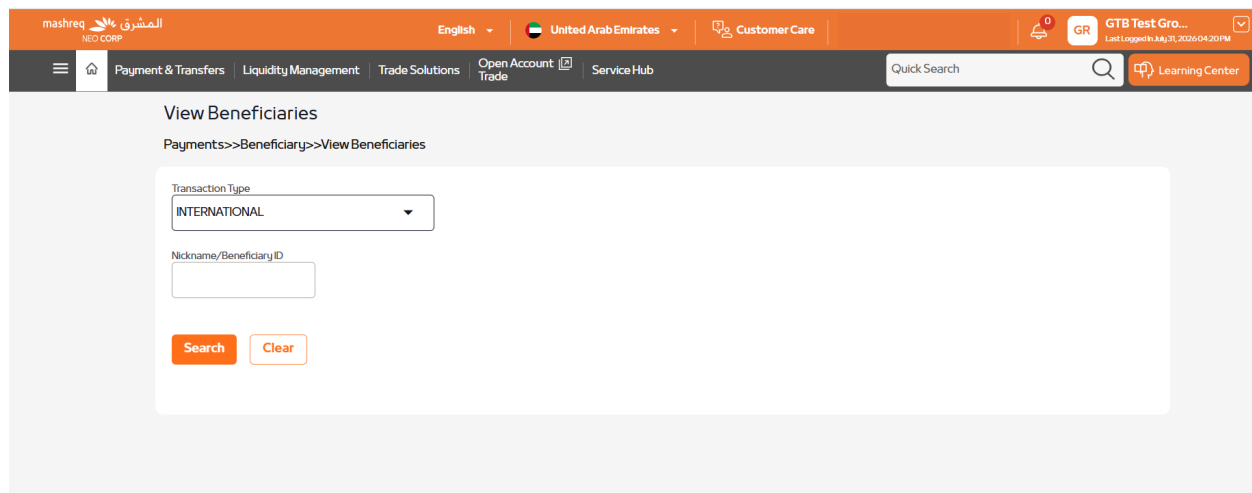
Category	Balance (AED)
Current Balance	338.29
Overdraft Balance	0.00

Step 4: Click on the **Beneficiary** section and select **View Beneficiary**, as shown below.

Tip: You can also use the **Quick Search** box located at the top-right corner of the screen. Simply type **View Beneficiaries** and select the matching result to navigate directly to the page, as illustrated below.



Step 5: On the **View Beneficiaries** page, select **International** from the **Transaction Type** dropdown menu, as shown below.



Step 6: In the **Nickname/Beneficiary ID** field, enter the nickname or beneficiary ID of the saved beneficiary you want to locate. Alternatively, leave this field blank and click **Search** to view a list of all saved beneficiaries, as shown below.

From the search results, select the beneficiary you wish to edit by clicking the blue hyperlink under the **Nickname** column.

View Beneficiaries

Payments>>Beneficiary>>View Beneficiaries

Transaction Type

INTERNATIONAL

Nickname

Search Clear

Export Toolbar

PDF CSV Excel Refresh

	Nickname	Product	Beneficiary Account Number/IBAN	Beneficiary Name	Beneficiary Bank Details	Status	Created By	Last Action By
☐	141264ROD	INTERNATIONAL	8343032358	ERINDRISCOLL HAYNES	WFBUS6SXXX Wells Fargo Bank National Association sadfasfa San Francisco US	Active	MYLENE NACINO E 08/11/2025 06:27:19 PM	VER 17/01:
☐	141644NGELFS	INTERNATIONAL	62541723103	LUCELLE JACKSON	FIRNZAJJXXX FIRSTRAND BANK LTD HEAD OFFICE INCL DIVISIONS FIR	Active	MYLENE NACINO E 08/11/2025 06:27:20 PM	MIC MIC 08/08/

Delete Cancel

Step 7: On the **Beneficiary Details** page, click the **Edit** button to modify the beneficiary information, as shown below.

Payment & Transfers

Liquidity Management

Trade Solutions

Open Account Trade

Service Hub

Quick Search

Beneficiary ID

3bankrouting

Beneficiary Type

INTERNATIONAL

Account Name

UBS FINANCIAL SERVICES INC FFC CEDAR CREST LIMITED ACCT AEP6329

Account Number

101 WA 258641 000

Beneficiary Country

United States

Beneficiary Address

600 WASHINGTON BLVD STAMFORD CT 06901

Beneficiary Bank Country

United States

Beneficiary Bank BIC

UBSWUS33XXX

Beneficiary Access Type

Public

Pay

Edit

Delete

Cancel

Back

Select Edit

Step 8: On the Edit Beneficiary Details Page (as illustrated below) you will see an additional mandatory field, **Beneficiary Town/City**, along with the **Country** field. Enter or update the required information in these fields.

Once you have completed the updates, click **Submit** to save the changes and send for necessary approval.

Edit Beneficiary Details

Bank Account

Beneficiary Type

International

Nickname

ABC LLC TEST

Account Number/BAN

1234567890

Beneficiary Name

Actual Account

Beneficiary Email Address

mohsinga@mashreq.com

Add

mohsing3816@yahoo.com

Beneficiary Address

dubai outsourcing city manama street near inter

Beneficiary Town/City

Enter 1 to 105 Characters

Beneficiary Country

United Arab Emirates

Pay Via

☒ SWIFT CODE
☐ SPECIFIC BANK DETAILS

Beneficiary Bank SWIFT/BIC Code

CHASUS33XXX

Beneficiary Bank Country

United States

Beneficiary Bank City

New York

Beneficiary Bank name

JPMorgan Chase Bank, National Association

Beneficiary Bank Branch Name

270 Park Ave

Beneficiary Bank SWIFT/BIC Code

CHASUS33XXX

Beneficiary Bank Fedwire

Group Transfer

Please Select

Beneficiary Access Type

Private

Public

Submit

Cancel

Back

Input Beneficiary Town/City here

Click Submit

2) Update for multiple beneficiaries

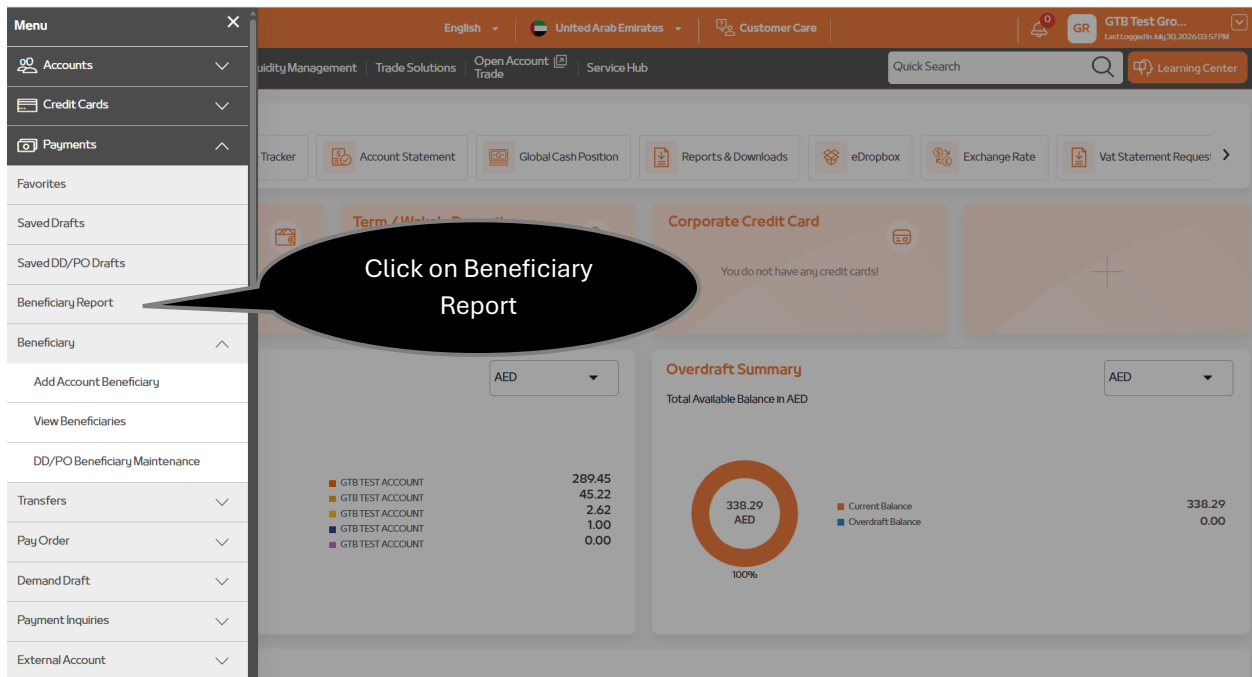
Step 1: Log in to **NEO CORP**.

Step 2: On the main page, click the **Menu** icon (≡) located next to the **Home** icon in the top-right corner.

Step 3: Scroll down and select the **Payments** section, as shown below.

Step 4: Click on **Beneficiary Report**.

Tip: You can also use the **Quick Search** box in the top-right corner of the screen. Simply type **Beneficiary Report** and select the matching result to navigate directly to the page, as illustrated below. .



Step 6: On the next page, you can download the current Beneficiary report in csv format to validate the International beneficiary details.

Beneficiary Report

Payments>>Beneficiary Report

Search For Beneficiary Report

CIF

Creation Date Start

Beneficiary Name

Status

Product Type

Creation Date End

Beneficiary Nick Name

Export Toolbar

Excel
 Beneficiary Address Update

Beneficiary Type	Beneficiary Country	Beneficiary Address	Beneficiary Town / City	Beneficiary Status	Bank Name	Bank City	Beneficiary Branch Name
DEMANDDRAFT	-	-	Dubai	Active	-	-	-
hsinq3816@yahoo.com	INTERNATIONAL	AE	HO Dubai	Dubai	Active	UNITED BANK LIMITED	KARACHI
GENERICDOMESTIC	-	-	Dubai	Active	COMMERCIAL BANK OF DUBAI	-	-

Page 1 of 1 (1-40 of 40 items)
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Step 7: To prepare for the modification of the beneficiary address, a new 'Beneficiary Address Update' csv download option is available. This allows you to provide the required beneficiary town or city and/or country information. No other changes can be made via this method.

Please do not edit the format of this file format as this will be used for file upload.

Beneficiary Report

Payments>>Beneficiary Report

Search For Beneficiary Report

CIF

Product Type

Creation Date Start

Creation Date End

Beneficiary Name

Beneficiary Nick Name

Status

Export Toolbar

Beneficiary Type	Beneficiary Country	Beneficiary Address	Beneficiary Town / City	Beneficiary Status	Bank Name	Bank City	Beneficiary Branch Name
DEMANDDRAFT	-	-	Dubai	Active	-	-	-
hsinq3816@yahoo.com	INTERNATIONAL	AE	HO Dubai	Dubai	Active	UNITED BANK LIMITED	KARACHI
GENERICDOMESTIC	-	-	Dubai	Active	COMMERCIAL BANK OF DUBAI	-	-

Page 1 of 1 (1-40 of 40 items)

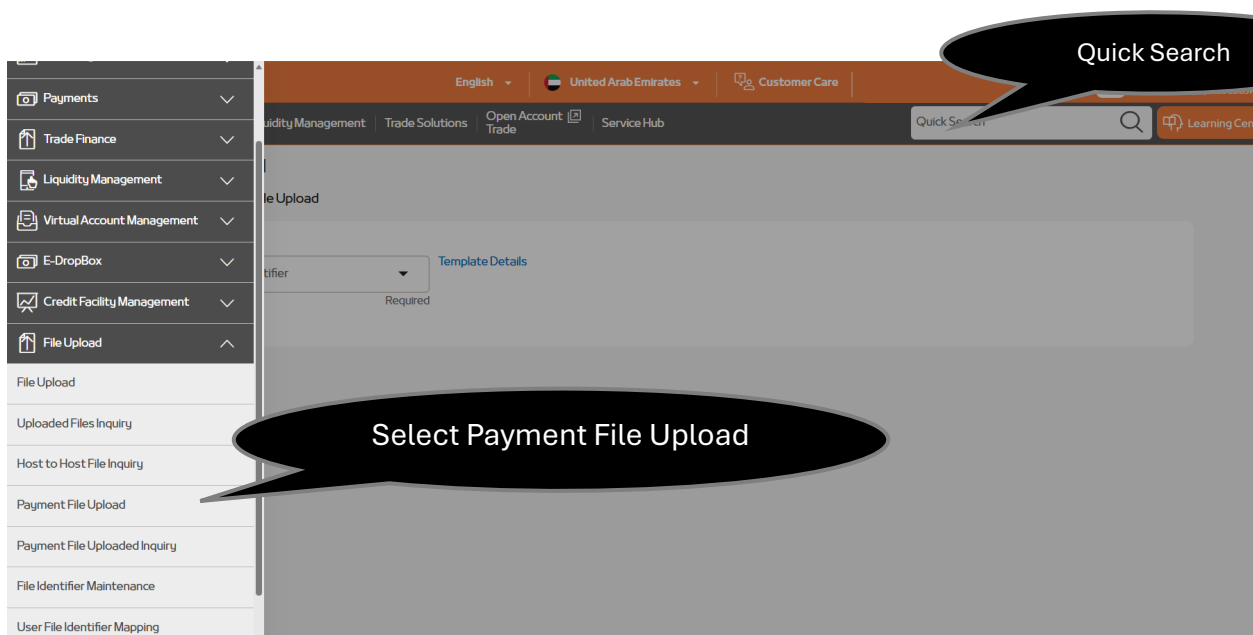
Step 8: Download the **Beneficiary Address Update** csv file and update the required beneficiary details, including **Beneficiary Country**, **Beneficiary Address**, and **Beneficiary Town/City** (highlighted in red), as shown below.

Once you have made the necessary updates, **save the csv file** to your device. You will need the updated file to upload in the next step.

Beneficiary type	Beneficiary ID	Beneficiary Nick Name	Beneficiary Name	Beneficiary Account Number	Beneficiary Country	Beneficiary Address	Beneficiary Town/ City
TT	11308	LIBRARYICICI3	AN ABC LLC DUBAI	1.23457E+20	UK	11 New Street Paddington	London
TT	11352	LIBRARYICICI	AN ABC LLC DUBAI	1.23457E+19	IN	199 BKC Complex	Mumbai

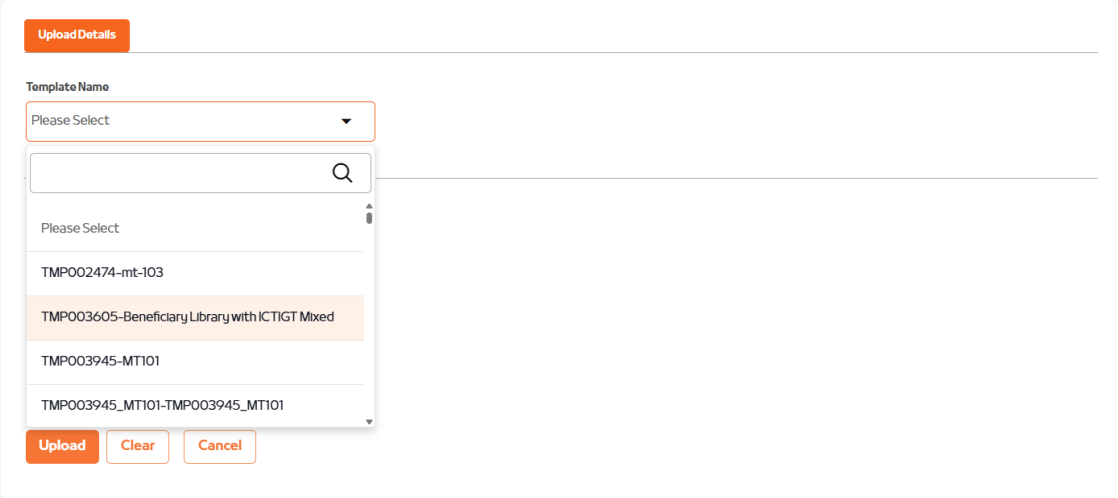
Step 9: From the **Menu** page, select **Payment File Upload**, as shown below.

Tip: You can also use the **Quick Search** bar located in the top-right corner of the screen. Simply type **Payment File Upload** and select the matching result to navigate directly to the page, as illustrated below.



Step 10: On the **Payment File Upload** page, select the **Beneficiary Address Update** template.

Click **Upload** and choose the updated beneficiary address file that you saved earlier. Once the file has been uploaded successfully, submit it for the required approval process for the beneficiary address to be modified.



The screenshot shows the 'Payment File Upload' page. At the top, there is a breadcrumb 'File Upload >> Payment File Upload'. Below this is a section titled 'Upload Details'. The 'Template Name' dropdown menu is open, showing a search bar and a list of templates. The selected template is 'TMP003605-Beneficiary Library with ICTIGT Mixed'. At the bottom of the dropdown are 'Upload', 'Clear', and 'Cancel' buttons. A 'TADA' logo is visible in the bottom right corner of the interface.

The additional Beneficiary Town/City information will only be visible in the View Beneficiary screen and Beneficiary report after the submitted changes have been reviewed and approved by the designated approver(s).

The amended Beneficiary address details will not be available on the payment initiation screens till **18th October 2026** when the beneficiary address data points become mandatory.

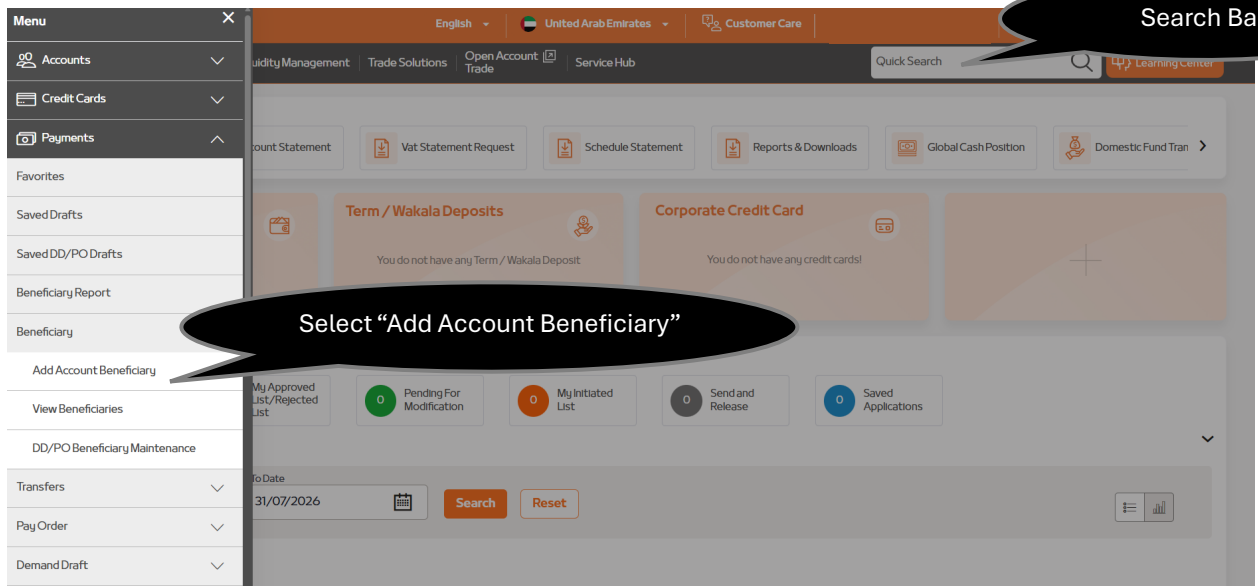
3) Adding new Beneficiary

Step 1: Log in to **NEO CORP**.

Step 2: On the main page, click the **Menu** icon (≡) located next to the **Home** icon in the top-right corner.

Step 3: Scroll down and select **Add Account Beneficiary**.

Tip: You can also use the **Quick Search** bar located in the top-right corner of the screen. Simply type **Add Account Beneficiary** and select the matching result to navigate directly to the page, as illustrated below.



Step 4: Select the **International** tab, as shown below.

While adding the beneficiary details, you will notice that **Beneficiary Town/City** and **Country** are mandatory fields. Please ensure that both fields are completed before proceeding.

Once all required information has been entered, click **Submit** to save the beneficiary details and send the request for approval. After approval, the beneficiary record will be created and available for use.

Add Beneficiary
Payments>>Beneficiary>>Add Account Be

Bank Account

Self
Internal
Domestic
International
Cardless Cash
Financial Institutions
International Financial
E Cheque

Nickname
Required

Beneficiary Account Number/IBAN
Required

Beneficiary Name
Enter 1 to 140 Characters
Required

Beneficiary Address
Enter 1 to 105 Characters

Beneficiary Town/City
Enter 1 to 105 Characters

Beneficiary Country

United Arab Emirates

Required

Beneficiary Email Address
Add
Enter 0 to 66 Characters

Pay Via
☒ SWIFT CODE
☐ SPECIFIC BANK DETAILS

Beneficiary Access Type

PrivatePublic

Submit

Cancel

Back

Select "International" tab

Populate Beneficiary Town/City

Important: Starting from **18th October 2026**, the **Beneficiary Town/City** field will be available on all **International Payment** screens. Users will be required to provide this information when creating or updating international payment beneficiaries to ensure payment instructions are processed successfully.