



First Citizens

*business*  
**online**

U S E R   G U I D E

# Stop Cheque Payment

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# Stop Cheque Payment

Once logged in, click the Dashboard icon at the top of the left menu bar or scroll to the bottom and click the arrow to expand the menu options.

**Business Online**

Welcome JANE

Sophon Electronics

**AVERAGE BALANCE HISTORY** TTD

80,000  
70,000  
60,000  
50,000  
40,000  
30,000  
20,000  
10,000  
0

Nov 24 Dec 24 Jan 25 Feb 25 Mar 25 Apr 25

**RECENT TRANSACTIONS**

Date	Ref No	Transaction Amt (TTD)
30 Apr 2025	13	4,000.00
30 Apr 2025	14	50.00
30 Apr 2025	11	321.00
30 Apr 2025	7	321.00
30 Apr 2025	10	100.00

Showing Last 10 Transactions

**QUICK LINKS/ FAVOURITES**

- Account Transfers
- Account Summary
- Account Statements
- ACH Transfers
- Bill Payment
- Credit Cards
- Messaging

**MY PENDING ACTIVITIES**

No records available

**LOANS**

No records available

**CREDIT CARD**

No records available



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# Stop Cheque Payment

Select the “**Stop Payment**” option.

The screenshot displays the First Citizens online banking dashboard. On the left, a dark green sidebar contains a menu with the following items: Dashboard, Accounts, Account Transfer, ACH, Bill Payment, Wire Transfer, RTGS, Stop Payment (highlighted with an orange border), Create, Pending, History, and Administration. The main content area shows a user profile for 'JANE' and a dropdown menu for 'Sophon Electronics'. Below this, there is a 'RECENT TRANSACTIONS' table with columns for Date, Ref No, and Transaction Amt (TTD). The table lists five transactions from 30 Apr 2025. To the right of the table is a 'QUICK LINKS/ FAVOURITES' section with links to Account Transfers, Account Summary, Account Statements, ACH Transfers, Bill Payment, Credit Cards, and Messaging. At the bottom, there are sections for 'LOANS' and 'CREDIT CARD', both indicating 'No records available' with a sad face icon. A 'Stop payment' button is visible in the bottom left corner of the main content area.

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Search

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JANE

Sophon Electronics

RECENT TRANSACTIONS

Date	Ref No	Transaction Amt (TTD)
30 Apr 2025	13	4,000.00
30 Apr 2025	14	50.00
30 Apr 2025	11	321.00
30 Apr 2025	7	321.00
30 Apr 2025	10	100.00

Showing Last 10 Transactions

QUICK LINKS/ FAVOURITES

- Account Transfers
- Account Summary
- Account Statements
- ACH Transfers
- Bill Payment
- Credit Cards
- Messaging

LOANS

No records available

CREDIT CARD

No records available

Stop payment

Records available

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# Stop Cheque Payment

Select the “**Create**” option.

The screenshot displays the First Citizens mobile app interface. On the left, a dark green sidebar menu is open, listing various services: Dashboard, Accounts, Account Transfer, ACH, Bill Payment, Wire Transfer, RTGS, Stop Payment, and Administration. The 'Stop Payment' option is expanded, revealing a sub-menu where the 'Create' option is highlighted with an orange border. A small 'Create' tooltip is visible next to this option. The main content area shows the user's profile 'JANE' and a dropdown menu for 'Sophon Electronics'. Below this, there are several sections: 'RECENT TRANSACTIONS' with a table of transactions, 'QUICK LINKS/ FAVOURITES' with links to various services, 'LOANS', and 'CREDIT CARD'. Each of these sections (LOANS and CREDIT CARD) displays a sad face icon and the text 'No records available'. The 'RECENT TRANSACTIONS' table lists transactions from April 30, 2025, with amounts ranging from 4,000.00 to 100.00. The 'QUICK LINKS/ FAVOURITES' section lists links to Account Transfers, Account Summary, Account Statements, ACH Transfers, Bill Payment, Credit Cards, and Messaging.

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**Stop Payment**

- Create
- Pending
- History

**RECENT TRANSACTIONS**

Date	Ref No	Transaction Amt (TTD)
30 Apr 2025	13	4,000.00
30 Apr 2025	14	50.00
30 Apr 2025	11	321.00
30 Apr 2025	7	321.00
30 Apr 2025	10	100.00

Showing Last 10 Transactions

**QUICK LINKS/ FAVOURITES**

- Account Transfers
- Account Summary
- Account Statements
- ACH Transfers
- Bill Payment
- Credit Cards
- Messaging

**LOANS**

No records available

**CREDIT CARD**

No records available

# Stop Cheque Payment

Complete the fields below and click **“Continue”** to proceed.

*Please note: You can create a stop payment for a single cheque, multiple cheques, or a range of cheques. You can enter a maximum of 10 cheques per submission if **“Multiple Cheque”** is selected. Stop payment requests will be processed in real-time during business days. Any requests made outside of business hours will be processed on the next business day.*

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Stop Payment

Create Pending History

Single Cheque Stop Payment Disclosure: Your stop payment order must identify the item by Cheque number, date, dollar amount and payee. Your stop pay request will be processed real time during regular business hours (usually 8:00 a.m.-5:00 p.m.) on a regular business day (Monday-Friday, excluding Federal Bank Holidays). Any request outside of these normal business hours will be processed on the next business day. Your stop payment order will be effective for 180 days. You may renew the order for an additional 180 day period by requesting a second order before your first order expires. There is a charge for each stop payment order.

Account

Account

Cheque Type

Single Cheque Multiple Cheque Cheque Range

Cheque Number

Enter Cheque Number

Amount

Enter Amount

Reason Code

Select Reason

Issue Date

DD/MM/YYYY

Payee (Optional)

Enter Payee Name

CONTINUE

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# Stop Cheque Payment

Click “**Submit**” to confirm the request and proceed.

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**Stop Payment** Sophon Electronics

**Create** Pending History

Single Cheque Stop Payment Disclosure: Your stop payment order must identify the item by Cheque number, date, dollar amount and payee. Your stop pay request will be processed real time during regular business hours (usually 8:00 a.m.-5:00 p.m.) on a regular business day (Monday-Friday, excluding Federal Bank Holidays). Any request outside of these normal business hours will be processed on the next business day. Your stop payment order will be effective for 180 days. You may renew the order for an additional 180 day period by requesting a second order before your first order expires. There is a charge for each stop payment order.

ⓘ You are about to create a stop payment request. Kindly confirm the request details before selecting submit button.

Account  
xxx1919 - TTD

Cheque Type  
**Single Cheque** Multiple Cheque Cheque Range

Cheque Number  
789456

Amount  
950.00

Reason Code  
Stolen

Issue Date  
09/05/2025

Payee (Optional)

CANCEL EDIT **SUBMIT**

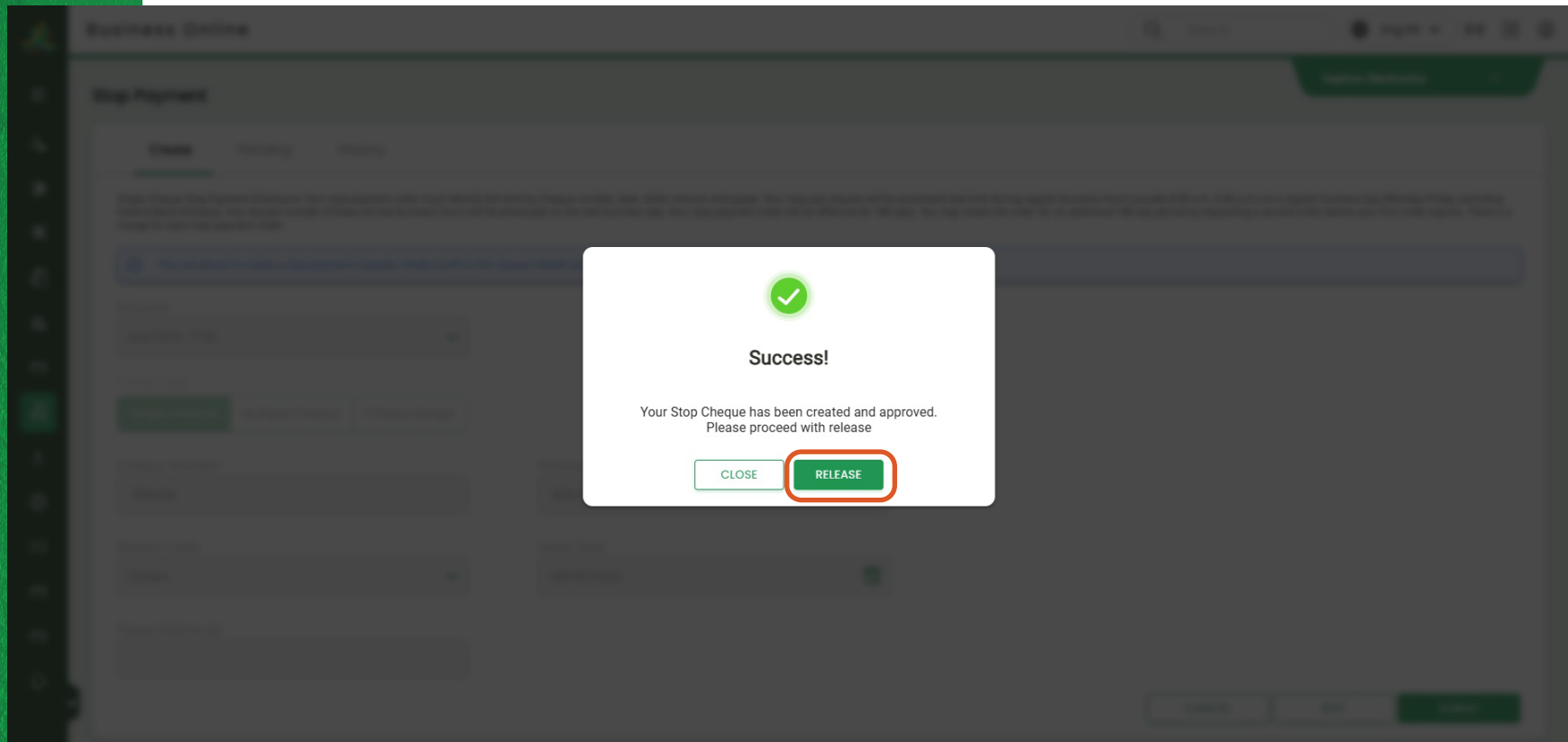


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# Stop Cheque Payment

If dual control is not enabled, click **“Release”** to continue.

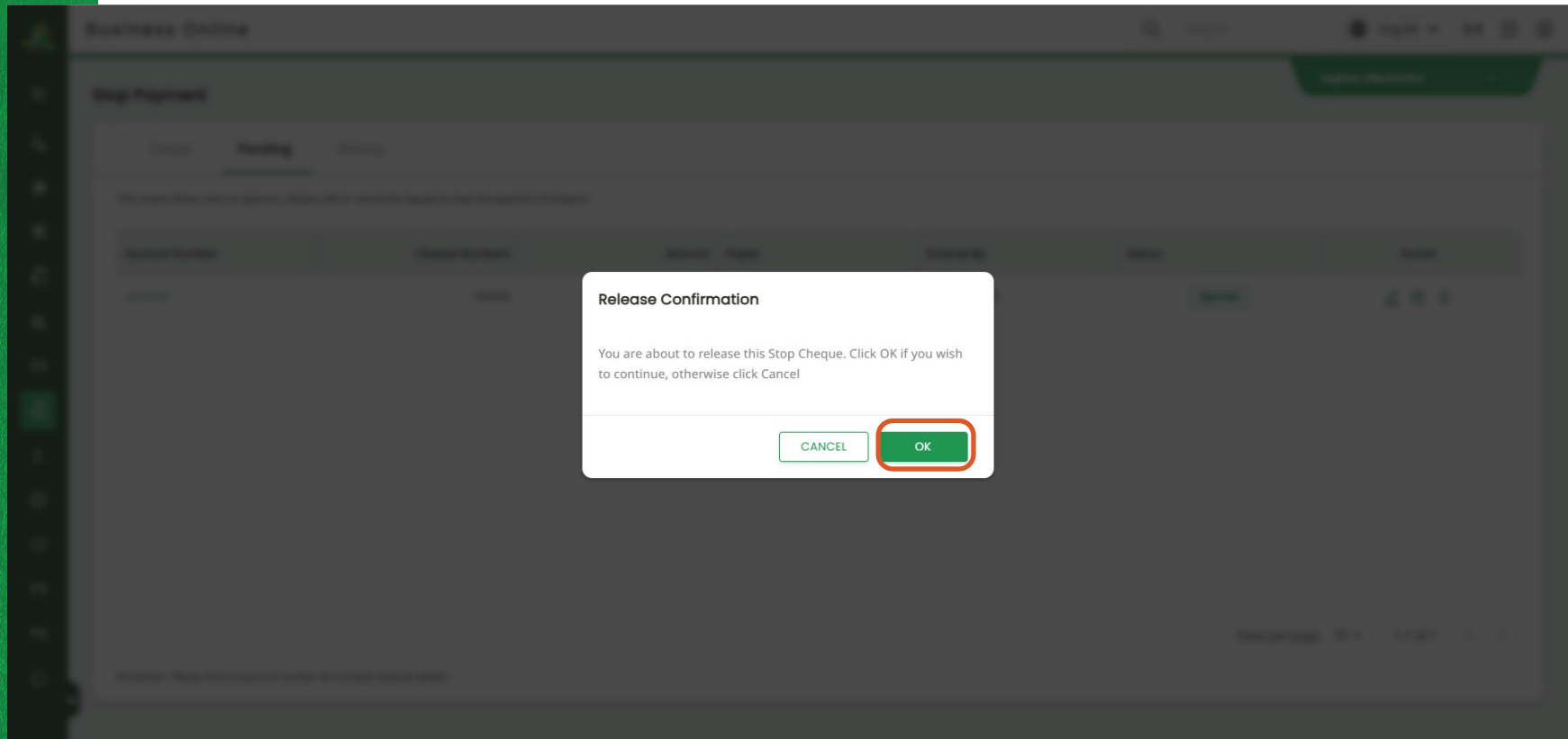
If dual control is enabled, please contact your company’s administrator to approve and release the request.



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# Stop Cheque Payment

Select “**OK**” to confirm the release of the Stop Cheque request.

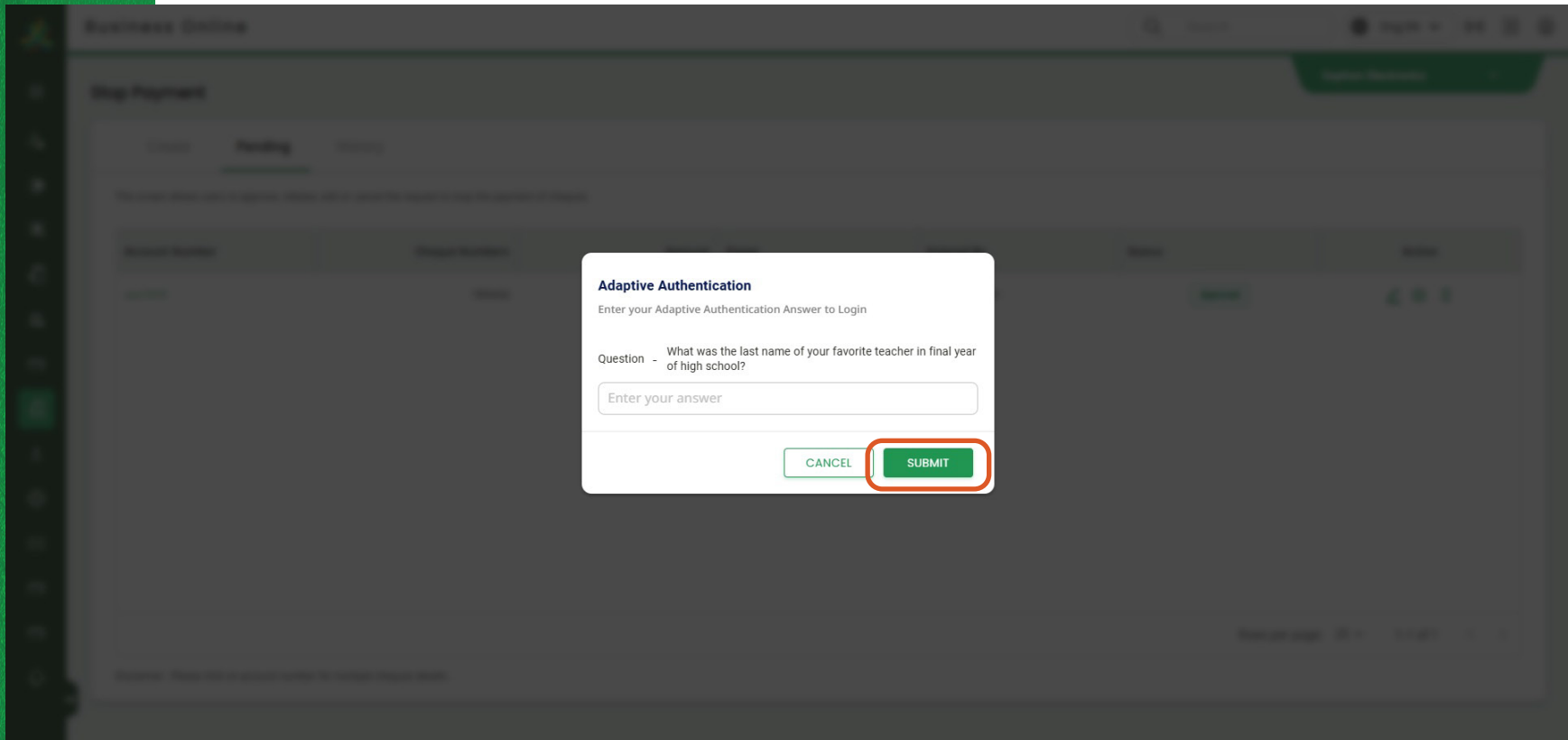




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# Stop Cheque Payment

Enter your response to the Adaptive Authentication security question  
Click “Submit” to proceed.



The screenshot shows a web application interface with a dark sidebar and a light main content area. A modal dialog titled "Adaptive Authentication" is centered on the screen. The dialog contains the text "Enter your Adaptive Authentication Answer to Login" and a question: "What was the last name of your favorite teacher in final year of high school?". Below the question is a text input field with the placeholder "Enter your answer". At the bottom of the dialog are two buttons: "CANCEL" and "SUBMIT". The "SUBMIT" button is highlighted with a red rectangular border.

**Adaptive Authentication**  
Enter your Adaptive Authentication Answer to Login

Question - What was the last name of your favorite teacher in final year of high school?

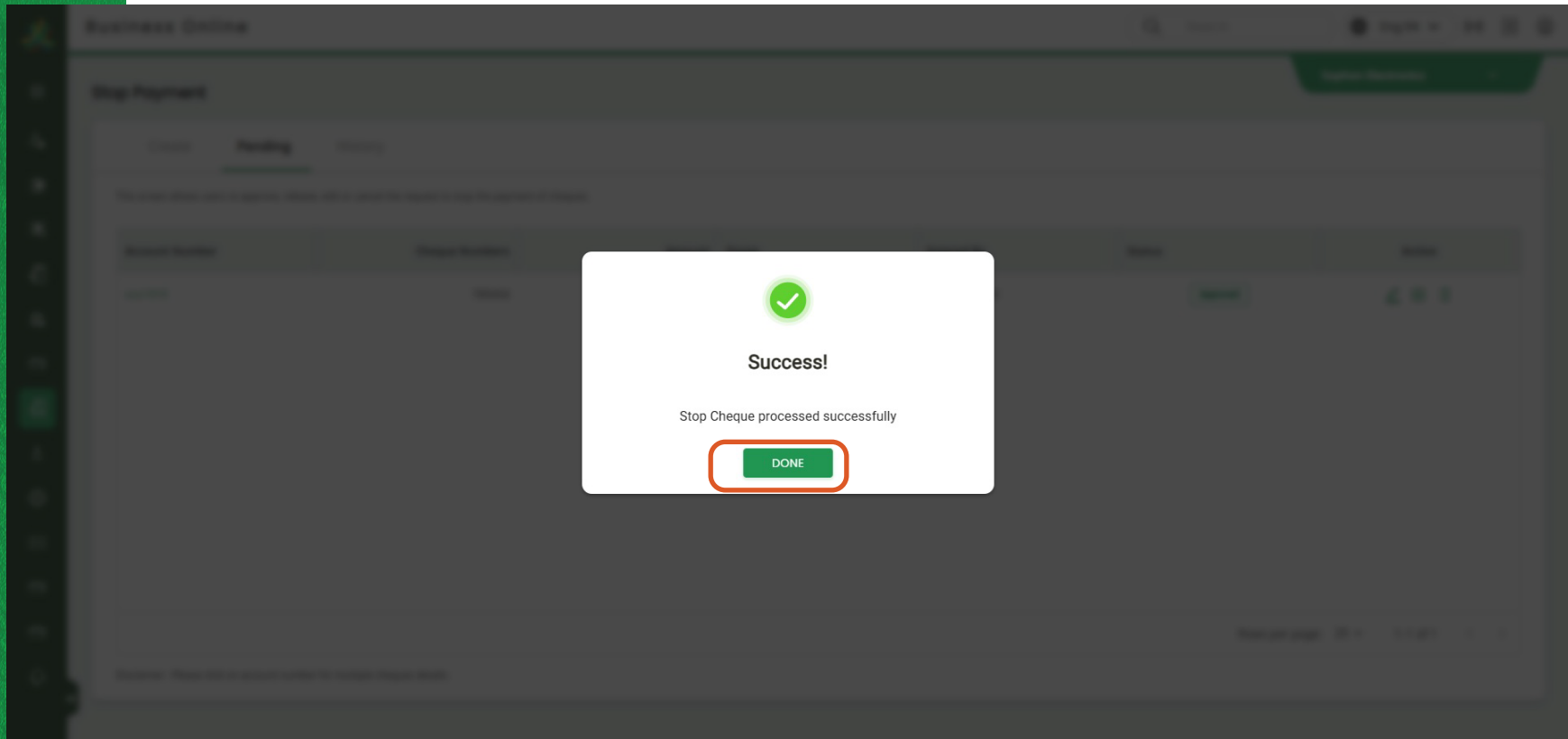
Enter your answer

CANCEL SUBMIT

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# Stop Cheque Payment

Congratulations! Your Stop Cheque submission was successfully processed.  
Click **“Done”** to exit.



# Stop Cheque Payment

To view the submission, select the **“History”** tab.

Please note, you can filter your submissions and view the status of each request.

Select the account number from the dropdown menu to view a summary of the submission.

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**Stop Payment** Sophon Electronics

Create Pending **History**

This screen allows you to view processed and cancelled payments

From Account: All Accounts Start Cheque Number (Optional): Enter Start Cheque Number End Cheque Number (Optional): Enter End Cheque Number

Start & End Date: DD/MM/YYYY - DD/MM/YYYY Start Amount (Optional): Enter Amount End Amount (Optional): Enter Amount SEARCH

Account Number	Cheque Number	Amount	Payee	Entered By	Status
xxx1919	789456	TTD 950.00	NA	SOPHJANE123	Processed



# *business* online

## **Contact Us:**

Email: [businessonlinequeries@firstcitizenstt.com](mailto:businessonlinequeries@firstcitizenstt.com)

Call: 62-FIRST, Select Option 2



**First Citizens**