

# myRIC User Guide 3 - View your accounts and communications

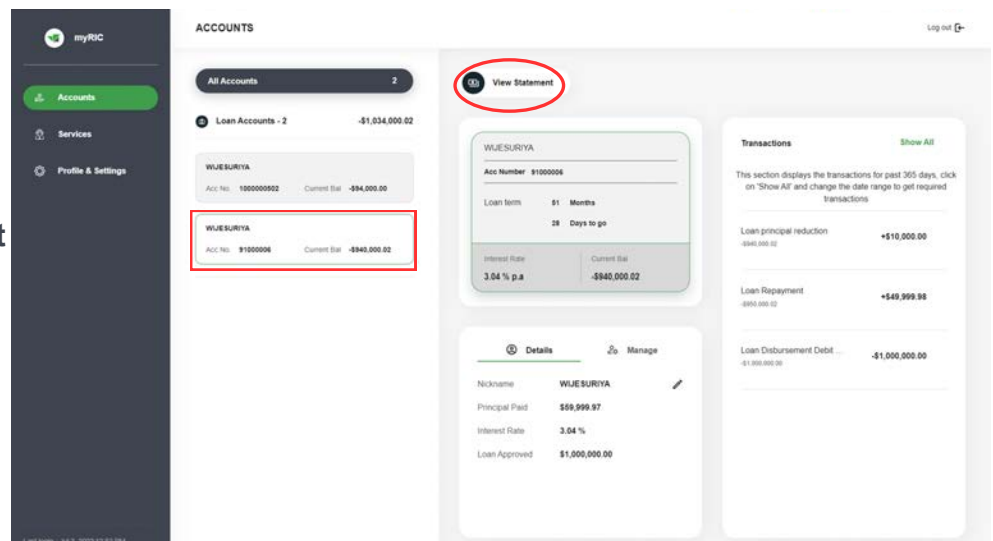
Use this guide to view your accounts, statements, settings, update loan nickname, view transactions and communications from RIC.

## View your statements and communications

### 1 | Select Loan

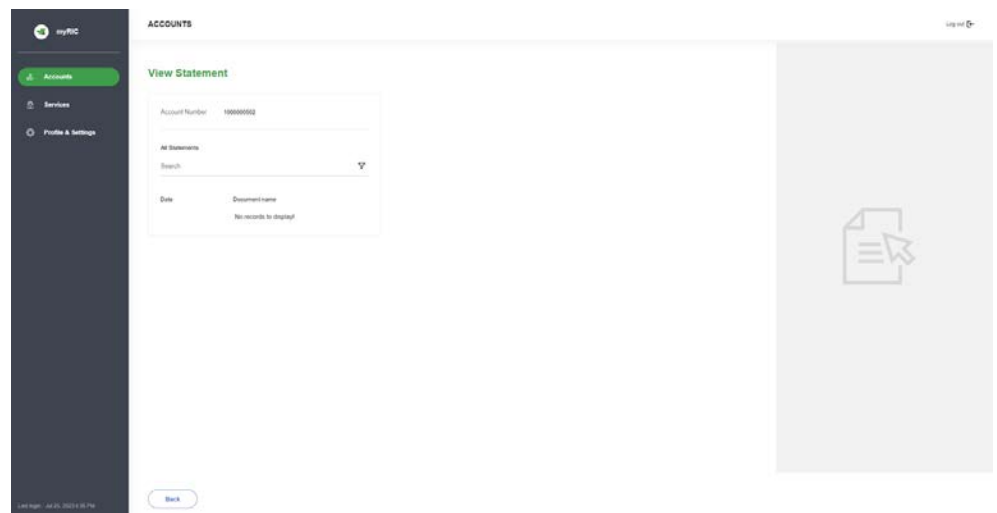
Note: Any loans attached to your customer ID will show, if you only have 1 loan, only 1 loan will show.

### 2 | Select View Statement



### 3 | View

Here you can view statement or communication letters issued to you by RIC



# myRIC User Guide 3 - View your accounts and communications

## View and filter your transactions

### 1 | Select Loan

Note: Any loans attached to your customer ID will show, if you only have 1 loan, only 1 loan will show.

### 2 | View Loan Details

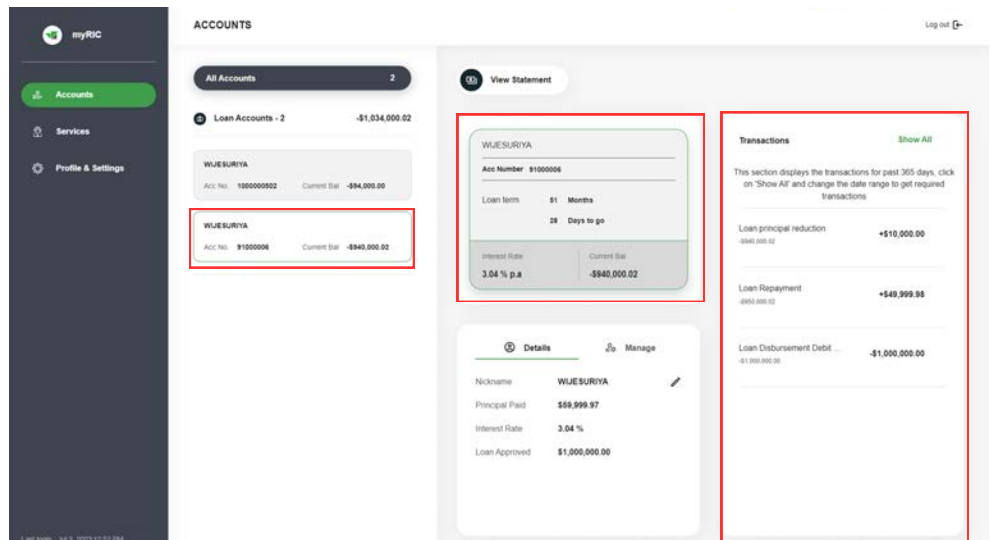
View Basic Account details:

- Name
- Account Number
- Loan term
- Interest rate
- Current Bal

### 3 | View Transactions

Most currently transactions.

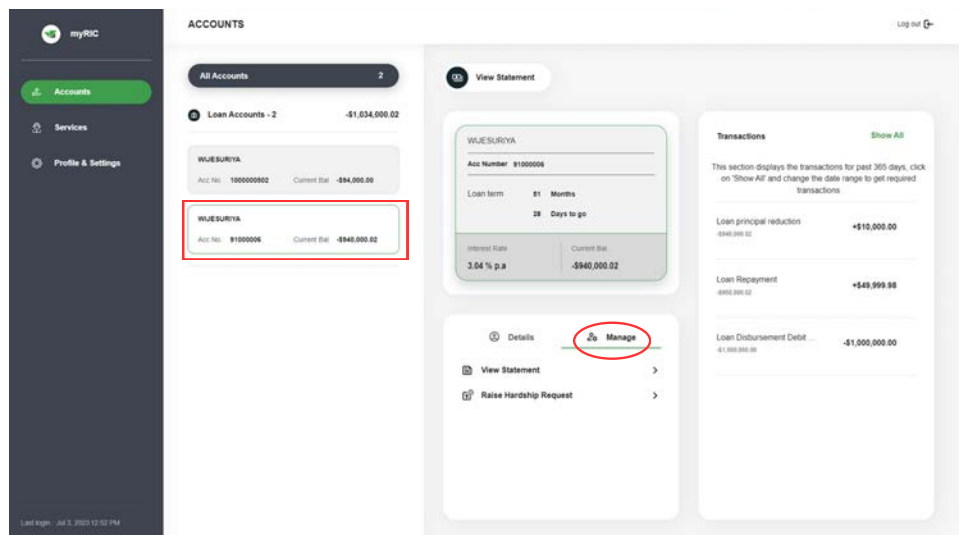
Click **Show All** for more transactions history. (See next page for more steps on this)



### 4 | Select Manage

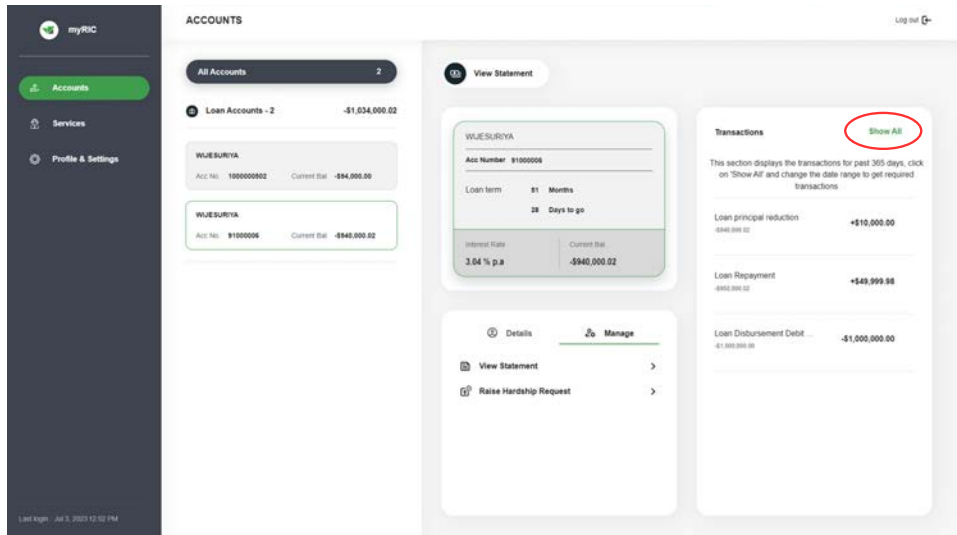
Select an options:

- View Statements (available from January 2024 only)
- Raise Hardship



# myRIC User Guide 3 - View your accounts and communications


## 5 | Select Show All




## 6 | View Transactions

Select the date range for the transactions using the Date range dropdown.

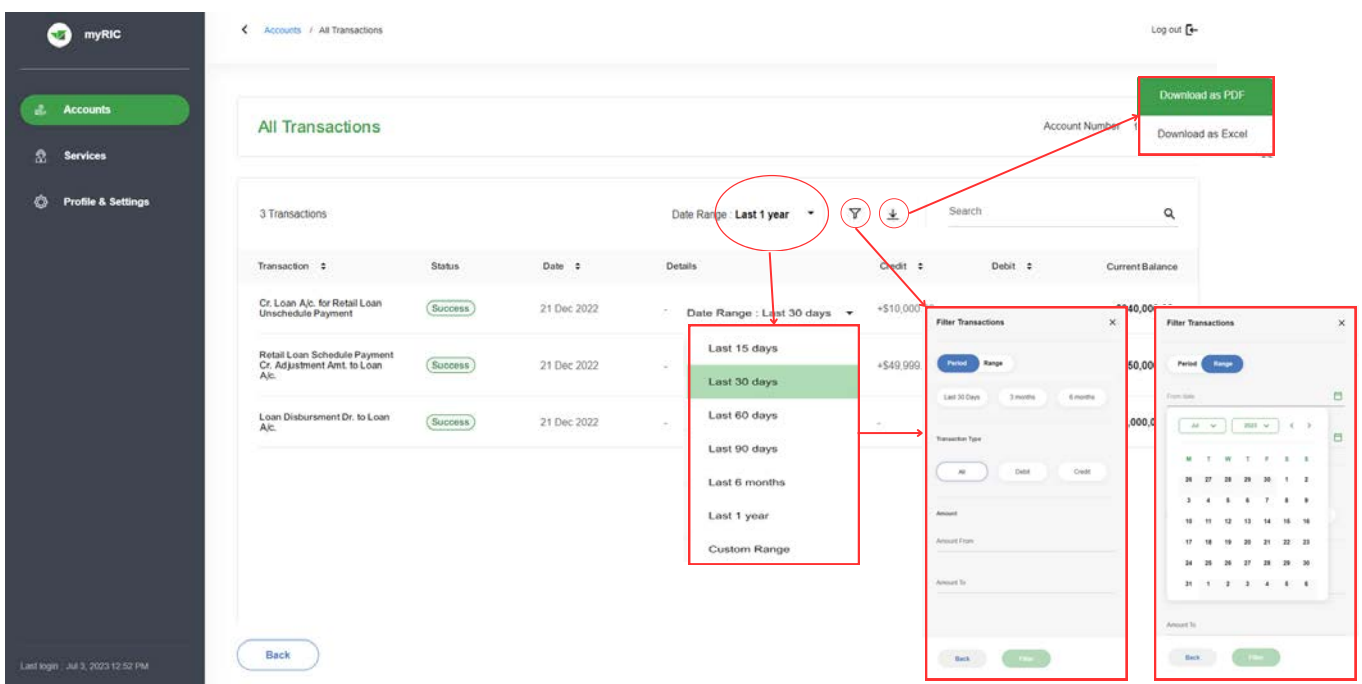
## 7 | Download Statement

Click on  download icon and in dropdown select the format to download the statement as PDF, Excel and CSV.

## 8 | Filter Transactions

Click on the  filter icon to display the transactions by Amount, Date and Transaction type.

- Date having two option, **Period** and **Range**. In period, enter the time period in which transactions happened. In Range, enter From date and To date.
- Transaction Type also has three options, select any one of the **Debit**, **Credit** or **All** transactions.

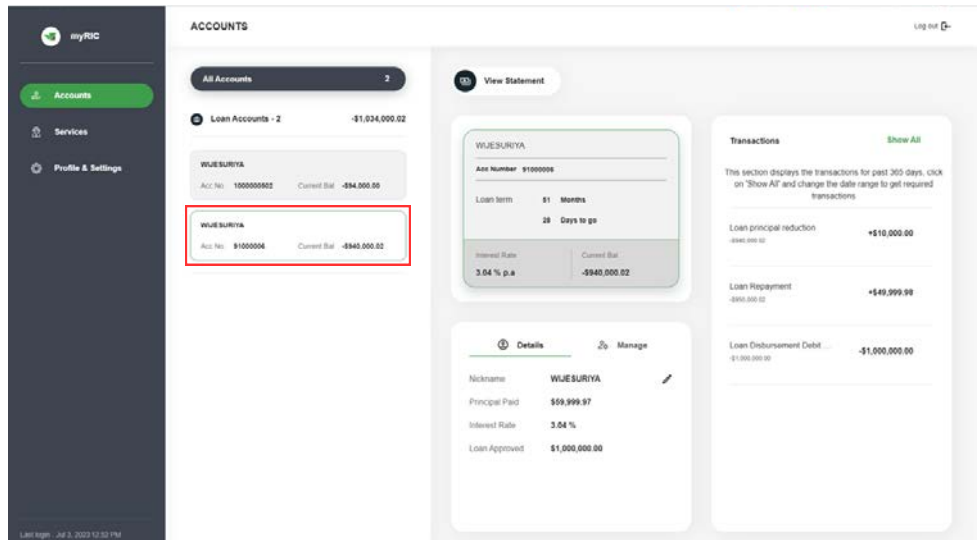


# myRIC User Guide 3 - View your accounts and communications

## Change nickname

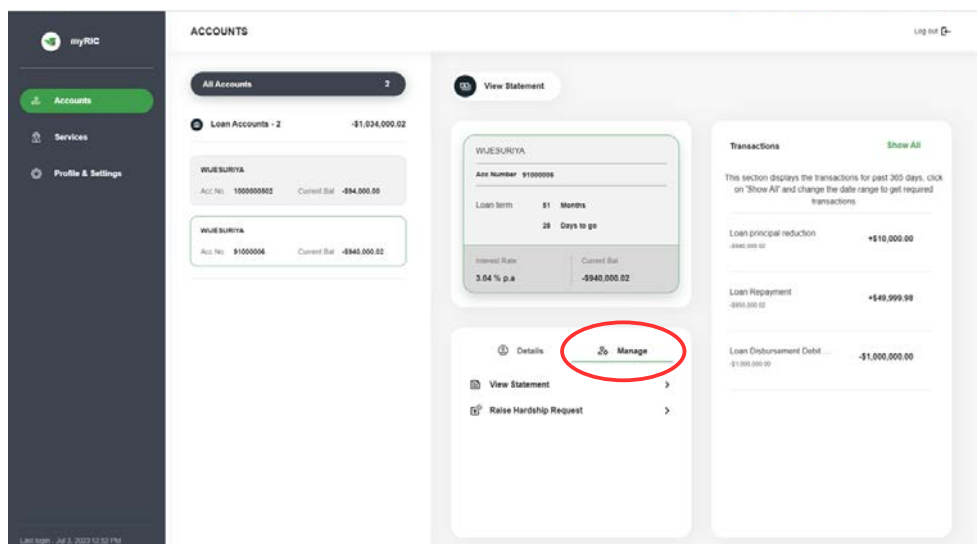
### 1 | Select Loan

Note: Any loans attached to your customer ID will show, if you only have 1 loan, only 1 loan will show.



### 2 | Select Manage

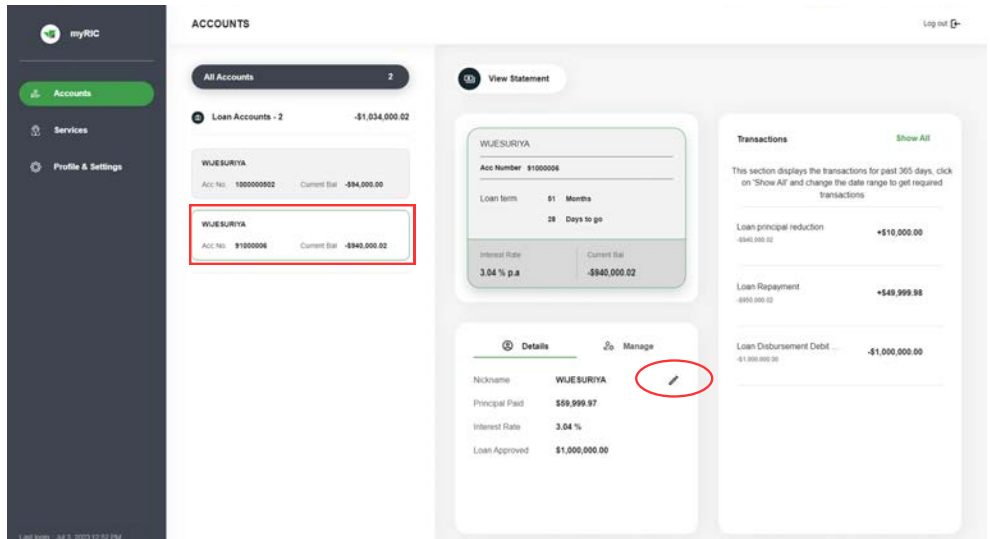
Note: Any loans attached to your customer ID will show, if you only have 1 loan, only 1 loan will show.




# myRIC User Guide 3 - View your accounts and communications

## 3 | Select Loan

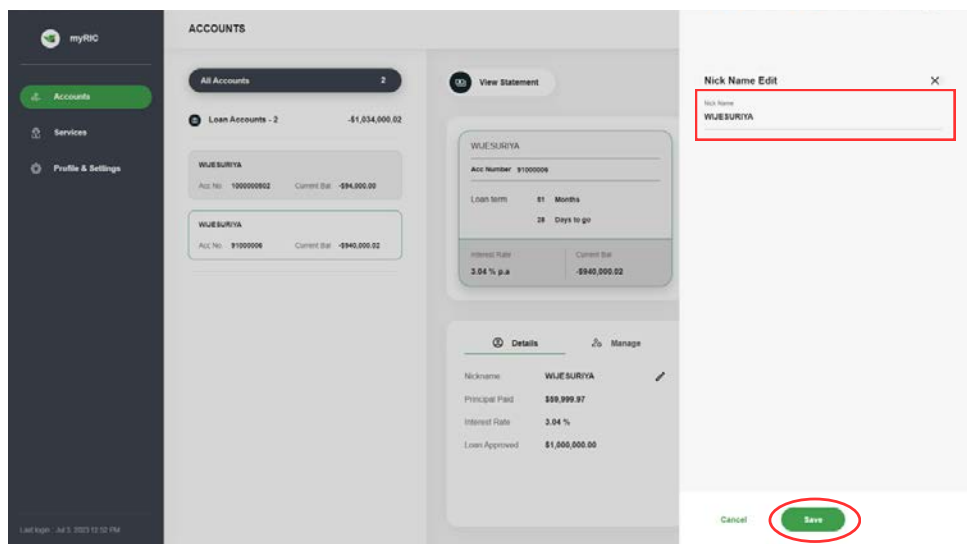
Note: Any loans attached to your customer ID will show, if you only have 1 loan, only 1 loan will show.



## 4 | Rename Nickname

Note: to differentiate between loans, you can create a nickname for each loan. Press the  icon to change.

## 5 | Type Nickname



## 6 | Click Save