FAQ

How do I log into Portal?

NatWest – [Trade Finance Portal | NatWest](#)

RBS – [Trade Finance Portal | Royal Bank of Scotland (rbs.co.uk)](#)

I'm locked out, how do I get back into Portal?

Please contact for NatWest – Trade.Services@natwest.com

Please contact for RBS – Trade.Services@rbs.co.uk

Please contact for Ulster Bank – Trade.Services@ulsterbank.com

How do I change my password?

Log into Portal and click on your name in the top right hand corner:

The option will appear to change your password.

How do I view all my transactions?

Once you log into Portal, on the home screen there is a section entitled 'All Transactions' which allows you to see the status of your transactions and also to click into a specific transaction to see the details.

How do I escalate an urgent request to the Bank?

Please contact for NatWest – Trade.Services@natwest.com

Please contact for RBS – Trade.Services@rbs.co.uk

Please contact for Ulster Bank – Trade.Services@ulsterbank.com

Who can I contact for Trade Finance Portal?

Please contact for NatWest – Trade.Services@natwest.com

Please contact for RBS – Trade.Services@rbs.co.uk

Please contact for Ulster Bank – Trade.Services@ulsterbank.com

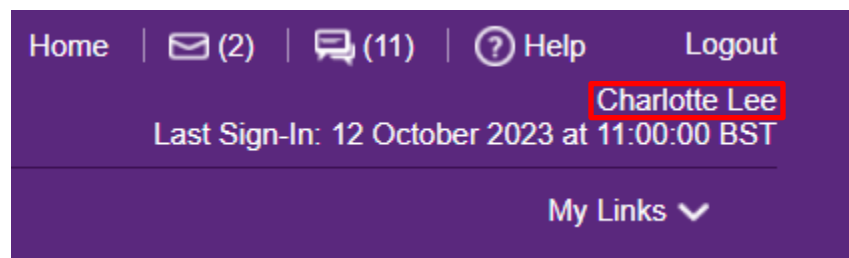**How do I report an issue, i.e. Trade Finance Portal is not working.**

Please contact for NatWest – Trade.Services@natwest.com

Please contact for RBS – Trade.Services@rbs.co.uk

Please contact for Ulster Bank – Trade.Services@ulsterbank.com

What reports can I access?

In Portal, you can access a suite of standard reports, but you can also create and customise reports that suit your business requirements. If you wish to explore utilising custom reports, please refer to the guides using the links below and see 'Customer Portal Guides' and 'Administration'. If you have any further questions, please contact us.

NatWest – Trade Finance Portal | NatWest

RBS – Trade Finance Portal | Royal Bank of Scotland (rbs.co.uk)

How do I add subsidiaries from a parent company and what access can they have?

Please ask your subsidiary to complete the onboarding form using the links below. Please then complete an amendment form, also found on the link below selecting the option for adding a subsidiary. Once approved and onboarded, the Bank will add subsidiaries to your profile. Once confirmed they have been onboarded, we will contact you to discuss access/permissions.

NatWest – Trade Finance Portal | NatWest

RBS – Trade Finance Portal | Royal Bank of Scotland (rbs.co.uk)

Will ongoing support/training be provided for any new starters?

Yes, the Bank will be on hand to support with any ongoing/new training. Please contact us to arrange.

I have submitted a request incorrectly, how do I pull this back after it has been authorised by my company?

You will need to get in touch with us immediately on the abovementioned email addresses per your brand.

What is the criteria for setting a new password?

Minimum number of password characters:	10
Maximum number of days between password changes:	60
New passwords must be different than the last:	12
Passwords must include:	One upper case letter, one lower case letter and one number

For further information about Trade please refer to our Trade Finance Home Page:

https://www.natwest.com/business/trade-finance/bonds-guarantees-and-standby-letters-of-credit.html