

FBC BANK INTERNET BANKING LOG IN INSTRUCTIONS

STAGE 1

Log onto the FBC Website address <http://www.fbc.co.zw> select the Internet Banking link from the top left corner of the FBC homepage.

Enter your Security Portal logging in details.

Note: You are required to change the Security Portal password to one of your choice with the following specifications:

- minimum of 7 characters and a maximum of 15 characters.
- Alphanumeric(e.g. abc3) and a special character (e.g. ! @ # % & * \$ etc.) (abcdefg3%)

After entering the security portal password, the next screen will display the following options:-[Internet Banking](#) and [Change Password](#). Select the [Change Password](#) option and enter the following **bolded** information in the spaces provided:

Domain - **Clients**

Account - **enter your username** e.g. cabbages

Old password - **the security portal password in letter e.g.** password1!

New password - **enter your new password taking note of the password specifications above**

Confirm your new password – **retype your new password.**

Click on Login to proceed.

STAGE 2

The passwords in the pin mailer will allow you access to the FBC Banking site.

- Enter your log in **User I.D** (from Pin Mailer) in the space provided.
- Press the **tab** button and a virtual key pad will pop up on the extreme upper left corner of the screen, for your password.
- Use the mouse to select the characters for your password paying particular attention to the lower and upper case by clicking the **change case** bar to change case.
- Click **enter** on the virtual key pad and then **submit** on the user login.

The system will prompt you to immediately change the system-generated password to one of your choice.

Please be advised that the password must be a minimum of 7 characters and a maximum of 15 characters with mandatory 3 numbers.

- Click **Yes** for any security pop up screens to proceed.
- A welcome screen with the various functionalities available will be displayed.

For assistance, call the hotline numbers: 263 4 797772/091 2419 693 or 263 4 700928 ext 2084 or email to internet.banking@fbc.co.zw