

## FBC Internet Banking Customer User Guide for Corporate Clients

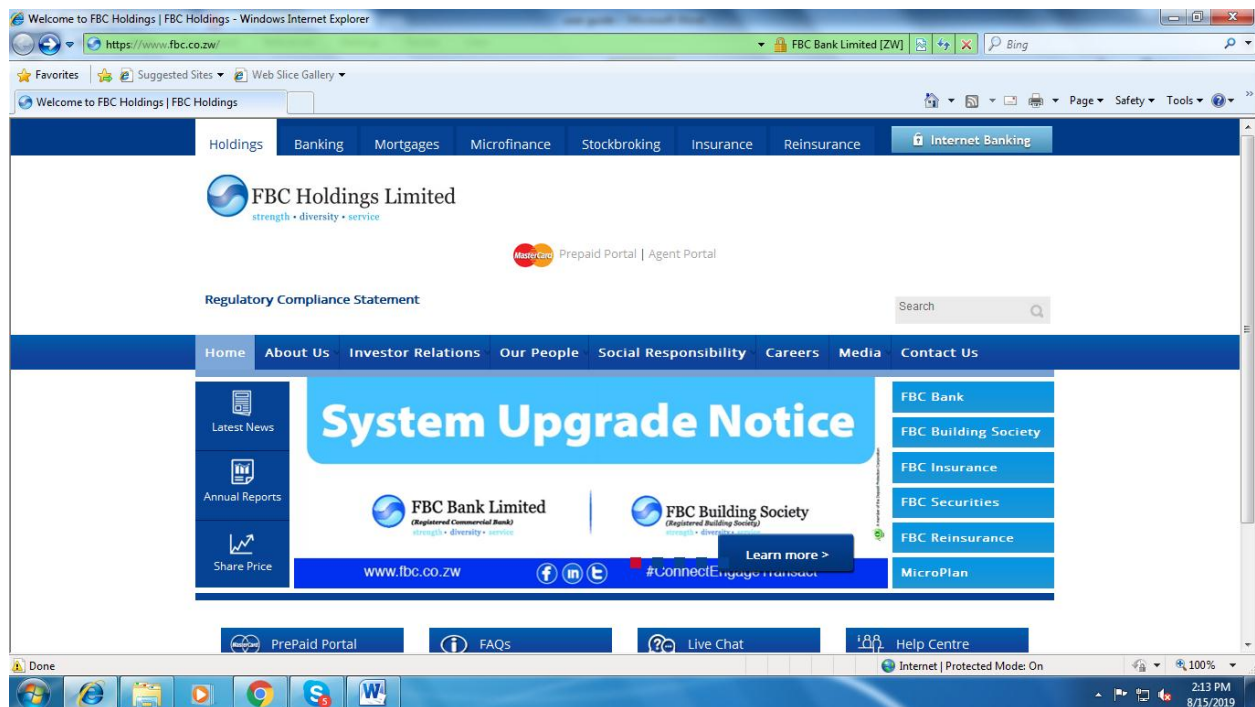
We are delighted to announce the coming on board of a top of the range FBC Internet Banking Platform. The FBC Internet banking is currently the latest version running on the market with much more exciting features which will redefine your service journey and online banking experience. The new internet banking platform comes with a new look and feel features.

Some of the new features include:

- Self-registration ( available for individuals only)
- ATM and Branch Locator
- Application Tracking
- Enabled for customer product updates on latest solutions available within the FBC Group

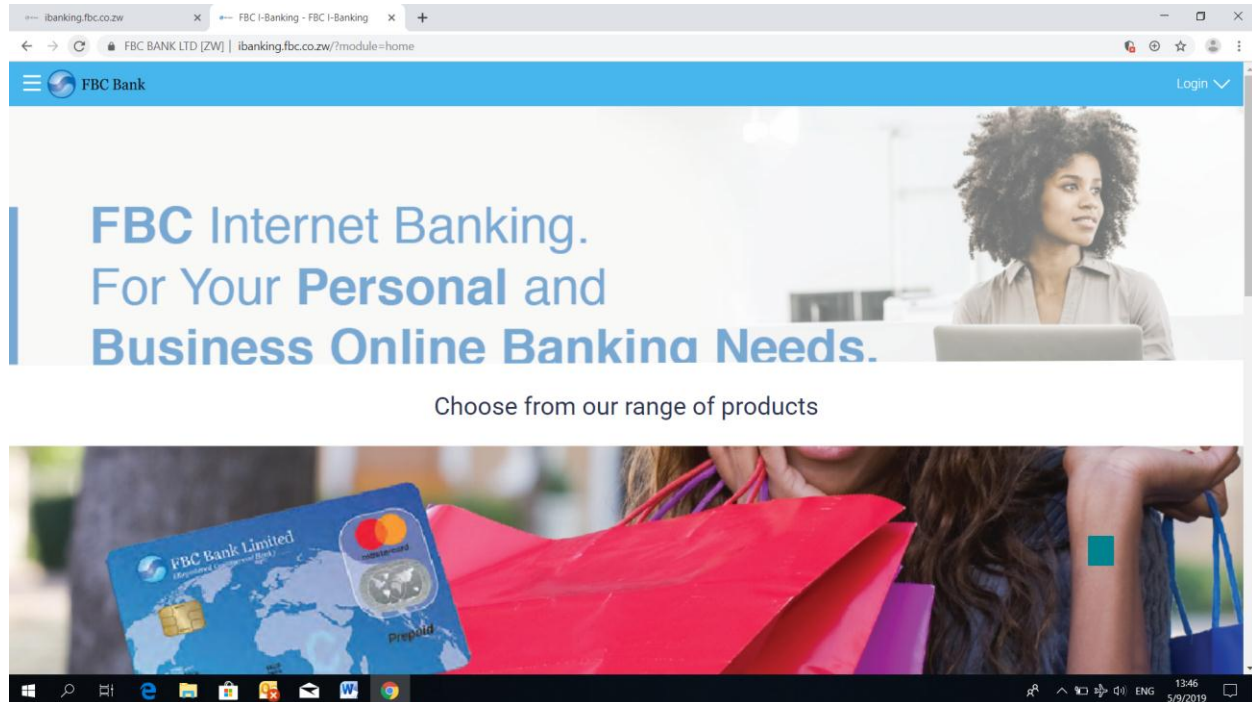
Below is a comprehensive user guide to assist you as you navigate through the new platform.

### FBC website



Log on to [www.fbc.co.zw](http://www.fbc.co.zw) to access FBC website and click Internet banking which takes you to the new internet banking landing page

## Landing page

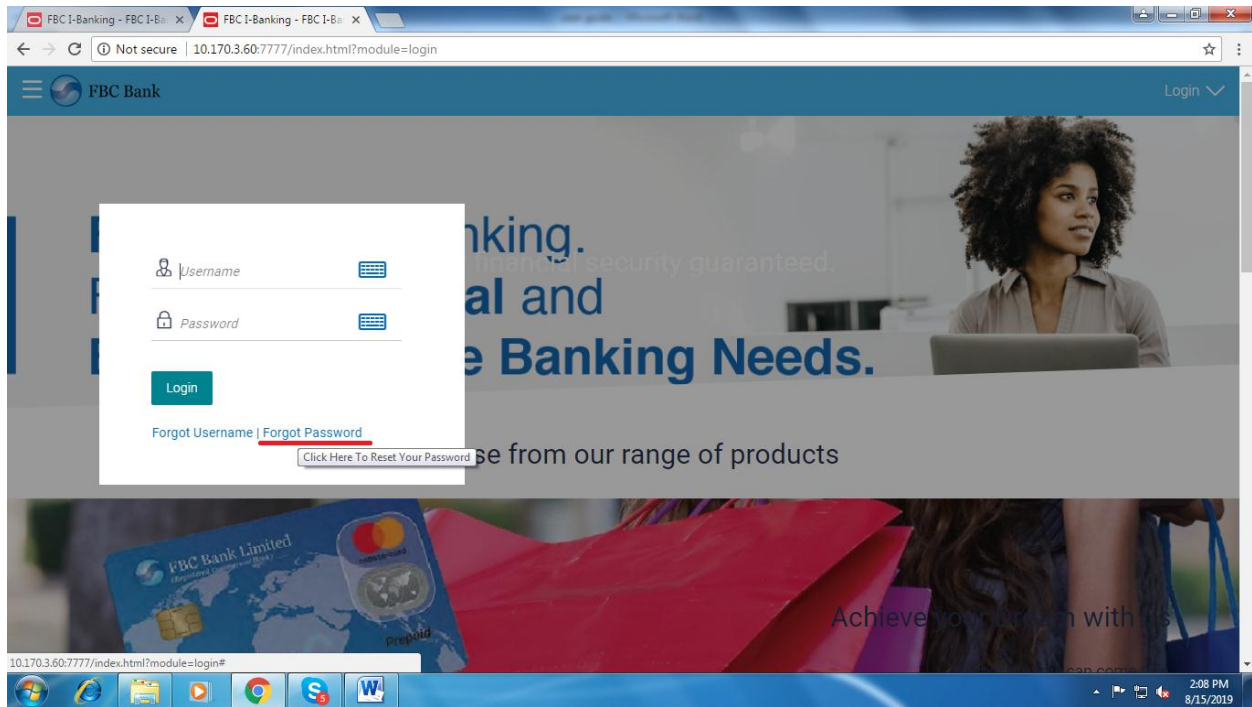


Click login (ensure your cursor key is on the wording login). Upon clicking login you might encounter or receive an error message (Error 404) this is a result of uncleared cookies. To clear the cookies click page history and clear browsing data (click clear for all time). after clearing cookies, click login again you will get a user credential login screen to the left of the screen.

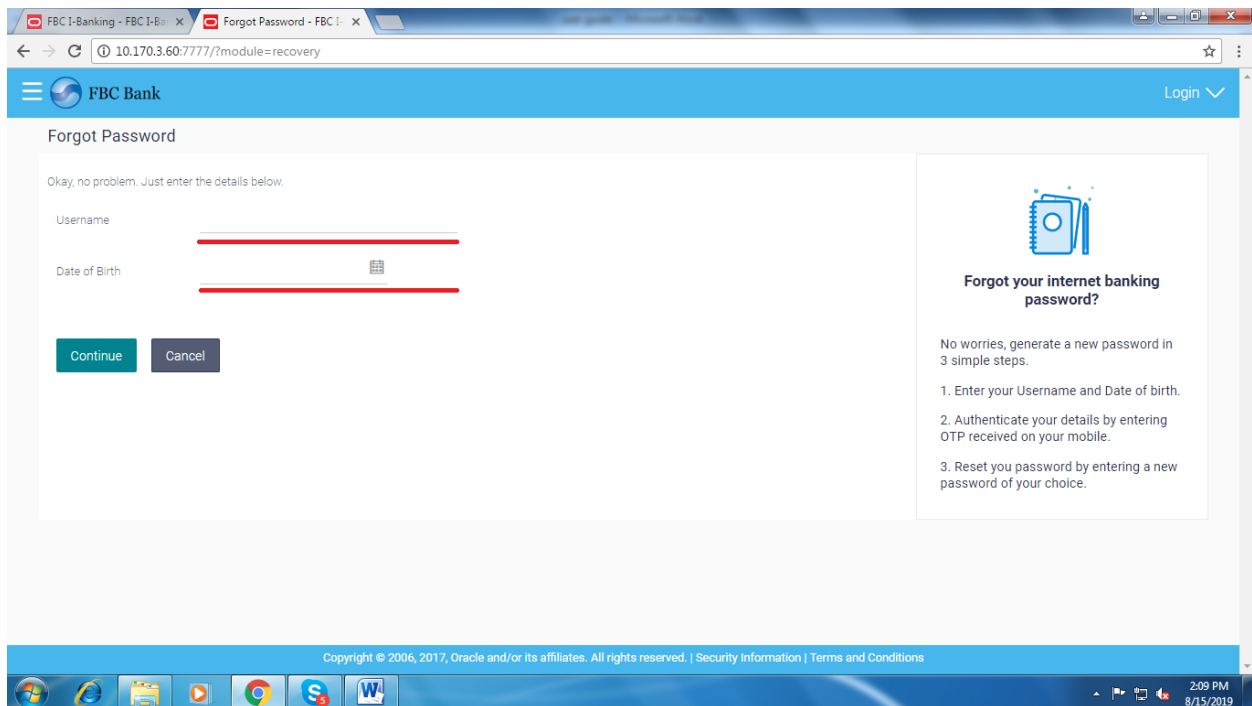
## Changing your password and receipt of OTP

After clearing cookies, click login and on the credential verification screen which pos up on the left of the screen

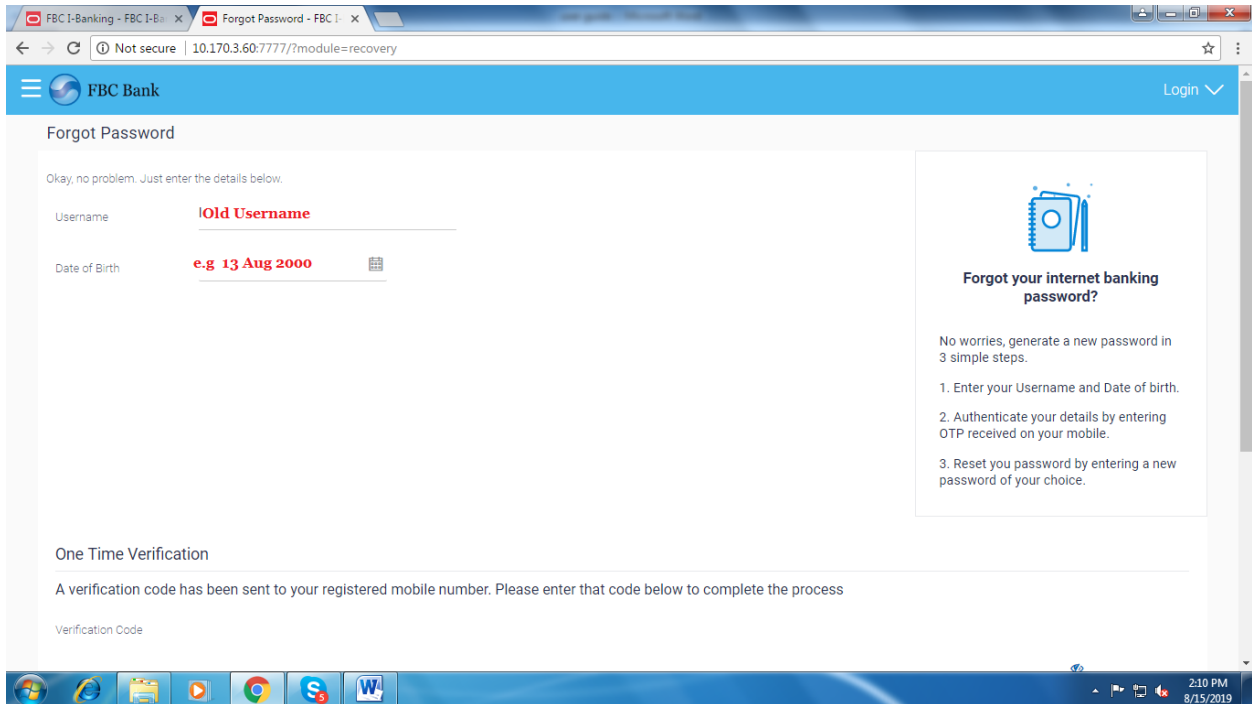
## Password Resetting



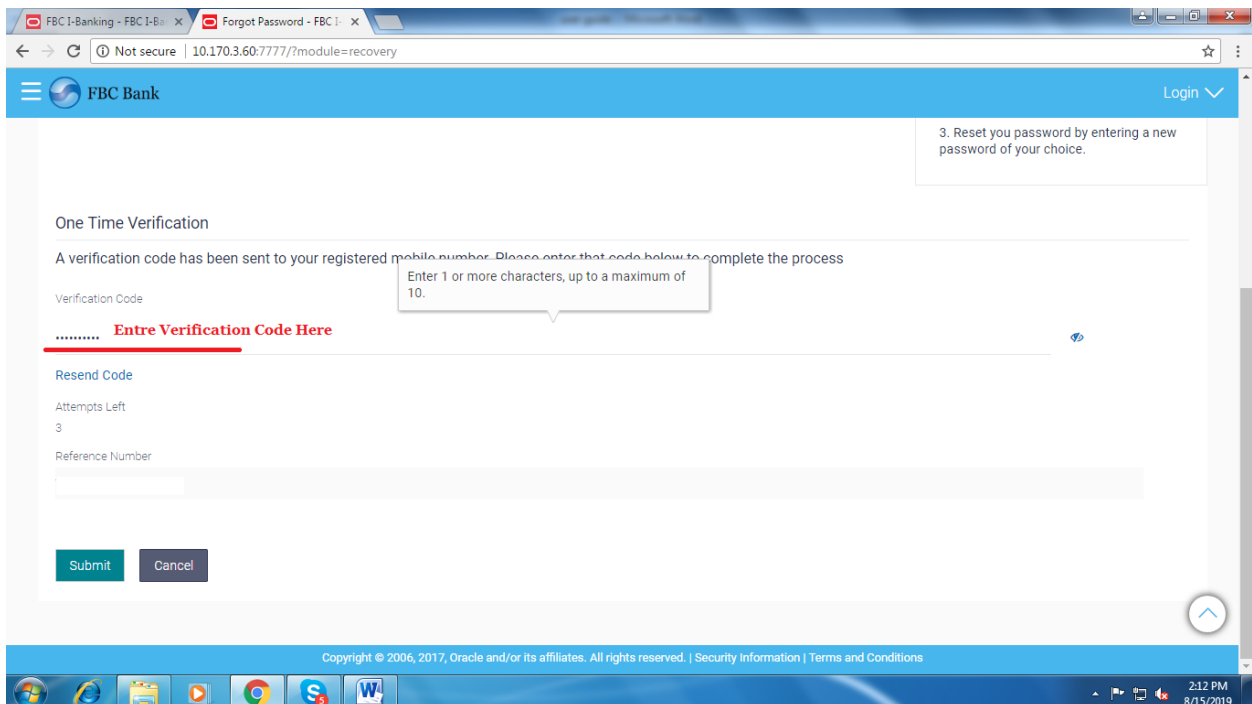
The new internet banking platform requires you to reset your password however you retain your old username. To reset your password, click forgot password and the system will generate a screen as shown below



Enter your old internet banking user name and your date of birth and click continue to receive your One Time Password (OTP) on your FBC Bank or Building Society registered mobile number.

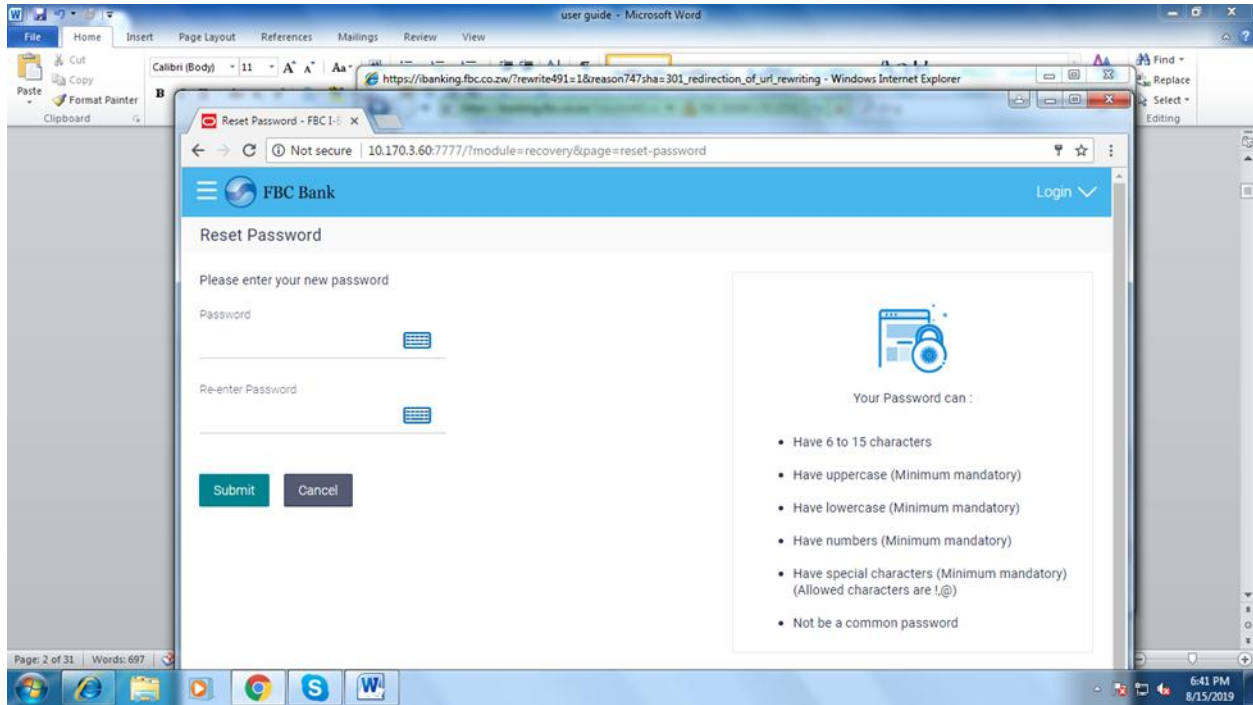


## One Time Password (OTP)



A one-time password (OTP) message will be sent to your mobile number , enter the code on the spaces provided under verification code and submit

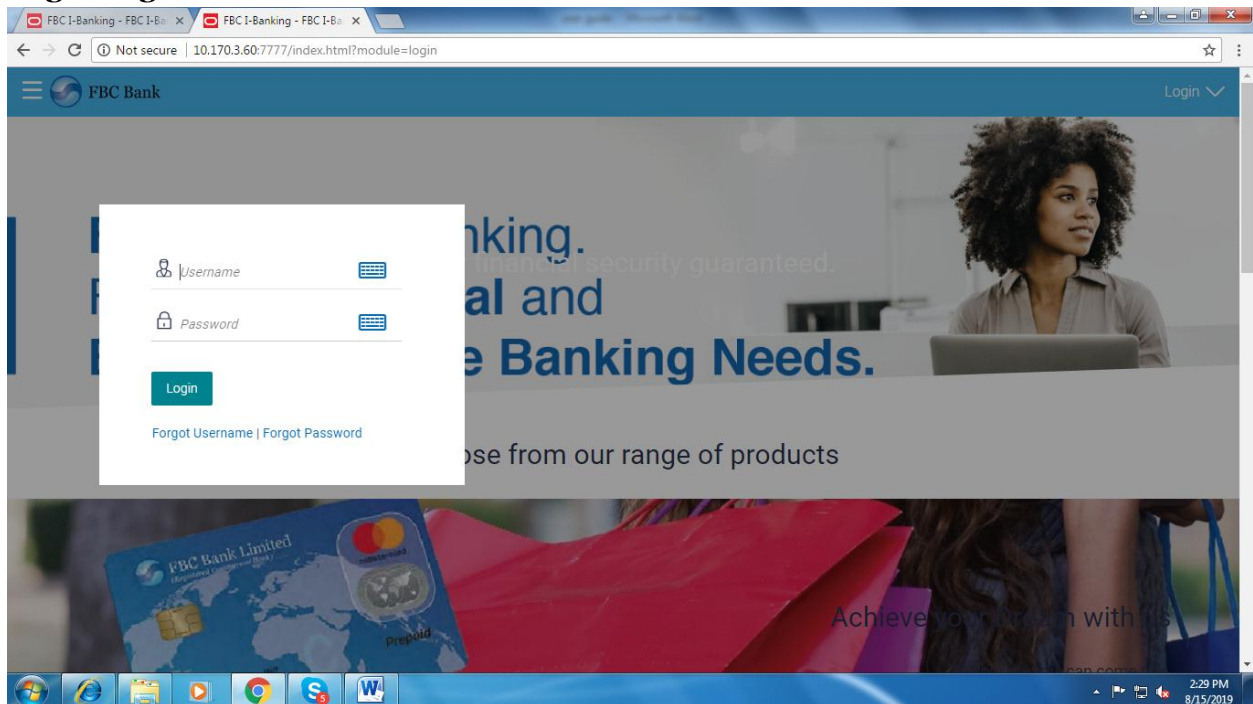
## Password Reset



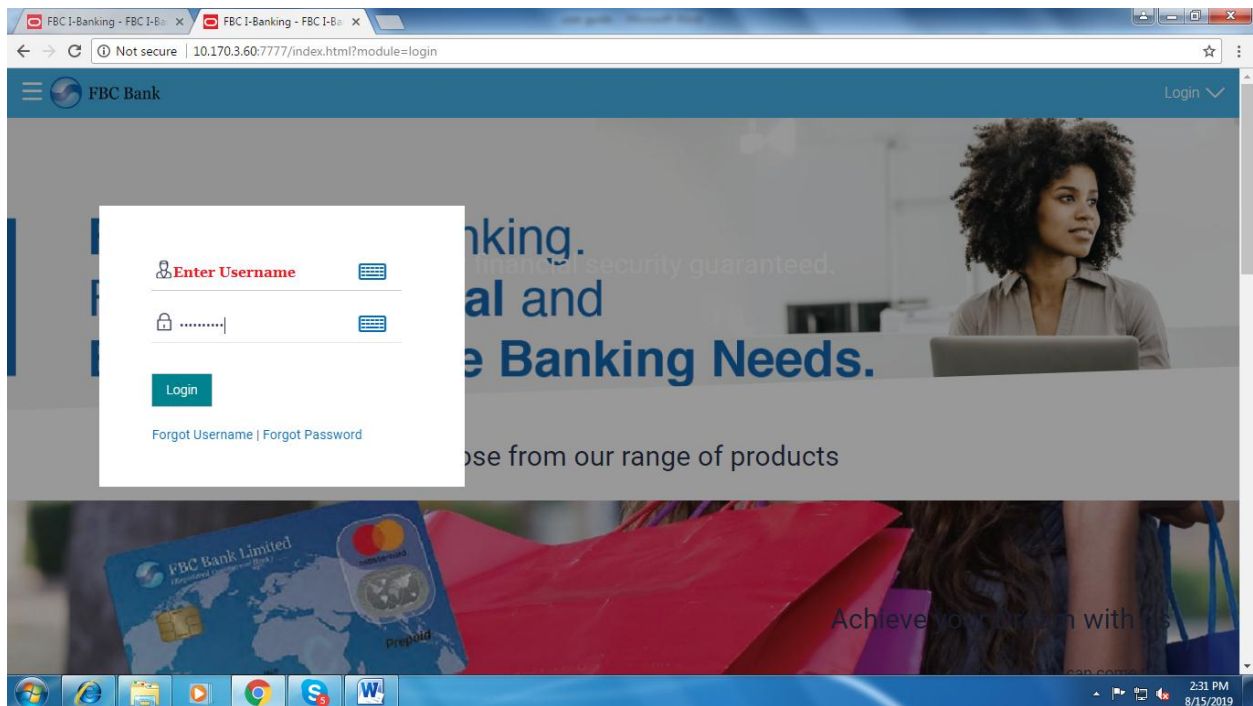
To reset your password enter your preferred password, re-enter the password and confirm please take note of the password specifications as highlighted on the screen

## Password successfully changed Screen

## Login Page



Once you have successfully changed your password you can now use for login . enter your user name and password , then select login



## Dashboards

**\*depending on your profile, the following screens will pop after login.**

Dashboard

Current & Savings  
3 Total Accounts

Term Deposits  
You do not have any Term Deposit

Loans and Finances  
3 Total Accounts

Work Snapshot for today As on 05 Sep 2019

1 Processed | 0 In Progress | 0 Rejected | 100%

Notifications  
No New Notifications  
Check this section for new notifications  
[View All](#)

Accounts Summary

Customer Name	Account Number	Account Type	Net Balance

Page 1 of 1 (1-3 of 3 items) | [Download](#)

Last 5 Payments

Processed | Own Account Transfer

Quick Links

- Own Account Transfer
- Adhoc Payment
- File Upload

The new internet banking platform has new and exciting features as highlighted below.

- Current and Savings ( This a sum total of your debit and your credit balances)
- Term Deposits

Loans and Finance ( Sum total of loans acquired)

Page 1 of 1 (1-3 of 3 items) | [Download](#)

Last 5 Payments

Processed | Own Account Transfer

Quick Links

- Own Account Transfer
- Adhoc Payment
- File Upload
- Funds Transfer
- Issue Draft
- Uploaded Files Inquiry

Activity Log

Accounts (0)		Payments (1)		Bill Payments (0)		Bulk File (0)		Bulk Record (0)	
Processed	0	Processed	1	Processed	0	Processed	0	Processed	0
In Progress	0	In Progress	0	In Progress	0	In Progress	0	In Progress	0
Rejected	0	Rejected	0	Rejected	0	Rejected	0	Rejected	0

Date	Description	Account Number	Amount	Reference No	Status
No data to display.					

Page 1 (0 of 0 items) | [Download](#)

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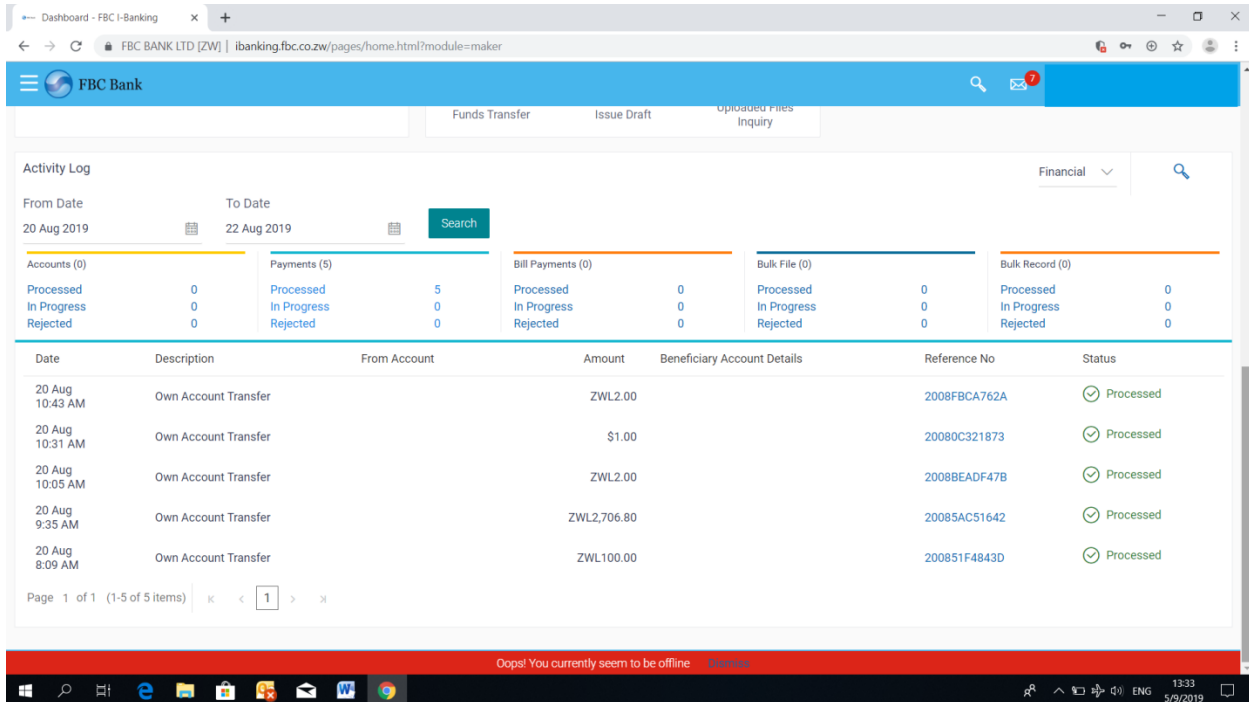
13:23 5/9/2019

Last 5 payments (This shows your last 5 payments)

Quick Links (Short cuts to common

- Activity Log ( This shows all your transactions as they were executed)

## Activity Log



Dashboard - FBC I-Banking x +

FBC BANK LTD [ZW] | ibanking.fbc.co.zw/pages/home.html?module=maker

FBC Bank

Funds Transfer Issue Draft Uploaded Files Inquiry

Activity Log Financial

From Date: 20 Aug 2019 To Date: 22 Aug 2019 Search

Accounts (0)		Payments (5)		Bill Payments (0)		Bulk File (0)		Bulk Record (0)	
Processed	0	Processed	5	Processed	0	Processed	0	Processed	0
In Progress	0	In Progress	0	In Progress	0	In Progress	0	In Progress	0
Rejected	0	Rejected	0	Rejected	0	Rejected	0	Rejected	0

Date	Description	From Account	Amount	Beneficiary Account Details	Reference No	Status
20 Aug 10:43 AM	Own Account Transfer		ZWL2.00		2008FBCA762A	Processed
20 Aug 10:31 AM	Own Account Transfer		\$1.00		20080C321873	Processed
20 Aug 10:05 AM	Own Account Transfer		ZWL2.00		2008BEADF47B	Processed
20 Aug 9:35 AM	Own Account Transfer		ZWL2,706.80		20085AC51642	Processed
20 Aug 8:09 AM	Own Account Transfer		ZWL100.00		200851F4843D	Processed

Page 1 of 1 (1-5 of 5 items) < 1 >

Oops! You currently seem to be offline. Details

13:33 5/9/2019

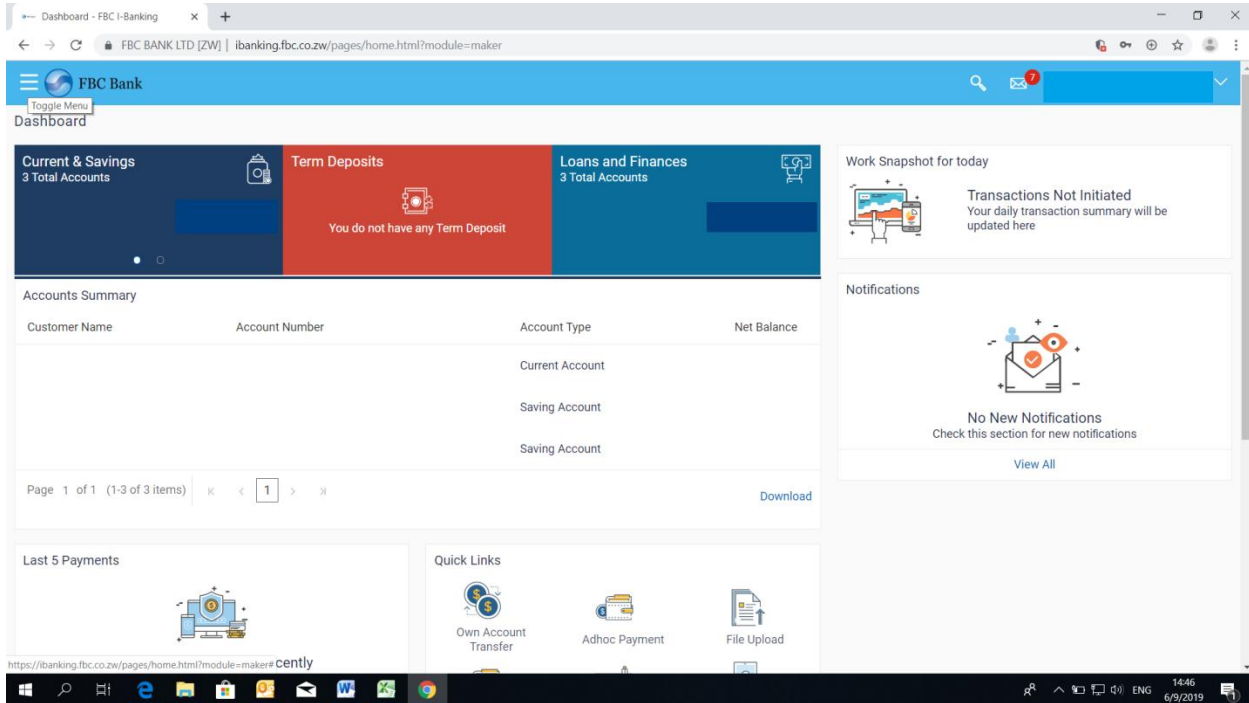
Click the search icon on the right of the screen to view your transactions done over a specified period by entering the required activity period dates. All processed transactions will appear as above under their respective categories.

To get a detailed transaction activity log, click processed under the preferred category to view activity.

To get the details of a particular transaction and proof of payment, click the respective transaction reference number in blue.



## Menu



Dashboard - FBC I-Banking

FBC BANK LTD [ZW] | ibanking.fbc.co.zw/pages/home.html?module=maker

FBC Bank

Dashboard

Current & Savings  
3 Total Accounts

Term Deposits  
You do not have any Term Deposit

Loans and Finances  
3 Total Accounts

Work Snapshot for today  
Transactions Not Initiated  
Your daily transaction summary will be updated here

Notifications  
No New Notifications  
Check this section for new notifications  
[View All](#)

Accounts Summary

Customer Name	Account Number	Account Type	Net Balance
		Current Account	
		Saving Account	
		Saving Account	

Page 1 of 1 (1-3 of 3 items) [Download](#)

Last 5 Payments

Quick Links

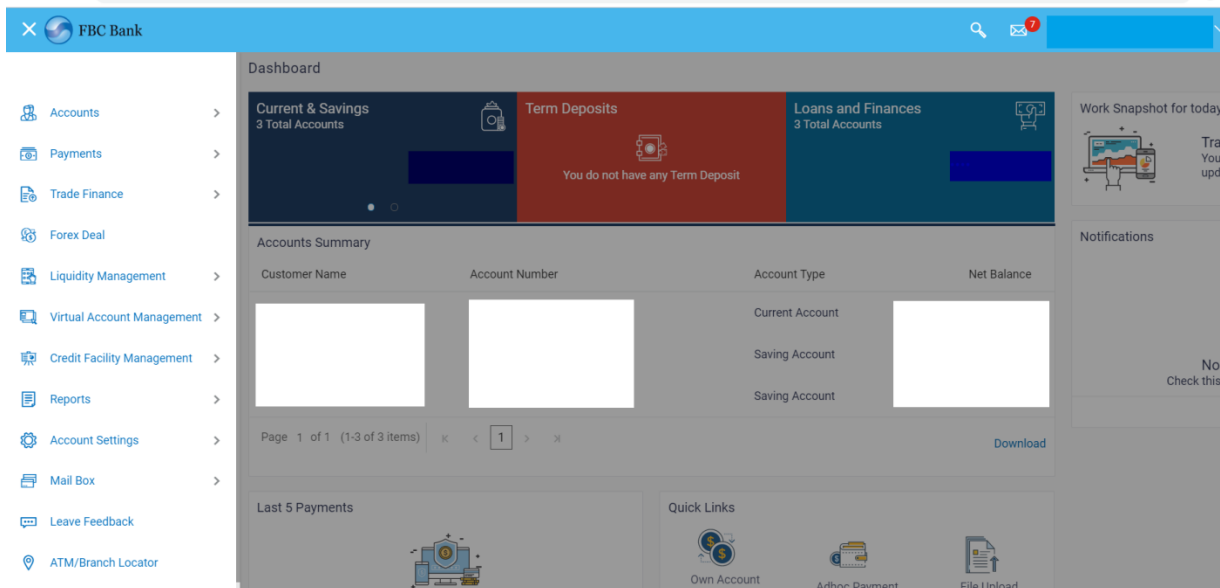
- Own Account Transfer
- Adhoc Payment
- File Upload

https://ibanking.fbc.co.zw/pages/home.html?module=maker#Cently

1446 6/9/2019

To access the menu, go to the toggle menu, which are the three bars on the extreme left of the screen. Please note once you click on the menu, the dashboard is deactivated for use. You can only use either the menu or dashboard at any given time.

## Menu



FBC Bank

Dashboard

- Accounts
- Payments
- Trade Finance
- Forex Deal
- Liquidity Management
- Virtual Account Management
- Credit Facility Management
- Reports
- Account Settings
- Mail Box
- Leave Feedback
- ATM/Branch Locator

Current & Savings  
3 Total Accounts

Term Deposits  
You do not have any Term Deposit

Loans and Finances  
3 Total Accounts

Work Snapshot for today  
Transactions Not Initiated  
Your daily transaction summary will be updated here

Notifications  
No New Notifications  
Check this section for new notifications

Accounts Summary

Customer Name	Account Number	Account Type	Net Balance
		Current Account	
		Saving Account	
		Saving Account	

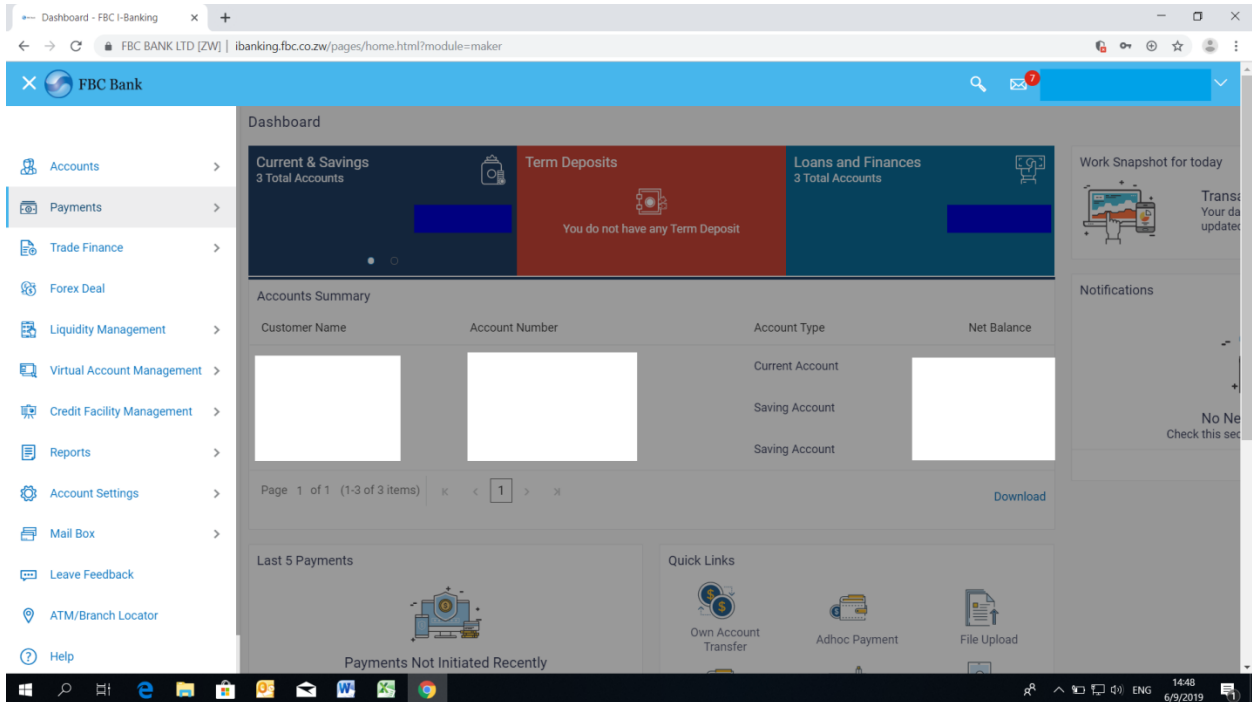
Page 1 of 1 (1-3 of 3 items) [Download](#)

Last 5 Payments

Quick Links

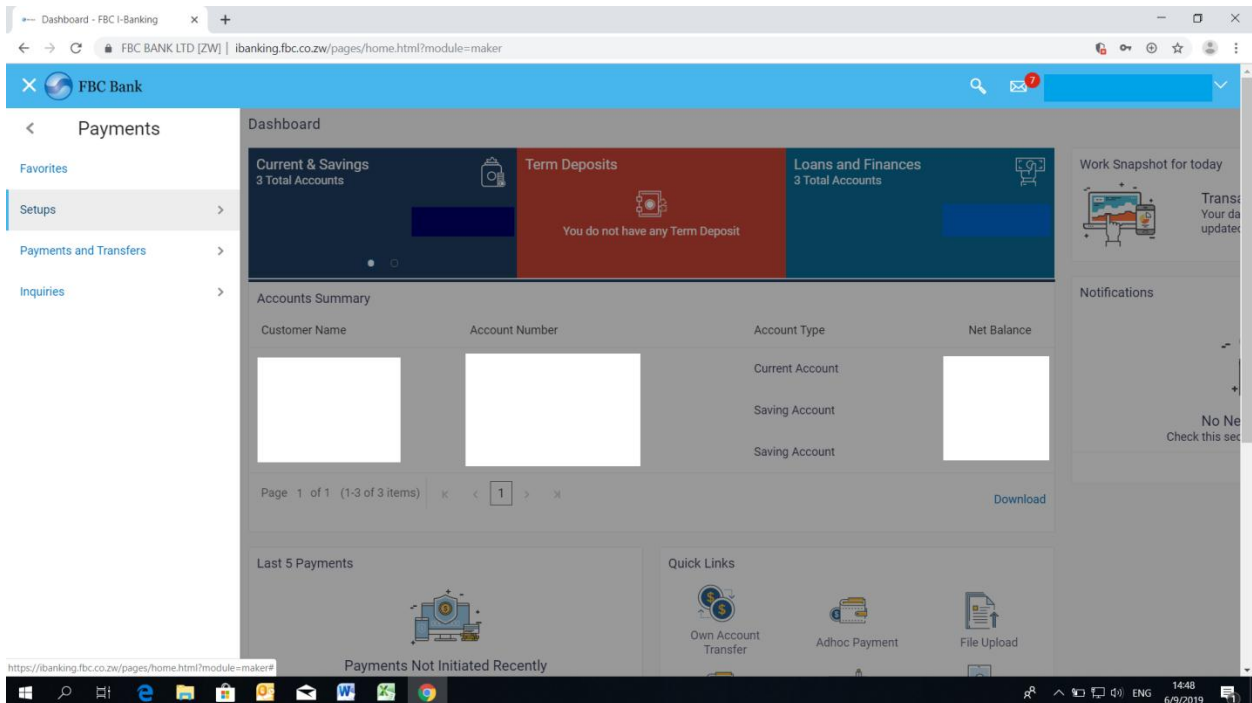
- Own Account Transfer
- Adhoc Payment
- File Upload

To initiate transactions, go to payments on the drop down menu



The screenshot shows the FBC Bank dashboard. The left sidebar contains a menu with the following items: Accounts, Payments (highlighted), Trade Finance, Forex Deal, Liquidity Management, Virtual Account Management, Credit Facility Management, Reports, Account Settings, Mail Box, Leave Feedback, ATM/Branch Locator, and Help. The main dashboard area displays a summary of accounts, including Current & Savings (3 Total Accounts), Term Deposits (with a message: "You do not have any Term Deposit"), and Loans and Finances (3 Total Accounts). Below this is an Accounts Summary table with columns for Customer Name, Account Number, Account Type, and Net Balance. The table lists three accounts: Current Account, Saving Account, and Saving Account. At the bottom, there are sections for Last 5 Payments, Quick Links (Own Account Transfer, Adhoc Payment, File Upload), and a "Payments Not Initiated Recently" notification.

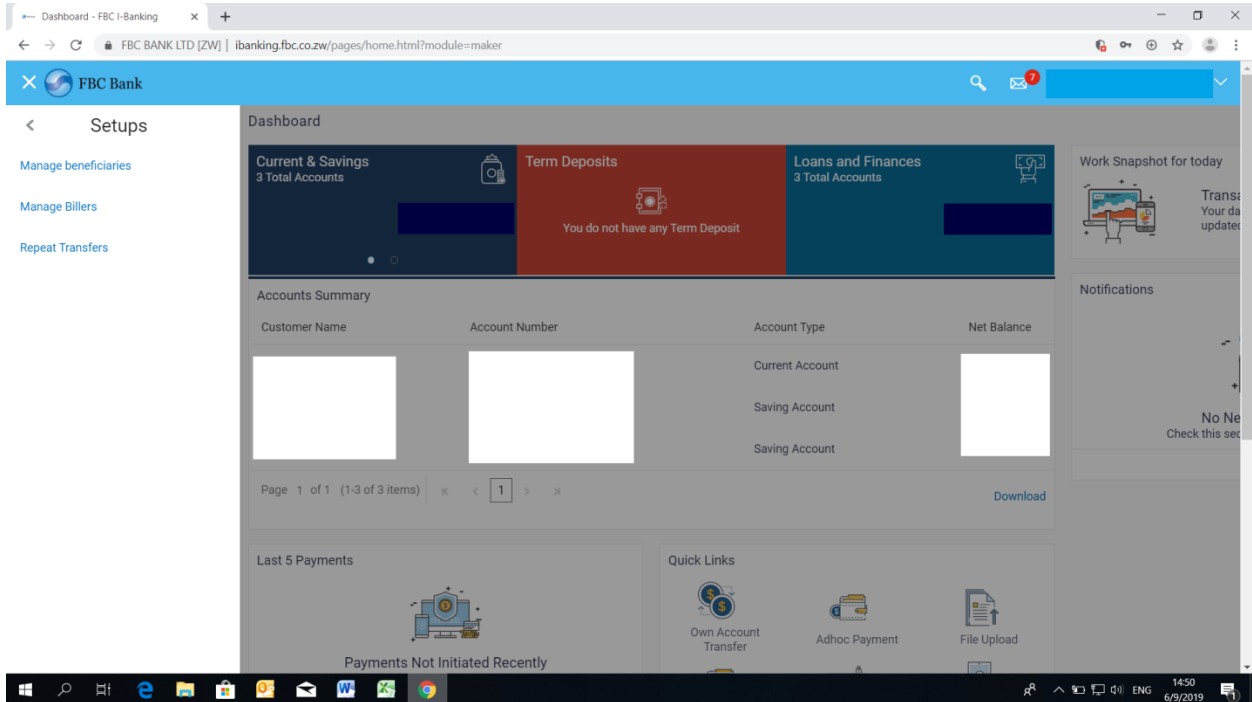
## Payments menu



The screenshot shows the FBC Bank dashboard with the Payments menu expanded. The sub-menu items are: Favorites, Setups, Payments and Transfers, and Inquiries. The main dashboard content remains the same as in the previous screenshot, showing account summaries and quick links.

You can set your favourites, set ups, payments and transfers as well as inquiries

## Set ups

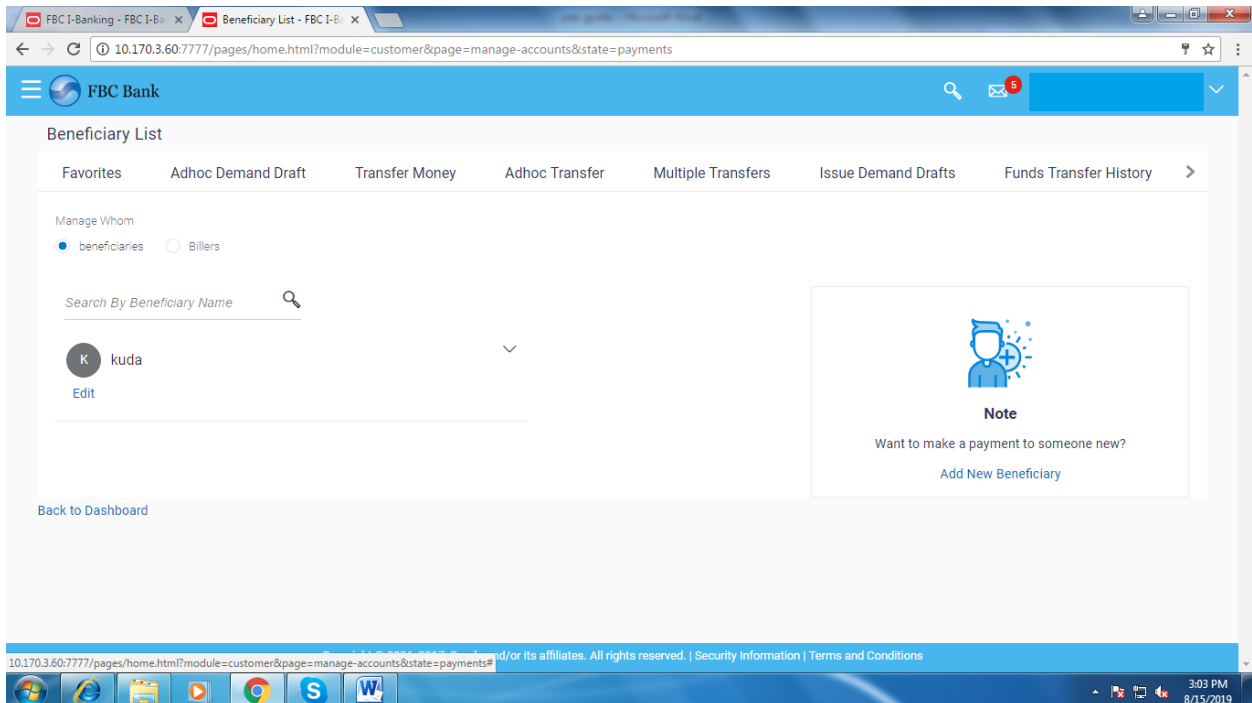


The screenshot shows the FBC Bank dashboard. The top navigation bar includes the FBC Bank logo and a search icon. The main content area is divided into several sections:

- Current & Savings:** 3 Total Accounts
- Term Deposits:** You do not have any Term Deposit
- Loans and Finances:** 3 Total Accounts
- Accounts Summary:** A table with columns for Customer Name, Account Number, Account Type, and Net Balance. The table lists Current Account, Saving Account, and another Saving Account.
- Quick Links:** Includes Own Account Transfer, Adhoc Payment, and File Upload.
- Work Snapshot for today:** A section for daily updates.
- Notifications:** A section for alerts.

The Windows taskbar at the bottom shows the date as 6/9/2019 and the time as 14:50.

## Manage beneficiaries and billers

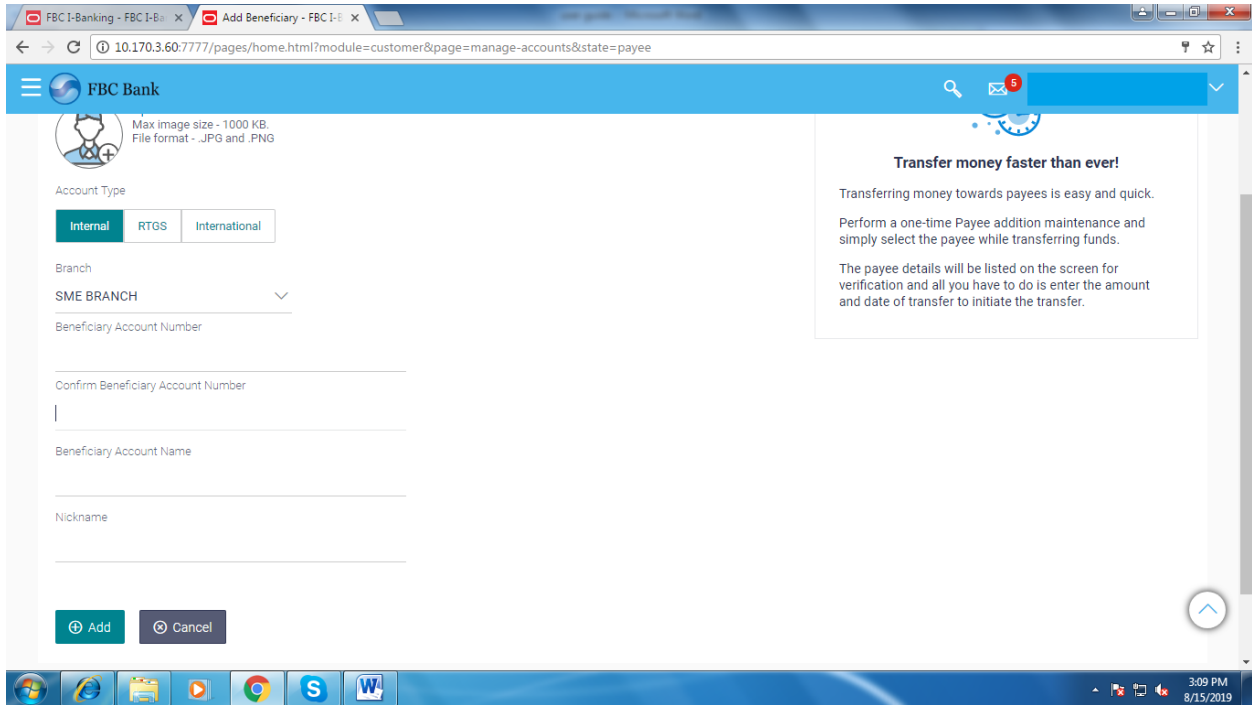


The screenshot shows the 'Beneficiary List' page in the FBC Bank system. The page has a navigation bar with the FBC Bank logo and a search icon. Below the navigation bar, there are several tabs: Favorites, Adhoc Demand Draft, Transfer Money, Adhoc Transfer, Multiple Transfers, Issue Demand Drafts, and Funds Transfer History. The 'Manage Whom' section has two radio buttons: 'beneficiaries' (selected) and 'Billers'. A search bar labeled 'Search By Beneficiary Name' is present. Below the search bar, there is a list of beneficiaries, with one entry visible: 'K kuda' with an 'Edit' link. A 'Back to Dashboard' link is located at the bottom left. A 'Note' box on the right side of the page says 'Want to make a payment to someone new? Add New Beneficiary'. The Windows taskbar at the bottom shows the date as 8/15/2019 and the time as 3:03 PM.

The platform enables you to add and select beneficiaries and allows you to select the beneficiaries whom you frequently make transactions to. This saves time on constantly inputting details whenever you need to make a payment

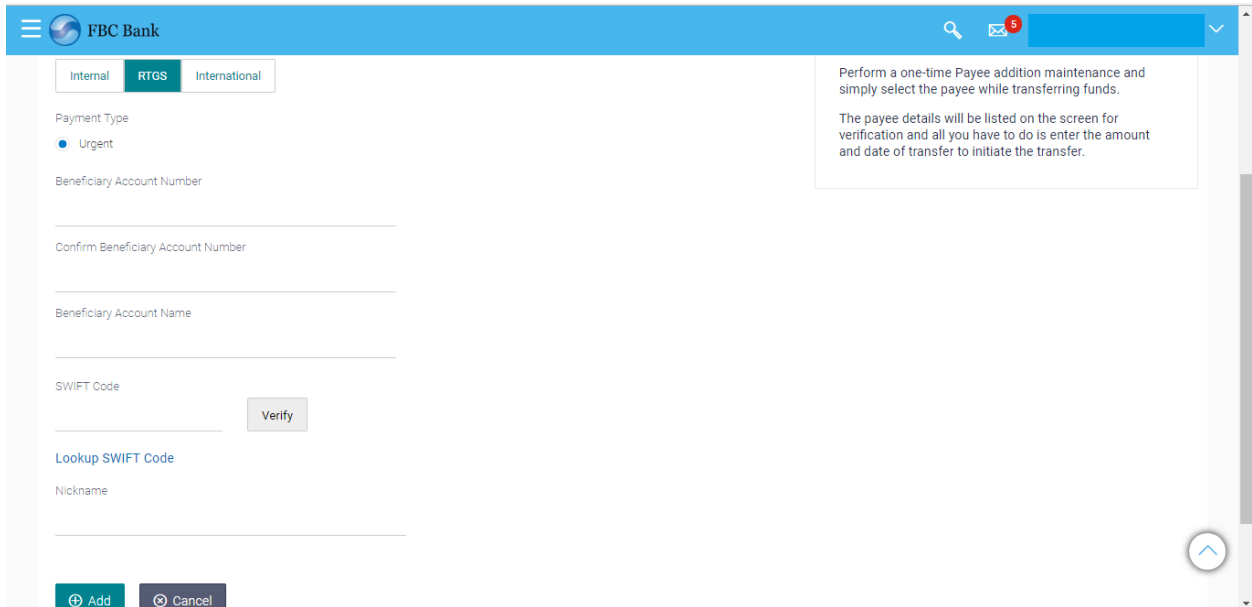
## Types of payments for which Beneficiaries can be added

### Internal transfers



The screenshot shows a web browser window with the URL `10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payee`. The page title is "FBC Bank" and the breadcrumb is "Add Beneficiary - FBC I-B". The main content area is titled "Internal transfers" and features a form for adding a beneficiary. The form includes a profile picture upload section with a warning: "Max image size - 1000 KB. File format - .JPG and .PNG". Below this, the "Account Type" is set to "Internal" (selected), with "RTGS" and "International" as options. The "Branch" is set to "SME BRANCH". The form fields include "Beneficiary Account Number", "Confirm Beneficiary Account Number", "Beneficiary Account Name", and "Nickname". At the bottom, there are "Add" and "Cancel" buttons. A right-hand sidebar contains a message: "Transfer money faster than ever! Transferring money towards payees is easy and quick. Perform a one-time Payee addition maintenance and simply select the payee while transferring funds. The payee details will be listed on the screen for verification and all you have to do is enter the amount and date of transfer to initiate the transfer." The Windows taskbar at the bottom shows the time as 3:09 PM on 8/15/2019.

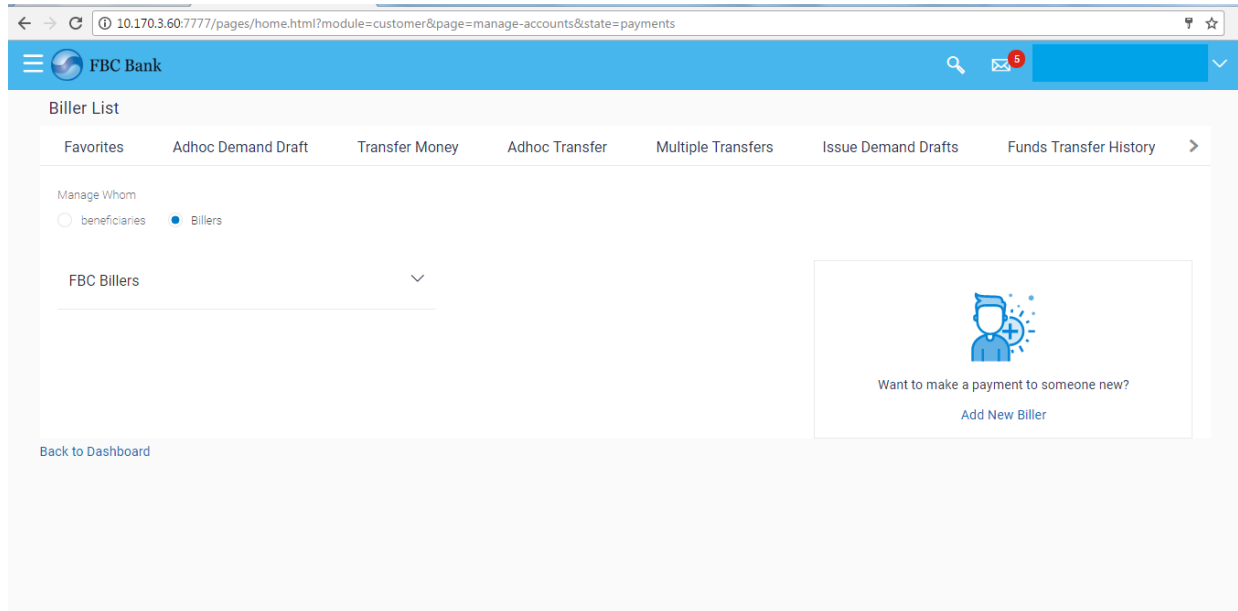
### RTGS transfers



The screenshot shows the same FBC Bank web interface, but with the "RTGS" option selected under "Account Type". The form fields are similar to the internal transfer screen, but include a "SWIFT Code" field with a "Verify" button and a "Lookup SWIFT Code" link. The right-hand sidebar message is identical to the previous screen. The Windows taskbar at the bottom shows the time as 3:09 PM on 8/15/2019.

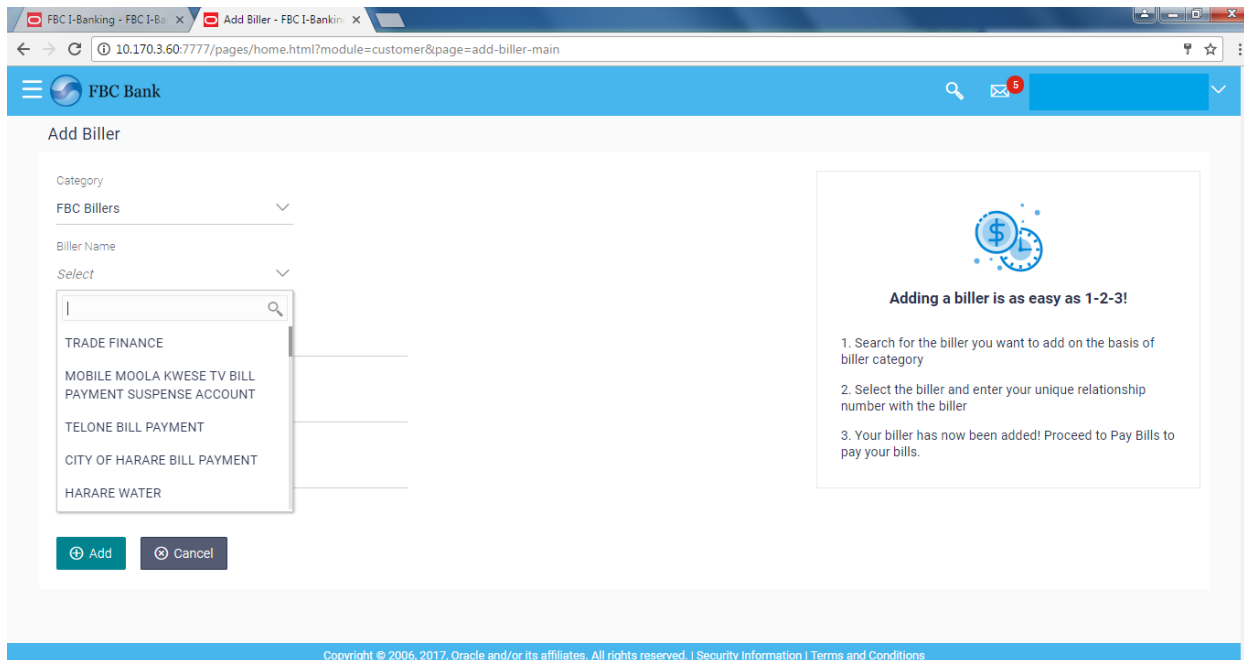
You simply complete the details on the spaces provided and add beneficiary, the platform also allows you to upload the beneficiary's photo

## Manage Billers

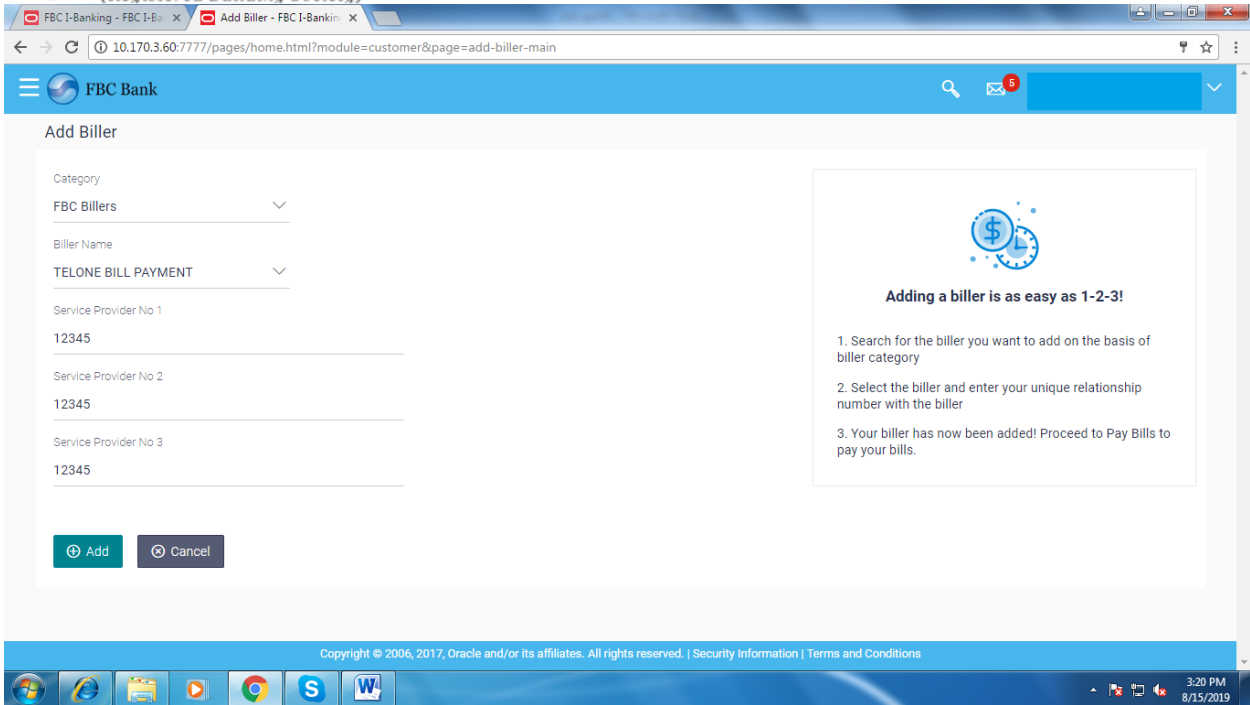


You can add billers from the list of available FBC billers

Go to the right hand side of the page and select add new biller



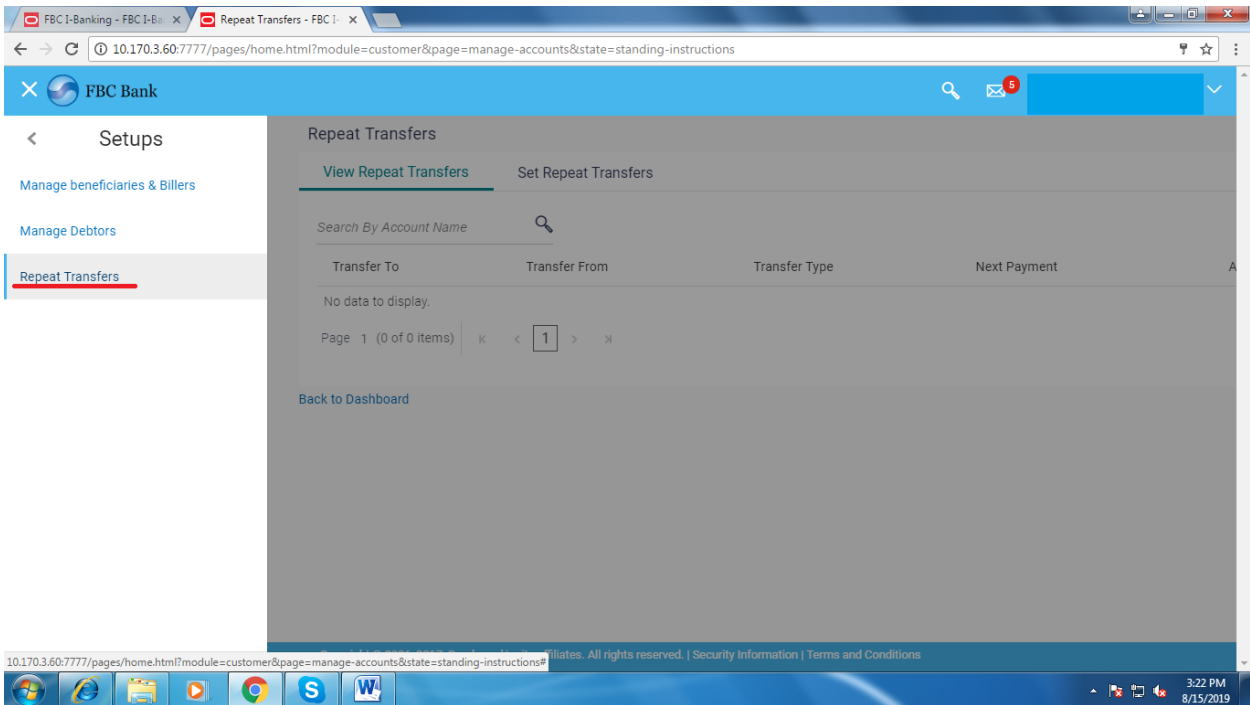
Go to category, and select the drop down arrow and select FBC billers. Under biller name select your desired service provider.



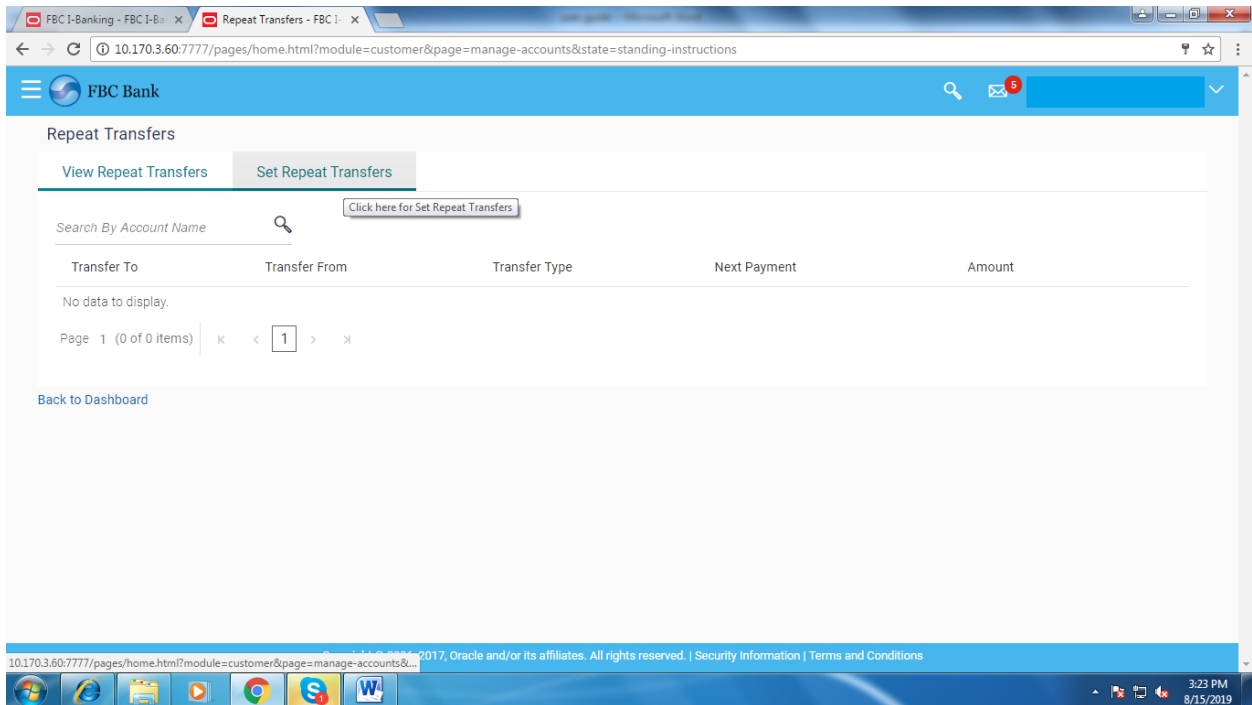
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Provide the service provider account number and click add

## Select repeat transfers

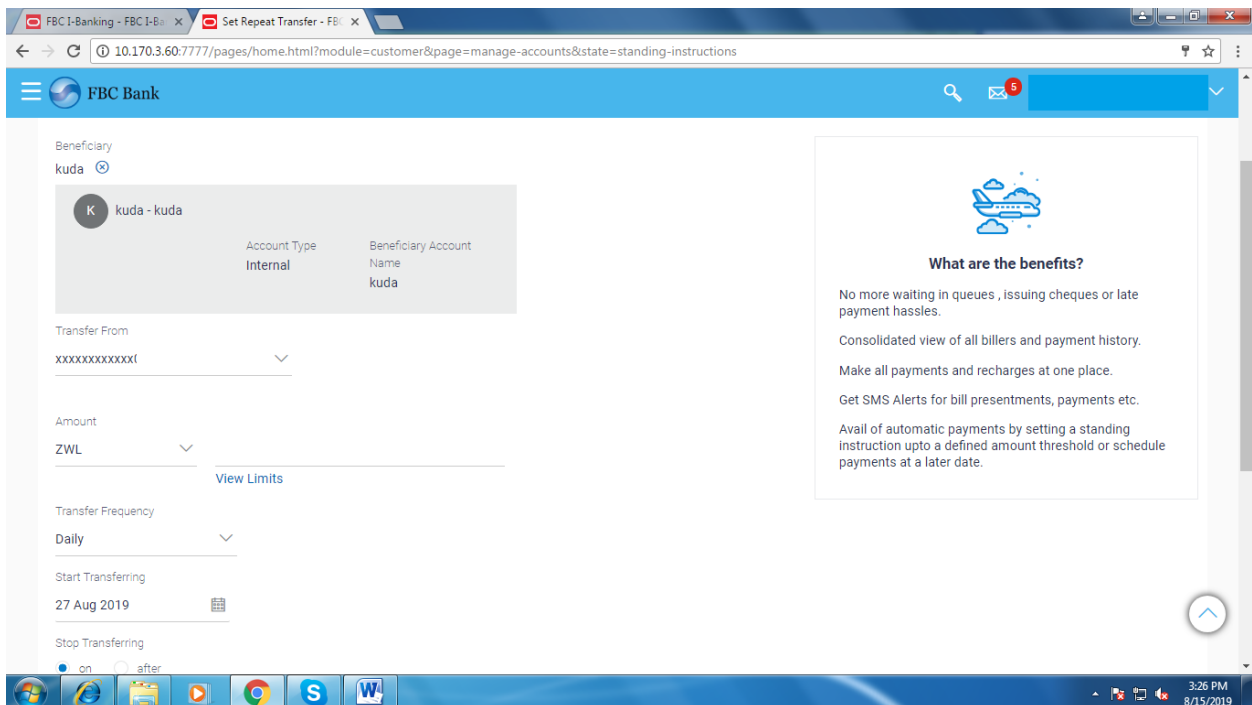


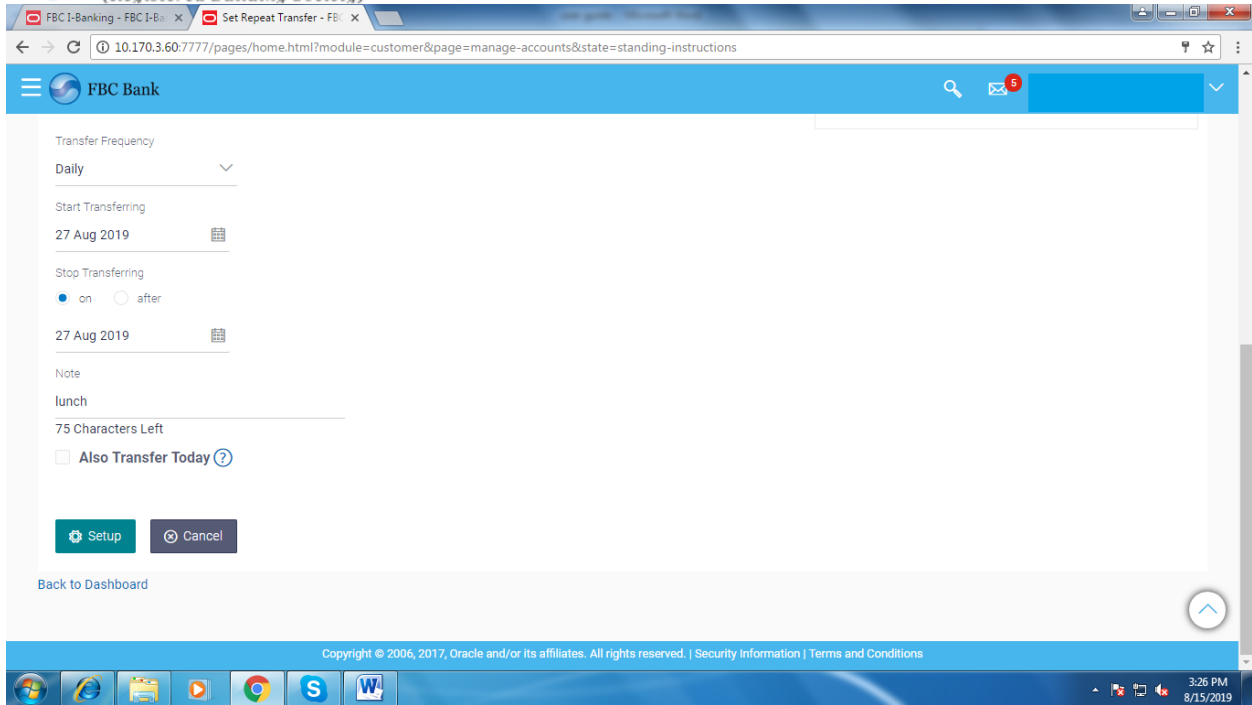
10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=standing-instructions#... All rights reserved. | Security Information | Terms and Conditions



## How to set up a repeat transfer

- Choose beneficiary from the existing set beneficiaries
- Choose transfer frequency, date to start and stop transferring
- It also provides an option to initiate the transaction after setting up



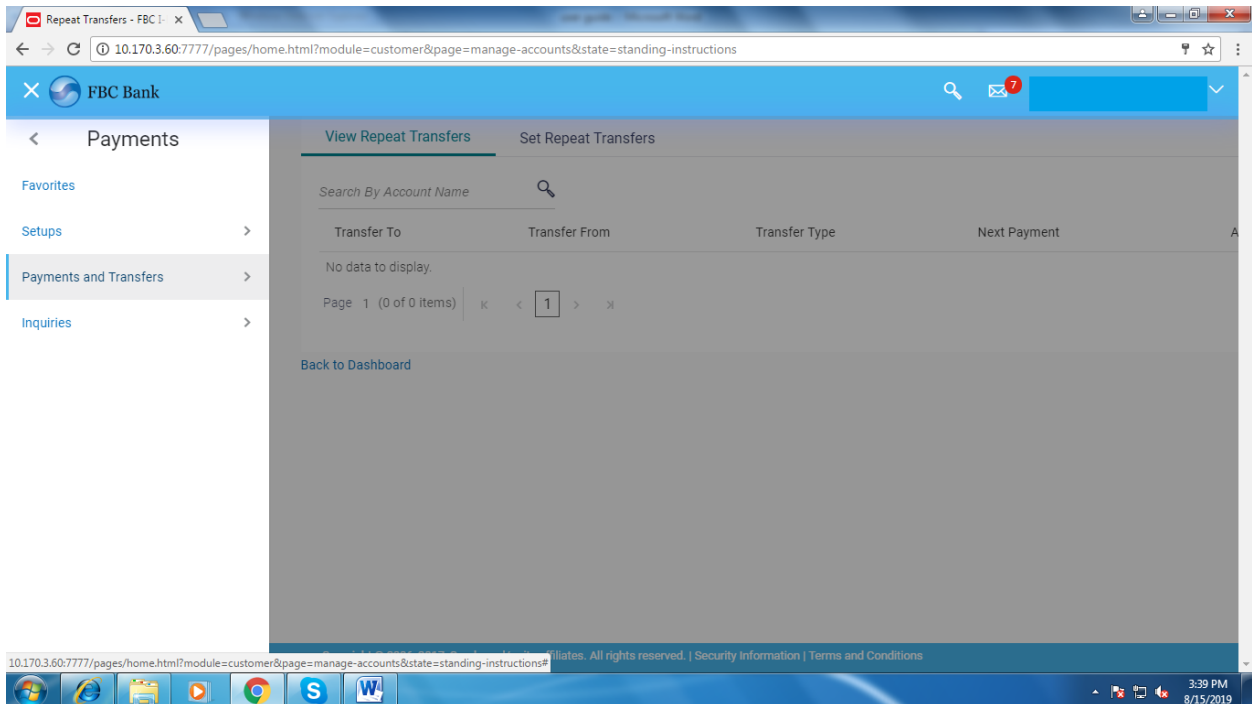


The screenshot shows the 'Set Repeat Transfer' form in the FBC Bank online banking interface. The form includes the following fields and options:

- Transfer Frequency:** A dropdown menu set to 'Daily'.
- Start Transferring:** A date field set to '27 Aug 2019' with a calendar icon.
- Stop Transferring:** A date field set to '27 Aug 2019' with a calendar icon.
- Stop Transferring:** Radio buttons for 'on' (selected) and 'after'.
- Note:** A text field containing 'lunch'.
- 75 Characters Left:** A character count indicator.
- Also Transfer Today:** An unchecked checkbox with a help icon.
- Buttons:** 'Setup' and 'Cancel' buttons.
- Footer:** 'Back to Dashboard' link and copyright information.

**Once all the details and preferred dates for payments have been inputted, click set up or cancel to invalidate.**

## Payments and transfers



The screenshot shows the 'Payments and Transfers' section of the FBC Bank online banking interface. The left sidebar contains the following menu items:

- Payments
- Favorites
- Setups
- Payments and Transfers (highlighted)
- Inquiries

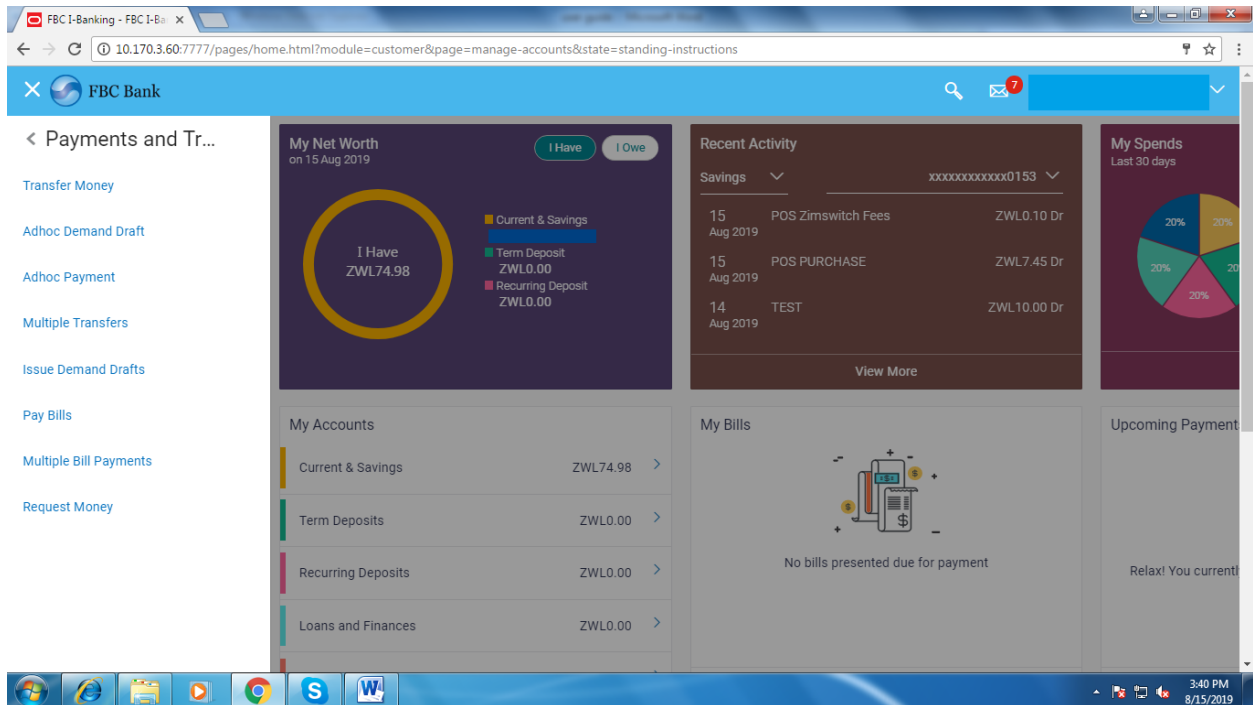
The main content area displays the 'View Repeat Transfers' and 'Set Repeat Transfers' tabs. Below the tabs is a search bar labeled 'Search By Account Name'. A table with the following columns is shown:

Transfer To	Transfer From	Transfer Type	Next Payment
No data to display.			

Below the table, there is a pagination control showing 'Page 1 (0 of 0 items)' and a 'Back to Dashboard' link.

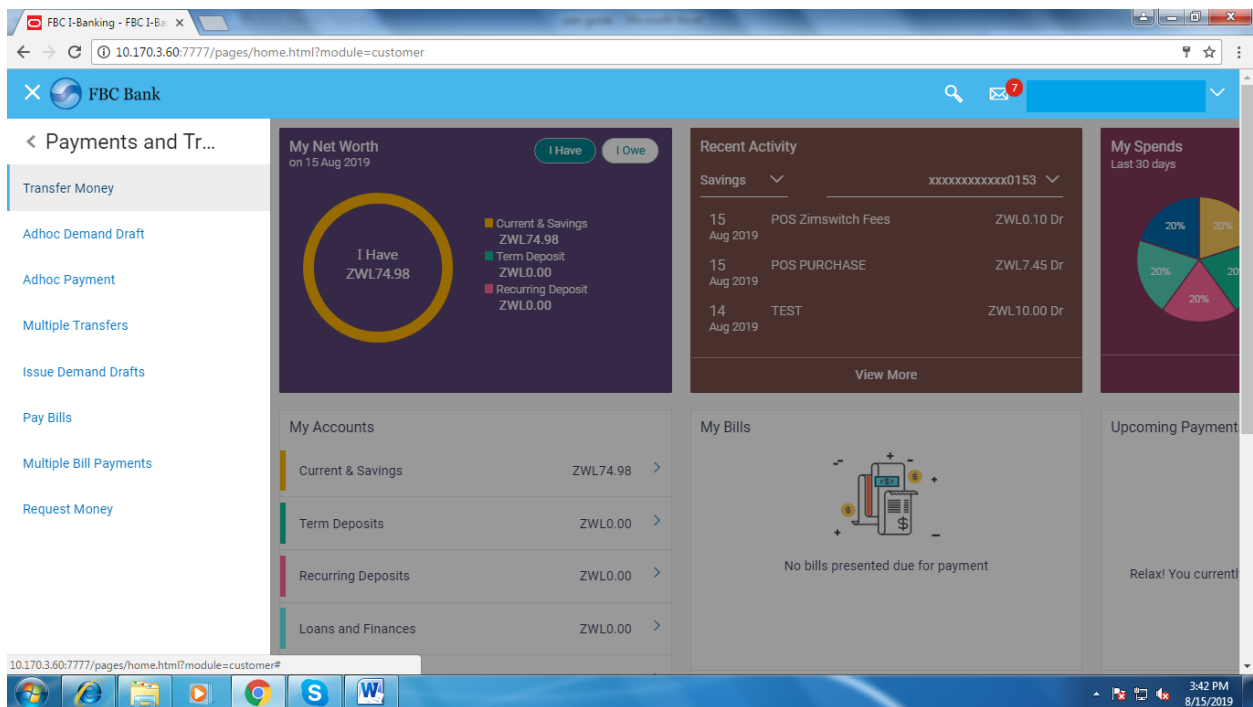


## Payments and transfers menu



The screenshot shows the FBC Bank website interface. The left sidebar contains the 'Payments and Tr...' menu with options: Transfer Money, Adhoc Demand Draft, Adhoc Payment, Multiple Transfers, Issue Demand Drafts, Pay Bills, Multiple Bill Payments, and Request Money. The main content area displays 'My Net Worth' (ZWL74.98), 'Recent Activity' (Savings account ending in 0153), and 'My Spends' (Last 30 days pie chart). Below these are sections for 'My Accounts' (Current & Savings: ZWL74.98, Term Deposits: ZWL0.00, Recurring Deposits: ZWL0.00, Loans and Finances: ZWL0.00), 'My Bills' (No bills presented due for payment), and 'Upcoming Payment' (Relax! You current...).

## Select transfer money



This screenshot is identical to the previous one, showing the FBC Bank website interface with the 'Payments and Tr...' menu highlighted. The 'Transfer Money' option is selected in the sidebar, and the main content area displays the same financial overview and account information.

Under transfer money you have the option to

- 1) Select existing beneficiary , add amount , reason for payment and transfer**

Transfer Money - FBC Bank

Account Type: Internal  
Beneficiary Account Name: kuda

Transfer From: xxxxxxxxxx  
Balance: ZWL74.98

Amount: ZWL 1.00  
[View Limits](#)

Transfer When:  Now  Later

Note: lunch  
75 Characters Left

[Transfer](#) [Cancel](#)

Enter 1 or more characters, up to a maximum of 80.

**Transferring money has never been easier!**  
Transfer money to registered payees across the globe from your FBC bank savings or current accounts. You can also transfer money to your friends' Mobile, Email ID and Facebook accounts.  
**Haven't registered your payee yet?** No problem! Use the Adhoc Transfer service to transfer money.  
**Did you know?** You can transfer money towards multiple payees at once from the Multiple Transfers option

## 2) New beneficiary

Refer to above (Manage beneficiaries)

Transfer Money - FBC Bank

Transfer Type:  Existing Beneficiary  New Beneficiary  My Accounts

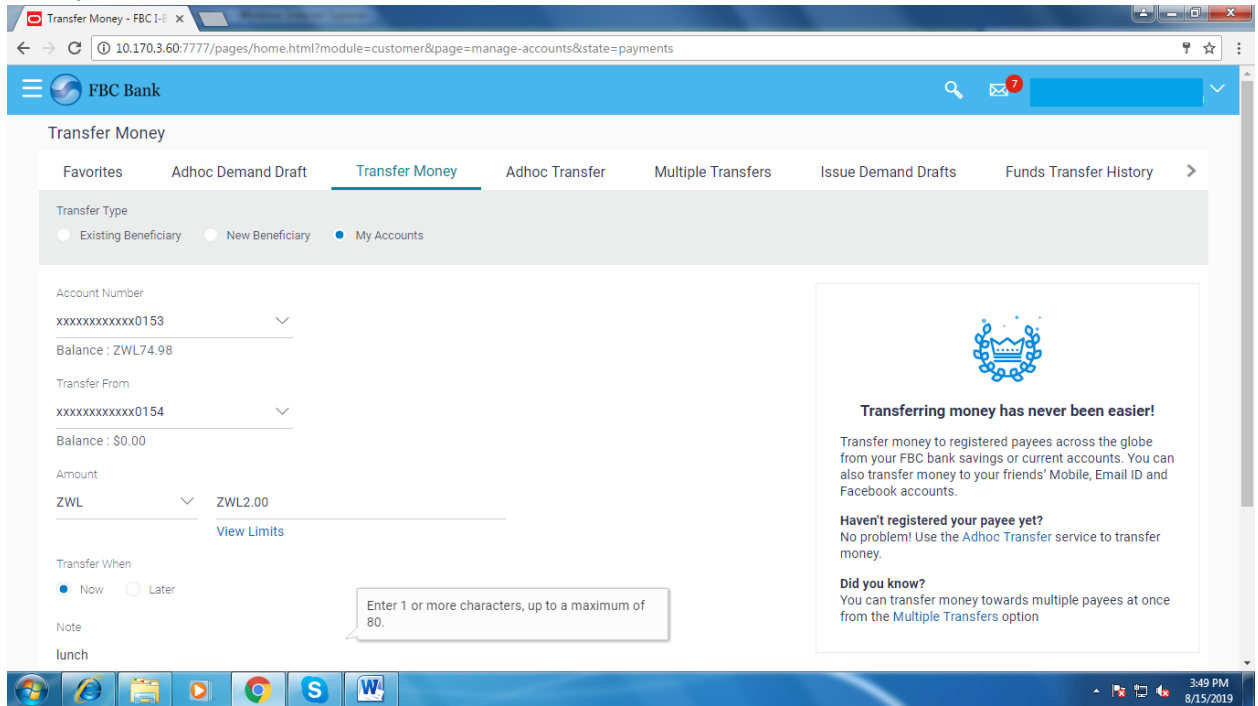
Transfer Via: Email/Mobile  
Email/Mobile: \_\_\_\_\_  
Confirm Email/Mobile: \_\_\_\_\_

Amount: ZWL \_\_\_\_\_  
[View Limits](#)

Transfer From: xxxxxxxxxx  
Balance: ZWL74.98

**Transferring money has never been easier!**  
Transfer money to registered payees across the globe from your FBC bank savings or current accounts. You can also transfer money to your friends' Mobile, Email ID and Facebook accounts.  
**Haven't registered your payee yet?** No problem! Use the Adhoc Transfer service to transfer money.  
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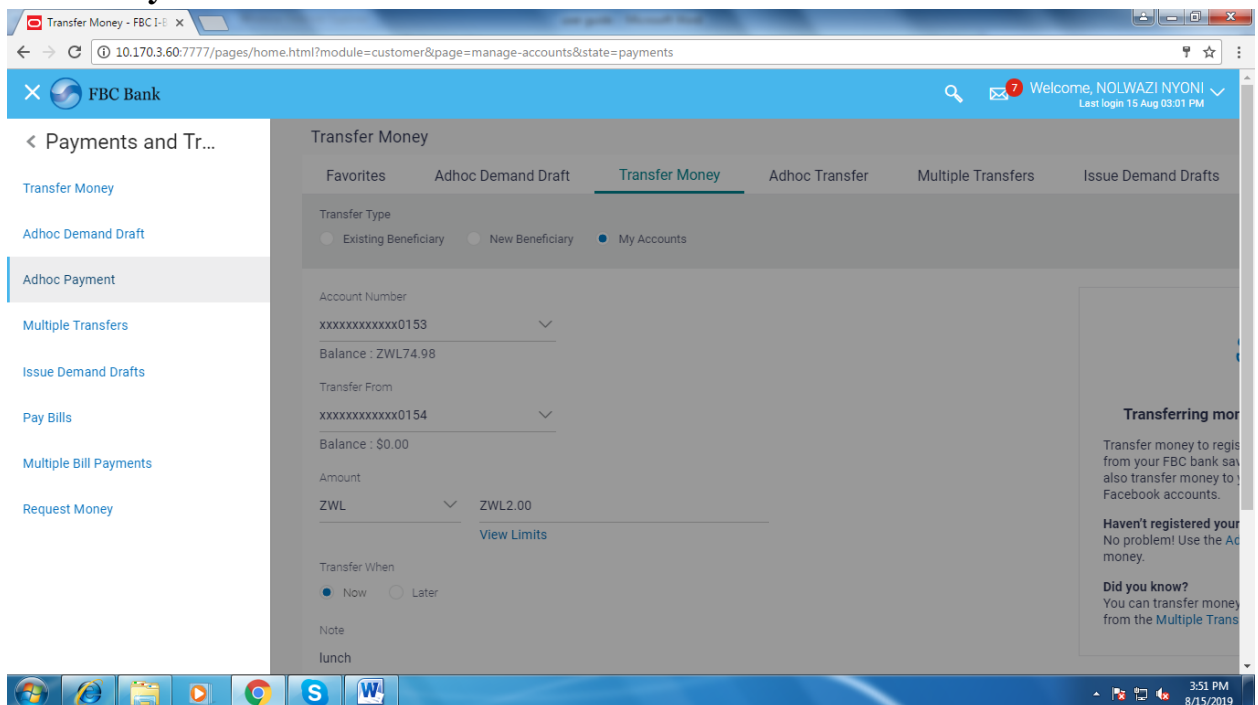
### 3) My accounts / own account transfer



The screenshot shows the 'Transfer Money' page on the FBC Bank website. The page has a blue header with the FBC Bank logo and navigation icons. Below the header, there are tabs for 'Favorites', 'Adhoc Demand Draft', 'Transfer Money' (selected), 'Adhoc Transfer', 'Multiple Transfers', 'Issue Demand Drafts', and 'Funds Transfer History'. The 'Transfer Money' section includes radio buttons for 'Existing Beneficiary', 'New Beneficiary', and 'My Accounts' (selected). There are two dropdown menus for 'Account Number' (showing 'xxxxxxxxxx0153') and 'Transfer From' (showing 'xxxxxxxxxx0154'). The 'Amount' is set to 'ZWL 2.00'. There are radio buttons for 'Transfer When' (selected 'Now', 'Later') and a 'Note' field containing 'lunch'. A tooltip提示 says 'Enter 1 or more characters, up to a maximum of 80.' On the right, there is a promotional box titled 'Transferring money has never been easier!' with text about transferring money to registered payees and a 'Did you know?' section.

**For own account transfer, the beneficiary account is the account number sitting at the top of the source account annotated as transfer from. Input the amount to be transferred next to the amount section above view limits.**

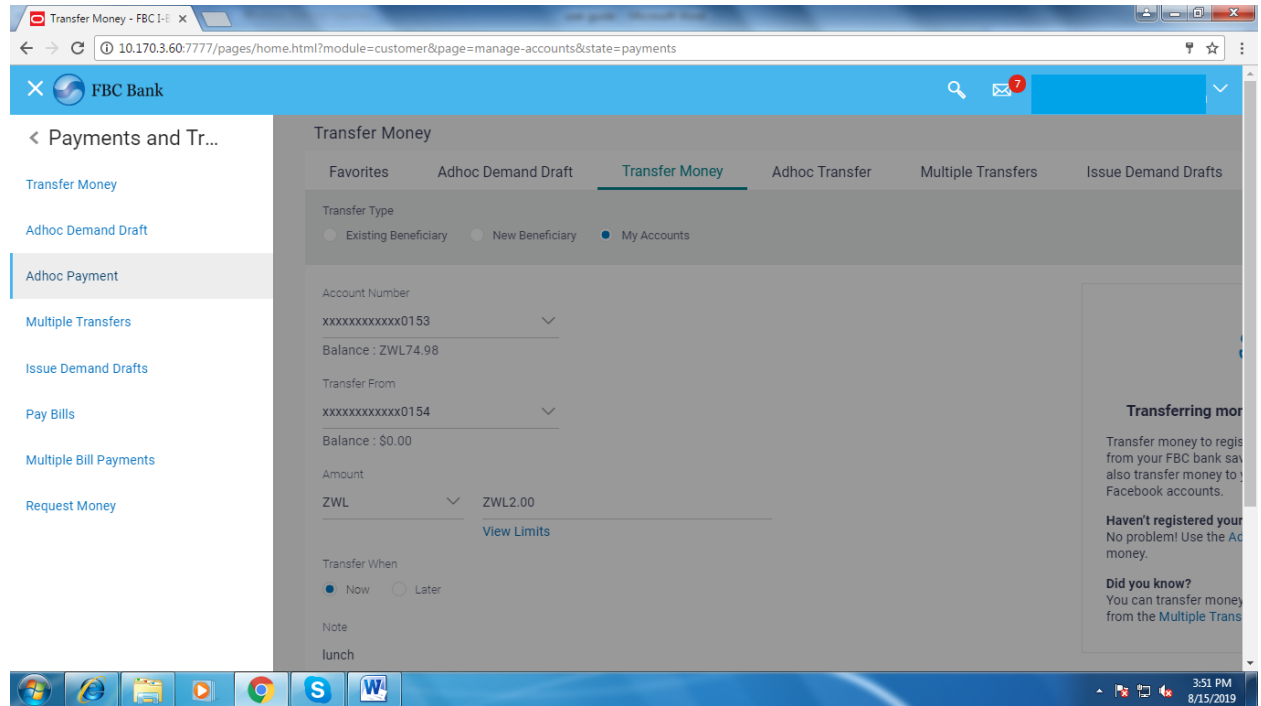
### Adhoc Payments



The screenshot shows the 'Adhoc Payment' page on the FBC Bank website. The page has a blue header with the FBC Bank logo and navigation icons. Below the header, there are tabs for 'Favorites', 'Adhoc Demand Draft', 'Transfer Money' (selected), 'Adhoc Transfer', 'Multiple Transfers', and 'Issue Demand Drafts'. The 'Adhoc Payment' section includes radio buttons for 'Existing Beneficiary', 'New Beneficiary', and 'My Accounts' (selected). There are two dropdown menus for 'Account Number' (showing 'xxxxxxxxxx0153') and 'Transfer From' (showing 'xxxxxxxxxx0154'). The 'Amount' is set to 'ZWL 2.00'. There are radio buttons for 'Transfer When' (selected 'Now', 'Later') and a 'Note' field containing 'lunch'. On the right, there is a promotional box titled 'Transferring money has never been easier!' with text about transferring money to registered payees and a 'Did you know?' section.

Adhoc payments are a group of payments which includes internal and RTGS payments,

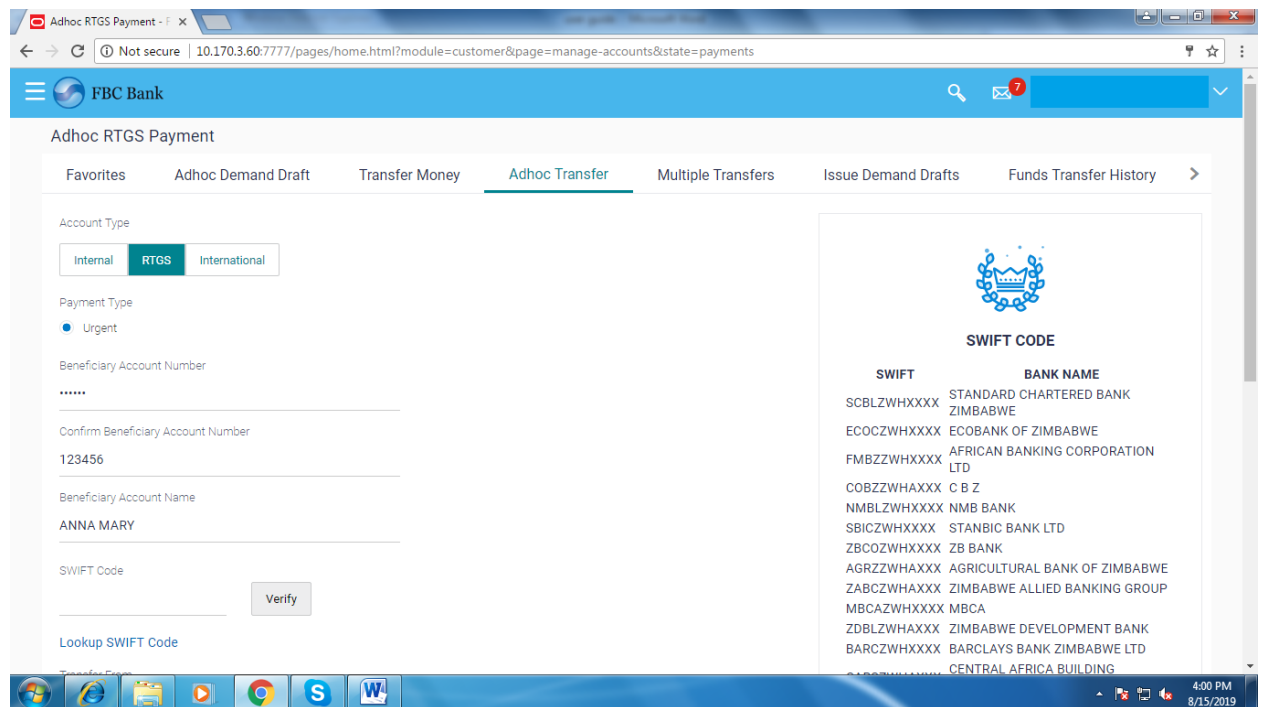
## Internal



The screenshot shows the 'Transfer Money' page in a web browser. The browser address bar shows the URL: 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments. The page title is 'Transfer Money'. The left sidebar contains a menu with options: Payments and Tr..., Transfer Money, Adhoc Demand Draft, Adhoc Payment (highlighted), Multiple Transfers, Issue Demand Drafts, Pay Bills, Multiple Bill Payments, and Request Money. The main content area has tabs: Favorites, Adhoc Demand Draft, Transfer Money (selected), Adhoc Transfer, Multiple Transfers, and Issue Demand Drafts. Under 'Transfer Money', there are radio buttons for 'Existing Beneficiary', 'New Beneficiary', and 'My Accounts' (selected). Below this are fields for 'Account Number' (xxxxxxx0153), 'Balance : ZWL74.98', 'Transfer From' (xxxxxxx0154), and 'Balance : \$0.00'. There is an 'Amount' field set to 'ZWL 2.00' with a 'View Limits' link. A 'Transfer When' section has 'Now' selected over 'Later'. A 'Note' field contains the text 'Lunch'. On the right side, there is a 'Transferring mor...' section with text: 'Transfer money to regis from your FBC bank sav also transfer money to Facebook accounts.', 'Haven't registered your No problem! Use the Ac money.', and 'Did you know? You can transfer money from the Multiple Trans'.

Fill in the beneficiary internal account details. The system validates the beneficiary account number.

## RTGS



The screenshot shows the 'Adhoc RTGS Payment' page in a web browser. The browser address bar shows the URL: 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments. The page title is 'Adhoc RTGS Payment'. The left sidebar contains a menu with options: Adhoc RTGS Payment (highlighted), Favorites, Adhoc Demand Draft, Transfer Money, Adhoc Transfer, Multiple Transfers, Issue Demand Drafts, and Funds Transfer History. The main content area has tabs: Favorites, Adhoc Demand Draft, Transfer Money, Adhoc Transfer (selected), Multiple Transfers, Issue Demand Drafts, and Funds Transfer History. Under 'Adhoc Transfer', there are radio buttons for 'Internal', 'RTGS' (selected), and 'International'. Below this are fields for 'Payment Type' (Urgent selected), 'Beneficiary Account Number' (.....), 'Confirm Beneficiary Account Number' (123456), 'Beneficiary Account Name' (ANNA MARY), and 'SWIFT Code'. There is a 'Verify' button. At the bottom, there is a 'Lookup SWIFT Code' field. On the right side, there is a 'SWIFT CODE' section with a logo and a table of SWIFT codes and bank names.

SWIFT	BANK NAME
SCBLZWHXXX	STANDARD CHARTERED BANK ZIMBABWE
ECOCZWHXXX	ECOBANK OF ZIMBABWE
FMBZZWHXXX	AFRICAN BANKING CORPORATION LTD
COBZZWHXXX	C B Z
NMBLZWHXXX	NMB BANK
SBICZWHXXX	STANBIC BANK LTD
ZBCOZWHXXX	ZB BANK
AGRZZWHXXX	AGRICULTURAL BANK OF ZIMBABWE
ZABCZWHXXX	ZIMBABWE ALLIED BANKING GROUP
MBCAZWHXXX	MBCA
ZDBLZWHXXX	ZIMBABWE DEVELOPMENT BANK
BARCZWHXXX	BARCLAYS BANK ZIMBABWE LTD
CBABZWHXXX	CENTRAL AFRICA BUILDING

Fill in the beneficiary details

Copy swift code from the list of swift codes available on the far right hand side of the page

Paste the swift code, and click verify

Adhoc RTGS Payment - FBC Bank

Beneficiary Account Name  
ANNA MARY

SWIFT Code  
SCBLZWHXXXX

Lookup SWIFT Code

Transfer From  
xxxxxxxxxxxx0153

Balance : ZWL74.98

Amount  
ZWL ZWL1.00 [View Limits](#)

Transfer When  
 Now  Later

Correspondence Charges  
PAYER

Note  
LUNCH

75 Characters Left

- COBZZWHXXXX C B Z
- NMBLZWHXXXX NMB BANK
- SBICZWHXXXX STANBIC BANK LTD
- ZBCOZWHXXXX ZB BANK
- AGRZZWHXXXX AGRICULTURAL BANK OF ZIMBABWE
- ZABOZWHXXXX ZIMBABWE ALLIED BANKING GROUP
- MBCAZWHXXXX MBCA
- ZDBLZWHXXXX ZIMBABWE DEVELOPMENT BANK
- BARCZWHXXXX BARCLAYS BANK ZIMBABWE LTD
- CABSZWHXXXX CENTRAL AFRICA BUILDING SOCIETY,HAR
- STBLZWHXXXX STEWARD BANK
- IDCZZWH1XXX INDUSTRIAL DEVELOPMENT CORPORATION
- SMFBZWHAXXX SUCCESS MICROFINANCE BANK LIMITED
- NABYZWHAXXX NATIONAL BUILDING SOCIETY
- MBOZZWHAXXX METROPOLITAN BANK OF ZIMBABWE
- TTSLZWHXXXX TETRAD SECURITIES LIMITED
- PWSBZWHXXXX PEOPLES OWN SAVINGS BANK
- GBSPZWHAXXX GETBUCKS MICROFINANCE
- REBZZWHXXXX RESERVE BANK OF ZIMBABWE
- AFNCZWHAXXX AFRICAN CENTURY

In the event that you pick the wrong bank, select reset and copy the correct one

Adhoc RTGS Payment - FBC Bank

Beneficiary Account Name  
ANNA MARY

SWIFT Code  
SCBLZWHXXXX  
STANDARD CHARTERED BANK ZIMBABWE HARARE

Transfer From  
xxxxxxxxxxxx0153

Balance : ZWL74.98

Amount  
ZWL ZWL1.00 [View Limits](#)

Transfer When  
 Now  Later

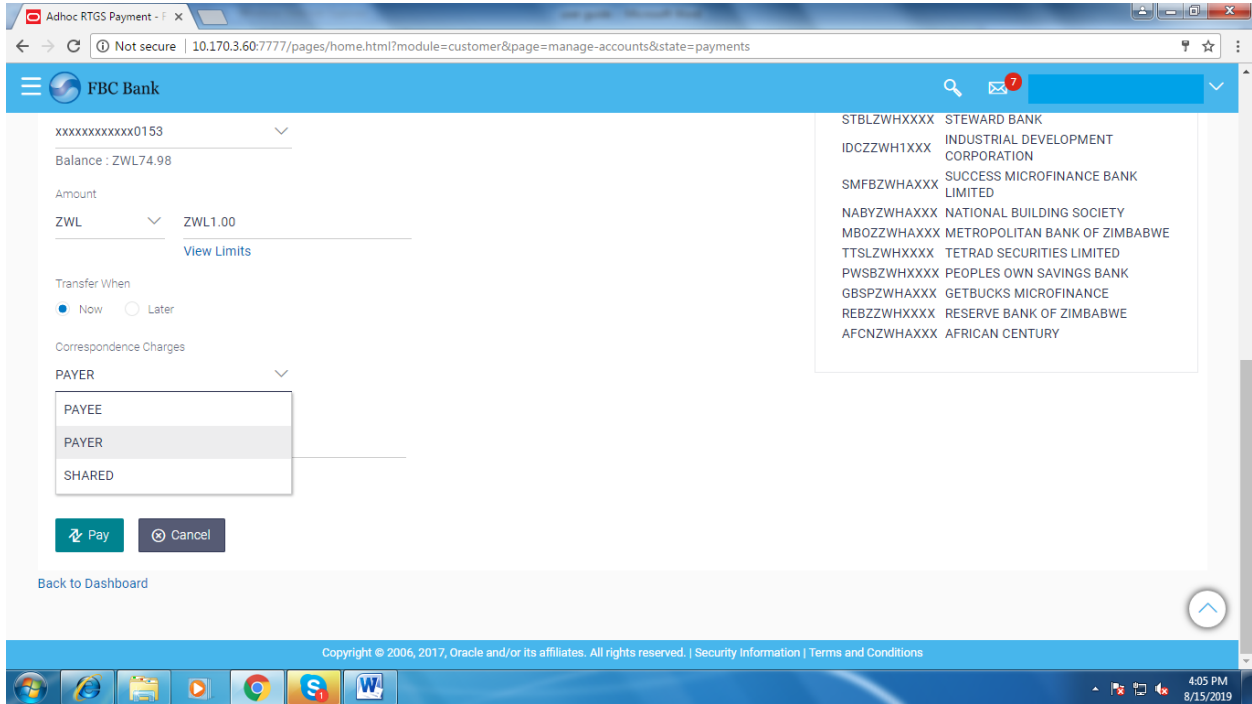
Correspondence Charges  
PAYER

Note  
LUNCH

75 Characters Left

- SBICZWHXXXX STANBIC BANK LTD
- ZBCOZWHXXXX ZB BANK
- AGRZZWHXXXX AGRICULTURAL BANK OF ZIMBABWE
- ZABOZWHXXXX ZIMBABWE ALLIED BANKING GROUP
- MBCAZWHXXXX MBCA
- ZDBLZWHXXXX ZIMBABWE DEVELOPMENT BANK
- BARCZWHXXXX BARCLAYS BANK ZIMBABWE LTD
- CABSZWHXXXX CENTRAL AFRICA BUILDING SOCIETY,HAR
- STBLZWHXXXX STEWARD BANK
- IDCZZWH1XXX INDUSTRIAL DEVELOPMENT CORPORATION
- SMFBZWHAXXX SUCCESS MICROFINANCE BANK LIMITED
- NABYZWHAXXX NATIONAL BUILDING SOCIETY
- MBOZZWHAXXX METROPOLITAN BANK OF ZIMBABWE
- TTSLZWHXXXX TETRAD SECURITIES LIMITED
- PWSBZWHXXXX PEOPLES OWN SAVINGS BANK
- GBSPZWHAXXX GETBUCKS MICROFINANCE
- REBZZWHXXXX RESERVE BANK OF ZIMBABWE
- AFNCZWHAXXX AFRICAN CENTURY

For correspondence charges, select payer



Adhoc RTGS Payment - FBC Bank

Not secure | 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments

**FBC Bank**

xxxxxxxxxxxx0153  
Balance : ZWL74.98

Amount  
ZWL ZWL1.00  
[View Limits](#)

Transfer When  
 Now  Later

Correspondence Charges  
PAYER

- PAYEE
- PAYER**
- SHARED

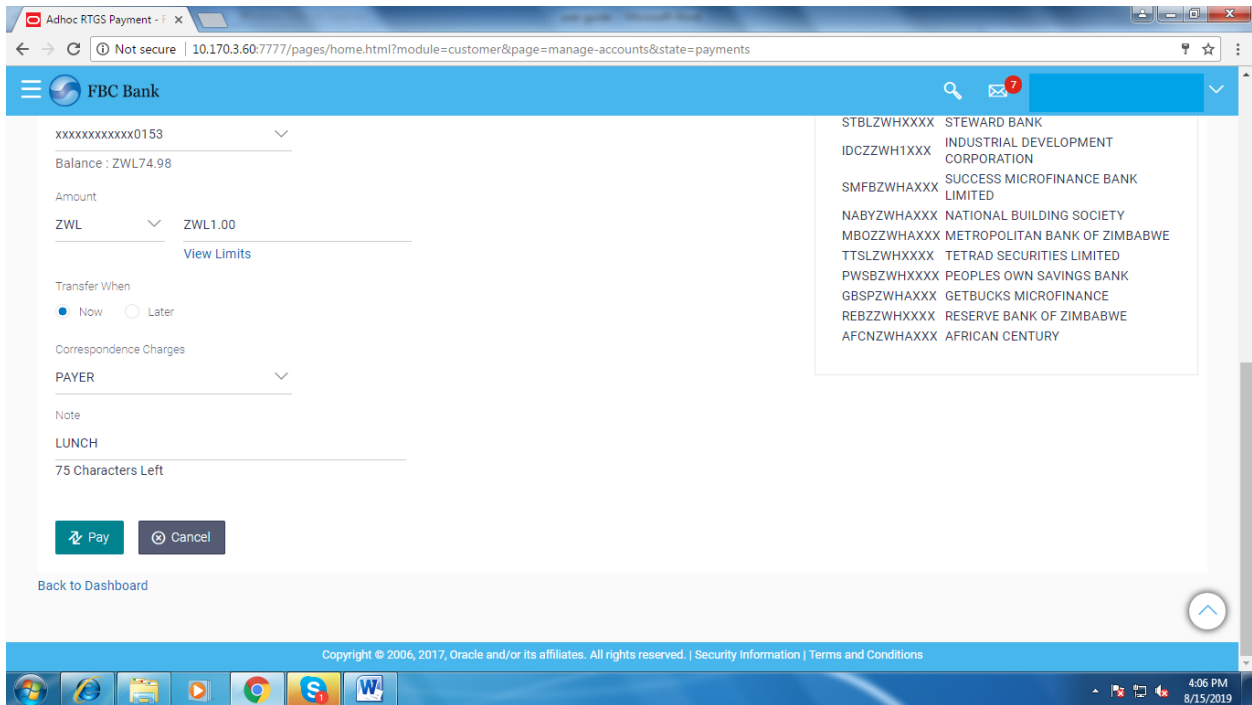
[Pay](#) [Cancel](#)

[Back to Dashboard](#)

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4:05 PM 8/15/2019

Click pay to complete the transaction



Adhoc RTGS Payment - FBC Bank

Not secure | 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments

**FBC Bank**

xxxxxxxxxxxx0153  
Balance : ZWL74.98

Amount  
ZWL ZWL1.00  
[View Limits](#)

Transfer When  
 Now  Later

Correspondence Charges  
PAYER

Note  
LUNCH  
75 Characters Left

[Pay](#) [Cancel](#)

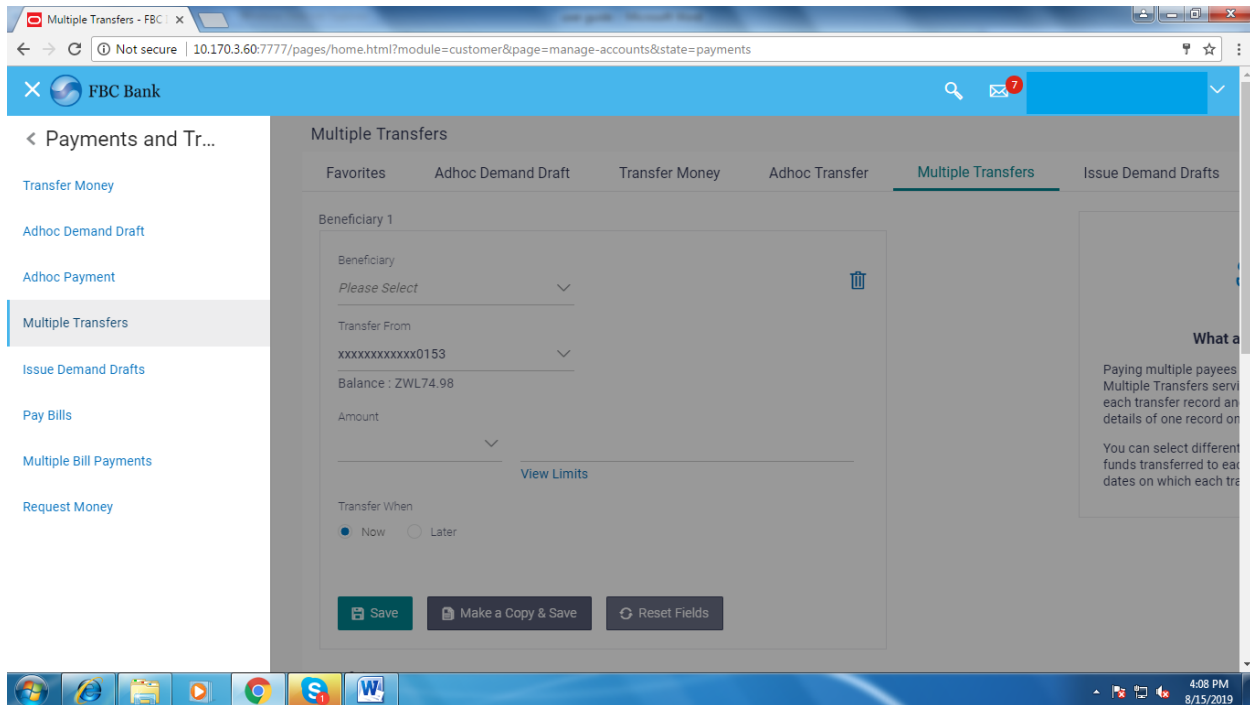
[Back to Dashboard](#)

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4:06 PM 8/15/2019

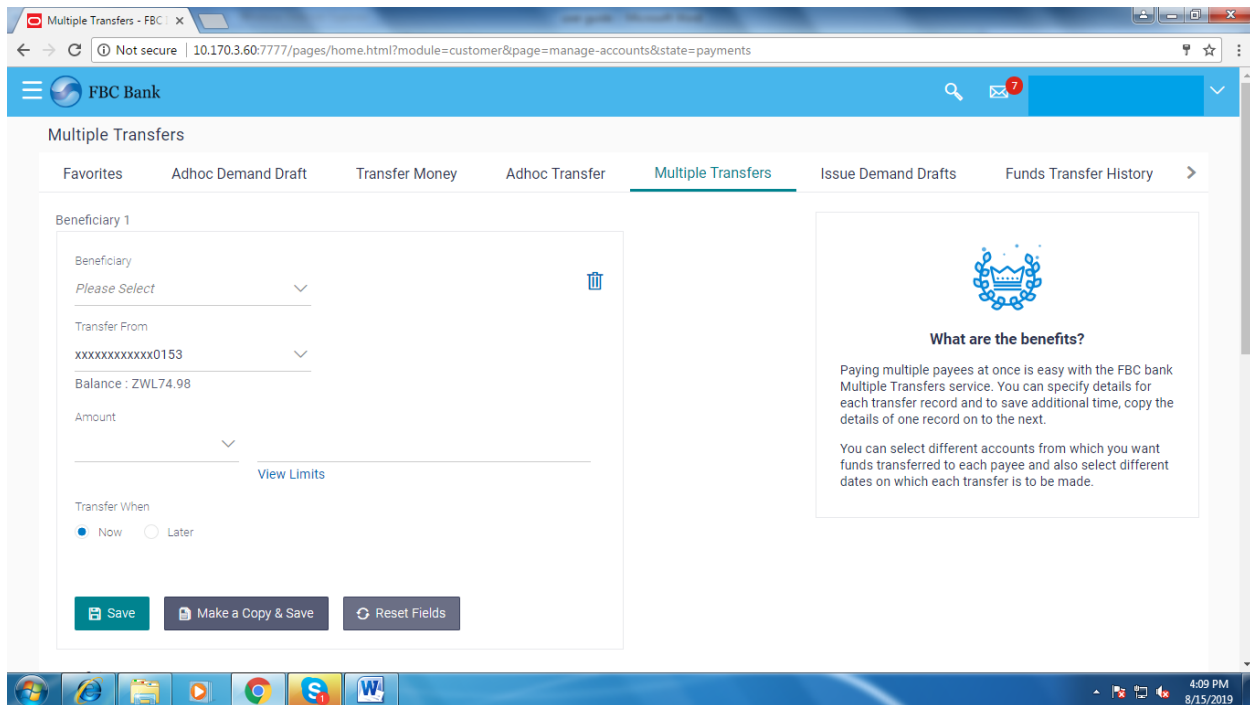
**Multiple transfers**

Go to multiple transfers under payments



The screenshot shows the FBC Bank web interface. The browser address bar displays "10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments". The page title is "Multiple Transfers". A left-hand navigation menu includes "Payments and Tr...", "Transfer Money", "Adhoc Demand Draft", "Adhoc Payment", "Multiple Transfers" (highlighted), "Issue Demand Drafts", "Pay Bills", "Multiple Bill Payments", and "Request Money". The main content area is titled "Multiple Transfers" and contains a form for "Beneficiary 1". The form fields are: "Beneficiary" (Please Select), "Transfer From" (xxxxxxxxxx0153), "Balance : ZWL74.98", "Amount" (empty), and "Transfer When" (radio buttons for "Now" and "Later"). Below the form are buttons for "Save", "Make a Copy & Save", and "Reset Fields". A "View Limits" link is also present. On the right side, there is a "What are the benefits?" section with text explaining the service.

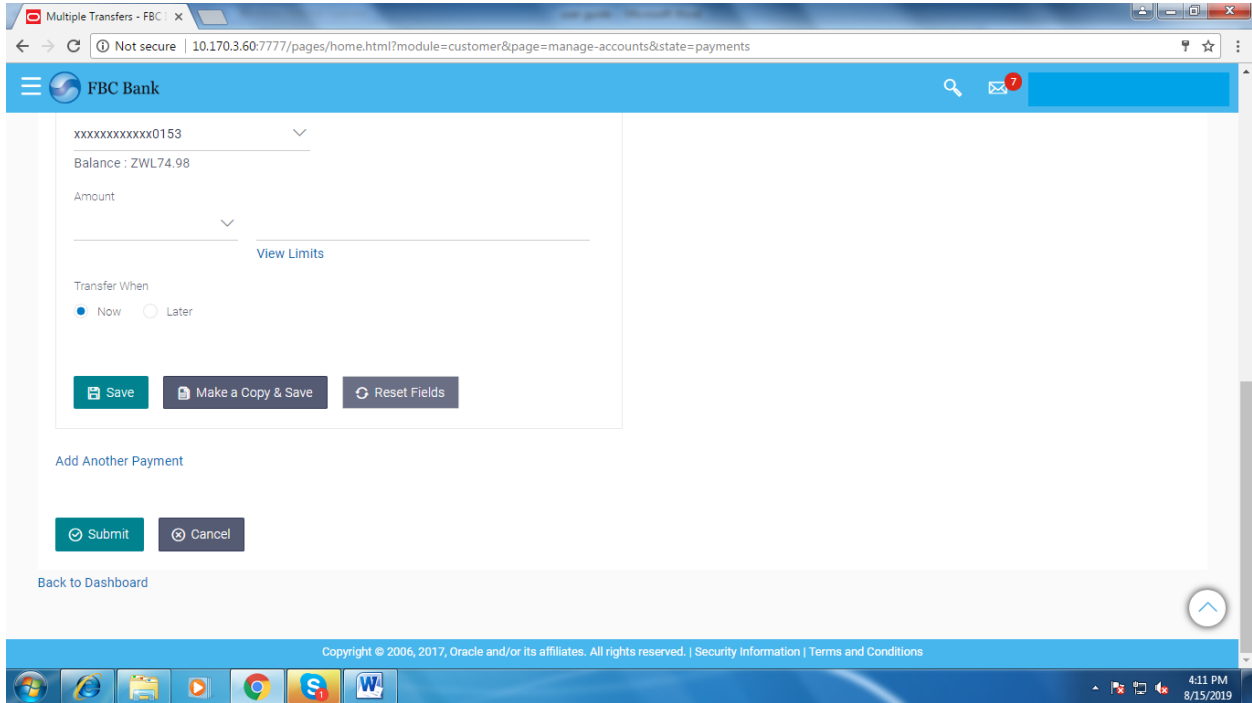
Select beneficiary, complete details and save.



This screenshot is similar to the previous one but includes a "Funds Transfer History" link in the top navigation bar. The "What are the benefits?" section is expanded, showing a crown icon and the following text: "Paying multiple payees at once is easy with the FBC bank Multiple Transfers service. You can specify details for each transfer record and to save additional time, copy the details of one record on to the next. You can select different accounts from which you want funds transferred to each payee and also select different dates on which each transfer is to be made."

Select the second beneficiary, complete details , save

You can make as many as 5 payments (please note transactions are supposed to be of the same nature, either internal or RTGS)

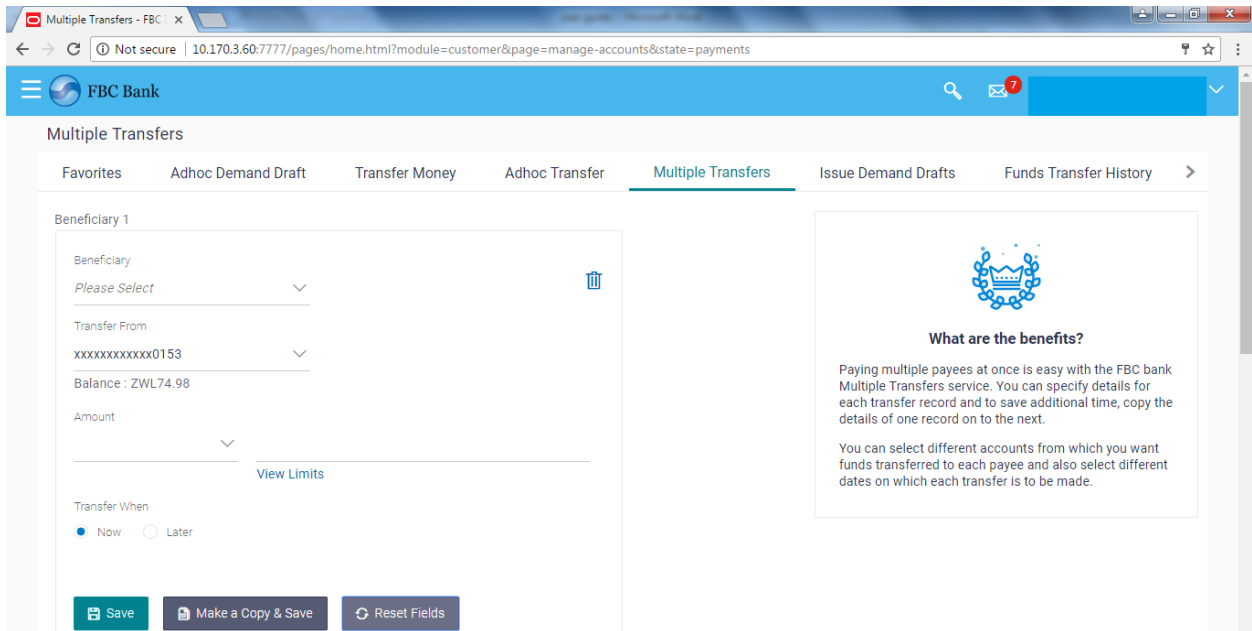


A screenshot of a web browser showing the FBC Bank Multiple Transfers form. The browser address bar shows the URL: 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments. The form includes a dropdown menu for account selection (currently showing 'xxxxxxxxxxx0153'), a balance field (ZWL74.98), an amount input field, and a 'View Limits' link. Below the amount field are radio buttons for 'Transfer When' (Now selected, Later). At the bottom of the form are buttons for 'Save', 'Make a Copy & Save', and 'Reset Fields'. Below the form is a section for 'Add Another Payment' with 'Submit' and 'Cancel' buttons, and a 'Back to Dashboard' link. The footer of the page contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'. The system tray shows the time as 4:11 PM on 8/15/2019.

When the desired number of payments have been saved, click submit

## Reset fields

Reset fields when data entered is incorrect



A screenshot of the FBC Bank Multiple Transfers form, similar to the one above. The browser address bar shows the same URL. The form is titled 'Multiple Transfers' and has a navigation menu with options: 'Favorites', 'Adhoc Demand Draft', 'Transfer Money', 'Adhoc Transfer', 'Multiple Transfers' (selected), 'Issue Demand Drafts', and 'Funds Transfer History'. The form fields are identical to the previous screenshot. A pop-up box on the right side of the form contains the following text:

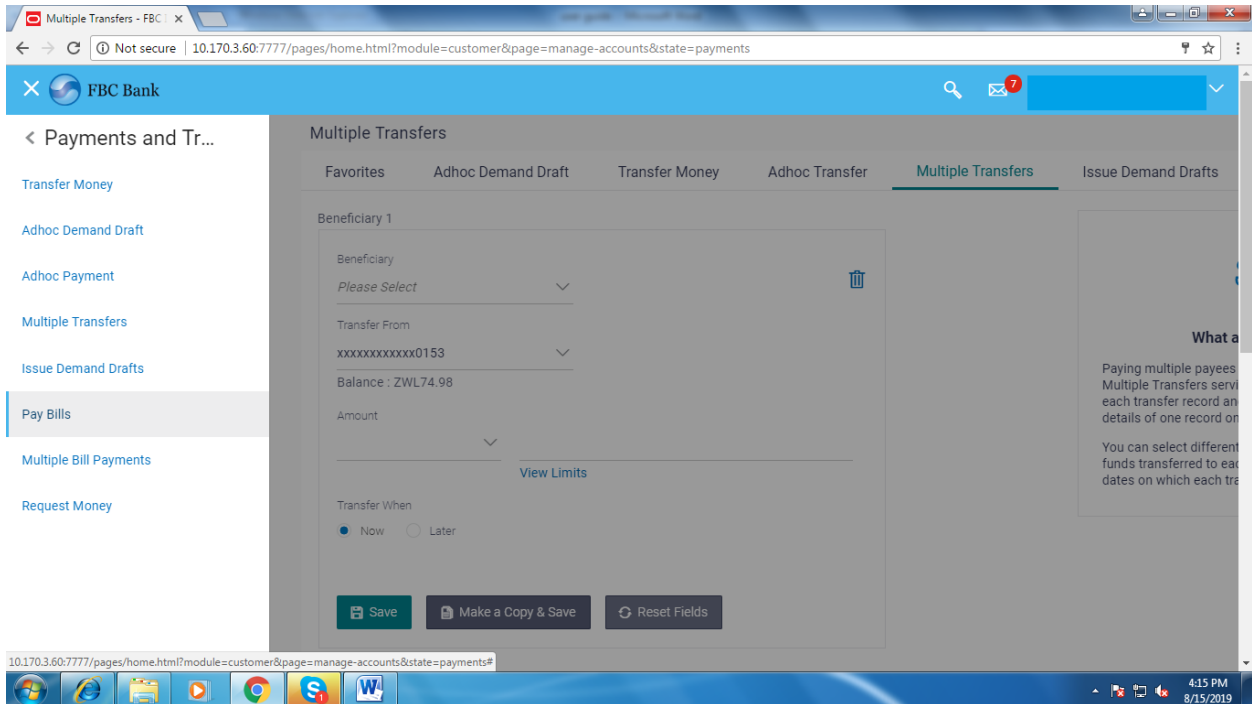
**What are the benefits?**

Paying multiple payees at once is easy with the FBC bank Multiple Transfers service. You can specify details for each transfer record and to save additional time, copy the details of one record on to the next.

You can select different accounts from which you want funds transferred to each payee and also select different dates on which each transfer is to be made.

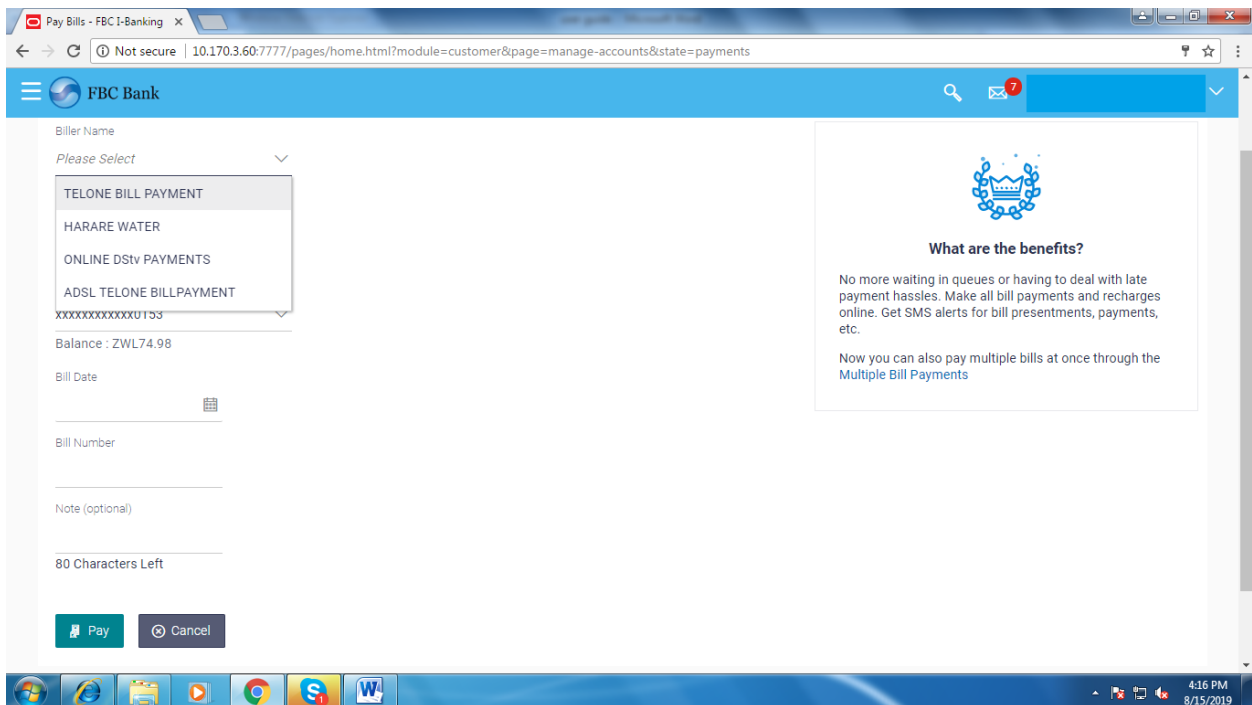


Click on pay bills under payments



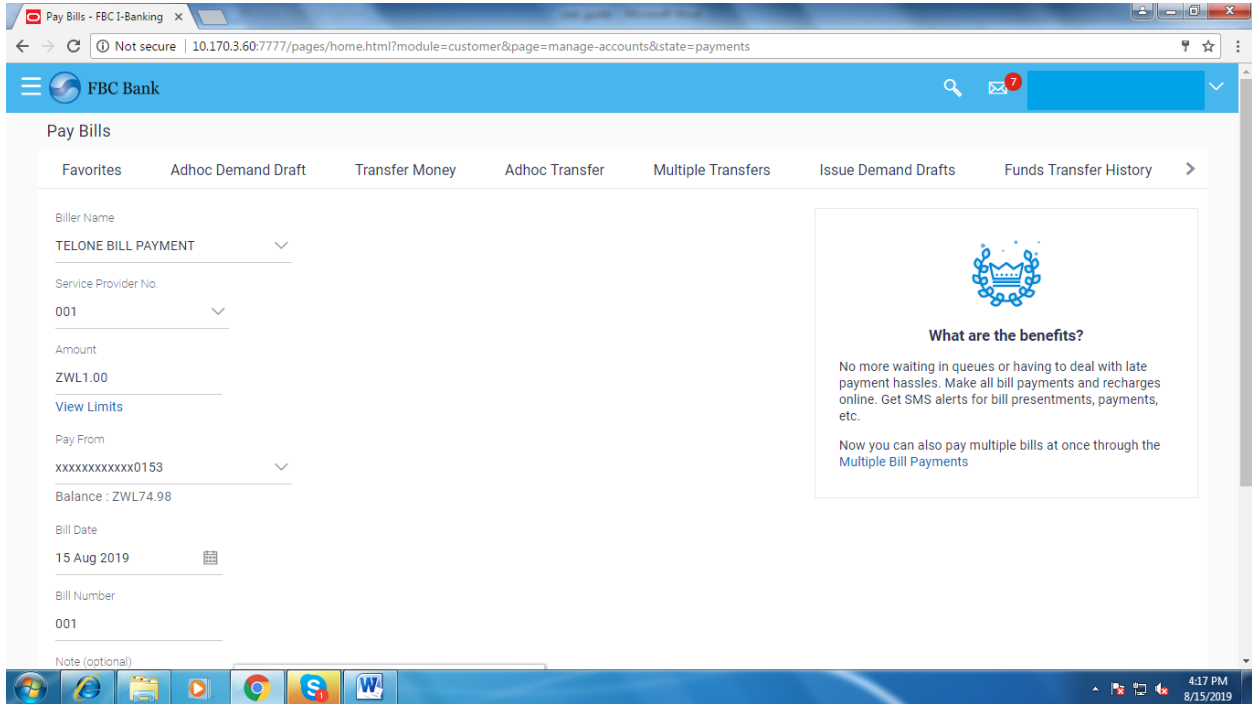
The screenshot shows the FBC Bank web interface. The browser address bar displays "10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments". The page title is "Multiple Transfers". On the left, a navigation menu is open, showing options like "Transfer Money", "Adhoc Demand Draft", "Adhoc Payment", "Multiple Transfers", "Issue Demand Drafts", "Pay Bills", "Multiple Bill Payments", and "Request Money". The "Pay Bills" option is highlighted. The main content area is titled "Multiple Transfers" and includes tabs for "Favorites", "Adhoc Demand Draft", "Transfer Money", "Adhoc Transfer", "Multiple Transfers", and "Issue Demand Drafts". The "Multiple Transfers" tab is active, showing a form for "Beneficiary 1". The form fields include "Beneficiary" (Please Select), "Transfer From" (xxxxxxx0153), "Balance : ZWL74.98", "Amount", "Transfer When" (Now selected, Later), and "View Limits". At the bottom of the form are buttons for "Save", "Make a Copy & Save", and "Reset Fields". A sidebar on the right contains a "What are the benefits?" section with text about paying multiple payees and selecting different funds.

Select biller name from the list of available billers



The screenshot shows the FBC Bank web interface for the "Pay Bills" page. The browser address bar displays "10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments". The page title is "Pay Bills - FBC I-Banking". The left navigation menu is open, showing "Pay Bills" as the selected option. The main content area is titled "Pay Bills" and includes a "Biller Name" dropdown menu with a list of options: "TELONE BILL PAYMENT", "HARARE WATER", "ONLINE DSTV PAYMENTS", "ADSL TELONE BILLPAYMENT", and "xxxxxxx0153". Below the dropdown are fields for "Balance : ZWL74.98", "Bill Date", "Bill Number", and "Note (optional)". At the bottom of the form are buttons for "Pay" and "Cancel". A sidebar on the right contains a "What are the benefits?" section with text about no more waiting in queues and getting SMS alerts for bill presentments, payments, etc. It also mentions that multiple bills can be paid at once through the "Multiple Bill Payments" feature.

Complete the available fields



Pay Bills

Favorites Adhoc Demand Draft Transfer Money Adhoc Transfer Multiple Transfers Issue Demand Drafts Funds Transfer History >

Biller Name  
TELONE BILL PAYMENT

Service Provider No.  
001

Amount  
ZWL1.00

View Limits

Pay From  
xxxxxxxxxxx0153

Balance : ZWL74.98

Bill Date  
15 Aug 2019

Bill Number  
001

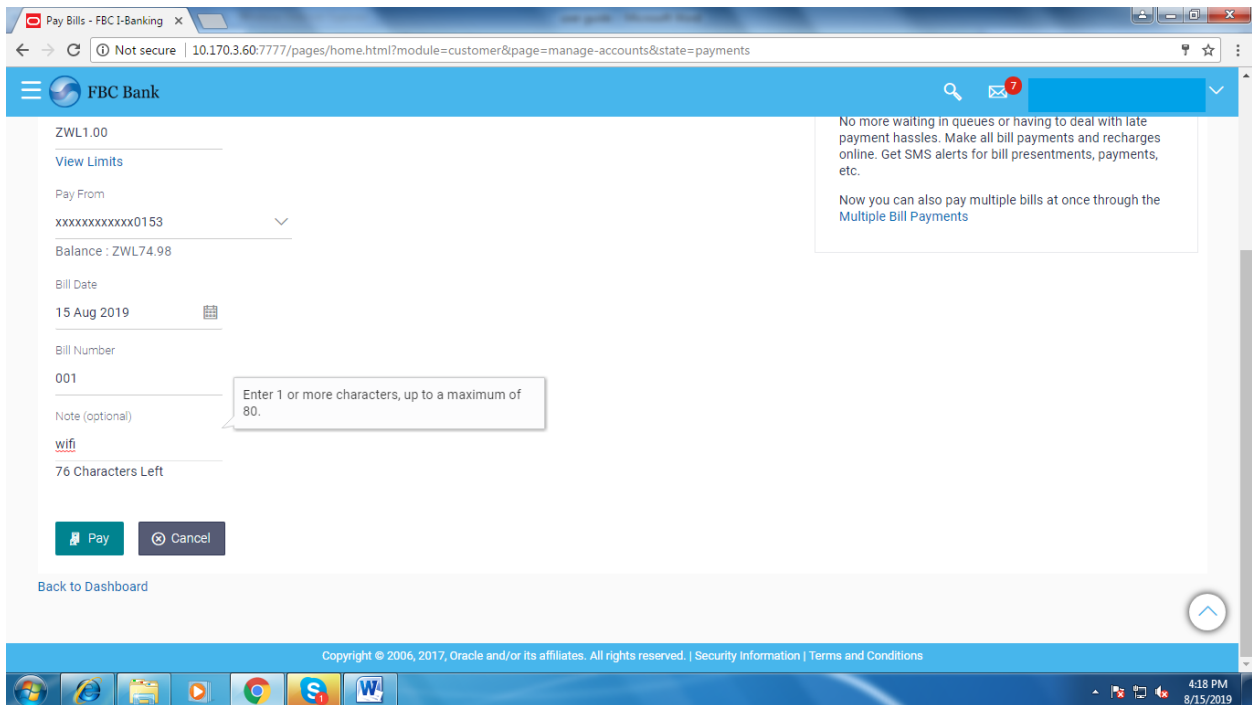
Note (optional)

**What are the benefits?**

No more waiting in queues or having to deal with late payment hassles. Make all bill payments and recharges online. Get SMS alerts for bill presentments, payments, etc.

Now you can also pay multiple bills at once through the Multiple Bill Payments

Click on pay to complete the transactions



Pay Bills - FBC I-Banking

Not secure | 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments

FBC Bank

ZWL1.00

View Limits

Pay From  
xxxxxxxxxxx0153

Balance : ZWL74.98

Bill Date  
15 Aug 2019

Bill Number  
001

Note (optional)  
wifi

76 Characters Left

Enter 1 or more characters, up to a maximum of 80.

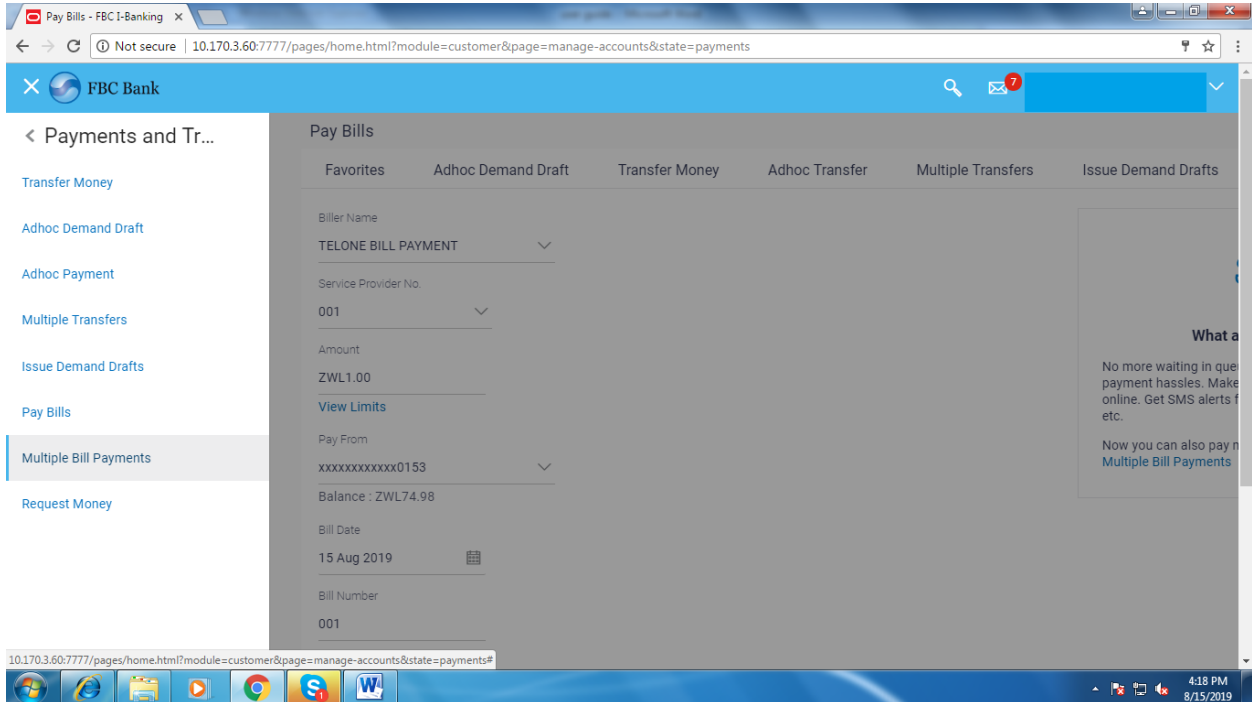
Pay Cancel

Back to Dashboard

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## Multiple bill payments

Go to multiple bill payments under payments

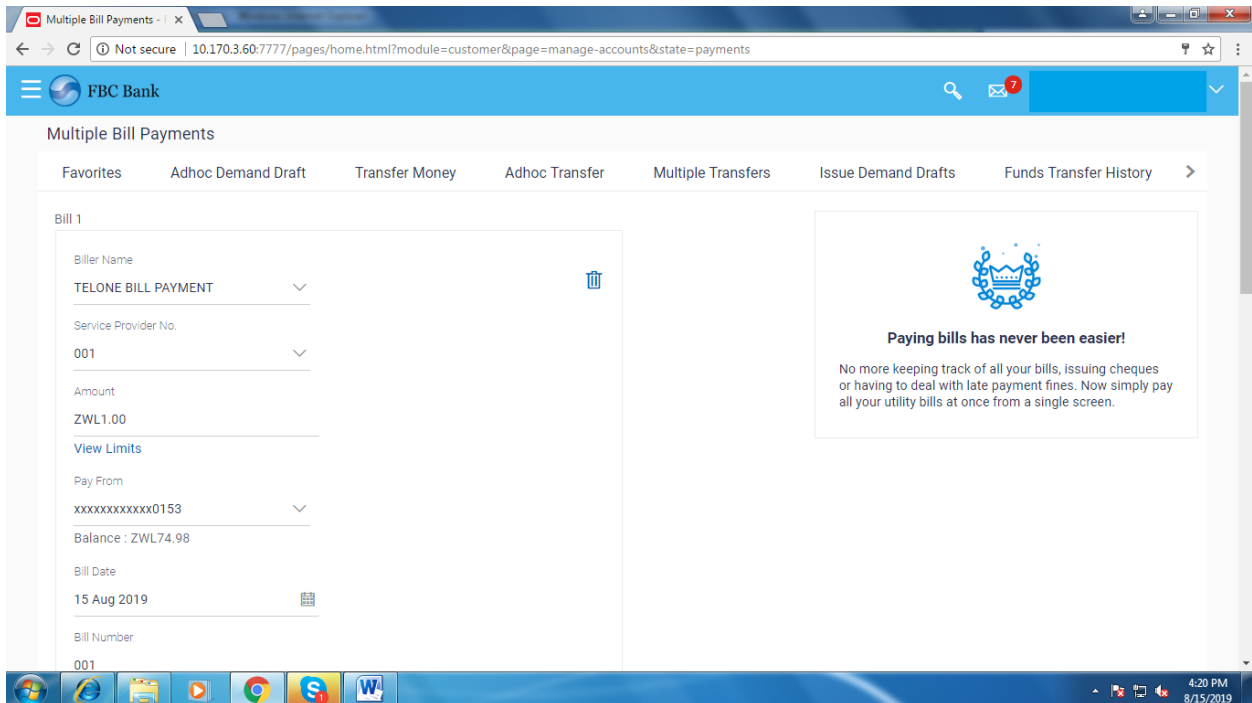


The screenshot shows the 'Pay Bills' section of the FBC Bank online banking interface. The left sidebar contains navigation options: Transfer Money, Adhoc Demand Draft, Adhoc Payment, Multiple Transfers, Issue Demand Drafts, Pay Bills, Multiple Bill Payments (highlighted), and Request Money. The main content area displays the details for a bill:

- Bill Name:** TELONE BILL PAYMENT
- Service Provider No.:** 001
- Amount:** ZWL1.00
- View Limits:** (link)
- Pay From:** xxxxxxxxxxxx0153
- Balance:** ZWL74.98
- Bill Date:** 15 Aug 2019
- Bill Number:** 001

A promotional message on the right states: "What a... No more waiting in que... payment hassles. Make online. Get SMS alerts f etc. Now you can also pay n Multiple Bill Payments".

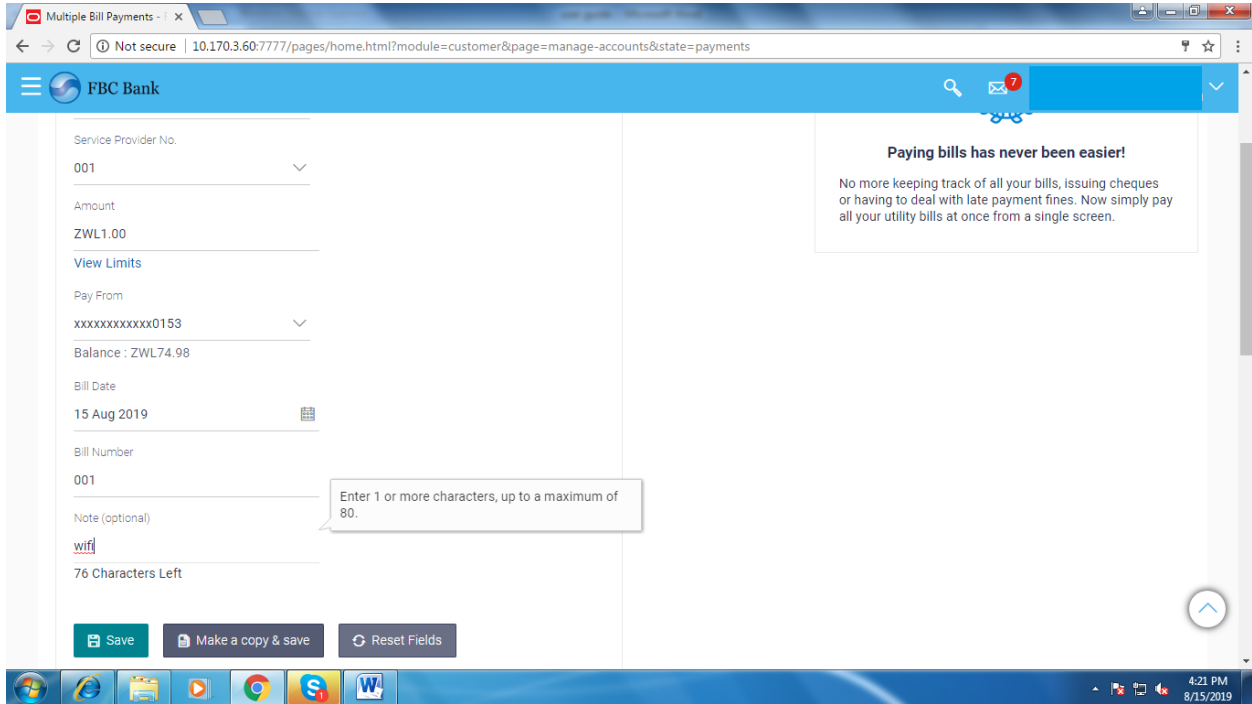
Complete the required details for the bill



The screenshot shows the 'Multiple Bill Payments' section of the FBC Bank online banking interface. The left sidebar contains navigation options: Favorites, Adhoc Demand Draft, Transfer Money, Adhoc Transfer, Multiple Transfers, Issue Demand Drafts, and Funds Transfer History. The main content area displays the details for 'Bill 1':

- Bill Name:** TELONE BILL PAYMENT
- Service Provider No.:** 001
- Amount:** ZWL1.00
- View Limits:** (link)
- Pay From:** xxxxxxxxxxxx0153
- Balance:** ZWL74.98
- Bill Date:** 15 Aug 2019
- Bill Number:** 001

A promotional message on the right states: "Paying bills has never been easier! No more keeping track of all your bills, issuing cheques or having to deal with late payment fines. Now simply pay all your utility bills at once from a single screen."



Multiple Bill Payments - x

Not secure | 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments

FBC Bank

Service Provider No.  
001

Amount  
ZWL1.00

View Limits

Pay From  
xxxxxxxxxxxx0153

Balance : ZWL74.98

Bill Date  
15 Aug 2019

Bill Number  
001

Note (optional)  
wiff

76 Characters Left

Enter 1 or more characters, up to a maximum of 80.

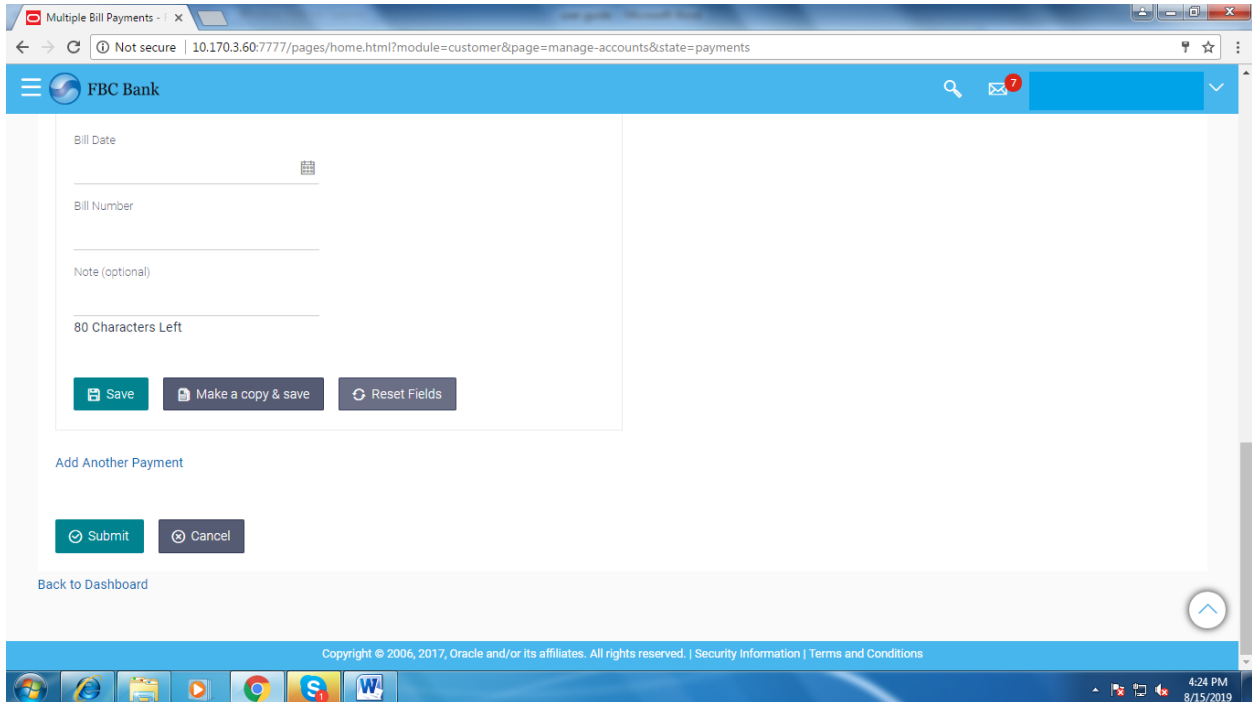
Save Make a copy & save Reset Fields

**Paying bills has never been easier!**  
No more keeping track of all your bills, issuing cheques or having to deal with late payment fines. Now simply pay all your utility bills at once from a single screen.

4:21 PM 8/15/2019

Complete details for the other bills

Select add another payment, till the required details of the number of bills to be initiated has been complete



Multiple Bill Payments - x

Not secure | 10.170.3.60:7777/pages/home.html?module=customer&page=manage-accounts&state=payments

FBC Bank

Bill Date

Bill Number

Note (optional)

80 Characters Left

Save Make a copy & save Reset Fields

Add Another Payment

Submit Cancel

Back to Dashboard

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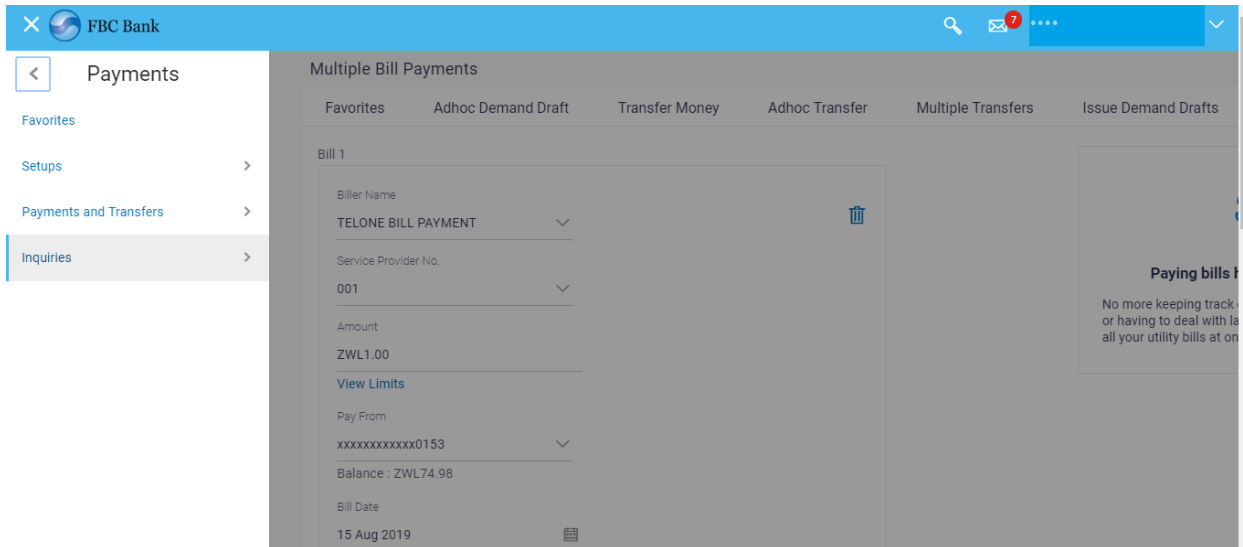
4:24 PM 8/15/2019

Select submit to complete the initiation process of the transactions

Click reset fields in the event that incorrect information is added, and reenter the details, save and submit .

Inquires

Go to payments and select inquires



The screenshot shows the 'Multiple Bill Payments' interface. On the left, a navigation menu includes 'Payments', 'Favorites', 'Setups', 'Payments and Transfers', and 'Inquiries'. The main area displays details for a bill:

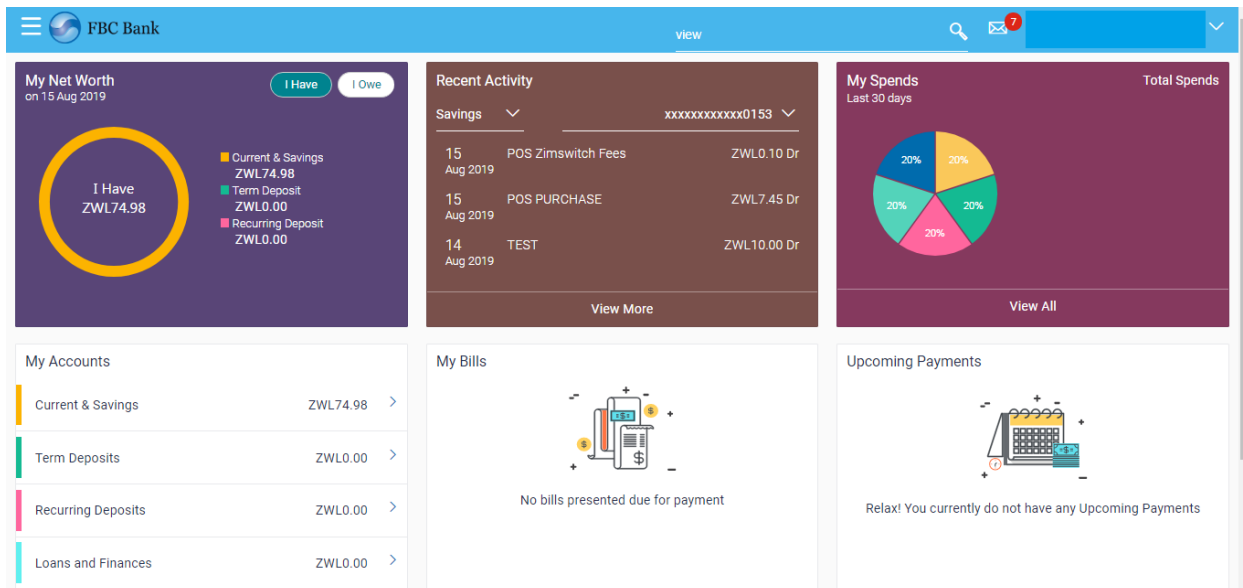
- Bill 1
- Bill Name: TELONE BILL PAYMENT
- Service Provider No.: 001
- Amount: ZWL1.00
- View Limits
- Pay From: xxxxxxxxxxxx0153
- Balance: ZWL74.98
- Bill Date: 15 Aug 2019

A promotional message on the right reads: "Paying bills t... No more keeping track... or having to deal with la... all your utility bills at on..."

To view statements

Go to activity tab on the dashboard

Select the required account



The screenshot shows the FBC Bank dashboard with several widgets:

- My Net Worth** (on 15 Aug 2019):
  - I Have: ZWL74.98
  - I Owe: (empty)
  - Current & Savings: ZWL74.98
  - Term Deposit: ZWL0.00
  - Recurring Deposit: ZWL0.00
- Recent Activity** (Savings account):
 

Date	Description	Amount	Type
15 Aug 2019	POS Zimswitch Fees	ZWL0.10	Dr
15 Aug 2019	POS PURCHASE	ZWL7.45	Dr
14 Aug 2019	TEST	ZWL10.00	Dr
- My Spends** (Last 30 days): A pie chart showing four 20% segments.
- My Accounts**:
  - Current & Savings: ZWL74.98
  - Term Deposits: ZWL0.00
  - Recurring Deposits: ZWL0.00
  - Loans and Finances: ZWL0.00
- My Bills**: No bills presented due for payment.
- Upcoming Payments**: Relax! You currently do not have any Upcoming Payments.

Click view more and a detailed statement is displayed

The screenshot shows the 'View Statement' page for an FBC Bank account. The account number is xxxxxxxxxxxx0153. The opening balance is ZWL0.00 and the closing balance is ZWL74.98. A 'Download' button is visible above the transaction table.

Date	Description	Reference No	Amount	Balance

To download statement,

Select download and a list of available formats is displayed

The screenshot shows the 'View Statement' page with the 'Download' dropdown menu open. The menu lists the following options: csv, pdf, qjf, and ofx. The transaction table below shows several entries, including 'INTERMEDIATED TAX'.

Date	Description	Reference No	Amount	Balance
15 Aug 2019	MT940			
15 Aug 2019				
14 Aug 2019				
14 Aug 2019				
14 Aug 2019	INTERMEDIATED TAX			
14 Aug 2019	POS Zimswitch Fees			
14 Aug 2019	POS PURCHASE			
14 Aug 2019	POS Zimswitch Fees			
14 Aug 2019	POS PURCHASE			
14 Aug 2019	INTERMEDIATED TAX			