



Your Reliable Travel Partner, The FBC Mastercard



Season's Greetings to you our valued clients,

As we enjoy the festive season, we want to take this opportunity to thank you for using FBC Mastercard. Please take note of the precautions below to safeguard your funds this festive season as you use our card's services locally and abroad!

Always remember to use your Mastercard App or Web (Customer Portal) to check your balance before transacting and make sure the funds are sufficient to cover the transaction amount and the fees.

Transaction tips!

- Kindly ensure your card is sufficiently funded to allow stop order debits from subscribed merchants to go through
- Use your card regularly and make sure it is active to avoid inconvenience
- You should register your card on FBC Web prepaid portal or FBC Mastercard App to manage your card easily
- Deactivate your card through FBC Mastercard App or FBC Help Centre when it is not in use to prevent any fraudulent debits from going through
- Once de-activated, remember to activate it through the same portal the next time you want to use the card to avoid failed transactions due to the blocked card status
- Do not share or enter your card details or your name on unsecure sites
- Check your balance on the prepaid portal before you transact to avoid inconvenience
- Make sure you de-register your card on online payment sites before you replace or when it is stolen
- Always check the validity of your card to ensure the card is not expired
- Initiate the Mastercard renewal process a month before your card expires to avoid inconveniences
- Register for SMS alerts and check to see if you are receiving them when transacting in order to keep track of activities on your card

Please note that our daily online (excluding swipe transactions) limit is \$5,000.00 for security purposes and can be reviewed upon request by contacting our 24 Hour Contact Centre.

Security Tips

1. Keep your contact details updated by requesting for changes to the new contacts through our Contact Centre to ensure delivery of the One Time Password (OTP) when transacting, thereby taking control over all transactions processed on your card.
2. When requesting FBC Bank to assist you on any issue concerning your MasterCard card, avoid sending your full card number. Your full name and the last nine digits of your card number is enough for us to be able to assist you. For example, XXX1 2345 6789.
3. Always make sure you read through the Terms and Conditions of any website that you may wish to subscribe to before signing up to avoid unexpected deductions from your account.

4. Always have sight of your card when you hand it over for swiping to ensure it is being swiped for your intended purpose.
5. When your card is trapped in an ATM, do not leave the ATM before you contact our FBC 24/7 Contact Centre to have the card blocked.
6. Treat your card as money and do not lose sight of it.
7. Always update your bank with your new contact details for delivery of SMS and Email notifications.
8. Never give out your information over the phone to untrustworthy sources. FBC staff members will not ask you for your OTP or PIN codes.
9. Make sure that you are transacting on a secure site, by checking the URL address which should be **https** with an '**s**'
10. Do not subscribe to automatic debits from your card or let the site remember your card details
11. Your CVV /CVV2/CVC2 is the 3 digit number at the back of your card. Please ensure this code is known only to you, the cardholder.
12. Always double check the card expiry date to make sure it is valid, to avoid transaction failure.



Apply for an FBC Virtual MasterCard card via the FBC Mobile Banking Application. Alternatively, you can visit your nearest FBC Bank or Building Society Branch near you.

Download the FBC Mastercard app today!



May the Holiday season fill your home with joy, your heart with love, and your life with laughter. Season's Greetings to you and your family, and very best wishes for the New Year from the FBC family.

#YouMatterMost

Contact us on the following 24 hour FBC Contact Centre communication channels:

Toll free : 220 or 080 800 25 / 080 800 26 (for Econet Wireless Subscribers)
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