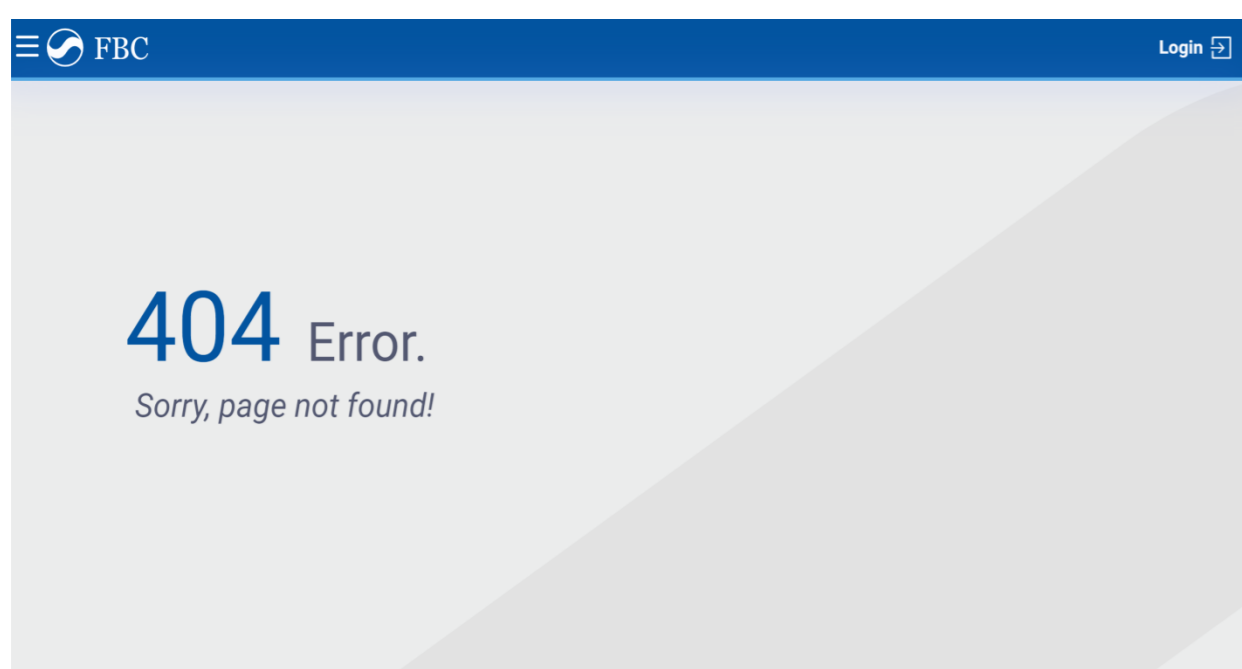


FBC Internet Banking Tips:

How to clear browser cookies

Dear Valued Client,

Are you having challenges logging in to the FBC Internet Banking platform because of the error message indicated below?



The 404 Error message appears when your internet connection is slow or when your browser cookies need to be cleared. A **cookie** is a small amount of data generated by a website and saved by your web browser.

There are a number of reasons you should consider deleting cookies on your browser:

1. **They can slow down your browser** – When you first visit a website, the pages you visit will get saved onto your hard-drive. On subsequent visits, instead of re-downloading the pages, the site will load faster. However, over time you may accumulate a lot of cookies and this will in turn slow down your system.
2. **They store your personal information** – Cookies remember the sites you visit and the purchases you make. Websites can then track you and follow you round the web to develop a more detailed profile of your online habits or to target you with further ads.

If you are getting the 404 Error shown above, kindly take note of the 3 easy steps below to help you clear your browser cookies and transact with ease!

Step 1 – Press the **CTRL+Shift+Delete** keys at the same time (**N.B.** The positioning of the keys will depend on the type of keyboard you use)

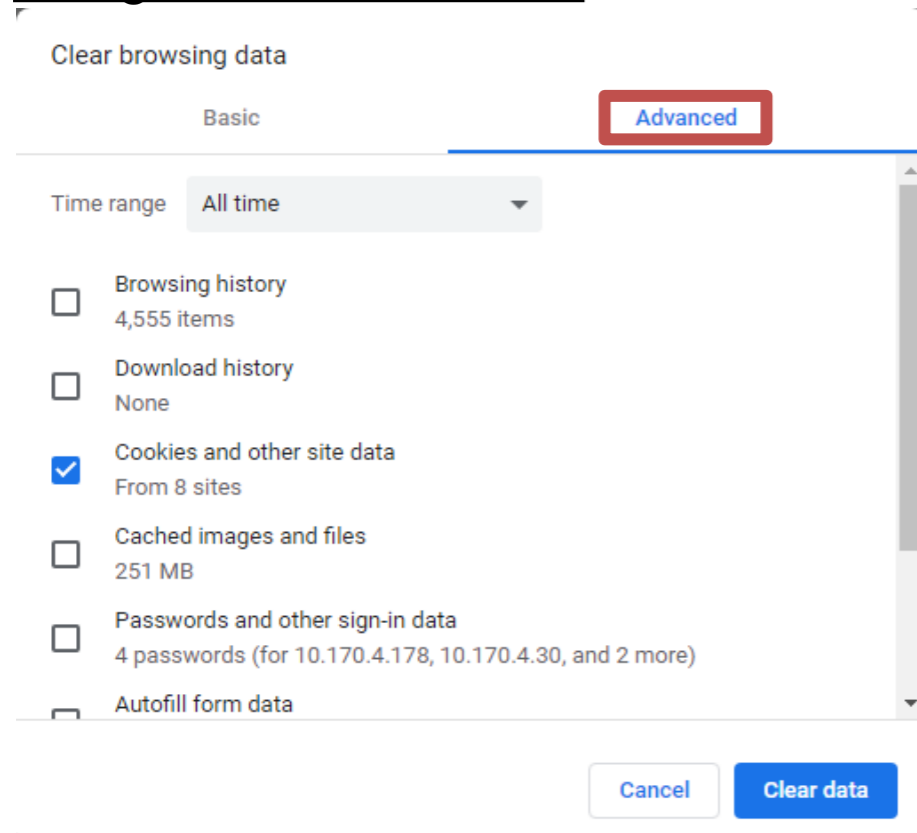


FBC Internet Banking Tips: How to clear browser cookies

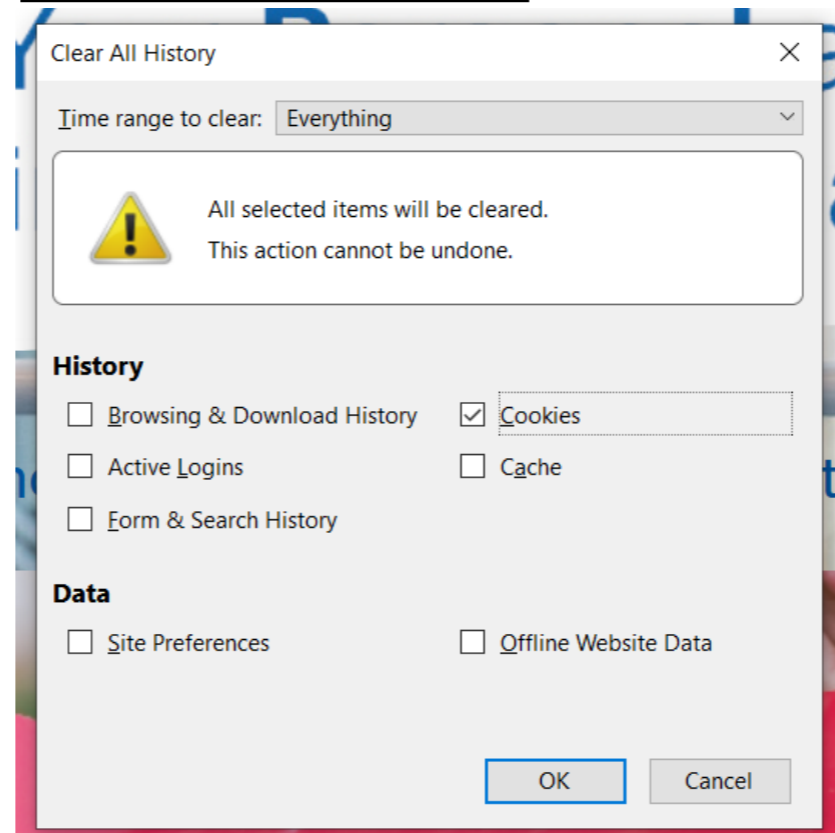
Step 2 – If you use the **Google Chrome browser**, select the **Advanced** tab (highlighted in red) and click **‘Cookies and other site data’**. Make sure the **‘Time range’** is set to **‘All time’**. Click **‘Clear data’** (shaded in blue) to clear your cookies.

If you use the **Mozilla Firefox browser**, make sure **Time range to clear** is set to **‘Everything’**. Click **Cookies**; click the **“OK”** button to clear your cookies.

Google Chrome Browser



Mozilla Firefox Browser



Step 3 – Close the browser and re-open it. Visit <https://ibanking.fbc.co.zw/?module=home> to login.



Three basic rules when using Internet Banking:

- Avoid using public WIFI.
- Use a strong password and change it often.
- Avoid saving your login information on the websites you visit.

Should you have any queries or enquiries, please feel free to reach our 24 Hour Contact Centre on the following platforms:

- WhatsApp:** +263 772 419 693, +263 772 152 647 or +263 732152 647
- Tel:** +263 (242) 704 481-82 / 761198
- Toll Free:** 220 (All Mobile Networks), 080 800 25 or 080 800 26 (Econet numbers only)
- Email:** help@fbc.co.zw
- Skype:** FBC.Help.Centre
- Facebook:** FBC Holdings
- Twitter:** @FBCHoldings

We are a click away and available 24/7



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