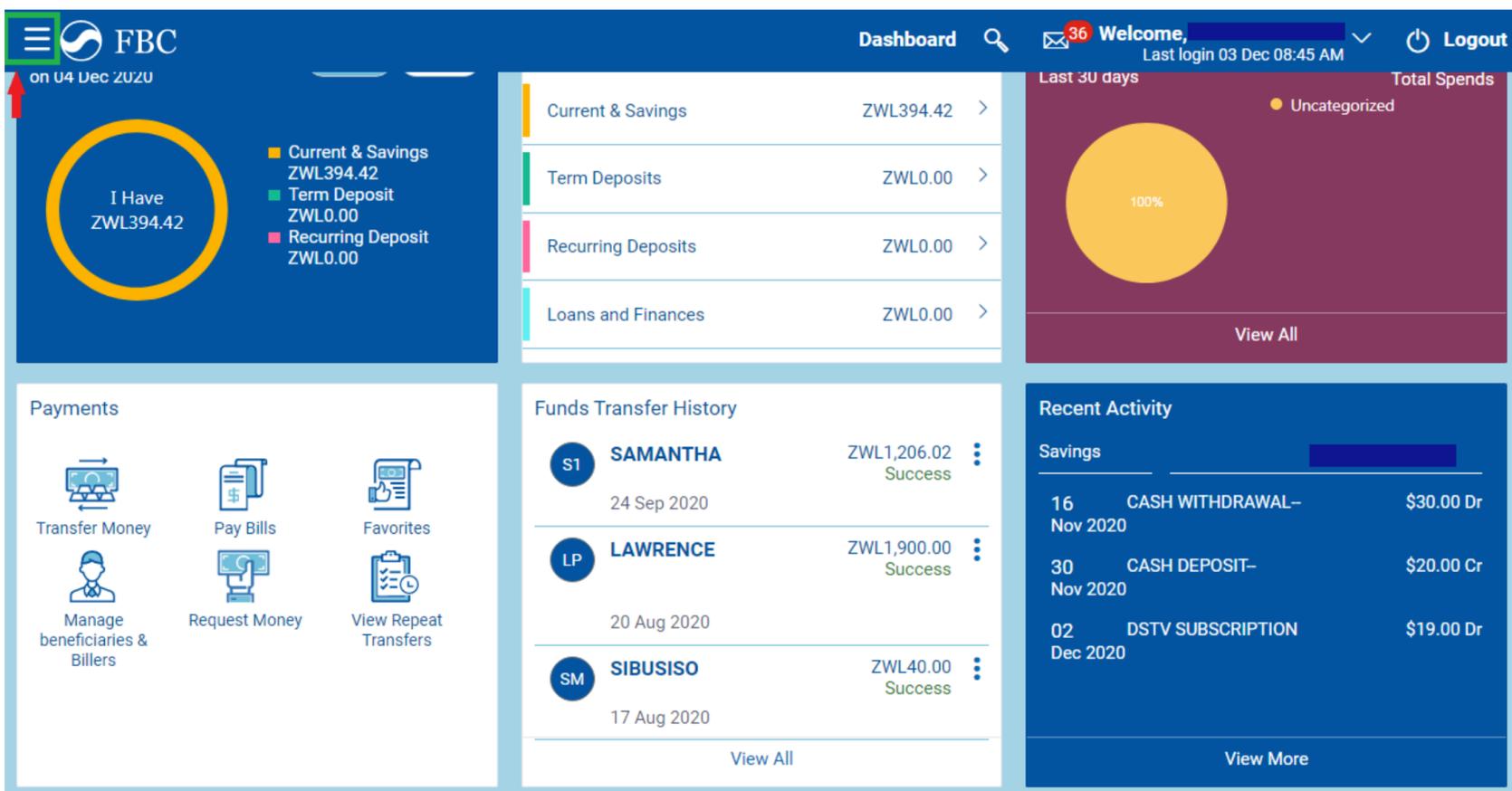


# FBC Internet Banking Tips: How to get your personal Proof of Payment

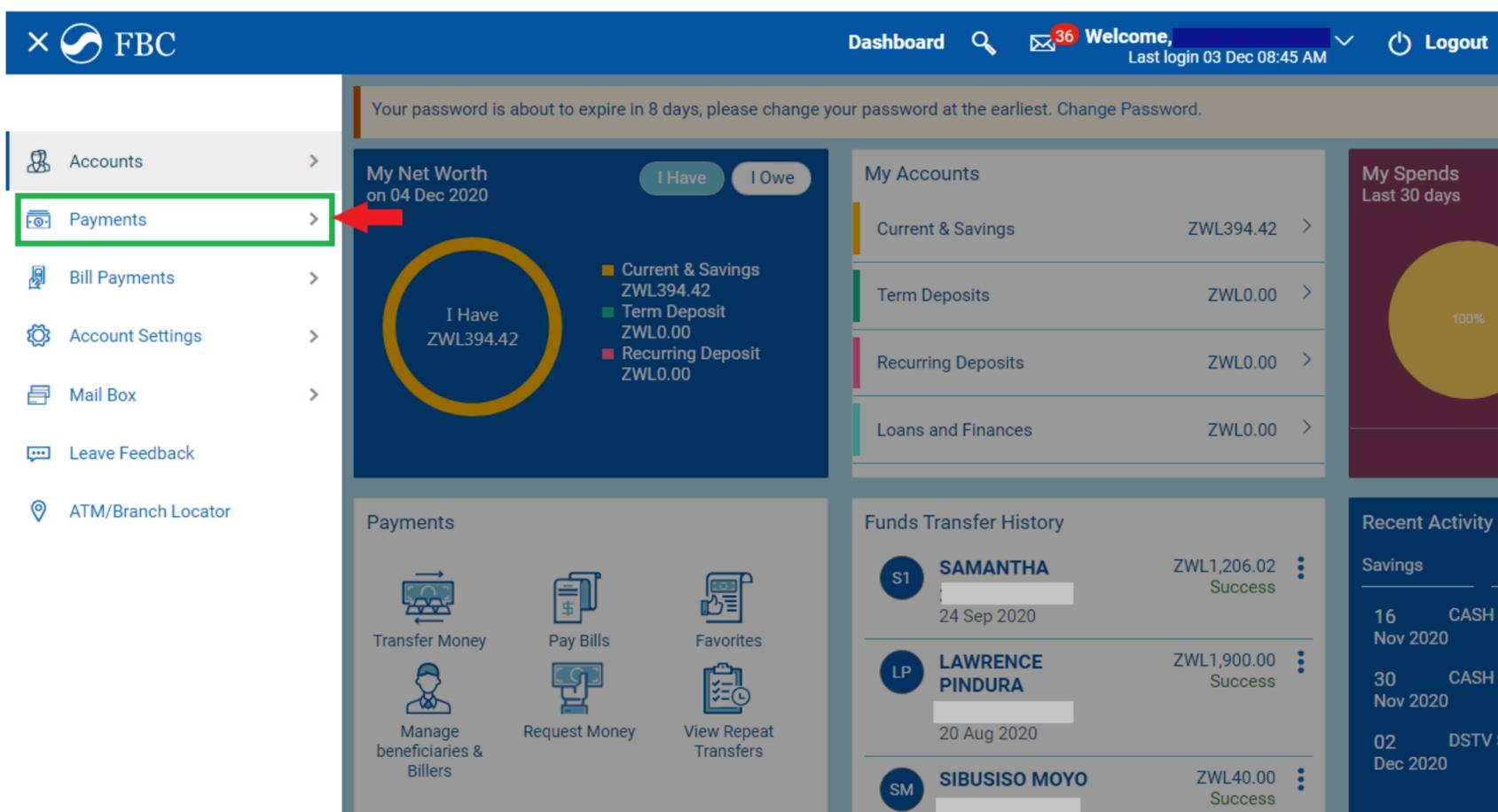
Dear Valued Client,

We share with you the steps to retrieve your Proof of Payment on the FBC Internet Banking platform. Please note that the steps below are for the Individual customer

**Step 1: Click the toggle menu (highlighted below in green).**



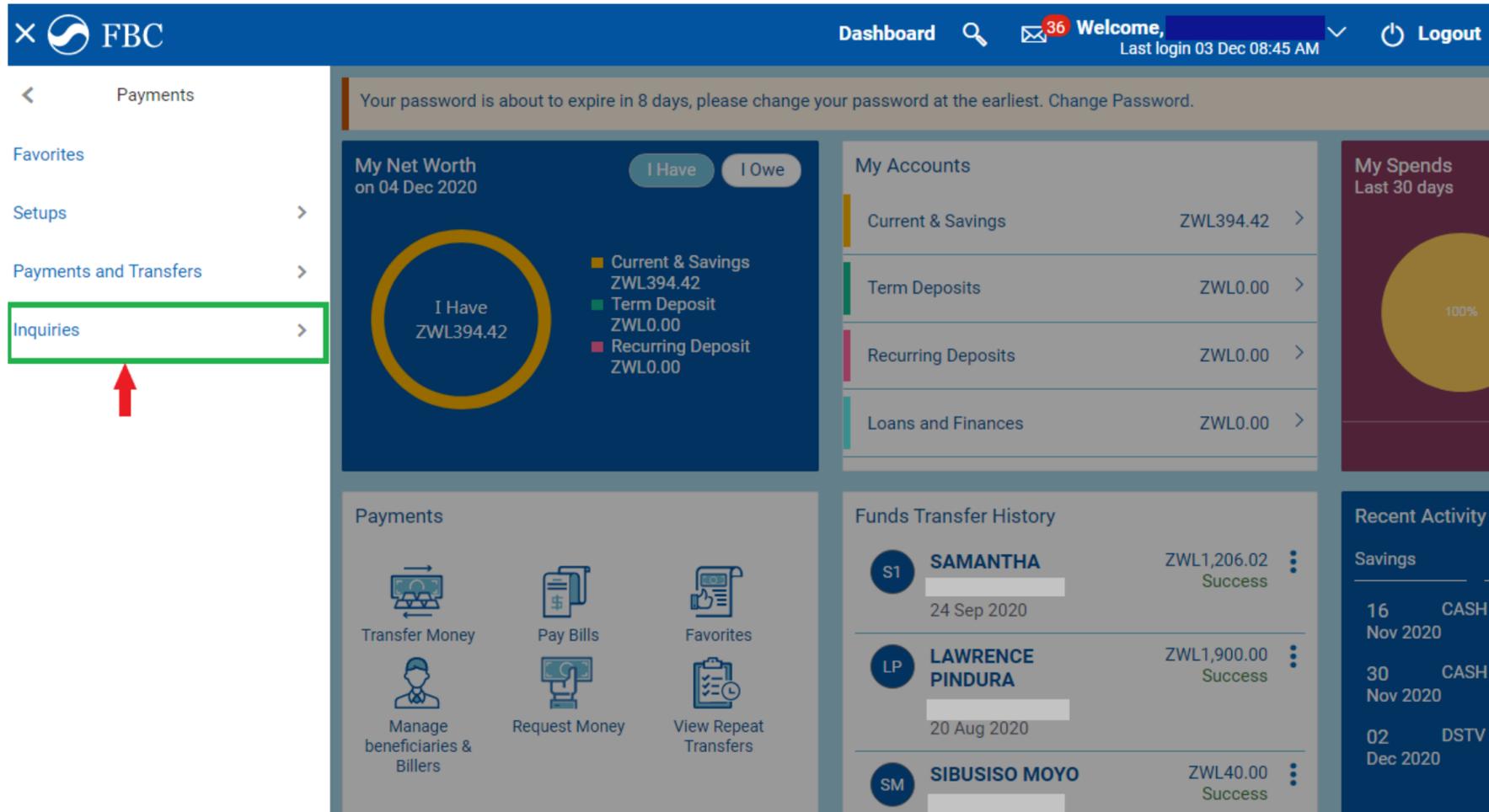
**Step 2: Click on "Payments".**



# FBC Internet Banking Tips:

## How to get your personal Proof of Payment

Step 3: Select "Inquiries".

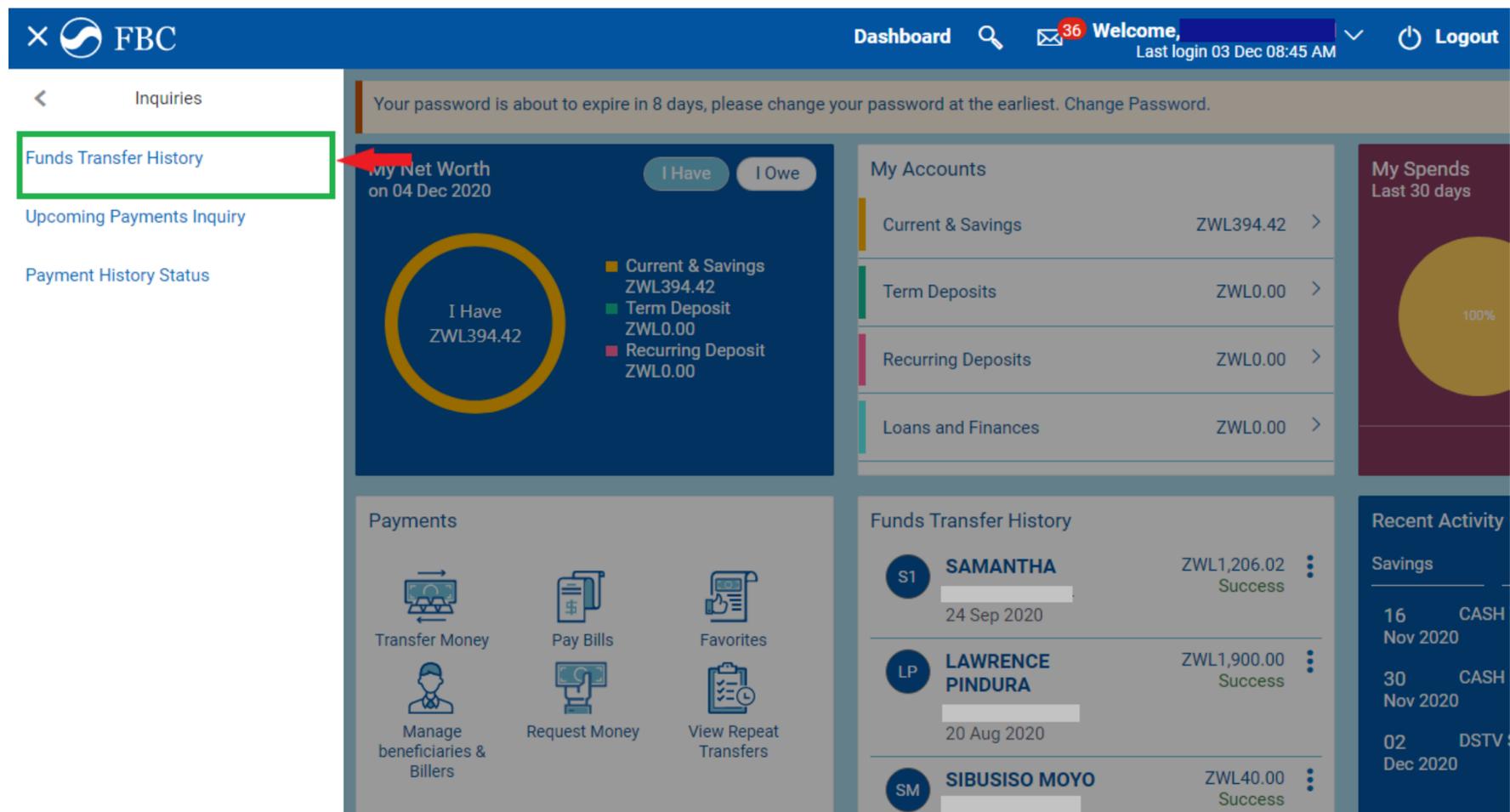


The screenshot shows the FBC Internet Banking Dashboard. The left sidebar contains a menu with the following items: Payments, Favorites, Setups, Payments and Transfers, and **Inquiries** (highlighted with a green box and a red arrow pointing to it). The main dashboard area includes a notification about a password expiration, a 'My Net Worth' section showing 'I Have ZWL394.42', a 'My Accounts' table, a 'My Spends' chart, a 'Payments' section with icons for Transfer Money, Pay Bills, Favorites, Manage beneficiaries & Billers, Request Money, and View Repeat Transfers, a 'Funds Transfer History' table, and a 'Recent Activity' section.

Account Type	Balance
Current & Savings	ZWL394.42
Term Deposits	ZWL0.00
Recurring Deposits	ZWL0.00
Loans and Finances	ZWL0.00

Reference	Beneficiary	Amount	Status	Date
S1	SAMANTHA	ZWL1,206.02	Success	24 Sep 2020
LP	LAWRENCE PINDURA	ZWL1,900.00	Success	20 Aug 2020
SM	SIBUSISO MOYO	ZWL40.00	Success	

Step 4: Under "Inquiries" select "Funds Transfer History".



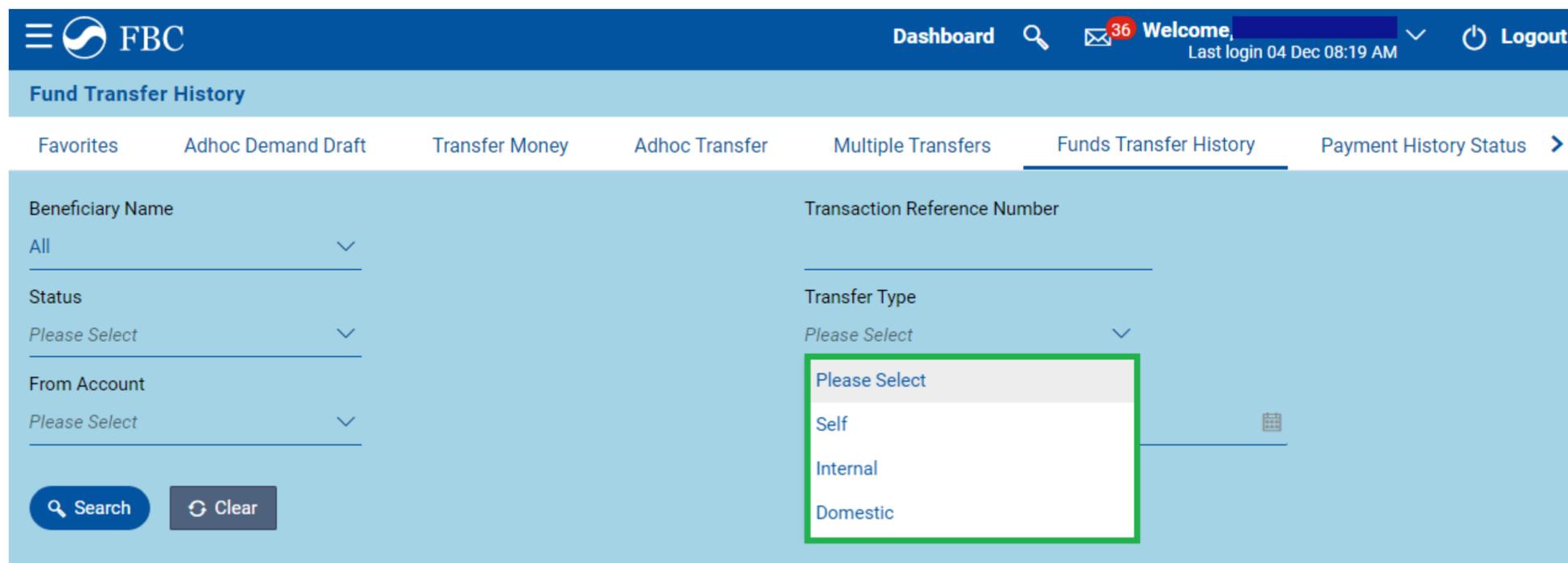
The screenshot shows the FBC Internet Banking Dashboard with the 'Inquiries' menu open. The 'Funds Transfer History' option is highlighted with a green box and a red arrow. The main dashboard area is the same as in the previous screenshot, but the 'Funds Transfer History' table is now expanded to show the details of the transfers.

Reference	Beneficiary	Amount	Status	Date
S1	SAMANTHA	ZWL1,206.02	Success	24 Sep 2020
LP	LAWRENCE PINDURA	ZWL1,900.00	Success	20 Aug 2020
SM	SIBUSISO MOYO	ZWL40.00	Success	

# FBC Internet Banking Tips:

## How to get your personal Proof of Payment

**Step 5: Click any of the following that apply under Transfer Type: Choose "Domestic" for RTGS / "Self" for own account / "Internal" for internal transfer.**



FBC Dashboard 36 Welcome, [User Name] Last login 04 Dec 08:19 AM Logout

**Fund Transfer History**

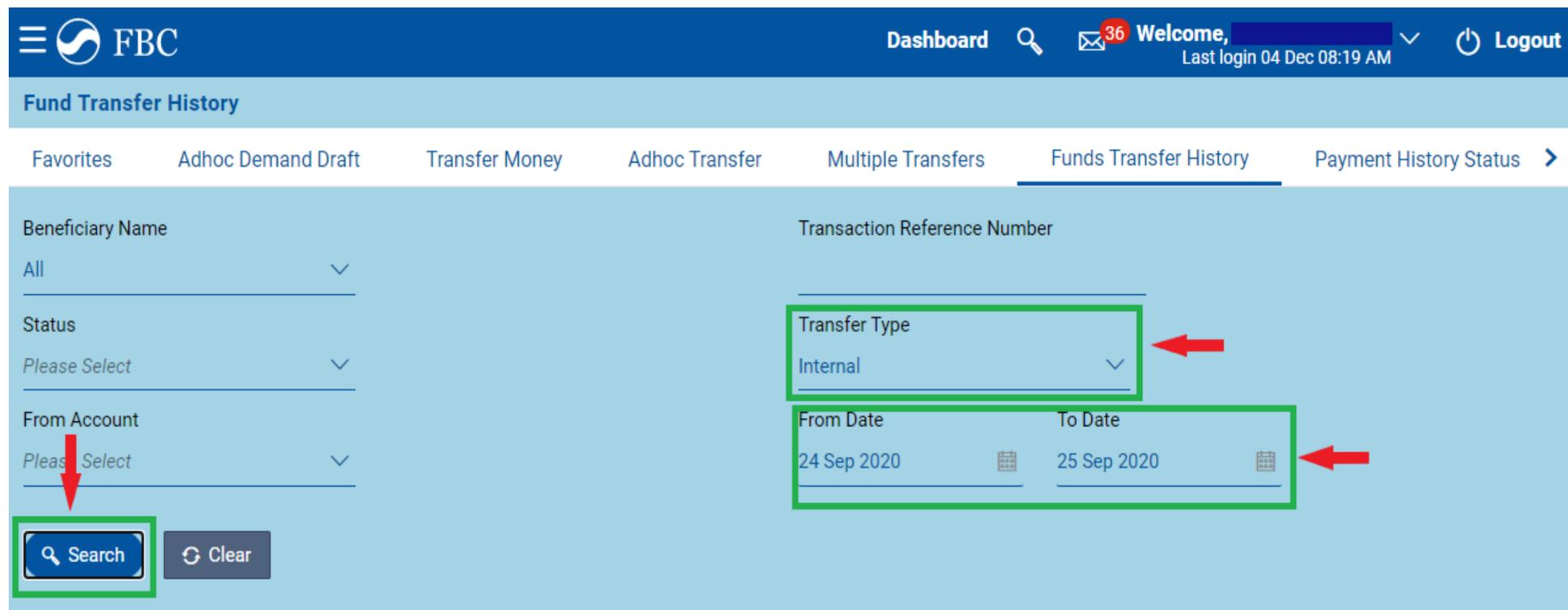
Favorites Adhoc Demand Draft Transfer Money Adhoc Transfer Multiple Transfers **Funds Transfer History** Payment History Status >

Beneficiary Name: All  
 Status: Please Select  
 From Account: Please Select

Transaction Reference Number: \_\_\_\_\_  
 Transfer Type: Please Select

Please Select  
 Self  
 Internal  
 Domestic

**Step 6: Select your preferred dates by inputting "From Date" and "To date". Click "Search".**  
**N.B.** For same day transactions, the date range should be from the day of transaction to the next day.



FBC Dashboard 36 Welcome, [User Name] Last login 04 Dec 08:19 AM Logout

**Fund Transfer History**

Favorites Adhoc Demand Draft Transfer Money Adhoc Transfer Multiple Transfers **Funds Transfer History** Payment History Status >

Beneficiary Name: All  
 Status: Please Select  
 From Account: Please Select

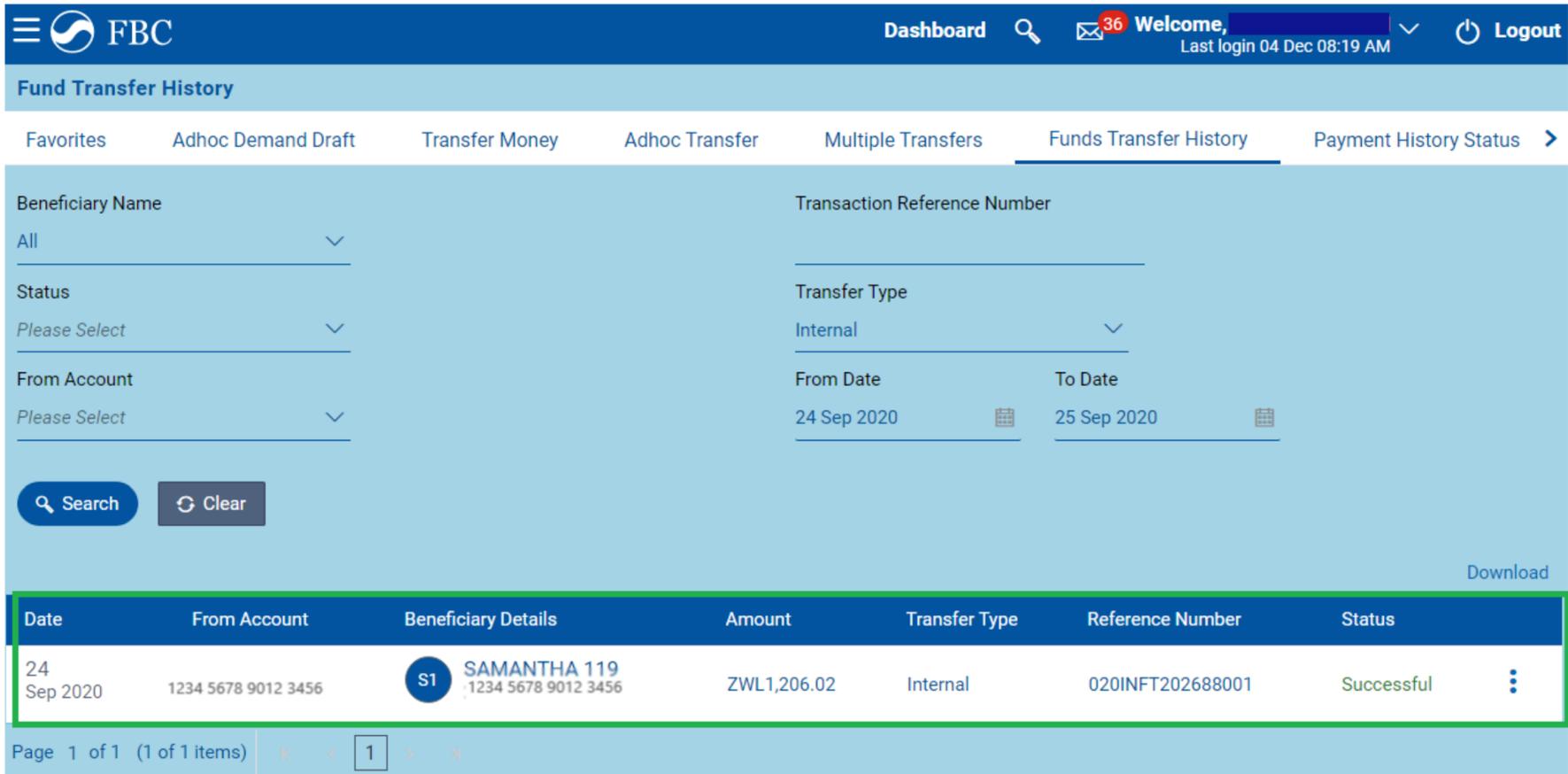
Transaction Reference Number: \_\_\_\_\_  
 Transfer Type: Internal

From Date: 24 Sep 2020 To Date: 25 Sep 2020

# FBC Internet Banking Tips:

## How to get your personal Proof of Payment

**Step 7: The transaction will pop up below (as highlighted in green below)**



Fund Transfer History

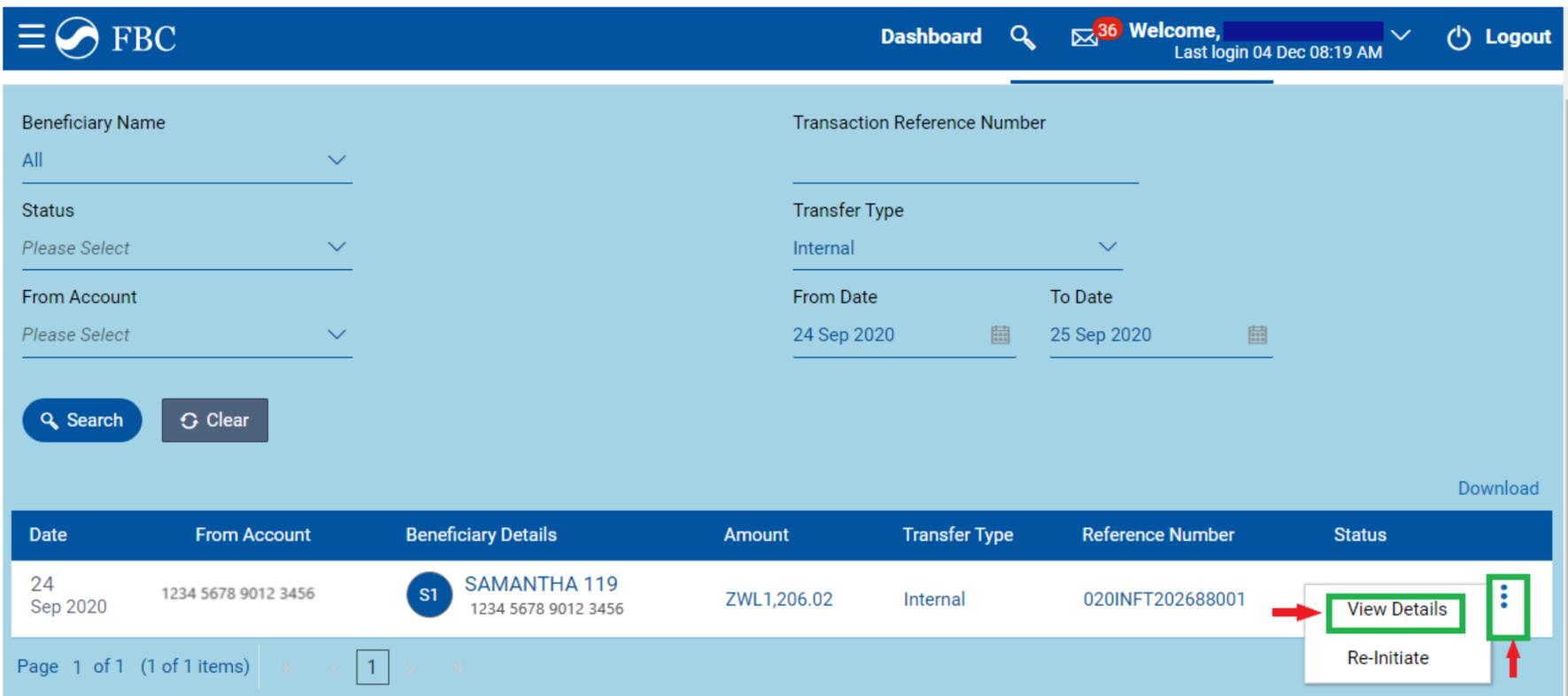
Beneficiary Name: All  
 Status: Please Select  
 From Account: Please Select

Transaction Reference Number: \_\_\_\_\_  
 Transfer Type: Internal  
 From Date: 24 Sep 2020 To Date: 25 Sep 2020

Date	From Account	Beneficiary Details	Amount	Transfer Type	Reference Number	Status
24 Sep 2020	1234 5678 9012 3456	S1 SAMANTHA 119 1234 5678 9012 3456	ZWL1,206.02	Internal	020INFT202688001	Successful

Page 1 of 1 (1 of 1 items)

**Step 8: Click on the 3 dots and select “View Details”**



Fund Transfer History

Beneficiary Name: All  
 Status: Please Select  
 From Account: Please Select

Transaction Reference Number: \_\_\_\_\_  
 Transfer Type: Internal  
 From Date: 24 Sep 2020 To Date: 25 Sep 2020

Date	From Account	Beneficiary Details	Amount	Transfer Type	Reference Number	Status
24 Sep 2020	1234 5678 9012 3456	S1 SAMANTHA 119 1234 5678 9012 3456	ZWL1,206.02	Internal	020INFT202688001	Successful

Page 1 of 1 (1 of 1 items)

View Details  
 Re-Initiate

# FBC Internet Banking Tips: How to get your personal Proof of Payment

Step 9: Transaction details will be displayed. Click "Download".

The screenshot shows the FBC Internet Banking interface. At the top, there is a navigation bar with the FBC logo, a search icon, a notification icon with '36', a 'Welcome,' message, and a 'Logout' button. Below the navigation bar, the page title is 'Fund Transfer History'. The main content area displays the following details:

- Status: Successful
- Adhoc Internal Fund Transfer Details
- Account Type: Internal
- Account Name: SAMANTHA
- Transfer From: 1234 5678 9012 3456
- Amount: ZWL1,206.02
- Transfer When: 24 Sep 2020
- Note: chicken cuts

At the bottom of the details section, there is a 'Download' button highlighted with a red box and a red arrow pointing to it. Below the 'Download' button are three other buttons: 'Re-Initiate', 'Cancel', and 'Back'.

Step 10: Your proof of payment will be downloaded and displayed as shown below.

This screenshot shows the same FBC Internet Banking interface as in Step 9. The transaction details are identical. However, at the bottom of the page, a new section has appeared. It shows a 'Download' button, and below it, a PDF file named '1607064608272.pdf' is displayed, highlighted with a red box and a red arrow. To the right of the PDF file is a 'Show all' button with a close icon (X).

# FBC Internet Banking Tips: How to get your personal Proof of Payment

Step 11: Once you open the file, your Proof of payment will be displayed as shown below.



## INTERNAL TRANSFER RECEIPT

Reference Number : 020INFT202688001

Beneficiary Account No : 1234 5678 9012 3456

Beneficiary Name : SAMANTHA

Amount : ZWL1,206.02

Value Date : 24 Sep 2020

Transaction Date : 24 Sep 2020

Purpose : chicken cuts

Sender Name : JANE

FBC Bank Limited is a registered Commercial Bank of Zimbabwe and a Member of the Deposit Protection Scheme. Terms and Conditions apply.

26 Nov 2020 08:28:11 AM

We are committed to offer you innovative and safe banking services.

### Three basic rules when using Internet Banking:

- Avoid using public WIFI.
- Use a strong password and change it often.
- Avoid saving your login information.

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

WhatsApp: +263 772 419 693 / +263 772 152 647 / +263 732152 647

Tel: +263 704 481-82

Toll Free: 220 (All Mobile Networks), 080 800 25 or 080 800 26 (Econet numbers only)

Email: [help@fbc.co.zw](mailto:help@fbc.co.zw)

Skype: FBC.Help.Centre

Facebook: FBC Holdings

Twitter: @FBCHoldings

We are a click away and available 24/7



#YouMatterMost

