



First Citizens

First Citizens Bank (Barbados) Limited | #1 Beckwith Place | Lower Broad Street
Bridgetown | Barbados
www.firstcitizensbb.com

FIRST CITIZENS INTERNET BANKING – STARTING INSTRUCTIONS

Electronic Banking

Dear Customer

Thank you for becoming a First Citizens Internet Banking Customer. Banking is about to become easier and faster.

The new system allows you to review your balances and account details via Internet. It also provides access to banking services such as the Transfer of Funds, request Drafts/Manager's cheques, and more...

SYSTEM REQUIREMENTS

The minimum system requirements are as follows:

- Browser – Internet Explorer (version 4.01 or greater) or Netscape (version 4.08 or greater).
- Access Speed – 28.8 band or greater.

GETTING STARTED

You are required to complete the User Agreement and the Application form (ensure that the user agreement is signed and witnessed). Once your application has been processed, you will be provided with your **Login ID, login and transaction Temporary Passwords**.

LOGGING ON

1. Enter the following URL/Address www.firstcitizenonlinebb.com and press "Enter"
2. Choose whether you are a "Personal" or "Corporate" customer by clicking on the appropriate area
3. Now you are on the "Login" page with the login area on the left under the "@" sign
4. Enter your **Login ID** and **Temporary Password** provided by First Citizens Bank (Barbados) Limited then press the "Log in" button. Your temporary password will expire immediately after your initial log in.
5. A screen will come up requiring you to change your Temporary Password and **Transaction Password**
6. Enter your permanent passwords i.e. Login Password and Transaction Password. You will be prompted by the system to enter permanent passwords between six (6) and twelve (12) characters in length, passwords should be alphanumeric. Please note that your permanent passwords are case sensitive and will expire in seventy five (75) days. **Do not** share your passwords with anyone.

NAVIGATING THE SYSTEM

The following tools will make using the system fast and easy:

- User Guide

CUSTOMER SERVICE SUPPORT

Please contact our First Citizens Internet Banking Customer Service team at online@firstcitizens.bb or call us at **246-228-HELP (4357)** if you have any questions or require further assistance.

Please note that your balance will start accumulating the following business day after being setup on the system. We hope that you will enjoy the new service and we look forward to meeting your future requirements.

Sincerely,

The First Citizens Internet Banking Team