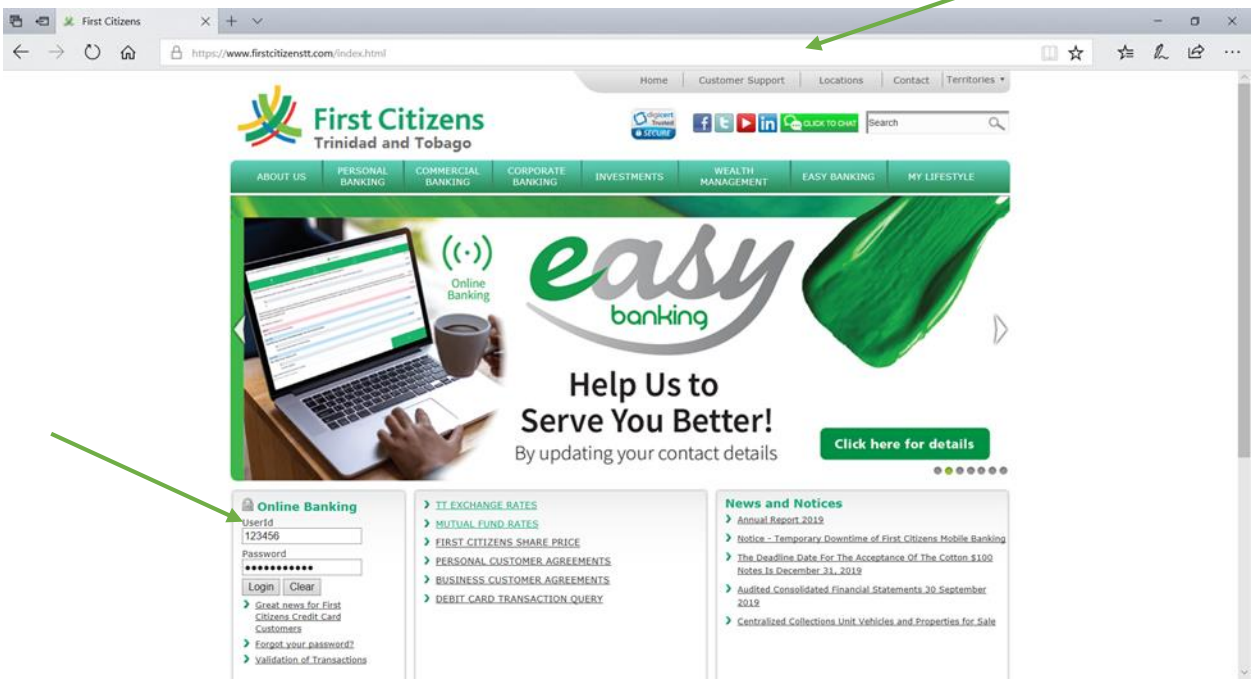
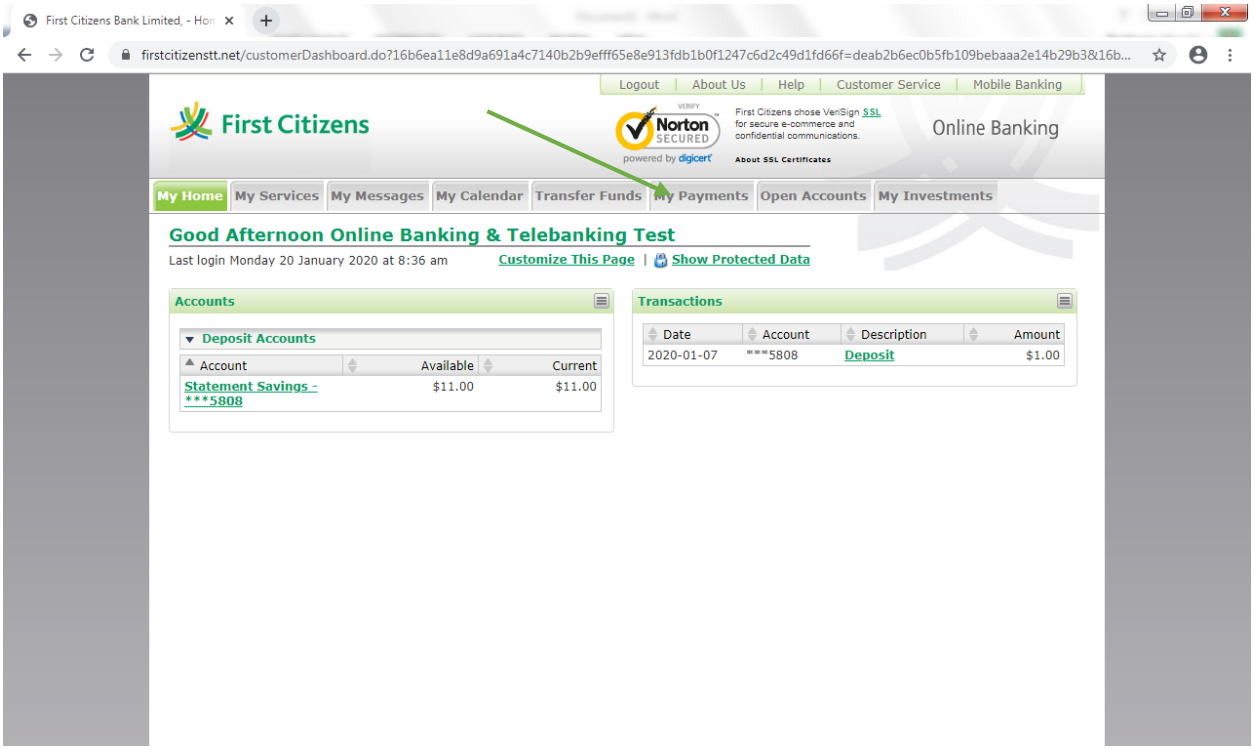
Welcome to First Citizens Online Banking
Follow the steps below to Add A Payee

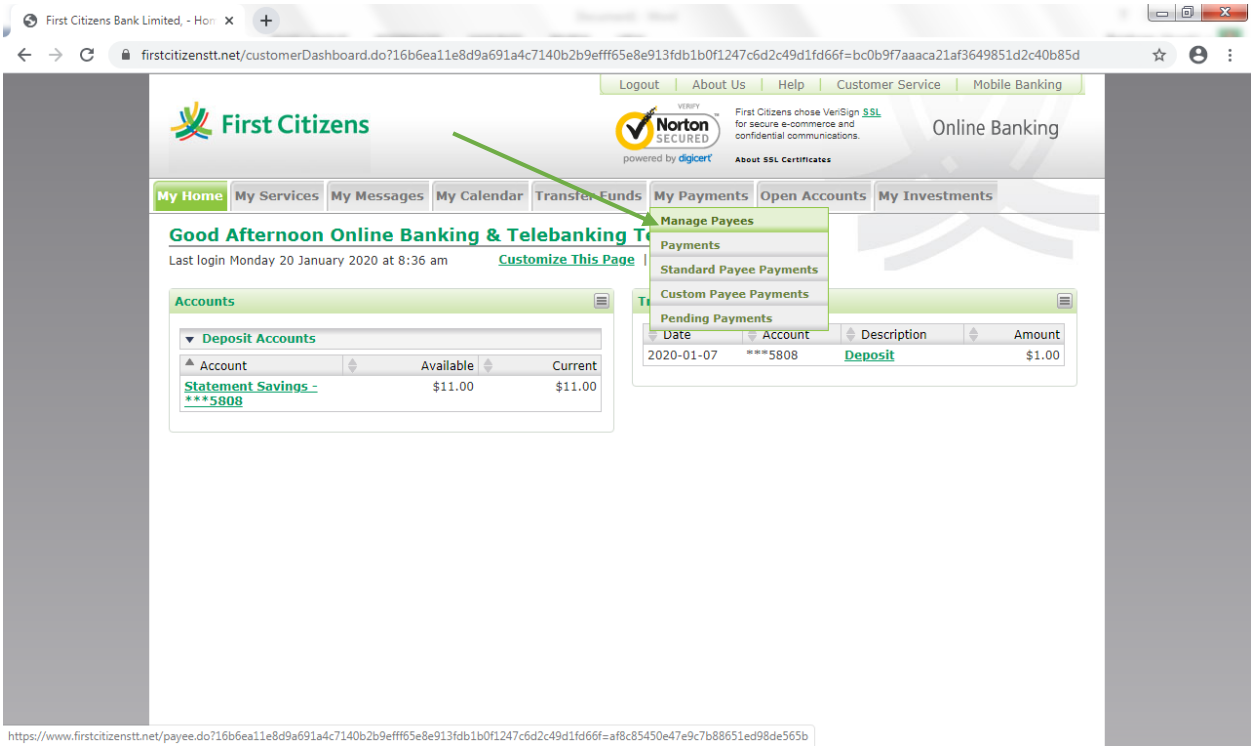
Log into your Online Banking account using your user ID and password from www.firstcitizenstt.com .
Remember your User ID is the same as your Customer Information File (CIF) number



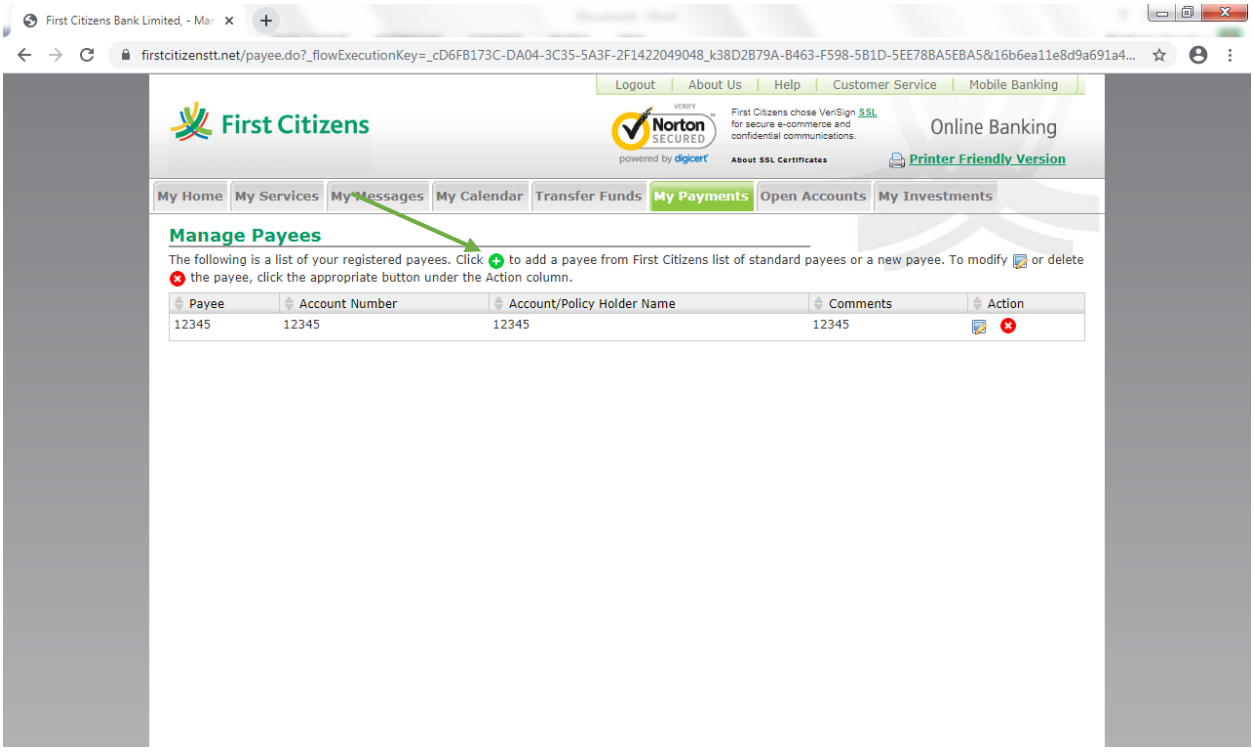
Select the **“My Payments”** tab



Select “**Manage Payees**” from the drop-down list



Click on the **green plus sign icon** to add a new payee

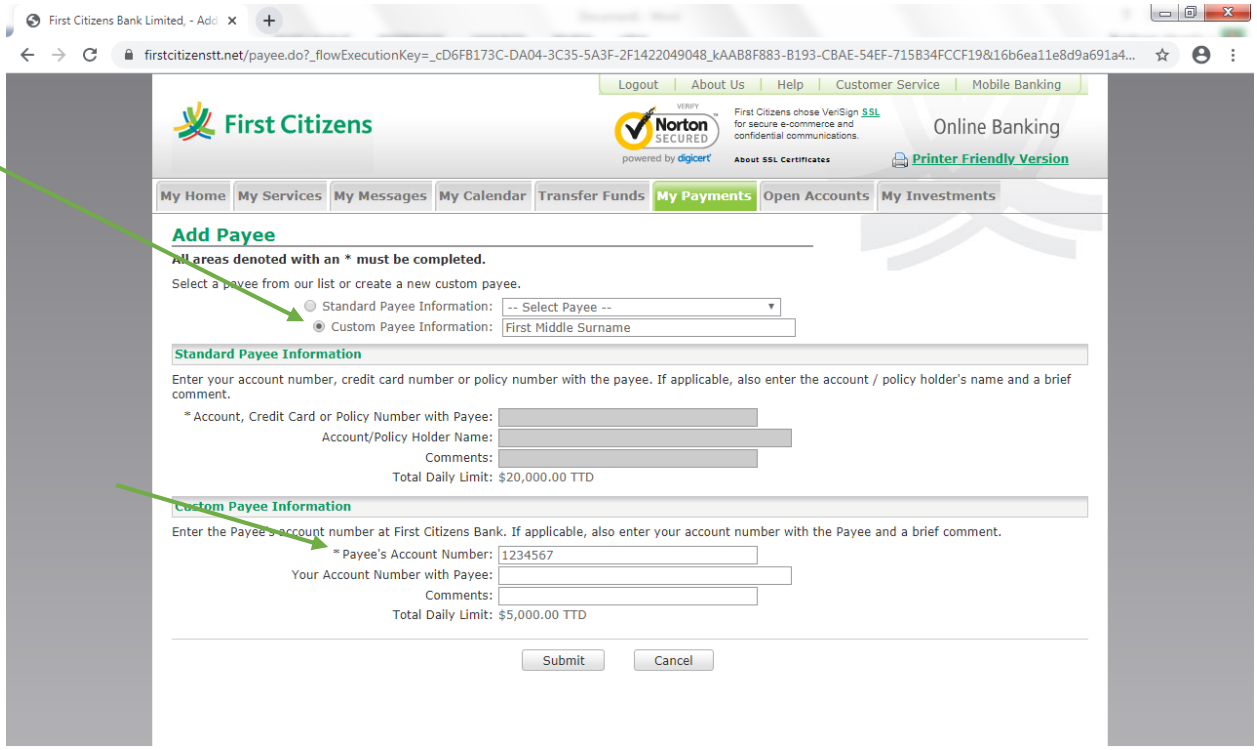


Select either **"Custom Payee Information"** or "**Standard Payee Information"**

Custom Payee	Standard Payee
This refers to another First Citizens account holder	**This refers to an external institution you may wish to pay as well as your First Citizens Credit Card**

Adding a **Custom payee:**

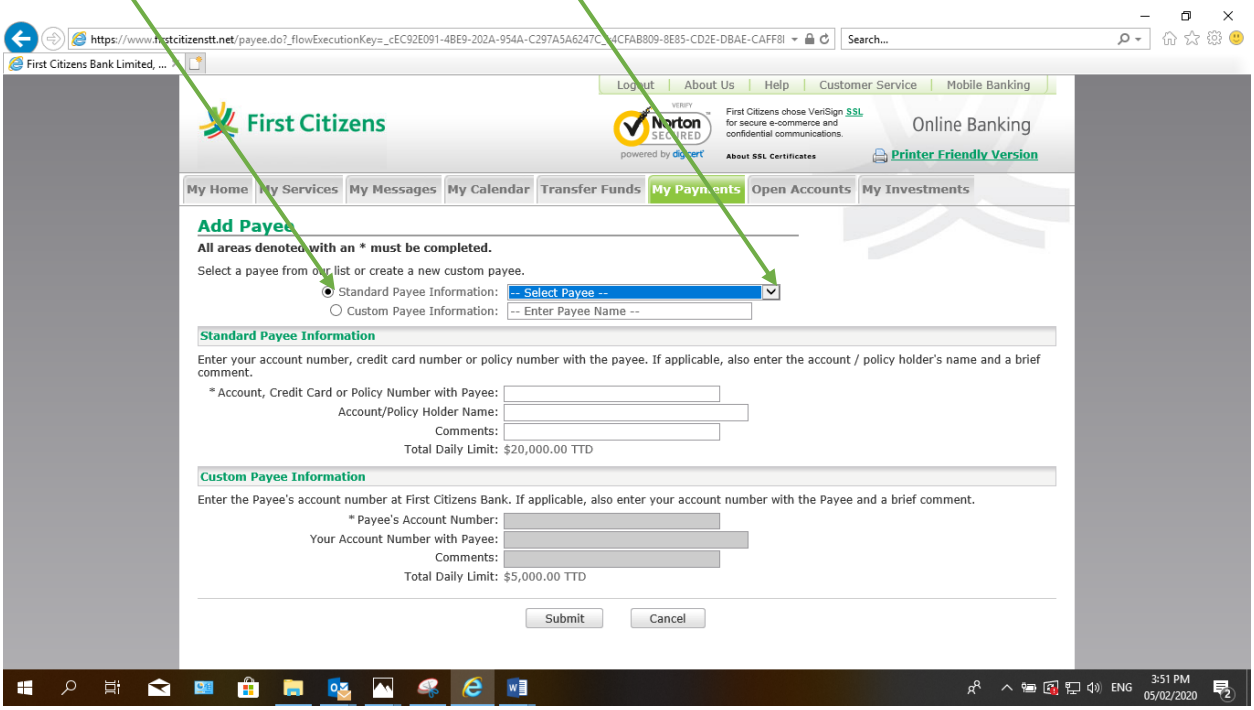
Please note, the asterisked (*) fields are mandatory



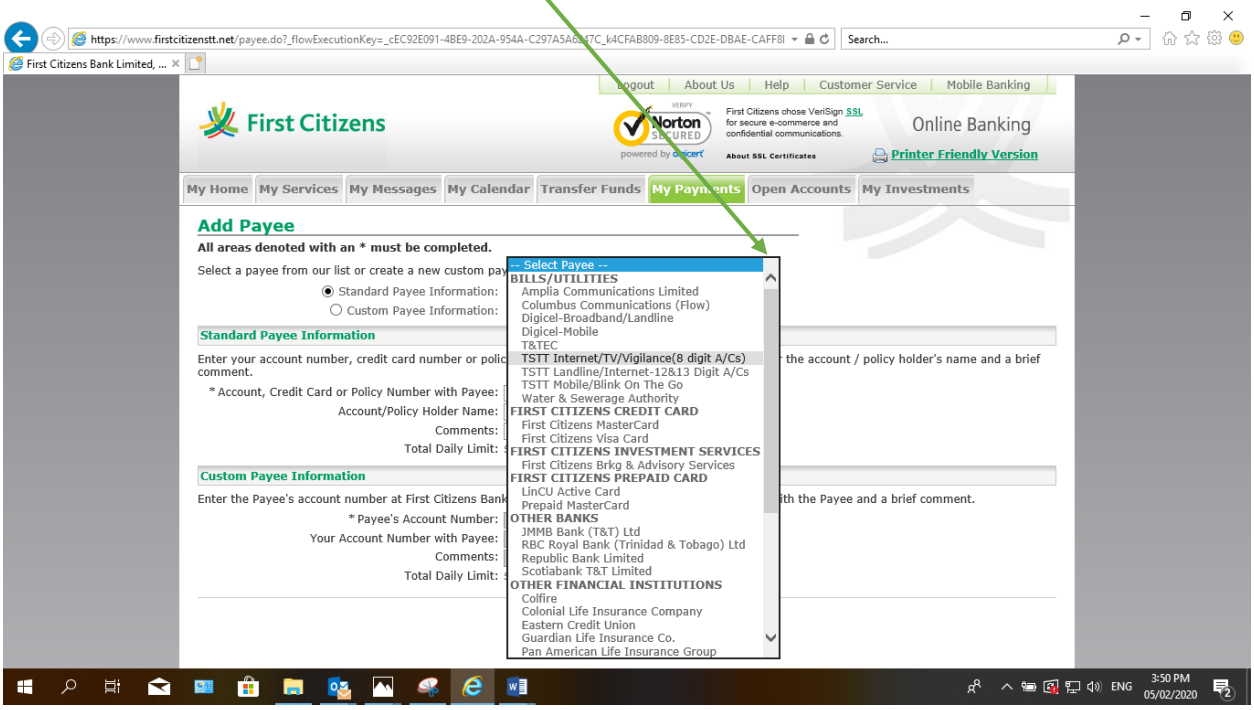
- Input the payee's **Full Name .**Ensure you have the accurate spelling of the "Payee's" name before entering in the field. Some payee's name maybe include their middle or other names.
- Input the **Payee's First Citizens account number**

Adding a **Standard Payee**:

Select "**Standard Payee Information**" and **click on the drop down list**

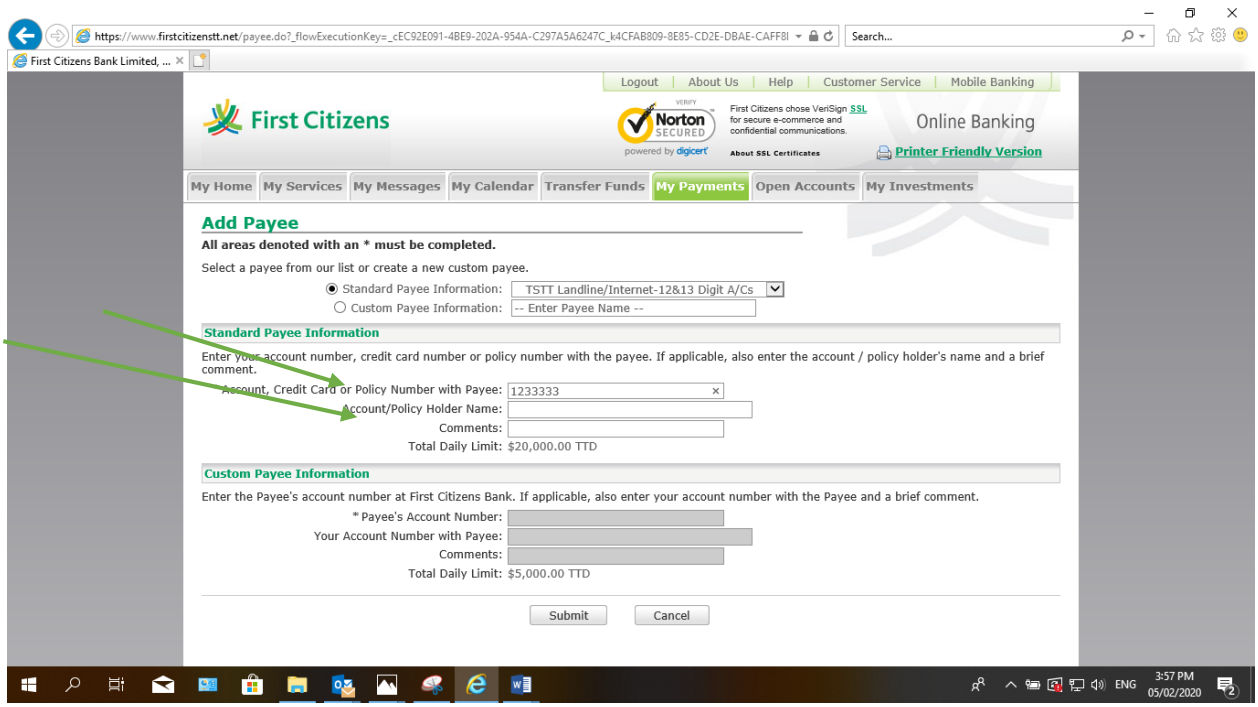


Select the institution of choice you wish to pay

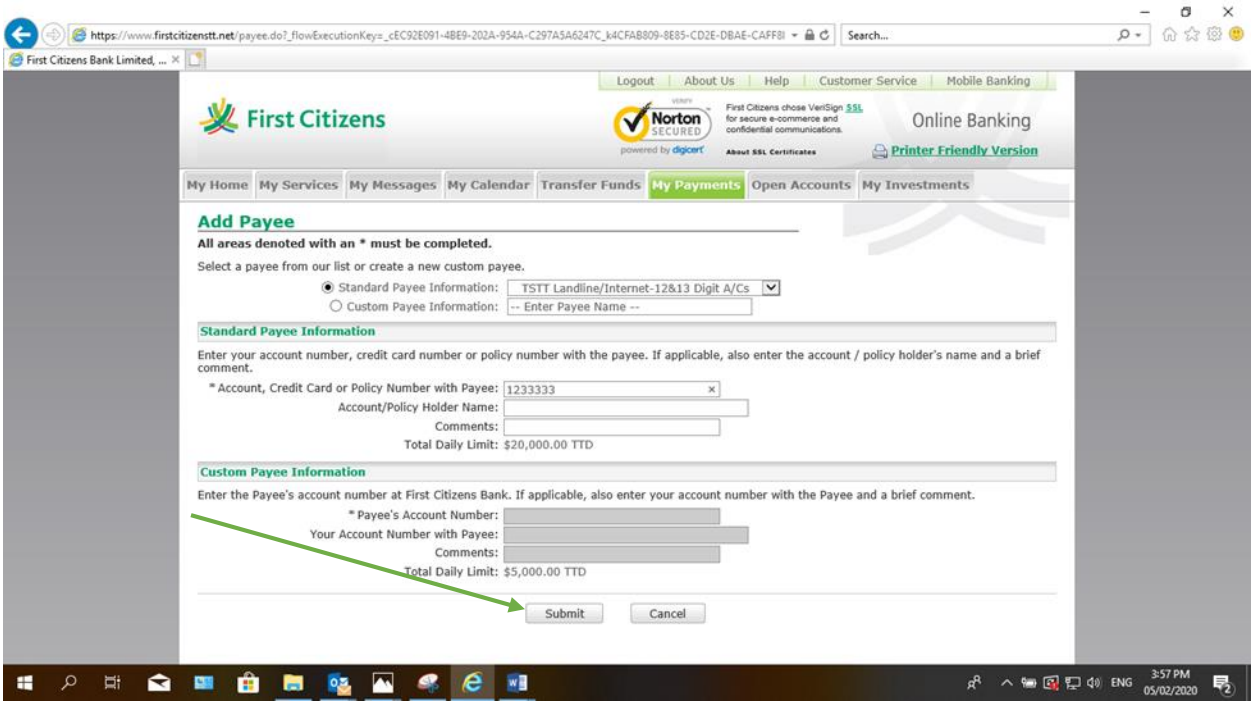


Input the Account/ credit card /policy number which matches that of the institution selected

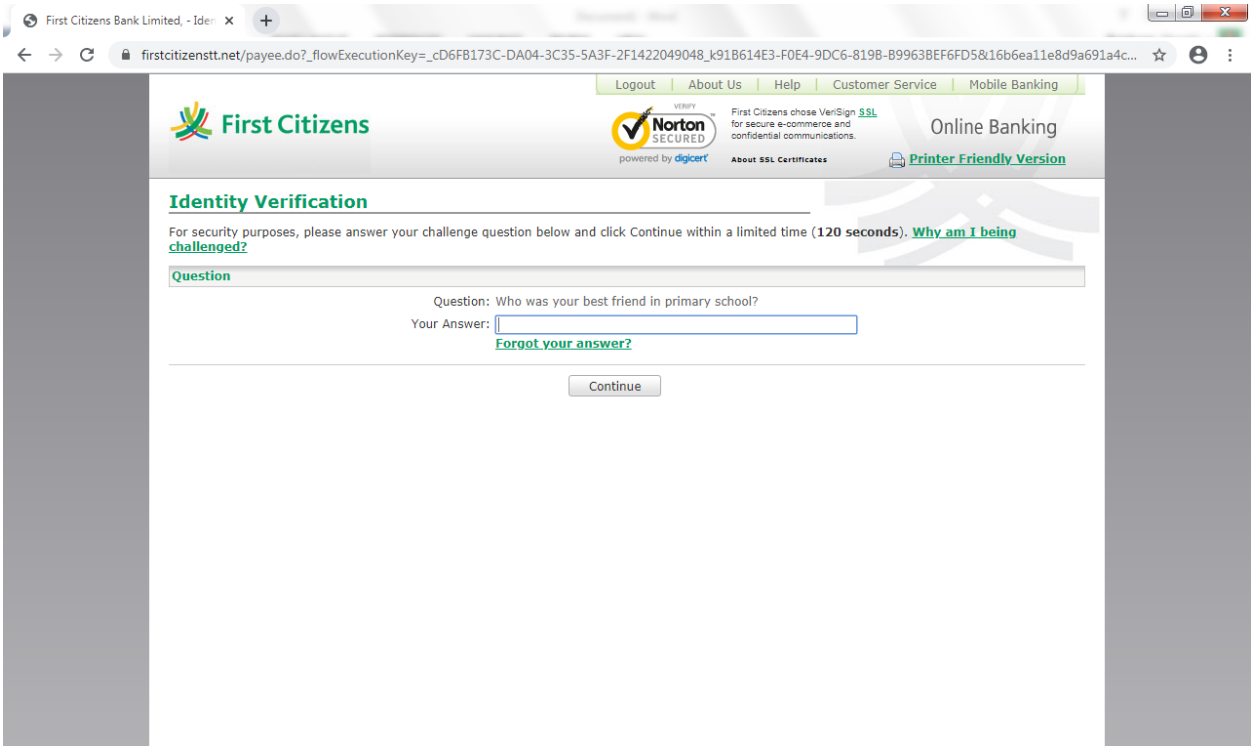
Also, input the **Name** stated on the account



Click "**Submit**"

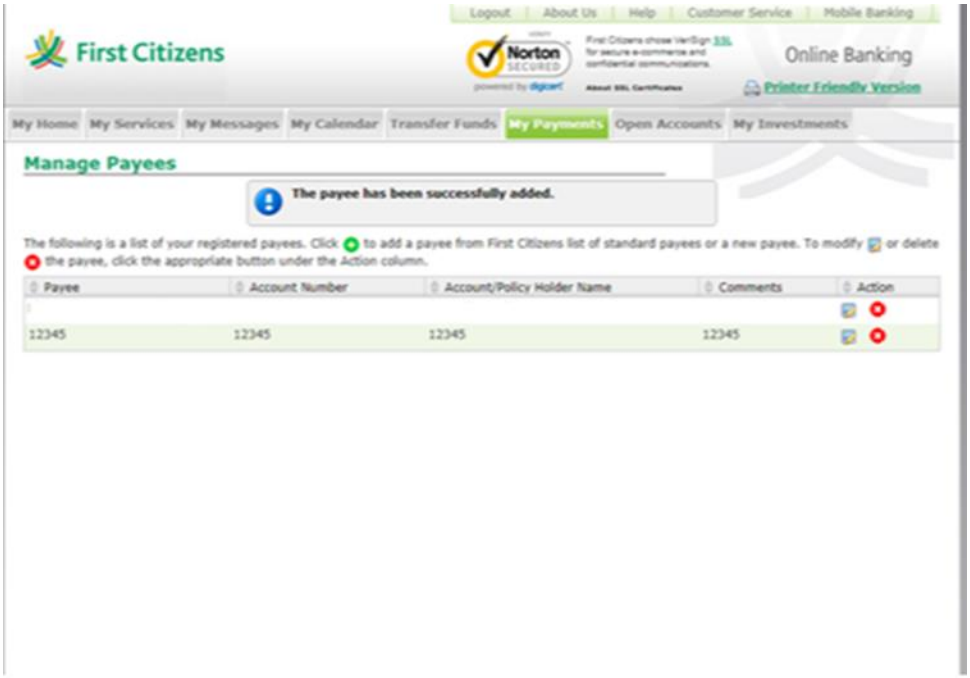


You will be prompted with a security question .This must be answered correctly for the payee to be added



Please contact 62-FIRST (34778) and select option 3 for further assistance if you are unable to answer your security question correctly or if you are locked out. Our Contact Centre is available every day from 6am to 10pm.

Once you have successfully added your payee, a message "The **payee has been successfully added** "will appear on your screen



NOTE: To modify or view your added payees, select "**My Payments**" and then select "**Manage Payees".**

Click the edit icon to change payee's details and click the delete icon to delete a payee

For any concerns or queries, kindly:

- Send us a Secure Message or
- Email at channelsupport@firstcitizenstt.com or
- Chat with us via our Webchat service available every day from 6am to 10pm. To access Webchat, click on CLICK TO CHAT located on the First Citizens website, www.firstcitizenstt.com .