

Welcome to First Citizens Online Banking

Follow the steps below to Change your transaction PIN

The transaction PIN is a four-digit number of your choice used for online transfers and payments only. It is not linked to your debit card PIN or any other PIN you have at First Citizens. If you have forgotten your transaction PIN, you can reset it from your personal online banking.

Log in to your personal online banking, from www.firstcitizenstt.com



Enter your User ID/CIF and password.

Select the "My Home" tab

The screenshot shows the First Citizens online banking dashboard. At the top, there is a navigation bar with links for Logout, About Us, Help, Customer Service, and Mobile Banking. Below this is the First Citizens logo and a Norton Secured badge. A horizontal menu contains several tabs: My Home (highlighted with a red circle), My Services, My Messages, My Calendar, Transfer Funds, My Payments, Open Accounts, and My Investments. The main content area displays a "Good Morning Online Banking & Telebanking Test" message, the last login time (Wednesday 22 January 2020 at 3:11 pm), and two data tables: "Accounts" and "Transactions".

Accounts		
Deposit Accounts		
Account	Available	Current
Statement Savings - ***5808	\$11.00	\$11.00

Date	Account	Description	Amount
2020-01-07	***5808	Deposit	\$1.00

Select "Security Information" from the drop-down menu

This screenshot is similar to the first one, but the "My Home" tab in the navigation menu is expanded into a dropdown list. The options in the dropdown are: Home, About Me, Account List, Account Names, Security Information (highlighted with a red circle), Session History, and Transaction List. The rest of the dashboard content, including the "Good Morning" message and the "Accounts" and "Transactions" tables, remains the same as in the previous image.

Accounts		
Deposit Accounts		
Account	Available	Current
Statement Savings - ***5808	\$11.00	\$11.00

Date	Account	Description	Amount
2020-01-07	***5808	Deposit	\$1.00

<https://www.firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f83e4947a8c6>

Complete only the following fields on the screen:

- **Existing password:** Insert existing online banking password
- **Mother's Maiden Name:** Insert Mother's Maiden Name in all CAPS (as listed on file)
- **Change Transaction PIN:** In the "New PIN" field enter *any four digits of choice* and confirm by retying in the "confirm PIN" field below.

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My Home My Services My Messages My Calendar Transfer Funds My Payments Open Accounts My Investments

Security Information

All areas denoted with an * must be completed.

You are required to first enter your existing password before changing any of your Security Information.

Existing Password

Enter your existing password for authentication purposes.

* Password:

Change Password

Your password must comprise of 6-16 characters with no spaces, and requires at least 1 of each of the following: (i) uppercase alpha (ii) lowercase alpha (iii) number and (iv) special character. Leave this section blank to leave your password unchanged.

* New Password:

* Confirm Password:

* Password Hint:

Change Authentication Information

Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password.

* Question:

* Answer:

Mother's Maiden Name

You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN.

* Mother's Maiden Name:

Change Transaction PIN

You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN.

* New PIN:

* Confirm PIN:

Telebanking PIN

Access our Telebanking service at 62-FIRST(34778) by entering a 4 digit PIN. You can also change your existing Telebanking PIN by entering a new PIN here.

Click "Submit"

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firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f8f3e4947...

You are required to first enter your existing password before changing any of your Security Information.

Existing Password
Enter your existing password for authentication purposes.
* Password: [password field]

Change Password
Your password must comprise of 6-16 characters with no spaces, and requires at least 1 of each of the following: (i) uppercase alpha (ii) lowercase alpha (iii) number and (iv) special character. Leave this section blank to leave your password unchanged.
* New Password: [password field]
* Confirm Password: [password field]
* Password Hint: [text field: test]

Change Authentication Information
Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password.
* Question: On what street did you grow up?
* Answer: [text field: street]

Mother's Maiden Name
You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN.
* Mother's Maiden Name: [password field]

Change Transaction PIN
You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN.
* New PIN: [PIN field]
* Confirm PIN: [PIN field]

Telebanking PIN
Access our Telebanking service at 62-FIRST(34778) by entering a 4 digit PIN. You can also change your existing Telebanking PIN by entering a new PIN here.
* New PIN: [PIN field]
* Confirm PIN: [PIN field]

Submit **Cancel**

A prompt will appear asking "Do you want to change your security information now?" Click "OK"

www.firstcitizenstt.net says
Do you want to change your security information now?
OK **Cancel**

First Citizens Bank Limited - Sec... PD First Citizens Bank WebCSR - Ve...
firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f8f3e4947...

You are required to first enter your existin...
Existing Password
Enter your existing password for authent...

Change Password
Your password must comprise of 6-16 characters with no spaces, and requires at least 1 of each of the following: (i) uppercase alpha (ii) lowercase alpha (iii) number and (iv) special character. Leave this section blank to leave your password unchanged.
* New Password: [password field]
* Confirm Password: [password field]
* Password Hint: [text field: test]

Change Authentication Information
Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password.
* Question: On what street did you grow up?
* Answer: [text field: street]

Mother's Maiden Name
You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN.
* Mother's Maiden Name: [password field]

Change Transaction PIN
You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN.
* New PIN: [PIN field]
* Confirm PIN: [PIN field]

Telebanking PIN
Access our Telebanking service at 62-FIRST(34778) by entering a 4 digit PIN. You can also change your existing Telebanking PIN by entering a new PIN here.
* New PIN: [PIN field]
* Confirm PIN: [PIN field]

Submitting... **Cancel**

A window will appear advising that your transaction PIN was successfully changed.

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firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3cad5505e86bb1a0fc8ef1b2648...

My Home My Services My Messages My Calendar Transfer Funds My Payments Open Accounts My Investments

Security Information

All areas denoted with an * must be completed.

Your Transaction PIN has been successfully updated.

You are required to first enter your existing password before changing any of your Security Information.

Existing Password

Enter your existing password for authentication purposes.

* Password:

Change Password

Your password must comprise of 6-16 characters with no spaces, and requires at least 1 of each of the following: (i) uppercase alpha (ii) lowercase alpha (iii) number and (iv) special character. Leave this section blank to leave your password unchanged.

* New Password:

* Confirm Password:

* Password Hint:

Change Authentication Information

Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password.

* Question:

* Answer:

Mother's Maiden Name

You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN.

* Mother's Maiden Name:

Change Transaction PIN


You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN.

* New PIN:

* Confirm PIN:

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  located on the First Citizens website, www.firstcitizenstt.com