



# First Citizens Telebanking Service

Banking you can call on



**First Citizens**

We put you first

# FIRST CITIZENS TELEBANKING SERVICE

Your day demands so much, and you've got so little time to do it all. This is where **First Citizens Telebanking Service** can help. It's convenience at your fingertips!

If you are looking for the ideal solution that simplifies your most frequent banking needs and saves you invaluable time and money, this service is for you!

## Take Convenience To A New Level... The Self Service Option

Avoid the daily hustle and bustle while meeting your most routine financial needs. Instead of making the trek to your branch, conduct your transactions on your own time. Via any mobile or landline telephone you can access account balances and history, transfer funds, pay your TSTT, TTEC, WASA and First Citizens credit card bills and authorise cheque stop payments. Best of all the Self Service option is available to you 24/7.



## Customer Service With A Personal Touch

Our very knowledgeable Call Centre staff are always ready and willing to assist you with any query or request between the hours of 6:00 a.m. to 10:00 p.m. Monday to Friday. Use this time to get product and service information or apply for any of our credit card, loan, deposit or investment facilities. Credit card, point of sale and Internet banking customers can also channel their queries via this service.

## Security Is Our Number One Priority

Feel confident that your funds are safe and secure at all times, your personalized identification number (PIN) ensures that no one else has access to your accounts, or information, as each PIN is as unique as your signature. With this signature, you can access and authorize transfers to and from any of your accounts.



As a First Citizens LINX or credit card holder, you are provided with 24/7 support, catering for those unfortunate and unforeseen times when your card is lost, stolen or stuck in an ATM.

Simply call **62-FIRST** and rest assured that your finances continue to be safe and sound.

## Save Time, Save Money

This convenient service is absolutely free! Once you have a deposit account with First Citizens you can access this service free of charge. Just call 62-FIRST and follow the instructions to become a First Citizens Telebanking customer today.

# USER GUIDE

## Call **62-FIRST** (623-4778)

### Self Service System

▶ Option 1

Enter your CIF and PIN  
when prompted

### Select Transaction

Account Inquiries

Press 1

Transfer Funds

Press 2

Bill Payments

Press 3

Cheque Stop Payment

Press 4

Reset PIN

Press 5

### Report Lost/ Stolen Cards & Phones

▶ Option 2

### Select Card Type

Credit Cards

Press 1

Debit/ LINX Cards & Phones

Press 2

### Call Centre

▶ Option 3

Telebanking Services

Press 1

Credit Card Services

Press 2

Point of Sale Services / LINX

Press 3

Online Banking Services

Press 4

For additional information or to open your account please contact a First Citizens branch at:

Corner Hollis Avenue & Woodford Street, Arima

**Tel.: 667-1523 Fax: 667-4245**

Market Street Extension, Chaguanas

**Tel.: 665-4125 Fax: 665-3293**

Southern Main Road & Noel Street, Couva

**Tel.: 636-2237 Fax: 679-8111**

2 South Trunk Road, Gulf View, La Romain

**Tel.: 657-9714 Fax: 653-3473**

62 Independence Square, Port of Spain

**Tel.: 625-2893 Fax: 627-5956**

38 Southern Main Road, Marabella

**Tel.: 658-1891 Fax: 658-1453**

44-46 Maraval Road, Port of Spain

**Tel.: 622-5839 Fax: 628-6297**

Montrose Main Road, Chaguanas

**Tel.: 671-0695 Fax: 672-8360**

Corner Park & Henry Streets, Port of Spain

**Tel.: 623-2961 Fax: 622-4003**

Southern Main Road, Point Fortin

**Tel.: 648-2676 Fax: 648-0293**

Atlantic & Orinoco Drives,

Point Lisas Industrial Estate, Point Lisas

**Tel.: 636-4787 Fax: 636-9449**

High Street, Princes Town

**Tel.: 655-2209 Fax: 655-2127**

Corner High & Penitence Streets, San Fernando

**Tel.: 652-2757 Fax: 657-1456**

Eastern Main Road, Sangre Grande

**Tel.: 668-2208 Fax: 668-3043**

Eastern Main Road, San Juan

**Tel.: 674-4896 Fax: 638-2310**

2 High Street, Siparia

**Tel.: 649-2202 Fax: 649-2563**

One Woodbrook Place, 189 Tragarete Road, Port of Spain

**Tel.: 622-7142 Fax: 628-6305**

50 St. Vincent Street, Port of Spain

**Tel.: 623-2576 Fax: 625-5446**

20-24 Eastern Main Road, Tunapuna

**Tel.: 663-1209 Fax: 662-1835**

44 Diego Martin Main Road, Diego Martin

**Tel.: 637-9537 Fax: 633-9277**

Movie Towne Financial Centre, Invaders Bay

**Tel.: 627-7641 Fax: 623-4188**

27 Penal Rock Road, Penal

**Tel.: 647-6273 Fax: 647-6908**

Bureau De Change, Piarco

**Tel.: 669-5927 Fax: 669-5929**

Lower Milford Road, Tobago

**Tel.: 631-1114 Fax: 639-0161**

3-5 Carrington Street, Scarborough

**Tel.: 639-3111 Fax: 639-5857**

The Courtyard, Windward Main Road, Roxborough

**Tel.: 660-6810 Fax: 660-5126**

[www.firstcitizenstt.com](http://www.firstcitizenstt.com)

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