



First Citizens

PAYMENTS TO OTHER BANKS

We are pleased to advise that payments made via First Citizens Online and Mobile Banking to other Banks are now quicker and easier. These payments will now be completed within two (2) business days.

To ensure successful payment to **RBC Caribbean Limited**, the following information is required:

- **Account Number Format** – Number of digits for account numbers - RBC's account length is 10-15 digits.
- Clients making mortgage payments must utilize their 15-digit servicing account number and not the Mortgage account number.

Note that for all banks, the recipient's name must be entered and the account number is valid. Account numbers should not exceed the maximum length or include special characters.

Additionally, we advise that Credit Card payments to other Banks cannot be made via First Citizens Online Banking at this time. We therefore recommend that payments be made to an account at the other credit card's issuing Bank. Once credited to the other Bank's account, payment to the other Bank's credit card can then be made via that Bank's online banking platform.

For any queries related to First Citizens Online or Mobile Banking payments falling outside of the guidelines listed above, kindly send a Secure Message by clicking the "My Messages" tab and select "Send New Message".