



FBC



mastercard.

# Newsletter

News Bulletin | Not For Sale | Issue No. 1



**Transact & enjoy more convenience  
with the new FBC Chip card.**

[Card Self-Management](#)

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## Mastercard

Are you planning to travel, shop abroad or make urgent foreign payments? The FBC MasterCard is what you are looking for, for seamless transacting wherever you are 24/7. Transact with ease in the comfort of your home, office, or holiday space without inconvenience.

The FBC MasterCard is on your side covering all your needs as far as transacting is concerned.

# You Matter Most



## Card Self-Management

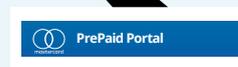
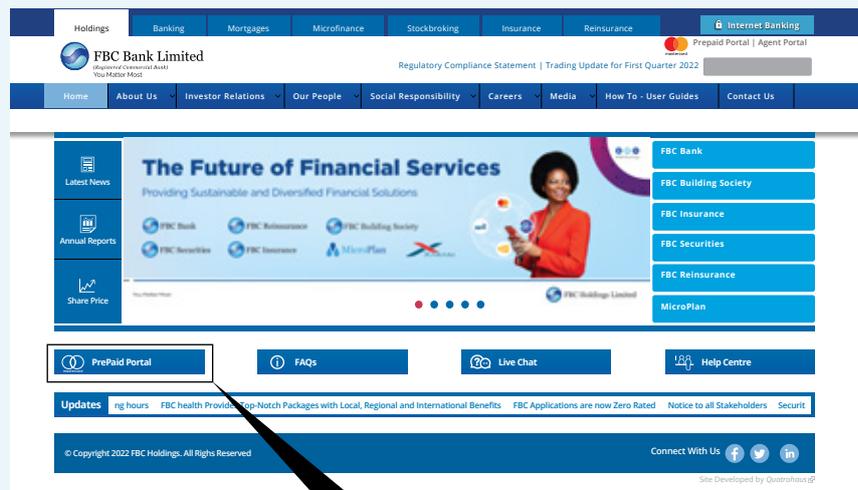
You can use the following links to download the FBC Prepaid MasterCard Apps;

<https://apps.apple.com/us/app/fbc-prepaid-app-mastercard/id1392461145> (iOS)

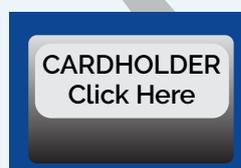
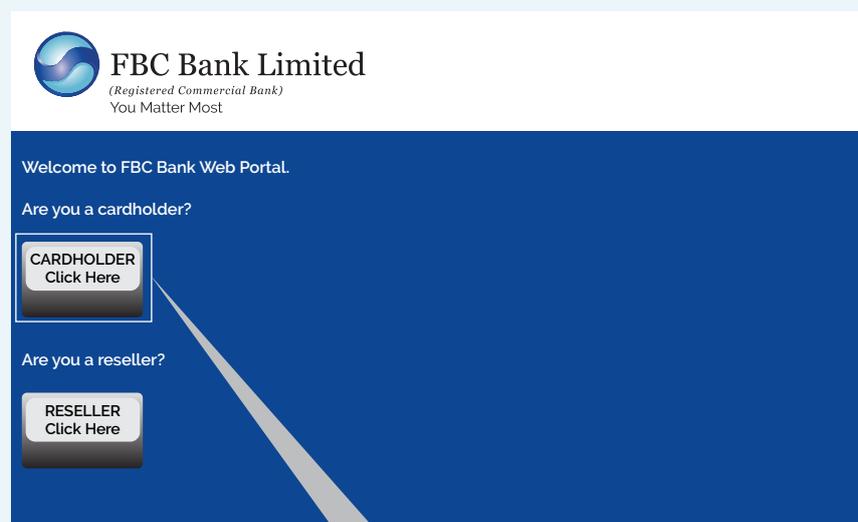
<https://play.google.com/store/apps/details?id=com.fbcbank.fbcbankapp&hl=en&gl=US> (Android)

## How to Register your FBC MasterCard on the web

1. Visit our website [www.fbc.co.zw](http://www.fbc.co.zw)
2. Select the Prepaid portal as shown below;



3. Select the cardholder option



## How to Register your FBC MasterCard on the web (Continued)

- Then click on the new user or forgot password/ Re-Register option.

- Enter your details as shown below and submit.

- An OTP will be sent to your registered email and mobile number.
- After submitting OTP you will be requested to create a new user and preferred password.
- A message will pop up advising that you have been successfull registered and the following screen will be displayed.

- Login using your new username and the password created.



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## Mastercard card functions

-  Tap and Pay with the FBC mastercard
-  Make online payments
-  Receive funds onto the card from outside the country
-  POS purchases anywhere in the world
-  Withdraw different currencies from your card and any ATM internationally



#YouMatterMost



### How to Install the FBC Prepaid MasterCard App;

1. Download using the respective link depending on the phone operating system.
2. Click the install button
3. Open the application for registration
4. Accept the terms and conditions
5. Register by entering your card number, mobile number, email address and submit
6. You will receive an OTP on your email and or mobile phone. Enter the OTP & submit
7. You will be advised to set your mPIN and confirm. This Pin will be used to access your MasterCard App anytime therefore use the one you can remember
8. After confirming the mPIN you will be taken to the main menu.

### From the main menu, you can do the following on your MasterCard APP:

- Balance enquiry
- Mini-statement and transaction history
- Transfer of funds from Prepaid Mastercard to Prepaid Mastercard
- Change PIN
- Re-set PIN
- De-activation and reactivation of card
- Blocking of the card if lost or stolen
- ATM locator
- Branch Locator
- Agent locator for card re-loads

Please note. If you BLOCK your card using the maintenance function on your MasterCard App you will not be able to unblock it, you will need to contact our Help team who will gladly assist.

### Promotions and other FBC MasterCard Functions

1. You can now use your MasterCard to pay for a Dstv subscription internationally regardless of where the account was opened
2. Pay your SHOW MAX subscription using the FBC MasterCard and enjoy a 10% discount on every transaction
3. Receive funds into your MasterCard from any bank through Telegraphic Transfers
4. You can now do card to card transfers from your MasterCard App or Prepaid portal

### Security Tips

1. Cardholders to update their details with the FBC Help Centre to ensure they get prompts for One Time Password (OTP) when transacting to ensure control over all your transactions processed on their card.
2. When requesting FBC Bank to assist you on any issue concerning your MasterCard card, avoid sending your full card number. Your full name and the last nine digits of your card number are enough for us to be able to assist you. e.g. XXX1 2345 6789.
3. Always make sure you read through the terms and conditions of any websites that you may wish to subscribe to before signing up to avoid surprise deductions from your account.
4. Always have sight of your card when you hand it over for swiping to ensure it is being swiped for your intended purpose.
5. When your card is trapped in an ATM, do not leave the ATM before you contact our FBC 24/7 Call Centre to have the card blocked.
6. Treat your card as good as cash and don't lose sight of it.
7. Always update your bank with your new contact details for delivery of transaction SMSs and Email notifications
8. Never give out your information over the phone to untrustworthy sources. FBC staff members will not ask you for your OTP or PIN codes.
9. Make sure you are transacting on a secure site check the URL address which should be https with an s
10. Do not subscribe to automatic debits from your card or let the site remember your card details. It is risky and your personal information will be compromised.
11. Your CVV /CVV2/CVC2 is the 3-digit number at the back of your card. Please ensure this code is known to you only.
12. Always double check the expiry date to make sure it's correct to avoid transaction failure.



**FBC Help Centre**  
45 Nelson Mandela Avenue | Harare | Zimbabwe

<b>FBC Help &amp; Support Centre</b>	<b>General phone no. :</b> +263 -242- 783204   783206-7   707057 772706   797759 <b>Toll free line :</b> 08080025 (Econet Only) <b>Website:</b> help@fbc.co.zw <b>Skype Id :</b> fbchelpcentre	<b>Hotlines :</b> +263 772 419 693 +263 772 152 647 <b>Direct lines :</b> +263 - 242 - 761198 704481-2 <b>Email:</b> help@fbc.co.zw
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