



FBC Bank Limited

(Registered Commercial Bank)
strength • diversity • service

Step into a New World of Endless Convenience with the Modernised FBC Mobile Banking Platform

Enjoy secure, reliable, fast, convenient and easy access to banking and insurance services in the comfort and privacy of your home or office via the newly modernised FBC Mobile Financial Services Platform. The service brings about a richer experience and ultimate convenience to you as our valued FBC Client, wherever you are and at any time of the day.

The platform has been designed to enable you to manage your money wherever you are.

New Features on the FBC Mobile Financial Services Platform

- Ability to securely log in using fingerprint and facial recognition on supported devices
- Ability to pay for your third-party vehicle Insurance
- Ability to manage beneficiaries, giving you the freedom to add, modify or delete beneficiaries for bill payments, airtime purchases as well as internal and external bank transfers
- Provision of a Foreign Exchange Calculator
- Availability of Proof-of-Payment(POP) for transfers
- Exciting and user friendly design for the USSD(*220#) platform and Mobile Application

How do I access the new FBC Mobile Application?

- You must be registered for Mobile Moola with FBC Bank/ Building Society
- Download the FBC Mobile Application on Google Play Store or Apple Store
- Open the application from your home screen
- Accept the terms and conditions
- Enter mobile number
- You will receive a One-time password (OTP)
- Enter your Mobile Moola USSD pincode
- Proceed as normal

How do I Access the Service on a Basic Phone (USSD) Platform?

- Dial *220#
- The following MOBILE MOOLA Menu will pop up on your screen

1. Banking Services
 2. Insurance
- 🔵 Select Option 1 (Banking Services) from the Menu
 - 🔵 Confirm that you want to register
 - 🔵 Enter your account number prefixed with the branch code(refer to branch codes below)
 - 🔵 Enter the last four digits of your ATM card
 - 🔵 Confirm details
 - 🔵 You are now registered

FBC Branch Codes				
001 Samora Machel	008 Zvishavane	013 Kwekwe	022 Chitungwiza	862 BS Centre Harare
002 Nelson Mandela	009 Mutare	014 Masvingo	026 Beitbridge	870 BS Bulawayo
003 Southerton	010 Gweru	017 Private Bank Byo	027 Borrowdale	880 BS Mutare
004 Harare Private	011 Chinhoyi	020 FBC Bank Centre	028 Graniteside	881 BS Masvingo
005 Jason Moyo Byo	012 Victoria Falls	021 Msasa	861 BS Leopold	882 Gweru

For example:

If you hold an account at Samora Machel Branch, simply input 0012110159(001 being the branch code)



#ConnectEngageTransact     @FBCHoldings

Services Available on the Banking Services Menu

- 🔵 Balance Enquiry
- 🔵 Airtime Purchase
- 🔵 Mini-statement
- 🔵 Ecocash Services
- 🔵 Internal Transfer
- 🔵 Transfer to other Bank
- 🔵 Bill Payments
- 🔵 ZIPIT to Cell

- Pin Reset
- Card Blocking

Services Available on the Insurance Services Menu

- Third Party Insurance registration and purchase

Benefits to the customer

- Ability to self-register on mobile financial services in the comfort of your home, office or on the go
- Cost effective banking
- Ability to maintain beneficiaries - make use of the beneficiary maintenance option to set up the payee list and make payments with a click of a button to avoid typing of beneficiary account details each time you want to transfer funds
- Enhanced security features for guarding against unauthorised access to your account.
- Reliable, secure and quick access to your account...24/7
- Instant Access to the FBC 24 Hour Help Centre platform

How do I get additional help?

You can contact our friendly 24 Hour Help Centre team on the following platforms for any enquiries.

Whatsapp : +263 772 419 693, +263 772 152 647 or +263 732152 647

Tel : +263 704 481-82

Toll Free : 080 800 25 or 080 800 26 (Econet numbers only)

Email : help@fbc.co.zw

Skype : FBC.Help.Centre

Facebook : @FBCHoldings

Twitter : @FBCHoldings

We are a click away and available around the clock.

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