

# **FBZ Makumbi Banking**

# **Mobile Internet User Guide**

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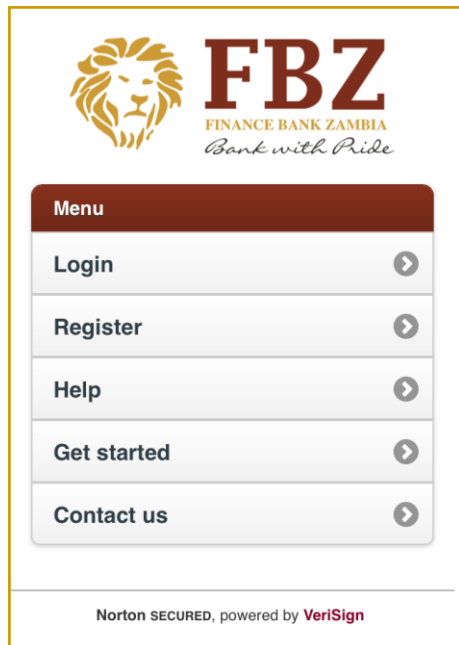
# Get Started

To get started with Mobile Internet go to Makumbi Banking website:


[www.mfbz.co.zm](http://www.mfbz.co.zm)

Click **Register** to register for Makumbi Banking

Click **Login** to access account(s)



## Registration Form



Back Login

Register

### Register

All fields are required.

Full name:

Street:

Postal/Zip code:

City:

Mobile number:

E-mail:

Pincode: (4 digits)

Register

Fill out all fields. Click **Register** to proceed. You can after registration use the Makumbi Banking Services with limited daily transfers and payments.

**NOTE:** Please visit your nearest FBZ Branch with identification documents for account verification purposes to get full daily transfer and payment possibilities.

## Login

Back Refresh

https://mobilebanking.mf...

**FBZ**  
FINANCE BANK ZAMBIA  
*Bank with Pride*

Back Menu

Customer login

**Customer login**

Enter your mobile phone number below to continue to the authentication.

**Mobile phone number:**

Continue

**Message of the day**

Finance Bank Zambia welcomes you to our new FBZ Makumbi Banking

Norton SECURED, powered by VeriSign  
Device: Mobile / Desktop

Enter registered mobile phone number and click **Continue**

## Login with PIN Code

Back Refresh

https://mobilebanking.mf...

**FBZ**  
FINANCE BANK ZAMBIA  
*Bank with Pride*

Back Menu

Customer login

**Login, authentication**

Provide the details below to continue the login process to your account.

**Mobile account number:**

Clear

5 # 4

0 8 1

7 6 3

2 9 \*

Login

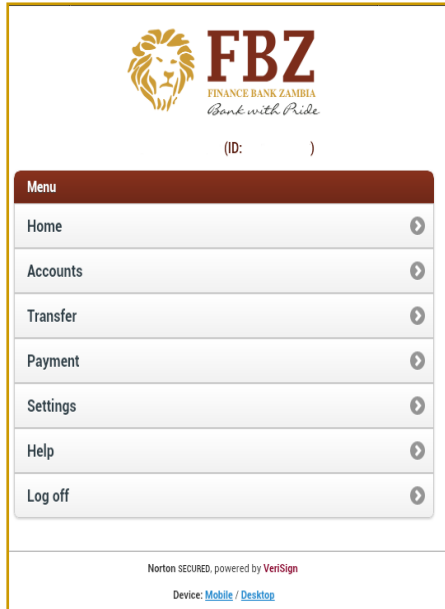
Cancel

Norton SECURED, powered by VeriSign  
Device: Mobile / Desktop

Enter your PIN Code using the on –screen number pad. Click Login to proceed

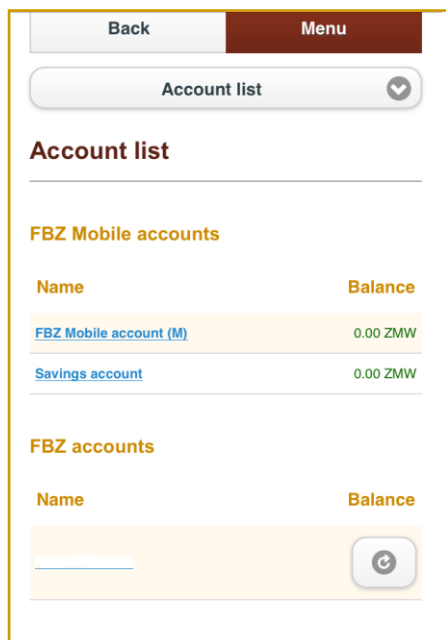
## Login with Mobile App

Login with registered mobile number. Proceed to login in to the Mobile Phone App with click Authenticate.



## Makumbi Banking Menu

## Accounts



## View balances for FBZ accounts

## Transfer

Back Menu

Create new transfer

### Transfer / Payment

Transfer / Payment

Select what kind of transfer / payment you would like to do.

Transfer / Payment:

Transfer

Continue

Cancel

Transfer / payments to other FBZ accounts, Makumbi accounts or send transfer to unregistered FBZ / Makumbi recipients

## Settings

### FBZ Accounts

Back Menu

FBZ accounts

### Manage your FBZ accounts

Current FBZ accounts

(Account is verified)

Save

Manage FBZ accounts and view account connection status

## Mobile Accounts

Mobile accounts

### Manage your accounts

This is a list of all your accounts. You have 2 of totally 5 allowed.

Create new account

#### Current Accounts

(Balance: 0.00 ZMW - Mobile account)

FBZ Mobile account

(Balance: 0.00 ZMW)

Savings account

Remove account

Save

Manage Makumbi account. 5 sub-accounts can be created.

## Mobile Banking

Back Menu

Mobile banking

### Mobile banking

Change your mobile banking settings below.

Active mobile phonenumber:

Default mobile banking account:

FBZ Mob...

SMS notifications:

Enable (On)

(Get an SMS when you receive money.)

Save

Change mobile banking settings: default mobile banking account, enable/disable SMS notifications (transactions notifications)

## Change PIN Code

The screenshot shows a mobile application interface for changing a PIN code. At the top, there are two buttons: 'Back' and 'Menu'. Below them is a 'Change pincode' button with a dropdown arrow. The main heading is 'Change pincode', followed by the instruction 'Change your pincode below.' There are three input fields: 'New pincode:', 'Repeat pincode:', and 'Old pincode:'. A note states 'Pincode has to be 4 (four) digits (0-9)'. At the bottom is a 'Change' button.

Change PIN code for Makumbi Banking

## Personal Information

The screenshot shows a mobile application interface for updating personal information. At the top, there are 'Back' and 'Menu' buttons. Below is a 'Personal information' button with a dropdown arrow. The heading is 'Personal information', followed by the instruction 'Change your personal/contact information and contact details below.' There are two sections: 'Address' and 'Contact information'. The 'Address' section includes fields for 'Name:', 'Passport/Id number:', 'Street address:', 'City:', and 'Postal code:'. The 'Contact information' section includes fields for 'Phonenumber:' and 'Email:'. At the bottom is a 'Save' button.

Change contact information (Address, contact phone number and Email address)



## Security Questions

Back Menu

Security questions

### Security questions

Minimum two Questions are required to be answered.

What is the last name of your favorite high school teacher?

What was the make and model of your first car?

What is your current car registration number?

What is your grandmother's first name?

What is your mothers maiden name?

Save

Keep your account secure. Please answer a minimum of 2 questions.

These questions and answers will be used to identify you when contacting Finance Bank Zambia for account assistance.

## Help

Back Menu

Help

### Help

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- [FBZ Mobile SMS guide](#)
- [FBZ Troubleshooting](#)

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## Log Off

Log out of Makumbi Banking