**FBZ Makumbi Banking
Troubleshooting Guide**
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Troubleshooting

Users who experience difficulties to use the services are recommended to study this section before contacting the FBZ customer support.

Question:	Answer:
I cannot open the FBZ Internet site. (http://mfbz.co.zm)	Check your Internet connection with your Mobile Internet browser if it is possible to surf on the Internet with your Mobile phone.
I cannot login to my Makumbi Internet Banking.	Check your login details and ensure your registered Mobile number is correct. If you have a smart phone with Mobile Application Authentication login, you need to use your registered Mobile phone App on your Mobile phone to be able to login securely. Use the "Login Help" link at the Internet login page to get assistance on how to login to your Makumbi Mobile Internet Banking. If this doesn't solve your problem you have to visit or call a local FBZ branch office to identify yourself and re-register your Internet login information.
I made a transfer but the recipient has not received the funds, what can I do?	Login to your Mobile Internet Banking and check the account from where you made the transfer. Locate the transfer and ensure the recipient's details are correct.

	Transfers can be set for a later / future date, check if this was done. You can delete pending transfers if the date is not yet due and make a new immediate transfer.
I have a new Mobile phone. How can I get the Mobile Banking services applied to my new phone?	Take your new Mobile phone to your nearest FBZ branch to register your new Mobile phone.
I have a new Mobile phone number, how can I get the Mobile Banking services applied to this new phone number?	Take your Mobile phone with your new number to the nearest FBZ branch to register your new Mobile phone number.
I made a transfer to the wrong receiver what can I do?	Visit your nearest FBZ branch to identify yourself and to correct the transfer.
I changed my address what can I do?	Login to the Mobile Internet Banking, go to Settings and change your address.
I'd like to tell my friend about FBZ Mobile Banking services, how can I do this?	Open you Mobile phone App and use the Share function to send an SMS to your friend with instructions on how to get the services to their Mobile phone.
If I visit a location without Internet coverage for my Mobile phone, is it possible to use the Makumbi Banking service anyway?	Yes. If you use the Mobile Phone App, secure encrypted SMS can be used to access the service. You can also access the USSD service by dialing *328# on your mobile phone or by sending a text to 328 to access the SMS service.
I would like to send money to a friend who doesn't have an account on Makumbi Banking, can I do this?	Yes, you can send the money to your friend's mobile phone number and he/she will get an SMS on how to register on Makumbi Banking to have access to the funds that have been transferred. Your friend should register within 48hrs to be able to claim the funds.
I made a transfer to a friend and	If you wait more than 5 minutes after the

forgot to confirm the transfer on my Mobile Phone App, how can I get a new confirmation code?	transfer without entering the confirmation code, the transfer will be canceled and you can make a new transfer. Pending transfers can also be viewed and canceled from the Makumbi Internet Banking transfer option.
What is the message on the first page of the Mobile Phone Application?	This is a public message from the FBZ to all their users.
When I download the **Mobile Phone App** to my Mobile phone it is not able to install, what can I do?	The only phones supported are smart phones with Android, iOS(for iPhones) and BlackBerry OS7. Kindly search your App Stores for compatible versions.
Can I use the Makumbi Banking service if I don´t have a smart phone?	Yes, you can use any Mobile phone with SMS functions to login to the Makumbi Internet Banking. Dial *328# to access the USSD service or send a text to 328 to access the SMS service.
How can I get a list of the SMS services available from a registered Mobile phone?	Send HELP the Bank's SMS service number (328), and you will get a list of commands you can use to access Makumbi Banking services.