

FBZ Makumbi banking

Quick guide

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Desktop internet

- Go to the website www.mfbz.co.zm
- Register as new customer
- Login with your the PIN code or Verified Mobile App
- You have now access to your internet banking.
- Download and install the Mobile Phone App for Smartphone users, iPhone, Android or BlackBerry under Get Started with your smart phone.
- Visit a FBZ branch office to activate your verification code for the Mobile Phone App.
- Read the user guide at the help site

Mobile phone internet

- Go to the website www.mfbz.co.zm
- Register as new customer
- Login with your mobile phone number and PIN code
- You now have access to your mobile internet banking.
- Download and install the Mobile Phone App for Smartphone users, iPhone, Android, BlackBerry under Get Started
- Visit a FBZ branch office to activate your verification code for the Mobile Phone App.
- Read the user guide at the help site

Mobile Phone App

- Go to www.mfbz.co.zm
- Go to Get Started
- Download and install the Mobile Phone App (for Android, iPhone and BlackBerry)
- Register as new customer
- Login with your mobile number and PIN code
- You have access to your Mobile banking App
- Visit a FBZ branch office to activate your verification code for the Mobile Phone App.
- You have now access to the high secure authentication function via the App. for login, transfers and payments.
- Read the user guide at the help site

Mobile Phone SMS Service

Register as new customer on the internet or at a friend's App or on the mobile phone internet.

- Send **HELP** (help instructions received via SMS)
- Send **REG XXXX** (To register as a new customer where XXXX is the PIN code)
- Send **BAL** (balance of mobile account)
- Send **STA YMMM** (statement of mobile account sent to your e-mail)
- Send **TRA XXX <260yyyyyyyy>** (XXX is amount, 260yyyyyyyy is receiver phone number)
- Send **ELE XXX** (XXX is the amount to pay for electricity)
- Send **WAT XXX** (XXX is the amount to pay for water)
- Send **TV XXX** (XXX is the amount to pay for Dstv)
- Send **AIR XXX** (XXX is the airtime top up amount)

All payments and transfers shall be confirmed by returning the onetime SMS authentication CODE to the SMS banking service number (328).

- Send **AUT CODE** to confirm a transfer or payment.

SECURITY MESSAGE:

Please make sure you have the SIM-card and Phone PIN activated to protect your mobile banking account.

When you change your mobile phone number, please be aware that you cannot get access to your mobile banking account.

Transfer your money to the new mobile phone account and deactivate the old account at a FBZ office.