



Fidelity Online Banking Registration Guide

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STEP 1.

Visit New Online Banking homepage

STEP 2.

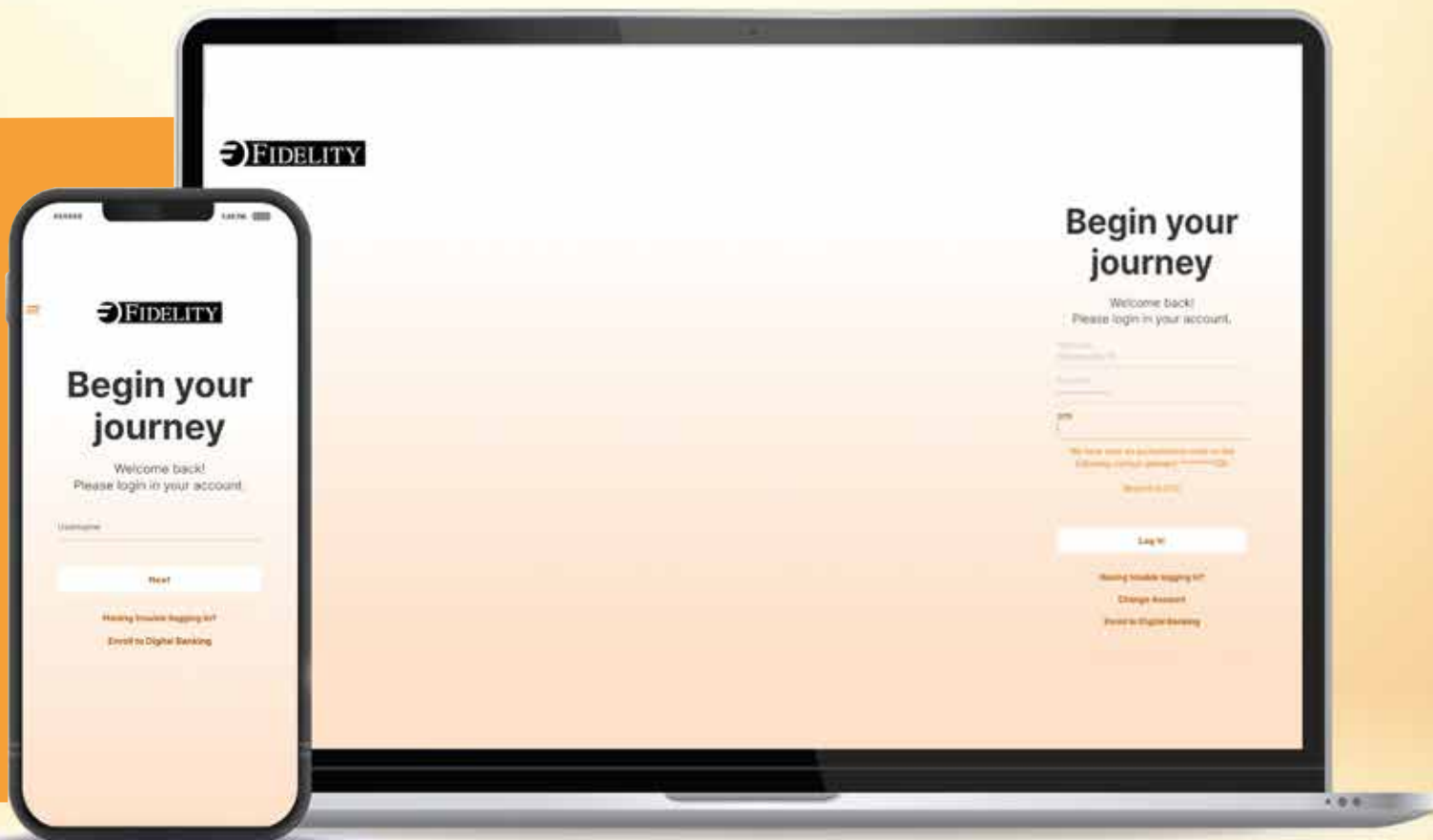
Enter current username for existing online banking platform.

STEP 3.

Enter current password for existing online banking platform.

STEP 4.

Enter the one-time passcode (OTP) that will be sent via WhatsApp using the mobile number on file with Fidelity.



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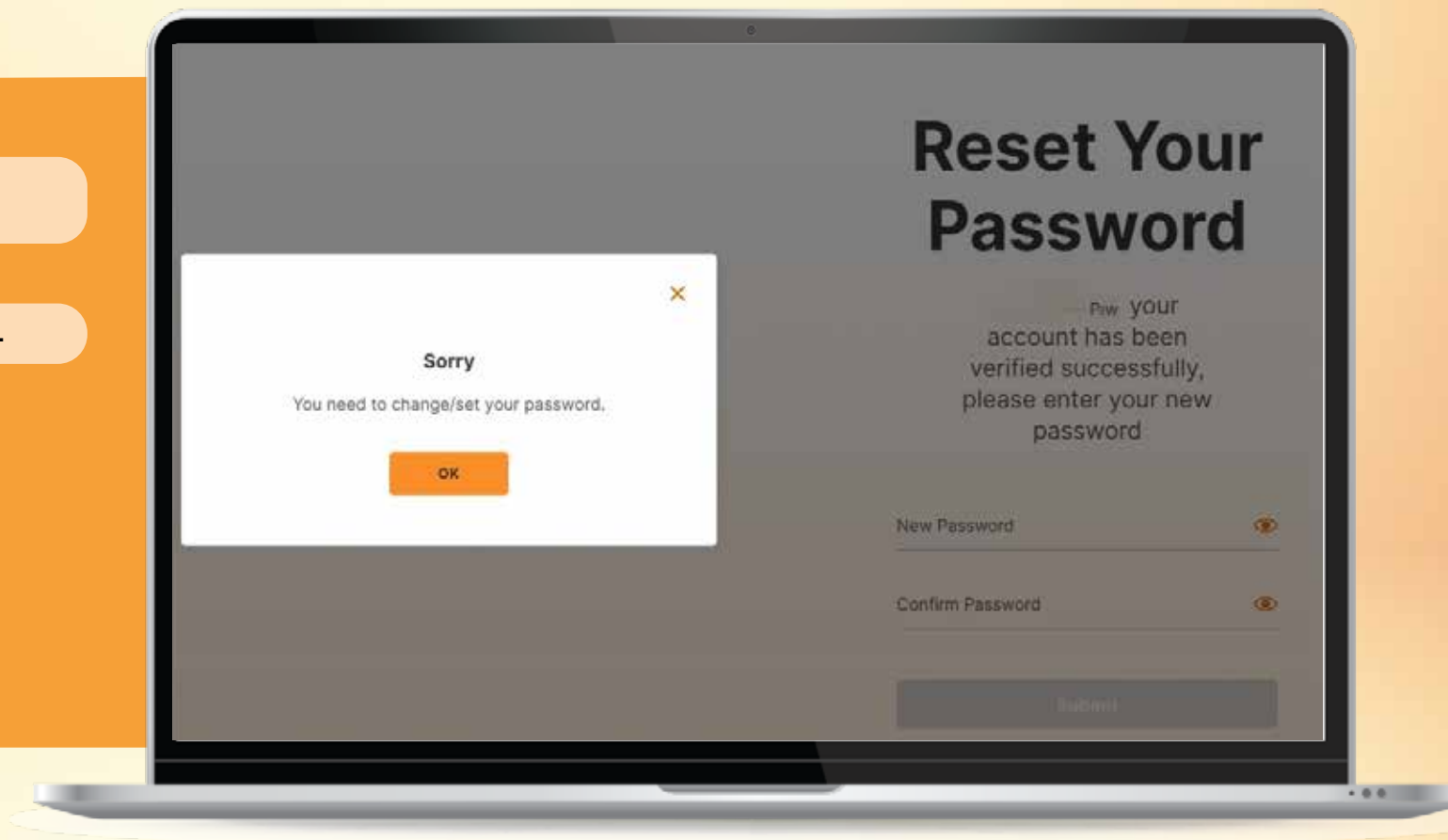


STEP 5.

Follow the prompts to change username and password.

STEP 6.

Confirm new password.



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STEP 7.

Accept terms and conditions.

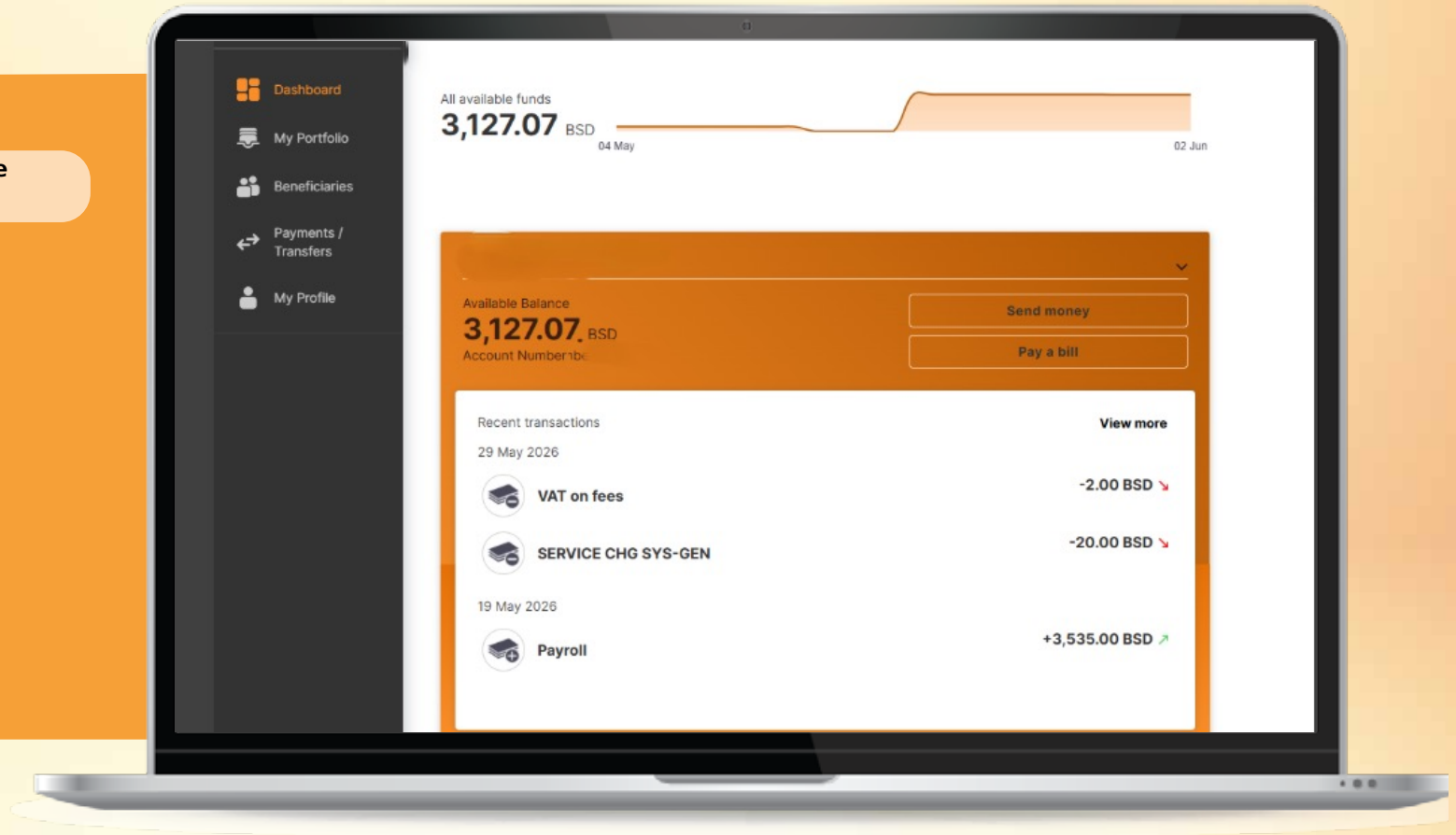


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STEP 8.

**Begin to experience the
New Online Banking.**



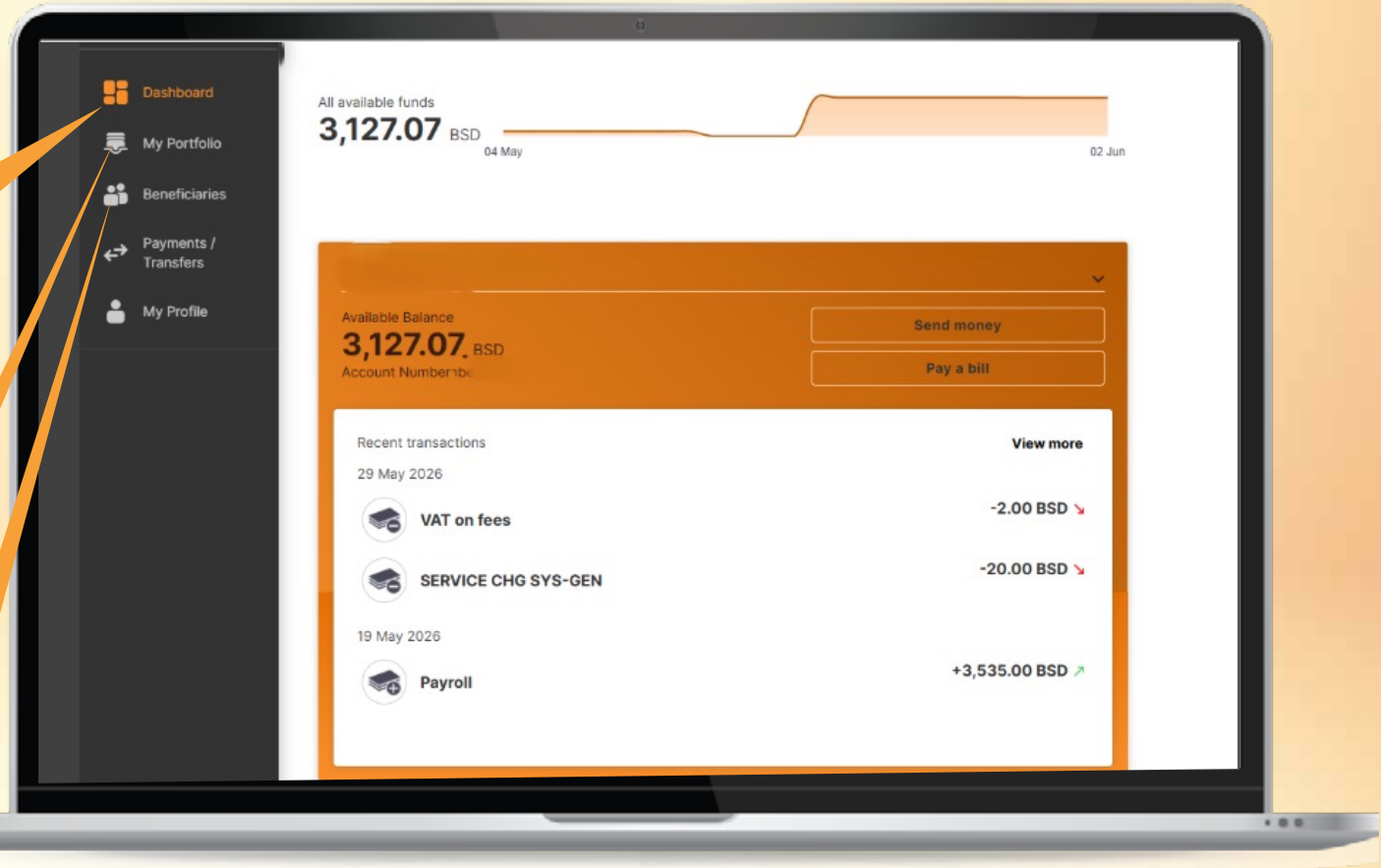
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DASHBOARD
View summary of account balances and monitor recent activity transactions and account activity.

MY PORTFOLIO
Access detailed information about accounts, products, and overall financial relationship with Fidelity.

BENEFICIARIES
View and manage saved beneficiaries/transfer recipients.



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PAYMENTS & TRANSFERS Perform the following transactions:

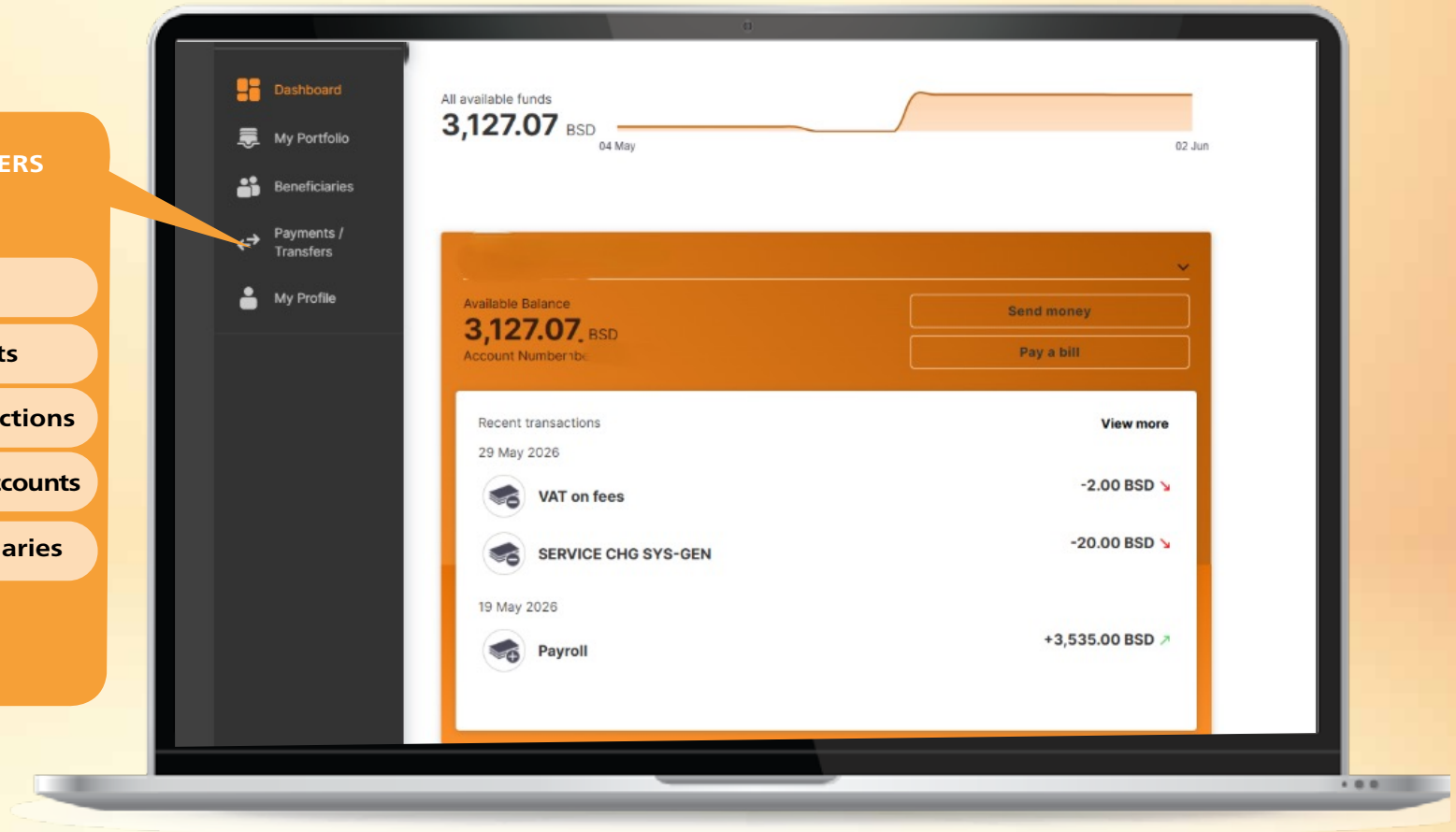
Bill Payments

Credit Card Payments

Prepaid Card Transactions

Transfers Between Accounts

Transfers to Beneficiaries



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MY PROFILE

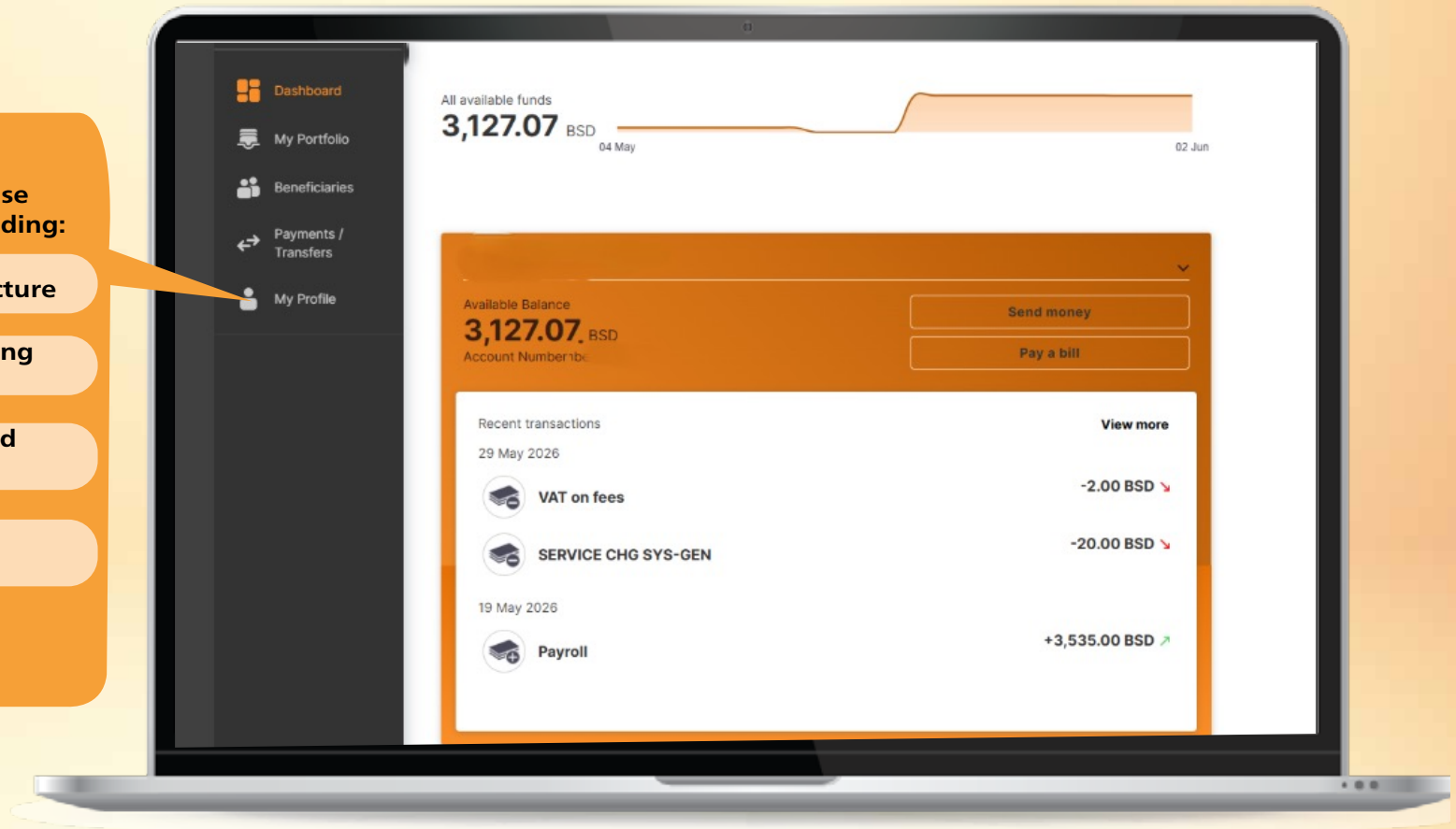
Manage and personalise account settings, including:

Updating profile picture

Sending and receiving secure messages

Managing registered mobile devices

Updating profile preferences



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OTHER KEY INFORMATION

TRANSACTION SECURITY

For security purposes, all payments and transfers will require a One-Time Password (OTP), which will be delivered to the following contact medium registered with Fidelity:

- WhatsApp number; or
- Email address

MOBILE APP USERS

Initiating a transfer through the mobile application will require the entering of the Mobile Personal Identification Number (PIN).

MOBILE PIN

Following the first time login to the New Mobile App, there will be a prompt to create a Mobile PIN. The Mobile PIN is used to authorise transfer transactions made through the Mobile App.

PASSWORD RESET

Select "Having Trouble Logging In?" on the New Online Banking login page and follow the on-screen instructions.

To reset your password, you will need:

- NIB Number
- Account Number

SECURITY TIPS

- Keep username, password, OTP, and Mobile PIN confidential.
- Never share OTP with other parties
- Log out after each session in Online Banking or Mobile App
- Verify beneficiary details before approving transfers
- Regularly monitor account activity, and report any suspicious activity