

# **Red Bank Financial – Frequently Asked Questions (FAQ)**

## **1. How can I update my personal details on the Red Bank Financial website?**

- Log in to **Online Banking** with your username and password.
- Go to **Profile & Settings** → **Personal Information**.
- Select the details you'd like to update (address, phone number, email, etc.).
- Confirm the changes with your **OTP (One-Time Password)** sent to your registered device.

## **2. How do I reset my Online Banking password?**

- On the login page, click “**Forgot Password?**”.
- Enter your registered email/phone number.
- Follow the instructions to reset your password securely.

## **3. How do I check my account balance?**

- Log in to **Online Banking** at [www.redbankfinancial.com](http://www.redbankfinancial.com) or use the **Red Bank Financial Mobile App**.
- Your balance is shown on the **Dashboard**.
- You can also check via **SMS Banking** by sending “BALANCE” to 20014.

## **4. How can I transfer money to another account?**

- Log in to **Online Banking** or the **Mobile App**.

- Go to **Payments & Transfers** → **New Transfer**.
- Enter the recipient's details and transfer amount.
- Confirm with your **OTP**.

## **5. How do I report a lost or stolen debit/credit card?**

- Call **The Red Bank 24/7 Customer Helpline** immediately: 051-879-562.
- You can also log in to **Online Banking** → **Cards** → **Report Lost/Stolen**.
- A replacement card will be issued.

## **6. How do I apply for a new debit/credit card?**

- Log in to **Online Banking** or visit a **branch**.
- Navigate to **Cards & Services** → **Apply for a Card**.
- Fill out the application form and submit.

## **7. How do I open a new savings account?**

- Visit **The Red Bank branch** with a valid ID and proof of address.
- Or apply online: **Online Banking** → **Open Account**.
- Complete the form and upload required documents.

## **8. How can I set up account alerts?**

- Log in to **Online Banking** → **Alerts & Notifications**.
- Choose the alerts you'd like to receive (balance updates, transaction alerts, etc.).
- Select SMS or email delivery.

## **9. How do I contact Red Bank Financial for support?**

- **Customer Care Helpline:** 051-879-562
- **Email Support:** support@redbankfinancial.com]
- **Live Chat:** Available via the website and mobile app