

## Online & Mobile Banking Guide

(Version 2025 – Public User Guide)

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### 1. Overview

FinSight Online and FinSight Mobile give you secure access to your accounts 24/7 — anywhere, anytime.

Manage your finances, pay bills, transfer funds, and control your cards instantly from your computer or smartphone.

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### 2. Access and Login

**FinSight Online** (Web Portal):

1. Visit [www.finsightbank.tn](http://www.finsightbank.tn) and click “Client Login”.
2. Enter your **Client ID** and **password** provided by the Bank.
3. Validate the login with the **One-Time Code (OTP)** sent to your registered phone.

**FinSight Mobile** (App):

1. Download “FinSight Mobile” from the App Store or Google Play.
2. Log in using the same credentials as FinSight Online.
3. Activate **biometric login** for future access (optional).

**Security Tip:** Never share your login details. FinSight will never ask for your PIN or password by phone or email.

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### 3. Main Features

Function	Description
<b>Account Overview</b>	Real-time balance and transaction history.
<b>Transfers</b>	Domestic, inter-branch, and international (SWIFT/IBAN).
<b>Payments</b>	Pay utility bills, taxes, or telecom services instantly.
<b>Standing Orders</b>	Schedule automatic recurring transfers.

Function	Description
Card Management	Block/unblock cards, adjust spending limits, change PIN.
Notifications	Receive instant alerts for transactions, deposits, or card activity.
Statement Download	Generate official statements in PDF.
FX Operations	Simulate and execute currency exchanges (for authorized clients).

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#### 4. Security and Data Protection

FinSight uses state-of-the-art encryption, multi-factor authentication, and real-time fraud detection.

Your session automatically disconnects after 5 minutes of inactivity.

All data are hosted on secure servers compliant with the **INPDP** and **GDPR** regulations.

##### Best Practices:

- Keep your phone software up to date.
  - Avoid using public Wi-Fi for financial operations.
  - Immediately block your account in case of suspicious activity.
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#### 5. Limits and Conditions

Operation	Daily Limit Authorization	
Transfers within FinSight	10,000 TND	Standard
Interbank Transfers	5,000 TND	OTP confirmation
International Transfers	2,000 EUR	Compliance validation
Bill Payments	Unlimited	Automatic
Mobile to Mobile Transfers	500 TND	Simplified

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#### 6. Frequently Asked Questions (FAQ)

**Q:** What if I forget my password?

**A:** Click “Forgot Password” on the login page. A reset code will be sent to your registered number.

**Q:** Can I download my statements?

**A:** Yes. You can generate them in PDF format under “Statements”.

**Q:** How do I block my card online?

**A:** Go to “Card Management” → “Block Card”. The operation is instant.

**Q:** How do I update my phone number?

**A:** Visit your branch or contact customer support for verification.

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## **7. Contact and Support**

**Call Center:** +216 71 000 123

**Email:** [support@finsightbank.tn](mailto:support@finsightbank.tn)

**Website:** [www.finsightbank.tn](http://www.finsightbank.tn)

**Mobile App:** FinSight Mobile – iOS & Android