

Frequently Asked Questions

1 FORGOT MY PASSWORD

2 HOW TO DEPOSIT

3 WHERE DO I CHECK MY BALANCE

4 HOW DO I PAY FOR A SERVICE

5 HOW CAN I GET REGISTERED

6 HOW CAN I CHECK MY PAYMENTS

7 I HAVE ANOTHER QUESTION

8 QUÉ ES PIN DE TRANSFERENCIA

1

Forgot My Password

- In case you forgot your password, you can get support by calling the help center line at 099395923.
- Another alternative is going physically to the bank and notify the problem.

2

How To Deposit

- To make a deposit, you must call the attention line, and once that is done, you will need to fill the information asked in order to complete your deposit.

3 Where Do I Check My Balance

- To check your balance, once you have your web-banking app already opened and your account logged in, in the top bar you will see an option by the name of "Balance", you click in that option and your balance will be displayed.

4 How Do I Pay For a Service

- First you must have the web-banking app already opened and your account logged in, next, there should be an option named "Pay Service" at the top bar, you click it and to pay for a service you just click on the service you want to pay and fill the necessary details.

5 How Can I Get Registered

- To get registered, you should get in touch with the bank staff by calling the client line at 099395923, and fill the details asked. Once that's done, you should be receiving your login information.

6 How Can I Check My Payments

- If you want to check your payments, you need to have the web-banking app opened and be logged into your account, then in the top bar there should be an option by the name of "Report", click it and you should be able to see your different payments.

I Have Another Question

- If you have another question that's not on this list, feel free to send an email to webBank@faq.com where your question should be answered in approximately 48 hours at most.
- Any other question, you can also call the support center line 099395923.

What's a Transfer PIN

- A transfer Pin is a unique code which you should keep safe in order to make a transaction, is for personal use and shouldn't be shared with anyone.
- For more detailed information you can get in touch with the support line by calling 099395923.