



**FBC Bank Limited**  
strength • diversity • service

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**Information Circular No.118/2020**

**Convenience Banking**

**15 October 2020**

**OBDX QUERIES/ISSUES**

In a bid to improve customer service, all queries and issues relating to OBDX Internet Banking are now being handled by FBC Contact Centre – Customer Experience Department.

Staff members are therefore advised to contact FBC Contact Centre on the following details for assistance;

**Contact Centre Direct Lines:** +263 242 704481/2 and 761198.

**Toll Free:** 220(for all Networks) and 080 800 25 or 080 800 26 (for Econet Wireless

**Contact Centre Mobile numbers/ WhatsApp:**  
263 772 419 693/+263 772 152 647 | +263 732 152 647

**FBC Centre General Lines:** +263 242 707057/783204-8/772706/ 797759

**Contact Centre Universal email address:** [help@fbc.co.zw](mailto:help@fbc.co.zw)

The following forms will now be forwarded to Convenience user group email

1. Corporate Internet Banking application forms
2. Activation Requirement forms
3. Amendment forms

On the same note please note IB user group has been dissolved and Contact Centre user group email is taking over.

**Distributed to:**  
**By :**

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