



FNB Channel Islands

Online Banking and App
Registration Guide

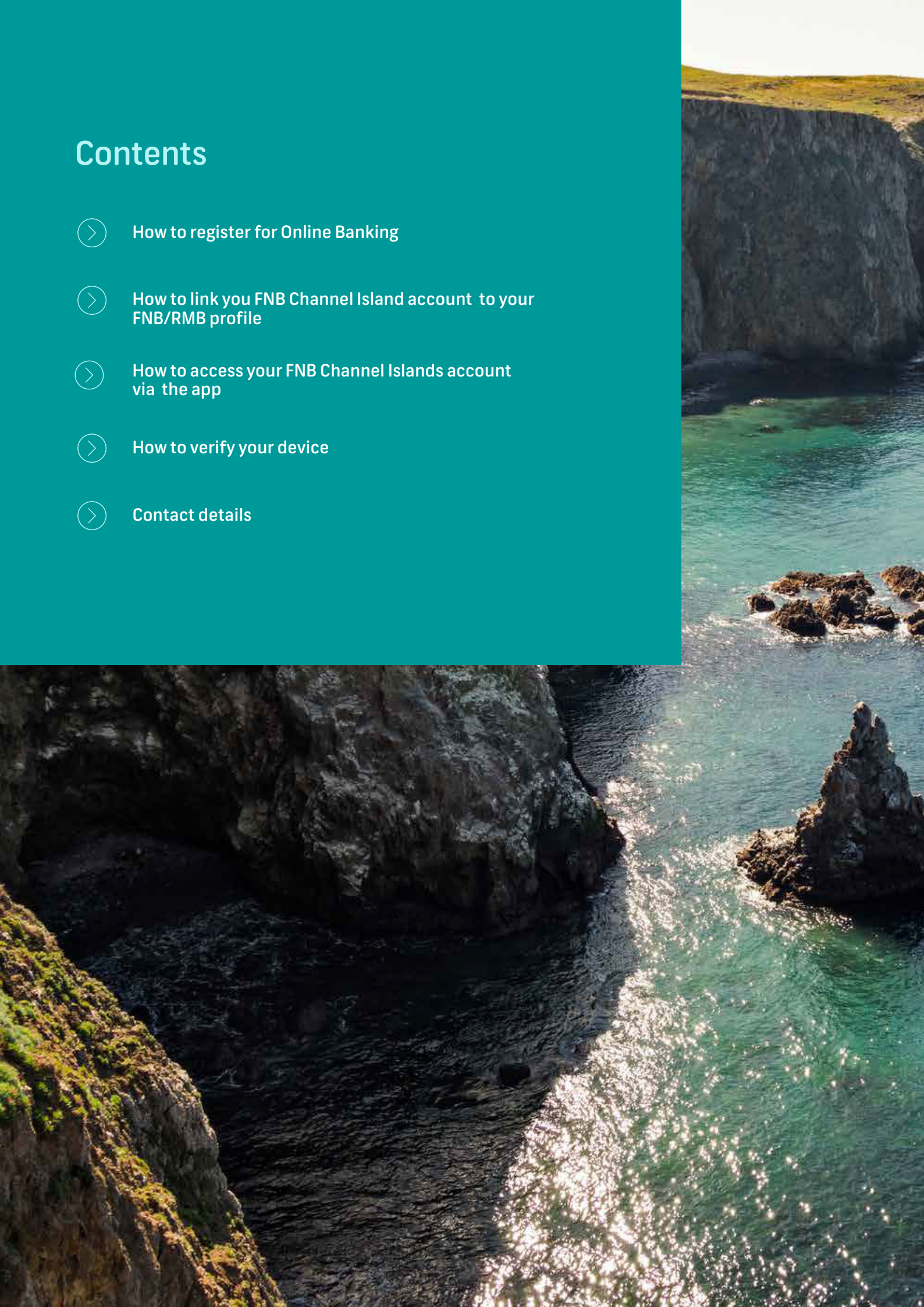
[Start >](#)

Terms and conditions apply.

FirstRand Bank Limited Guernsey Branch trading as FNB Channel Islands
is regulated by The Guernsey Financial Services Commission and licensed under The Banking Supervision (Bailiwick of Guernsey) Law, 2020

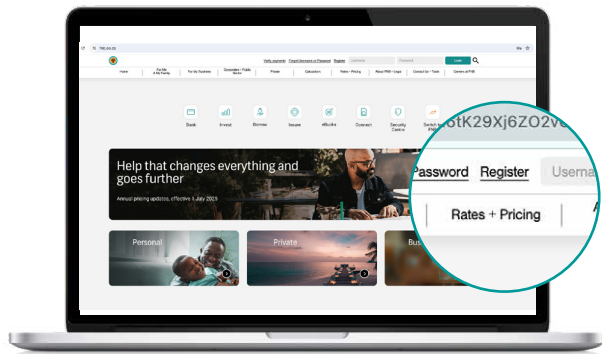
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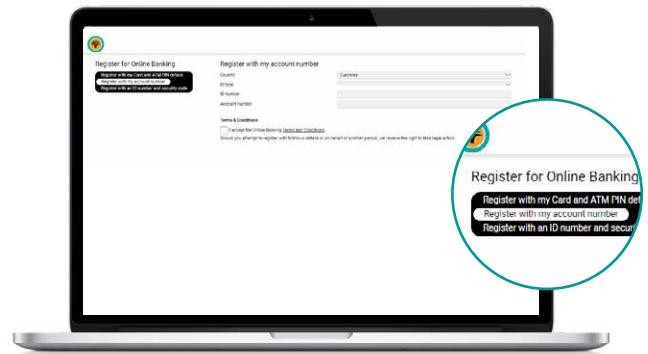


How to register for Online Banking

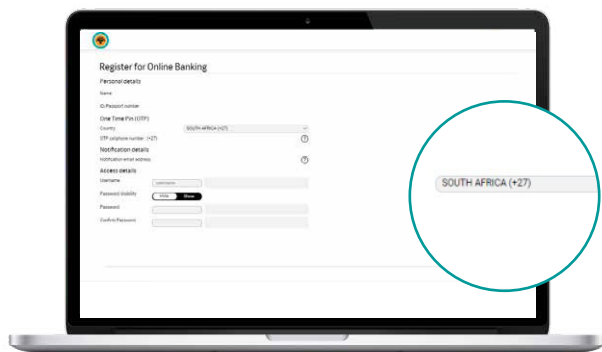
- 1 **Access the website:** www.fnbci.co.uk and click on the register tab on the top right of the page.



- 2 Click on 'Register with my account number' select Guernsey as the country



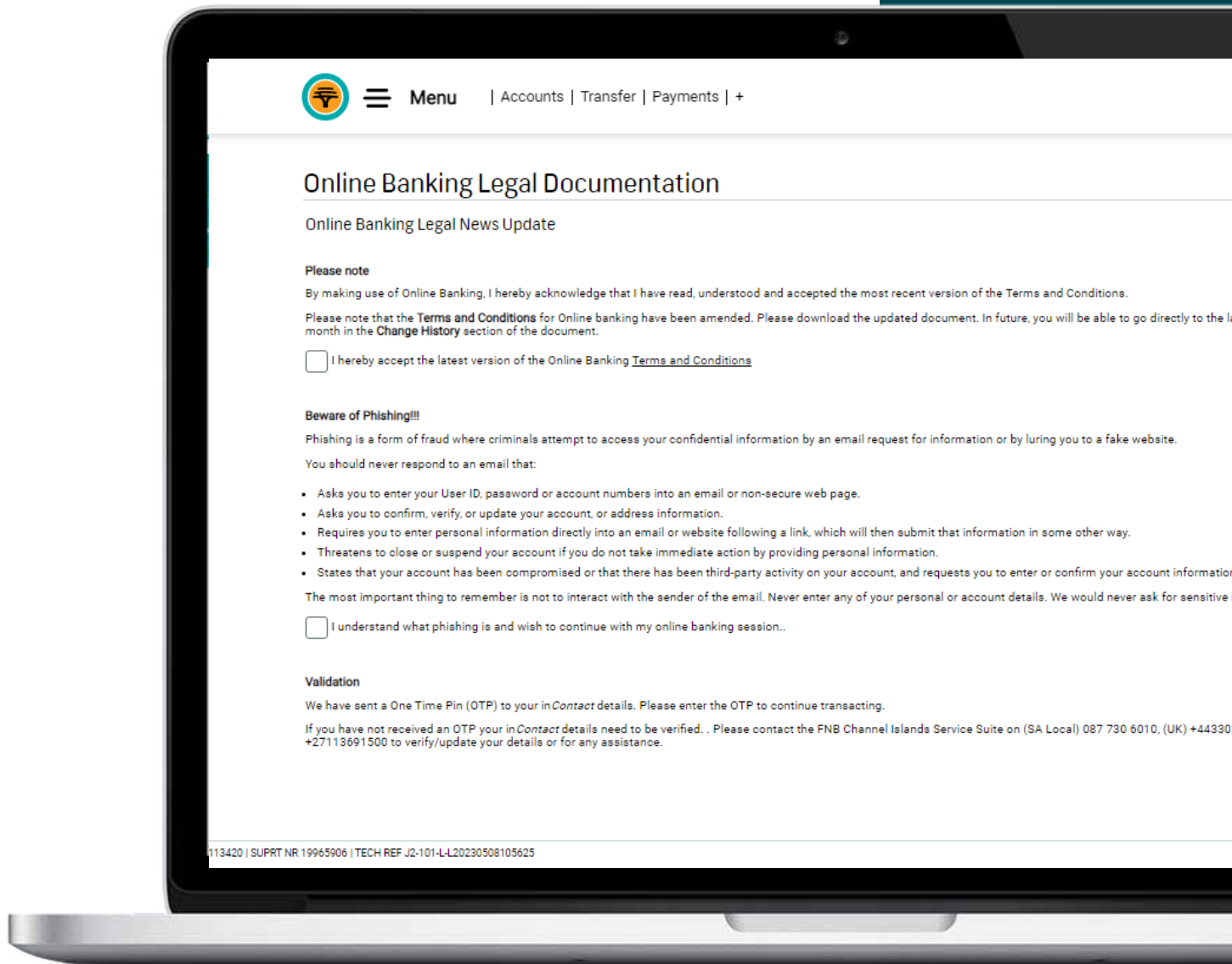
- 3 Select your ID type.
- 4 Add in your ID number/passport number.
- 5 Then add your account number and accept the Terms & Conditions.
- 6 Add your cell phone number and select the applicable country code.



- 7 create a username and temporary password.

How to register for Online Banking cont.

- 1 After registering you are required to contact the Service Suite on 087 730 6010 if calling from within SA / +2711 369 1500 from outside SA / +44 1481 748138 from Guernsey or the UK to verify your Online Banking
- 2 Upon the first log in , you need to accept the terms and conditions and Phishing declarations
- 3 After accepting the terms and conditions you will be prompted to change the password.



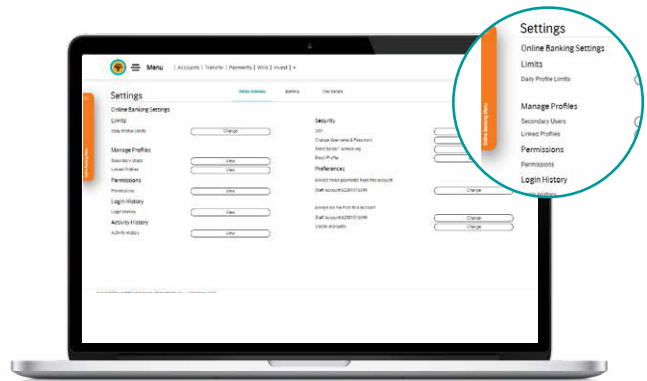
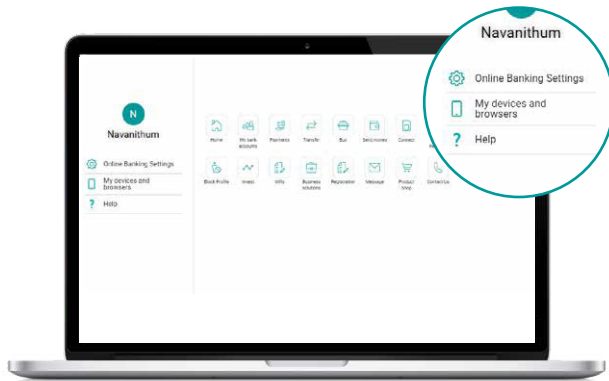
Linking profiles (Applicable to FNB South Africa customers only)

1 Log onto Online Banking (SA Online Banking Profile)

2 Click on 'Menu' on the top of the page

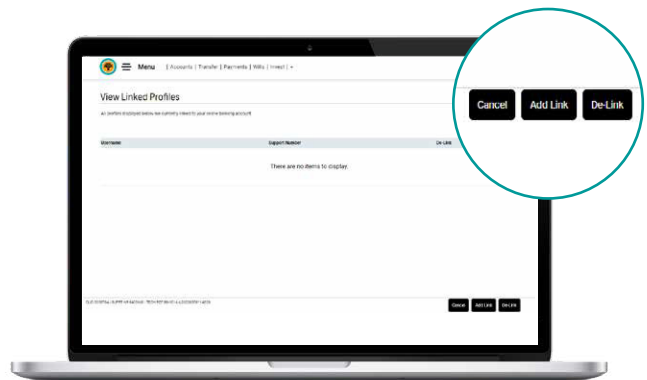
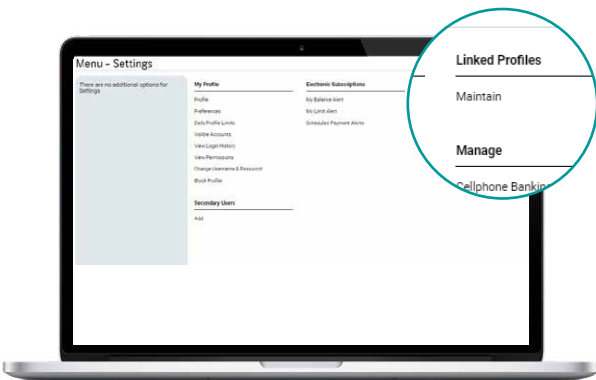
3 Click on 'Online Banking' settings

4 Click on orange bar on the left-hand side of the page



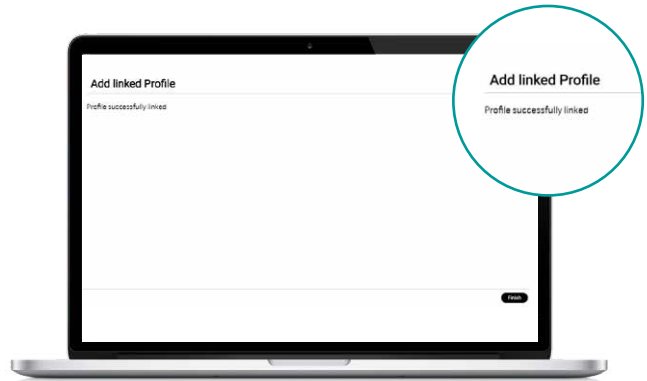
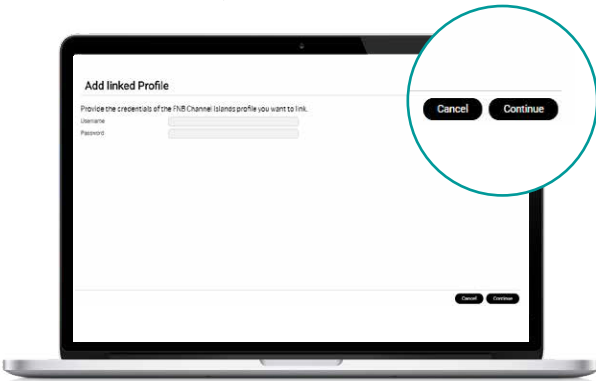
5 Click on 'Maintain'.

6 Click on 'Add Link'.

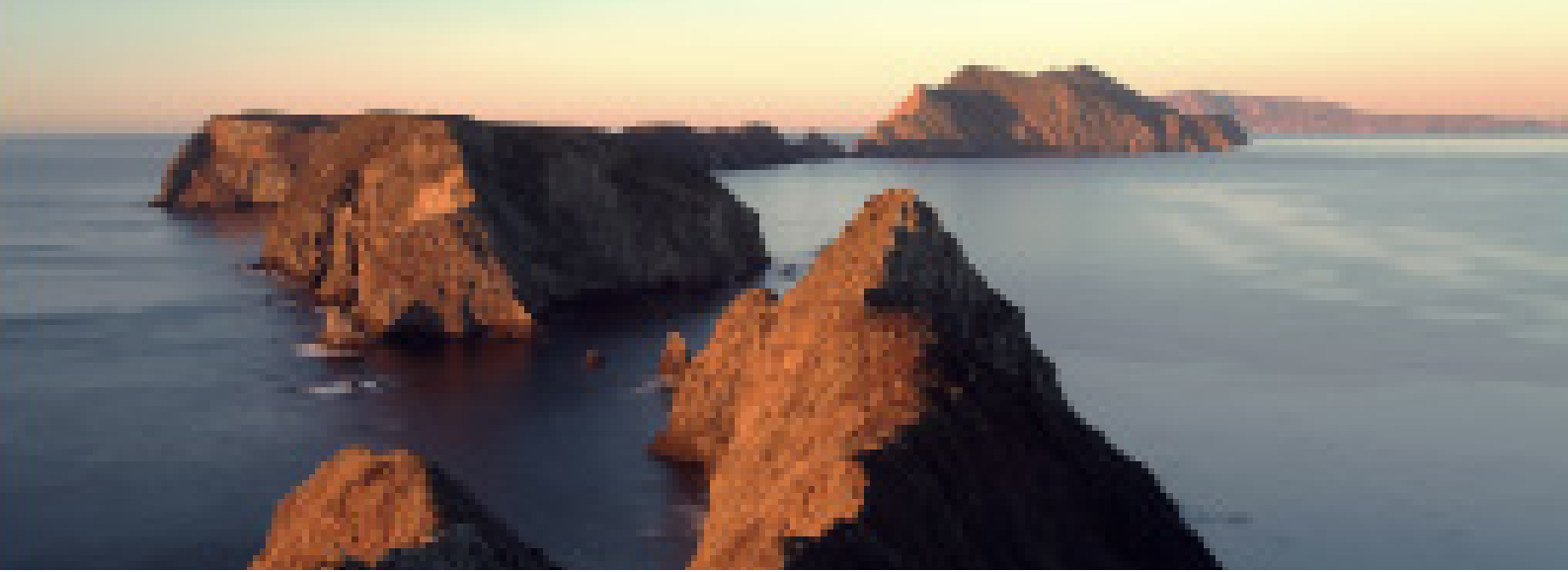


7 Enter your FNB Channel Islands Online Banking username and password and click continue.

8 Your profile has been successfully added.



9 Log off and back on to view the Linked accounts.



How to access your FNB Channel Islands account on the FNB App:

To access the FNB App, please note you first need to register on Online Banking (www.fnbc.co.uk)

First time FNB App user:

- 1 Register on www.fnbc.co.uk
- 2 Download the FNB App from available app stores
- 3 Use your FNB Channel Islands Online Banking username and password on the FNB App to login.

Existing FNB/ RMB App user:

- 1 Log in to your FNB/ RMB App using existing login details
- 2 Switch User under My Profile
- 3 Select Add another user
- 4 Enter your FNB Channel Islands User name and then password.
- 5 Confirm request
- 6 You have successfully added your FNB Channel Islands profile onto your FNB/RMB App

How to verify your device

When using the FNB App to transact for the first time, your device must be trusted.

In order to do this , you may contact the Service Suite.



Contact us

For further assistance, you may contact your Relationship Manager or your Private Advisor or the FNB Channel Islands Service Suite.

SA local 087 730 6010

SA international +27 11 369 1500

Guernsey/International +44 1481 748138

Alternatively, email us on info@fnbci.co.uk

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