

Forgot your password?

Follow the steps to change your Online banking password yourself

Visit the First Citizens Bank Website www.firstcitizenstt.com , Select the “Easy Banking” Tab

The screenshot shows the First Citizens Bank website's 'Easy Banking' page. The navigation menu at the top includes 'ABOUT US', 'PERSONAL BANKING', 'COMMERCIAL BANKING', 'CORPORATE BANKING', 'INVESTMENTS', 'WEALTH MANAGEMENT', 'EASY BANKING' (highlighted with a red circle), and 'MY LIFESTYLE'. Below the navigation, there is a login section with fields for 'Userid' and 'Password', and a 'Login' button. A red circle highlights the 'Forgot your password?' link. To the right, there is a section for 'easy banking' services, including 'Pay Bills', 'Manage Accounts', 'Manage Credit Cards', 'Transfer Funds', 'Request A New Account', and 'Apply For A Loan'. Below this, there is a section titled 'Easy Banking' with a sub-heading 'There is a better way to bank!' and a list of services: Mobile Banking, Online Banking, Telebanking, ATMs, and Email Alert.

Select “forgot your password?” option under the login screen, choosing “Change my password now.”

The screenshot shows the 'Forgotten Password' page on the First Citizens Bank website. The page has a header with the First Citizens logo, a Norton Secured logo, and a 'Printer Friendly Version' link. The main content area is titled 'Forgotten Password' and includes a sub-heading 'All areas denoted with an * must be completed.' Below this, there is a text input field for 'Userid' and a radio button selection for 'Options'. The 'Change my password now.' option is selected and highlighted with a red circle. There are 'Submit' and 'Cancel' buttons at the bottom of the form.

Enter your User ID or Customer Information Number (CIF) and click “Submit”

The screenshot shows a web browser window with the URL https://www.firstcitizenstn.net/login.do?_flowExecutionKey=_c290EC2E2-4262-86B6-253F-CE068843BADC_kCOD70F24-AECD-2E06-0B1. The page title is "First Citizens Bank Limited, - Forgotten". The main heading is "Forgotten Password". Below the heading, it says "All areas denoted with an * must be completed." and "Answer your secret question and provide your Transaction PIN and your mother's maiden name." The form fields are: * Date of Birth: [text input] (yyyy-mm-dd), * Last Name: [text input], Secret Question: On what street did you grow up?, * Answer: [text input], * Transaction PIN: [text input], and * Mother's Maiden Name: [text input]. At the bottom, there are "Submit" and "Cancel" buttons. The "Submit" button is circled in red.

Enter the details listed: -

- Your date of birth in the format yyyy-mm-dd
- Enter your last name (surname)
- Answer your secret question with response on file
- Enter your four-digit transaction PIN (used for online banking transfers and payments only)
- Enter your Mother's maiden name or surname before marriage (as on file)
- Click **submit**

Create a new password, confirm by re-typing

*Your password must comprise 6-16 characters with no spaces.

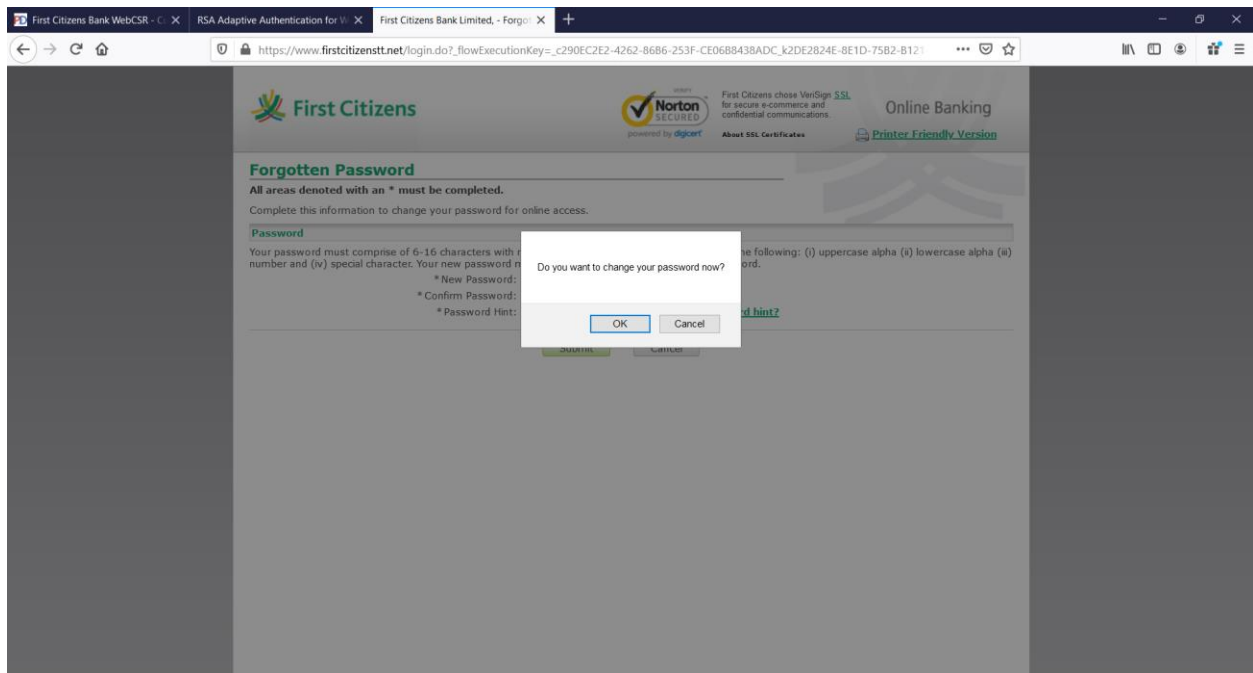
- One Uppercase Letter
- lowercase alpha
- number
- special character example (*&%\$#@!^)
- must be different from your existing password)

- Enter your password hint which is a word or phrase to help you remember what you set as the new password. You can have this hint emailed to you at any point to remind yourself what was set.

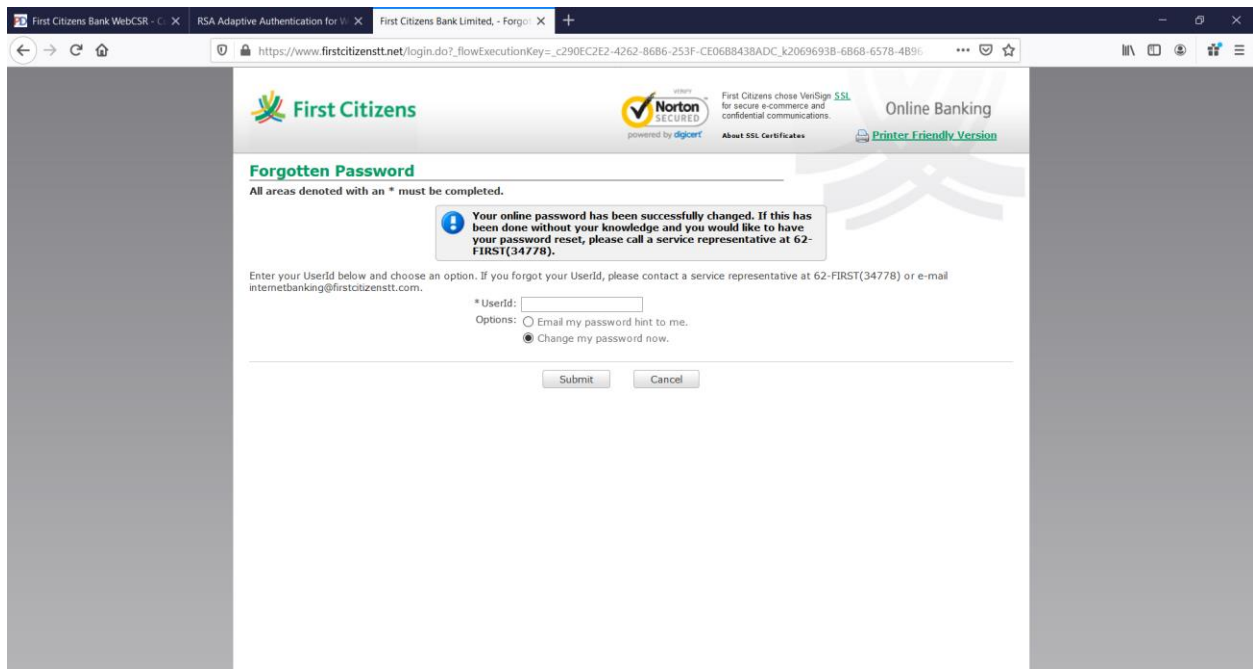
The screenshot shows a web browser window with the URL https://www.firstcitizenstn.net/login.do?_flowExecutionKey=_c290EC2E2-4262-8686-253F-CE0688438ADC_k2DE2824E-8E1D-75B2-B121. The page header features the First Citizens logo, a Norton Secured badge, and text stating "First Citizens chose VeriSign SSL for secure e-commerce and confidential communications." The main heading is "Forgotten Password" with a sub-heading "All areas denoted with an * must be completed." Below this, it says "Complete this information to change your password for online access." The "Password" section explains the requirements: "Your password must comprise of 6-16 characters with no spaces, and requires at least 1 of each of the following: (i) uppercase alpha (ii) lowercase alpha (iii) number and (iv) special character. Your new password must also be different than your current password." The form includes three input fields: "* New Password:", "* Confirm Password:", and "* Password Hint:". A link "What is a password hint?" is next to the Password Hint field. At the bottom are "Submit" and "Cancel" buttons.

A prompt will appear asking “Do you want to change your password now?”

Click “OK”



A confirmation message will be seen once successful that the password was successfully changed.



You may then return to the log in screen

ABOUT US PERSONAL BANKING COMMERCIAL BANKING CORPORATE BANKING INVESTMENTS WEALTH MANAGEMENT EASY BANKING MY LIFESTYLE

New Year, Higher Returns!

Earn 1.5% from January 1st, 2020

Abercrombie (TTD) FROM 1.1% to 1.5% p.a.

Click Here For Details

First Citizens INVESTMENTS **abercrombie** TTD MONTHLY FIXED INCOME FUND
First Citizens WEALTH MANAGEMENT

Online Banking

Userid

Password

Login Clear

- Great news for First Citizens Credit Card Customers
- Forgot your password?
- Validation of Transactions

- IT EXCHANGE RATES
- MUTUAL FUND RATES
- FIRST CITIZENS SHARE PRICE
- PERSONAL CUSTOMER AGREEMENTS
- BUSINESS CUSTOMER AGREEMENTS
- DEBIT CARD TRANSACTION QUERY

News and Notices

- Annual Report 2019
- Notice - Temporary Downtime of First Citizens Mobile Banking
- The Deadline Date For The Acceptance Of The Cotton \$100 Notes Is December 31, 2019
- Audited Consolidated Financial Statements 30 September 2019
- Centralized Collections Unit Vehicles and Properties for Sale

first

Log in with your User ID and newly changed password

Logout About Us Help Customer Service Mobile Banking

First Citizens

Norton SECURED powered by digiCert

First Citizens chose VeriSign SSL for secure e-commerce and confidential communications. About SSL Certificates

Online Banking

My Home My Services My Messages My Calendar Transfer Funds My Payments Open Accounts My Investments

Good Morning Online Banking & Telebanking Test

Last login Thursday 30 January 2020 at 3:32 pm [Customize This Page](#) | [Show Protected Data](#)

Accounts

Deposit Accounts		
Account	Available	Current
Statement Savings - ***5808	\$11.00	\$11.00

Transactions

Date	Account	Description	Amount
2020-01-07	***5808	Deposit	\$1.00