

1. Log into your Online Banking account using your user **ID** and **password**. Remember your User ID is the same as your Customer Information File (CIF) number

The screenshot displays the First Citizens Online Banking website. At the top, there is a banner for "New Year, Higher Returns!" featuring a man in a suit with his hands behind his head, and text stating "Earn 1.5% from January 1st, 2020" for the Abercrombie (TTD) fund, with a rate increase from 1.1% to 1.5% p.a. Below the banner is a "Click Here For Details" button. The main content area is divided into three sections: "Online Banking" with a login form, a navigation menu, and "News and Notices".

Online Banking

User Id
123456

Password
●●●●●●

Login Clear

[Great news for First Citizens Credit Card Customers](#)

[Forgot your password?](#)

[Validation of Transactions](#)

[TT EXCHANGE RATES](#)

[MUTUAL FUND RATES](#)

[FIRST CITIZENS SHARE PRICE](#)

[PERSONAL CUSTOMER AGREEMENTS](#)

[BUSINESS CUSTOMER AGREEMENTS](#)

[DEBIT CARD TRANSACTION QUERY](#)

News and Notices

- [Notice - Temporary Downtime of First Citizens Mobile Banking](#)
- [The Deadline Date For The Acceptance Of The Cotton \\$100 Notes Is December 31, 2019](#)
- [Nationwide Coverage Is Complete!](#)
- [Audited Consolidated Financial Statements 30 September 2019](#)
- [Temporary Point of Sale Limit Increase](#)
- [Notice - Limited ATM Downtime - San Fernando Branch](#)
- [Centralized Collections Unit Vehicles and Properties for Sale](#)

The browser address bar shows the URL: <https://www.firstcitizenstt.com/index.html?b17b17506b36441f3722d5229e523db0099534b7fa1e1c0cb92d81d4920708b=798a3f7575b77bdcb070fe>. The taskbar at the bottom shows the Windows Start button, search icon, and several application icons, along with the system tray displaying the time as 1:34 PM on 21/01/2020.

2. Select the "My Home" tab

The screenshot shows the First Citizens online banking dashboard. The browser address bar displays the URL: `firstcizenstt.net/customerDashboard.do?3156ea7db056beac404153e5effee9c77ddee3d1816915dd9f3f5084627c79b=0fc24414c35e0d458eae23f1a3e9a9d6&3156...`. The page features a navigation menu with tabs: **My Home**, My Services, My Messages, My Calendar, Transfer Funds, My Payments, Open Accounts, and My Investments. The **My Home** tab is highlighted with an orange arrow. Below the navigation menu, the page displays a greeting: "Good Afternoon Online Banking & Telebanking Test" and the last login time: "Last login Friday 17 January 2020 at 2:12 pm". There are two main sections: "Accounts" and "Transactions".

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

3. Select "About Me"

The screenshot shows the First Citizens online banking dashboard with the "About Me" dropdown menu open. The browser address bar displays the URL: `firstcizenstt.net/customerDashboard.do?3156ea7db056beac404153e5effee9c77ddee3d1816915dd9f3f5084627c79b=0fc24414c35e0d458eae23f1a3e9a9d6&3156...`. The navigation menu is the same as in the previous screenshot, but the **My Home** tab is highlighted with an orange arrow, and a dropdown menu is visible below it. The dropdown menu contains the following options: Home, **About Me**, Account List, Account Names, Security Information, Session History, and Transaction List. The **About Me** option is highlighted. The rest of the page content, including the greeting, last login time, and the "Accounts" and "Transactions" sections, remains the same as in the previous screenshot.

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

4. Go to “Email and Phone” and type in your email address and contact numbers

The screenshot shows the 'About Me' page on the First Citizens Bank WebCSR. The page is titled 'About Me' and includes a warning: 'All areas denoted with an * must be completed.' Below this, it states: 'This is the information we have on file for you. Call Customer Service at 62-FIRST(34778) to change any display-only information.'

The 'Personal Information' section displays the following details:

- Full Name: Online Banking & Telebanking Test
- Identification Number:
- Driver's Permit:
- Passport:
- Date of Birth: 2009-12-01
- Current Employer: First Citizens Bank Limited
- Occupation: Banker

The 'Email and Phone' section, highlighted by an orange arrow, contains the following information:

- * Email:
- * Home Telephone: (###-###-####)
- Business Telephone: (###-###-####)
- Extension:
- * Mobile / Alternate Telephone: (###-###-####)

The 'Address' section displays the following details:

- Home Address: Address: 62 independence Square & Corner Chacon Street, City: Port of Spain, Country: TRINIDAD & TOBAGO

5. Click the **“Submit”** button at the bottom of the page

Occupation: Banker

Email and Phone

* Email:

* Home Telephone: (###-###-####)

Business Telephone: (###-###-####)

Extension:

* Mobile / Alternate Telephone: (###-###-####)

Address

Home Address

Address: 62 independence Square &
Corner Chacon Street

City: Port of Spain

Country: TRINIDAD & TOBAGO

Mailing Address

Enter the address where you receive your mail. We may use this information to contact you by mail regarding your account(s). Indicate if the address is the same as your home address. If it is the same, you do not need to complete the mailing address information.

* Same as home address? Yes
 No

* Address:

* City:

* Country:
State:
ZIP Code:

Credit Card Accounts

* Apply change to Credit Card Accounts? Yes
 No

Please note, changes made to your email address and contact numbers will be automatically updated on your Online Banking account.

For any concerns or queries with updating your contact information via Online Banking, kindly send us a Secure Message, email at channelsupport@firstcitizenstt.com or chat with us via our Webchat service available every day from 6am to 10pm. To access Webchat, click on  located on the First Citizens website, www.firstcitizenstt.com.