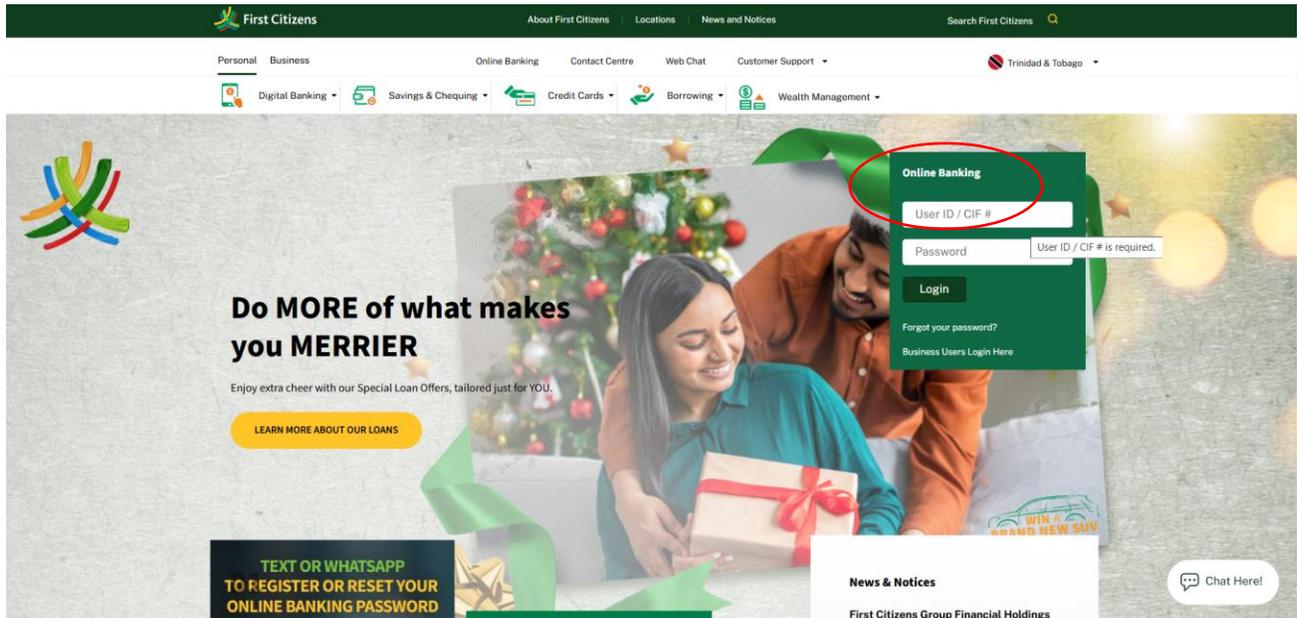


Welcome to First Citizens Online Banking

Follow the steps below to change your Transaction PIN

1. Log into your Online Banking account from <https://www.firstcitizensgroup.com>
Enter your **User ID and password**. Remember your **User ID** is the same as your *Customer Information File (CIF) number*



2. Select the "My Home" tab

The screenshot shows the First Citizens online banking dashboard. The browser address bar displays the URL: `firstcitizenstt.net/customerDashboard.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=65267576057b50fcd7f69ccfb043e2b5&4a09...`. The page header includes the First Citizens logo, a Norton Secured badge, and the text "Online Banking". A navigation menu contains several tabs: "My Home", "My Services", "My Messages", "My Calendar", "Transfer Funds", "My Payments", "Open Accounts", and "My Investments". The "My Home" tab is circled in red. Below the navigation menu, the page displays a "Good Morning Online Banking & Telebanking Test" message, the last login time "Wednesday 22 January 2020 at 3:11 pm", and links for "Customize This Page" and "Show Protected Data". Two main sections are visible: "Accounts" and "Transactions".

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

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

3. Select "Security Information" from the drop-down menu

This screenshot shows the same First Citizens online banking dashboard as the previous one, but with the "My Home" tab dropdown menu open. The "Security Information" option is circled in red. The rest of the page content, including the "Accounts" and "Transactions" tables, remains the same.

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

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

<https://www.firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f83e4947a8c6>

4. Complete only the following fields on the screen:

- **Existing password:** Insert existing Online Banking password
- **Mother's Maiden Name:** Insert Mother's Maiden Name in all CAPS (as listed on file)
- **Change Transaction PIN:** In the "New PIN" field enter *any four digits of your choice* and confirm by retying in the "confirm PIN" field below

First Citizens Bank Limited, - Sec: x +

firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f8f3e4947a8c6

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

Security Information

All areas denoted with an * must be completed.

You are required to first enter your existing password before changing any of your Security Information.

Existing Password

Enter your existing password for authentication purposes.

* Password:

Change Password

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. Leave this section blank to leave your password unchanged.

* New Password:

* Confirm Password:

* Password Hint:

Change Authentication Information

Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password.

* Question:

* Answer:

Mother's Maiden Name

You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN.

* Mother's Maiden Name:

Change Transaction PIN

You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN.

* New PIN:

* Confirm PIN:

Telebanking PIN

Access our Telebanking service at 62-FIRST(34778) by entering a 4 digit PIN. You can also change your existing Telebanking PIN by entering a new PIN here.

* New PIN:

* Confirm PIN:

5. Click "Submit"

First Citizens Bank Limited, - Sec: x +

PD First Citizens Bank WebCSR - Ver: x +

firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f8f3e4947...

You are required to first enter your existing password before changing any of your Security Information.

Existing Password

Enter your existing password for authentication purposes.

* Password:

Change Password

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. Leave this section blank to leave your password unchanged.

* New Password:

* Confirm Password:

* Password Hint:

Change Authentication Information

Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password.

* Question:

* Answer:

Mother's Maiden Name

You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN.

* Mother's Maiden Name:

Change Transaction PIN

You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN.

* New PIN:

* Confirm PIN:

Telebanking PIN

Access our Telebanking service at 62-FIRST(34778) by entering a 4 digit PIN. You can also change your existing Telebanking PIN by entering a new PIN here.

* New PIN:

* Confirm PIN:

6. A prompt will appear asking “Do you want to change your security information now?”
Click “OK”

The screenshot shows a web browser window with the URL `firstcitizenstt.net/updateSecurityInformation.do?4a09b4db900a8ea983953a22b6e08eca44a4548e6f8f66a550a6a6892083ac50=3f3276c9fd5b9768cb0f8f3e4947...`. The page contains several sections for updating security information:

- Existing Password:** Enter your existing password for authentication purposes.
- Change Password:** 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. Leave this section blank to leave your password unchanged. Fields include: * New Password, * Confirm Password, and * Password Hint (test).
- Change Authentication Information:** Change your secret question and answer below. If you forget your password, you must supply your answer to this question, in order to change your password. Fields include: * Question (On what street did you grow up?) and * Answer (street).
- Mother's Maiden Name:** You are required to enter your mother's maiden name in addition to your existing password in order to set Transaction PIN or Telebanking PIN. Field: * Mother's Maiden Name (*****).
- Change Transaction PIN:** You are required to set a Transaction PIN to verify your online transactions. It must be comprised of 4 digits. Leave this section blank to keep your existing Transaction PIN. Fields include: * New PIN (****) and * Confirm PIN (****).
- Telebanking PIN:** Access our Telebanking service at 62-FIRST(34778) by entering a 4 digit PIN. You can also change your existing Telebanking PIN by entering a new PIN here. Fields include: * New PIN and * Confirm PIN.

A modal dialog box is displayed in the center, titled "www.firstcitizenstt.net says", with the text "Do you want to change your security information now?". It has two buttons: "OK" (circled in red) and "Cancel". At the bottom of the page, there are "Submitting..." and "Cancel" buttons.

7. A window will appear advising that your **Transaction PIN** was successfully updated

The screenshot shows the same web browser window as in the previous image, but now displaying a success message. The message is: "Your Transaction PIN has been successfully updated." This message is circled in red. Below the message, the security information form is visible, with a note: "All areas denoted with an * must be completed." The form sections are the same as in the previous image, but the "Change Transaction PIN" section is now empty, indicating the update was successful. The navigation menu at the top includes: My Home, My Services, My Messages, My Calendar, Transfer Funds, My Payments, Open Accounts, and My Investments.

For any concerns or queries, kindly:

- Send us a Secure Message or
- Email at channelsupport@firstcitizenstt.com or
- Chat with us via our **Web Chat** service available every day from 6am to 10pm