



Conduct your business the way you want.

Visit onlinefirstcapitalbank.fmbch.com#Believe in
the Big BankBelief comes first    First Capital Bank is a Registered Commercial Bank and a member of the Deposit Protection Scheme. Terms and conditions apply.

Dear Valued Customer

New Internet Banking Login Process

As you go through our new Internet Banking migration process, we want to ensure that we walk closely together to ensure minimum transactional disruption. We have noted that initial login to the platform in the usual manner may be giving error responses to our clients and customers. Your ease to transact is important to us. Our teams have come up with an interim solution to address this, please follow the steps below for initial login.

Alternate Login Process

1. Click on the Internet banking link to open the website - <https://onlinefirstcapitalbank.fmbch.com>
2. Change country to Zimbabwe on the top right-hand side of the page
3. On the log in landing page click Forgot Password option
4. Page redirects and requests customer to enter Username
5. Customer enters username in UPPERCASE
6. Page opens OTP page and requests customer to enter OTP
7. Customer receives OTP on both Mobile Number and Email Address (these should be ones registered on our system)
8. Where OTP is not received on mobile, please check email for OTP
9. Customer retrieves OTP, enters the 4-digit verification code received and clicks submit
10. System sends Password Reset Link to registered Email (Link should be accessed within 15 minutes)
11. If the link expires before password reset is complete, prompt forget password again on the Internet Banking landing page to receive a new link
12. Customer receives email, clicks on the link and opens it in Browser
13. Page opens displaying change password fields
14. Enter and confirm new password with 8 characters or more. The password should include at least a capital letter, a special character, a digit, and a small capital letter
15. Page redirects customer to login page
16. Customer enters username – UPPERCASE and new password
17. LOGIN Successful

If you would like to reset your password credentials on the Internet Banking platform, we are here to assist you in a seamless manner. Please contact our dedicated digital team : Bongani Nyoni on, 0772 482 430 bongani.nyoni@firstcapitalbank.co.zw and Norbert Muzavazi on 0772 372 499, norbert.muzavazi@firstcapitalbank.co.zw. For round-the-clock support our Customer Service Team is available on the below details,

WhatsApp Line: +263 774 199 900
Telephone: +263 (0) 242 250579
Toll-Free (landlines): 08004216
Toll-Free (Econet): 08080093-6
Email: customer-service@firstcapitalbank.co.zw
Facebook: <https://www.facebook.com/FirstCapitalBankZW>
Twitter: <https://twitter.com/FirstCapitalZim>
Linked In: <https://www.linkedin.com/company/firstcapitalbankzw/>
Instagram: <https://www.instagram.com/firstcapitalbankzw/>

We will provide with the necessary updates during this process. Thank you for your continued support.

Regards

Customer Service