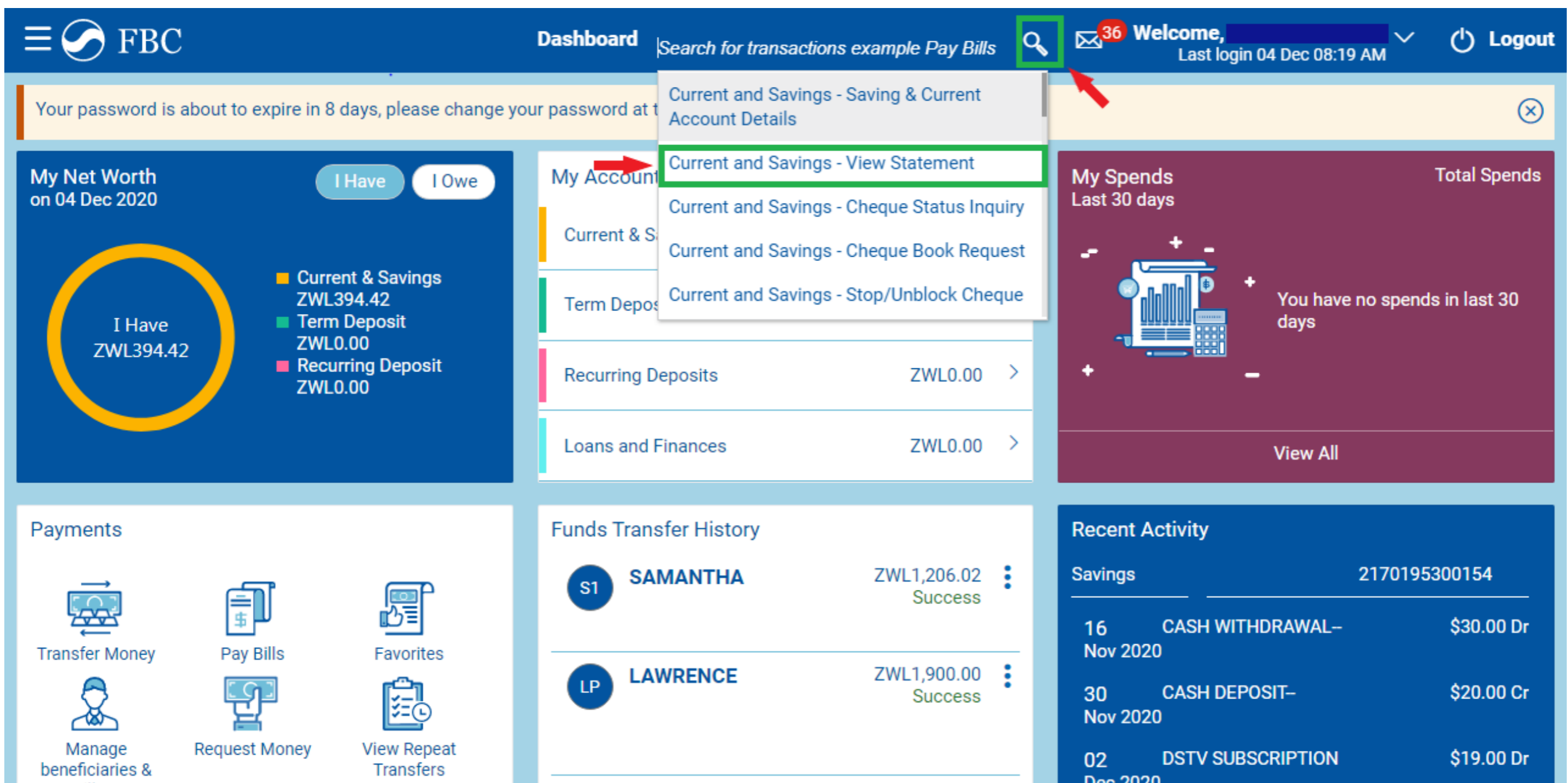


FBC Internet Banking Tips: How to get your personal bank statement

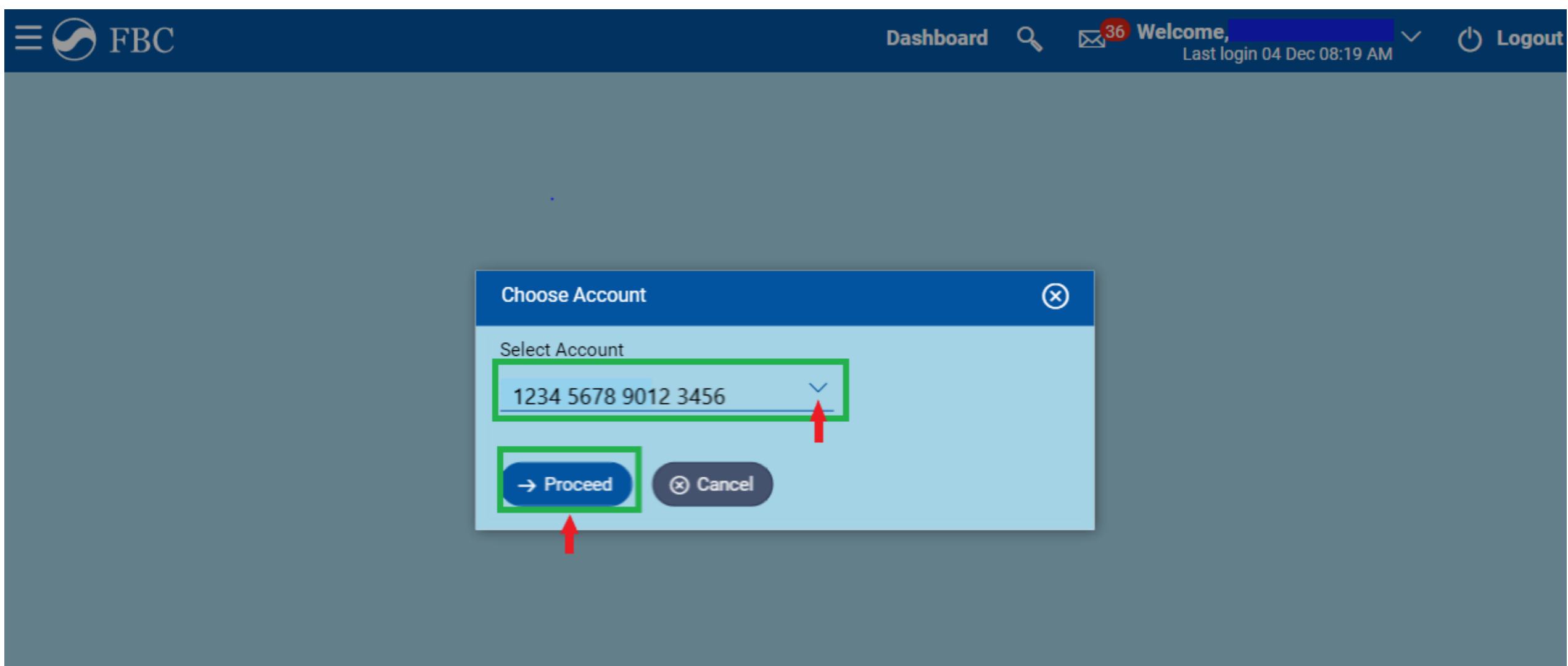
Dear Valued Client,

We share with you the steps to retrieve your Bank Statement on the FBC Internet Banking platform. Please note that the steps below are for the Individual customer

Step 1 - Click on the search icon, a drop down menu is displayed and “Current and Savings - View Statement”.



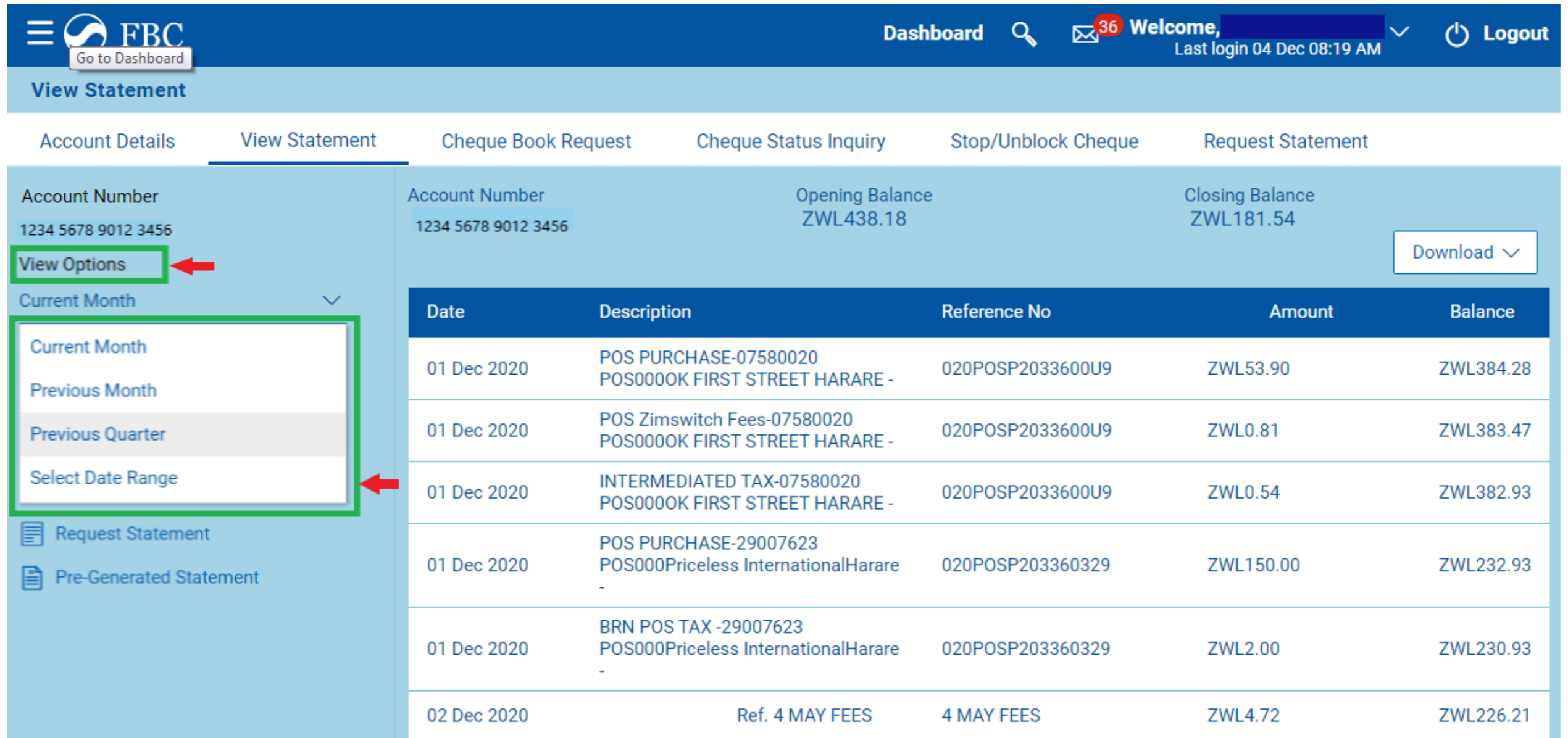
Step 2 – Click the drop down arrow to select the account you would like to view the statement from. Click “Proceed”.



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Step 3 - Click "View Options" and select "Date Range".



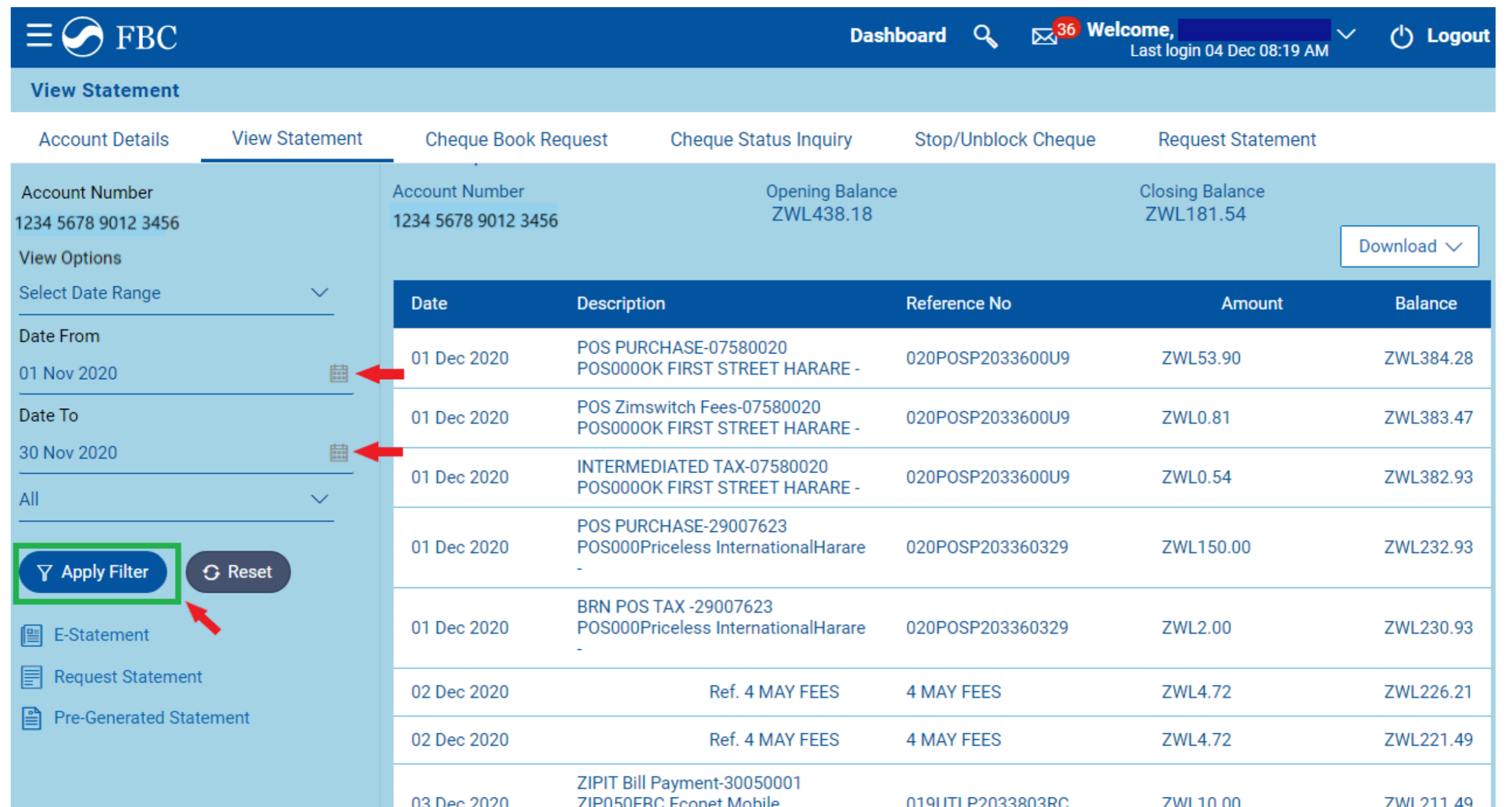
Account Number: 1234 5678 9012 3456

Opening Balance: ZWL438.18

Closing Balance: ZWL181.54

Date	Description	Reference No	Amount	Balance
01 Dec 2020	POS PURCHASE-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL53.90	ZWL384.28
01 Dec 2020	POS Zimswitch Fees-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.81	ZWL383.47
01 Dec 2020	INTERMEDIATED TAX-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.54	ZWL382.93
01 Dec 2020	POS PURCHASE-29007623 POS000Priceless InternationalHarare -	020POSP203360329	ZWL150.00	ZWL232.93
01 Dec 2020	BRN POS TAX -29007623 POS000Priceless InternationalHarare -	020POSP203360329	ZWL2.00	ZWL230.93
02 Dec 2020	Ref. 4 MAY FEES	4 MAY FEES	ZWL4.72	ZWL226.21

Step 4 - After selecting "Date Range", enter the dates you would like to search from and click on "Apply Filter".



Account Number: 1234 5678 9012 3456

Opening Balance: ZWL438.18

Closing Balance: ZWL181.54

Date From: 01 Nov 2020

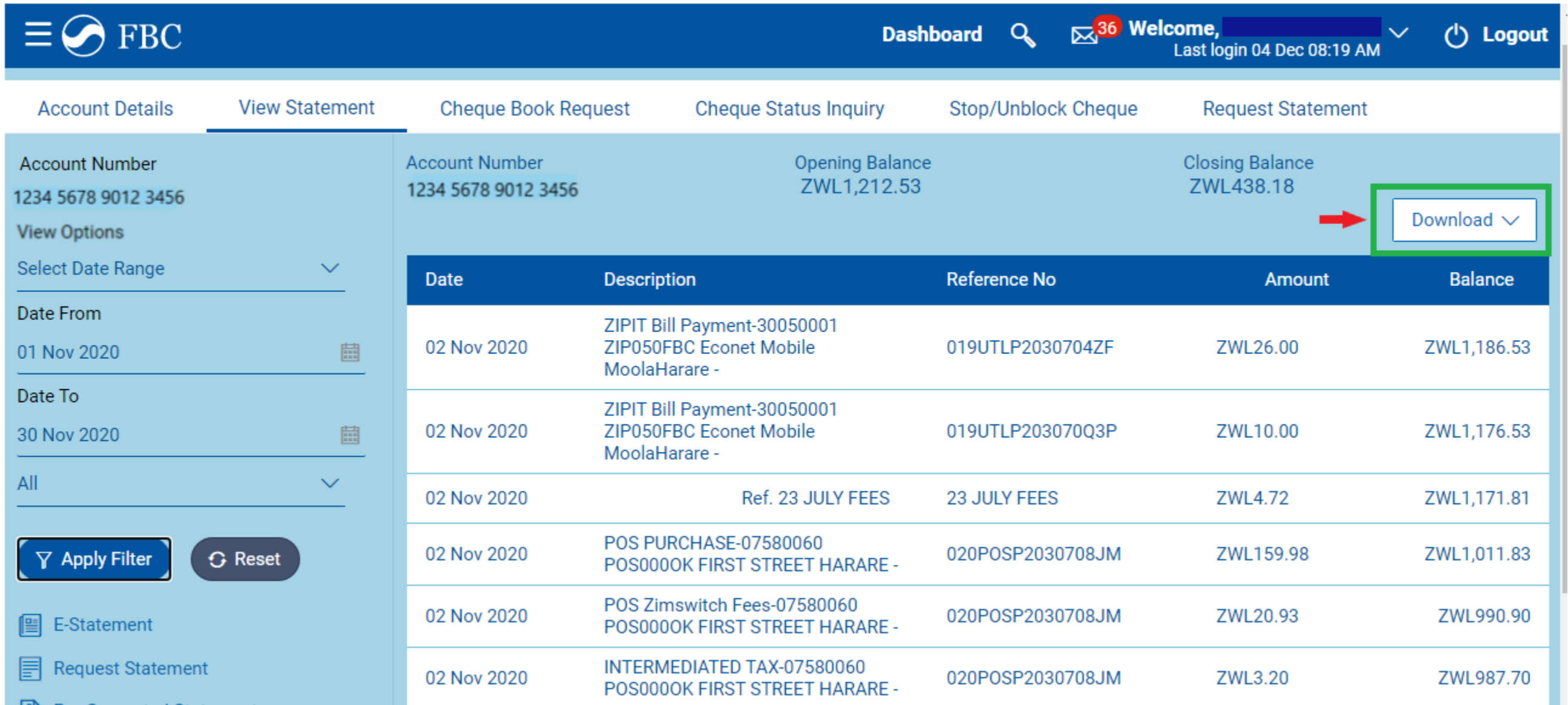
Date To: 30 Nov 2020

Date	Description	Reference No	Amount	Balance
01 Dec 2020	POS PURCHASE-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL53.90	ZWL384.28
01 Dec 2020	POS Zimswitch Fees-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.81	ZWL383.47
01 Dec 2020	INTERMEDIATED TAX-07580020 POS0000K FIRST STREET HARARE -	020POSP2033600U9	ZWL0.54	ZWL382.93
01 Dec 2020	POS PURCHASE-29007623 POS000Priceless InternationalHarare -	020POSP203360329	ZWL150.00	ZWL232.93
01 Dec 2020	BRN POS TAX -29007623 POS000Priceless InternationalHarare -	020POSP203360329	ZWL2.00	ZWL230.93
02 Dec 2020	Ref. 4 MAY FEES	4 MAY FEES	ZWL4.72	ZWL226.21
02 Dec 2020	Ref. 4 MAY FEES	4 MAY FEES	ZWL4.72	ZWL221.49
03 Dec 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile	019UTLP2033803RC	ZWL10.00	ZWL211.49

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Step 5 – A preview of the Statement will be displayed. Click “Download”.



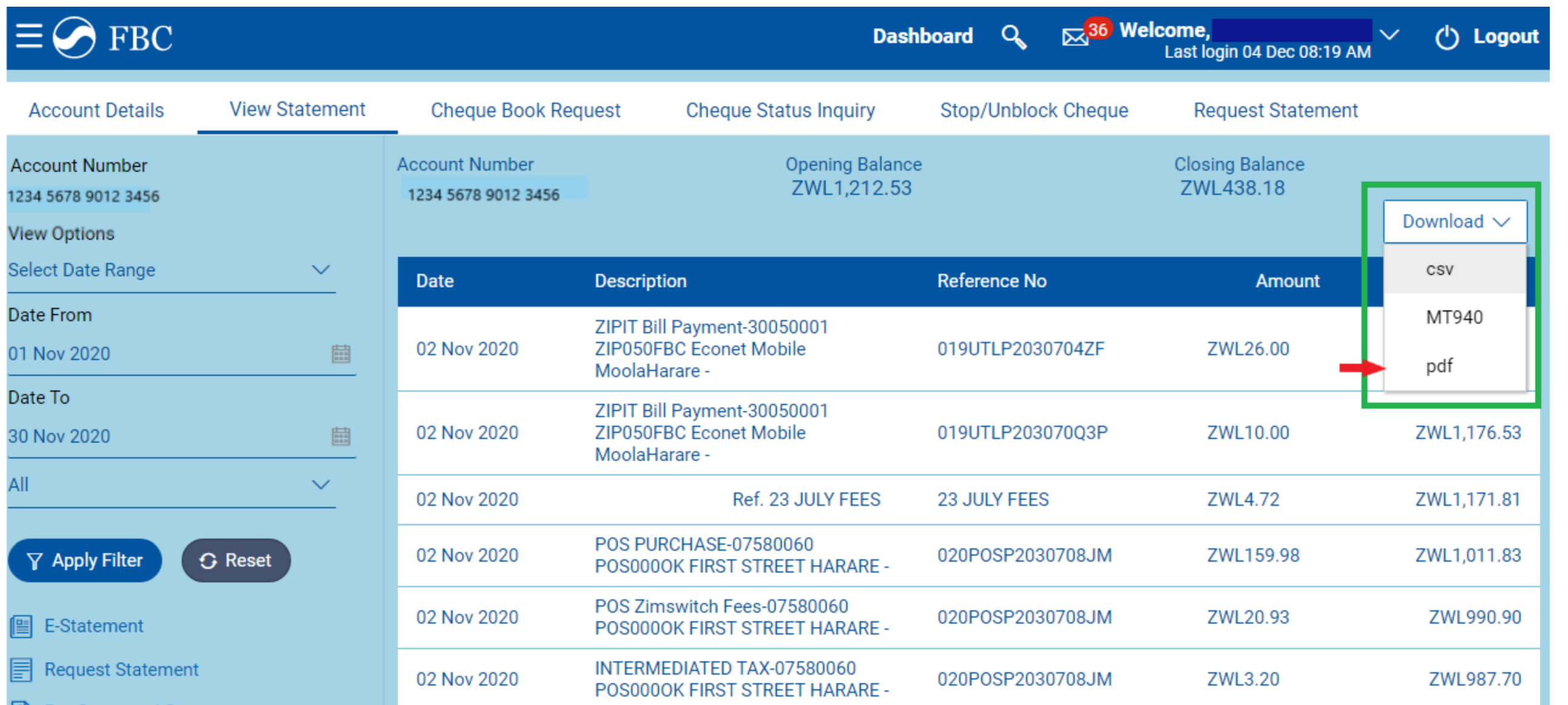
Account Number: 1234 5678 9012 3456

Opening Balance: ZWL1,212.53

Closing Balance: ZWL438.18

Date	Description	Reference No	Amount	Balance
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	019UTLP2030704ZF	ZWL26.00	ZWL1,186.53
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	019UTLP203070Q3P	ZWL10.00	ZWL1,176.53
02 Nov 2020	Ref. 23 JULY FEES	23 JULY FEES	ZWL4.72	ZWL1,171.81
02 Nov 2020	POS PURCHASE-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL159.98	ZWL1,011.83
02 Nov 2020	POS Zimswitch Fees-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL20.93	ZWL990.90
02 Nov 2020	INTERMEDIATED TAX-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL3.20	ZWL987.70

Step 6 - Select the “pdf” format.



Account Number: 1234 5678 9012 3456

Opening Balance: ZWL1,212.53

Closing Balance: ZWL438.18

Date	Description	Reference No	Amount	Balance
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	019UTLP2030704ZF	ZWL26.00	ZWL1,176.53
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	019UTLP203070Q3P	ZWL10.00	ZWL1,171.81
02 Nov 2020	Ref. 23 JULY FEES	23 JULY FEES	ZWL4.72	ZWL1,011.83
02 Nov 2020	POS PURCHASE-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL159.98	ZWL990.90
02 Nov 2020	POS Zimswitch Fees-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL20.93	ZWL987.70
02 Nov 2020	INTERMEDIATED TAX-07580060 POS0000K FIRST STREET HARARE -	020POSP2030708JM	ZWL3.20	

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Step 7 - A dialogue box will pop up, click "Ok" and your statement will be downloaded. Proceed to open your statement.

The screenshot shows the FBC internet banking interface. At the top, there's a navigation bar with 'Dashboard', 'Welcome, [Name]', and 'Logout'. Below it, there are tabs for 'Account Details', 'View Statement', 'Cheque Book Request', 'Cheque Status Inquiry', 'Stop/Unblock Cheque', and 'Request Statement'. The 'View Statement' tab is active, showing account details like 'Account Number', 'Opening Balance ZWL1,212.53', and 'Closing Balance ZWL438.18'. A 'Download' button is visible. A 'Password Combination' dialog box is overlaid on the screen, containing instructions: 'The document is password protected, it is a combination of the first 4 letters of your name (in capital letters) followed by your date of birth (in DDMM format). Example, if your name is Roopa Lal and date of birth is 23-12-1980, then your password is ROOP2312'. An 'Ok' button is highlighted with a green box and a red arrow. Below the dialog box, a table of transactions is visible with columns for Date, Description, Reference Number, Debit, Credit, and Balance. A file download icon and the filename '1607065973722.pdf' are shown at the bottom left, with a red arrow pointing to it.

Date	Description	Reference Number	Debit	Credit	Balance
02 Nov 2020	POS PURCHASE-07580060 POS000OK FIRST STREET HARARE -	020POSP2030708JM	ZWL159.98		ZWL1,011.83
02 Nov 2020	POS Zimswitch Fees-07580060 POS000OK FIRST STREET HARARE -	020POSP2030708JM	ZWL20.93		ZWL990.90
02 Nov 2020	INTERMEDIATED TAX-07580060 POS000OK FIRST STREET HARARE -	020POSP2030708JM	ZWL3.20		ZWL987.70
02 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	019UTLP203071S10	ZWL10.00		ZWL977.70

Step 8 – Your bank statement will be displayed as shown below.

The screenshot shows a PDF document of a bank statement. At the top, it displays '1606373142886.pdf' and '2 / 9'. Below this, the opening and closing balances are shown: 'Opening Balance : ZWL1,212.53 | Closing Balance : ZWL460.07'. The main part of the document is a table with columns for Date, Description, Value Date, Reference Number, Debit, Credit, and Balance. The table lists various transactions from 04 Nov 2020 to 06 Nov 2020, including POS purchases, Zimswitch fees, ZIPIT funds transfers, and bill payments. A file download icon and the filename '1606373142886.pdf' are visible at the top left of the PDF viewer.

Date	Description	Value Date	Reference Number	Debit	Credit	Balance
04 Nov 2020	POS PURCHASE-63191907 POS000NED OK FIRST STREET HARARE -	04 Nov 2020	020POSP20309003X	ZWL73.69		ZWL581.30
04 Nov 2020	POS Zimswitch Fees-63191907 POS000NED OK FIRST STREET HARARE -	04 Nov 2020	020POSP20309003X	ZWL1.35		ZWL579.95
04 Nov 2020	ZIPIT Funds Transfer-30050001 ZIP042FBC Econet Mobile MoolaHarare -	04 Nov 2020	019FTRP2030900GC		ZWL180.00	ZWL759.95
04 Nov 2020	ZIPIT Funds Transfer-30050001 ZIP042FBC Econet Mobile MoolaHarare -	04 Nov 2020	019FTRP2030900GH		ZWL180.00	ZWL939.95
04 Nov 2020	POS PURCHASE-29007623 POS000Priceless InternationalHarare -	04 Nov 2020	020POSP20309037F	ZWL300.00		ZWL639.95
04 Nov 2020	BRN POS TAX -29007623 POS000Priceless InternationalHarare -	04 Nov 2020	020POSP20309037F	ZWL2.00		ZWL637.95
04 Nov 2020	INTERMEDIATED TAX-29007623 POS000Priceless InternationalHarare -	04 Nov 2020	020POSP20309037F	ZWL6.00		ZWL631.95
05 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	05 Nov 2020	019UTLP2031002JQ	ZWL10.00		ZWL621.95
05 Nov 2020	POS PURCHASE-MBCA4083 POS000OK FIRST STREET 9 1 HARARE -	05 Nov 2020	020POSP20310004H	ZWL58.18		ZWL563.77
05 Nov 2020	POS Zimswitch Fees-MBCA4083 POS000OK FIRST STREET 9 1 HARARE	05 Nov 2020	020POSP20310004H	ZWL0.90		ZWL562.87
05 Nov 2020	2170195300153 Ref. 5 JUNE FEES	04 Nov 2020	5 JUNE FEES	ZWL4.72		ZWL558.15
05 Nov 2020	2170195300153 Ref. 02 JUNE FEES	05 Nov 2020	02 JUNE FEES	ZWL4.72		ZWL553.43
05 Nov 2020	ZIPIT Bill Payment-30050001 ZIP050FBC Econet Mobile MoolaHarare -	05 Nov 2020	019UTLP203100LPC	ZWL10.00		ZWL543.43
06 Nov 2020	2170195300153 Ref. 6 JUNE FEES	04 Nov 2020	6 JUNE FEES	ZWL4.72		ZWL538.71
06 Nov 2020	POS PURCHASE-07580060 POS000OK FIRST STREET HARARE -	06 Nov 2020	020POSP2031103XV	ZWL512.50		ZWL26.21