



FBC



mastercard.

# Newsletter

News Bulletin | Not For Sale | Issue No. 2



## FBC MasterCard Recurring Payments and Subscriptions Limit

To protect you from potential fraud, we have enhanced the security of your FBC Prepaid Mastercard card and implemented a limit of USD500.00 per transaction for online payments which may not require CVV2.

**This does not apply to any other transaction type, e.g. withdrawals and point of sale purchases.**

[● How to Register](#)

[● Transaction tips](#)

[● Security Tips](#)

**ZERO BUNDLES**

**Free access with Zero data costs! No excuses.**

### To our valued customers

We encourage you to make use of our MasterCard Prepaid App or web to temporarily block your card to safeguard against unauthorized usage. To enable you to block the card, register using the following respective links to download the FBC Prepaid MasterCard Apps;

<https://apps.apple.com/us/app/fbc-prepaid-app-mastercard/id1392461145> (IOS)

<https://play.google.com/store/apps/details?id=com.fbcbank.fbcbankapp&hl=en&gl=US> (Android)

### How to Register your FBC MasterCard on the web

1. Visit our website [www.fbc.co.zw](http://www.fbc.co.zw)
2. Select the Prepaid portal.
3. Select the card holder option.
4. Then click on the new user or forgot password/ Re-Register option.
5. Enter the required details and submit.
6. An OTP will be sent to your registered email and mobile number.
7. After submitting OTP you will be requested to create a new user and preferred password.
8. A message will pop up advising that you have been successfully registered.
9. Login using your new username and the password created.

**What is a CVV?**

CVV is a 3-digit number or code printed at the back of your Mastercard card and is used together with your card number and expiry date as you make online payments to verify transactions.

For customer service, call +263 772 419 693 IDEMA 8 1750147A 06/19 ICA1259

Authorized Signature Not Valid Unless Signed

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/OID VOID VOID VOID VOID VOID VOID VOID VOID 123

If card is lost/stolen: Contact +263-242-761 198. If card is found, please return to FBC Bank Limited/43 Nelson Mandel Avenue/ P.O.Box 1227 /Harare/Zimbabwe

### Transaction Tips

- Use your card regularly and make sure its active to avoid inconvenience.
- Avoid providing your card details on the internet to unknown and unverified merchants.
- Read through the Terms & Conditions of any website you may wish to subscribe to before you submit your card details.
- Kindly note the bank is charged for all unfunded accounts.
- You should register your card on the prepaid portal to ensure easy access of balance and blocking of the card when necessary.
- Do not share or enter your card details or your name on unsecure sites.
- Check your balance on the prepaid portal before you transact to avoid inconvenience.
- Make sure you deregister your card on online payment sites when services from the merchant are no longer needed or when you replace your card at any online payment websites.
- Register for SMS alerts with the bank and check to see if you are receiving them when transacting in order to keep track of activities on your card.

Deactivate your card through the FBC MasterCard App or FBC help centre when it is not in use to prevent any fraudulent debits from going through.

### Security Tips

1. Update your details with the FBC Help Centre to ensure you get prompts for One Time Password (OTP) when transacting to ensure control over all your transactions processed on your card.
2. When requesting FBC Bank to assist you on any issue concerning your MasterCard card, avoid sending your full card number. Your full name and the last nine digits of your card number is enough for us to be able to assist you. e.g. XXX1 2345 6789.
3. Always have sight of your card when you hand it over for swiping to ensure it is being swiped for your intended purpose.
4. When your card is trapped in an ATM, notify our Call Centre immediately for your card to be blocked immediately before you leave the ATM.
5. Treat your card as good as cash and don't lose sight of it.
6. Always update your bank with your new contact details for delivery of SMS and email notifications.
7. Never give out your information over the phone to untrustworthy sources. FBC staff members will not ask you for your OTP or PIN codes.
8. Make sure you are transacting on a secure site and check the URL address which should be Https with an s.
9. Do not subscribe to automatic debits from your card or let the site remember your card details. It is risky and your personal information will be compromised.
10. Your CVV /CVV2/CVC2 is the 3 digit number at the back of your card. Please ensure this code is known to you only.
11. Always double check the expiry date to make sure its correct to avoid transaction failure.



## FBC Help & Support Centre

**FBC Help Centre**  
45 Nelson Mandela Avenue  
Harare | Zimbabwe

**General phone no. :**  
+263 -242- 783204  
783206-7  
707057  
772706  
797759

**Toll free line :**  
08080025  
*Econet Only)*

**Website :**  
help@fbc.co.zw

**Skype Id**  
fbc.helpcentre

**Hotline :**  
+263 772 419 693  
+263 772 152 647

**Direct lines :**  
+263 - 242 - 761198  
704481-2

**Email :**  
help@fbc.co.zw

**1. Can I get a waiver on this Limit?**  
You may apply for a waiver by completing the Waiver request form. [Click here to download the form](#)

**2. Does this limit apply to all FBC Mastercard Online transactions?**  
The limit only applies to online transactions where either the CVV number is not being requested at the point of making the payment or it is requested but the merchant does not send it as part of the transaction details for authorization.

**3. Does the Limit apply to Withdrawals and Point of Sale purchases?**  
The limit does not apply to Cash Withdrawals and Point of sale purchases.