

Getting started with the Mobile Banking App¹

Let's look at the basics of logging in to the Firefighters Mutual Bank Mobile Banking App, including how to register, manage your Password and set up facial recognition.

How to register

If you have an Internet Banking account with us

How to log in

If you have an Internet Banking account with us

Facial recognition

Set up facial recognition (only for supported devices)

Quick balance check

To set up Quick balance check

Simpler settings

Update contact info, set up savings goals, and PayID²

Set up savings goals

Set up PayID

Choose your view

Personalise your home screen to keep your top banking tasks at your fingertips

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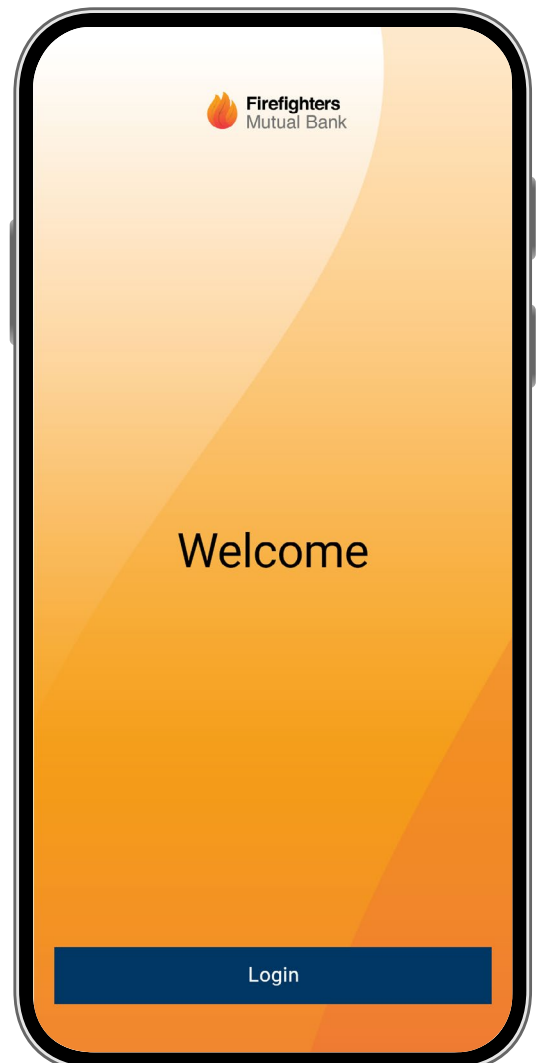
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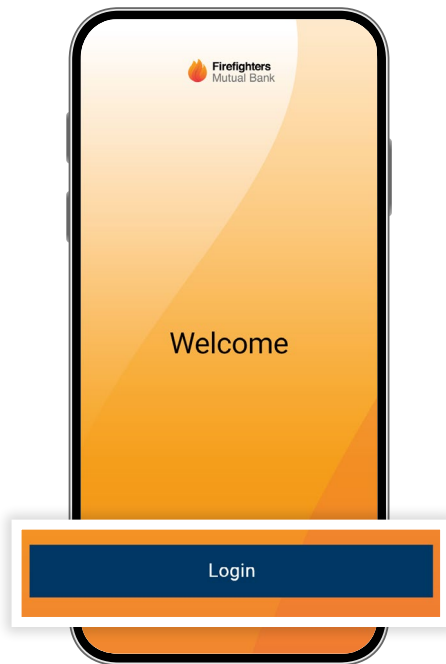
DOWNLOAD THE APP

Make sure you have your Member Number and your Internet Banking Password, then simply download the app to get started.

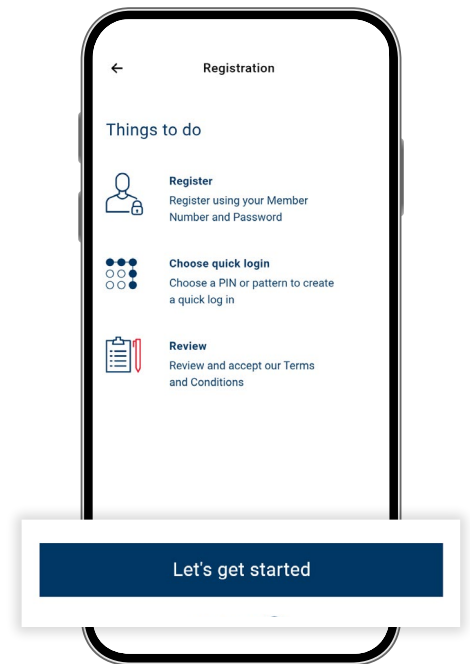
How to register

If you have an Internet Banking account with us.

- 1** Open the app on your device and select **Log in**.

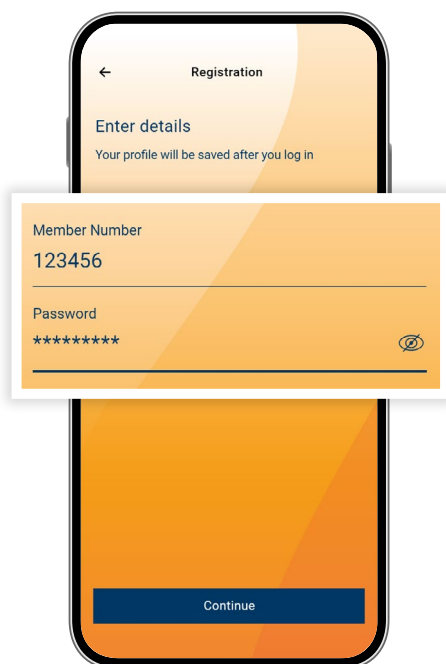


- 2** Tap on **Let's get started**.

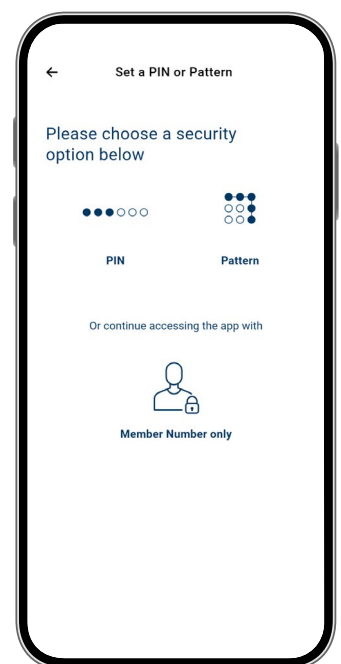


- 3** Enter your **Member Number** and the **Password** that you use to log in to Internet Banking.

Tap on **Continue**.



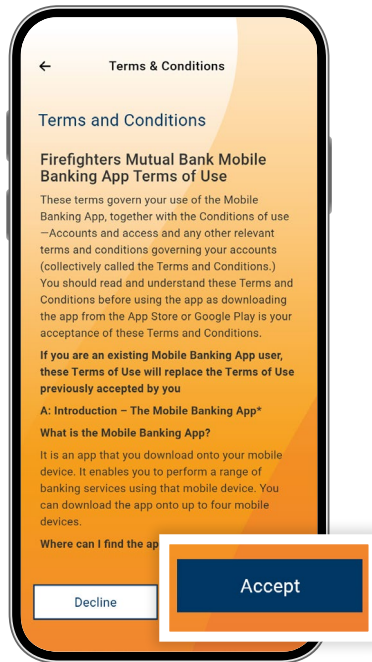
- 4** You'll be asked to choose a **PIN** or **Pattern** as your password to make logging in easy (you can also continue to use your Member Number and Password).



How to register *cont.*

If you have an Internet Banking account with us.

- 5 Read and accept the **Terms of Use**. That's it. You can now use the app for all your Mobile Banking needs.



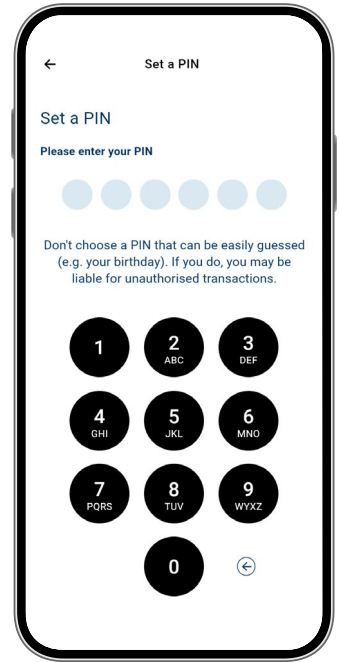
How to log in

If you have an Internet Banking account with us.

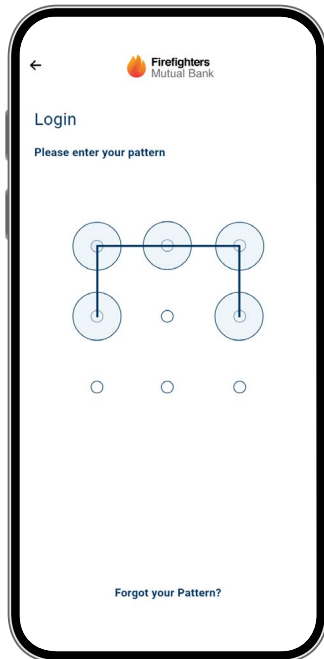
1 Open the app on your device.



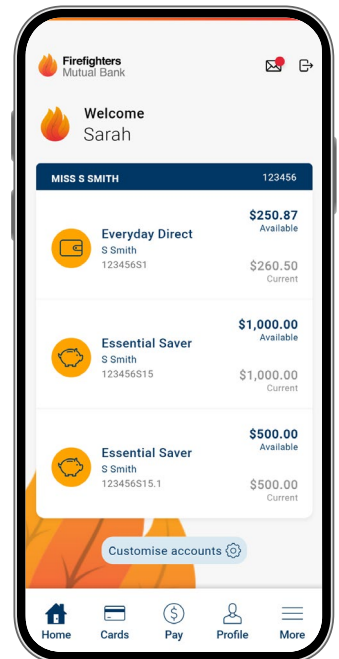
2 Enter your PIN.



3 Enter your Pattern.



4 The homescreen will appear.

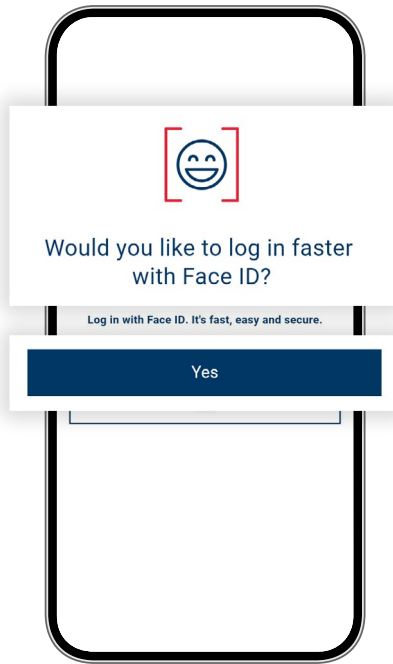


Facial recognition

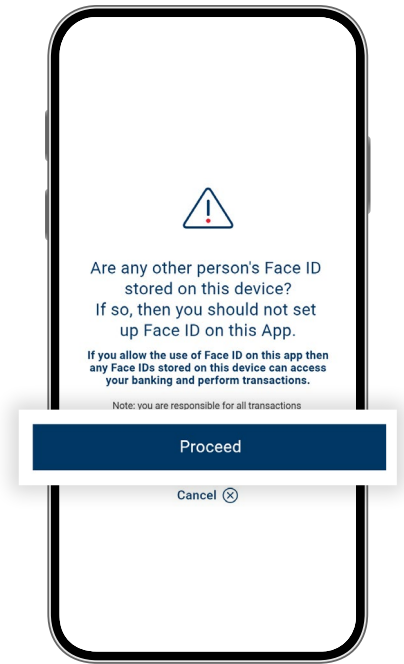
Set up facial recognition (only for supported devices).

1 After setting up your PIN or Pattern, you'll receive a prompt asking, *Would you like to log in faster with Face ID?*

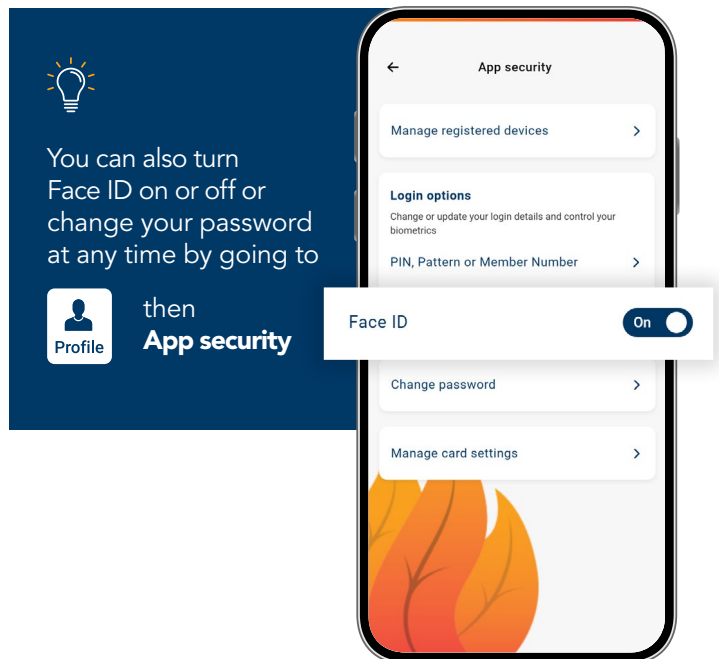
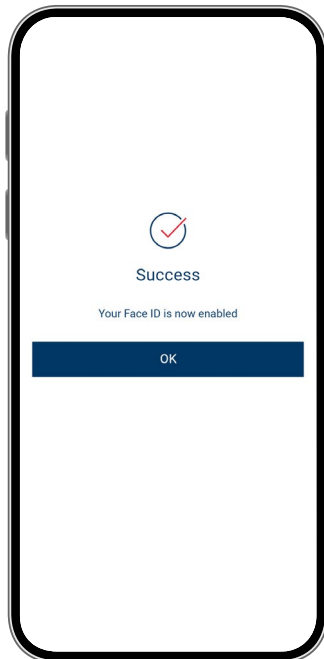
Tap **Yes**.



2 Tap **Proceed**.



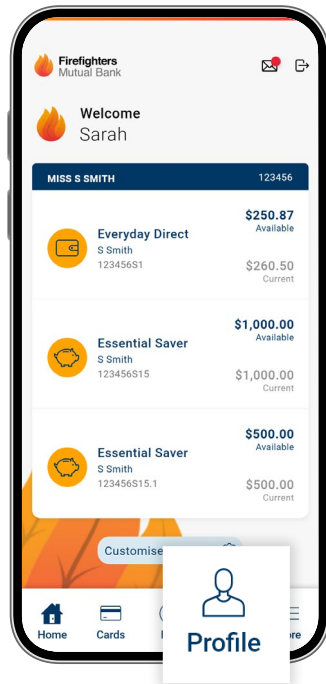
3 Follow the prompts to set up Face ID. Once complete, you'll be able to log in to the app with your face, rather than entering a PIN or Pattern each time.



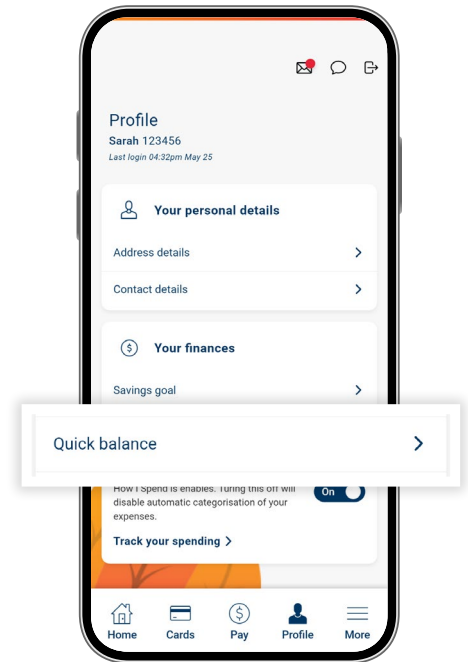
Quick balance check

To set up Quick balance check.

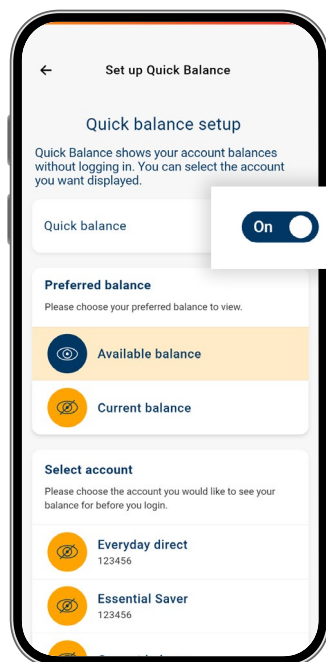
- 1 From the main menu, tap on **Profile** in the bottom-right corner.



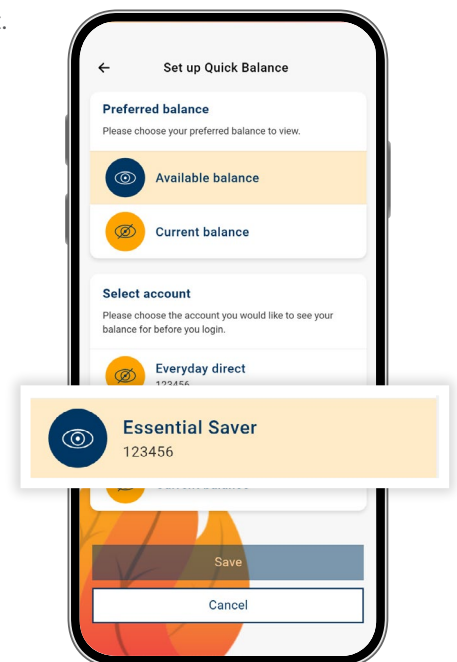
- 2 Tap on **Quick balance**.



- 3 Turn **on** Quick balance.



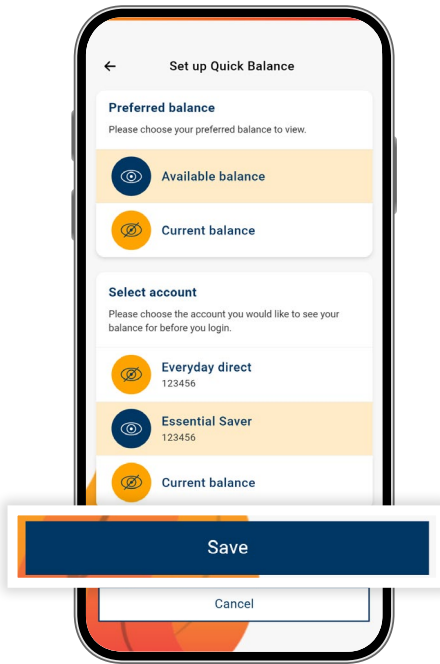
- 4 **Select** an account.



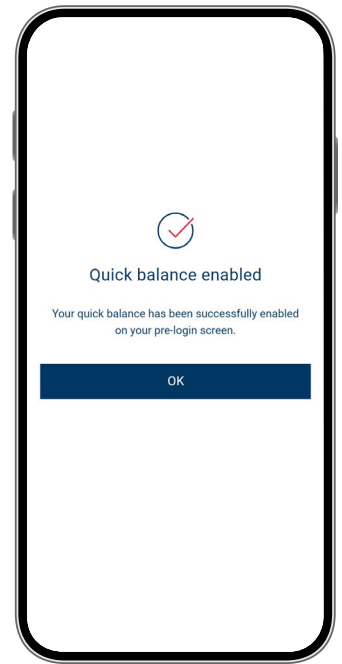
Quick balance check *cont.*

To set up Quick balance check.

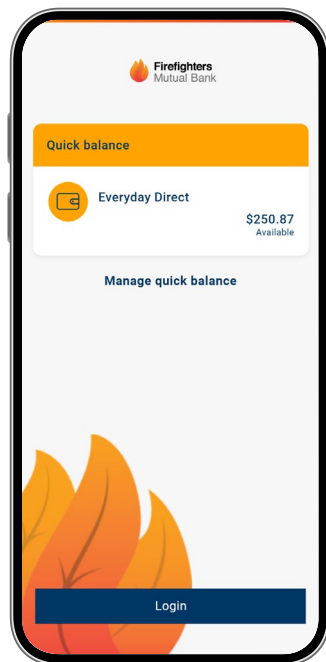
5 Save to enable Quick balance.



6 Quick balance is enabled.



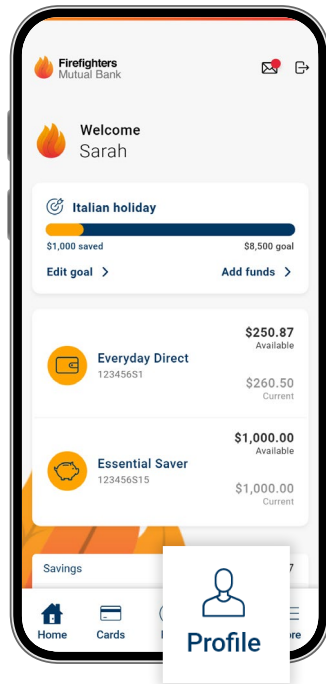
7 Open the app on your device. The Quick balance will appear.



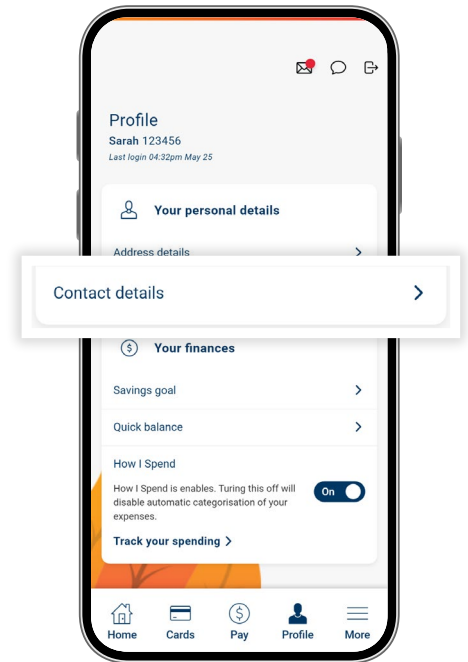
Simpler settings

Update contact info, set up savings goals, and PayID.

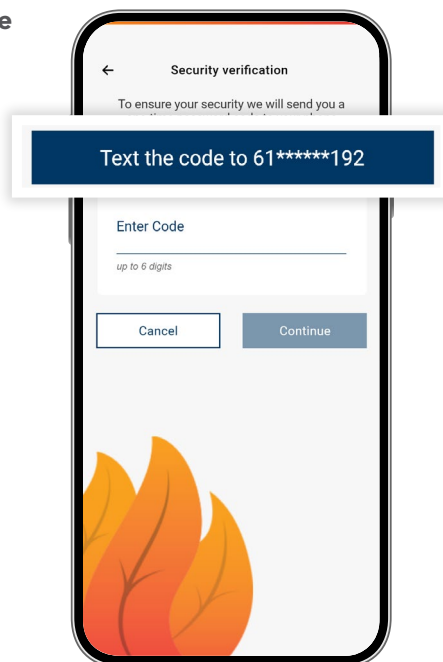
1 From the main menu, tap on **Profile** in the bottom-right corner.



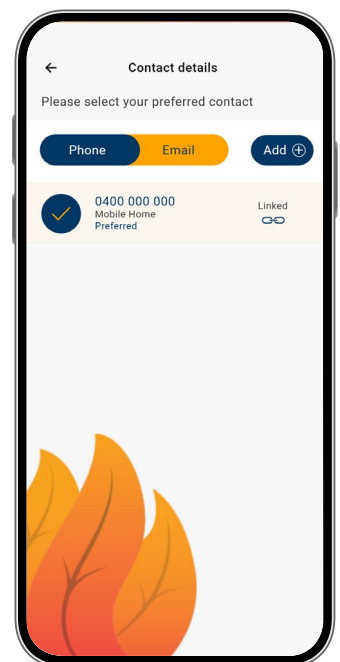
2 Tap on **Contact details**.



3 Request a **one-time code** for security verification.



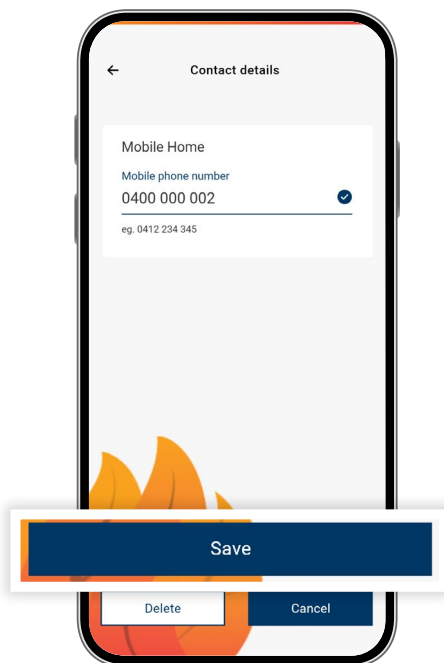
4 **Select** a contact to update.



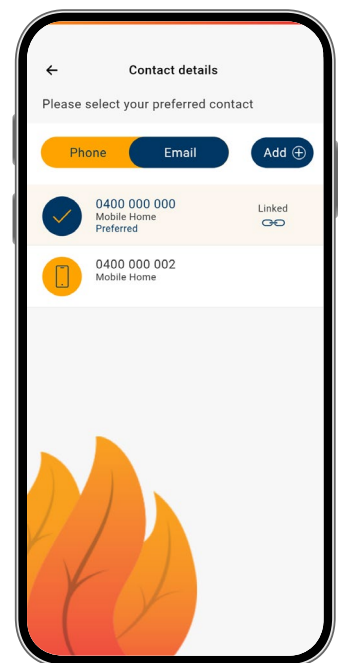
Simpler settings *cont.*

Update contact info, set up savings goals, and PayID.

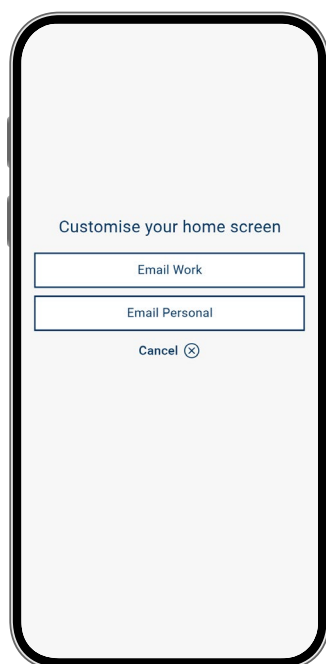
- 5** Update the contact details and tap **Save**.



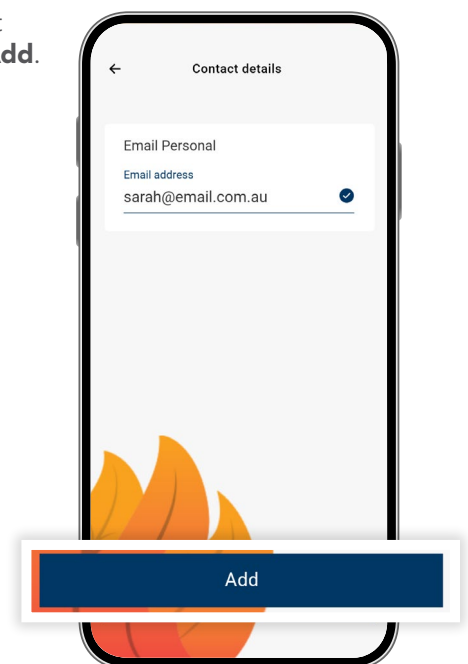
- 6** Tap **Add** to create a new contact.



- 7** Select the contact type.



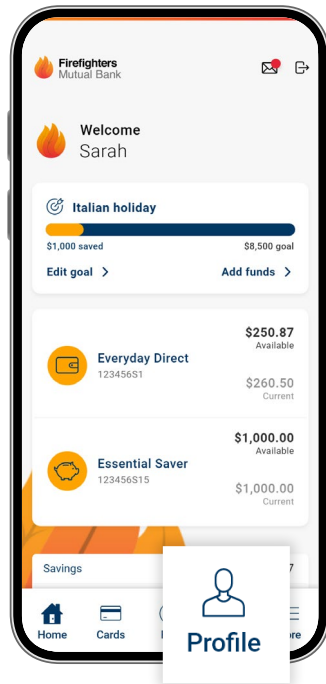
- 8** Enter the contact details and tap **Add**.



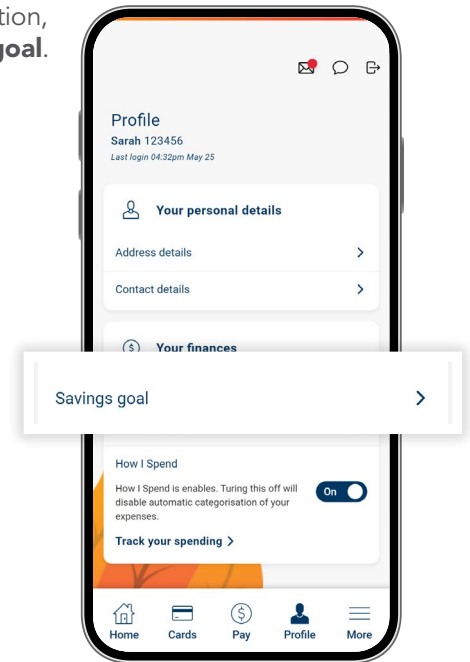
Simpler settings

Set up savings goals.

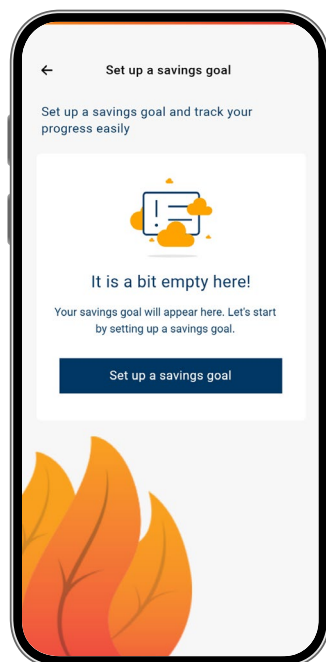
1 From the main menu, tap on **Profile** in the bottom-right corner.



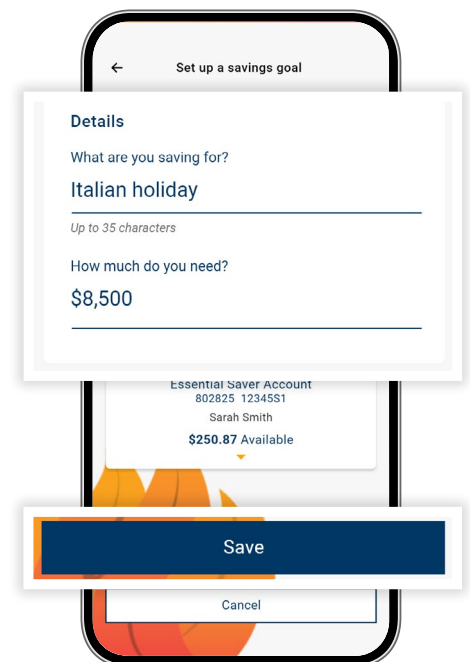
2 In the Profile section, tap on **Savings goal**.



3 Tap on **Set up a savings goal**.



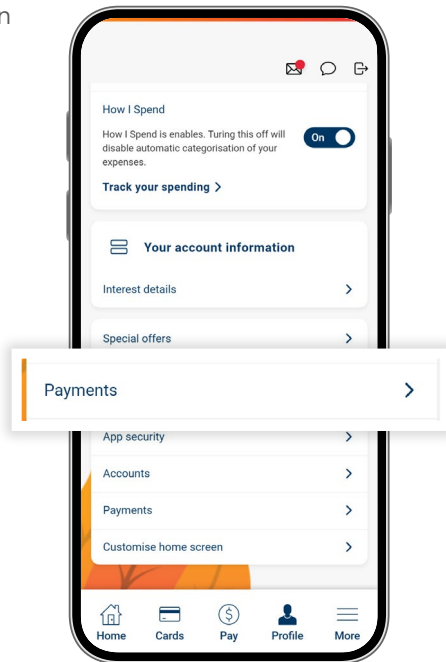
4 Enter your savings details.



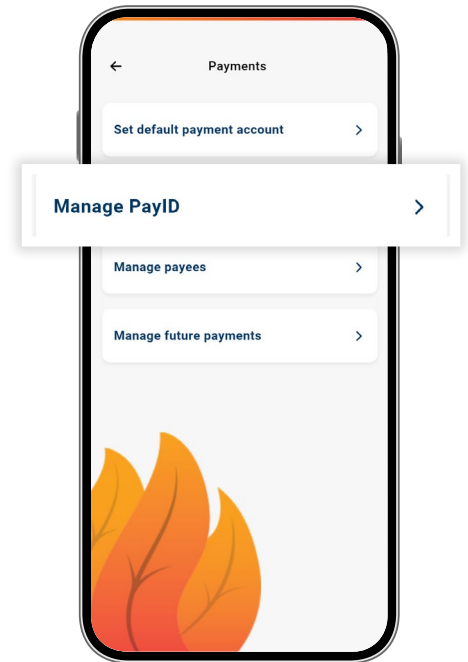
Simpler settings

Set up PayID.

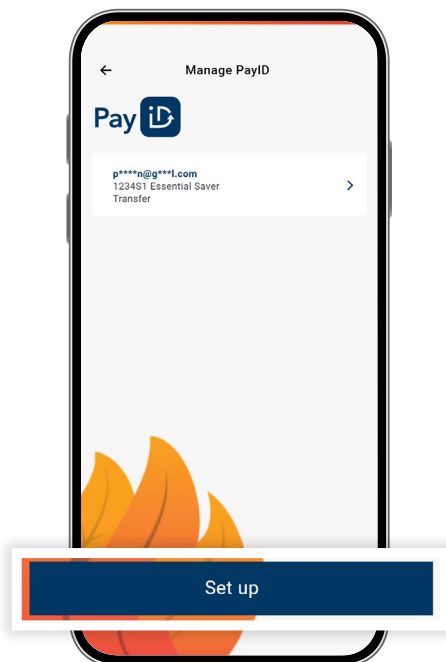
1 In the Profile section tap on **Payments**.



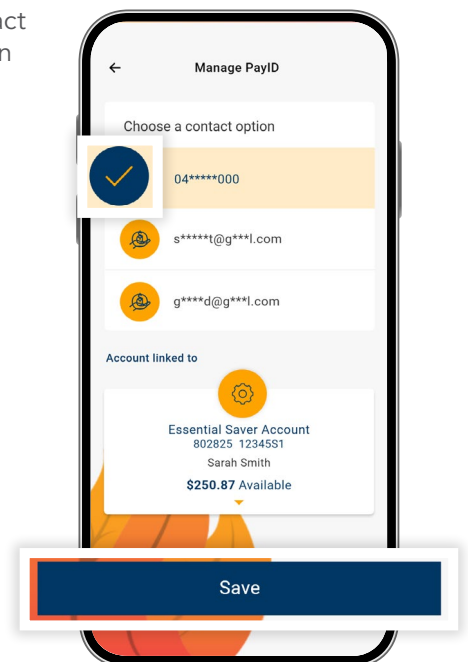
2 Tap on **Manage PayID**.



3 Tap on **Set up**.



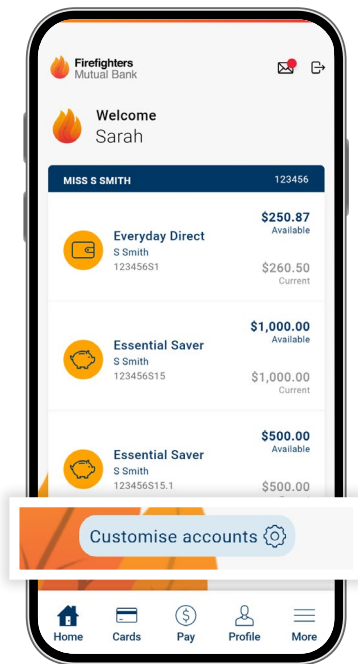
4 Select your contact option and tap on **Save**.



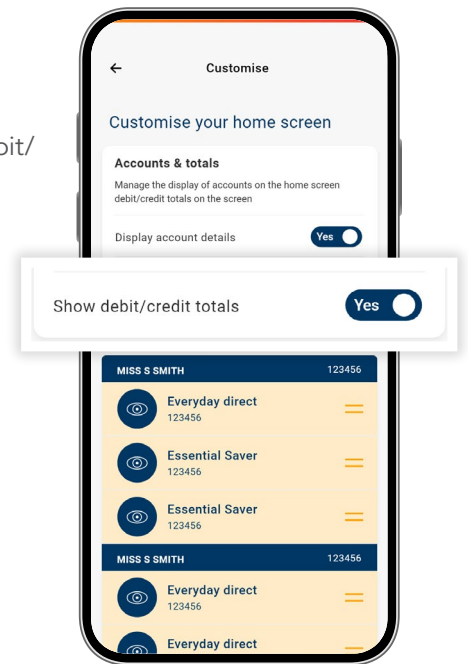
Choose your view

Personalise your home screen to keep your top banking tasks at your fingertips.

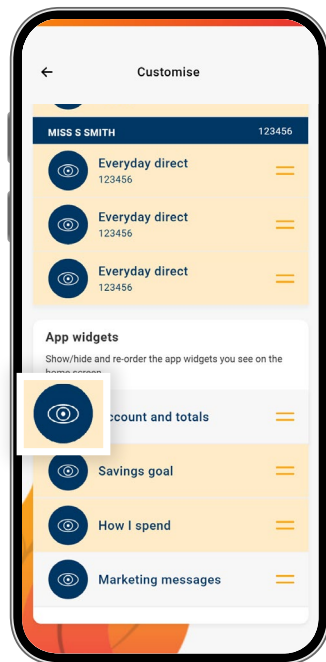
- 1** Scroll down from the home screen and Tap on **Customise accounts**.



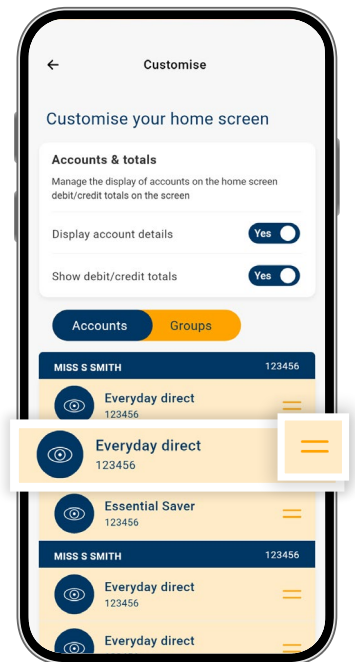
- 2** In the **Accounts & totals** section, you can show or hide account numbers and debit/credit totals.



- 3** Tap on the **Eye** to display or hide Accounts, Savings goal, and How I Spend in the home screen.



- 4** Tap, hold and drag an account and/or widget to re-arrange them.



Important information: 1. You should consider whether this service is appropriate for you before acquiring it. For additional information please refer to our Security Guide for electronic transactions and the Mobile App Terms of Use. Internet connection is needed to access the Mobile App. Normal mobile data charges apply. We test mobile banking to ensure compatibility with the majority of popular devices, but cannot guarantee compatibility with all devices and operating systems. 2. PayID Terms of Use apply in respect of any PayID you create, attempt to create or request that we create for an Account and must be read together with any other terms and conditions that apply to the relevant Account. The complete PayID Terms of Use can be reviewed and accepted before you create any PayID within your Internet Banking. You should consider whether this service is appropriate for you before acquiring it. For additional information please refer to our Security Guide for electronic transactions and the Mobile App Terms of Use. Internet connection is needed to access the Mobile App. Normal mobile data charges apply. We test mobile banking to ensure compatibility with the majority of popular devices, but cannot guarantee compatibility with all devices and operating systems. The phone screens shown are for illustration purposes. There may be slight colour, wording or display variances between Android and iOS and the version you are viewing on. Firefighters Mutual Bank is a division of Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981 | DB03374-FMB-0625-GetStarted