

# Activate your FIMBank Direct Online Account

To successfully activate your FIMBank Direct Online Account, you will need:

- **The Activation Code**, that you have received enclosed
- **Your mobile phone** to receive SMS notifications sent by FIMBank Direct
- **An IBAN Number** of any account you hold with us
- **A camera enabled Apple/Android mobile device.** You may use your mobile phone if it is a smart phone

## To start, you have to insert your Activation Code within the system:

Visit FIMBank Direct on <https://www.fimbank.com/direct> and click on "Insert your Activation Code" placed on the top right side of the page:

- 1 Follow the instructions and input your Activation Code plus the IBAN Number of any account you hold with us
- 2 Agree to the Terms & Conditions and insert the onscreen Captcha Code to proceed
- 3 A One Time Password will be sent to your mobile by SMS. You will need to input it to proceed
- 4 You will then be directed to set your Login Password

## Once you have completed the previous steps:



(a) **Your User ID will be sent via SMS.**

Make sure that you keep it in a safe place as you will have to use this together with your Login Password to log in to FIMBank Direct



(b) **Your FIMBank CAM Enrolment Matrix will be sent via postal mail.**

You will need it to gain full access to FIMBank Direct. It is important to keep this in a safe place, as you will need it if you change your mobile device



(c) **You should install the FIMBank CAM (Camera Authentication Matrix) App on your mobile device.**

You can download it through the App Store or Google Play Store



You will need the (c) FIMBank CAM App to scan the (b) Enrolment Matrix, that you will receive via postal mail.

## To finalise, enrol your FIMBank CAM App:

Once you have received the (b) Enrolment Matrix and installed the (c) FIMBank CAM App on your mobile device, visit FIMBank Direct on <https://www.fimbank.com/direct> and click on the "Log in" button placed on the top right side of the page:

- 5 Input your User ID (*sent via SMS*) and your Login Password (*created by you*) to log in to FIMBank Direct
- 6 You will need to open the App on your mobile device and scan the Enrolment Matrix by hovering your device camera over it, and follow your computers onscreen instructions in order to proceed.

## Please contact FIMBank Helpdesk if you encounter any issues:

Tel: +356 2132 2102 ▪ Fax: +356 23280245 ▪ Email: [helpdesk@fimbank.com](mailto:helpdesk@fimbank.com)