

## FIMBank Secure Web Mail

FIMBank offers secure access to bank statements and bank advices allowing customers to retrieve their messages through an encrypted webmail service. To access the system all you require is a web browser.

### HOW TO REGISTER

1. You will receive an email from **emsuser@fimbank.com** with the subject 'FIMBank – Secure Mail message'.

*For your safety, you can check the link is legitimate by hovering the mouse over the link in the email without clicking it. Make sure the link starts with: 'https://securemail.fimbank.com/'. If it matches, you can click on the link*

2. Once the link opens, check that the web browser displays FIMBank p.l.c. in green (as per the image below). This indicates the site is legitimate and belongs to FIMBank p.l.c.



3. Upon first access to your FIMBank Secure Mailbox, you will be asked to choose a passphrase. Enter your desired passphrase and click '**Continue**'.

*The passphrase must be at least 8 characters long and contain at least 1 of each of the following: lower case letter, upper case letter, number and a punctuation character. This passphrase **MUST** be kept secret and not disclosed to anyone*

4. An email will be sent to your mailbox once the passphrase is successfully chosen.

*If you receive an email without having manually changed your passphrase, kindly contact Central Customer Operations*

### USEFUL INFORMATION

#### Mailbox Storage

Your SecureMail storage is limited to 10Mb. To save space, save attachments to your computer and delete unneeded emails. If you exceed this 10Mb limit, emails will stop being delivered to you. The current mailbox space utilisation is displayed at the top right corner.

#### Delete Emails

To delete emails: select the checkbox  next to the email you would like to delete and click '**Delete**'.

#### Statements And Debit/Credit Advices

All statements and advices will only be sent from **emsuser@fimbank.com** and will include a PDF attachment with the subject stating what the email is about: Statement or Debit/Credit advice

#### Changing Your Passphrase

1. When logged in to SecureMail, click '**Settings**' at the top right of your securemail inbox
2. Click '**Change passphrase**'
3. Enter your current passphrase and new passphrase (twice) and click '**Continue**'

#### Locked Account

After 3 failed login attempts, your Secure Mail account will be automatically suspended and an email will be sent to your personal email address.

*If you remember your passphrase, you can unlock your account by clicking on the link in the email, otherwise, you will need to contact Central Customer Operations*

### LOG IN / LOG OUT

1. From a trusted computer, open your web browser and type **https://securemail.fimbank.com**

*Once the link opens, check that the browser displays FIMBank p.l.c. in green. This indicates the site is legitimate and belongs to FIMBank p.l.c.*

2. Enter your registered email address and password then click '**Login**'.

3. Once you are ready from your session, make sure you click '**Logout**' to end the session

**FIMBANK**

**FIMBank - Secure Mail**

The programs and data held on this system are the property of FIMBank. Unauthorised access is forbidden.

In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.

Please login to access your secure inbox:

Email Address:

Passphrase:



FIMBANK

#### Contact Us

If you require any further assistance kindly contact Central Customer Operations on:

Tel: +356 21322100

Email: [customeroperations@fimbank.com](mailto:customeroperations@fimbank.com)