

## E-BANKING FAQs



## FREQUENTLY ASKED QUESTIONS

### ➤ How do I connect to my e-banking?

The e-banking is accessible at [www.fabsuisse.ch](http://www.fabsuisse.ch) or at [www.fabebanking.ch](http://www.fabebanking.ch) and at the App Store and Google Store.

### ➤ Where do I find my Log-in and password to connect to my e-banking?

These were communicated to you in writing at the time of signing up for e-banking. Please contact your private banker if you need to receive an updated communication of these

### ➤ How do I change my password?

You can change at any time your password using  on top of the screen.

### ➤ I forgot what my password is – How can I receive a new one?

Kindly contact your Private Banker who will be able to reset your password or order you a new one.

### ➤ Can I receive SMS notifications when there is a movement on my account?

This feature is not available at this time, but e-mail notifications can be received.

### ➤ How can I print a portfolio statement?

Should you wish to print a statement, you should first go to “E-Documents” and then “New” and then either “Order subscriptions” (when you want to receive on a defined ongoing basis) or “Order reports” when you require an ad-hoc report. After ordering the statement, it is available a few minutes later in the “E-Documents” main view.

After having received the document, you can click on the icon  and this will allow you to download and print your documents.

### ➤ I believe my e-banking password was stolen, how can I block my e-banking?

Please contact immediately your Private Banker who will block your E-banking account.

### ➤ I need a statement of account for a specific time period, how do I set it up?

Ad-hoc statements can be ordered under “E-Documents”, “Order Reports”. Select the portfolio or current account and the reporting period requested. The document will appear shortly afterwards in “E-Documents”.

### ➤ I need to receive monthly or weekly statements; can e-banking send them automatically?

E-banking provides you the possibility to subscribe to your statements. This can be done going into the “E-Documents” section under “Order subscriptions”. Select the Report type “Subscription” and choose the type of account or portfolio statement you need. The document ordered will appear in your “E-Documents” automatically. You can also request to the Bank to receive all the bank mailing (advices, statements, etc.) directly into “E-Documents”, instead of receiving by mail or in addition to this.

### ➤ How do I enter a payment?

You enter a payment using the “Payments” Section, and clicking on “New”. Different payments types are available (International & Domestic Payments via IBAN or account number, scanning of Swiss QR-bills, Standing Orders as well as account-to-account transfers).

### ➤ How do I enter a stock market transaction?

This feature is not yet available as default in our E-banking offering.

### ➤ I have noticed that in the Inbox section under Messages there are icons which allow me to send a message, to request for an appointment or a call back from my Private Banker. May I use this to communicate?

This feature is available. However, as with classic e-mail, messages may not be immediately read, and these should not be used for time-sensitive messages.

### ➤ I would like to send some money to my FAB Account. Where do I find my account details?

You will find your IBAN number under WEALTH then POSITIONS / ACCOUNTS and under Cash and Deposits. You will find our Standard Settlement Instructions under the Payments menu.

### ➤ I would like to give access to my e-banking to another person.

Please contact your Private Banker.

### ➤ I have an issue which this FAQ does not cover, who should I contact to get a solution?

Kindly contact your Private Banker.

Please note that during maintenance, a message will be posted on the opening page to inform you of this.