

1. Where can I download the FirstMobile App?

You can download the Firstmobile app on the Apple store, Google play store or Huawei App gallery for iPhone, Android and Huawei phone users, respectively.

2. I use biometric on my old App but cannot use biometric on the new App

To ensure you continue to enjoy the biometric feature on the new app,

- Use your mPIN to log onto the new app for the first time
- You'd get a pop-up requesting you use Biometric as another option,
- Click on the biometric option, save and you are good to go.

It is a one-off exercise and a security feature to ensure the customer is the one using his/her FM.

3. List of saved beneficiaries on Transfer service on my old App is not visible on the new App

The save beneficiaries feature has been extended to other services (i.e. Airtime and Bills) for better user experience.

To access beneficiaries for transfer, swipe to transfer and view your list of saved beneficiaries for FirstBank accounts. Swipe to the left to view your list of saved beneficiaries for other Banks account. The same can be done on Airtime and Bills payment.

4. How do I save beneficiary?

You can save beneficiary either through the save beneficiary menu or after a transaction.

5. How do I delete saved beneficiary?

You can delete saved beneficiary from the beneficiary management tab.

6. Do I need to update the frequent transactions menu?

No, it is updated automatically

7. Do I need to update my favorites on the App?

Yes, you need to update this feature yourself. Unlike the frequent transactions, my favorites is not automatically updated.

8. How does the dashboard help me?

The bar graph helps you to see the pattern of your spending at a glance each time you log into your FirstMobile App.

9. I keep getting 'Error has been encountered, please try again later' anytime I try to login or while performing transactions

- For Login, kindly check your network connections as this could be a network related error.
- For transactions, please logout and reconfirm your network connection or data availability.

10. I keep getting 'Access scheme cannot be used for transactions' whenever I attempt a transfer

Confirm and change the account selected for debit as the app automatically picks the first account on your dashboard which might be a non-transactional account like Loans or Card account.