

Set up mobile banking - Already registered for online or telephone banking

This will guide you through how to set up mobile banking from your phone if you have already registered for online / telephone banking. If you have never set up online / telephone banking, then you can refer to guide 'Register for mobile banking' to support you.

You will need:

- Your mobile device with the registered number we hold on file for you
- 12-digit customer number which will have been provided to you at account opening
- Access to download the Metro Bank app in the Play or App store (this is a free app)
- Your 8-digit security number
- Your password

Staying Safe

- You should never share your banking security details with anyone. Metro Bank will never request you to provide us with your full password or security number
- Never share One Time Passcodes when setting up your online or mobile banking, we will never contact you and ask for this
- Don't use the same passcode for the app as your mobile phone, make it different to make your app more secure from fraudsters and thieves
- You should only set up mobile or online banking if you WANT to, not at the request of anyone else, your bank or other organisation
- Don't save your log on details to your computer or mobile, especially if you share the device with someone else
- Never allow someone to gain remote access to your device while banking online. Fraudsters can pretend to be us or other well-known companies to steal your details and money
- · Keep devices updated: Install the latest updates for your operating systems and other software, such as internet browsers
- Trustworthy Downloads: Only download files and apps from trustworthy sources such as Google Store or the App Store, never click on a link to download the app

Getting started

- 1. Download the Metro Bank app in either your Play store or App store
- 2. Open the app and tap 'Get Started'
- 3. Enter your 12-digit customer number or username (if you created one)
- 4. Enter your password
- 5. Enter your 8-digit security number
- 6. Select 'Continue'
- 7. Enter the One Time Passcode that is sent to your mobile number
- 8. Enter the 6-digit passcode (this will be used to verify you for each log in unless fingerprint is enabled)

Optional: Enhancing the security of your app is key, follow the steps below to turn on fingerprint authentication.

- 1. Log into mobile app
- 2. Click the cog in the top right coner of the app
- 3. App Settings
- 4. Fingerprint ID
- 5. Toggle to enable finger ID on 'Use Fingerprint ID'
- 6. Follow steps in app to complete

If you require additional support, you can contact us on 0345 0808 500

Congratulations! You are now registered for mobile banking!



