

E-BANKING FAQs

FREQUENTLY ASKED QUESTIONS

➤ How do I connect to my e-banking?

The new e-banking is accessible at www.fabsuisse.ch or at <https://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?

You will find your personal settings on the top of the screen on this particular button



➤ 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.

➤ How can I print a portfolio statement?

Should you wish to print a statement, you should first subscribe to order a recurring statement or an ad-hoc one.

After having received the document in your document safe, 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 “Documents”, “Report Subscription”, “Ad-hoc”. Mention the money account and reporting period requested. The document will appear in your “Document Safe”.

➤ 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 “Documents” section under “Report Subscription”. Select the Report type “Subscription” and choose the type of account or portfolio statement you need. The document ordered will appear in your “Document Safe” automatically.

➤ How do I enter a payment?

You enter a payment using the “Payments” Section. Different payments types are available (International Payments, Standing Orders as well as Swiss Payments for Swiss based clients).

➤ 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 the payments overview portlet in the field called ‘Debit Account’. You will find our Standard Settlement Instructions on the bottom left side of your screen.

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

This is a functionality we will soon introduce for cases when the person already has a right of access to your account. 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.