

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

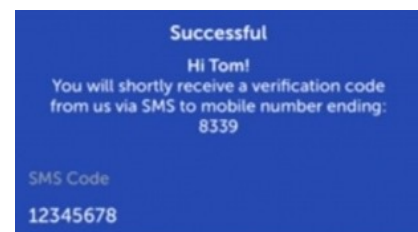
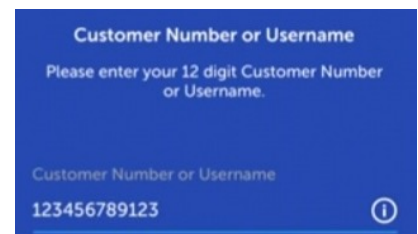
Getting started

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 corner 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!

