

Register for Mobile Banking

This will guide you through how to set up mobile banking from your phone if you have never set up online / telephone banking. If you have already set up online / telephone banking, then you can use the password and security number you have already registered to log into mobile banking.

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
- Magic Word created in store or sent via the post - if you forget your magic word, call 0345 0808 500 to request a new one
- Access to download the Metro Bank app in the Play or App store (this is a free app)

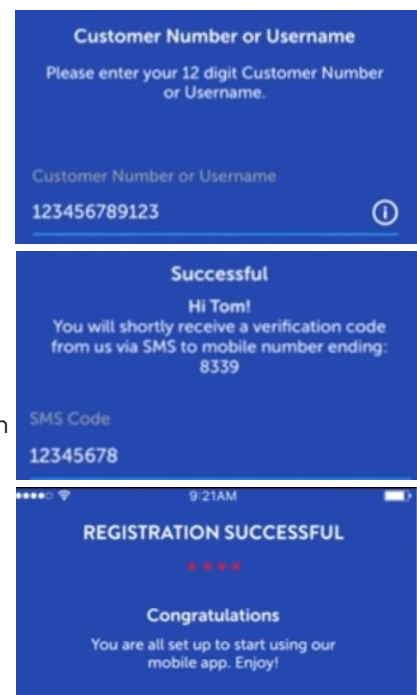
Staying Safe

- 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. Click the blue 'Get Started' button
3. Enter your 12-digit customer number
4. Enter Magic word
5. Enter One Time Passcode sent via SMS
6. Enter password: This must:
 - Be a minimum of seven characters
 - Contain an upper and lower case letter
 - Have at least one number
 - Contain no special characters or space
- Use a strong unique password, not your name or someone else's**
7. You will be prompted to re-enter your password to confirm these match
8. Enter eight-digit security number
9. You will be prompted to re-enter the eight-digit security number to confirm these match
10. Enter a six-digit passcode (this will be used for future log ins)
11. Re-enter six-digit passcode to confirm
12. Enhancing the security of your app is key, please consider setting up fingerprint authentication

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



Congratulations! You are now registered for online, telephone banking and mobile banking!