

Security recommendations for the application for Fibank mobile banking

- Mobile banking of Fibank (First Investment Bank) can be downloaded from specialized mobile applications for smart devices - phones, tablets, etc. The applications are available for Android and iOS operating systems;
- Fibank distributes applications for smart devices only through the official markets. Use Google Play (for Android) and iTunes (for iOS) to install applications. Buttons for access to Google Play and iTunes are available on the websites of Fibank and Virtual Banking Branch at www.fibank.bg and <https://e-fibank.bg>;

For the password:

- The access to Fibank mobile application is carried out with the personal username and password that you use for the standard Internet banking (e-fibank or my-fibank). For additional security, the application does not memorize your password;
- Remember your password or PINt code and not write them down in the memory of the mobile phone, computer or on paper;
- Change periodically your password/PINt access code;
- For security reasons do not use for a password any of the following: name and date of birth; series of numbers/letters in order (12345, abcd, etc.), repetition of signs such as aa111;
- Use the so called "strong" password that contains a combination of uppercase, lowercase and numbers and contains at least 8 characters;
- Do not give your username, password and PINt code to other persons, including family members;
- Do not use the same password for access/PINt to different accounts for Internet banking, e-mails and other;
- Each time after finishing work with Fibank mobile application exit through the menu "Log out/Exit" and close the application;

For work with smart device:

- Consider putting additional protection for the smart device such as a password to unlock the device, recognition of facial features, fingerprint, gestures and others depending on the model and functional characteristics of the mobile device. Thus you will also increase the security in case of physical theft of the device;
- Do not leave your mobile device to third parties;
- In case of loss/theft of the mobile device, contact the bank to block your registration for the mobile application;
- In case of doubt about hacking and theft of personal data, including passwords/PINt, username, promptly notify the bank;
- Fibank assures you that it does not require from its customers codes for access to services, passwords, bank card numbers or other confidential information by e-mail;
- Install anti-virus software provided by reliable antivirus software vendors and use the official markets for its installation;
- Do not install or use the software/applications of dubious origin;

- Always update the operating system of the smart device to the last possible version. Through these updates manufacturers eliminate vulnerabilities found in earlier versions of the system. Follow strictly the manufacturer's instructions;
- Do not banking actively from smart devices that have root privileges (i.e. root) or extended privileges (i.e. jailbreak). Obtaining administrator rights allows malicious people to gain complete and unauthorized access to your entire device;
- Deactivate the registration of the mobile application from all devices, which are no longer working. If you have mobile smart devices on which you have installed previous versions of the mobile application and you are no longer working with them due to reinstallation of the application or otherwise, deactivate these devices using one of the methods designated by the bank.

Security features of the application:

- Use the Menu "Settings", "Duration of session" and change the duration of your work in the application according to the reports/transactions which you wish to make. Do not put unreasonably long time;
- Use the Menu "Settings", "Policy of confirmation" and specify the setting with the highest level of security. Fibank recommends the use Token device to perform all types of transactions, even those that do not require confirmation by Token device;
- For safety reasons, to perform active banking transactions through Fibank mobile application, you need to register your smart device, and each new smart device using the methods designated by the bank.