



Automated Cheque Confirmation Get in the Know!

Frequently Asked Questions (FAQs)

1. What is automated cheque confirmation?

This is a solution designed to make the cheque confirmation process easier, convenient, and more secure for you, our valued customers. It allows you to confirm cheques you issue before such cheques are presented for payment at the bank, significantly reducing the amount of time your payee needs to wait to get paid.

2. What are the benefits of automated cheque confirmation?

- It gives you a more secure and convenient platform for confirming your cheques (multiple options available)
- It frees you from having to be 'available' when confirmation is requested at point of payment
- It drastically reduces the time your payee waits to get paid when they present the cheque ensuring they get paid in a timely fashion and can proceed to utilize the funds as required.

3. Do all cheques require confirmation?

No! Only cheques above your confirmation threshold require confirmation. Currently the bank's default confirmation threshold for all current accounts is N200, 000. However, you are free to increase your confirmation threshold by signing a 'change of confirmation mandate' form and dropping it at your home FirstBank branch.

4. How can I confirm a cheque?

You can confirm your cheques through a variety of means:

- Call First Contact on 0700-FIRSTCONTACT (0700-34778-2668228)
- Drop off a cheque confirmation Form at any First Bank branch (Forms are available at branches and also on our website)
- Via our Online Banking platform on www.firstbanknigeria.com (Token is required)
- Via the Relationship Manager for your account

5. What happens if I forget to confirm a cheque?

If a cheque that has not been confirmed is presented, you will receive an alert requesting that you confirm the cheque. Once you receive this alert, you can make use of any of the confirmation options to confirm the cheque, and ensure your payee gets paid.

6. Are there limits to how much I can confirm?

You can confirm a cheque for any amount, as long as the funds are available in your account. However, you can only confirm up to N2million per transaction via FirstContact, and N2million for retail customers and N5million for corporate customers per transaction through our Online Banking platform. For amounts above this, you will have to confirm the cheque by dropping a form at any First Bank branch.

For all enquiries call:  **FirstContact**

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