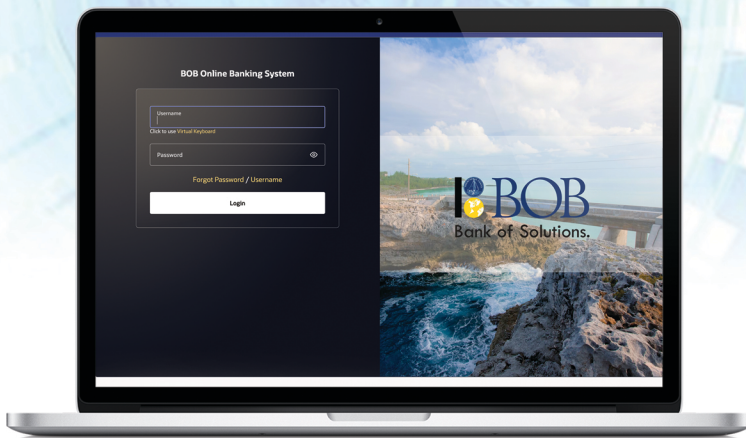


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FAQs

Retail Online Banking Upgrade



What is changing with the upgraded online banking?

We've upgraded our online banking to make it faster, easier to use, and more secure. The new platform features a refreshed look, simpler navigation, and improved performance across devices.

When will the upgraded platform be available?

The upgraded online banking will be available from May 25, 2026. Once live, you'll be automatically directed to the new platform when you log in.

Do I need to register again?

No. You can continue using your existing username and password. For security reasons, you will be prompted to change your password during your first login and complete a One-Time Password (OTP) verification.

Will my accounts and transaction history still be available?

Yes. All your accounts, balances, beneficiaries, and transaction history will remain unchanged and available after the upgrade.

What new features are available for retail customers?

Depending on your account type, new features may include:

- Improved account overview and transaction search
- Faster payments and transfers
- Enhanced mobile and tablet experience
- Better alerts and notifications

Is the upgraded platform secure?

Yes. The upgrade includes enhanced security measures such as improved encryption, stronger login controls, and advanced fraud monitoring.

Can I still use online banking on my mobile phone?

Yes. The upgraded platform is fully responsive and works across desktops, tablets, and smartphones. Your mobile banking app will continue to work as usual.

Will my saved payees and standing instructions still work?

Yes. All saved payees (with selected branch IDs), scheduled payments, and standing instructions will remain active. To ensure a smooth transition, please confirm that branch IDs are correctly set in your payee details prior to migration, as missing branch IDs may prevent payees from appearing in the new platform.

Who can I contact if I need help?

For assistance, contact our Customer Care Unit:

Email customer.care@bankbahamas.com

CALL BOB (242) 225-5262

WhatsApp Message (242) 557-5516

Available Monday – Sunday from 7am – 11pm, holidays included.