1. What is CBA Internet banking?
   This is a platform that offers CBA Internet Banking offers you banking services online. With this is a platform that offers internet access you have the convenience of transacting or viewing your accounts from anywhere.

2. What equipment do I need?
   An Internet enabled device.

3. Which accounts can I access through this service?
   All the accounts assigned to your customer account number. They include:
   a. Current accounts
   b. Savings accounts
   c. Credit card accounts
   d. Loan accounts
   e. Investment accounts (fixed deposits, call deposits accounts)
   f. Trade services e.g. LC’s/Guarantees

4. What does Internet banking offer?
   The following services are available after you have logged in:
   • Personal banking
   • Payments
   • Standing orders
   • Direct debits
   • Account sweeps
   • Card services
   • Customer service requests
   • Alert services
   • Bank notifications
   • Customer information

5. How much will I pay for the service?
   There are no charges to register for Internet banking. However, once registered, normal charges are levied on your transactions. For more details refer to our tariffs at www.cbagroup.com

6. Does the Email alert service attract a fee?
   NO; its free and you can subscribe online

7. How many attempts do I have to enter my PIN number?
   You have six attempts. After the sixth attempt, the token will be locked and you can either unlock from the self-registration portal or call contact centre for assistance.
   Contact centre number +254 020 2884444, +254711056444, +25473215644, Email address is contact@cbagroup.com

8. How many attempts do I have to enter my Password?
   You have eight (8) attempts.
   After the eighth unsuccessful delete to enter your password attempt you will receive a “security violation” notification and your Password will be revoked. Please call the contact centre for assistance.

9. What is an Internet Banking limit?
   Internet Banking limits apply to transfers between your accounts (inter-account transfers), payments and stop orders. Limits are part of the overall security on Internet Banking. Once you have set the limits, you can only transact within these limits. To set limits, you must advise the bank or the account will be set at the default limit which is USD. 10,000 and its equivalent in Local currency.

10. What are the operating hours of this service?
    Internet banking is available 24 hours a day, seven days a week, 365 days a year

11. Where will I get help if I need it?
    There is a 24 hour helpline on 2884444, +254711056444, and +25473215644. You can also email us at contact@cbagroup.com

12. When I create a beneficiary does CBA check the information?
    No, the account number provided by the customer is used as received. This means that you are responsible for providing the correct account number. CBA does not check this information for you.
13. What happens when I forget my sign in ID?
Please call the contact center to assist you reset your credentials.

14. Where do I register for the service?
Download the application form from our website www.cbagroup.com or visit any CBA branch.

15. Self Registration
Self Registration involves linking your Security Token to your User ID. To do this; follow the steps below;
- Call CBA Contact Centre to Activate your Token
- Access the Self Service Portal from the CBA Internet Banking

CBA Internet Banking

Our internet banking product is a secure, fully transactional, internet-based banking platform that enables you to transact with us wherever and whenever it suits you. All you need is a stable internet connection.

About CBA Internet Banking
Personal Banking
Corporate Banking

STEP 1 - First Time Login
You have received your User ID and Token from the bank.
In order for you to log into Internet Banking, you will be required to register your token by following the steps below.

Enter your User ID
Enter Token Generated Pin
Log in

* If this is your first time to log-in with a TOKEN, kindly register here...
You will be requested for the devices serial number. This is the 10 digit number at the back of the Token for example S/N: 1234567890

In order to ensure the Token is Valid; Login to your token using the default PIN provided.

- On initial login to the token; you will be requested to change the Token PIN
- Enter a 4 digit PIN. These cannot be the same numbers or a sequence of numbers
- Confirm the PIN
- Login to the Token with the new PIN and generate a One Time Password (Select the (ok) button)
Registration is now complete and you will be able to login to CBA Internet Banking

16. When I try to log in, I get an error message?
Please confirm that you enter your User Id in upper case. If you think you have attempted to use your password more than 8 times and have not been successful, please re-synch your token or call the contact centre.