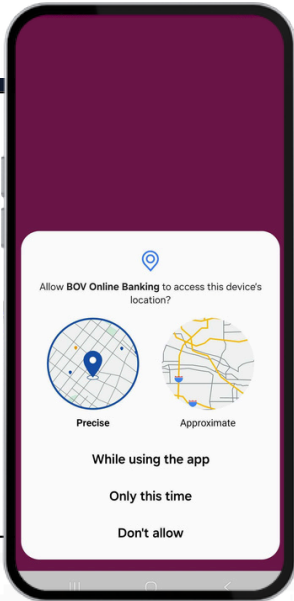


How to self register

IMPORTANT INFORMATION

- Ensure all your pending payments are settled.
- Your existing 24*7 6 digit USER ID will be terminated.
- If you use a hardware token, it will be deactivated.
- Read the instructions provided to have a smooth Self registration.
- Once you register to BOV eBanking, you will not be able to go back to 24*7.
- BOV will NEVER ask for your card details, PIN, verification codes, or passwords via SMS, phone call, or email with links. DO NOT share these details or click on any links sent to you. BEWARE of urgent requests and always contact the Bank directly if in doubt.

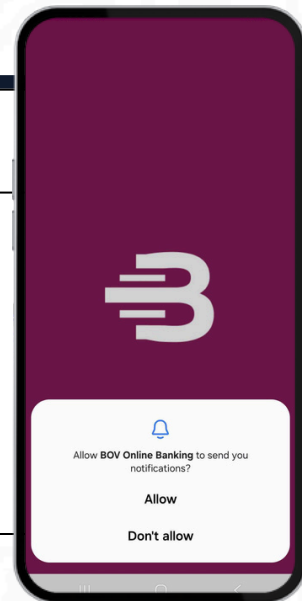
1



Allow BOV eBanking to access the device's location.

2

Allow BOV eBanking to send notifications.

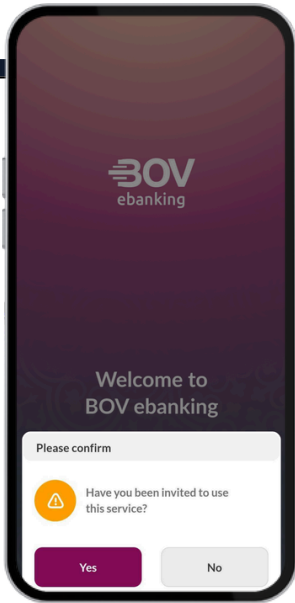


3



Click on '**Register Now**' to register to BOV eBanking.

4



Since the app is limited to a number of customers at the moment, you will be asked if you were invited to use the app or if you haven't.

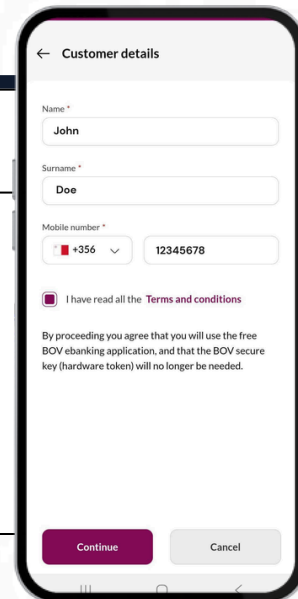
- If you have been invited to the app, then press 'Yes' to proceed.
- If you haven't been invited to use the app press 'No'. The app exits and the registration process will stop.

Important: If you proceed without receiving an invite you will get an error at the end of the registration process.

5

You are required to input your Name, Surname and Mobile number.

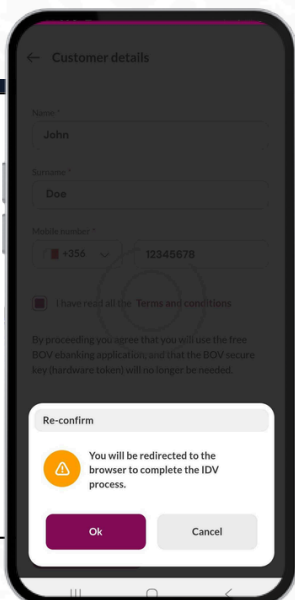
To proceed, you need to accept the T&Cs.



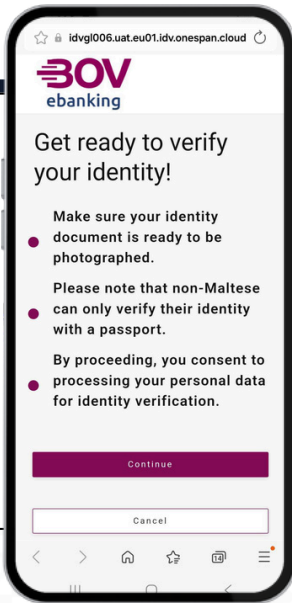
6

You will be transferred to a third-party site to start Identity Verification (IDV) process

- If you press 'Ok', you will be able to proceed.
- If you press 'Cancel', you will be redirected to the Customer Details screen.



7

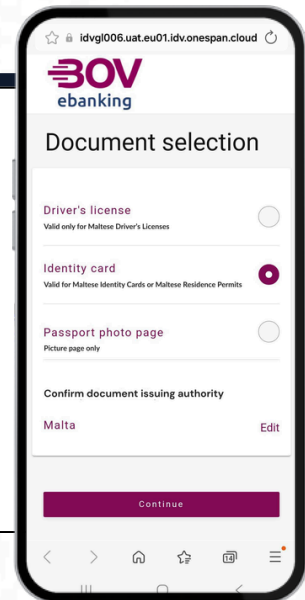
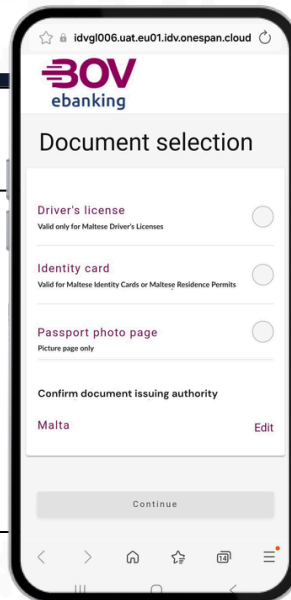


You have re-directed to the Identity Verification site. Here you will start your Identity Verification process.

Click on '**Continue**'.

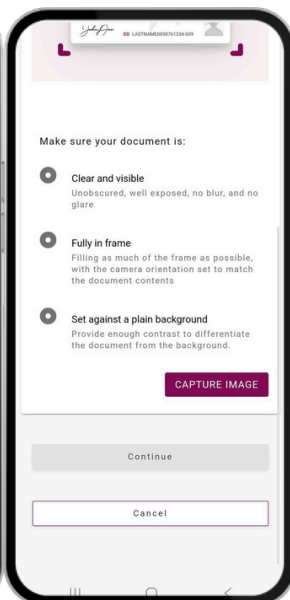
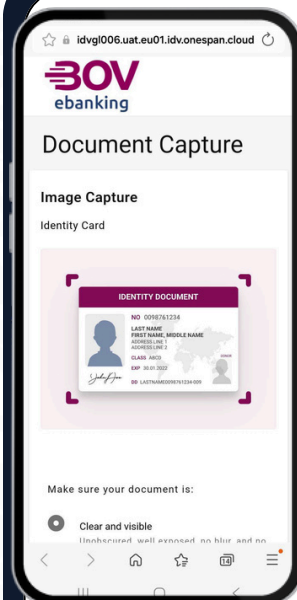
8

Choose the document you would like to use for registration.



9

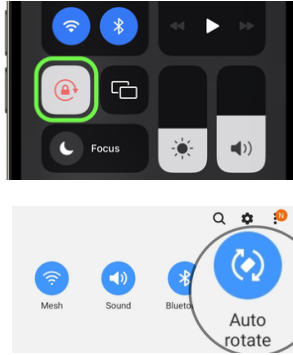
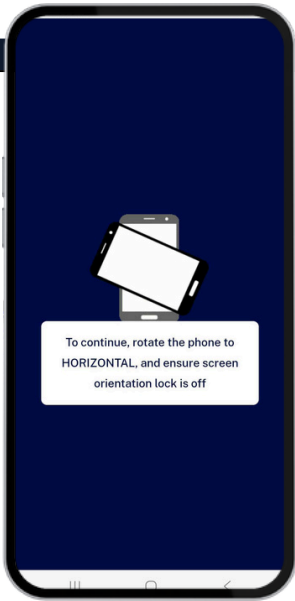
You will be asked to take photos of your identity document.



- If you choose a Maltese ID card (including Residence Permit) or Maltese driving licence, you must take a photo of both the front and the back.
- If you choose a passport, you must take a photo of the page showing your photograph.

Follow the tips provided to ensure clear images.

10



If you are an IOS user, make sure your Orientation Lock is switched off.

If you are an Android user, make sure your Auto-rotate is switched on.

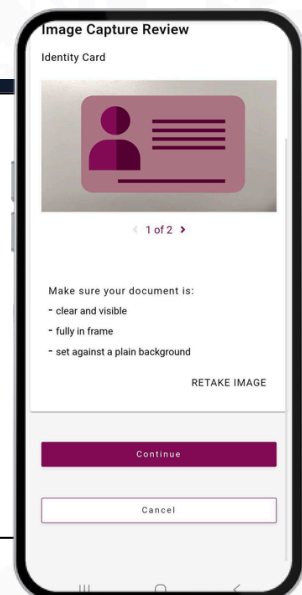
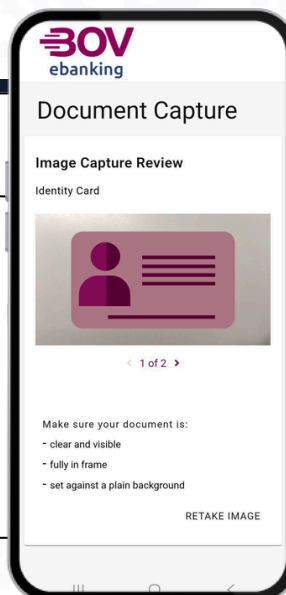


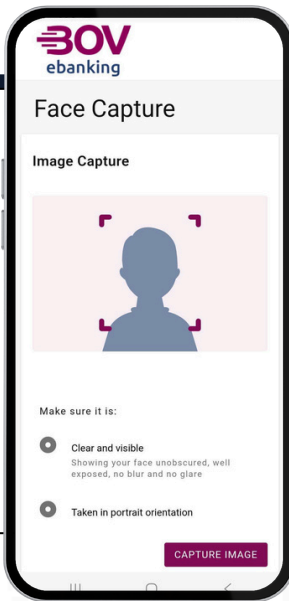
***Your mobile phone needs to be held at a 90 degree angle.**

11

Take an image of the front and back of the document.

You will be able to re-take the photos or continue with the process by clicking on **'Continue'**.





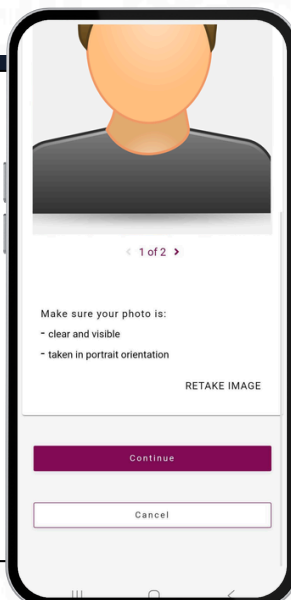
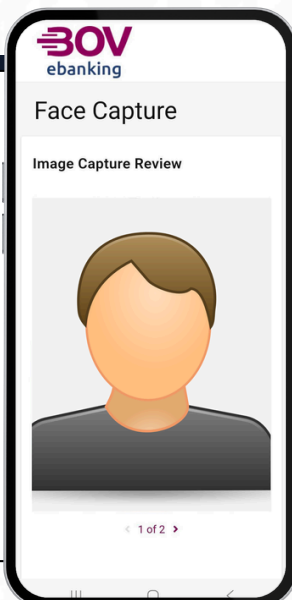
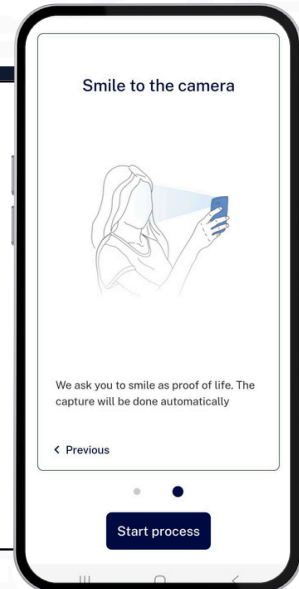
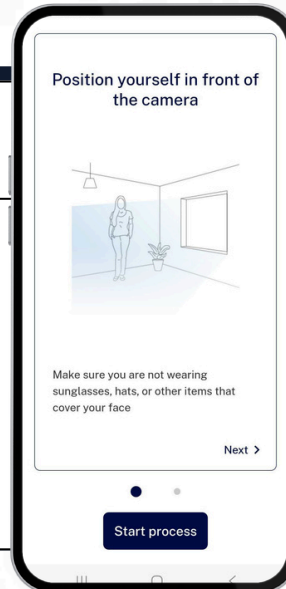
12

In the next step, you will be required to capture a selfie so that the system matches your document to your selfie.

Follow the tips.

13

Follow the instructions provided on the screen.

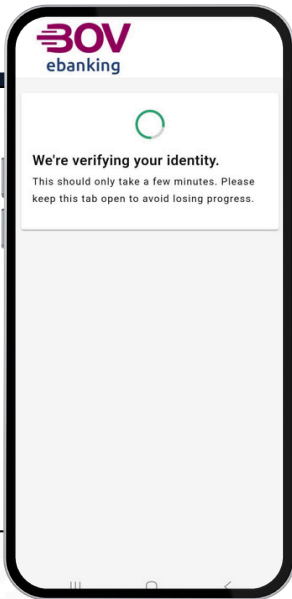


14

Take a selfie.

Post taking the selfie you will be able to:

- Re-take the images by pressing **'Retake Image'**
- Proceed to the next step by clicking **'Continue'**



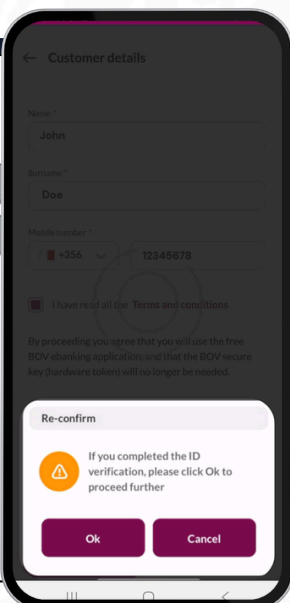
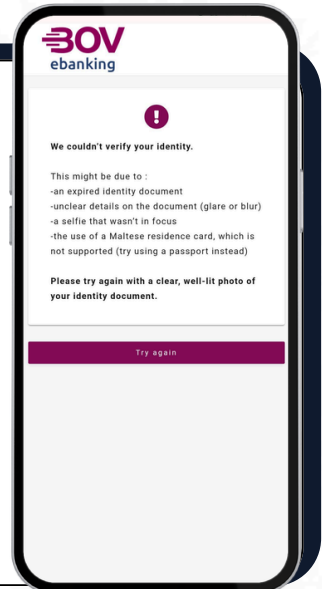
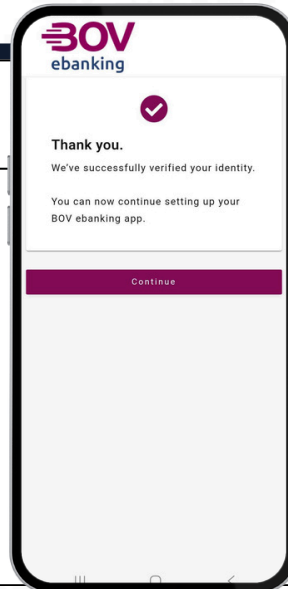
15

After Document and selfie capture are taken, you will have to wait a couple of seconds/minutes for the verification.

16

If the verification was successful, you can go back to the app to continue with the migration process

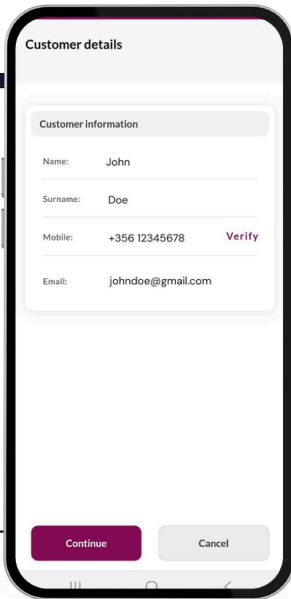
If the verification was not successful, you have 2 more attempts to retry. If the verification fails after all attempts, you can go back to the app and wait a couple of minutes to retry the IDV.



17

If IDV was successful you will be able to proceed. If IDV failed after 3 attempts, you can restart the process and re-do the IDV.

- ✔ When you click **'Ok'**, you are able to proceed with the process.
- ✘ When you click **'Cancel'**, you will be able to retry the IDV process by waiting a couple of minutes and clicking **'Continue'**.

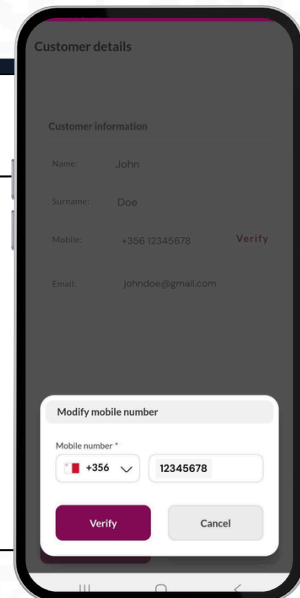


18

Post successful IDV, you will be provided with your customer details.

19

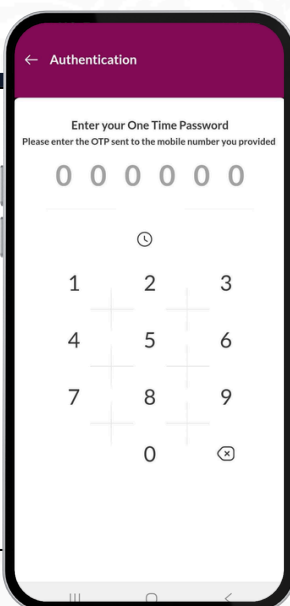
You are required to verify your mobile number by inputting your current mobile number.

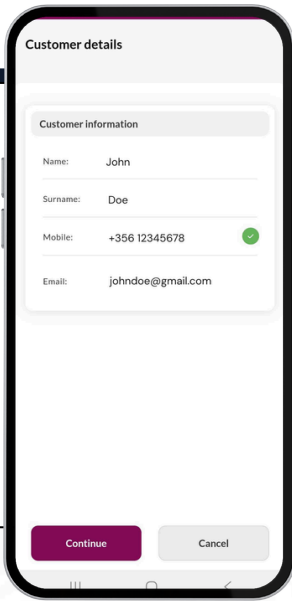


20

A one-time password is sent via SMS to authenticate the verification of the mobile number.

The password sent is numeric and needs to be inputted.





21

Once verification of mobile number is completed, you will be able to proceed by clicking on **'Continue'**.

22

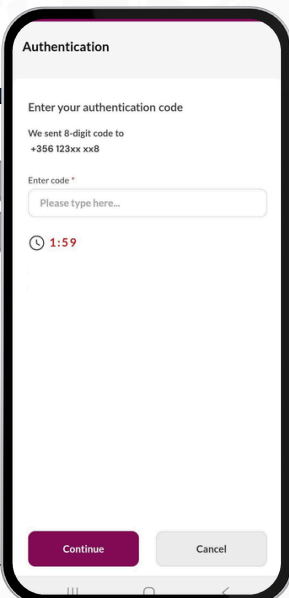
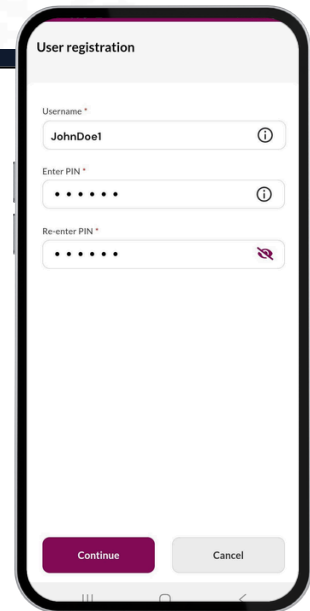
You are required to set a Username and PIN.

Username:

- 7 to 20 alphanumeric characters (It is a mix of numbers and letters), no special characters.
- Username is case sensitive.

PIN:

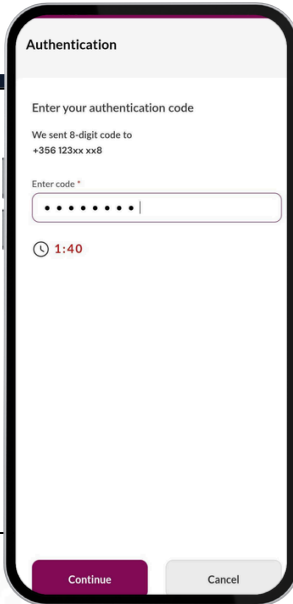
- 6 digit PIN
- Repetitive or sequence of numbers won't be accepted (Ex. 111111, 123456)



23

An authentication code is sent via SMS to authenticate the Username and PIN chosen.

The code sent is alpha-numeric.



24

Input the code that you received in the field and click on '**Continue**' to proceed.

25

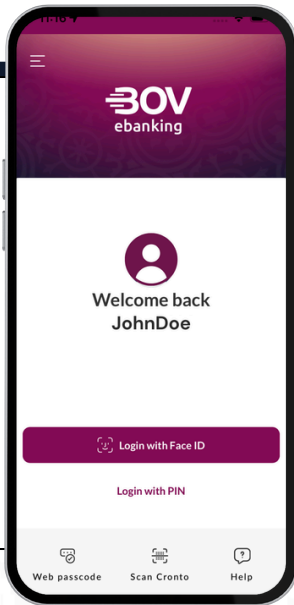
You will have the choice to enable your Biometric which can either be Face ID or Fingerprint, depending on your mobile device.



26

You have fully migrated and can enjoy banking through BOV eBanking.

27



You can login to the BOV ebanking.