

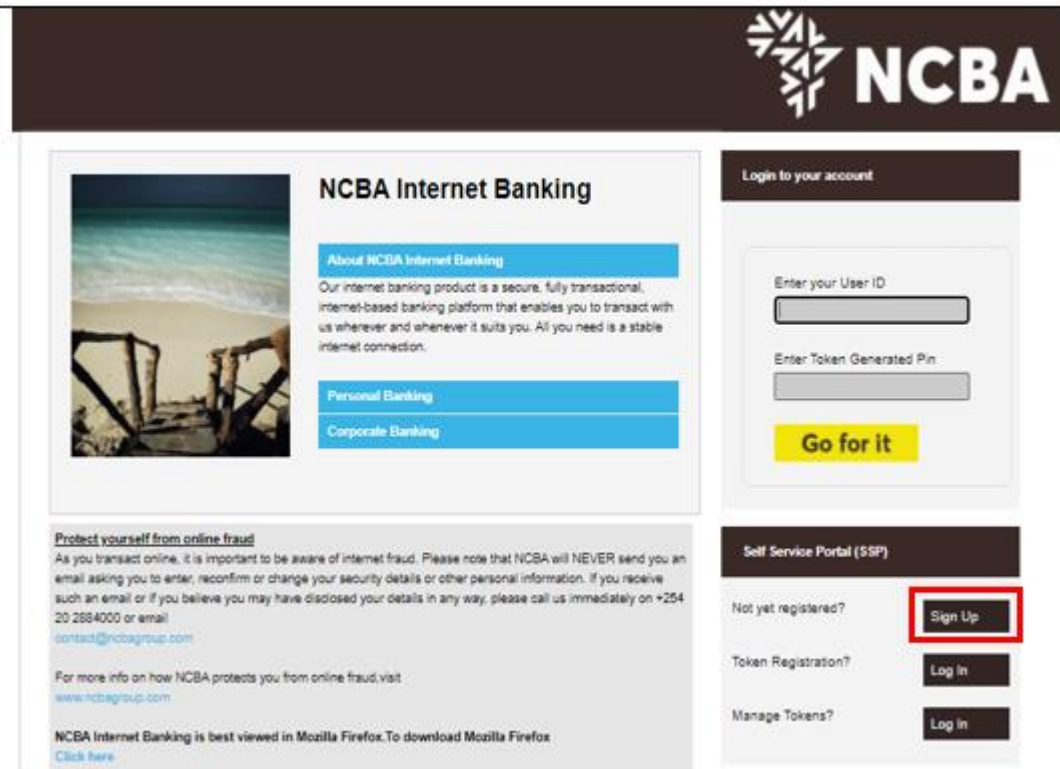


First Time Internet Banking Registration Process

This functionality allows existing Retail Banking customers who are not registered on NCBA Internet banking to sign up from the Internet Banking Portal.

Step1: Visit <https://ke.ncbagroup.com/> and select Internet Banking.

Step2: Step 2: Scroll down to the Self-Service Portal (SSP) and click the *sign-up* button.



Step3: Enter your *NCBA bank account number* followed by the *phone number* you provided during account opening in the data entry fields below. Submit for validation.

**STEP 1 - Account Validation**

In order for you to register for Internet Banking, you will be required to validate your account by following the steps below.

Account Number

This is your primary bank account number

Mobile Number

This is the mobile number registered with the bank

[Go for it](#)

Step4: A text message with a *One Time Pin* (OTP) shall be sent to your registered mobile phone number. Key in the OTP on the page below and submit to authenticate registration. If you have not received the OTP text message through the registered number, click the "resend" button to prompt the system to resend the OTP or call our Contact Center on 0711-056444 for further assistance.

**STEP 2 - Authenticate**

Enter the One Time Password from the SMS sent to your registered mobile phone.

One Time Password [Resend](#)

please call the bank if you do not receive your SMS message

[Go for it](#)[Cancel](#)

Step5: You shall be notified of successful registration via an e-mail through the registered address. The email will contain the log-in credentials and directions to download and register a HID approve token

You are now ready to transact online. Access the internet banking system through our website www.ncbagroup.com

Kindly contact us using the contact details below, if you have feedback or queries regards the internet banking platform or token registration process.

Email: contact@ncbagroup.com

Kenya: +254 20 2884444; +254 711 056444; +254 732 156444 or 0800 720 444

Thank you for Banking with us.

END