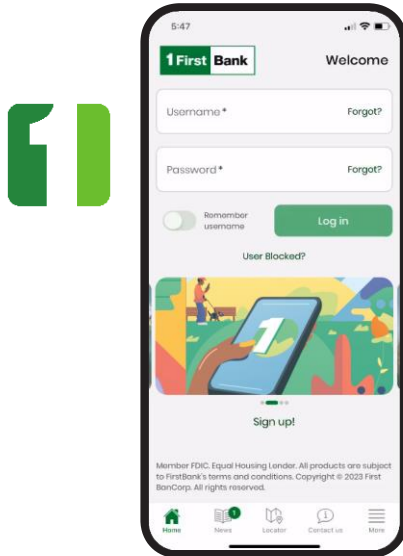
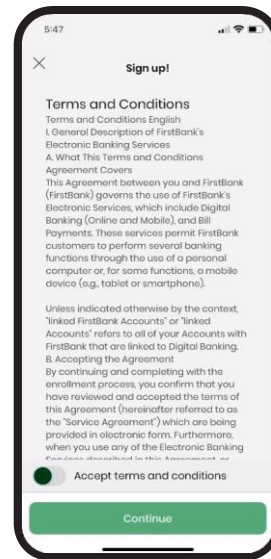


Learn how to Enroll in Digital Banking

1. Download FirstBank's Digital Banking app and select Sign Up.



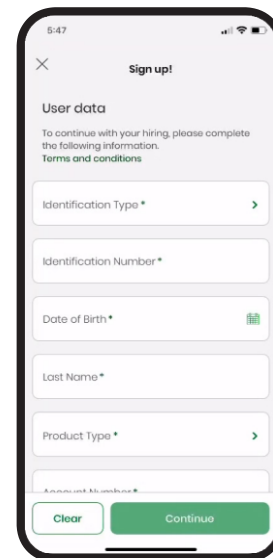
2. Read and accept the terms and conditions of Digital Banking and tap Continue.



3. Fill out your personal information and create your username. The system will prompt for the following information:

- Identification type: Choose the type of identification (ID) and enter the corresponding number.
- Date of birth and Last name
- Product type and account number¹: Select Loan and enter the account number.
- Enter the email where you want to receive messages from Digital Banking.
 - Email²
 - Mobile phone
 - Username³

Once you have finished entering all required information tap Continue.

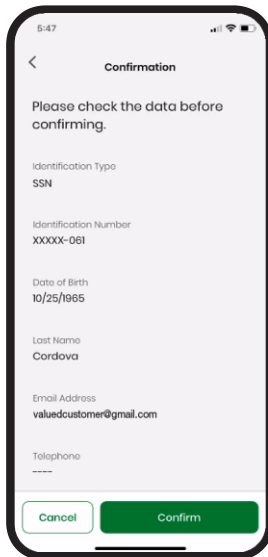


¹ **Auto Loan:** when registering your account number, enter "00" at the beginning if it is a Lease Loan or if it is a Conventional Loan enter "000".

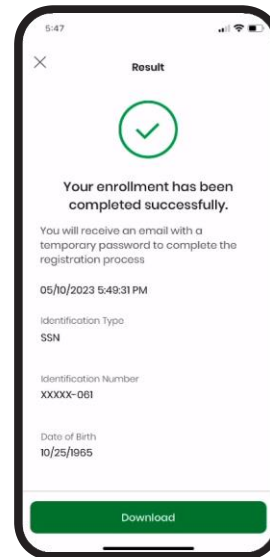
² Provide the email address where you would like to receive communication from Digital Banking.

³ It is important that your username is unique.

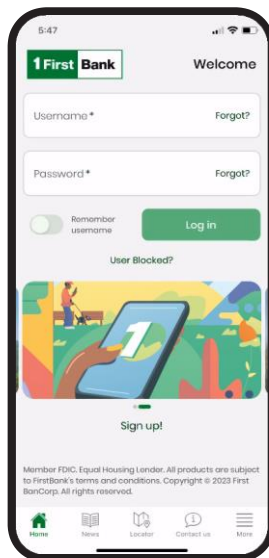
4. Verify the information entered and tap Confirm once you validate that it is correct.



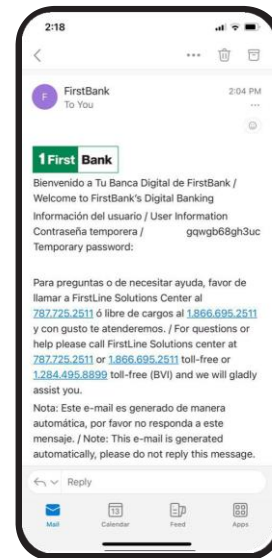
5. If the registration is successful, you will receive a welcome email from FirstBank with a temporary password that you should use to complete the registration process.



6. Access the home page and enter the username you created and the temporary password that was sent to your email address.



7. Enter the temporary password you received by email. Then create and confirm a new password. Your new password must include a minimum of 8 characters, a number, a special character (e.g., @\$%), and a capital letter.



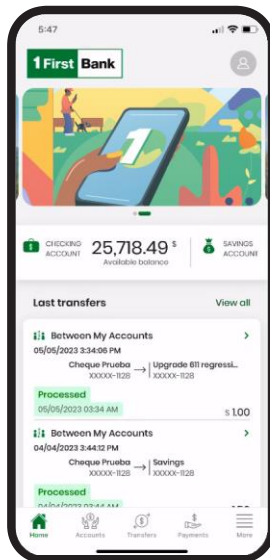
- 8.** Set up your security features:
- Select and answer 3 security questions. Only you will know the answers.
 - Create and confirm a 4–6-digit PIN. The PIN may not start with the number zero (0).



- 9.** Enter your username and new password and select Sign In. Enter your PIN and press Continue. The system will take you to FirstBank's Digital Banking home page.




Follow these steps and enjoy **Digital Banking** today.




With Digital Banking you can:

- **Verify** your loan
- **Add** account from other banks
- **Pay** your loan
- Check payment **History**
- **Request** documents related to your auto loan:
 1. Auto Title Request
 2. Auto Loan Payoff Letter
 3. Auto Loan Insurance Unearned Premium Letter
 4. Auto Loan Closed Date
 5. Auto Reference Letter
- And much more

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 Visit us in any of our branches

 Call us 787.725.2511

1 First Bank
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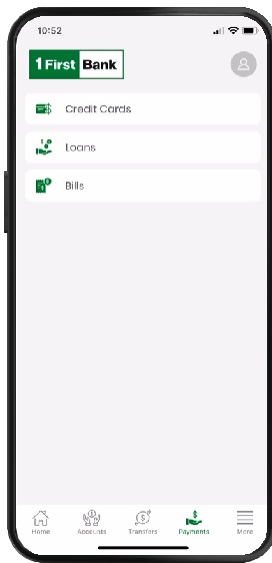
FirstBank is a member FDIC in Puerto Rico United States and the U.S. Virgin Islands. Digital Banking is subject to FirstBank terms, conditions and restrictions. 1. ATMs around Puerto Rico, the United States Virgin Islands, Tortola and Florida.

Learn how to make Payments in Digital Banking

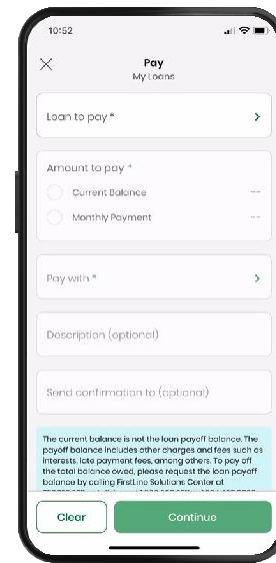
Loan payments

1. Log in to Digital Banking. In the main menu press Payments, followed by Credit Cards or Loans.

Note: You can only make payments using FirstBank accounts or accounts from other banks.

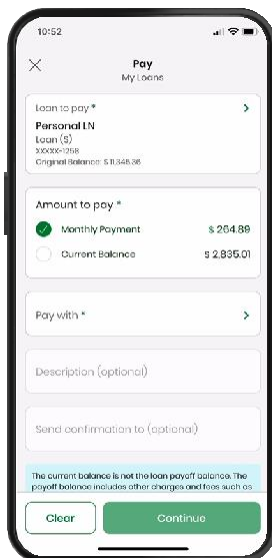


2. Select the loan you want to pay in 'Loan to pay', where you will see all your loans. Or, if you want to pay your credit card, press 'Card to pay'. Here you will see all your credit cards.



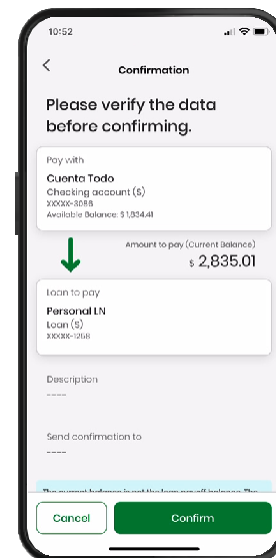
3. If you are paying a loan or a credit card, select the amount you are paying in Amount to pay. Then, press Pay with to select the account.

Note: For your cancellation balance, call 787-725-2511 or visit your branch of preference.



4. Validate your payment information. You can edit or cancel if necessary. Once the payment information is correct, press Confirm. You will receive confirmation on your screen and a notification to your email.

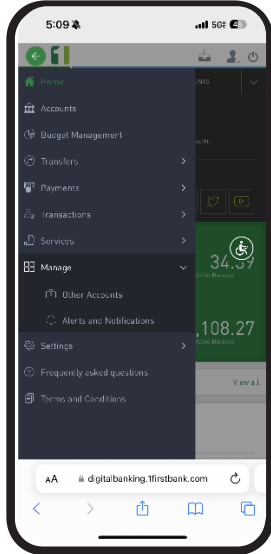
Note: You may download a payment receipt from the confirmation screen.



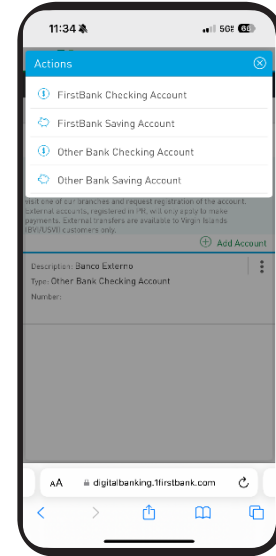
Add External Account

1. Sign in to Digital Banking through desktop version. Click “Manage”, followed by “Other Accounts”.

Note: You can only add external accounts in desktop version

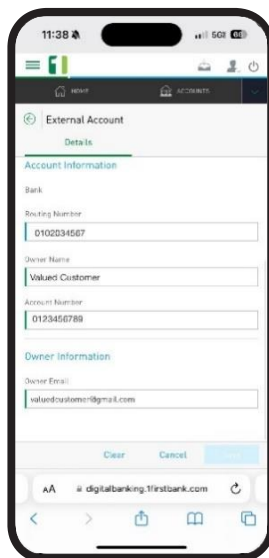


2. Press “Add Accounts” and select the type of account you wish to add.

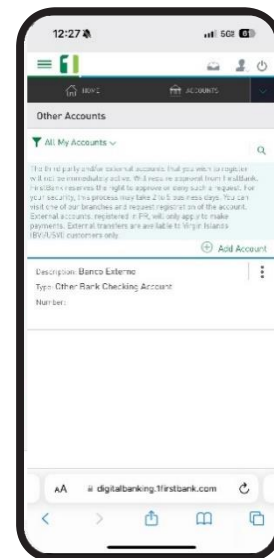


3. Enter an account description, account number, and email address of the account holder. In the case of an account at another institution, you must enter the route and transit number.

Press Save once you've entered the information

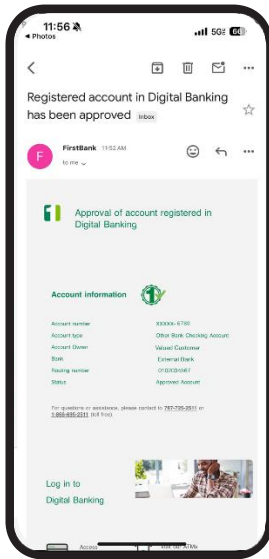


4. During the next 24 to 48 business hours, you will receive a call from a FirstBank representative to verify the request.

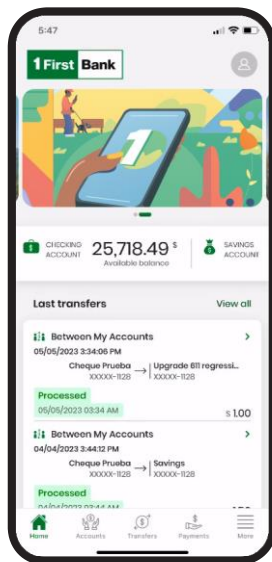


5. If approved, you will receive a confirmation email.

Note: Registration is subject to FirstBank's approval, at their discretion.



Follow these steps and enjoy **Digital Banking** today.



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- **Add** account from other banks
- **Pay** your loan
- Check payment **History**
- **Request** documents related to your auto loan:
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 2. Auto Loan Payoff Letter
 3. Auto Loan Insurance Unearned Premium Letter
 4. Auto Loan Closed Date
 5. Auto Reference Letter
- And much more

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1 First Bank

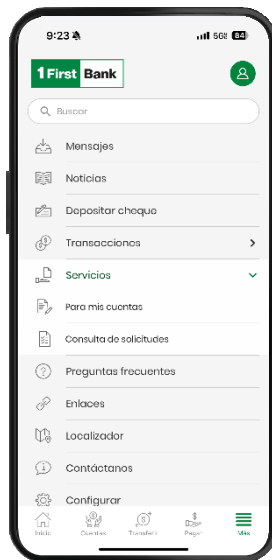
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Learn how to request **Services** from your mobile in **Digital Banking**

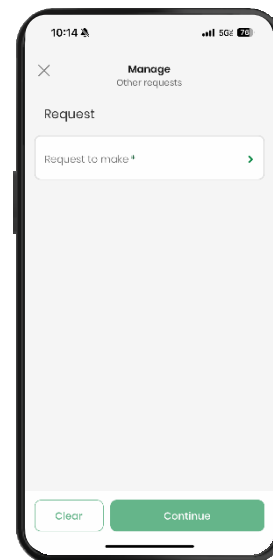
From Digital Banking you can manage the following services for your **Auto Loan Account**:

- Auto Loan Payoff Letter
- Auto Title Request
- Auto Loan Closed Date Letter
- Auto Loan Insurance Unearned Premium Letter
- Auto Loan Reference Letter

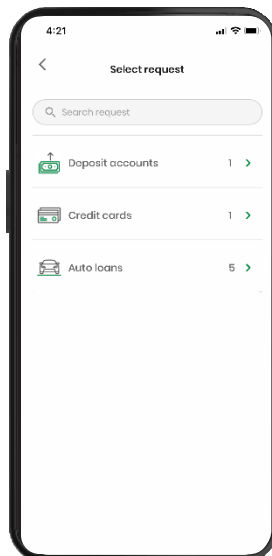
1. Press More on the main menu of the homepage, then select Services, followed by For My Accounts



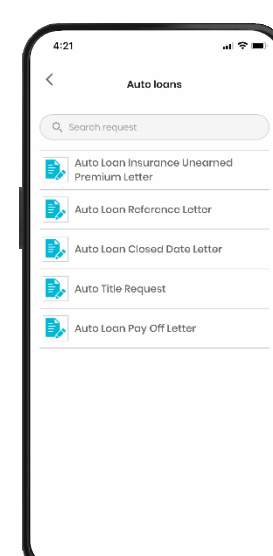
2. In Manage, tap Request to Make.



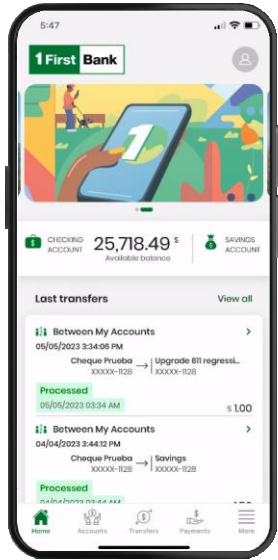
3. From the menu, select Auto Loans.



4. Proceed to choose the request you wish to make and then fill in the required fields.



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