

How to Change Your Contact Info

When logging in for the first time, you will be asked to enter some contact information. It must match what we have for you on our system. There's an easy way to validate your information is correct, before the new online experience is ready.

If you have already visited with a FIBT banker about this, thank you! You may kindly disregard this message. Please note, requests submitted may take up to five business days to complete.

1. Log in to Online Banking from FIBT.com (This must be accessed through a web browser. Profile settings are not available in the mobile app.)
2. In the top gray bar, click on Profile.
3. Find the line for Email and click on Edit. Area will expand to show you the email FIBT has on file for verification purposes. If correct, you don't need to do anything. If incorrect, please enter new email address and save.
4. Next, go to the Phone line and click on View. If correct, there is nothing you need to do and you are finished verifying your information - thank you!

We appreciate your help in taking this important step to verify your contact information ahead of our new online banking experience. If you have any questions about this process or anything else, please contact our Customer Care Center at (800) 359-8092.