

TURICUM Mobile

Mobile Banking Enrolment Guide

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1. Before you start

Ensure you have a stable internet connection (Wi-Fi or mobile data).

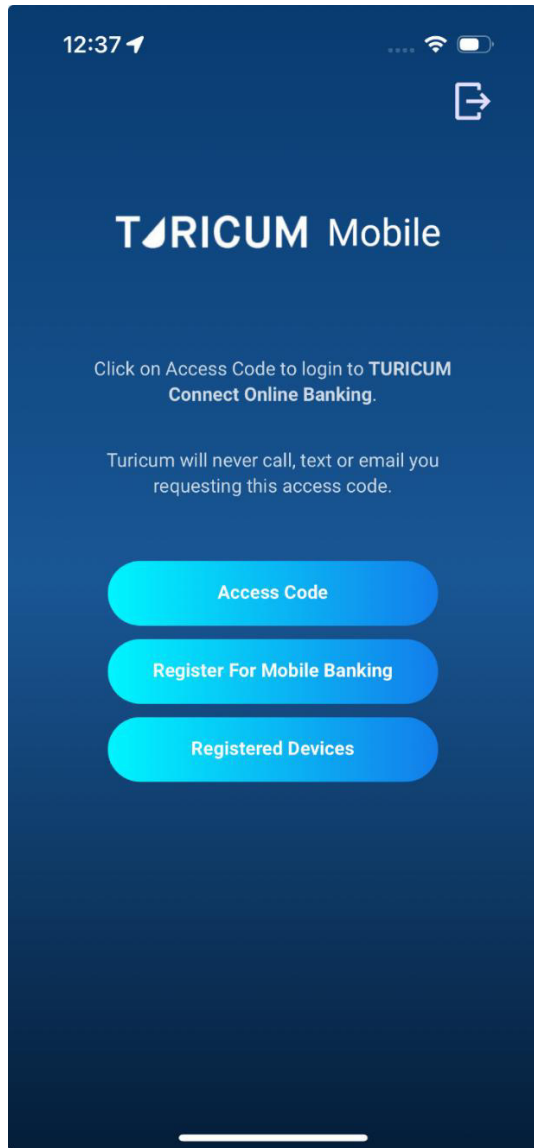
Have your photo ID ready and ensure good lighting for document capture.

Keep notifications enabled so you can receive any verification codes.

2. Enrolment Process

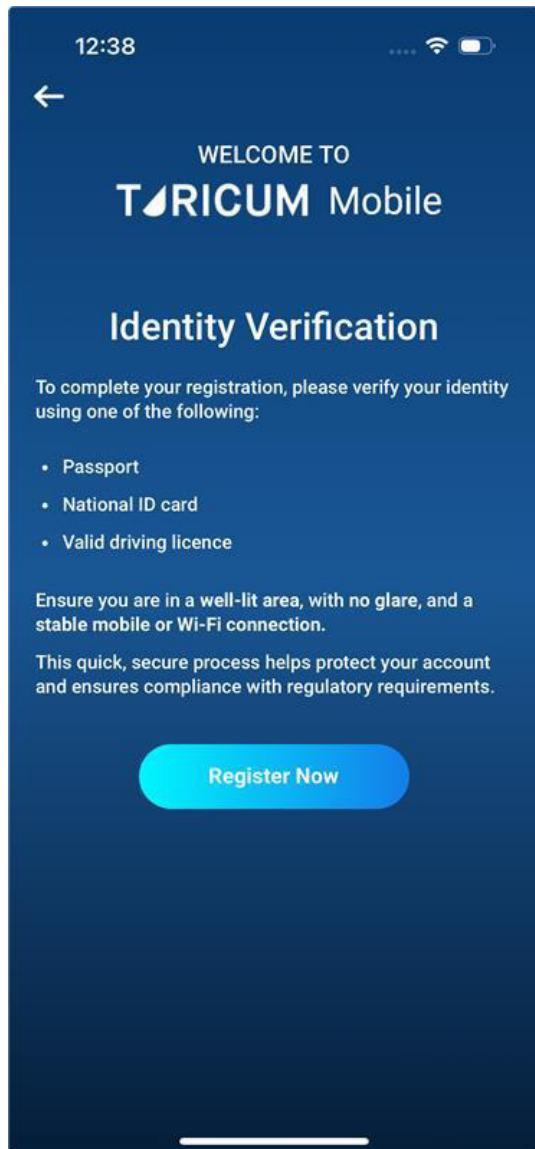
Please follow the below steps to complete the enrolment process.

- 2.1 Open the TURICUM Mobile application and complete the authentication.
- 2.2 Tap **Register for mobile banking** option.

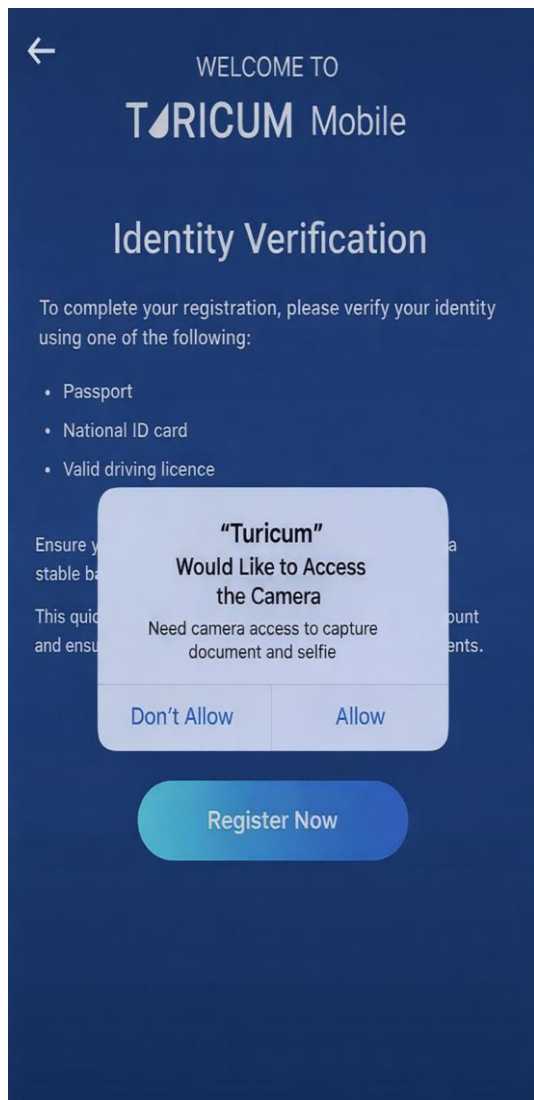


2.3 Tap **Register Now**.

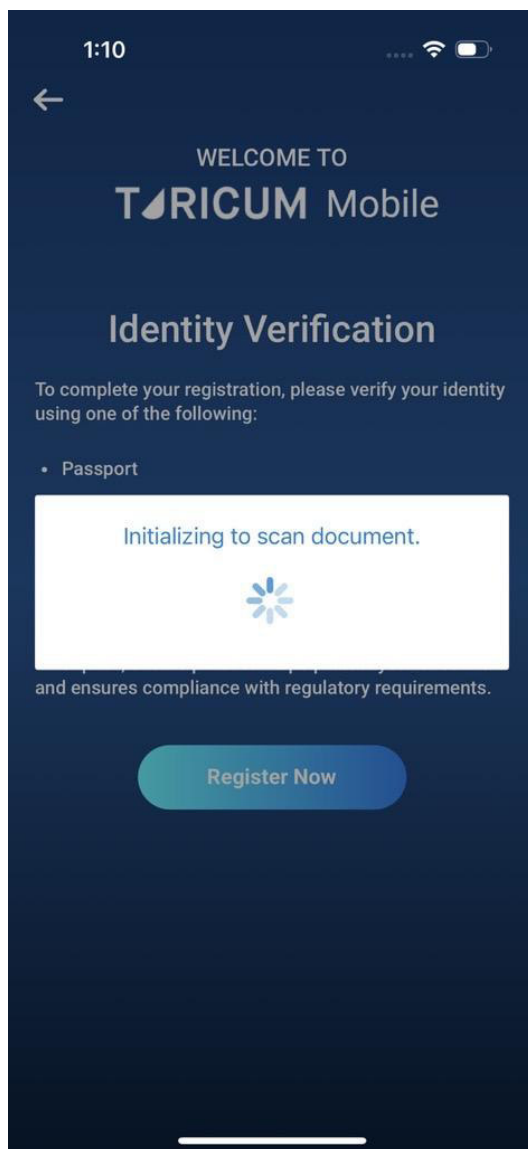
Note: We have observed that some iOS users are experiencing issues at this stage during the enrolment process. In such case, please refer the section [Troubleshooting: Document Scanning Does Not Start](#) to complete the enrolment process successfully.



2.4 Allow camera access to proceed with documents scan.



2.5 Keep the documents ready to scan



2.6 Scan the front side of the document.



2.7 Scan the other pages of the document as per the instructions on screen.



Note: We have observed that some Android users are experiencing issues at this stage during the enrolment process. In such case, please refer to the section [Troubleshooting: Document Scanning Does Not Start](#) to complete the enrolment process successfully.

- 2.8 Review the details of the scanned document and click on 'Yes' to proceed or 'No' to repeat the scanning process.

2:41

←

WELCOME TO
TORICUM Mobile



Date of expiry

20.29.1112

Given name

DAVIS

Surname and given names

RACHEL DAVIS

Surname

RACHEL

Has your ID been captured accurately?

☒ Yes ☐ No

Proceed

← 12:15

WELCOME TO
TORICUM Mobile



Date of expiry

209112

Date of birth

99.803 - WARSAW

Document number

42521110116

Given name

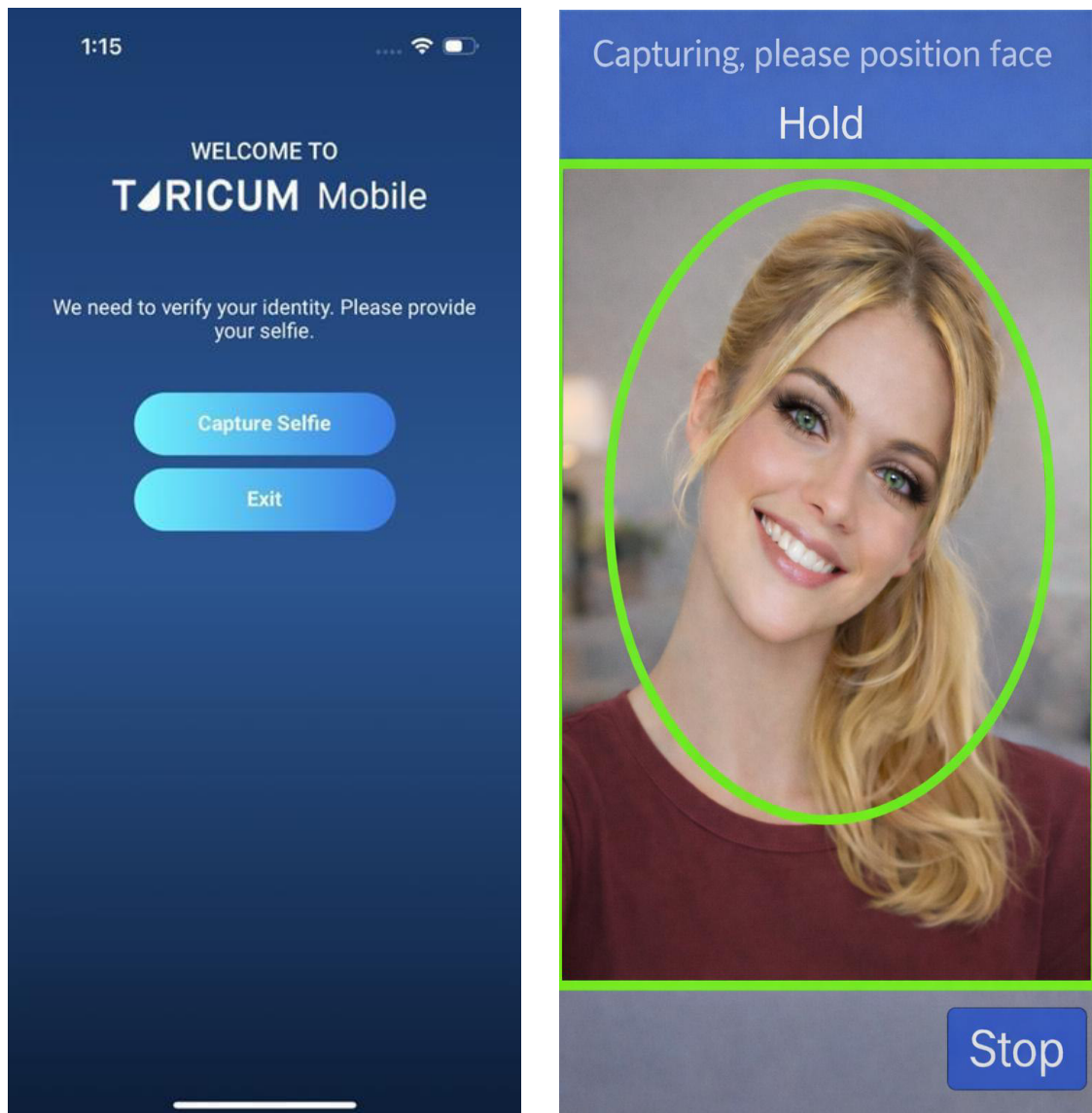
DAVIS

Has your ID been captured accurately?

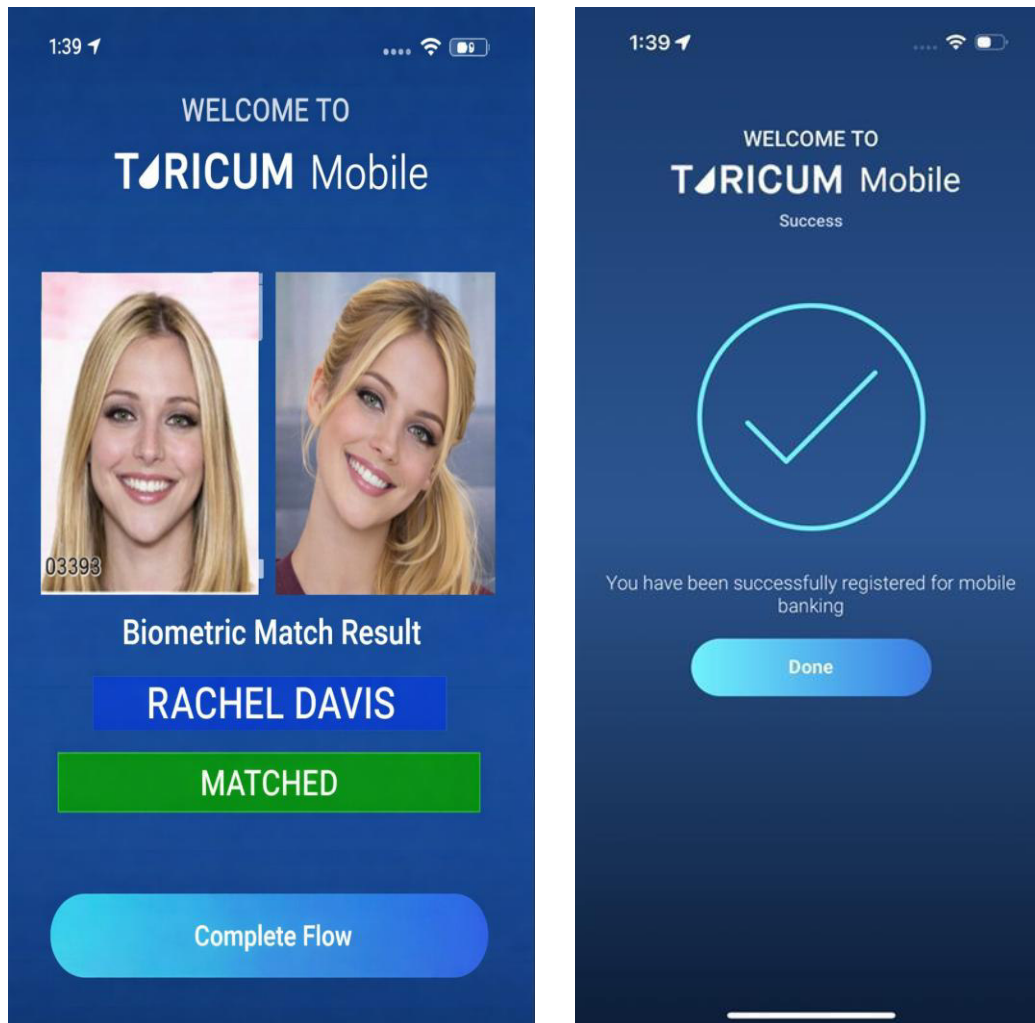
☐ Yes ☒ No

Start Again

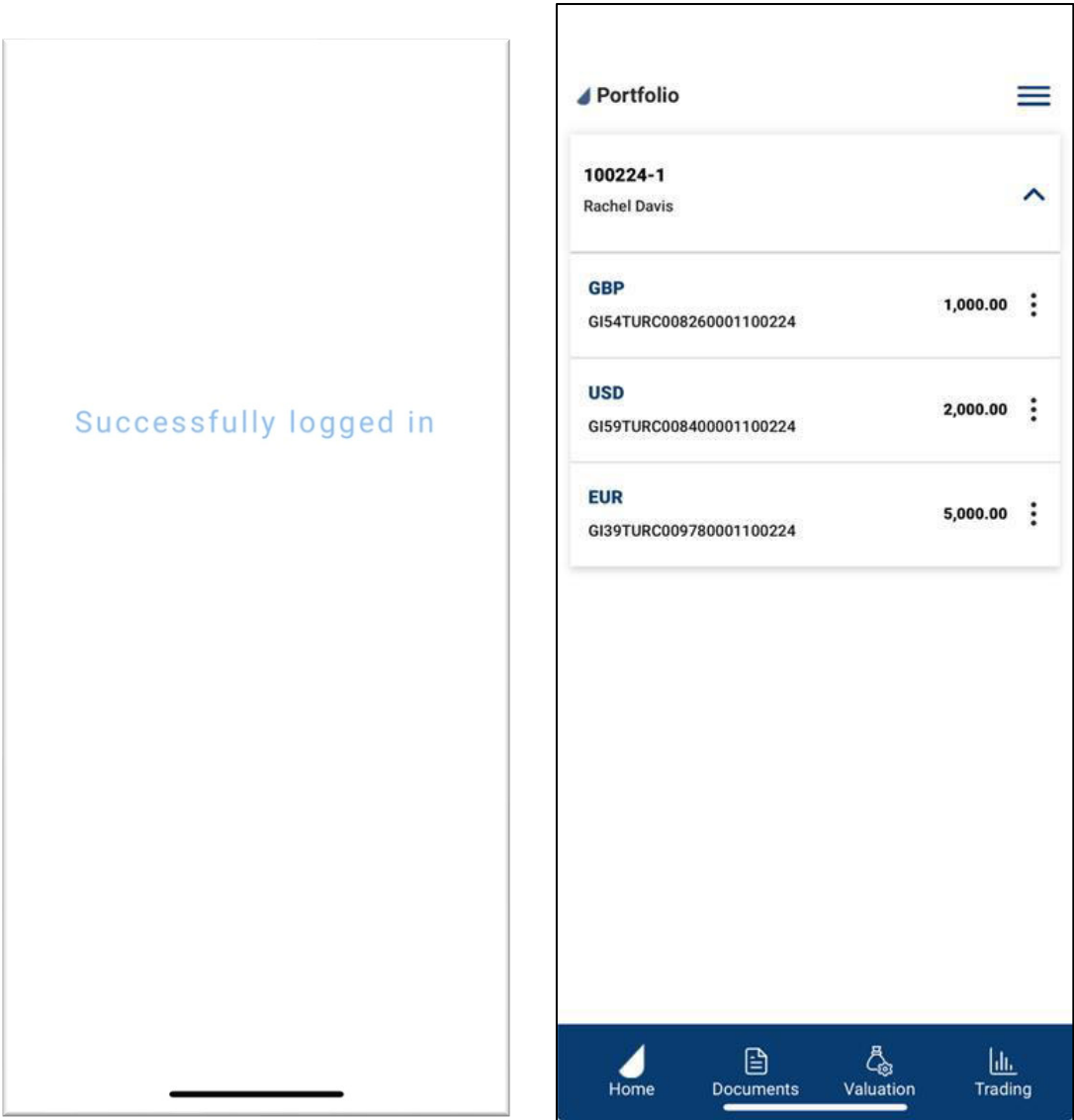
2.9 Tap **Capture Selfie** to provide selfie



Once the captured selfie has been compared with the photo ID on the scanned document, you will be able to access Mobile Banking on the app.



The enrolment process has been successfully completed and access to Mobile Banking will be available from now on.

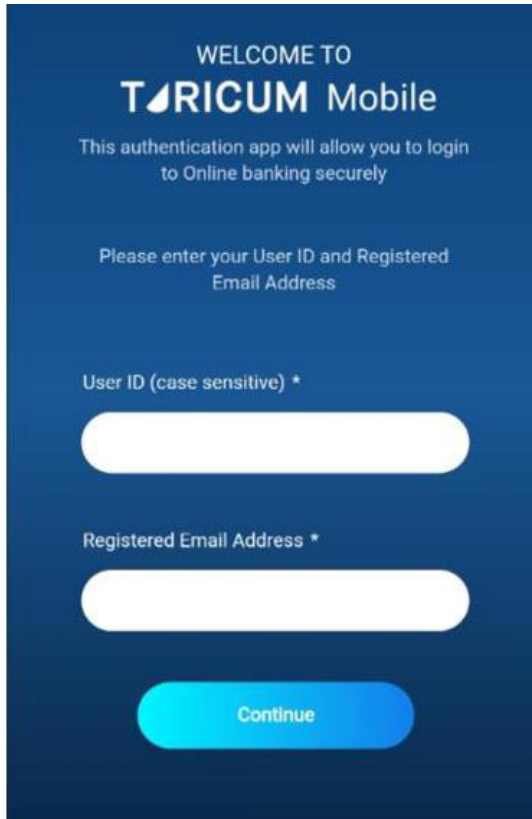


3. Troubleshooting

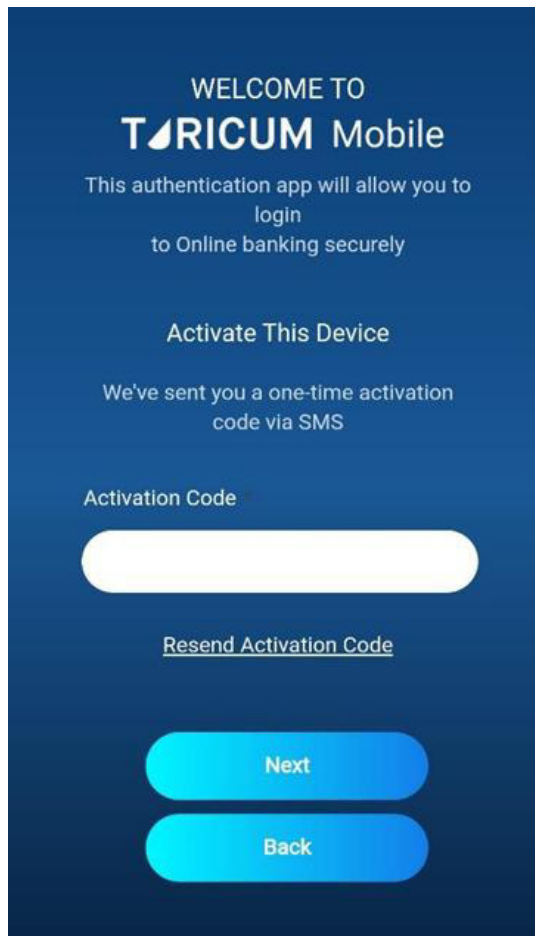
Document Scanning Does Not Start (for iOS Users) / Document review is not successful (for Android Users)

Please follow below steps to troubleshoot the issues during Mobile Banking Enrolment.

- 3.1 Uninstall the TURICUM Mobile application.
- 3.2 Reinstall the application from the official Google Play Store or Apple App Store.
- 3.3 Please follow the instructions to Activate your User ID.
- 3.3.1 Enter your User ID and Registered Email Address and tap on 'Continue'.



- 3.3.2 An SMS will be sent to your registered mobile number with an activation code. Enter the activation code into the screen below on your TURICUM Mobile application and tap 'Next'.



WELCOME TO
TURICUM Mobile

This authentication app will allow you to
login
to Online banking securely

Activate This Device

We've sent you a one-time activation
code via SMS

Activation Code

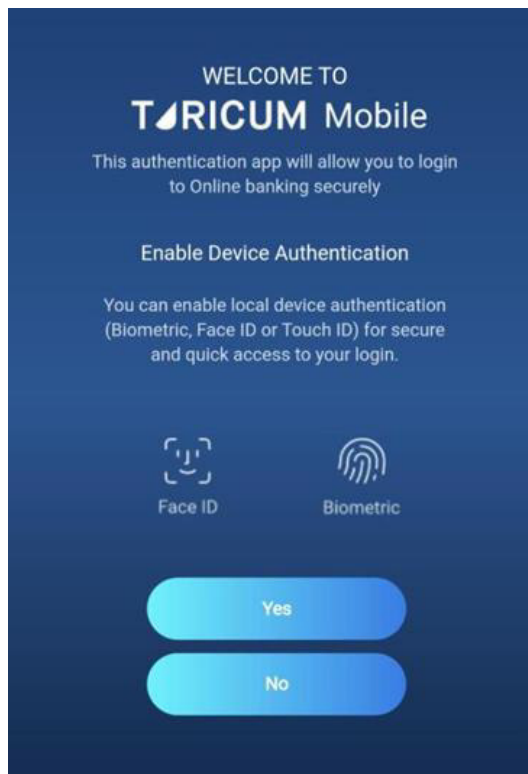
[Resend Activation Code](#)

Next

Back

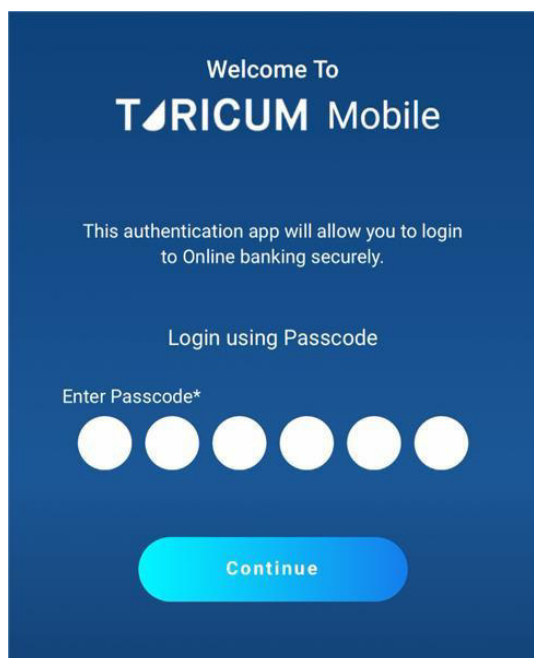
3.3.3 On the following screen you will be reminded to enable the device's local authentication (Biometric, Facial Recognition or Fingerprint).

Tap 'Yes' to continue.



3.3.4 Once this is done you have successfully activated your User ID on the TURICUM Mobile application.

If you are unable to activate your Biometrics, tap 'No' and complete your activation using a Passcode instead.



3.3.5 Tap 'Continue' to complete your activation.

3.3.6 Proceed with Mobile Banking enrolment steps described in [Section 2: Enrolment Process](#).

If you experience any issues during enrolment, please contact your Private Banker, who can connect you with our technical support team for assistance.

Turicum Private Bank Limited
Turicum House, 315 Main Street, PO Box 619, GX11 1AA, Gibraltar
T: +350 200 44144
E: contact@turicum.com
W: turicum.com

Turicum Private Bank Limited is registered with Companies House Gibraltar under Incorporation Number 47119.
It is regulated by the Gibraltar Financial Services Commission under Permission Number 543.