What is a One-Time Verification Code (OTVC)?

CIBC FirstCaribbean International Bank | 2SV

An OTVC code is a unique 5-digit code that you can choose to receive via email, SMS or voice message and is used to confirm your identity.

Your One-Time Verification code from the bank is sent via one of the following channels:

- Your personal/free email address*
- One of the contact numbers listed as your 2SV contact information

*Free Email Providers: Yahoo | Gmail | Hotmail | Outlook | Live

TIP: We recommend adding at least 2 contact numbers in the event that the primary number used is changed/the device it is attached to is lost.

If this happens and only one 2SV contact is available, the client will not be able to access their account.

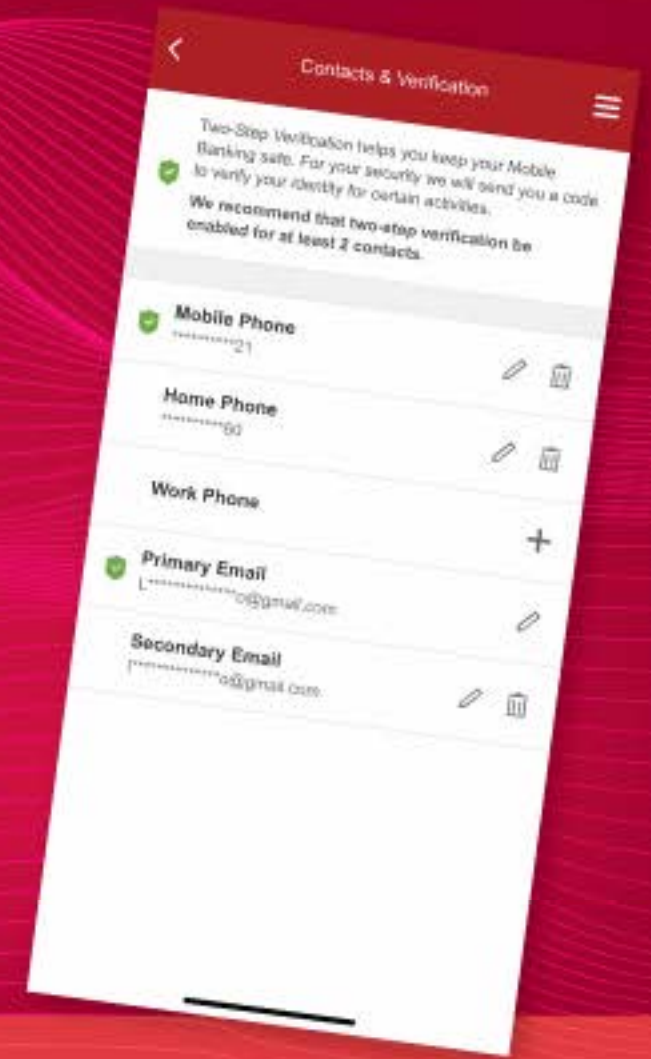CIBC FirstCaribbean International Bank | 2SV

Here's how to add another contact number for 2SV!

Log on to **Online Banking** and select 'Preferences'. From there, select Contacts & Verification.

Select 'Add' + or 'Edit' ✎ then input the contact number you would like to add/change.

PREFERENCES

Change Password

Change Passcode

Contacts & Verification

Face ID

Money Monitor

Go Paperless

1xPay Settings

Add Additional Accounts

Alerts and Card Security

Push Verification

Contacts & Verification

Two-Step Verification helps you keep your Mobile Banking safe. For your security we will send you a code to verify your identity for certain activities.

We recommend that two-step verification be enabled for at least 2 contacts.

Mobile Phone
**********21

Home Phone
**********60

Work Phone

Primary Email
L**********o@gmail.com

Secondary Email
j**********o@gmail.com

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Enter your contact number. Don't forget to begin with 1xxx (1+ area code). Select 'Continue'.

Once added, a verification code will be sent to the number you are either changing or adding via a recorded message.

Note: you should have the device/telephone you are adding close by so you can receive your code.

Add Work Phone

The phone number must start with a valid country code. For example, use 1 for most Caribbean countries or 599 for Curacao.

You will receive a one-time verification code to enter on the next screen to confirm this contact.

Work Phone
1 246 3675960

Activate Two-Step Verification (optional)
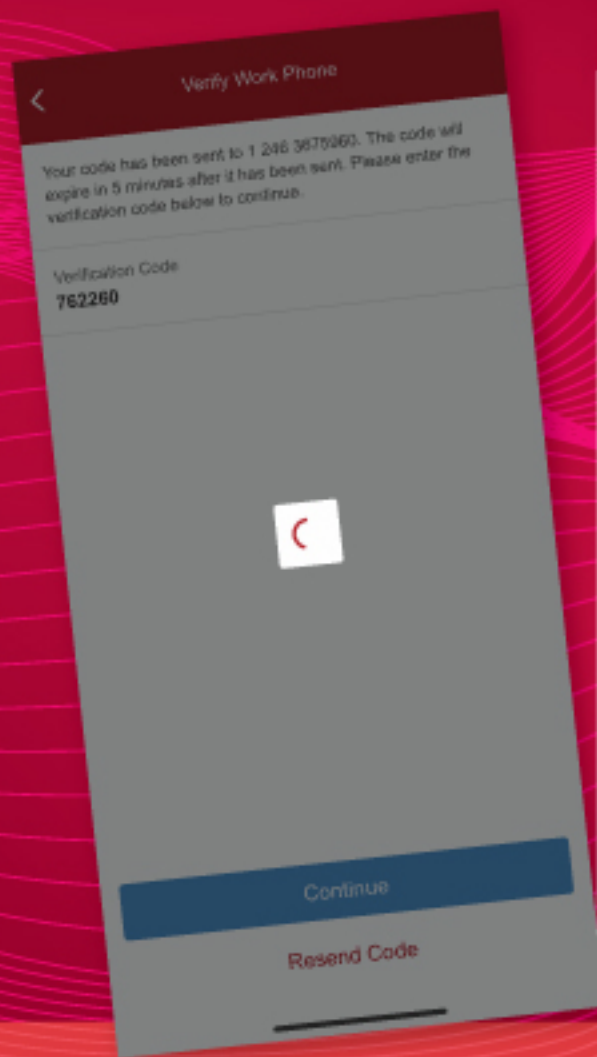
Continue

Cancel

Verify Work Phone

To confirm this Work Phone, a code will be sent to it for you to enter on the next screen.
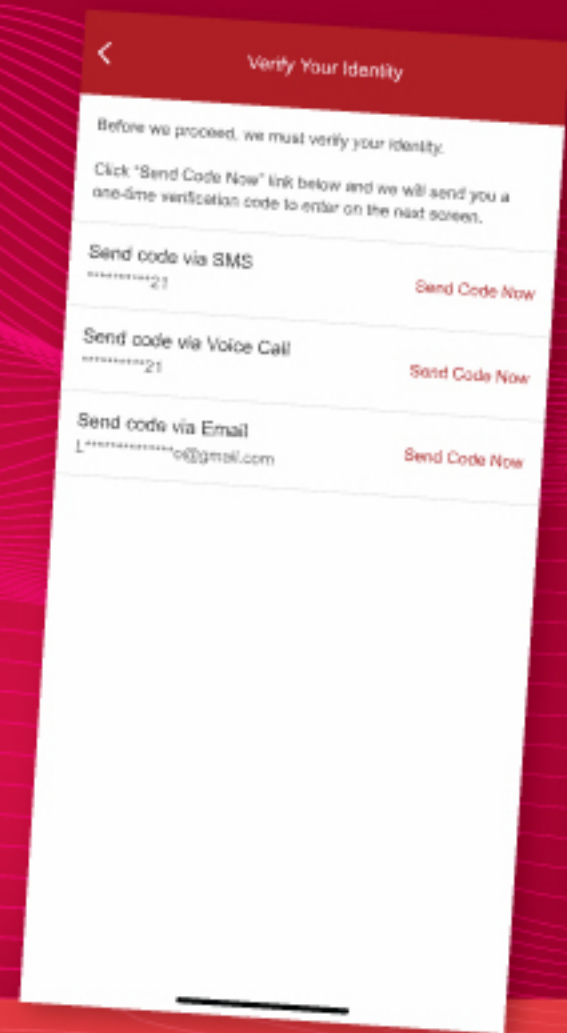
Send code via Voice Call
1 246 3675960

Send Code Now

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Enter the verification code received and select 'Continue'.

Note: If you do not receive your code, select the 'Resend Code' button to try again.
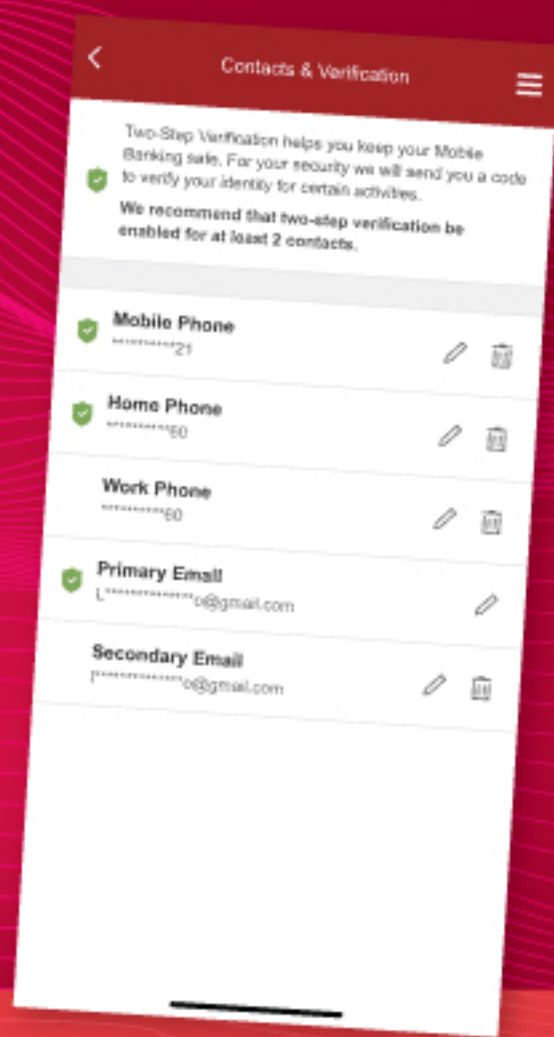
Before your number is either changed or added, we will ask you to verify yourself one last time.
You should select your means of verification using one of the contact options listed and enter the code received when prompted.

Verify Work Phone

Your code has been sent to 1 246 3675260. The code will expire in 5 minutes after it has been sent. Please enter the verification code below to continue.

Verification Code
762260

Continue

Resend Code

Verify Your Identity

Before we proceed, we must verify your identity.

Click "Send Code Now" link below and we will send you a one-time verification code to enter on the next screen.

Send code via SMS
**********21   Send Code Now

Send code via Voice Call
**********21   Send Code Now

Send code via Email
L*************o@gmail.com   Send Code Now

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You should receive confirmation that your number has been successfully saved. Select 'Done'.

✓

Work Phone Added
Your Work Phone 1 246 3675960 has been confirmed.

Ok

Your newly added or changed number will now show up in the list of contacts!

< Contacts & Verification ≡

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We recommend that two-step verification be enabled for at least 2 contacts.

Mobile Phone
***********21

Home Phone
***********60

Work Phone
***********60

Primary Email
L************o@gmail.com

Secondary Email
I************o@gmail.com

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