



NatWest

Mobile App Registration

**Step by step
guide for mortgage customers**

January 2025





Introduction



To register for the mobile app, you need a **customer number**.

The **customer number** is given to you when registering for online banking – Please follow the online banking registration guide if you need support.

You can use this link to [download the NatWest app](#).

Alternatively, on your mobile or tablet, go to the Apple store if you're using an Apple device or Google Play if using an Android device and search for 'NatWest Mobile Banking'.

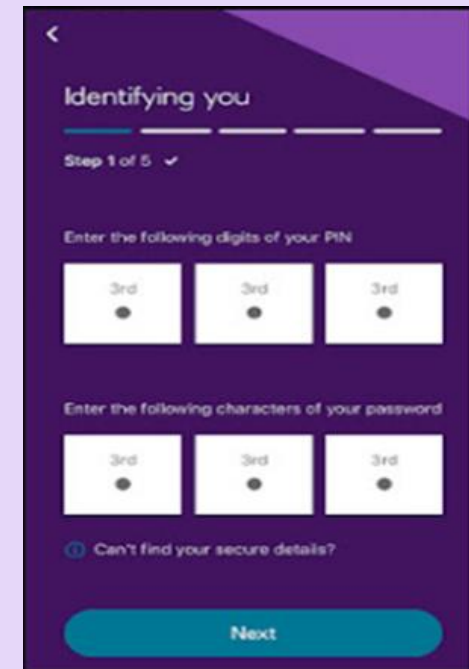
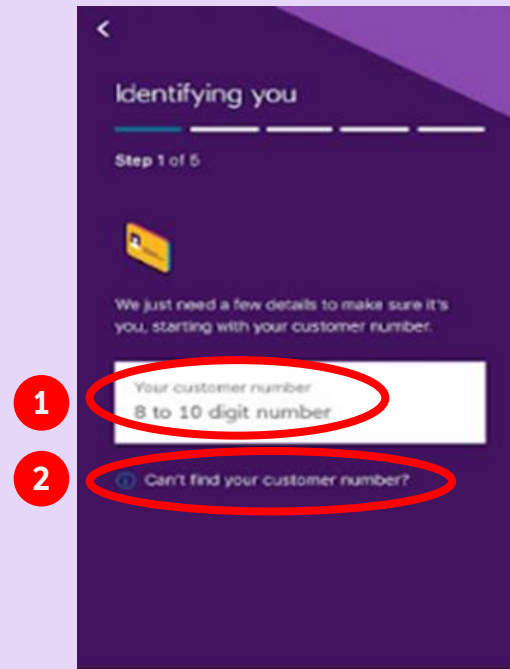
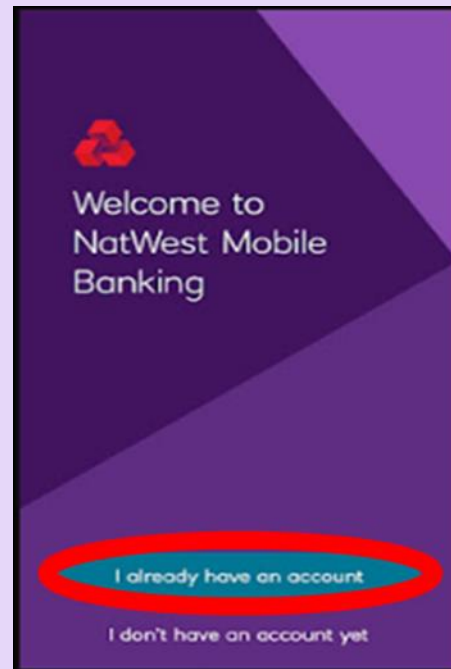


Select “I already have an account” if you have a mortgage account with us.

1. If you’ve already registered for **online banking**, enter your **customer number** to proceed.

2. Selecting “can’t find your customer number” will provide a link to the online banking registration journey.

Enter details from your Online Banking PIN & password.





Confirm if the mobile number is correct.
If incorrect, the activation code will be sent by post.

Activation code

Step 2 of 5

We're going to send you a text message with a one-time activation code. First, we need you to confirm your mobile number.

 Your mobile number
***** ** 120

Confirm mobile

Not my mobile

Enter activation code when received.

Activation code

Step 2 of 5

We've sent you a text message with your one-time activation code. Enter that code below.

Activation code
6 digit code

Resend code

Create a passcode for the app. Biometrics/
FaceID can be set up once in the app.

Your app passcode

Step 3 of 5 ✓



Please choose a five to eight digit passcode that isn't easy to guess. This will be your passcode to log into the app everyday.

New app passcode

Confirm new app passcode

① What makes a good passcode?

Confirm your new passcode