



Enjoy banking on the go

Experience the convenience of 24/7 banking with our digital banking services.



FNB

How can we help you?



Activate your card
on the FNB App

Saving you time and effort

Conveniently activate your new card
without having to go to the ATM or branch.
Getting started has never been this easy.

Enjoy the convenience
of digital banking.



Getting started is simple and here's how:



Log onto
the FNB App



Tap on the
“Cards” icon



Select the card you would
like to activate



Tap on the
“Activate Card” icon



Confirm activation & await
final confirmation

Cancel your card on the FNB App

Keep your money safe

In the event of card loss or theft, you have the power to cancel your FNB card and keep your account safe, on the FNB App. Using the FNB App to manage your card in an emergency is just another way we keep your finances safe.

Enjoy the convenience
of digital banking.



Getting started is simple and here's how:



Log onto
the FNB App



Tap on the
“Cards” icon



Select the card you would
like to manage



Tap on the
“Cancel Card” icon



Select the reason you want
to cancel your card



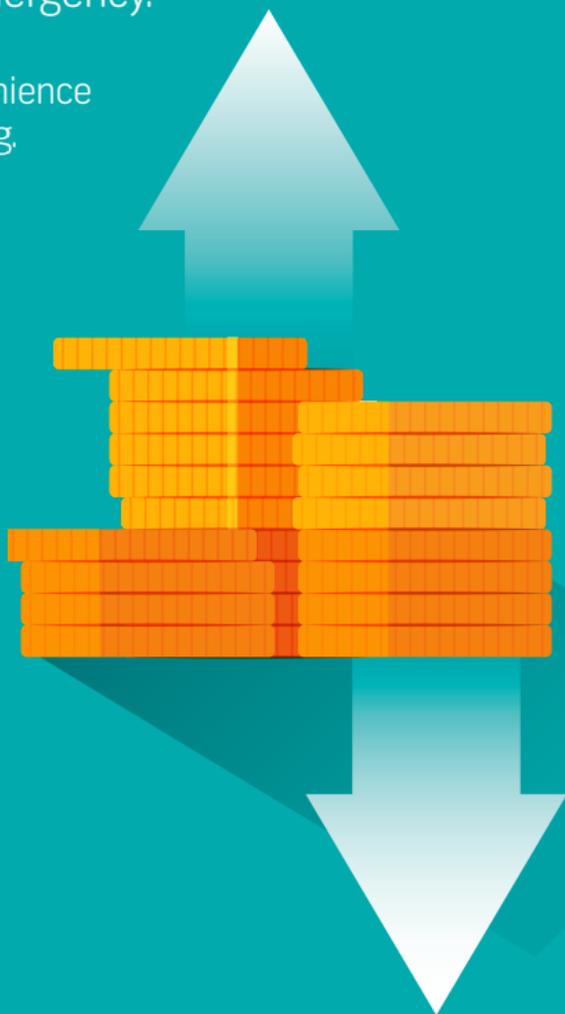
Confirm the card cancellation
& await confirmation

Change your card limit
on the FNB App

Spend responsibly and avoid fraud

Bank safely and securely when you have control of your spend limits. Increase or decrease them easily on the FNB App to keep your money safe, or to open your funds up in case of an emergency.

Enjoy the convenience
of digital banking.



Getting started is simple and here's how:



Log onto
the FNB App



Tap on the
“Cards” icon



Select the card you would
like to manage



Tap on the
“Update Limits” icon



Enter the limit you would
like to have it updated to



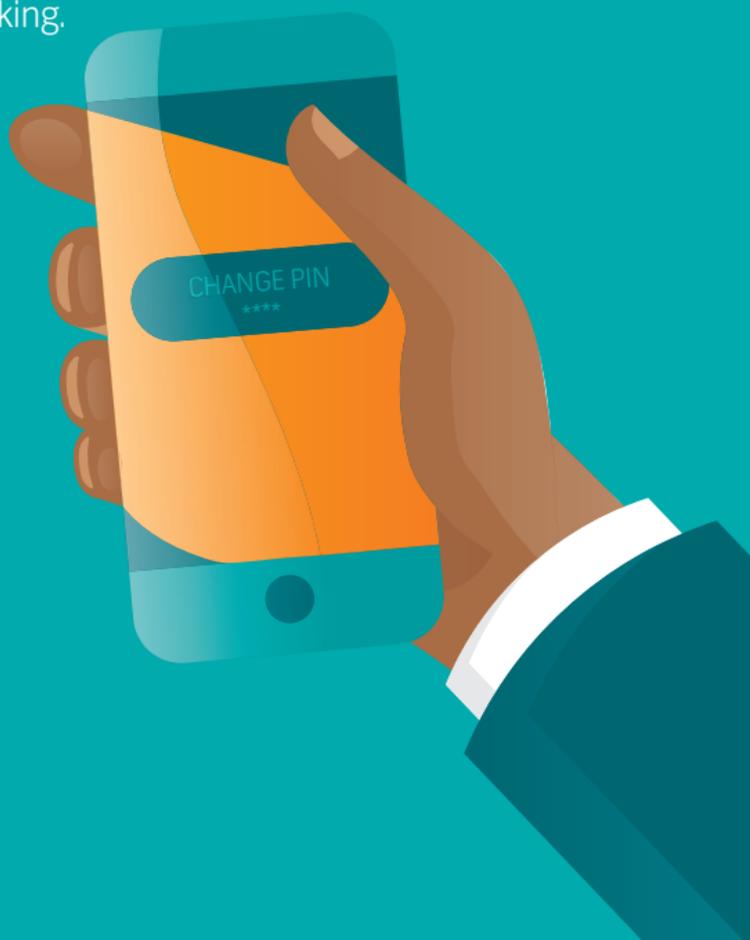
Confirm the limit & await
confirmation

Change your card
PIN on the FNB APP

Stay ahead of your banking security

Forgot your card PIN number? No problem!
You can change your PIN on the FNB App to
regain access to your banking profile.
No need to stand in any queues to manage
your account security.

Enjoy the convenience
of digital banking.



Getting started is simple and here's how:



Log onto
the FNB App



Tap on the
"Cards" icon



Select the card you would
like to manage



Tap on the
"Change PIN" icon



Enter your PIN &
accept T&Cs

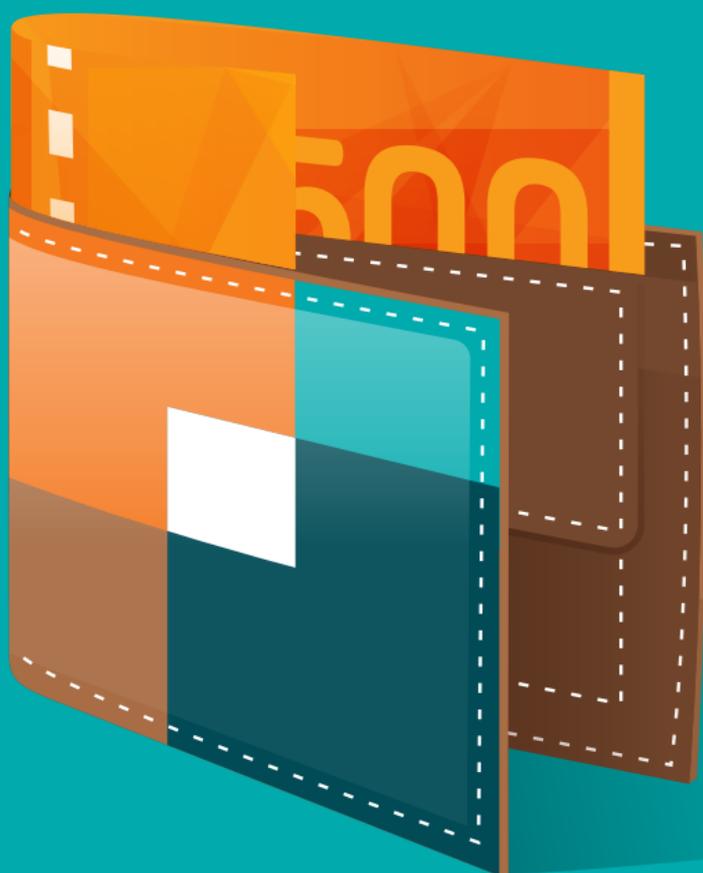


Await confirmation that
your PIN has changed

Transfer money
via eWallet

**Safely send money to
your FNB accounts**

Enjoy the convenience of digital
banking with the eWallet function
on the FNB App.



Link your eWallet to the App

- ✓ Launch the FNB App
- ✓ Tap on the 3 bars on the top left corner
- ✓ Select eWallet from the dropdown
- ✓ Enter Online Banking password
- ✓ Tap on Continue
- ✓ Tap Finish
- ✓ Enter your eWallet 5-digit PIN

Send eWallet to your accounts

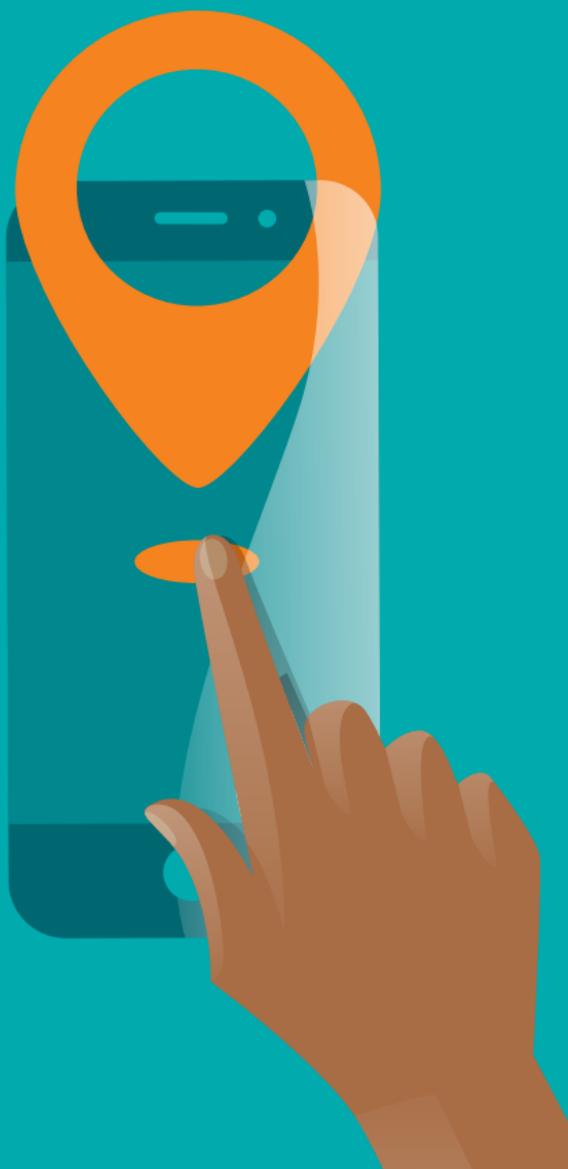
- ✓ Launch the FNB App
- ✓ Select Transfers
- ✓ Select Transfers again
- ✓ Choose eWallet as your 'from' account and choose a 'to' account
- ✓ Enter the transfer amount
- ✓ Enter reference
- ✓ Verify transaction and confirm
- ✓ Tap Finish

Send and receive money
with Geo Payments

Making payments easy

Simply send and receive money from anyone with the FNB App within 50 metres from you, without needing to add their bank details.

Enjoy the convenience of digital banking.



Getting started is simple and here's how:

How to receive money via GeoPay:

- ✓ Log onto the FNB App
- ✓ Tap on the "Geo Payments" icon
- ✓ Tap on the "Receive a payment" icon
- ✓ Select the name of the person you expect to receive a payment from
- ✓ Accept the payment
- ✓ Await confirmation & inContact that funds have been received

How to send money via GeoPay:

- ✓ Log onto the FNB App
- ✓ Tap on the "Geo Payments" icon
- ✓ Tap on the "Pay someone" icon
- ✓ Select the name of the person you expect to send the payment to. Enter the amount you would like to send & wait for them to accept the payment
- ✓ Await confirmation & inContact that funds have been sent

Pay a recipient
on the FNB App

Making payments easier for you

Make a variety of digital
payments on the FNB App.



Getting started is simple and here's how:



Log onto
the FNB App



Tap on the
"Payments" icon



Tap on the
"Recipients" icon



Select the Recipient
you would like to pay



Enter the amount you would
like to pay to the Recipient



Confirm payment details



Confirm & await the InContact
confirming the payment

Send money to a
cellphone number
on the FNB App

Pay2Cell makes payments easy

Use a cellphone number to make a payment, instead of an account number. FNB uses the cell number entered to search for the correct FNB or RMB account to make the payment to.

Enjoy the convenience
of digital banking.



Getting started is simple and here's how:*



Log onto
the FNB App



Tap on the
"Payments" icon



Select the
"Pay2Cell" icon



Select the account you
would like to pay from



Enter the cellphone number of
the person you want to pay



Confirm the payment details.



Confirm the transaction
and await inContact confirming
the transaction

**Please note that the beneficiary must be a registered cellphone banking user, or make use of FNB inContact messaging.*

View and download your
monthly statement on
the FNB App

Avoid queues and postage fees

You can view and download your bank
statements for up to 12 months on the
FNB App. It's secure, safe and simple.

Enjoy the convenience
of digital purchases.



Getting started is simple and here's how:



Log onto the FNB App



Tap on accounts



Select the account you would like to view



Tap on "Account options"



Tap on the "Statements" icon



Select the month you would like to view the statement from



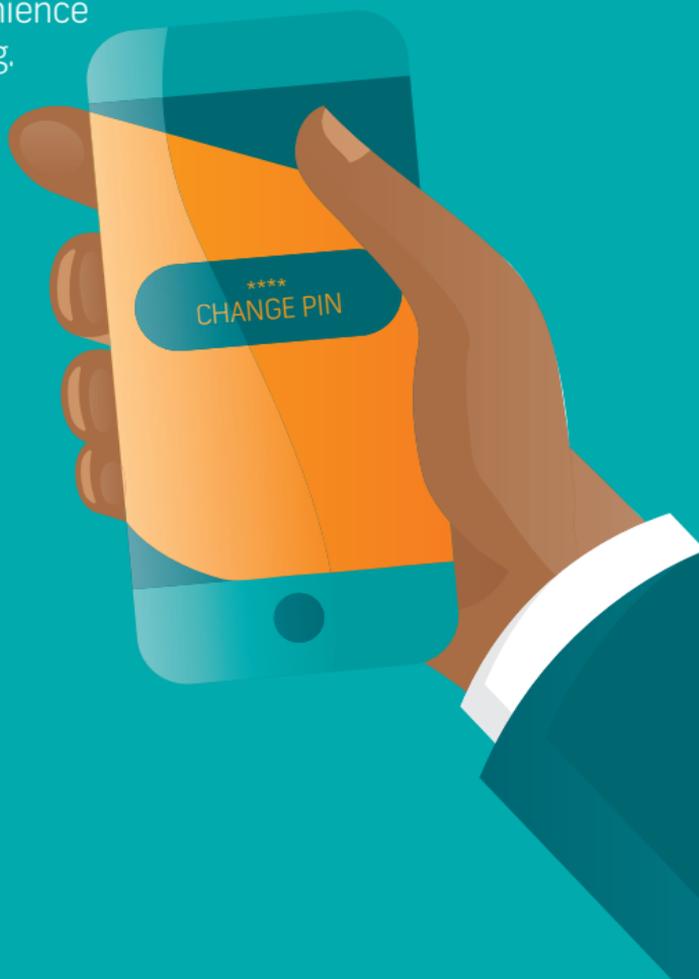
Tap the "download" icon to have a verified copy of the statement saved to your smartphone

View or change your
PIN on the FNB App

Giving you full peace of mind

In the event that you forget your PIN number, you can log onto the FNB App and view it there, safely and securely. Only you will have access to this information. Remember not to share your PIN with anyone else.

Enjoy the convenience
of digital banking.



How to view your PIN:

- ✓ Log onto the FNB App
- ✓ Tap on the "Cards" icon
- ✓ Select the card you would like to manage
- ✓ Tap the "View PIN" icon
- ✓ Your PIN will be displayed for you to view

How to change your PIN:

- ✓ Log onto the FNB App
- ✓ Tap on the "Cards" icon
- ✓ Select the card you would like to manage
- ✓ Select the "Change PIN" option
- ✓ You will be prompted to change your PIN and to confirm your PIN
- ✓ Accept the Terms and Conditions and confirm
- ✓ Your PIN will be successfully confirmed

Buy prepaid airtime
on the FNB App

Stay connected and in control

Control the amount you spend, and
the account you use to pay from, when you
buy airtime for yourself or someone else,
on the FNB App.

Enjoy the convenience
of digital purchases.



Getting started is simple and here's how:



Log onto
the FNB App



Tap on the “Buy” icon



Tap on the “Airtime” icon



Select your own number, or enter
a number from your contact list
to send the airtime to



Select the network & amount you
would like to purchase



Select the account you would
like to pay from



Confirm & await inContact
confirming the purchase

For bank confirmation letters,
please call **061 299 2222** or email
infonam@fnbnamibia.com.na

FNB

How can we help you?

