



how can we help you

SWITCH

to the bank that offers you more?

Debit Order, Salary & Beneficiary

Switching made easy.

Quick reference guide.

FNB

How can we help you?

How to complete the Switching Form

Complete with personal details for yourself

Complete all details in full – both for your previous bank as well as your new account

Complete contact details of your employer

Please note that all fields are mandatory when completing Annexure 1

Should you choose to complete Annexure 2, please note that all fields are mandatory



Debit Order, Salary & Beneficiary Switching

In order for First National Bank of Namibia Limited (the Bank) to successfully switch your Debit Orders and/or Salary and/or Beneficiaries, we will need you to supply us with some detailed information.

On the below form, please fill in your details in the given fields and indicate your request by making an X in the appropriate boxes. You can cross out any non-applicable sections.

Once completed, please send and/or e-mail the electronic document AND the signed and scanned document to: debitorders@fnbnamibia.com.na. Should you have any queries or questions, please call us on: +264 61 299 8146.

Personal Information

Full Name										
Identity Number										

* We will communicate to you via SMS and/or email via your contact details that we have on your banking profile.

Switch Instructions

I hereby appoint the Bank to switch the following on my behalf (Make an X in the appropriate boxes)

1. My Salary 2. My Debit Orders 3. My Beneficiaries

FROM the following account

Bank	Account Number	Account Type	Branch Name	Branch Code
		Current (Cheque)		

To this NEW account

Bank	Account Number	Account Type	Branch Name	Branch Code
FNB		Current (Cheque)		

1. Switch My Salary

Employer		Employee Number		My Salary Date	1
Contact Person		Telephone Number			
Fax Number		eMail Address			

2. Switch My Debit Orders

To enable the Bank to switch your debit orders we need you to complete Annexure 1 for all Debit Orders. Please note that all fields are mandatory, without the completed information we are unable to process your application. Incomplete annexures will result in the application being rejected. Bank statements cannot substitute the annexures and are no longer accepted.

3. Switch My Beneficiaries

To enable the Bank to switch your Beneficiaries on payments we need you to complete Annexure 2 OR give us your individual beneficiary printouts by obtaining it from your online banking profile or from your previous bank.

Initials _____

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Remember to initial here



How to complete the Switching Form

The mandate must be signed and must be attached to your request. No debit orders can be processed without this document.

Debit Order, Salary & Beneficiary Switching

Terms & Conditions

These Terms & Conditions form a legally binding agreement between yourself and the Bank. The Terms & Conditions explain both, yours and the Bank's, legal rights and duties when availing of the Debit Order, Salary & Beneficiary Switching Service. You must read and understand these Terms & Conditions.

Authority

- I nominate and appoint **First National Bank of Namibia Limited** to be my agent, with power of substitution, to do all of the following on my behalf:
 - Contact my Employer listed on this form and provide the necessary instruction to switch my salary, into my new account as listed on this form.
 - Contact my Service Provider/s listed on this form and provide the necessary instruction to switch my debit order/s, into my new account as listed on this form.
 - Disclose all necessary personal and account information with my Employer and/or Service Provider/s.
 - I hereby consent that the Bank may access my credit bureau records for the purpose of switching my salary and/or debit order/s.
 - I agree that this authority may only be revoked by me by providing a one month's written notice to the Bank.
 - I have been given an adequate opportunity to read and understand the Terms & Conditions and I am aware of all the Terms & Conditions.

Indemnity & Waiver

- I confirm that the information supplied on this form is correct, and I acknowledge that the Bank cannot be held liable or responsible if the information supplied is incorrect or incomplete.
- I understand and accept that the Bank has no control over my Employer and/or my Service Provider/s and therefore cannot guarantee the date and time as to when my salary or as to when my debit orders will be processed to my new account.
- I waive any claim which I may have or acquire against the Bank and undertake to indemnify the Bank and hold it harmless from and against any direct or indirect loss, damage, claims or costs arising from the performance or non-performance of this authority.
- I hereby consent that the Bank may disclose and share my personal information contained on this form with my Employer and/or my Service Provider/s and/or my previous bank for the purpose of switching my salary and/or debit orders.
- The Bank will only disclose and share your personal and account information to the extent required to adhere to these instructions.
- I agree to waive all claims that I may have against the Bank arising from the performance of this request.
- I understand that I need to have sufficient funds available in my previous bank account and new FNB account, until such time that I receive a confirmation from the Bank that my salary and/or debit order/s and/or beneficiary(ies) have been successfully switched.

General

- The Bank will keep you updated on the progress of this request by sending you an SMS and/or email. The Bank will confirm the date that your salary and/or debit order/s and/or beneficiaries are switched to your new account by sending you an SMS and/or email.
- Some Employers and/or Service Provider/s may refuse to accept an instruction from the Bank. In such instances, you may be required to switch your salary and/or debit order/s personally. The Bank will keep you informed accordingly.
- The Bank is dependent on your Employer and/or Service Provider/s to carry out a switch request; therefore timelines to carry out the request may vary.
- This request can only be cancelled by giving the Bank a one month's written notice. However should an instruction already be sent to an Employer and/or Service Provider, the Bank will not be able to reverse this instruction. In such instances, you will be required to contact your Employer and/or Service Provider/s and reverse the instruction personally. The Bank will inform you accordingly.
- The Bank can assist you with the uploading of your beneficiaries to your banking profile, please ensure that all beneficiary details are correct as the Bank cannot verify this information against account name, branch name or branch code.
- In most instances beneficiary payments to First National Bank of Namibia Limited Accounts will reflect on the beneficiary account within the same day and beneficiary payments to non-First National Bank of Namibia Limited Accounts will reflect on the beneficiary account within 2 business days.
- A Confirmation of Payment to a beneficiary does not guarantee that the beneficiary has received the payment or has access to the funds.
- The cost of sending a confirmation via email or SMS will be debited to your account. Please refer to the applicable Pricing Guide.
- Every clause in this Terms & Conditions is severable from the other clauses in this Terms & Conditions. This means that even if a Court finds that one or more of the clauses are invalid, the remainder of the clauses will still apply.

Consent

- The FirstRand Group requests your consent so that we can inform you about our beneficial products and services. You may request us to stop marketing to you at any time. The FirstRand Privacy Policy available at www.fnbnamibia.com.na informs you how we use your information.
- I agree that FNB can communicate with and market products and services to me.

Yes No
- Where I have not already provided specific consent, I agree that the remainder of the FirstRand Group, including its approved partners can communicate with and market products and services to me.

Yes No

Customer Signature _____ Date

Consultant Name			
Telephone Number		Channel	

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How to complete the **Switching Form** - Debit Orders

Complete all fields in the row for each related debit order. Without the completed information we are unable to process the debit order.

Debit Order, Salary & Beneficiary Switching

Annexure 1 – Debit Orders

No.	Service Provider Name	Contract or Policy Holder Name	Contract or Policy Holder ID Number	Contract or Policy Number	Cellphone Number	Date Of Debit Order	Frequency M= Monthly Q= Quarterly A= Annually	Last Known Debit Order Amount
Example 1	MTC	Mr RB Jacobs	7207170123087	A12345678	081 123 4567	1 st 30 th	M	NAD 250.00
Example 2	Sanlam	Mrs RB Jacobs	7702130183083	V12345678	085 765 4321		M	NAD 750.00
1.						Select	Select	
2.						Select	Select	
3.						Select	Select	
4.						Select	Select	
5.						Select	Select	
6.						Select	Select	
7.						Select	Select	
8.						Select	Select	
9.						Select	Select	
10.						Select	Select	

How to complete the **Switching Form** - Beneficiary

Complete all fields in the row for each beneficiary. Without the completed information we are unable to load the beneficiaries.

Debit Order, Salary & Beneficiary Switching

Annexure 2 – Beneficiaries

No.	Beneficiary Name	Account Number	Bank Name	Branch Code	Account Type 1. Current 2. Savings 3. Transmission	My Reference (Max 19 Characters)	Beneficiary Reference (Max 19 Characters)	If you wish to send a notice when the amount is paid, please complete the required fields:	
								SMS	eMail
Example	Mr RB Jacobs	6200 123 4567	FNB	254905	1	RB J	Rent 07/2018	081 123 4567	name@abc.com.na
1.					Please Select			SMS	
								eMail	
2.					Please Select			SMS	
								eMail	
3.					Please Select			SMS	
								eMail	
4.					Please Select			SMS	
								eMail	
5.					Please Select			SMS	
								eMail	
6.					Please Select			SMS	
								eMail	

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The Switching Process

- As soon as you submit your application to us, we will send you an SMS and/or email, acknowledging receipt.
- The bank will then prepare the necessary instructions in order to switch your Salary and/or Debt order/s and/or Beneficiaries.
- We will inform you as soon as an instruction is sent to your Employer and/or Service Provider/s.
- The bank will then receive a confirmation from your Employer and/or Service Provider/s confirming that the Salary and/or Debit Order banking details have been amended.
- The bank also receives confirmation from your Employer and/or Service Provider/s regarding the effective date that these transactions will reflect on your new account.
- To ensure that these transactions successfully process through your account, the bank will monitor these transactions on the date as confirmed by your Employer and/or Service Provider/s.
- Please note that the above process applies for your Salary and for each Debit Order that we attempt to switch.
- The bank will keep you updated on the progress of your request at each stage as mentioned above, by sending you an SMS and/or email.
- Should your request also include Beneficiary Switching, the bank will upload your Beneficiaries to your Banking Profile and a confirmation email with further instructions will be sent to you.

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Important information

- The bank will keep you updated on the progress of your request by sending you an SMS and/or email.
- The bank will confirm the date that your Salary and/or Debit Order/s are switched to your new account by sending you an SMS and/or email.
- Some employers and/or Service providers may refuse to accept an instruction from the bank. In such instances, you may be required to switch your Salary and/or your Debit Order/s personally. The bank will keep you informed accordingly.
- The bank is dependent on your Employer and/or Service Provider/s to carry out a switch request; therefore timelines to carry out the request may vary.
- Please remember to only close your previous bank account once you have received confirmation from us that your Salary and Debit Order/s have been switched and have successfully processed through your new account.
- If the switching form has not been completed correctly, the process will be delayed. To avoid a delay, please note that all fields need to be completed on the form.
- If you have selected the Debit Order or Beneficiary Switching service please note that it is mandatory to complete Annexure 1 for Debit Orders and Annexure 2 for all Beneficiaries. Bank statements cannot substitute the Annexures and are not accepted.



Debit Order & Salary Switching Team
FNB Namibia
+264 61 299 8146
debitorders@fnbnamibia.com.na

FNB

How can we help you?