

## FNB Connect Smart Device Hero Deals Promotion FAQs

### 1. What is FNB Connect Smart Device Hero Deals?

- The FNB Connect Smart Device Hero Deals is a promotion offering smart device deals from FNB Connect that are favourably priced in market. These Connect Hero Device Deals include some of the most popular device brands such as Apple, Samsung & Lenovo. The deals will change from time to time (quarterly or as deemed necessary by FNB) and will include different categories of devices e.g. Phones, tablets, Laptops, etc.

### 2. What is the Duration of the Promotion?

- The promotion will run for a duration of 12 months from 4 April 2022 to 3 April 2023. However, FNB reserves the right to extend or shorten the promotion period.

### 3. Who qualifies for the FNB Connect Smart Device Hero Deals offerings?

- If you are a new to bank and/or an existing to bank customer who holds a transactional account with us, have a main banked relationship (this entails depositing your salary into your FNB/RMB Private Bank account) and have downloaded the FNB App you qualify for the FNB Connect Smart Device Hero Deals. You must also fulfil all other eligibility criteria that is contained on the Terms and Conditions pertaining to this promotion.
- You will need to pass credit scoring to be eligible to take up the FNB Connect Smart Device Hero Deal.

### 4. How do I take up a FNB Connect Smart Device Hero Deals offer?

- In order to take up a FNB Connect Smart Device Hero Deals offer visit the FNB Connect store on the FNB App.
- RMB Private Bank customers will not be able to take up this deal on the RMB Private Bank App. You will need to download the FNB App.

### 5. Can I take up the device at an FNB Branch?

- Should you visit an FNB Branch, you will be assisted with the qualifying rules to take up the FNB Connect Smart Device Hero Deals offerings, i.e. opening an account, as well as switching your salary and you will be assisted with downloading the FNB App where you can take up the FNB Connect Smart Device Hero Deals Note: your device will need to support the FNB App.

**6. Is there a limit to the number of FNB Connect Smart Device Hero Deals that I may take?**

- Qualifying customers are limited to one (1) FNB Connect Smart Device Hero Deal per customer at a time. Should You settle your contract balance before the 24 month period, then You must wait a period of six months prior to taking up another FNB Connect Smart Device Hero Deals offer.

**7. Will the FNB Connect Smart Device Hero Deals always be available?**

- FNB Connect Smart Device Hero Deals will be available during the Promotion Period and/or while stocks last, offering a variety of devices throughout the period. The devices on offer in the Connect Hero Device Deals may change from time to time.

**8. What is the contract period?**

- The FNB Connect Smart Device Hero Deals is an instalment offering and Your contract period will be for a duration of 24 months.

**9. How long will it take for my device to be delivered?**

- Delivery of your FNB Connect Smart Device Hero Deals device takes place between 3 to 7 working days of your application being successfully processed and after all eligibility criteria has been fulfilled.

**10. Who should I contact for Compliments, Complaints & Queries?**

- The customer can dial 135 from an FNB SIM or 087 575 0147 from any landline.

**11. Where can I find the campaign Terms and Conditions:**

- On the FNB website, click on the 'About FNB + Legal' tab,
- Then click 'Promotions Terms and Conditions' and then,
- Open the 'FNB Connect Smart Device Hero Deals- Terms and Conditions' document.