

eWallet from FNB South Africa

Frequently Asked Questions

1) What happens if I send money to an incorrect Cellphone number?

Please contact the eWallet call centre on 087 575 9405. Please note there may be a charge when requesting a reversal.

2) What is the maximum balance of the eWallet?

The maximum balance is R3,000.

3) What is the maximum amount that an FNB customer can send to an eWallet?

It depends on the channel you're sending from. Please see below for the maximum send limit by channel*:

Online Banking: R3,000

Cellphone Banking: R1,500

FNB Banking App: R3,000

FNB ATM: R1,500

*Please note that if the system identifies the transaction as potentially fraudulent, these limits may be reduced.

4) How does the recipient get cash?

The recipient can dial *120*277# and select 1 for 'Withdraw Cash' and then select '1' for 'FNB ATM'. The recipient will receive an SMS with a temporary ATM PIN. At the FNB ATM, they need to press Proceed or Enter, then select eWallet services. They need to enter their Cellphone number and the temporary ATM PIN sent via SMS, and choose the amount of cash they would like to withdraw.

5) Why can't I send money if I'm registered?

The system checks whether the transaction is potentially fraudulent and if so, blocks the Send Money transaction or applies reduced limits.

If you would like to query this, please contact the relevant call centre (details below):

<u>Channel</u>	<u>Contact Number</u>	<u>Hours of Operation</u>
Online Banking	087 575 0000	08:00 - 19:00 Mon - Sat
		08:00 - 13:00 Sun
FNB App	087 575 0362	08:00 - 19:00 Mon - Sat
		08:00 - 13:00 Sun
Cellphone Banking	087 575 9405	08:00 - 19:00 Mon - Sun

6) Can I send money to an eWallet from a non-FNB account?

Yes. It is possible to electronically transfer money to eWallet from another bank's Online Banking platform. The transfer must be paid to the designated FNB account number, and the reference number must be the Cellphone number to which the eWallet is linked.

To view the FNB account number that can be used for the electronic payment into eWallet, you need to be a registered eWallet user. Dial *120*277# on the Cellphone and select "received- other banks".

Please note that this service is not instant and it can take between 3 to 5 working days for the money to be available in the eWallet.