




Online Banking Enterprise™

Payments - Cut-Off Times, Service Types and Business Rules »

 Payment Cut-Off Times »		Payment Service Type			
		Same Day (Normal)	1-Day (Salaries)	2-Day Value	Pay & Clear Now
		Advanced ✓ Simplified ✓	Advanced ✓ Simplified ✓	Advanced ✓ Simplified ✗	Advanced ✓ Simplified ✓
Submission	EFT Payments	<ul style="list-style-type: none"> Anytime Payments submitted after the cut-off times below will be processed on the next business day. 	<ul style="list-style-type: none"> 1 business day prior to Action Date 	<ul style="list-style-type: none"> 2 business days prior to Action Date 	<ul style="list-style-type: none"> In accordance with the cut-off times below.
	eFiling Payments	eFiling payments must be submitted, authorised, and fully processed on Online Banking Enterprise™ before 20h00 on business days, i.e., Monday - Saturday. <ul style="list-style-type: none"> The eFiling service is only available until 20h00 on Business Days, i.e., Monday - Saturday. Thereafter, the eFiling service will not be available until the following Business Day. The eFiling service is not available on Sundays and Public Holidays. 			
Cut-off Times (Payments must be captured and authorised prior to the cut-off time)		Payment Service Type			
		Same Day (Normal)	1-Day (Salaries)	2-Day Value	Pay & Clear Now
		<ul style="list-style-type: none"> Payments to FNB/RMB: 20h00 Payments to other banks: 16h45 Payments ≥ ZAR 5 Million: 16h00 	<ul style="list-style-type: none"> All Banks: 16h45 	<ul style="list-style-type: none"> All banks: 14:45 	<ul style="list-style-type: none"> Payments to FNB/RMB: 20h00 Payments to Participating Banks: 16h00
		<ul style="list-style-type: none"> Payments to FNB/RMB: 20h00 Payments to other banks: 10h15 Payments ≥ ZAR 5 Million: 10h00 	<ul style="list-style-type: none"> All Banks: 10h15 	<ul style="list-style-type: none"> All Banks: 08h45 	<ul style="list-style-type: none"> Payments to FNB/RMB: 20h00 Payments to Participating Banks: 10h00
	Sunday and Public Holidays	<ul style="list-style-type: none"> Not Applicable – Not a Business Day To ensure problem free transacting, we suggest that you only select Business days as your action dates for payments; dating these for action on a Sunday or Public Holiday will result in your recipients only receiving their funds on the next valid business day. 			
Time of Posting		Payment Service Type			
		Same Day (Normal)	1-Day (Salaries)	2-Day Value	Pay & Clear Now
		<ul style="list-style-type: none"> Posted next Business day. The Value Date is the same as the Action Date. 	<ul style="list-style-type: none"> Morning of Action Date 	<ul style="list-style-type: none"> Morning of Action Date 	<ul style="list-style-type: none"> Pay & Clear Now payments may take up to 60 minutes to reflect in the recipient's account.



Payment Service Types >>

Service Type:	Description
Same Day (Normal)	<p>Select this option if you want to use the normal process of paying a recipient; you can submit payment transactions during the day for payment, which will be value-dated the same day.</p> <p>The advantage of using this service type is that payments can be done 6 days a week if they are submitted, and fully authorised, within the specified cut-off times.</p> <ul style="list-style-type: none"> • FNB recipients will receive their funds on the same day. • Payments to recipients banking at other banks will be processed on the same day but the funds will only be available for withdrawal on the next business day. • Processing of payments can be done 6 days a week if the payments are submitted and fully authorised within the specified cut-off times. • Business days exclude Sundays and Public holidays.
1-Day (Salaries)	<p>Select this option if you want to pay salaries to your employees and you need to ensure that the funds are cleared in all the respective recipient's accounts on the specified action date.</p> <p>The advantage of using this service type is that all employees will receive their salaries on the same day.</p> <ul style="list-style-type: none"> • Both FNB recipients, and recipients banking at other banks, will be credited on your selected action date. • Your account will be debited with the total amount of successfully processed payments on the action date, during overnight processing. • Processing of payments can be done 6 days a week if the payments are submitted and authorised within the specified cut-off times. • Business days exclude Sundays and Public holidays. <p>Salary payments must be captured and authorised at least 1 day prior to the action date.</p>
2-Day Value	<p>The 2-Day Value payment service is not available if you have opted to use the Simplified Payments solution.</p> <p>To use this option, you will require a Payment User Code; this code must be linked to your Online Banking Enterprise™ profile with an allocated payment limit.</p> <ul style="list-style-type: none"> • Both FNB recipients, and recipients banking at other banks, will be credited on your selected action date. • Your account will be debited with the total amount of successfully processed payments on the action date, during overnight processing. • The action date is the date that you would like your recipients to be credited. • Business days exclude Sundays and Public holidays. <p>The payment batch must be captured and authorised at least 2 business days prior to the action date.</p>

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Pay & Clear Now	<p>There are two variants on using this Service Type relative to when the recipients may expect value:</p> <p>1. Payments < ZAR 5 Million</p> <p>Select this option if you want to ensure that a payment of < ZAR 5 Million from FNB to a recipient at a participating bank is cleared within 300 minutes or less.</p> <p>The advantage of using this service type is that it offers you the convenience of effecting payments to a recipient quickly, thus giving your recipient/s access to their funds within a business day.</p> <ul style="list-style-type: none"> • Recipients at Participating Banks will be credited within 300 minutes or less of the payment being successfully processed. • Your account will be debited with the total amount of successfully processed payments on the action date. • Processing of Pay & Clear Now transactions can be done 6 days a week; business days exclude Sundays and Public holidays. <p>2. Payments ≥ ZAR 5 Million</p> <p>All high-value payments ≥ ZAR 5 Million made to recipients at Participating Banks will automatically be processed via the Pay & Clear Now service and will be cleared within 60 minutes or less.</p> <p>The advantage of using this service type is that it offers you the convenience of effecting payments in near real-time across banks, thus giving your recipient/s access to their funds almost immediately.</p> <ul style="list-style-type: none"> • Recipients at Participating Banks will be credited within 60 minutes of the payment being successfully processed. • Your account will be debited with the total amount of successfully processed payments on the action date. • Processing of Pay & Clear Now transactions can be done 6 days a week; business days exclude Sundays and Public holidays. <p>Important Information:</p> <ul style="list-style-type: none"> • Pay & Clear Now payments are charged at a premium rate; please refer to the Pricing Guide. The pricing is based on the value of the payment. • Pay & Clear Now payments can only be made to Participating Banks; please refer to the table of Participating Banks at the end of this document. • Payments to FNB accounts are processed in real-time at no premium cost. • Cross-border payments, including Common Monetary Area (CMA) payments cannot be processed using Pay & Clear Now. • Payments to Public Recipients cannot be processed using Pay and Clear Now; they will be processed as Same-Day payments and will not be charged at a premium.
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<p>Recurring Payments / Scheduled Payments</p>	<p>Select this option if you want to create a payment to a recipient for a specified amount on a future action date; this can be a once-off payment or a recurring payment at regular intervals, with or without an expiry date.</p> <p>The advantage of using this service type is that the payment/s will be processed automatically on the action date/s that you have specified without any further action required.</p> <ul style="list-style-type: none"> • Both FNB recipients, and recipients banking at other banks, will be credited on the specified action date. • Your account will be debited with the total amount of successfully processed payments on the action date, during overnight processing. • The action date is the date that you would like your recipients to be credited. • Business days exclude Sundays and Public holidays. <p>Recurring / Scheduled Payments must be captured and authorised at least 2 business days prior to the action date.</p>
<p>Future Dated Payments</p>	<p>Payments can be future-dated and authorised up to 1 year (365 days) in advance.</p> <p>Important Information:</p> <ul style="list-style-type: none"> • When future dating payments, please ensure that there is a sufficient amount of cleared funds in the nominated account before 05h00 on the selected action date, or these transactions will be rejected due to insufficient funds. • If you are processing payments using the 1-Day (Salaries) and 2-Day service type, please ensure that there is a sufficient amount of cleared funds in the nominated account before 05h00 on the release date, i.e., one day prior to the action date, or these transactions will be rejected due to insufficient funds.



Business Rules for Payments »

Service Type:	Description																										
Business Days	<p>Business days are Monday to Saturday.</p> <ul style="list-style-type: none"> To ensure problem free transacting, we suggest that you only select Business days as your action dates for payments; dating these for action on a Sunday or Public Holiday will result in your recipients only receiving their funds on the next valid business day. 																										
Cross Border / Common Monetary Area (CMA) Payments	<p>Regulatory Notice:</p> <p>Due to regulatory requirements, EFT payments and collections between the countries within the Common Monetary Area (CMA), i.e., South Africa, Eswatini, Lesotho and Namibia, will soon be discontinued; these payments will need to be initiated as Global Payments via Forex.</p> <hr/> <p>To enable the necessary regulatory and compliance reporting to take place, all payments between the Common Monetary Area (CMA) countries must be processed via the appropriate channels:</p> <ul style="list-style-type: none"> Payments that are ≥ ZAR 5 million, or that are destined for non-participating CMA banks, must be processed as a Global Payment via the Forex Tab. Payments that are < ZAR 5 million, and are destined for CMA participating banks, can still be processed as usual via online capture, or file import on the Payments Tab. Some banks within the CMA elected not to participate in cross border EFT payments due to the FATF 16 requirements. Their clients will not be able to initiate or receive EFT cross border payments. <table border="1" data-bbox="439 1255 1136 1535"> <thead> <tr> <th>CMA Country</th> <th>Their Payment Limit</th> </tr> </thead> <tbody> <tr> <td>eSwatini</td> <td>SZL 100 thousand</td> </tr> <tr> <td>Lesotho</td> <td>LSL 100 thousand</td> </tr> <tr> <td>Namibia</td> <td>NAD 5 million</td> </tr> <tr> <td>South Africa</td> <td>ZAR 5 million</td> </tr> <tr> <td colspan="2">Note: This is the maximum cross-border amount that the respective country can pay, not receive.</td> </tr> </tbody> </table> <table border="1" data-bbox="1576 1255 2401 1535"> <thead> <tr> <th>CMA Participating Bank</th> <th>Availability</th> </tr> </thead> <tbody> <tr> <td>FirstRand Bank - FNB/FNB</td> <td>In all CMA Countries</td> </tr> <tr> <td>Standard Bank</td> <td>In all CMA Countries</td> </tr> <tr> <td>Nedbank</td> <td>In all CMA Countries</td> </tr> <tr> <td>Bank Windhoek</td> <td>In Namibia only</td> </tr> <tr> <td>ABSA</td> <td>In South Africa only</td> </tr> <tr> <td>HSBC</td> <td>In South Africa only - (Receiving EFT Payments only)</td> </tr> </tbody> </table>	CMA Country	Their Payment Limit	eSwatini	SZL 100 thousand	Lesotho	LSL 100 thousand	Namibia	NAD 5 million	South Africa	ZAR 5 million	Note: This is the maximum cross-border amount that the respective country can pay, not receive.		CMA Participating Bank	Availability	FirstRand Bank - FNB/FNB	In all CMA Countries	Standard Bank	In all CMA Countries	Nedbank	In all CMA Countries	Bank Windhoek	In Namibia only	ABSA	In South Africa only	HSBC	In South Africa only - (Receiving EFT Payments only)
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AutoBump	<p>Should you fail to authorise your payments within the specified cut-off times, or if you have selected a payment date that falls on a Sunday or Public Holiday, the following will apply:</p> <ul style="list-style-type: none"> If the AutoBump option has been set to "On", the payment will automatically be processed on the next business day. If the AutoBump option has been set to "Ask", you will be prompted to choose whether or not you would like to process the affected payment/s on the next business day. If the AutoBump option has been set to "Off", the payment will fail. <p>Note:</p> <ul style="list-style-type: none"> The AutoBump option is set to "On" by default; unless your business has completed and submitted a request to change this to "Off." If you would like to change your AutoBump settings, please contact your assigned Relationship Manager; alternatively, you can contact Digital Banking Support on 087 575 0000. 																										



Pay & Clear Now Participating Banks »

Important Information:

- Pay & Clear Now payment transactions can only be made to Participating Banks.
- All high-value transactions **≥ ZAR 5 million** are automatically processed using the Pay & Clear Now payment service.
- The following list of Participating Banks accept high-value (**≥ ZAR 5 million**) Pay & Clear Now transactions, however, not all of these banks accept low-value (**< ZAR 5 million**) Pay & Clear Now transactions; please refer to the last column in this table for confirmation.

Bank Name	Branch Range	BIC / SWIFT Code	Accept Pay and Clear Now Transactions < ZAR5 million (Y/N)
ABSA Bank	300000 - 349999 420000 - 429999 500000 - 569999 630000 - 659999	ABSAZAJJ	Y
African Bank	430000 - 430999	AFRCZAJJ	Y
Albaraka Bank	800000 - 800999	ALBRZAJJ	Y
Bank Zero Mutual Bank	888000 - 888999	ZERMZAJJ	Y
Bidvest Bank	462000 - 462999	BIDBZAJJ	Y
BNP Paribas	688000 - 688999	BNPAZAJJ	Y
Capitec Bank	470000 - 470999	CABLZAJJ	Y
Capitec Business	450000 - 459999		Y
Citibank N.A.	350000 - 350999	CITIZAJX	Y
Discovery Bank	679000 - 679999	DISCZAJJ	Y
FinBond Mutual Bank	589000 - 589999	FBMBZAJJ	Y
FirstRand Bank	200000 - 299999	FIRNZAJJ	Y
Grindrod Bank	584000 - 584999	GRIDZAJJ	Y
Habib Overseas Bank	700000 - 709999	HOBLZAJJ	N
HBZ Bank	570000 - 570999	HBZHZAJJ	Y
HSBC Bank PLC - Johannesburg Branch	587000 - 587999	HSBCZAJJ	Y
Investec Bank	580000 - 580999	IVESZAJJ	Y
Ithala (ABSA)	750000 - 759999	ABSAZAJJ	N
JP Morgan Chase Bank	432000 - 432999	MGTCZAJJ	Y
MTN Banking (Standard Bank)	490000 - 490999	SBZAZAJJ	Y
Nedbank Corporate Saver	720000 - 729999	NEDSZAJJ	N
Nedbank Incorp. FBC	780000 - 789999		N
Nedbank Limited	100000 - 199999	NEDSZAJJ	Y
Nedbank Ltd Inc. BoE Bank	440000 - 449999	NEDSZAJJ	Y
Nedbank Ltd Inc. Pep Bank	400000 - 400999	NEDSZAJJ	Y

Bank Name	Branch Range	BIC / SWIFT Code	Accept Pay and Clear Now Transactions < ZAR5 million (Y/N)
Olympus Mobile	585000 - 585999	ABSAZAJJ	N/A
Peoples Mortgage Limited	760000 - 769999	NEDSZAJJ	N
Postbank a Division of the S.A. Post Office (SAPO)	460000 - 460999	SBZAZAJJ	Y
S.A. Reserve Bank	900000 - 980171 980173 - 999999	SARBZAJP	Y
S.A. Banks of Athens	410000 - 419999	BATHZAJJ	Y
SASFIN Bank Ltd	683000 - 683999	SASFZAJJ	Y
Society General	None	SOGEZAJJ	Y
Standard Bank S.A.	000000 - 005971 005973 - 060066 063968 - 080070 087374 - 099999	SBZAZAJJ	Y
Standard Chartered Bank	730000 - 730999	SCBLZAJJ	Y
State Bank of India	801000 - 801999	SBINZAJJ	Y
TymeBank Ltd	678000 - 678999	CBZAZAJJ	Y
UBank Ltd	431000 - 431999	YOUBZAJJ	Y
Unibank	790000 - 799999	ABSAZAJJ	Y
VBS Mutual Bank	588000 - 588999	ABSAZAJJ	Y



Payments – Batch Statuses >>

Status	Description
Work In Progress	Created but not authorised, or authorisation not requested.
Authorisation Requested	Authorisation requested, not yet authorised.
Updating Status	When working with large Payment Batches, the batch status will temporarily change to Updating Status whilst each individual item in the batch is being checked, validated, or processed and only when this process has been completed, will it be updated to the correct and relevant Batch status.
Partially Authorised	Multiple authorisations required, and not all authorisers have authorised item.
Authorised	Fully authorised, ready for payment on selected action date.
Submitted for Processing	Submitted to back-end for processing, awaiting response. Please check the final status once processing has taken place.
Pay & Clear Now – Pending	Pay & Clear Now service type batch. The batch will remain in this status until the responses for the individual items are received from each Recipient's bank. Please check the final status once processing has taken place.
Fully Processed	All items processed.
Partially Processed	Not all items processed. (View Failed Items).
Processing Failed	All items failed.
Unsuccessful	Processed, but failed due to back-end processing error.
Funds Unavailable	Everything failed due to funds being unavailable at the time of processing. This Payment can be reprocessed.
Settlement Limit Exceeded	Online Settlement Limits do not allow for any excesses; any transactions that exceed the available limit will automatically reject. You need to contact your Relationship Manager to arrange for an increase in the limit before resubmitting the Payments.
Dated Service – Fully Processed	1-Day or 2-Day service type batch. All the items in the batch have passed validation. Please check the final status on action date.
Dated Service – Partially Processed	1-Day or 2-Day service type batch. The batch has some failed items. Please check the final status on action date.
Recurring Payments	All Recurring Payments will have a status of Recurring Payment until the last scheduled payment has been processed.



Payments – Important Information »

Payment Reversals	<p>An EFT payment is final and irrevocable; this means that once you have made an EFT payment, you cannot reverse it unless the bank can obtain the authorisation to do so from the respective recipient</p> <p>If you have processed an EFT payment incorrectly, or in error, you will need to complete the Payment Reversal Request Form to initiate the reversal process.</p> <p>Reversals are not possible in the following circumstances:</p> <ul style="list-style-type: none">• Payments in excess of ZAR 5 million• Payments made using the Recurring / Scheduled Payments function.• Payments made using the Pay & Clear Now service. <p>The Payment Reversal Request Form is available in the Help:</p> <ol style="list-style-type: none">1. Log in to your Online Banking profile.2. Click on the hamburger menu on the top left of the page and then select Help.3. Click on the Reversals Form hyperlink.4. All instructions and business rules are contained in the form. <p>Where you believe a fraudulent transaction has taken place, the transaction must rather be reported to the bank's Fraud Department. To proceed with reporting the transaction with the bank's Fraud Department, contact the bank immediately on 087 575 9444.</p> <p><u>Fraud Requirements</u></p> <p>You will be required to submit the following information/documentation to the bank's Fraud Department:</p> <ul style="list-style-type: none">• Account number of the complainant• Suspected fraudulent account details• SAPS case details• An Affidavit• Supporting documents (Proof of Payment)
Fraud Prevention and Security Centre	<p>Contact the Fraud Prevention Centre to report fraud, suspected fraud or for any other fraud related queries or information.</p> <p>The Fraud Prevention Centre is available 24/7/365.</p> <p>From within South Africa: 087 575 9444 From outside of South Africa: +27 11 369 2924</p> <p>The Security Centre, which is available at the bottom of the FNB home page, provides a host of information to help you keep up to date with the latest security threats within the online environment and offers advice on how to guard yourself against these.</p>