A safer & easier way to pay and get paid
A quick guide to FNB and PayPal Services
PayPal is one of the world’s leading digital payments platform.

PayPal is a trusted brand and partner to over 277 million active customers in 200+ markets around the world.

PayPal creates safer and easier ways to pay and get paid online, anywhere in the world.

With PayPal, you can send payments, pay or get paid without revealing your full financial information.
How does PayPal work?

As a buyer when you sign-up for PayPal, you enter your credit card details once, and then you use your PayPal username and password to **shop online with 21 million merchants around the world**.

If you do not have a PayPal account, you can pay by using credit card details as a guest payment subject to the functionality being enabled.

A buyer and a seller (merchant) each have a PayPal account.

The merchant can then **withdraw the funds** to their South African bank account or an FNB Business USD Global Account (CFC) through FNB.

A user links their credit or debit card to their **PayPal account**.

When purchasing from a merchant who accepts PayPal, **PayPal debits the payment method** linked to the buyer’s PayPal account and **credits the merchant’s PayPal account** without exposing the buyer’s full financial information.
Get paid with PayPal’s *smart* payment solutions.

Whether it’s for a job you did, goods you sold, an event you organised or a gift from family and friends from abroad; with PayPal you can accept payments from almost anyone with an email address in 200+ markets.

- **Quicker and simpler** access to funds. Payments you receive go to your PayPal balance within moments, and you can withdraw funds to your South African bank account using FNB Withdraw services.
- **No fees until you get paid** – there are no extra PayPal fees for set-up, statements or monthly commitments.
- **Accept international payments** in any of the 26 supported currencies which may help to increase your conversion rates as customers can see the PayPal logo as a sign of trust. Peak buying countries include United States, Canada, UK, Australia, Germany and France.

According to South African Exchange control regulations, funds received into a PayPal account may not be used to make other cross-border payments, and all PayPal balances must be withdrawn to your South African bank account within 30 days of receipt of funds.
Solutions that are right for you.

On Your Website

Accept PayPal and card payments on your website, choose from checkout buttons to fully integrated online solutions.

Create a PayPal.Me Link

Share the link with customers, friends and family to get paid simply by them clicking on the link.

Online Payments

Use invoice templates or send invoices at no cost and with no monthly fees. You only pay when you get paid.

Subscription and billing agreements

Fix or flexible recurring payments when setting up an agreement with a payer.

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Value Added Services

OneTouch

Pay even faster with OneTouch, stay logged in and check out without entering your password every time.

Send money

Send money in a few seconds anytime. Enter your recipient’s email address, enter an amount and select the currency. PayPal will notify the recipient. You can send money to almost anyone with an email address, they just need to set up a PayPal account, if they don’t have one yet.

Buyer Protection

Buyer Protection is available for your eligible purchases. Whether the item you bought online doesn’t arrive or doesn’t match the seller’s description; PayPal’s Buyer Protection may reimburse you for the full amount of the item plus postage.

Return Shipping

If you aren’t happy with your order, we’ll refund the cost of sending it back. Activate this benefit to get refunded for up to $30 on 12 eligible purchases a year, as of September 2018.

Seller Protection

If you received an unauthorised payment or a buyer claims he never received the item, the PayPal Seller Protection can help you get the full amount of an eligible payment, if you meet the requirements.
Value Added Services

Withdraw to an FNB Business USD Global Account (CFC)

Do you need to pay suppliers in USD? It is possible to withdraw your PayPal funds into an FNB Business Global (CFC) account, effectively allowing you to retain credit card payments in USD. This helps lower the risk and cost incurred with exchange rate fluctuations and double conversion.

Customers must be registered for the FNB PayPal service on www.fnb.co.za.

To withdraw to an FNB Business USD Global Account (CFC) please contact paypalenquires@fnb.co.za for more information.

There are a few guidelines:

• Requires a minimum transaction amount of $5,000
• Only available for FNB businesses, not individuals
• Only available to FNB USD denominated Global (CFC) accounts, (restricted to USD only)
• Customer profile must have completed the FNB FICA process
• Have mandate documentation to confirm authorised signatories with FNB
Getting started

Simply follow these steps:

1. Create and verify your PayPal account

   - Go to www.paypal.com/za
   - Click on ‘Sign Up’
   - Select either an individual or business PayPal account
   - Complete the required information and create your account
   - Confirm your email address
   - You will need to verify your PayPal account by clicking on ‘Get Verified’ and linking a debit or credit card to your PayPal account

NB: If you have not verified your PayPal account you will not be able to link it to your FNB Online Banking profile

2. Register for your FREE FNB Online Banking profile

   - Register for Online Banking at www.fnb.co.za
   - You do not need an FNB bank account

   As of September 2018, PayPal will charge a fee of $1.95 to the card, such fee will be refunded later
   - A four-digit code will be embedded in the transaction reference on your bank statement
   - You need to enter the four-digit code on the PayPal website for your account to be verified

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Login to your FNB Online Banking profile and link your verified PayPal account to your bank account

3. Login to our FNB Online Banking profile at [www.fnb.co.za](http://www.fnb.co.za)
   - Select “My Bank Accounts” or “Forex”
   - Select “Menu” option and then click on “PayPal Services”
   - Select “Menu” option again and click on “Link your PayPal Profile”
   - During the linking process you will be able to add a non FNB bank account for withdrawal purposes

4. You are now ready to:
   - Top-up funds from your FNB account to your PayPal account and pay online with PayPal, or
   - Receive payments into your PayPal account and withdraw funds to your linked South African bank account
   - All Top-up and Withdraw transactions are done via FNB Online Banking – [www.fnb.co.za](http://www.fnb.co.za)
   - Each Top-up and Withdraw transaction will require a separate Balance of Payment (BOP) code
   - Supporting documents must be available on request from the South African Reserve Bank
   - All Top-up and Withdraw transactions are reported to the South African Reserve Bank
FNB and PayPal Fees

- No PayPal account set up or monthly fees
- PayPal charges between **2.4%** and **3.9%** + fixed fee per transaction as of September 2018*
- PayPal currency conversion fees may apply at **2.5%** above the prevailing exchange rate
- FNB will quote a ZAR/USD exchange rate for each Top-up or Withdraw transaction, if applicable
- With the FNB Tiered Pricing structure you will pay between **0.81%** and **1.51%** depending on your previous month’s transactional value per Top-up and Withdraw transaction

*Subject to change.

A withdrawal from your PayPal account takes approximately 3 to 5 business days to reflect in your linked South African Bank Account.

- Payment from another PayPal user within moments
- A top-up typically takes less than 10 minutes to reflect in your PayPal account

[Click here to learn more about the PayPal fee](#)

[Download the FNB Business Pricing Guide](#)
Since 2010 FNB and PayPal have been working together to provide a convenient way for South Africans to withdraw their PayPal funds into a South African bank account, giving them the ability to join the global market.

Start getting paid with PayPal and withdraw with FNB.

For further FNB PayPal queries please contact us on 087 572 9725 and select option 1

Visit www.fnb.co.za

For specific PayPal account queries, rates or to speak directly with PayPal please contact 087 572 9725 and select option 2

Visit paypal.com

Terms and Conditions Apply