



# Top 10 questions on CMA Payment Changes

To make your experience better, we provide answers to the most frequently asked questions.



**Q** *Will my FNB Eswatini debit card still work cross-border?*

**A** Yes.  
FNB cards are work globally, and this change will not affect that.



**Q** *What happens when I send money to a personal or business account on weekends or after hours?*

**A** You will be able to initiate the payment, however, processing will happen on the next business day. This affects when the payment will be remitted to the receiving bank.



**Q** *I have cross-border debit orders for the monthly premiums on my insurance policies and investments, will I be able to continue honoring these?*

**A** Yes.

- While cross-border debit orders will be discontinued, you can facilitate these by initiating monthly Forex payments to the cross-border beneficiary account. It is important that you allow for sufficient processing time to align with your debit-order due dates.
- As the change comes into effect, you must contact your cross-border debit-order beneficiaries to arrange for subsequent payment arrangements.



**Q** *Will I still be able to pay cross-border public recipients?*

**A** Yes.

- Although CMA public recipients will no longer be listed on Forex (unlike they were on EFT), you can still make payments to these. You will, however, have to obtain the cross-border public recipient's full banking details to initiate a Forex payment to them.
- To ease future experiences, please create these as beneficiaries, as it will be easier to make payments to them in future given that they will now be listed under your beneficiaries.



**Q** *Can I make a cross-border payment through branches?*

**A**

- It is possible, but it is not advisable because not only is it more expensive, it is also a lengthier process that will impact your payment timelines given the time taken to visit a branch.
- It is also not encouraged because it will contribute to long queues in-branch.



**Q** *With my children studying in South Africa, will I still be able to send them the monthly stipends they need to support their living expenses?*

**A** Yes.

- If they have an FNB Eswatini Account, you can still make payments locally into this account. This will be considered a domestic transaction and therefore will not be impacted by the changes. The money sent will continue to reflect in their account instantly.
- If they have a South African student account, you can make cross-border payments into this account via Forex. Since this will be considered a cross-border payment, it will be subject to both the process and timeline changes stipulated.



**Q** *I currently have scheduled payments for some of my cross-border beneficiaries, will these still go through as scheduled?*

**A** Not at this point.

- Scheduled payments are not available for cross-border beneficiaries on Forex. To make a cross-border payment, you will need to initiate this with each payment cycle.



**Q** *I have an FNB Credit Card, will my monthly payments for this still go through?*

**A** Not in the current format.

- Since your credit card payments are currently collected via a cross-border debit order or through your EFT transfers, the payment method will change to an alternative process.
- The new process will now require account holders to make a Forex payment to a designated Credit Card Account monthly.
- Credit card holders have been notified on the change and further details will be communicated directly to them.



**Q** *Will I need to declare the purpose of my funds when making cross-border payments through Forex?*

**A** Yes.

- It is now a regulatory requirement, alongside international guidelines on cross-border payments, that customers are to declare the purpose of funds being remitted. This is done through entering the appropriate Balance of Payments Code (BoP Code) when making a Forex payment.
- It is important to note that you will have to capture the appropriate BoP code each time you make a Forex payment and when you receive funds above E25,000 (unless you have an indemnity in place).



**Q** *Where do I get help to navigate FNB Forex better?*

**A**

- Individual / Retail Customers can contact the FNB Customer Support Centre via the dedicated toll-free line 8001100 or email us at [GetHelp@fnb.co.sz](mailto:GetHelp@fnb.co.sz).
- Private Banking customers can contact their Private Banker, while Commercial Banking customers can contact their Relationship Manager.
- Corporate Banking customers can email the Corporate Service Desk at [swzcorporatequeries@fnb.co.sz](mailto:swzcorporatequeries@fnb.co.sz).

Customer Support Centre

Call **800 1100**

email [gethelp@fnb.co.sz](mailto:gethelp@fnb.co.sz)

Corporate Banking Service Desk

email [swzcorporatequeries@fnb.co.sz](mailto:swzcorporatequeries@fnb.co.sz)