

#RealHelp in FNB Emergency Relief Program

April and June 2020



74 285 FNB Customers saved over **E1.5million** in **discounts** and **waivers**, with **817** customers receiving over **E100million** in **payment holidays** and **direct loans**



71 840

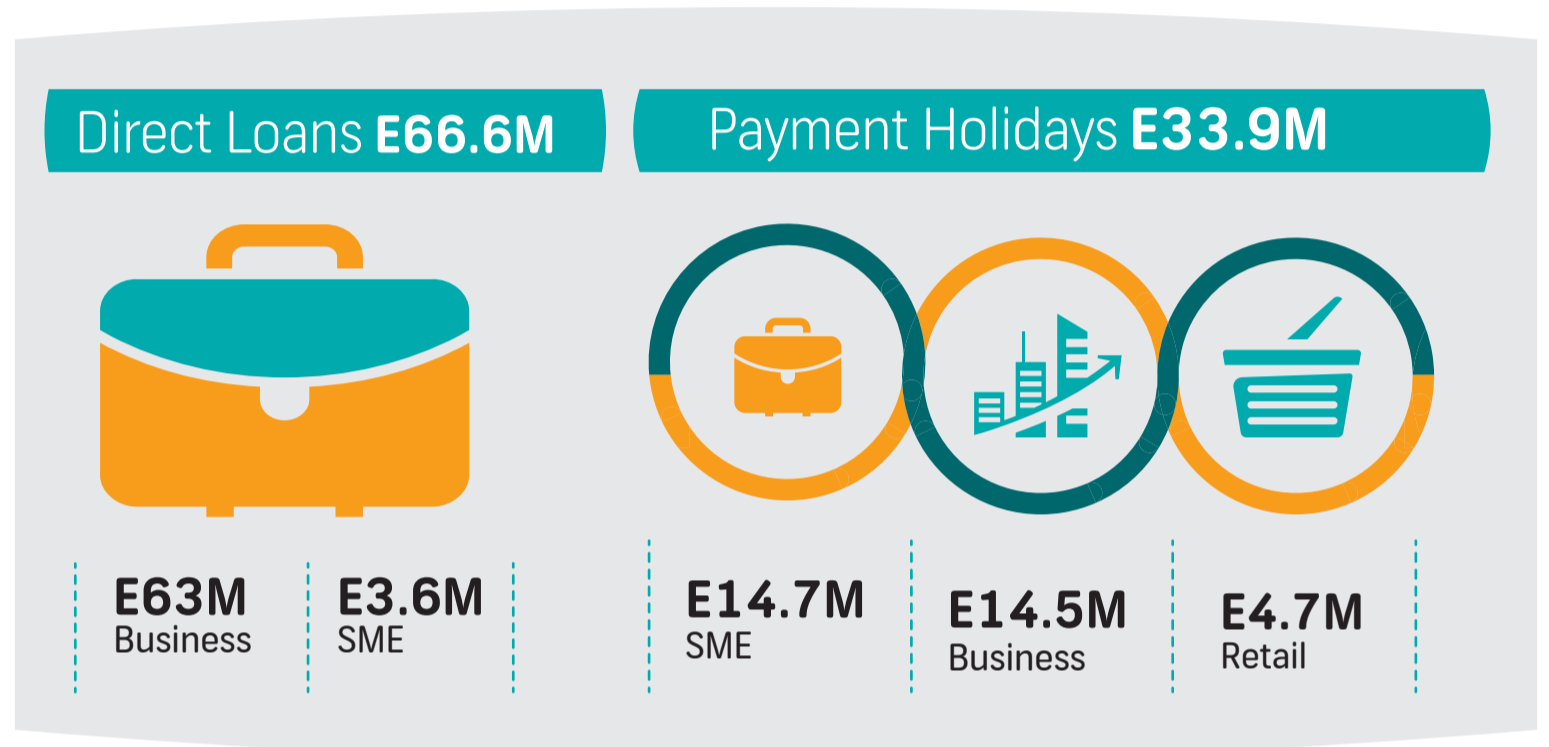
Retail Customers



2 445

Business Customers

Over **E100million** granted in Direct Loans and Payment Holidays to mitigate COVID-19 Impact on FNB Business and Retail Customers



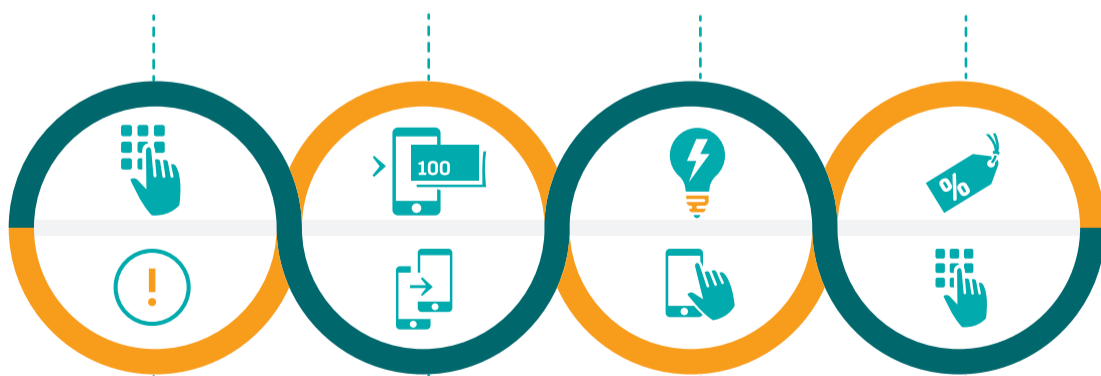
Over **600GB** reward for over **6000** customers who downloaded the FNB App in 3 months.

49 534 customers received **25% fee discount** in **604 561 swipes**

12 516 customers got **25% fee discount** when making payments on the FNB App

18 958 customers saved **25%** in fees for over **86 937** electricity purchases

1 560 customers saved **100%** on unpaid Debit Order fee waivers in April



237 customers got **100% waiver** on **insufficient funds fees** and **decline fees** in April

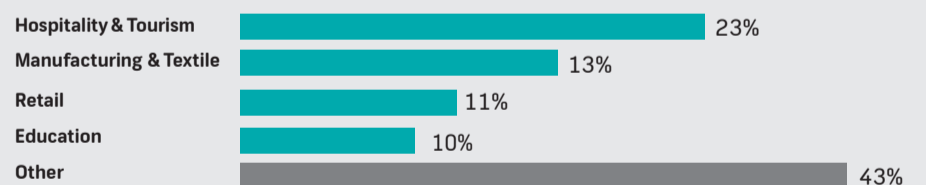
142 customers received **100% fee discount** on **Geo payments**

40 570 customers received **25% fee discounts** when **buying Airtime**

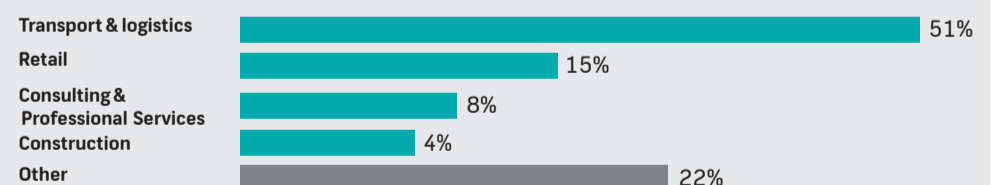
229 FNB Business Customers received **100% fee waiver** on **SpeedPoint Rentals**

All fees returned to regulated pricing from July 1 2020

Retail Customers Granted Relief by Sector



SME Customers Granted Relief by Sector



Business Customers Granted Relief by Sector

