

FNB Eswatini broadens payment relief efforts to customers impacted by COVID-19



As Eswatini continues to intensify efforts to curb the spread of COVID-19, FNB Eswatini says its efforts to help customers whose financial positions are adversely impacted by COVID-19 are ongoing, and the bank remains committed to helping the nation address some of the prevalent economic difficulties during this time and beyond.

As we escalate our efforts to help more customers, we are pleased to announce that from 16 April – 30 June we have simplified the process of applying for payment holidays, by adding a dedicated icon (COVID-19) on the FNB App which allows customers to apply with ease and get feedback on their application quicker without visiting the branch,” said, FNB Eswatini CEO, Dennis Mbingo.

The bank’s payment relief interventions will assist customers who demonstrate sound banking behavior to get access to a 3-Month COVID-19 related relief arrangement. FNB Eswatini Head of Credit, Thandeka Dlamini further stated that “one of the conditions for qualifying is that the customer has to have honoured their repayments to the bank consistently prior to COVID-19, as well as other criteria.”

Dlamini also stated that customers should ensure that they have the latest version of the FNB App as the COVID-19 icon will only be visible with this version. If the icon does not show on the Home page, a recent version of the App can be downloaded via the customer’s App Store on their device.

In addition to the interventions the bank has assisted qualifying customers with discounted transactional fees and price waivers through its Debt Relief Program, available from 16 April – June 2020. The programme covers the following:



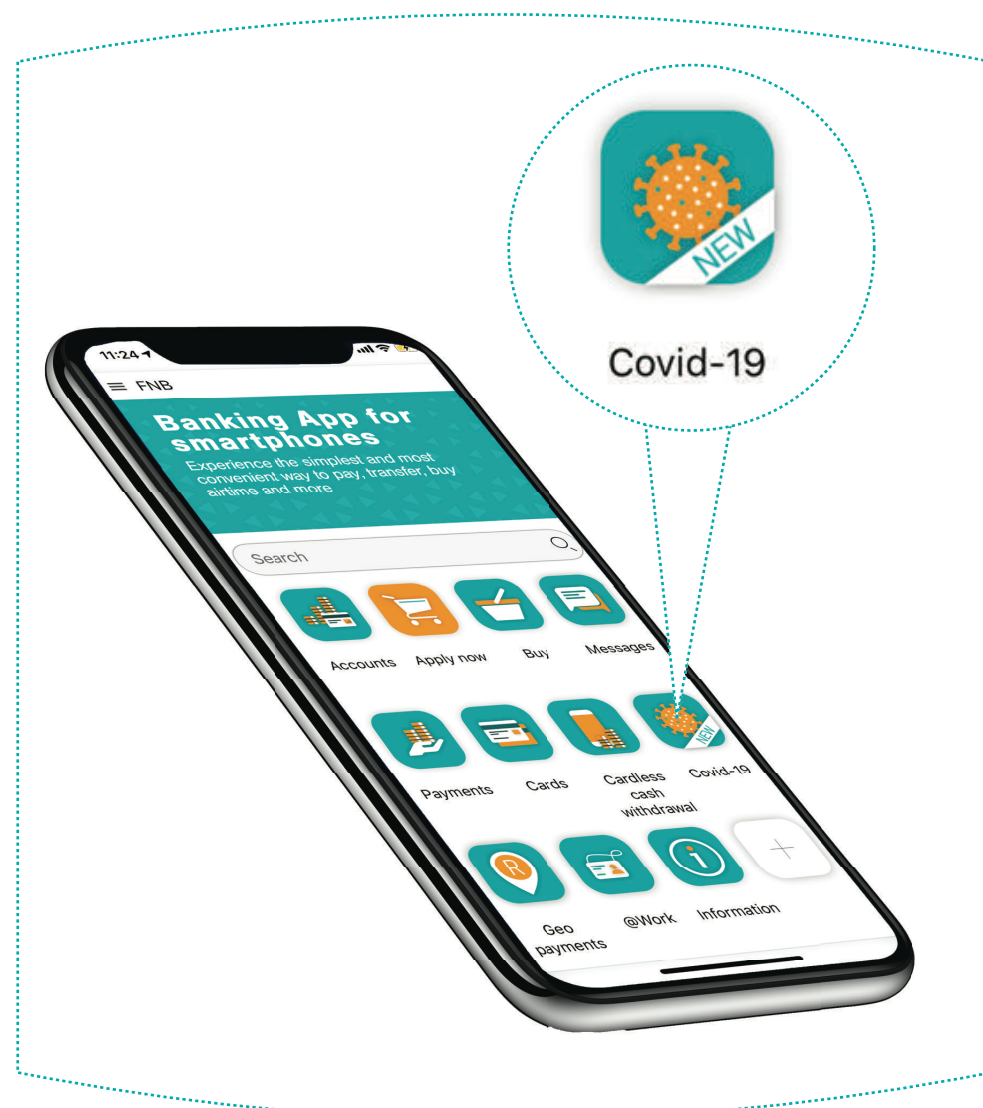
Instalment Cashflow Relief, during which part or no instalments/repayments will be due for the following products: Home Loans, Personal Loans and WesBank Loans;



To note, no fees will be charged for any repayment relief granted over the period;

The above will be applicable to Retail customers wishing to apply for Relief. Interest and fees will continue to accumulate on outstanding balances.

“Over the past few weeks, our personalised approach has resulted in several satisfactory solutions being taken up by customers, from our Retail base to SME’s and larger commercial entities. Many individual customers in our Retail segment have successfully contacted us and provision has been made for the foreseeable future already. Because our customers are impacted differently, we consider personalized support as paramount. Each customer is valued, and we are committed to taking the time to ensure adequate, affordable help where customers need it most,” shared Dlamini.



Mbingo added that, “by creating a simpler approach, we aim to help customers keep their financial affairs in order during this difficult time and would like to thank them for their continued understanding and support. The level of agility the industry has shown over this period would not be possible without the leadership of our Government and that of the Central Bank of Eswatini whose continuous engagement with the banks has allowed space for providing tailor-made banking solutions for our customers.”

The App solution is available for Retail customers (Individuals) for now. The Business App solution will be activated shortly. For now, business clients can continue to contact the bank for COVID-19 relief through their respective Relationship Managers or by sending an email to getsupport@fnb.co.sz. WhatsApp texts can be sent to **78029591**.

FNB

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