



# Just Tap-to-Pay with the new FNB Contactless Debit Card

#RealHelp.



You don't need to touch a speedpoint the next time you pay

**Just tap-to-pay at the till with the country's first Contactless Debit Card from FNB.**

It's the card that never leaves your hand when you pay, giving you total control over your point-of-sale transactions. FNB customers now get to experience an even simpler way to pay when they stop by retailers, to fuel-up or stock up on much-needed essentials.

A trip to the shops now also means less time spent at the till, with customers no longer needing to enter their PIN for purchases below E300 or present their cards for swiping.

“With every card replacement or new card offered to an FNB customer, a contactless debit card is now issued. This product comes at a time when our customers need it the most as they can spend less time in queues when getting their key essentials, but also have the added layer of safety through minimizing contact with point-of-sale devices for low-value transactions.” said FNB Chief Operating Officer, Lukonde Kasonde.

The contactless debit card is yet another FNB first-in-market product. Although Point-of-Sale devices at most merchants countrywide have been contactless-enabled, only credit cards and international debit cards have been contactless.

Speaking on the roll-out of the card to all FNB customers, FNB Product Development Manager, Celani Dlamini said, “In as much as the bank would want to roll out the cards to all customers at once, we have a large customer base and would not want to negatively impact their experience by a once-off roll out. In addition, we are also aware of the current travel and social distancing restrictions implemented to keep Eswatini safe in the fight against COVID-19, hence we are staggering the release of contactless cards and confining issuance to customers opening new accounts and those replacing expiring cards.”.

Dlamini also encouraged customers to not wait until the last minute to replace their cards to avoid waiting in queues on the last day of the month. To this end, he said that SMS notifications are being sent to customers before their cards expire which also prompts them to get their new 'cool-card' so they can Tap-to-Pay.

\*Terms, conditions, rules and standard network rates apply.

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## The benefits of using your new FNB Contactless Debit Card

- **It's simple.** It's easy to use as you simply tap and pay.
- **It's secure.** It's as secure as any other chip and PIN card that carries multiple layers of security and as an additional security feature, the first time you use your FNB Contactless Card, you will be asked to insert your PIN. After this, transactions of up to E300 at a contactless enabled retailer will no longer require a PIN.
- **It's about total control.** You have total control of transactions and your money because your card never leaves your hand.
- **It's quick and easy.** Tap-to-Pay is 4 times faster than normal card payments, which means spending less time in queues.

## What FNB customers had to say about their new 'cool-card'

Cusi Manana, an engineer and FNB Contactless Debit Card holder, said the new technology was quite useful especially at a time when cashless transactions are advised for hygiene reasons.

Leocardia Zanamwe said she was pleasantly surprised when filling up at a fuel station and the petrol attendant simply asked her to tap on the device instead of inserting her card.

Businessman Isidoro Pinto attested to this saying it has made purchases faster, especially in supermarkets and it saves time lessening queues as the customer paying does not waste time trying to figure out their PIN.

"It works well for me and there is no need to be pressing for your PIN or carrying cash, here you simply Tap-to-Pay and go. This is a technology that we have been waiting for because other countries have it and we are glad it is finally here to make our transactions faster and better," he said.

"I was quite impressed. This is such a great innovation because now I do not need to give the next person my card! What I also like about it is that it also saves time because I do not need to punch-in my PIN. It has also come at the right time when we are all worried about hygiene" she said.

"This is a great technology because it saves time. It is also quite secure, and no one can copy your PIN while you are paying because now you simply tap and go," he said.



## What FNB customers had to say about their new 'cool-card'

1. Look out for the contactless symbol in-store or at the Point-of-Sale Device.
2. **Tap-to-Pay** – Once the cashier has tallied up your purchases and you are ready to pay, tap your card on the terminal.

In two simple steps, your transaction is complete with your card in your hand. It's total control. It's **#RealHelp** with FNB.

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