

Send money instantly without leaving your home or office **via eWallet**

#RealHelp.



Making instant, more affordable mobile cash transfers to anyone in eSwatini is easy with FNB's eWallet

With convenient banking solutions being a necessity for Emaswati, eWallet has provided real help to FNB Customers wanting to send money directly from their Bank Accounts to anyone in Eswatini even if they don't have a bank account.

This affordable and secure solution ensures that money is transferred to anyone with a valid cellphone number instantly with the recipient receiving a notification, making sending and receiving money seamless. Multiple FNB customers have experienced the convenience of eWallet which as seen an increase of usage with over 1.7 million eWallets valued at E3.3 billion sent in the last 12 months.

With eWallet, not only is sending money made easier as it can be done via the FNB App, FNB Online Banking and Cellphone Banking, withdrawing it has been made much easier too through the introduction FNB CashPlus Agents countrywide.



This means that there is no longer a need to travel to the nearest ATM for withdrawals as this can be done nearer to home at a local neighbourhood store which is also a CashPlus Agent. The introduction of FNB CashPlus Agents throughout the country, this has made sending money to family or loved ones so much more convenient.

Not only can FNB customers make single transfers via eWallet, they can also send multiple eWallets at a go. Eswatini's business owners have long embraced FNB eWallet Bulksend as a way of making multiple payments to their staff and suppliers alike.

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

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What customers have to say about the FNB App

Business Owner, Mandla Khumalo says he uses eWallet Bulksend to make payments quicker and better than before.

“I want a product that works for me, and this one gets the job done. FNB eWallet Bulk payment is great because it allows me the flexibility to do more transactions at a go instead of having to do them one-by-one. With the recent partial lockdown of businesses, I was still able to pay all my staff members instantly via eWallet Bulksend.” he said.

He said not only does his business have about 8 staff members that he pays out using eWallet Bulksend, but he is also able to pay workers from his home.

“With this, you just load the recipients once and can add everyone. Ngisho nalolongibonela tinkomo ekhaya ngiyakhona kumholela without needing to go all the way home to do it” he said.

Khumalo also said he uses eWallet to pay for supplies when his technicians on the ground have assessed a site and require to make quick purchases. Business is not stalled because he can send cash instantly to his technicians for the work to continue.

Making payments to someone without a bank account is seamless

Phindile Dlamini another business owner who uses eWallet Bulksend also shared similar sentiments describing FNB eWallet Bulksend as wonderful.

“What impresses me the most about eWallet Bulksend is that you only have to enter your one-time-PIN (OTP) once and then make multiple payments, yet in the past, you would spend a lot of time entering the OTP per payment,” she said.

She noted that eWallet also provided convenience for salary payments of workers that do not have bank accounts because all that’s needed is their cellphone number to make instant payments by sending them an eWallet.

I can eWallet money to myself if I have forgotten my card at home

Nkululeko Dlamini of Mbabane said eWallet had removed the stress and frustration of wondering how to pay someone who does not have a bank account.

“This is very convenient for me mangitfumela imali ekhaya. Sometimes I even send money to myself if I have forgotten my bank card at home. I simply send an eWallet to myself and go and withdraw the money at the ATM” he said.



Sending an eWallet made easy via the FNB App, online banking and cellphone banking

Send an eWallet using Cellphone Banking:

1. Dial *130*321# and enter your Cellphone Banking PIN.
2. Select send money.
3. Select eWallet.
4. Select the account you want to send money from.
5. Key in the cellphone number you want to send to.
6. Enter the amount you want to send.
7. Select whether you would like FNB to send the recipient the ATM PIN in an SMS, to simplify the withdrawal process for the recipient.
8. Confirm that the amount and cellphone number are correct and confirm your acceptance of the service fees.

Send an eWallet using Online Banking:

1. Click on the send money tab.
2. If it is not already selected, click on the eWallet sub-tab.
3. Select the once-off payment view.
4. Enter the recipient's cellphone number.
5. Enter the amount that you would like to send to the recipient.
6. If you would like to send an instant ATM PIN to the recipient, click in the 'Send ATM PIN to recipient' checkbox.
7. Use the account switcher to select the account that you would like to use to pay the recipient.
8. Click on send.

Send an eWallet using the FNB App

1. Launch the Banking App.
2. Select login.
3. Enter online banking password.
4. Select send money.
5. Select send money to eWallet.
6. Select the from account.
7. Enter the amount you wish to send.
8. Enter the cellphone number you want to send money to.
9. Optional: send ATM PIN to recipient cell number.
10. Select send.
11. Confirm the transaction.