

# Skip the queues and bank from your pocket with the **FNB App**

#RealHelp.



## Get #RealHelp for your bank-from-home-life with the FNB App

**FNB consumers detail how the FNB App helps them bank conveniently from the comfort of their own workspace or home.**

We've made it easier for FNB customers to perform essential banking transactions like buying airtime or electricity and paying for water all without leaving their homes. Customers can bank safely and securely from anywhere, anytime using the FNB App, removing the need to go into branch to transact.

## What customers have to say about the FNB App

Frequent users of the FNB App have said that since getting the FNB App, they rarely go to the bank branches as they rely completely on the FNB App to perform cashless transactions such as making payments to recipients and for monthly utility bills. They are able to do this safely and securely in the comfort of their homes or workplaces. Banking on the FNB App is a faster, safer and more convenient way to transact. Sibusisiwe Dlamini, a customer from Mbabane said that she does most of her banking on the FNB App including:

- Paying her DSTV subscription
- Buying airtime and electricity
- Shopping Online
- Making payments straight from the FNB App

## The App works for me and my business

Businessman Phiwokwakhe Mayabane, who has banked with FNB for over a decade, says the FNB App works brilliantly for him both for work and personal use.

“If there is a shortage of electricity at work the staff calls and from wherever I am, I buy units using my phone through the FNB App and send them the voucher code easily. The fact that all my transactions are recorded and easy to access helps me keep a record of my transactions.”

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

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## No need to go to a branch

Regardless of where you are, the use of the FNB App is possible and does not require a customer to have data to use it. Bonsile Dlamini attests to this, as she says that she often does not have time to stand in queues to purchase the units or go inside a bank to make a payment.

“I have no stress of needing to travel to town to do my payments. My utility accounts are linked to the FNB App, so I pay for things like my water bill from my phone. Not only do I not need to go into the branch to access banking services, but I also don’t need to visit the service outlets for EWSC to make my water payments, I do this on my App. It’s such a convenient product,” she said.

Sicelo Sibandze also shared the same sentiments, saying that it made doing business better as it allows for him to make payments even if he is not inside a bank.

“Since I started using the FNB App I rarely go to the bank because I do everything from my phone. This includes buying airtime, electricity, doing business transactions and so many other useful things. This is a really helpful tool and I do not need to carry any money with me,” he said.

Celani Dlamini, FNB Product Manager, added that “for the past ten years, the FNB App has taken banking and brought it to FNB customers wherever they are. With no data costs associated with using it and constant expansion on services available, it has grown in popularity, and we have witnessed an increase in customer usage across all services and also increased interest in the uptake of the FNB App across customers that did not have the FNB App.”

Dlamini further said that the Bank has gone on an intensive drive for the adoption of the FNB App by giving 100MB to each customer that has downloaded the app.

As the eSwatini nation continues to observe the national lockdown, credit active customers whose income has been negatively impacted by COVID-19 can apply for cashflow relief via the FNB App without needing to go into a branch. To apply for cashflow relief, customers do need to have the latest version of the FNB Banking App which is downloadable from Google Play for Android phone users and the App Store for iPhone users. The cashflow relief is available for Retail customers and SMEs until 30 June 2020.