



NEDBANK

Western Union money transfer service

Frequently asked questions

see money differently



Western Union send transaction

1	How does the Western Union money transfer service work?	<p>You must have a Nedbank current or savings account to use the Western Union money transfer service.</p> <p>This service is available on the Nedbank Money app and Online Banking platforms, both of which you must register for.</p>								
2	Do I have to use my cellphone for this service?	<p>This service is available on the Nedbank Money app and Online Banking, so you can access it using your cellphone or a computer that is connected to the internet.</p>								
3	What beneficiary information do I need to send money?	<p>To send money globally with Western Union, you will need certain beneficiary information.</p> <p>To send money for a cash payout, you will need the following:</p> <ul style="list-style-type: none">• Name and Surname• Country• Gender• Physical address• State or province and postal code (where applicable) <p>To send money to a bank account, you will need the following:</p> <ul style="list-style-type: none">• Name• Country• Account number• Gender• Physical address• State or province and postal code (where applicable) <p>To send money to a mobile number, you will need the following:</p> <ul style="list-style-type: none">• Name• Country• Cellphone number• Gender• Physical address• State or province and postal code (where applicable)								
4	What are the transfer limits?	<p>The system has been designed to make it as easy as possible for clients to transact with Nedbank.</p> <p>These are the transfer limits:</p> <table><tr><th></th><th>Limit</th></tr><tr><td>South African resident</td><td>R80 000 per month up to your R1 million single discretionary allowance.</td></tr><tr><td>Migrant worker</td><td>R5 000 per day or R25 000 per month.</td></tr><tr><td>Foreign national</td><td>R5 000 per day or R25 000 per month.</td></tr></table>		Limit	South African resident	R80 000 per month up to your R1 million single discretionary allowance.	Migrant worker	R5 000 per day or R25 000 per month.	Foreign national	R5 000 per day or R25 000 per month.
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5	In which currencies can I send money?	<p>You can send money to over 200 countries in their currency.</p>								
6	How many transactions can I make in a day?	<p>You can make as many transactions as you want. However, please be aware that your monthly and daily limits cannot be exceeded. Please refer to question 4 to see the transfer limits.</p>								
7	If I already have a Nedbank account, do I still need to register for the Nedbank Money app?	<p>Yes, you still need to register for the Nedbank Money app or Online Banking.</p>								

8	How much does it cost to transfer money with Western Union?	<p>Please see the Western Union pricing below. You can also use our quote function to estimate the cost of your transaction.</p> <table> <tr> <th>Principal bands USD from</th><th>Principal bands USD to</th><th>USD (\$)</th></tr> <tr><td>0</td><td>50</td><td>7</td></tr> <tr><td>51</td><td>100</td><td>10</td></tr> <tr><td>101</td><td>150</td><td>12</td></tr> <tr><td>151</td><td>200</td><td>14</td></tr> <tr><td>201</td><td>250</td><td>16</td></tr> <tr><td>251</td><td>300</td><td>18</td></tr> <tr><td>301</td><td>400</td><td>20</td></tr> <tr><td>401</td><td>500</td><td>25</td></tr> <tr><td>501</td><td>600</td><td>30</td></tr> <tr><td>601</td><td>700</td><td>35</td></tr> <tr><td>701</td><td>800</td><td>40</td></tr> <tr><td>801</td><td>900</td><td>45</td></tr> <tr><td>901</td><td>1000</td><td>50</td></tr> <tr><td>1001</td><td>1200</td><td>55</td></tr> <tr><td>1201</td><td>1500</td><td>63</td></tr> <tr><td>1501</td><td>1800</td><td>63</td></tr> <tr><td>1801</td><td>2000</td><td>64</td></tr> <tr><td>2001</td><td>2500</td><td>65</td></tr> <tr><td>2501</td><td>3250</td><td>65</td></tr> <tr><td>3251</td><td>and above</td><td>2% of principal</td></tr> </table> <p>Note: Fees may change due to market conditions.</p>	Principal bands USD from	Principal bands USD to	USD (\$)	0	50	7	51	100	10	101	150	12	151	200	14	201	250	16	251	300	18	301	400	20	401	500	25	501	600	30	601	700	35	701	800	40	801	900	45	901	1000	50	1001	1200	55	1201	1500	63	1501	1800	63	1801	2000	64	2001	2500	65	2501	3250	65	3251	and above	2% of principal
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9	How can I find out if my money transfer has been paid?	<p>You can visit the Western Union website (www.westernunion.com) and select Tracking from the top of the homepage. You'll need the name of the person who sent you the money and the Money Transfer Control Number (MTCN).</p> <p>It is the sender's responsibility to share this number with the recipient.</p> <p>The sender can find this number under their International payment history on the Money app and under Settled on Online Banking.</p>																																																															
10	In which currency does the receiver receive money?	<p>The recipient will receive the money in their currency. Please note that the receiver must withdraw the money within 30 days. If the funds are not withdrawn within this period, they will be returned to you.</p>																																																															
11	Can the person I'm sending money to choose the currency in which they want to receive the money transfer?	<p>No. The sender chooses the payout currency when they send the money. This means that the receiver cannot choose the payout currency.</p>																																																															
12	What should I do if the person I am sending money to has not received the money?	<p>Make sure that they have the correct MTCN available for this transfer. If the transfer was made directly into a bank account, make sure that you have used the correct bank account number. If the transfer was made into a mobile wallet, make sure that you have used the correct cellphone number.</p> <p>You can also use Western Union tracking service on its website (www.westernunion.com).</p> <p>For help, send an email to westernunion@nedbank.co.za.</p>																																																															

13	I received an email from Nedbank asking for my financial information. Should I provide it?	<p>No. Nedbank will never send you an email asking for your personal or financial information.</p> <p>If you receive a suspicious email claiming to be from Nedbank, please report it to us by sending an email to westernunion@nedbank.co.za so we can investigate it. Also, if you suspect that your financial information might have been compromised, contact your branch or banker immediately.</p>
14	Which countries can I send and receive money to and from?	<p>Available in more than 200 countries and territories, with a global footprint of hundreds of thousands of retail locations, and with easy access to billions of bank accounts, you can be sure your money is never far from loved ones with Western Union.</p> <p>(The availability of countries is subject to change without notice)</p>
15	Can I make transactions 24/7?	<p>You can transact after normal business hours and over weekends, but Nedbank will only process these transactions on the first business day after the transaction.</p>
16	What do I do if I believe that I have been a victim of fraud?	<p>You can call the Nedbank Fraud Hotline on 0800 110 929 or the Western Union Fraud Hotline on 0800 300 400.</p>