



see money differently



**Banking made easy with
the Nedbank Money app!**

And it just got easier with Enbi
#AskEnbiFirst

NEDBANK



Welcome to the Nedbank Money app!

With the Nedbank Money app, banking is easy. And, with Enbi – the Money app's chatbot assistant – things just got even easier!



Enbi was designed to help you with **self-service banking** and can also answer any Money app or Online Banking questions quickly and efficiently! Plus, he's **available 24/7**.

Did you know you can do all this on the Money app with a simple swipe ...

From your home screen, **swipe right to go left** to see your:

- Credit cards
- Loans
- Investments
- Greenback Rewards
- International banking and travel
- Insurance
- Lifestyle offers

And if you swipe right to go left from your home screen, you can check out your financial wellness, manage your spending and budget, and save with **My Smart Money**. Plus, keep tabs on your **credit score**, absolutely FREE!

What is a NedbankID

A Nedbank ID is a secure digital identity that gives you access to our trusted digital channels, like the Money app and Online Banking.

Your NedbankID username must:

- Be at least 7 characters long;
- Contain letters and numbers;
- Not have any spaces; and
- Contain special characters like @-+()?\$.

Creating your NedbankID password:

- Use a combination of letters, special characters and numbers.
- The password must be a minimum of 12 characters.
- No emojis.
- Use special characters like @-+()?\$.

Send and receive money instantly

Choose PayShap to pay someone immediately or Instant Pay to pay someone in 30 minutes.

PayShap also allows you to receive money without sharing your banking info. Simply set up your ShapID to start transacting.

You can also make transfers in advance and schedule repeat transfers in the Money app.





Explore these Money app features with the help of Enbi:



Account

Debit orders:

Ask Enbi about debit order switching or reversing a debit order.

Statements and documents:

Enbi can help you find where to view your statements.



Transact

Do you need to transfer money, make a payment or buy airtime, data, electricity and more?

Ask Enbi how, by typing the following:

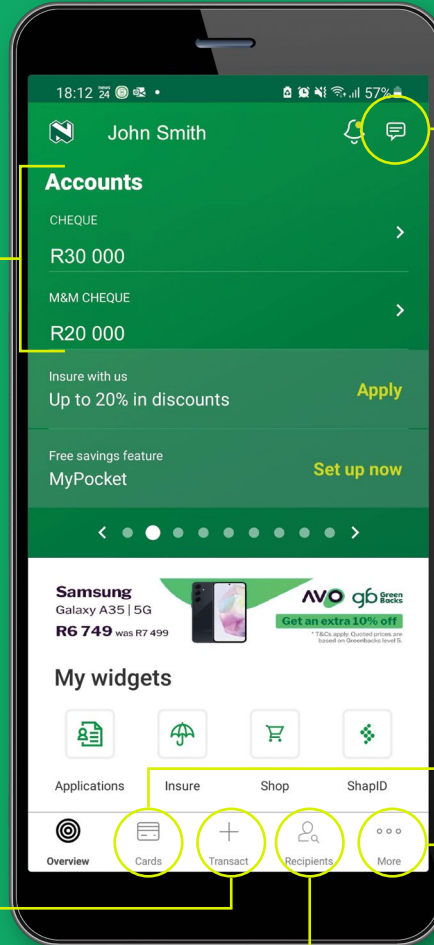
- Transfer money to other accounts
- Make a payment
- Send money to a cellphone number
- Share proof of payment
- What vouchers can I buy?
 - airtime
 - data
 - electricity
 - gift vouchers for Makro, Netflix, Uber and much more.
 - LOTTO tickets



Recipients

Tap on the recipient tab to view your recipients or add new recipients.

Select a local recipient to view payment history or edit details.



You can find Enbi here on the Money app



Cards

Do you need to:

- Change or manage your ATM limits?
- Block, replace or freeze and unfreeze your cards?
- Track your card's delivery?
- Create a virtual card?

Simply ask Enbi!



More

Do you want to **change your cellphone number**, or update your **email or home address**? Enbi can make it happen.

Plus, if you need help **changing your spending limits**, Enbi can help with that too, just ask.



Here are a few more additional tasks Enbi can help with

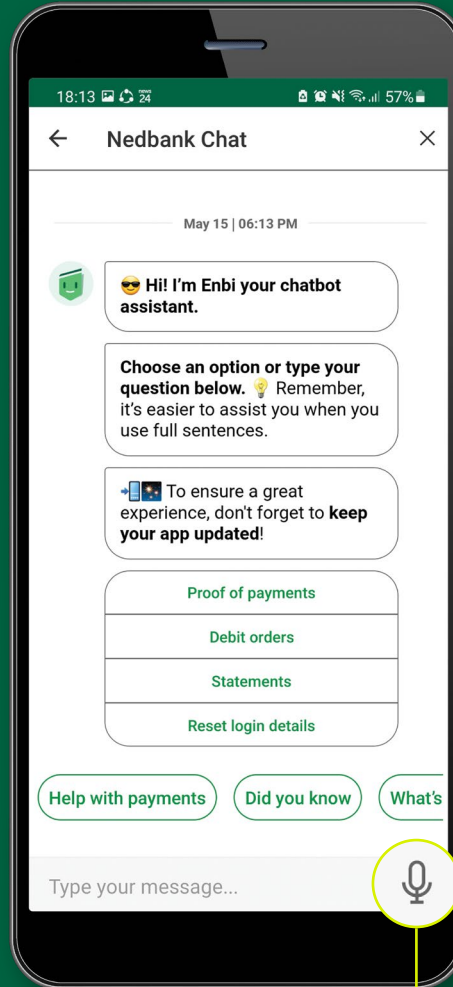
- Activate your card for overseas use.
- Balance checks.
- Check transactions.
- Greenbacks rewards.
- Link and delink accounts.
- Login issues and resetting your password.
- Registering for Kidz Digital Banking.
- Registering for a ShapID.



SuperShop

Visit the Avo SuperShop and find everything you need (and want).

Shop electronics, groceries, takeaways and more, and you can earn **1% back in Avo Points** for each purchase.



Too busy to type?

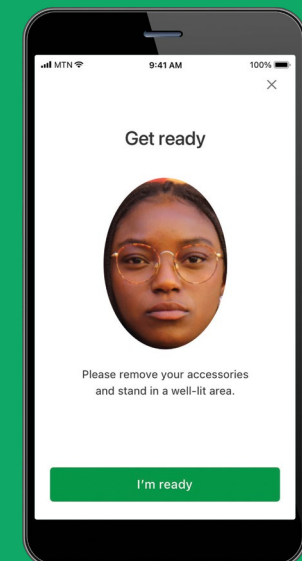
Thanks to voice-over-text, you can also ask Enbi your questions. Once you've opened Enbi, just tap the microphone in the bottom right-hand corner of the screen.

Has your cellphone number changed?

Good news! You can now change your cellphone number with Selfie verification. Follow the registration prompts and when you land on the Approve-it screen select **Not my number** to change your number.

Already registered?

Log in to the Money app and tap **More**. Select **Settings > Profile settings > Profile details**. Tap the **Edit** icon in **Contact details** to change your primary contact number. Follow the prompts to start the selfie-verification check to complete the change.





The Nedbank Money app makes everyday banking a breeze

Ready to get started?



Download the Money app from your app store.



Register on the Money app. Tap **Login > Register > Personal profile** and follow the prompts.



Create your Nedbank ID for easy and secure access to the world of Nedbank's digital services.

With the Money app you're spoilt for choice

You can apply for a range of different products.

- Investments
- Home loans
- MyPocket
- Insurance
- Personal loans
- Forex
- Credit cards



When things go wrong, here's what to do

- 1 Disconnect from the WiFi.
- 2 Activate flight mode on your device for a minute and then disable.
- 3 Restart your device.
- 4 Check the date and time settings on your device are correct.
- 5 Ensure your network is stable and there is no loadshedding, power outages or disruptions.

Get notified

Turn on in-app notifications to receive alerts about transactions on your account. This will help you spot any unusual activity on your account as well as keep you up to date with the latest offers and promotions from Nedbank.

Need help, bring your phone to one of our branches and our friendly staff will help you.