



FNB Namibia takes its promise of help to new levels

11 October 2022

FNB is reimagining help as it strives to make every day easier and tomorrow better for all its customers, taking a bold step forward on its journey into the future.

At a launch event held in Johannesburg late last week, FNB CEO, Jacques Celliers highlighted the changes to the website, app as well as the iconic brand logo. He added that FNB's efforts to transition beyond banking are still deeply rooted in the promise of helping customers with advice they can trust, solutions that are easy to use and safe, and a brand that is relevant at every life stage.

Reimagining advice

FNB is focused on being advice-led, rather than product-led in the delivery of its solutions. In its journey to transition beyond banking, it is striving to become an integrated advice partner connecting the dots between their customers' day to day activities and their aspirations and goals. The bank continues to build competitive investment, insurance, lifestyle and business solutions to best deliver to customers' goals. This is all underpinned by the ease and safety of its platform and extensive network of advisors.

"We aspire to be a trusted partner helping customers, their families, and their businesses thrive and achieve their goals through positive changes in financial behaviour. To this end, we want to make it easy for our customers to free up cashflow through best value for money solutions that make their money go further to realise their investment and insurance needs in line with their goals. We want to help customers through various life stages for themselves, their families and their businesses, and to ensure we advise them on the right solutions for their needs," Celliers explained.

Reimagining user experience

The FNB App, Africa's first banking App, has been redesigned to offer even more intuitive help through its ease of use and a safer digital experience. We have listened to our customers and have set out on a journey of a new user experience underpinned by personalisation. Customers can now personalise their FNB App by customising its home screen and selecting frequently used or preferred features. Customers can also view a snapshot of their transactional accounts, credit, investments, insurance, and value-added services. In addition, the search function has been improved to help customers find services much quicker. Similar enhancements are being made to the internet banking channel.

FNB has also introduced Money Protect, a new and industry-first benefit of free insurance cover for certain fraud-related losses when using interfaces such as the FNB App and ATMs. The benefit demonstrates FNB's commitment to helping customers transition to safer digital interfaces.



"We continue to facilitate our customers' journey from analogue to digital and digital to platform. We're excited to see millions of our customers embracing the migration to more accessible, user-friendly, and safer interfaces. Our digital interfaces have become a one-stop shop for customers' financial and lifestyle needs, with over 3 billion transactions and 1.6 billion digital interactions over the past 12 months. Likewise, we recognise that fraud is a reality in our society, and we are continuously enhancing our measures to assist millions of our digitally active customers in mitigating these risks," Celliers said.

Reimagining payments

"While our digital interfaces give our customers access to a wide range of credit and investments solutions tools, payments and cashflow are the lifeblood of any economy, and we're proud to highlight some of our unmatched standout offerings available within our digital payments ecosystem, making it more inclusive and convenient for customers to pay and get paid. The facilitation of payments for individuals and businesses is one of the key features of the power of network effects of our platform," adds Celliers.

FNB Pay is now the payments umbrella in the FNB App. With a few taps, customers can now split a bill and those who run businesses can receive contactless payments easily and safely on their android smart devices, without the need for a separate point-of-sale device. The new or enhanced payment solutions that are available on the FNB App include:

- **Instant Payments** - a first-to-market instant payment solution that enables customers to digitally pay anyone via the FNB App using just a card number. The recipient gets the money instantly in their bank account, irrespective of where they bank.
- **PayMe** - allows customers to request a payment digitally to any FNB Banked cellphone number. The person requesting the money simply follows a few prompts, and the 'payer' is immediately notified and simply needs to accept the request to make an immediate payment.
- **ChatPay** - allows customers to pay or request payment from any FNB customer using the FNB App's chat functionality without the need for an account number. Customers can initiate a chat using their contact list, and because the interaction takes place within FNB's platform, they can be confident that it is safe.
- **Bill Payments** - a quick and convenient way for customers to use the FNB App to pay their EasyPay or Pay@ bills including municipal rates, medical and other services.
- **Virtual Card** - Customers can now use their Global Virtual Cards for travel bookings such as buying flights or booking accommodation and adding the virtual card to third-party digital wallets such as Google Wallet or Apple Pay for convenient and safer payments when traveling abroad.
- **Speedee App** - allows businesses to receive contactless payments easily and safely on their android smart devices, without the need for a separate point-of-sale device.

Ends.



Notes to editor:

**Ts & Cs apply on Money Protect.*