



how can we help you?

FNB Launches the first completely digital account, with no monthly fees.

24 May 2022: FNB Namibia has launched the first fully digital account offering in Namibia – the DigiPlus account,

DigiPlus uses USSD / cellphone banking and is a digital account with no monthly account fees and can be opened and managed remotely using a cellphone - available to FNB and non FNB customers alike.

“We’re delighted to launch this first-in-market product of alternative banking in Namibia. This new offering is enabled by our continued investment in cardless capabilities that empowers the consumer to transact safer and more conveniently. DigiPlus is available to all Namibians, even non-FNB customers and furthers our core philosophy of help and inclusive banking”, says Nangula Kauluma, Executive Officer, FNB Retail Banking.

The DigiPlus account, which is completely cardless, is created by a customer and managed through USSD. This differs from traditional bank accounts where a customer needs to go into branch to open and manage an account. The DigiPlus account does not require a bank card for a customer to make withdrawals or deposits. FNB’s DigiPlus allows the account holder to receive and send funds from FNB and other banks.

“DigiPlus is testament to our innovative nature, as the account allows our customers to make payments to FNB accounts and non-FNB accounts, make transfers between accounts (including the FNB Savings Pocket), buy Prepaid electricity and airtime, send Ewallets, and make cardless cash withdrawals and deposits at any CashPlus agents,” adds Kauluma.

“FNB remains committed to providing a range of unique and innovative solutions that are centred around true customer value. The DigiPlus account forms an important part of our journey to make the customer, and non-customer experiences as convenient, safe and secure as possible, in an ever-evolving world”.

“The expansion of our digital solutions for contactless transactions is crucial to helping customers minimise their reliance on the branch / ATM network. This is an important step in our journey to accelerate digital banking innovation to help individuals better manage their money”, concludes Kauluma.

An existing FNB customer may register via USSD by dialing *140*321# while new customers dial *140*321# and then follow the prompts.

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