

Nedbank MobiMoney

Frequently asked questions

What is Nedbank MobiMoney?

Nedbank MobiMoney is a wallet-based account solution that any South African ID holder, with any cell phone, can open anywhere in SA. It is easy to open with no paperwork, no queuing or branch visit required. Most importantly, it keeps your money safe.

Some amazing benefits:

- There's no monthly account maintenance fees!
- You can send to and receive money from anyone
- You can buy prepaid airtime / data, or electricity
- You can deposit or withdraw from the mobile account at any Nedbank ATM or selected Retailers

How do I use Nedbank MobiMoney?

Please dial the USSD string *120*002#, to apply for the digital wallet.

Enrolment is easy, only 3 fields are required (Name, Surname and ID number), create 5 digit pin.

You can use your phone to deposit, withdraw, or remit cash at any Nedbank ATM or retail stores.

Your cellphone number is the wallet number.

Can I transfer money to an international mobile number using MobiMoney?

You can transfer money to South African cell phone numbers (not limited to a specific network or Service Provider) within the borders of South Africa.

What are the fees?

There is no monthly fee for this mobile account. There are fees which will apply for some of the transactions. To view our fees, Please dial the USSD string *120*002# and select help then fees. The fees are also available on

www.nedbank.co.za

Can I set up a recurring or future dated transfer?

You cannot do/set a Recurring or Future Dated transfer for MobiMoney.

What is MobiMoney transfer limit?

MobiMoney is subject to the following transaction thresholds:

- Maximum funds held in Wallet: anytime - R24 000
- Withdrawal daily limit - R4 000
- Payment daily limit - R4 000
- Prepaid electricity daily limit - R1 000
- Prepaid airtime daily limit - R1 000
- Lotto daily limit - R1 000

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- Send-iMali or MobiMoney daily limit - R2 500

Note: Deposits aggregated to no more than R 24 000 per day.

Can I make multiple transfers to one cellphone number in a day?

You can make multiple MobiMoney transfers to the same number in a day, as long as client has not exceeded the daily limit of R2 000 per day.

Can I enrol on multiple devices for MobiMoney?

No, you can only enrol on one cell phone number and/or one South African ID for MobiMoney

If my device is lost or stolen, how do I deactivate MobiMoney?

Please get in touch with us by calling the Nedbank Contact Centre **0800 555 111**

Can I use or enrol for MobiMoney if I am not a Nedbank client?

Yes, you can enrol and use MobiMoney even if you're not a Nedbank client.

What devices are supported to use MobiMoney?

You can use any phone (smartphones and feature phones) to enrol and use MobiMoney. Please dial the USSD string *120*002# to enrol.

How do I withdraw money from my wallet?

To withdraw at a Nedbank ATM:

Please dial the USSD string *120*002#, logon with your PIN then select withdraw at Nedbank ATM. You will receive a one-time Pin that expires in 24hours. At the ATM select cardless transactions, select MobiMoney, enter cellphone number followed by your pin, select withdraw. You will be prompted to enter your temporary pin and then the amount you wish to withdraw. You will also receive an SMS from Nedbank confirming the transaction.

How do I buy airtime/electricity?

Please dial the USSD string *120*002#, logon with your PIN then select the buy option on your menu. Select airtime/ electricity, you will be prompted to enter the amount you wish to buy and cellphone/ metre number you wish to buy for. Confirm then process will be completed.

How do I deposit money into my wallet?

To deposit at Nedbank ATM

You can visit any of the selected Retailers to deposit money.

Please dial the USSD string *120*002#, logon with your PIN then select cardless transactions, select MobiMoney. Enter cellphone number, then the amount you wish to deposit. You will be prompted to insert the money into the ATM machine. Once done, you will receive a slip. You will receive a SMS notification, confirming the deposit. You will also receive an SMS from Nedbank confirming the transaction.

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How do I send money to someone's cellphone number?

Please dial the USSD string *120*002#, logon with your PIN then select the send option on your menu. You will be prompted to enter amount you wish to send and the cellphone number you wish to send to. Upon confirming, the transaction will now be completed.

Can I view my previous transactions?

Please dial the USSD string *120*002#, logon with your PIN then select statement to view your previous transactions.

What will it cost me to sign up and monthly fees?

There is no monthly fee for this mobile account. There are fees which will apply for some of the transactions. To view our fees, Please dial the USSD string *120*002# and select help then fees. The fees are also available on www.nedbank.co.za

Who do I call for help?

Please get in touch with us by calling the Nedbank Contact Centre **0800 555 111**

Do I need a minimum balance?

No minimum balance is required.

Can my account go dormant?

There is no dormancy, but if the account is left opened for 540 days with no balance, it will auto close.

How do I send money from my Nedbank account to my wallet?

To send money from your Nedbank account to your wallet:

On internet banking select, Money transfer, Send-Imali, Pay now, then enter amount you wish to send and cellphone number you want to send to.

Do I need a bank account to the wallet?

No. You can register and use the wallet without a bank account.

What should I do if I changed my cellphone number?

Please contact the Nedbank contact centre at **0800 555 111**.

I am unable to enter my first name as it contains special characters. E.g O'Neil.

Because we do a check with the department of Home affairs, clients can enter their names without the special characters.

I am trying to enter my first name but my phone only displays numbers.

If the client's phone Huawei, ask them to select the swift key on the bottom right of their mobile device.

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Why do I need airtime to access Mobimoney?

Network operators only allow us to use *130* only for the purposes of selling their products.

What is the cost of using USSD to access MobiMoney?

Depending on the mobile network, the standard rate is 20 cents per 20 seconds.