

Nedbank cardless withdrawals

1 What is a cardless withdrawal?

A cardless withdrawal is a digital solution that enables Nedbank clients to send money to any recipient, regardless of whether that recipient is a Nedbank client or not. Recipients may withdraw the money at any Nedbank ATM or participating retail store. Recipients will receive a 10-digit voucher number and a four-digit one-time password (OTP) via their cellphone to enable them to withdraw the money.

2 Do I need a specific account to send money to a recipient?

Yes. You can send cardless cash from an active Nedbank transactional (current or savings) account or via an existing MobiMoney Account.

3 How do I send cash to a recipient's cellphone?

Follow these steps to send cash:

- 1 Access either the Nedbank Money app, Online Banking, Cellphone Banking (USSD), MobiMoney, Avo or the Nedbank Private Wealth app.
- 2 Select to pay or send money to a cellphone.
- 3 Enter the recipient's cellphone number.
- 4 Enter the amount you would like to send.
- 5 Confirm the transaction to complete the process.

4 How do I register to use cardless withdrawals?

You do not need to register, but you do need access to any Nedbank digital banking platform or a MobiMoney Account to enable you to send cash.

5 What are the transfer fees?

- From one MobiMoney wallet to another wallet: Free.
- From any Nedbank account –
 - to a MobiMoney client: R10 for amounts of R1 000 and less and R14 for amounts from R1 001 to R2 500.
 - to a non-MobiMoney client: R10 for amounts of R1 000 and less. R14 for amounts from R1 001 to R2 500.

6 Who do I call for help?

Call the Nedbank Contact Centre on 0800 555 111.

7 What is the maximum amount I can transfer?

The maximum transfer amount is R5 000 a day. But the default maximum limit is R2 500.

You can increase your maximum limit to R5 000 at any Nedbank branch, via the Nedbank Money app or any online banking channel.

A maximum transfer limit of R4 000 applies to MobiMoney users that have not yet fully completed the FICA process.

8 How can I retrieve the details of a lost voucher?

The recipient must dial *120*002# and select **Get Cash Voucher** follow the prompts to retrieve the details of the lost voucher.

9 Does my voucher expire?

Yes, a voucher is valid for 30 days only. The money will be returned to the sender if the voucher has expired.

10 Can I send cash to the same or another recipient again in one day?

Yes, you can send cash multiple times. But you cannot exceed the daily transfer limit of R5 000,00.

11 I sent money to the wrong cellphone number. What can I do to get my money back?

If the voucher has not been used, you can call 0800 555 111. We will then help you to cancel the voucher and arrange a refund. But remember, we are not liable if you pay money to the wrong cellphone number or if the amount is wrong.

12 Where can I withdraw cash that I received through a cardless withdrawal?

You can withdraw your cash at any Nedbank ATM or at one of the following retail stores:

- Checkers
- Checkers Hyper
- Shoprite
- Usave
- House & Home
- OK Foods
- OK Furniture
- Pick n Pay

13 How do I withdraw the cash at a Nedbank ATM?

Follow these steps:

- Select **Cardless transactions**.
- Select **Cardless withdrawal**.
- Enter your voucher number.
- Enter the OTP sent to you via SMS.
- Select **Withdraw**.
- Enter the amount you want to withdraw (you must withdraw the voucher amount).

Once done, you will receive an SMS from Nedbank confirming the transaction.

14 How do I withdraw the cash at a retail store?

Follow these steps at participating retail stores listed in point 12 above:

Go a till and request a Nedbank cardless withdrawal.
Give them the voucher number and enter the OTP sent to you via SMS.

15 How many daily withdrawals are permitted?

There is no limit on the amount of the withdrawals per day but you must withdraw the full amount per voucher.

16 Does it cost money to withdraw money?

Fees apply as follows:

- Clients withdrawing from their MobiMoney Account:
 - one free withdrawal for each payment received; and
 - R10 per withdrawal out of bundle.
- All other recipients of cardless cash :
 - Please refer to our pricing schedule at <https://www.nedbank.co.za/content/dam/nedbank/Campaigns/fees2021/pricing-2021-frontbook.pdf> .

17 Where do I get the cash voucher number?

You will receive an SMS with the voucher number and OTP.

18 Can I transfer cash to people outside the borders of South Africa?

No. The recipients must be using an active South African cellphone number.

19 What do I do if I cannot use the voucher to withdraw the cash?

Ensure that your voucher is still valid – it is valid for 30 days only. If the voucher is still valid, please call the Nedbank Contact Centre on 0800 555 111.

20 If I have a MobiMoney Account and I receive a cardless withdrawal from someone else, how do I get hold of the cash?

The amount will automatically move into your MobiMoney wallet.

21 What happens to my unredeemed vouchers once I have opened a Mobi Money wallet?

All your unredeemed vouchers will be move to your MobiMoney wallet.

22 What are the terms and conditions of cardless withdrawals?

Terms and conditions are published on www.nedbank.co.za/termsandconditions.