



International Electronic Payments

Frequently asked questions

1 How do I apply for an outgoing payment on the website?

Follow the six steps below and complete all the fields electronically on the PDF:

- 1 Log in to nedbank.co.za.
- 2 Click on Personal.
- 3 Click on Forex on the product ribbon.
- 4 Click on Send and Receive International Payments.
- 5 Click on Outgoing international payments.
- 6 Scroll down to Additional information.
- 7 Click on Click here to complete the Outgoing Payments Form.
- 8 Complete the form and email it to servicedeskpayments@nedbank.co.za.

2 I cannot print the payment application; how do I send my payment application for processing?

Save the completed payment application on your desktop and email it as an attachment to servicedeskpayments@nedbank.co.za.

3 What are the steps after I have completed the payment application?

Once you have emailed it to servicedeskpayments@nedbank.co.za, be available for a verification call.

4 I have completed the payment application but cannot sign it. Can I still email it to you?

You do not have to sign the payment application to email it. We will contact you during business hours to verify the payment once we have received your emailed application.

5 How will I know you are processing my payment application?

You will receive a verification call once we have received your payment application, as well as an email with your transaction reference.

6 How long does it take for money to arrive in South Africa?

This is dependent on the country and institution sending the money. It varies case by case but as soon as the money shows, we will give you a call to tell you and help with processing the money to your account.

7 Can I send any amount without having to sign the payment application?

You may transfer payments that fall within your R1 million single discretionary allowance, which include any legal payment such as for gifts, investments and travel allowances. On completing your payment application, you must give us a reason for the payment and in our verification call we will tell you if we need more documents or information.

8 Will I get proof of payment once you have processed my payment application?

Yes, you will receive a copy of the payment advice.

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