Nedbank Online Banking

Frequently Asked Questions

What is new Online Banking?

Nedbank's new Online Banking is the secure banking website that has been updated with a new look and feel banking experience as well as additional banking functionality, such as Quickpay, updating your ATM PIN, amending ATM limits, blocking of your Nedbank credit and debit cards and disputing your debit orders, among others. The current Internet Banking site has been redeveloped to leverage the latest digital functionality available and create alignment with the Nedbank Money™ app platform – ensuring a like for like experience across our digital platforms.

How do I know that the new Online Banking platform is secure and safe?

We advise setting up a strong password for your Nedbank ID (use upper and lower case letters, numbers and special characters).

- Communication between Nedbank and the new Nedbank Online Banking site is encrypted.
- You can request to deactivate your Online Banking profile by calling the Nedbank Contact Centre on 0860 555 111.
- The new Nedbank Online Banking site is protected through Approve-it for all sensitive transactions.
- You will be logged out of Online Banking automatically after five minutes of inactivity.
- You can choose how you log in, using Profile, Pin and Password and/or your Nedbank ID.

What is a Nedbank ID?

A Nedbank ID is a unique and personal username and password that allows you to access Nedbank-related services, such the new Nedbank Online Banking site, Greenbacks, MFC and MFL. Nedbank ID is no longer limited to an email address. You can now create a unique username, as long as it is seven characters long, and consists of letters, numbers and special characters.

Why do I have to create a Nedbank ID?

A Nedbank ID is your passport to the world of Nedbank digital services and enables easy and secure log in. If you do not have a Nedbank ID, you will be prompted to create one on the new Online

Banking site. You will then be able to use the same Nedbank ID across Nedbank Money, the new Nedbank Online Banking etc.

If I already have a Nedbank ID should I create a new one?

No, if you already have a Nedbank ID, you must use your existing one.

How do I change my Nedbank ID password once I have logged on?

The client will need to select Profile > Select Change Password.
The client will need to enter their Current Nedbank ID Password.
Client will enter a new password and will confirm the new password.
Note: the Password must be between 8-16 characters long, must have a minimum of 4 alphabetical characters, must have lowercase (a-z) and uppercase letter (A-Z) and must include a number (0-9); and a special character.

Can I change my Nedbank ID Username and Password?

To change your Nedbank ID username visit https://id.nedbank.co.za and log in with your Nedbank ID Username and Password.

From the dropdown menu displaying your name, select 'Change Username'.

To change your Nedbank ID Password log onto the Nedbank Money™ app, tap 'Forgot password' when logging in and follow the simple steps.

My Nedbank ID has been compromised, how do I block it?

Currently there is no process to block a Nedbank ID, however clients are able to change their Nedbank ID logon credentials.
The agent will guide/educate the client telephonically, to reset his credentials on the web by visiting https://id.nedbank.co.za.
The client will log in with his/her current Nedbank ID Username and Password.
From the dropdown menu displaying your name on the top right hand side, select 'Change Username'.
From the dropdown menu displaying your name on the top right hand side, select "Change Password".

Note: If the client has no access to a computer and internet, the agent will need to cancel the Internet Banking pin code on the profile.

Can I still register for new Online Banking if my Nedbank ID or Profile has been locked?

No. Please call the Nedbank Contact Centre on 0860 555 111 or visit your nearest Nedbank branch to unlock your account.

If I register for new Online Banking with my existing Nedbank ID, will my accounts be linked automatically?

No, after registering for Online Banking with your Nedbank ID, a profile will be created if it doesn't exist already, and you will have the option to link your Nedbank accounts.

Where do I get my profile, PIN and Password?

Your profile, PIN and Password are the credentials you use to access the current internet banking site. If you have forgotten these details, visit your nearest Nedbank branch or call the Nedbank Contact Centre on 0860 555 111 to retrieve/reset your credentials.

If my details are compromised, how do I deactivate my Online Banking profile?

Call the Nedbank Contact Centre on 0860 555 111 or visit your nearest Nedbank branch and request that your Online Banking profile be deactivated.

How do I link all of my Nedbank accounts that I would like to use on new Online Banking?

After you have logged in, you will be able to link additional accounts by going to Settings > Link Accounts.

Can I use Nedbank Online Banking if I am not a Nedbank client?

No. Nedbank Online Banking is available to Nedbank accountholders only.

If I enter the incorrect Profile, PIN and password, will I be locked out?

Yes, you will be locked out after your third attempt.

I have locked my profile due to three incorrect login attempts. What do I do now?

Call the Nedbank Contact Centre on 0860 555 111 or visit your nearest Nedbank branch to unlock your profile.

What are my limits on the new Online Banking and how do I access them?

Your limit settings are restricted to Nedbank's default maximum limits and will be displayed when updating your limits under Settings > Profile limits.

Are the limits on new Online Banking and current Internet Banking different?

No, the limits on new Online Banking and current Internet Banking will be the same.

How do I delete a scheduled payment on new Online Banking?

On your home screen, click on an account name and under Features, select the 'Scheduled' heading to view all of your scheduled payments. Select the scheduled payment that you would like to delete and click on 'Delete this scheduled payment'.

How can I access the new features on new Online Banking?

New features and functionalities will be frequently released and will reflect automatically.

What is the difference between Quick Pay and Instant Pay?

The Quick Pay shortcut on the new Online Banking platform allows you to make a payment to an existing recipient's bank account or cellphone number in just two clicks.

To make a quick payment:
1 Log into Nedbank Online Banking and scroll down to Quick Pay.
2 Select a recipient.
3 Enter the amount you would like to pay.
4 Click on 'Pay'.
5 Review your payment.
6 Confirm your payment.

Instant Payments allows you to clear payments to banks that subscribe to this service within 60 minutes at an extra cost. To make your payment an Instant Payment ensure that 'Instant Pay' is activated, when capturing the payment.

Can I use a non-transactional account on new Online Banking? What functionality is available to me?

If you have a banking Profile, PIN and Password, you can access the new Online Banking platform with a non-transactional account, such as a Homeloan. Until more functionalities have been released, you will only be able to view your account, move money into your non-transactional account, view your transaction history and see balances.

What functions and/or transactions can I perform on new Online Banking?

Clients can perform the following:
- Overview (A view of all your Nedbank linked accounts)
- Balance enquiries
- Statement enquiries

Transfers
- Transfer from and to linked accounts

Payments:
- Quick Pay to recipients
- Payments to own defined beneficiaries
- Once off payments
- Payments to bank approved beneficiaries
- Recurring own defined beneficiary & bank approved beneficiary (up to 1 year)

- Future dated own defined beneficiaries and bank approved beneficiaries
- Instant Payment
- Send iMali

Card Management:
- Block card
- Replace card
- Update ATM PIN
- Amend (Increase and decrease) ATM Limits

Buy:
- Prepaid Airtime / Data
- Lotto Tickets
- Prepaid Electricity

Recipients:
- Search and View a list of recipients

Settings:
- Resetting Profile Limits
- Link Accounts to Profile

Profile:
- Profile Details
- Password Change for Nedbank ID

Will clients incur any service fees/ charges for using the new Online Banking platform?

Yes, please refer to the pricing guide on www.nedbank.co.za .