



1

Did you know?
You can activate your Debit or Credit Card by following these steps:

- Login to the FNB App
- Click on "Cards"
- Select the card you would like to activate
- Activate card



2

Did you know?
You can order a card at Online Banking by following these steps:

- Login to the FNB Online Banking
- Select "My Bank Accounts"
- Select "My Cards" sub-tab
- Click "My Cards Menu" orange bar on the left
- Select replace cards and complete fields



3

Did you know?
You can make a withdrawal from your Flexi-Fixed account by following these steps:

- Login to the FNB App
- Select "Accounts"
- Select "Flexi Fixed Deposit"
- Click on "Account Options"
- Select "Manage My Accounts"
- Select the relevant option



4

Did you know?
You can schedule payments on the FNB App

Follow these simple steps to manage all your bills and payments:

- Login to the FNB App
- Click "Pay"
- Click "Scheduled Payments"
- Select "Add"
- Select "New Recipients" to add details of a new recipient OR select "Existing recipient" to edit details of an already existing recipient



5

Did you know?
You can log a query or suggestion by following these steps:

Send us any thoughts or questions about our services on the FNB App.

- Login to the FNB App
- Select "Contact us"
- Select "Queries/Suggestions"
- Fill in the details and continue



6

Did you know?
You can make transfers to, and from your FNB Global Account by following these steps:

- Login to the FNB App
- Click on "Forex"
- Click on "Global Payments"
- Click on "Once-off Payments"



7

Did you know?
You can make Forex transfers in between accounts by following these steps:

- Login to the FNB App
- Click on "Forex"
- Click on "Global transfers"
- Click on "Transfer"



8

Did you know?
You can log a query about fraud by following these steps:

- Login to the FNB App
- Click on "Contact us"
- Click on "Queries/Suggestions"
- Select Query/Suggestion that relates to fraud
- Fill in details and continue



9

Did you know?
You can download a bank confirmation letter on our Online Banking platform by following these steps:

- Login to the FNB App
- Click on "Accounts"
- Click on "more" next to the account
- Click on "Confirmation letter"



10

Did you know?
You can block and unblock card by following these steps:

- Login to the FNB App
- Click on "Cards"
- Select the relevant card
- Click on "Temporarily block my card"
- Click on "Confirm"