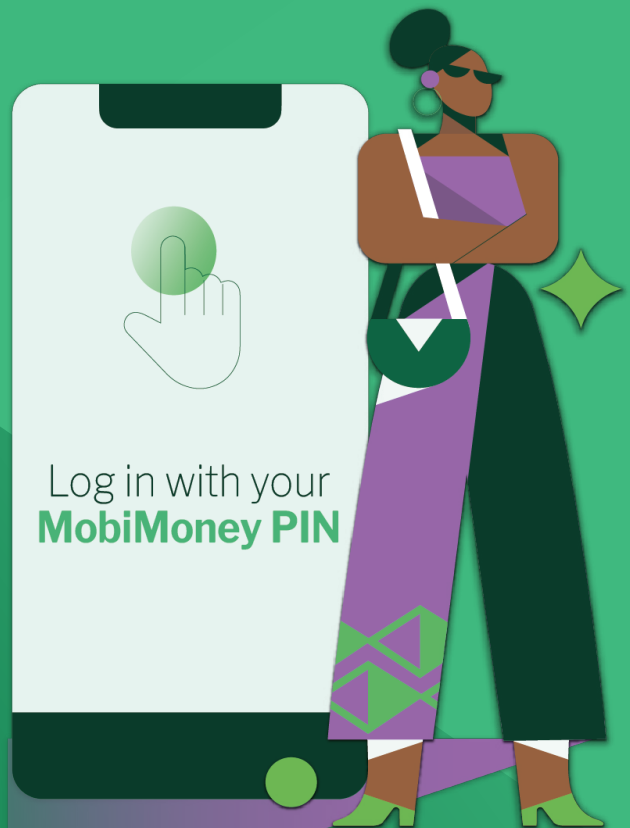




► MobiMoney

# Client Guide





**Mobi**

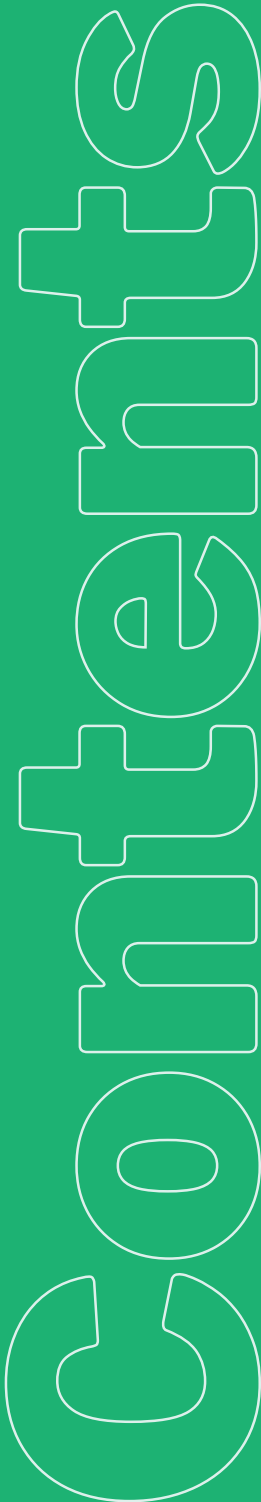


**Money**



**Features**

**It's a wallet!**



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# **MobiMoney** Overview

# MobiMoney introduction

## What is MobiMoney?

**Nedbank MobiMoney is a wallet-based account that anyone with:**

- An identity number/passport number within Namibia, and
- A cellphone can open, anywhere in-country.
- It's easy to open - there's no paperwork, no queuing and no need to visit a branch.

**Most importantly, it keeps your money safe.**

## Why is MobiMoney useful?

- You don't need a regular bank account –it is a mobile-based facility to store funds.
- You can also withdraw cash at any Nedbank ATM, with no card required.
- There is also no monthly fee. Clients only pay for certain transactions as they use them.



**MobiMoney**

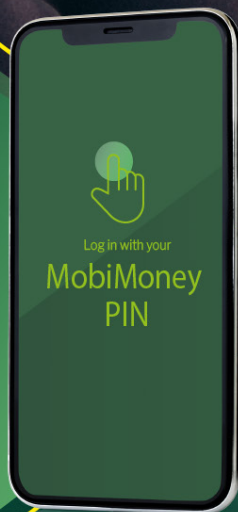
Open account



Simply dial

**\*140\*002#**

and follow the easy steps via the  
MobiMoney USSD menu.



# MobiMoney benefits

## There are some great benefits:

You can receive money into your MobiMoney account.

You can withdraw cash from MobiMoney at any Nedbank ATM.

If you are an existing Nedbank account holder, you can also top up MobiMoney through inter-account transfers and vice versa.

You can buy prepaid airtime or electricity.

You can pay bills e.g. DStv

No monthly management fees – clients only pay fees on the transactions done.



# How to get started to use MobiMoney

First you need to register.

## Step 01

**Dial** the USSD string (**\*140\*002#**) on your cellphone.

## Step 02

**Fill in** your name, surname and ID/Passport number.

## Step 03

Create a 5 digit **PIN**.

## Step 04

Receive a confirmation **SMS**.



**Your cellphone number is your MobiMoney number.**

# MobiMoney registration questions:

Q

**Do I need a bank account to register for MobiMoney?**

A

**No.** You can register and use MobiMoney without a bank account.

Q

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

A

**Yes,** you can, even if you're not a Nedbank client.

Q

**Is there a registration or sign up fee?**

A

**No,** and there is also no monthly management fee either.

Q

**Do I need a minimum balance to register for or use MobiMoney?**

A

**No,** there is no minimum balance required.

# How to get cash from MobiMoney at a Nedbank ATM

## Step 1

On your **cellphone**:

- Dial the USSD string (**\*140\*002#**) on your cellphone.
- Log in with your PIN.
- Select **"Withdraw at Nedbank ATM"**.

## Step 2

You will receive a one-time password (**OTP**).

## Step 3

At the **Nedbank ATM**:

- Select **"Cardless transactions"**.
- Then select **"MobiMoney Withdrawal"**.
- Enter your **cellphone number**.
- Enter the **OTP** you received via SMS.
- Enter the **amount** you want to withdraw.
- Select **"Confirm"**.
- Double check the details on the screen.
- Select **"Confirm"**.

## Step 4

Take cash from ATM

# MobiMoney limits

Maximum daily deposit allowed	N\$5 000
Maximum daily balance allowed	N\$5 000
Daily cash withdrawal allowed	N\$5 000

# MobiMoney fees

Send Money to ATM / Wallet	<div>N\$0.00 to N\$500 = N\$12.50 N\$ 501 to N\$1,000 = N\$24.00 N\$1,001 to N\$1,500 = N\$32.00 N\$1,501 to N\$4,000 = N\$37.50 N\$4001 to N\$5,000 = N\$38.50</div>
ATM withdrawal from Wallet	<div>First monthly withdrawal free thereafter N\$ 11.99 per transaction</div>
Buy electricity	Free
Buy water	Free
Buy airtime and data	N\$2.30
Bill payments	N\$13.00
Transfer between Nedbank account and Wallet	Free
Receive deposit into Wallet	Free

# FAQs

Q

**What devices support MobiMoney?**

A

Clients can use **any phone** (smartphones and feature phones) to register for and use MobiMoney. Simply dial the USSD string to register.

Q

**Who do I call for help?**

A

Call the **Nedbank Contact Centre | 081 959 2222.**

Q

**What must I do if I change my cellphone number?**

A

Call the **Nedbank Contact Centre | 081 959 2222.**

Q

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

A

Call the **Nedbank Contact Centre | 081 959 2222.**

Q

## How do I send money from my Nedbank account to MobiMoney?

A

### Option 1

- Log in to **Online Banking** or **Money App (Africa)**.
- Select “**Transact**”.
- Select “**Payment**”.
- Select “**Payment to mobile**”.
- Enter the **amount** you want to send and the **cellphone number** to which you want to send it.

A

### Option 2

- Log in to **Online Banking** or **Money App (Africa)**.
- Select “**Transact**”.
- Select “**Transfer**”.
- Select MobiMoney account.
- Select “**to**” or “**from**” account depending on whether you wish to transfer to or from it.

Q

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

A

**Yes**, you can make multiple MobiMoney transfers to the same number in a day, as long as you do not exceed the daily limit.

Q

## How do I buy airtime or electricity?

A

- Dial the USSD string (**\*140\*002#**) on your cellphone.
- Log in with your **PIN**.
- Select “**Buy**”.
- When you select airtime or electricity, you will be asked to enter the **amount** and **cellphone or meter number** you want to buy for.
- Confirm the purchase to complete the process.

Q

### How do I pay bills?

A

- Dial the USSD string (\***140\*002#**) on your cellphone.
- Log in with your **PIN**.
- Select “**Pay Bills**”.
- You will be asked to enter the details manually or select from the already loaded options. Enter the **amount**.
- Confirm the purchase to complete the process.

Q

### Can I view my previous transactions?

A

**Yes**, you can.

- Dial the USSD string (\***140\*002#**) on your cellphone.
- Log in with your **PIN**.
- Select “**Statement**” to view your previous transactions.

Q

### Can I transfer money to an international cellphone number using MobiMoney?

A

**No**, you can transfer money only to a local country cellphone number.

Q

### Can my MobiMoney wallet-account go dormant?

A

**Yes**, if the wallet-account has not been utilised in 6 months, a dormancy status will be uploaded against it.

Q

### Can I set up a recurring or future-dated transfer?

A

**No**, to keep costs as low as possible, these services are not available for MobiMoney.



**Customer Contact Centre +264 81 959 2222**  
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