

Digital Banking Support

Self-help



FNB
First National Bank

how can we help you? 

1

Not receiving push notifications or OTPs

- Do you have a new device?
 - o If you are linking your new device – click allow when permissions are presented in the process. This will allow for verification of the device which could result in instant verification if all checks are completed successfully.
 - o If you have a new device and have linked the banking app to your new device – you will only receive Smart inContact once your new device is verified.
 - o To verify your device – you will need to do a financial transaction of R301 or more and wait seven days.
 - o To check if your device is verified and to manage your devices:
 - Go to 'Settings', select 'Banking', select 'My devices and browsers' to view your devices.
 - Make sure you delink any devices no longer in use.
 - o Always ensure that your OTP details are correct.

2

Update your OTP details

- Go to www.fnb.co.za and login to your verified Online Banking profile:
 - o Go to 'Menu', select 'Online Banking Settings', select 'Banking' and 'Update OTP details'.
 - o Alternatively, visit your nearest FNB ATM to update your OTP to your new cell number.

3

Delink your stolen device

- If your device has been stolen, you need to have it delinked immediately.
- Contact our fraud desk on **0875759444** to have your device delinked and profile secured if need be.

4

Forgot or reset username and password

- Click on forgot username or password on the FNB home page.
- To view your username – you will need to know your password.
- To reset your password – you will need to know your username.
- Alternatively, reset both username and password.

5

Reversals

- The only way to reverse a payment is to download, complete and submit the reversal document.
 - Login to your Online Banking profile and click on the Help (?) icon in the task bar. This will open the help text. Thereafter, click on the 'Payment Reversal' option where you will be able to download the form.

6

Made a payment but the recipient has not received the funds

- Note that Pay and clear payments will reflect within 60 mins of the payment being made.
- FNB to FNB payments could take up to 12 hours to reflect in the recipient account.
- For more information view the cut off times on the payment tab.

7

Prepaid data, airtime or electricity not credited

- Go to www.fnb.co.za
- Go to 'Contact us and tools'
- Select query
- Select prepaid/airtime/bundles/electricity
- Complete and submit your query