



Frequently asked questions

What is Nedbank MobiMoney?

Nedbank MobiMoney is a wallet-based account that anyone with a South African identity number and a cellphone can open anywhere in South Africa. It is easy to open, with no paperwork, no queuing and no required branch visit. Most importantly, it keeps your money safe.

Some amazing benefits:

- There are no monthly account maintenance fees!
- You can send money to and receive money from anyone.
- You can buy prepaid airtime or electricity.
- You can deposit or withdraw from the MobiMoney Account at any Nedbank ATM.

How do I use Nedbank MobiMoney?

Please dial the USSD string *120*002# to register for your MobiMoney Account.

Enrolment is easy! You only have to fill in your name, surname and identity number and create a five-digit PIN.

You can use your phone to deposit, withdraw or remit cash at any Nedbank ATM.

Your cellphone number will be your account number.

Who do I call for help?

Please get in touch with us by calling the Nedbank Contact Centre on **0800 555 111**.

What are the fees?

There is no monthly fee for this mobile account – you'll only pay for some transactions. To view our fees please dial the USSD string *120*002#, select 'Help', and then 'Fees'. The fees are also available at www.nedbank.co.za.

- Buy prepaid electricity – Free
- Buy prepaid airtime – Free
- Send money from one MobiMoney Account to another – Free
- Deposits at a Nedbank ATM – Up to R4 000 **free** a month, thereafter R5,00 per R100,00
- Withdrawals from a Nedbank ATM – First withdrawal a month **free**, thereafter R10,00 per withdrawal
- Send money from a MobiMoney Account to any cellphone (Send-iMali) – R10,00
- Pay DSTV – R5,00

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

No, to keep costs as low as possible, these services are unfortunately not available on MobiMoney.

What are the MobiMoney Account transfer limits?

Your account balance must never be more than R24 000 and transfers, withdrawals or payments are limited to R4 000 a day collectively. Please have a look at the following:

- Maximum funds held in MobiMoney Account anytime – R24 000
- Daily withdrawal limit – R4 000
- Daily payment limit – R4 000
- Daily prepaid electricity limit – R1 000
- Daily prepaid airtime limit – R1 000
- Daily Send-iMali or MobiMoney limit – R2 500

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

You can make multiple MobiMoney transfers to the same number in a day, as long as you do not exceed the daily limit of R4 000.

Can I register on multiple devices for MobiMoney?

No, you can only register using one cellphone number and one South African identity number.

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

Please get in touch with us by calling the Nedbank Contact Centre on **0800 555 111**.

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

Yes, you can register and use MobiMoney even if you're not a Nedbank client.

What devices support MobiMoney?

You can use any phone (smartphones and feature phones) to register for and use MobiMoney. Please dial the USSD string *120*002# to register.

How do I deposit money into my account at a Nedbank ATM?

Select 'Cardless Transactions', then 'MobiMoney' and then 'Deposit'. Enter your cellphone number and then the amount you wish to deposit. You will be prompted to insert the money into the ATM. Once done, you will receive a slip and an SMS notification confirming the deposit.

How do I withdraw money from my account at a Nedbank ATM?

Please dial the USSD string *120*002#, log on with your PIN and then select 'Withdraw at Nedbank ATM'. You will receive a one-time PIN that expires in 2 hours. At the ATM you select 'Cardless Transactions' and then 'MobiMoney'. Enter your cellphone number, followed by the one-time PIN received via SMS and then select 'Withdraw'. You will be prompted to enter your one-time PIN and then the amount you wish to withdraw. You will also receive an SMS from Nedbank confirming the transaction.

How do I buy airtime or electricity?

Please dial the USSD string *120*002#, log on with your PIN and then select the buy option on your menu. When you select airtime or electricity, you will be prompted to enter the amount and cellphone or meter number you wish to buy for. Confirm the purchase to complete the process.

How do I send money to someone's cellphone number?

Please dial the USSD string *120*002#, log on with your PIN and then select the send option on your menu. You will be prompted to enter the amount you wish to send and the cellphone number to which you wish to send it. Confirm the transaction to complete the process.

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Can I view my previous transactions?

Yes, you can. Please dial the USSD string *120*002#, log on with your PIN and then select 'Statement' to view your previous transactions.

What will it cost me to sign up and what are the monthly fees?

There is no monthly fee for this mobile account.

Do I need a minimum balance?

No minimum balance is required.

Can my account go dormant?

The account will not go dormant

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

No, you can only transfer money to a South African cellphone number

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

Log on to internet banking, select 'Money transfer', 'Send-iMali', 'Pay now'. Enter the amount you wish to send and the cellphone number to which you want to send it.

Do I need a bank account to open the MobiMoney Account?

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

What should I do if I changed my cellphone number?

Please call the Nedbank Contact Centre on **0800 555 111** to help you link the new cellphone number.