



Standard Bank

# YOUR BANKING, SIMPLIFIED:

INTERNET BANKING AND BANKING APP  
FREQUENTLY ASKED QUESTIONS



## 01 How do I retrieve a Payment Receipt on Internet Banking?

### To retrieve a Payment Receipt on Internet Banking:

1. Sign in to Internet Banking.
2. Click the "Menu" tab in the top left corner of the screen.
3. Select "Receipts".
4. Choose the Transaction Type.
5. Search for the relevant transaction then click on the recipient's name to display the Payment Receipt.
6. Click on the "Download" icon to download the Payment Receipt.

## 02 How do I download an Account Statement on Internet Banking?

### To retrieve an Account Statement on Internet Banking:

1. Sign in to Internet Banking.
2. Click on the account for which you want to generate the Statement.
3. Select the Statement period (30, 60, 90, or 180 days).
4. Click "Download".
5. Select your download preference: CSV file or PDF file (with or without an electronic stamp (e-stamp)), then click "Download".
6. Further, for an e-stamped Statement, confirm the request by clicking "Download".
7. Enter the generated One-time PIN (OTP) and the Statement will be displayed.

## 03 How do I retrieve an Account Confirmation Letter on Internet Banking?

### To retrieve an Account Confirmation Letter on Internet Banking:

1. Sign in to Internet Banking.
2. Click on the account for which you want to generate a Confirmation letter.
3. Click "Download".
4. Under Download Preference: select Confirmation of Account then click "Download".
5. Enter the generated One-time PIN (OTP) to confirm, and the Confirmation of Account Letter will be displayed.

## 04 How do I make a Once-off Payment on Internet Banking?

### To complete a Once-off payment on Internet Banking:

1. Sign in to Internet Banking.
2. Select "Pay & Transfer".
3. Choose "Once-off Payment" at the bottom of the screen.
4. Enter the Payment and Beneficiary details, then select "Next".
5. Enter the generated One-time PIN (OTP) to confirm the payment.

## 05 How do I save a Beneficiary on Internet Banking?

### To save a Beneficiary on Internet Banking:

1. Sign in to Internet Banking.
2. Click on "Pay & Transfer."
3. Select "Add new Beneficiary."
4. Enter Beneficiary Details, then click "Next".
5. Review Beneficiary Details, then click "Add."
6. Enter the generated One-time PIN (OTP), then click "Verify."

## 06 How do I reset my Internet Banking Password?

### To reset your Internet Banking password:

1. Select "Forgot Password" below the Sign In button.
2. Enter your Username and Account number.
3. Answer the three security questions correctly.
4. Create a new password meeting the highlighted character requirements.
5. Enter the generated One-time PIN (OTP).
6. Sign in with the new password to access Internet Banking.

Note: The same password is used for the App. You will continue to sign in using your existing quick access method if you've already set up the App and it is functional.

## 07 How do I change my Payment Limit on Internet Banking?

### To change your Payment Limit on Internet Banking:

1. Sign in to Internet Banking.
2. Click on the Menu.
3. Select "Profile & Settings"
4. Choose "Manage Transaction Limit"
5. Click "Change Daily Limit" at the bottom of the screen.
6. Select a new Daily Limit, then click "Confirm".
7. Enter the generated One-time PIN (OTP), then click "Verify".

## 08 How do I open a Savings Account on Internet Banking?

### To open a Savings Account on your Internet Banking:

1. Sign in to Internet Banking.
2. Click on the "Menu" tab.
3. Select "Open a Bank Account".
4. Choose your preferred Savings Account then "Apply Now".
5. Enter the required details and select a Notification Method.
6. Accept the Terms and Conditions, then click "Open".
7. Enter the generated One-time PIN (OTP), then click "Verify".

## 09 How do I send an Unayo Voucher on Internet Banking?

### To send an Unayo Voucher on Internet Banking:

1. Sign in to Internet Banking.
2. Click on "Unayo Voucher".
3. Select "New Unayo Voucher"
4. Capture the beneficiary's mobile number and the Voucher amount, then click "Proceed".
5. Tick "Add cashout fee" if you want the recipient to withdraw the full amount, then click "Next".
6. Enter the generated One-time PIN (OTP), then click "Verify".

## 10 How do I purchase Electricity on Internet Banking?

### To purchase Electricity on Internet Banking:

1. Sign in to Internet Banking.
2. Click on "Buy Prepaid"
3. Select "Prepaid Electricity" then click "Buy Electricity for Other Meter No."
4. Enter the Meter Number and the purchase amount, then click "Next".
5. Review the purchase details, then click "Buy".
6. Enter the generated One-time PIN (OTP), then click "Verify".

## 11 How do I purchase Airtime on Internet Banking?

### To purchase Airtime on Internet Banking:

1. Sign in to Internet Banking.
2. Click on "Buy Prepaid"
3. Select "Airtime" then click "Buy Airtime for Other Mobile No."
4. Capture the Mobile Number, select the Service Provider then click "Next".
5. Review purchase details, then click "Buy."
6. Enter the generated One-time PIN (OTP), then click "Verify".

## 12 How do I pay my Water Bill on Internet Banking?

### To pay your Water Bill on Internet Banking:

1. Sign in to Internet Banking.
2. Click on "Pay and Transfer"
3. Select "Bill Payments" then click on "ESWC".
4. Capture the ESWC account number, then click "Verify".
5. Review the Customer Name and Outstanding Amount.
6. Capture the payment amount, then select "Next".
7. Review the payment details then click "Pay".
8. Enter the generated One-time PIN (OTP), then click "Verify".

## 13 How do I pay my DSTV Subscription

### To pay your DSTV Subscription on Internet Banking:

1. Sign in to Internet Banking.
2. Click on "Buy Prepaid"
3. Select "TV subscription" then click "Buy TV Subscription".
4. Capture the DSTV Account Number and click "Verify".
5. Review the Customer Name and enter the payment amount.
6. Select the Prepaid Type then click "Next".
7. Review Details, then click "Buy."
8. Enter the generated One-time PIN (OTP), then click "Verify".

### IF YOU NEED ASSISTANCE, PLEASE CONTACT:

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Download the App

