



Standard Bank

**YOUR BANKING,
SIMPLIFIED:
MOBILE BANKING
FREQUENTLY ASKED
QUESTIONS (FAQS)**



LOG ON AND ACCOUNT BALANCES



How do I log on to Mobile Banking?

1.

To log on to Mobile Banking:

1. Dial *120*2345#
2. Enter your 5-digit PIN

How do I view my Mini Statement on Mobile Banking?

2.

To view your Mini Statement on Mobile Banking:

1. Log on to Mobile Banking
2. Choose Option 1) "Accounts"
3. Under Account Details – Choose option 2) "Mini Statement"
4. Select the account
5. The Mini Statement will be displayed

How do I check my account balance on Mobile Banking?

3.

To check your account balance on Mobile Banking:

1. Log on to Mobile Banking
2. Choose Option 1) "Accounts"
3. Under Account Details – Choose option 1) "Balance Enquiry"
4. Select the account
5. The account balance will be displayed

PAYMENTS AND PURCHASES

How do I make a once-off Payments on Mobile Banking?

1.

To complete a once-off payment on Mobile Banking:

1. Log on to Mobile Banking
2. Choose Option 3) "Payments"
3. Under Payments – Choose option 3) "Once-off"
4. Select the account you would like to pay from
5. Enter the payment amount
6. Select the Recipient's Bank, then the Account Number and Payment Reference
7. Choose Option 1) "Confirm"
8. Successful

How do I make a Self- account Transfer on Mobile Banking?

2.

To complete a Self-account Transfer on Mobile Banking:

1. Log on to Mobile Banking
2. Choose Option 2) "Transfers"
3. Under Transfers – Choose option 1) "Self-Funds Transfer"
4. Select the account you would like to pay from
5. Under "Pay To" select the account that you are transferring into
6. Enter the payment amount
7. Choose Option 1) "Confirm"
8. Successful

How do I purchase Electricity on Mobile Banking?

3.

To purchase Electricity on Mobile Banking:

1. Log on to Mobile Banking
2. Choose Option 5) "Value Added Services"
3. Choose Option 1) SEC Prepaid Electricity
4. Under "Pay From" select the account to pay from
5. Select Option1) then Enter SEC Meter No.
6. Enter amount to pay.
7. Review the purchase details, then select Option1) Confirm".
8. Successful

To purchase Airtime on Mobile Banking or *120*2345#:

4.

To purchase Airtime on Mobile Banking or *120*2345#:

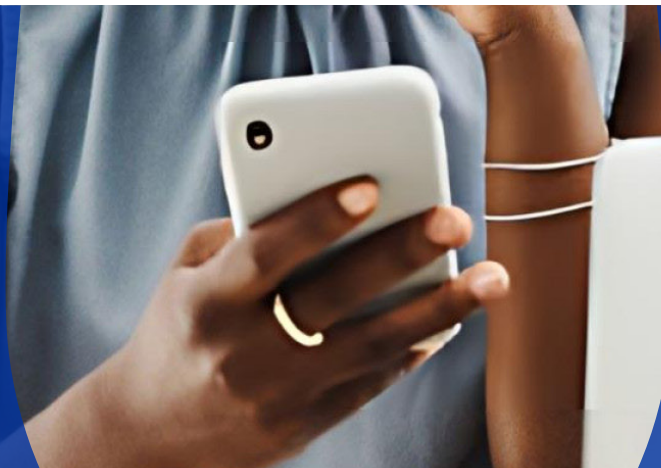
1. Log on to Mobile Banking or Dial *120*2345#
2. Choose option 4) "Mobile top-up"
3. Under "Mobile Top Up" select option 1) "Top-up self"
4. Under "Pay From" select the account number to Pay from
5. Enter amount (between SZL5 and SZL1000)
6. Select Option 1) Confirm
7. Successful

How do I pay my Water Bill on Mobile Banking?

5.

To pay your Water Bill on Mobile Banking

1. Log on to Mobile Banking
2. Choose Option 3) "Payments"
3. Under Payments, Choose Option 2) "Pay Biller"
4. Under Payments Biller, choose Option 1) "pay Water biller" then select option 1) EWSC
5. Select the account you would like to pay from
6. Enter reference number
7. Choose your outstanding amount type
8. Select 1) Total outstanding or 2) last Month's outstanding
9. Enter voucher amount
10. Choose option 1) "Confirm"
11. Successful



MANAGE AND MAINTAIN



How do I Reset my Mobile Banking?

1.

To reset your Mobile Banking PIN:

1. Dial *120*2345#
2. Choose Option 1) Forgot PIN
3. Read Terms and Conditions
4. Choose option 1) "Accept"
5. Enter Account
6. Answer Security Question (1/2)
7. Create new 5-digit PIN
8. Confirm PIN
9. PIN reset successful

How do I register for SMS alerts?

2.

Contact voice or visit your nearest branch +268 25175300
or email swazilandccc@stanbic.com

For further clarification or if you have any issues following the steps above, please get in touch with our Voice Branch.