



MAKE
THINGS
HAPPEN



MAKE

CONVENIENT BANKING

HAPPEN



INTERNET BANKING

LOGGING IN



1 www.internetbanking.nedbank.com.na

Internet Banking login:

Profile number

Password

Login

Home

FAQ's

Demo of Internet Banking

Terms and Conditions

Nedbank Online Documents

Nedbank Namibia launches its new Internet Banking!

Home

The new version of Nedbank Namibia Internet Banking provides unique personalisation capabilities, modernised infrastructure, improved operating efficiencies and customer service delivery through the establishment of a single platform.

How does this change affect me or my business?

The migration process will transfer each profiles and their associated accounts as well as beneficiaries from the old system to the new platform.

If you are a Nedbank Namibia client but have not yet registered for Internet Banking you will use the new system once you have registered for Internet Banking. The migration will not impact you.

First time login - What to do

If you are an existing Nedbank Internet Banking customer:

Enter your Profile Number, User ID and Password as follows:

- If your current Profile number is 3000000069 and User ID 1, you must enter the combination of **Profile number** and **User ID 30000000691** in the Profile Number field.
- Also enter your current **Password**
- Click **Login**.

If you are a new Nedbank Internet Banking customer:

- Enter your **Profile number** in the Profile Number field.
- Also enter the **Password** you received.
- Click **Login**.

Follow these three easy steps:

Step 1
The terms and conditions must be accepted before you can proceed.

Step 2
After acceptance of the terms and conditions, the system will proceed to the forced password change screen. Enter your current login details, and then enter a new password you choose. Refer to the rules set out in choosing your new password below.

Step 3
Account nicknames

Step 4
Payment limits

Step 5
To complete the process of first time login, the system will automatically request you to re-login. You will be required to login with your new password details.

1 Type in the web address in your browser address bar

If logging in for the first time, follow the instructions under the section titled:

First time login - What to do

Enter the fields required: Profile number
Password

Click Login

VIEWING YOUR ACCOUNT SUMMARY



1 Accounts Loans Payments Bill Payments Collection and Remittances Bulk Transactions Tools Customer Services Services Transaction Activities

Welcome, Client Name

11-08-2014 15:52:51 GMT +0200

Account Summary

Total Portfolio Amount (EUR Equivalent) 70,931.96

Total Savings and Current Account (EUR Equivalent): 70,931.96

Total Islamic Savings and Current Account (EUR Equivalent): 0.00

Total Term Deposit Account (EUR Equivalent): 0.00

Total Islamic Term Deposit Account (EUR Equivalent): 0.00

Total Loan Account (EUR Equivalent): 0.00

Total Islamic Finance Account (EUR Equivalent): 0.00

Contract Term Deposits (EUR Equivalent): 0.00

Choice of Account: All View equivalent balance in currency: NAD Go

4 Current and Savings

Account Description	Currency	Current Balance	5 Equivalent Balance
000000083-CUST 0025			
31000000275- GOLD -000-HEAD OFFICE	NAD	1,005,891.46	69,726.71
31000000305- GOLD -000-HEAD OFFICE	NAD	-24.15	-1.67
31000000518- GOLD -000-HEAD OFFICE	NAD	15,004.11	1,040.06
31000000526- GOLD -000-HEAD OFFICE	NAD	-1,013.60	-70.26
31000000534- GOLD -000-HEAD OFFICE	NAD	96.28	6.67
31000000542- GOLD -000-HEAD OFFICE	NAD	1,182.25	81.95
31000000550- GOLD -000-HEAD OFFICE	NAD	0.00	0.00
31000000569- GOLD -000-HEAD OFFICE	NAD	2,142.25	148.50
Total Savings and Current Account (EUR Equivalent)			70,931.96

1 Access your ACCOUNT SUMMARY from the menu as follows:
Accounts >> Account Summary 2

All accounts held will be displayed in the Account Summary section and your account balances will also be displayed as a:
Total Portfolio Amount 3

4 All accounts are categorised as follows:
Current and Savings
Credit card
Investments
Loans

5 You have the option to view your balances in other currencies.
In this example, the EURO Equivalent was selected.

VIEW ACCOUNT BALANCE



Welcome, Client Name

11-09-2014 16:10:42 GMT +0200

Account Details

3 Select Account: CHEQUE

4 Submit

Account Details

Name: CUST 0025 Opening Date: 01-09-2014
Account Number: 3100000275 Account Type: Current and Savings
Account Relationship: Single Account Status: Account Enabled
Branch: HEAD OFFICE [000] Product Name: GOLD
Account Currency: NAD

Facilities

Cheque Book: Yes Overdraft Allowed: Yes

Balances

5

Current Balance: 1,005,891.46
Amount on Hold: 0.00
Uncleared Funds: 2,959.00
Overdraft Limit: 0.00
Balance Available: 1,002,892.46
Minimum Balance Required: 0.00
Net Available Balance For Withdrawal: 1,002,892.46

Others

ATM Daily Withdrawal Limit: 0.00
Eligible Advance Against Uncleared Funds Limit: 0.00

Account Activity

1 Access your ACCOUNT DETAILS from the menu as follows:
Accounts >> Account Details 2

Select the specific account from the drop down box under the heading:
Select Account 3

Click the button: Submit 4

5 Your account details with relevant information will be displayed under:
Balances

STATEMENT



1 Accounts Loans Payments Bill Payments Collection and Remittances Bulk Transactions Tools Customer Services Services Transaction Activities

Welcome, Client Name

11-09-2014 16:11:41 GMT +0200

Account Activity

3 Select Account*: CHEQUE

Search By* Current Period
Transaction Type* Both Debit and Credit Transactions

4 From Date** 05-10-2014 To Date** 05-11-2014
From Amount** To Amount**
Select Debit Card: All

Sort By* Transaction Date Sort Order* Descending

5 Submit

2

* Indicates mandatory field
** Indicates mandatory if particular option is enabled
Disclaimer - Closing Balance does not have future dated transactions accounted.
Running balances shall be displayed when transactions are sorted on transaction date and searched based on period for both debit and credit transactions

Account Number	Account Currency	Opening Balance	Closing Balance
3100000275	NAD	3,042.77	1,005,892.46

6 Pages: (1) 1

Transaction Date	Value Date	Transaction Reference No.	Description	Debit	Credit	Balance
04-11-2014	06-11-2014	000CGD143080005			1,555.00	1,005,891.46
04-11-2014	06-11-2014	000CGD143080004			1,444.00	1,004,336.46
04-11-2014	04-11-2014	000CGD143080005		12.57		1,002,892.46
04-11-2014	04-11-2014	000CGD143080005		83.82		1,002,906.03
04-11-2014	04-11-2014	000CGD143080004		12.57		1,002,968.85
04-11-2014	04-11-2014	000CGD143080004		83.82		1,003,001.42
04-11-2014	04-11-2014	851MBPX143080001	MONEY MARKET INITIATION		1,000,000.00	1,003,085.24
03-11-2014	03-11-2014	000CDF142760001	PAYMENT OF INTEREST		42.47	3,085.24
09-10-2014	09-10-2014	000CHDP142820006			-1,000.00	3,042.77
09-10-2014	09-10-2014	000CHDP142820006			1,000.00	4,042.77
09-10-2014	09-10-2014	000CHDP142820001		-31.23		3,042.77

1 Access your ACCOUNT STATEMENT from the menu as follows:
Accounts >> Account Activity 2

Select the specific account from the drop down box under the heading:
Select Account 3

Define the search criteria: 4
Search By
Transaction Type
From Date - To Date
From Amount - To Amount
Sort By (drop down boxes)

Click Submit 5 and the account statement results will be displayed as per the defined search criteria. 6

ADDING A BENEFICIARY



1 Access the ADD BENEFICIARY menu as follows:
Payments >> Beneficiary Maintenance 2

3 Select from the drop down box:
Bank Defined Payments
Internal Account Transfer
Outward Payment
...etc.

4 Click Create Beneficiary Template button 4 to continue to the Add Beneficiary screen 5 where you will enter the details of the beneficiary.

5 Add Beneficiary 5

6 Back Add

1 Access the ADD BENEFICIARY menu as follows:

Payments >> Beneficiary Maintenance 2

3 Select from the drop down box:

Bank Defined Payments
Internal Account Transfer
Outward Payment
...etc.

4 Click Create Beneficiary Template button 4 to continue to the Add Beneficiary screen 5 where you will enter the details of the beneficiary.

6 Click Add 6 to continue to the Verify and Confirm screens.

PAYING A BENEFICIARY



1 Access the OUTWARDS PAYMENTS menu as follows:
Payments >> Outward Payments **2**

3 Payment To

4 Beneficiary Details

5 Payment Details

6 Beneficiary Bank Details

7 Other Details

9 Outward Payment Confirm


10 Add as Beneficiary


8 View Links Save as Draft Save as Template Initiate Save and Submit

CONFIRMATION SCREEN

1 Access the OUTWARDS PAYMENTS menu as follows:
Payments >> Outward Payments **2**

Select the required options from the drop down boxes under the sub-headings listed: **3** to **7**

Click Initiate **8** to continue to the Verify and Confirm **9** screens.
Note that you will receive a ONE-TIME PASSWORD via SMS 
Note that you can also add the beneficiary **10** if not already in your existing beneficiaries list.

You will be given a reference number as well as receive an SMS/email as confirmation. 
Note that you can also add the beneficiary **10** if not already in your existing beneficiaries list.

MAINTAIN BENEFICIARY DETAILS



Beneficiary Search

Transaction Type: Internal Account Transfer

Beneficiary ID:

Beneficiary Name:

Beneficiary Account No.:

Beneficiary Email:

Beneficiary Bank Name:

Visibility: Private

Back Search Report Download

Records 1 to 1 of 1 Page 1 of 1

Beneficiary Id	Beneficiary Name	Beneficiary Account Number	Beneficiary Branch	Beneficiary Email	Beneficiary Mobile No.
002	S Smith	11990000087	200		

View Payments Delete Modify

Modify Beneficiary - Confirm

Transaction Type: Internal Account Transfer

Beneficiary Id: 002
Beneficiary Name: S Smith
Beneficiary Bank Branch: NEDBANK BUSINESS BANKING
Beneficiary Account No.: 11990000087
Email:
Mobile No.: 0628621236

CONFIRMATION SCREEN

1 Access the **MODIFY A BENEFICIARY** menu as follows:
Payments >> Beneficiary Maintenance 2

Select from the drop down box: 3
Bank Defined Payments
Internal Account Transfer
Outward Payment
...etc.

Enter the search criteria and click the **Search** button 4 to view the results. 5

Click **Modify** 6 to continue to the **Verify** and **Confirm** screens.

CHEQUES



1 Access the CHEQUE STATUS ENQUIRY menu as follows:
Customer Services >> Cheque Status Enquiry

2 Select the required options from the drop down boxes under the sub-headings listed:
Status
From Date
Cheque Range ...etc.

3 Click Submit to continue to the results screen.

4 Note: To STOP A CHEQUE, click Stop or Unblock Cheque Request and enter the required fields.

5

6

RESULTS SCREEN

Account	Cheque Number	Cheque Status	Reason	Amount
3330003807	47	NOT USED		0.00 USD
3330003807	48	REJECTED		0.00 USD
3330003807	49	NOT USED		0.00 USD
3330003807	50	NOT USED		0.00 USD

CREATE A STANDING INSTRUCTION



The screenshot shows the NEDBANK web interface for creating a standing instruction. The page is titled "Internal Transfer" and contains several sections: "Payment To", "Beneficiary Details", "Payment Details", and "SI Details". A confirmation dialog box is overlaid on the right side, titled "Internal Transfer - Confirm". The interface includes various input fields, dropdown menus, and buttons. Numbered callouts (1-10) highlight key steps: 1. Access the SI DETAILS menu; 2. Select the required options; 3. Select criteria and drop-down boxes; 4. Verify and Confirm screens; 5. Click Initiate; 6. Save as Template; 7. Save as Template; 8. Save as Template; 9. Save as Template; 10. Save as Template.

1 Access the SI DETAILS menu as follows:
Payments >> Internal Account Transfer 2

Select the required options from the criteria and drop down boxes under the sub-headings listed: 3 to 7
Note the Frequency options.

Click Initiate 8 to continue to the Verify and Confirm 9 screens.

Note that you can also select the Save as Template 10 option as well as any of the other listed options.

**Kindly contact the
Nedbank Contact Centre
during office hours
for any queries:**

(+ 264 61) 295 2222

or via email:

serviceplus@nedbank.com.na

**If you need to reset your password
or if you have been locked out of
your account please contact us
or visit your nearest branch.**



ALSO AVAILABLE ONLINE

MAKE THINGS HAPPEN

NEDBANK

NEDBANK DIGITAL DEMOS

RETAIL BANKING

WHOLESALE BANKING

The graphic features a dark green background with a blurred image of grass and dew. At the top left, there is a dark green box with the text 'MAKE THINGS HAPPEN' and the Nedbank logo. To the right of this is the text 'NEDBANK DIGITAL DEMOS'. Below this, there are two dark green boxes. The left box contains a white credit card icon and the text 'RETAIL BANKING'. The right box contains a white classical building icon and the text 'WHOLESALE BANKING'.

Nedbank Digital Demo for Wholesale Banking