



NMBConnect

Virtual Branch & Self-service Portal

1. How to access the services

a) Get registered on **NMBConnect App, NMBConnect Online or Dial *241#**

- Require smart phone (to use the APP or USSD) or a feature phone for USSD
- If you do not have your phone with you don't worry, we have a self-service portal ready for your use at any of our branches, bring your national ID.

2. Steps to do a Withdrawal/Deposit transaction

- For withdrawals go to the Virtual Branch/Self-service portal/dial *241#
- Request for a withdrawal
- Enter the amount you require/ the amount you wish to deposit with the notes breakdown
- If you need to send a third party to collect the Cash, enter their details in the option provided
- Complete the transaction
- A reference code will be displayed and sent to your registered number e.g. **E89D4D**
- Present the code at the teller
- Produce your national identity card
- Teller will complete your transaction and give you the cash or accept your cash

3. Withdrawal/deposit request validation

- The reference code is valid for the day within the banks operating hours 8 am to 3 pm Monday to Friday and 8 am to 11.30 am on Saturdays.

4. Steps to pay DSTV online

- Select the DSTV payment option
- Input your 10 Digit smart card number
- Select the number of months
- Enter your mobile number
- Select your bouquet and submit
- Validate your DSTV account details and confirm
- Receive a code on your phone
- Proceed to the teller for completion
- Teller validates the code and receives your cash and completes the transaction

5. How to get proof of deposit/withdrawal

- Log into NMBConnect App and go to the Virtual Branch.
- Click on Digital receipts.
- Enter the code for the transaction you require a receipt for and submit.
- A receipt will be produced and you can share it via email, WhatsApp or save it in your gallery as a PDF file.

