



eWallet from FNB Namibia

Frequently Asked Questions

1) What happens if I send money to an incorrect Cellphone number?

Please contact the FNB Namibia call centre on 061 299 2222. Please note there may be a charge when requesting a reversal.

2) What is the maximum balance of the eWallet?

The maximum balance is N\$2,000.

3) What is the maximum amount that an FNB customer can send to an eWallet?

It depends on the channel you're sending from. Please see below for the maximum send limit by channel*:

Online Banking: N\$2,000

Cellphone Banking: N\$2,000

FNB Banking App: N\$2,000

FNB ATM: N\$2,000

*Please note that if the system identifies the transaction as potentially fraudulent, these limits may be reduced.

4) How does the recipient get cash?

The recipient can dial *140*392# and select 1 for 'Withdraw Cash' and then select '1' for 'FNB ATM'. The recipient will receive an SMS with a temporary ATM PIN. At the FNB ATM, they need to press Proceed or Enter, then select eWallet services. They need to enter their Cellphone number and the temporary ATM PIN sent via SMS, and choose the amount of cash they would like to withdraw.

5) Why can't I send money if I'm registered?

The system checks whether the transaction is potentially fraudulent and if so, blocks the Send Money transaction or applies reduced limits.

If you would like to query this, please contact the relevant call centre (details below):

Channel	Contact number	Hours of Operation
Online Banking	061 299 2187	08:00 - 17:00 Mon – Fri, 08:30 – 12:00 Sat
FNB App	061 299 2187	08:00 - 17:00 Mon – Fri, 08:30 – 12:00 Sat
Cellphone Banking	061 299 2222	08:00 - 17:00 Mon – Fri, 08:00 – 12:00 Sat