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RMB Private Bank Pay

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Activate your card
with **Online Banking**

You can do just about anything at anytime through the RMB Private Bank App and Online Banking from wherever you are.

You can maintain your cards:
- Order new or replacement card
- Maintain card limits
- View or change PIN
- Temporary block and unblock card
- Cancel a lost or stolen card

Please call 087 575 9411 if you need assistance.

YOUR WEALTH. **YOUR LEGACY.**

Ordering a **New/Replacement card**

In the event that you need to order a new or replacement card*,
please follow the below steps:

ONLINE BANKING STEPS

1. Click on the **My Bank Accounts** tab and select the **My Cards** sub-tab.

2. Click on the **My Cards Menu** on the left and select **Cheque Card** under the Replace Card option.

3. Click on the **Account Name** to select the respective account.

4. Select the **Card Type**.

5. Complete the required Card Delivery Details and click **Continue**.

6. Check that the information on the confirmation page is correct and click on **Confirm**.

7. Click on **Finish** to complete the process.

RMB PRIVATE BANK APP STEPS

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select **Order Card**.

4. Select the type of card that must be ordered.

5. Enter **Cellphone number** for delivery purposes.

6. Select **Continue**.

* Replacement card fees may be applicable. Please refer to Pricing Guide for fees and pricing applicable.

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Activate your card

Every new card needs to be activated before use.
You can activate your card as follows:

WITH ONLINE BANKING

1. Click on the **My Bank Accounts** tab.

2. Select the **My Cards** sub-tab.

3. Click on the **Activate Now** hyperlink for the respective card.

4. You will be prompted to confirm that you are in possession of the selected card before you can continue; click on **Yes** or **No**.

5. Click on **Finish** to return to the My Cards page.

WITH RMB PRIVATE BANK APP

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select a card from the list of cards displayed to activate.

4. Click on the **Activate Now** hyperlink.

5. Select **Confirm**.

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Maintaining your **card limits**

Every cheque card comes with default daily and monthly limits for ATM withdrawals, Purchases and in Branch withdrawals. You can review and change these if required as follows:

WITH ONLINE BANKING

1. Click on the **My Bank Accounts** tab and select the **My Cards** sub-tab.

2. Click on the **Limits** easy button for the respective card.

3. Amend your limits as required.

4. Click on **Update** and **Confirm**.

5. Click on **Finish** to complete the process.

WITH RMB PRIVATE BANK APP

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select the required Card.

4. Select **Update Limits**.

5. Enter the **required ATM/POS** local or international limits.

6. Select **Update**.

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View your PIN

If you forgot your PIN or wish to change your PIN, you can easily do this via Online Banking and the App*.

WITH ONLINE BANKING

1. Click on the **My Bank Accounts** tab and select the **My Cards** sub-tab.

2. Click on **View PIN** for the respective card. You may need to approve this transaction on your FNB Banking App.

3. The current PIN for the selected card will be displayed.

4. Please read the **Online Safety Tips** on how to keep your PIN safe.

5. Click on **Close** to return to the My Cards page.

WITH RMB PRIVATE BANK APP

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select a card from the list of cards displayed.

4. Select the **View PIN** option.

* Note for security reasons that this may not be available if you are new to the bank or your device is not trusted. In this case, you may contact the number at the back of your card.

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Changing/Creating your PIN

If you forgot your PIN or wish to change your PIN, you can easily do this via Online Banking and the App*.

WITH ONLINE BANKING

1. Click on the **My Bank Accounts** tab and select the **My Cards** sub-tab.

2. Click on the **Create PIN** easy button for the respective card. You may need to approve this transaction on your FNB Banking App.

3. Read and accept the **Terms and Conditions**.

4. Click on **Confirm**.

5. A results page will display the status of your request.

WITH RMB PRIVATE BANK APP

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select a card from the list of cards displayed.

4. Select the **Change PIN** option.

5. Enter new preferred **Card PIN**.

6. Click **Continue**.

* Note for security reasons that this may not be available if you are new to the bank or your device is not trusted. In this case, you may contact the number at the back of your card.

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Blocking or unblocking your card with RMB Private Bank App

In the event you have misplaced your card or want to temporarily block your card from any transactions, you can do this conveniently on the FNB Banking App.

TEMPORARILY BLOCK CARD

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select the **respective Card**.

4. Select **Temporarily Block My Card**.

5. **Confirm** - What you are about to do.

6. Successfully Blocked Cards.

UNBLOCK CARD

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select **Blocked Card**.

4. Select **Unblock My Card**.

5. **Confirm** - What you are about to do.
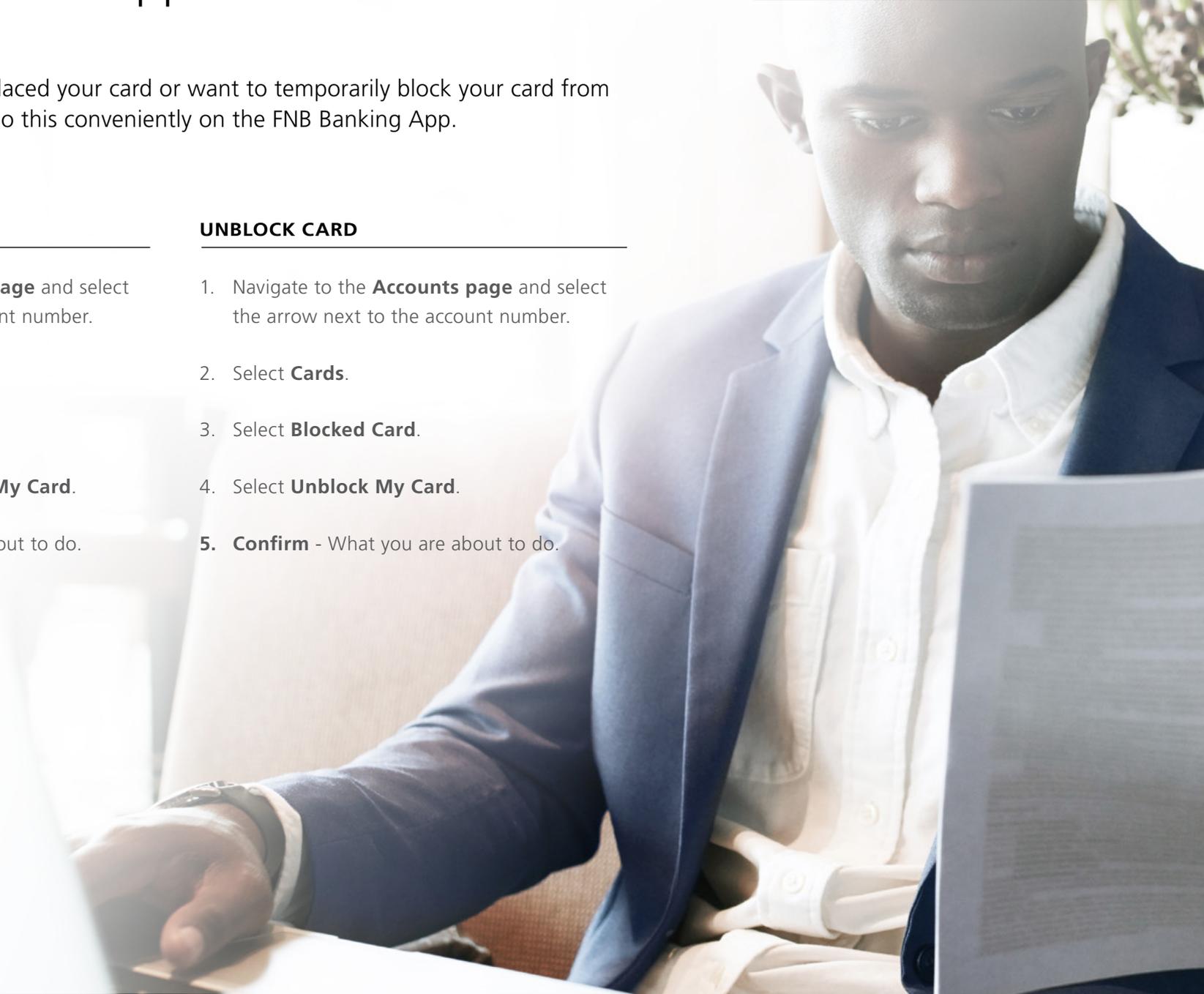
Cancelling your card

In the event of suspected fraud, you may cancel your card as follows:

WITH ONLINE BANKING

1. Click on the **My Bank Accounts** tab and select the **My Cards** sub-tab.

2. Click on the **Cancel Card** easy button for the respective card.

3. Select the reason for cancelling the card from the drop down menu.

4. Click on **Cancel Card** and **Confirm**.

5. Click on the **Replace Card** option to order the replacement card.

6. Click on **Finish** to complete the process.

WITH RMB PRIVATE BANK APP

1. Navigate to the **Accounts page** and select the arrow next to the account number.

2. Select **Cards**.

3. Select a card from the list of cards displayed.

4. State reason for the cancellation.

5. Select **Confirm**.

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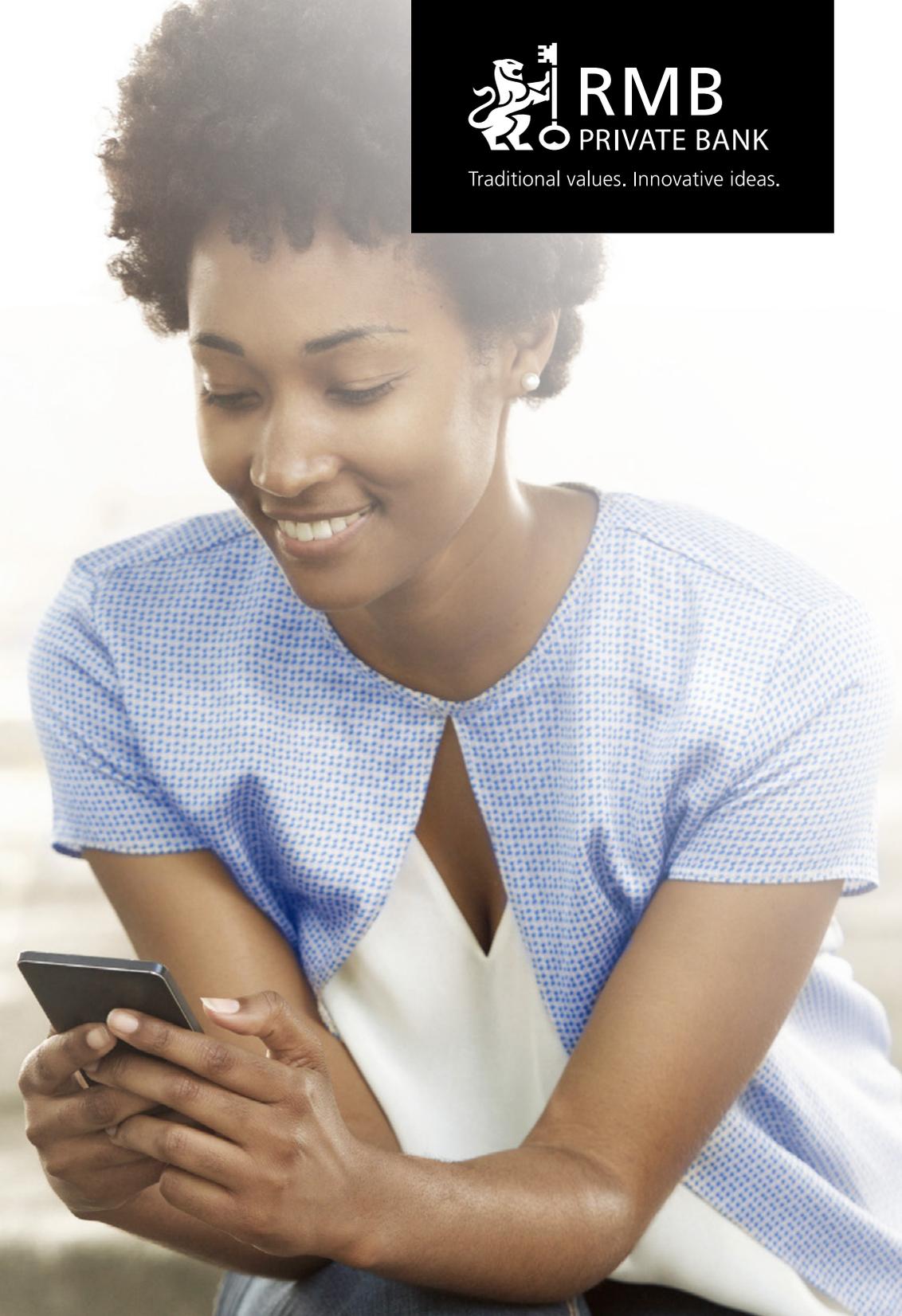
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Secure yourself

- Don't let your RMB Private Bank Card out of your sight during a transaction and keep your PIN a secret.

- Review and maintain your card transactional limits.

- For lost/stolen cards, go to RMB Private Bank Banking App or Online Banking to cancel your card. In the case of fraud, report to RMB Private Bank within 24 hours.

- Ensure that you are registered for inContact to notify you of transactions concluded on your account.

- Please sign the back of your card.

- For safe online shopping, your card needs to be registered with Online Secure.

- For more information, go to Online Banking.

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RMB Private Bank **Pay**

Start using RMB Private Bank Pay on your Android smartphone, for the fastest way to pay wherever contactless payments are accepted.

Simply unlock your android smartphone and tap it on the card machine.

Use you **NFC enabled** Android smartphone to effortlessly pay in-store via RMB Private Bank Pay. Payments are just as secure as using your RMB Private Bank Card.

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