

PayMe – App

FAQ's

1. What is a PayMe?

A PayMe is a service that assists you as an RMB Private Bank customer to easily make or receive a payment from another FNB customer or RMB Private Bank customer.

2. Am I required to register to receive PayMe?

No, as an RMB Private Bank customer you are not required to register for use of this service.

3. How will I know if I have received a PayMe request?

Once a PayMe has been requested, you will be notified either by SMS or RMBPB App InContact message informing you of how you can view the details of the payment request and the instructions of the PayMe.

4. How can I view my PayMe on the RMBPB Banking App?

Log onto the RMBPB Banking App, select "Pay" followed by "PayMe". PayMe received from another RMB Private Bank customer or FNB customer will appear under your outstanding requests for you to view.

5. Can I create a PayMe?

Yes, as an RMB Private Bank customer you can use PayMe as an alternative method to request payment from another RMB Private Bank payer or FNB payer as opposed to sharing your bank account details with the FNB payer or RMB Private Bank payer. Log onto the RMBPB Banking App, select "Pay" followed by "Receive" then "PayMe" and follow the prompts.

6. What details do I need of the RMB Private Bank payer or FNB payer to submit a PayMe?

To submit a PayMe via the RMBPB App, you will need the cellphone number of the RMB Private Bank payer or FNB payer or. This cellphone number must be registered to the payer's RMB Private Bank banking profile or FNB banking profile.

7. How will the RMB Private Bank payer or FNB payer know who the request is from?

When using this service and initiating a PayMe, you consent that your name and cellphone number will be shared with the payer to verify the PayMe. Please refer to the Electronic Payment Terms and Conditions on the RMB website.

8. How will I know if the PayMe I submitted has been paid?

You should receive an SMS and/or an RMBPB App inContact message when the payment has been made or alternatively, you can check your transaction history on the FNB App to confirm if payment has been received.

9. Will I be notified if the payer rejected my PayMe?

No, the Bank will not notify you if the payer had rejected the PayMe. If you have not received payment after 5 (five) calendar days of when the request was submitted this means that the payer did not make payment.

10. What are the benefits of using PayMe?

The only detail required to create a PayMe is the payer's cellphone number. Your account number will not be shared with the payer, only your name and cellphone number. Using PayMe may eliminate the anxiety of making a payment in error to an incorrect recipient or for an incorrect amount.