



## RMB Instant Payment FAQ's

### 1. What is Instant Payment?

Instant Payment is a payment service that enables payments of funds directly to the recipient's 16-digit Card Number instead of an Account Number.

### 2. Which Cards can I make an Instant Payment to?

Payment can be made to any debit/credit card (VISA & Mastercard) issued by a participating bank in South Africa.

**Participating banks include:** *Standard Bank, Absa, Nedbank, Capitec, Discovery, Investec, African Bank, TymeBank, alBaraka, HBZ Bank, Bidvest Bank, Sasfin Bank.*

### 3. What is the Maximum Payment limit for an Instant Payment?

Up to R3000 per transaction, clients can make use of Pay & clear for payments above R3000.

### 4. Can I make an Instant Payment using my RMB Debit and Credit card?

Customers can only pay from a Debit/Cheque account.

### 5. How much does it cost to make an Instant Payment?

The latest pricing guide with the latest fees can be viewed on [www.rmb.co.za](http://www.rmb.co.za)

### 6. Will the Instant Payment be available on Online Banking, Online Banking Enterprise, and Cellphone Banking?

No. The functionality is only be available on the RMB Banking App and will be extended to other platforms at a later stage.

### 7. Will a client be able to set up a scheduled Instant Payments?

No. The scheduled payment functionality will be introduced at a later stage.

### 8. How long does it take for an Instant Payment to reflect in the Recipient's account?

Payment to a debit card can take-up to 60 minutes to reflect and up 48 hours to a credit card.

### 9. What will happen if I pay into an expired/inactive/closed/replaced or an invalid card number?

The recipient bank will return the transaction and the transaction will decline on our side.

### 10. Will this functionality be available 24/7/365?

Yes

### 11. Can I dispute an Instant Payment transaction?

RMB Instant Payment Payments are final and irreversible.

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