

SEND PAYMENT REQUEST FAQs

PRIVATE BANKING

Can I send Payment Requests from my app?

Yes, but only to FNB and RMB Private Bank customers.

What details do I need of the payer to submit a Payment Request?

You will require the payer's cellphone number to submit a Payment Request. However, their cellphone number must be registered to their banking profile. You will not be able to submit a Payment Request if the payer's cellphone number is linked to multiple FNB/RMB Private Bank profiles.

How will the payer know who the Payment Request is from?

To use this service and send a Payment Request, you consent that your name and cellphone number will be shared with the payer to verify the Payment Request.

How will I know if the payer has paid my Payment Request?

You will receive an SMS and/or an inContact message when the payment has been made.

Will I be notified if the payer rejected my Payment Request?

No, the bank will not notify you if the payer rejected the Payment Request.

What are the benefits of sending a Payment Request?

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