



New Online Banking

Banking on your terms

Frequently Asked Questions

How can I access the new Online Banking interface?

- You need to be registered for this service by following this link: <https://ibanking.standardbank.com.na>

What is new about the new User Interface?

- This adaptive interface allows one to access online Banking service on your mobile phone, tablet, desktop or laptop. Using this User-friendly offering will enable our customers to address all their financial needs on-the-go.
- The simplified user interface is easy to use with very little guidance required on how to navigate it.
- It also includes Online registration and the ability to reset your password, should you forget it
- Service requests also mean that you do not have to make the long trek to the bank for simple request like opening a savings account, requesting a Cheque book, etc.

What services are available on it?

- Balance enquiries in terms of neatly designed tiles
- Transaction history for up to 180 days
- Beneficiary management and payments
- Transfer between accounts
- Bill payments (television subscription)
- Airtime Purchase (MTC and TN Mobile), as well as prepayments for MTC contract lines
- Service requests (Order a Cheque book)
- Account Opening (Open a Pure Save account and Open a Fixed Deposit account, etc.)
- Quick access to Customer Contact Centre
- Send money to anyone with or without an ATM card via BlueVoucher

What services are missing that were previously available on it?

- Rates and Taxes for City of Windhoek and the Municipality of Walvis Bay

What browser can we use?

- The Interface is fully supported on the following

desktop/laptop browsers:

- Google Chrome (Latest 3 version) – preferred browser
- Mozilla Firefox (Latest 3 version)
- Internet Explorer (version 10.0 and Edge)
- Apple Safari (issues arising on some iPhone – fix to be implemented)

Other Mobile:

- Platform default browsers and latest 3 versions of Chrome, Safari and Firefox

What devices are supported?

- All Android 4.0 and above, iOS8 and above, Windows, Blackberry devices (phone, tablets, desktops inclusive)

How is this different from the Standard Bank app?

- The app supports iOS and Android devices only but we have created an additional platform that includes our other phone users in the digital journey by catering for them with the adaptive responsive Online Banking (Windows and Blackberry users).
- As future releases of both platforms are produced, the basic functionality will reveal that Internet Banking will conduct as the engine of all digital transactions and the app as the remote control to operate them (e.g. creating beneficiaries on Internet Banking and paying them on-the-go using the app).

I see it is no longer called Internet Banking, why the name change to Online Banking?

This is to emphasise to customers the solutions allow them to access their accounts and perform a number of services online anywhere, at any time (24/7).

To whom should I report if I am having issues?

Kindly log all issues with your nearest branch or call our customer care help line.