

DEBICHECK METHODS FOR VARIOUS BANKS

CAPITEC

Capitec App

1. You will receive an SMS stating you have a debit order to approve
2. Open your cellphone banking app
3. Enter your Remote PIN
4. A message will be displayed to inform you of your pending DebiCheck
5. Choose to either accept/decline
6. Your list of pending DebiCheck mandates will be displayed, choose the one you want to action
7. Confirm the details are correct then approve/decline

At a Capitec branch

1. You will receive an SMS stating you have a debit order to approve
2. Visit a Capitec branch
3. Tell the Capitec Service Consultant what you want to do
4. Identification will be done using biometrics
5. The Service Consultant will display your pending DebiCheck mandates
6. Confirm and approve the mandate that needs to be accepted/declined
7. Approve using your fingerprint biometrics

Capitec 24hr Client Care Centre

1. You will receive an SMS stating you have a debit order to approve
2. Dial 0860 10 2043
3. Tell the Client Care Centre agent that you want to approve/decline a DebiCheck mandate
4. They will check for pending DebiCheck mandates
5. Confirm with you which Debicheck mandates need to be approved/declined
6. Select the one that you want approved/declined
7. The agent will read out a disclaimer and complete the approval of the mandate from their side

Capitec USSD

1. You will receive an SMS stating you have a DebiCheck mandate to approve
2. Dial *120*3279#
3. Choose option 8
4. Review the details on screen and select option 1 to continue
5. Review additional information. Select option 1 to approve and 2 to decline
6. Read through the disclaimer. Select option 1 to continue
7. Enter your Mobile Banking PIN to approve or decline the DebiCheck debit order
8. A confirmation message will be displayed

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FNB

FNB ATM

1. Go to your nearest FNB ATM
2. Insert your card and enter your PIN to proceed
3. A list of debit orders will be displayed. Select the debit order you wish to approve
4. Information about the debit order will be displayed. Select “More” to continue to the next screen
5. Once you are ready to accept the debit order, select Approve
6. A summary of the debit order details will be displayed. Select “Proceed” to accept the DebiCheck debit order request
7. Debit order will be accepted and a Thank You screen will appear

FNB Banking App

1. Launch the FNB Banking App
2. Select Login and enter your Online Banking password to proceed
3. Pending notifications will be displayed upon login
4. Select “Yes, continue” to review and select DebiCheck debit order requests
5. Once you have chosen the debit order you would like to approve, select Accept Debit Order Request
6. The debit order will be processed and a confirmation screen will be displayed with the mandate reference number

FNB Online Banking

1. Receive an SMS notification from FNB stating you have a mandate to approve
2. Log into Online Banking
3. Click on the “Respond” button on the bottom right of the screen. If the respond prompt does not take you to the debit order screen, select “My Bank Accounts” tab and then select the “My Debit Orders” sub tab
4. All Debicheck mandates will be displayed - click on “View Mandates” to see more
5. Select the mandate that you want to accept/reject. Once you have selected the mandate, the mandate information will be displayed.
6. Once you have accepted/rejected the mandate, you will be requested to open your banking app and follow the prompts
7. A Thank You screen will appear with details of the mandate you chose to accept or decline.

FNB USSD

1. Dial the premium dial string *120*321#
2. Enter 5 Digit cellphone banking pin
3. A confirmation message approving your pin will be displayed
4. Select the option 0 to view DebiCheck mandates
5. Select the mandate you want to accept/reject
6. Page through the DebiCheck mandate terms using the Next Page function

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7. A confirmation screen will be displayed indicating your choice to accept/reject the mandate

ABSA

ABSA Banking App

1. You'll get a DebiCheck notification on your phone
2. Logon to your banking app and open the notification
3. Review the DebiCheck debit order details
4. Approve or reject the debit order

ABSA Online Banking

1. Logon to your profile
2. Select Payments in the top menu, then select the following options:
 - a. Authorisations
 - b. DebiCheck debit orders
3. Review any pending DebiCheck debit order details
4. Approve or reject the debit order

At an ABSA ATM

1. Insert your card and enter your PIN
2. Select Other transactions, then DebiCheck debit orders
3. Review the DebiCheck debit order details
4. Approve or reject the debit order

Cellphone Banking

1. Dial *120*2277#
2. Select option 9
3. View the list of pending DebiCheck debit orders
4. Select the one that you want to review and click on Reply
5. Select 1 to approve or 2 to reject the DebiCheck debit order

NEDBANK

You can accept the mandate by:

1. using the Nedbank Money app or Online Banking (simply go to Debit orders and then Mandates);
2. dialling *120*001# on your cellphone and following the easy prompts;
3. inserting your debit card at any Nedbank ATM; or
4. visiting a Nedbank branch.

DEBICHECK METHODS FOR VARIOUS BANKS

STANDARD BANK

If you have a Standard Bank transactional account, you can approve a DebiCheck mandate through the channel you prefer:

1. On the Standard Bank app
2. On your phone (dial *120*2345#)*
3. By calling us on 0860 123 000
4. At the till (use your card and PIN on the retailer's device)
5. At any of our ATMs with a DebiCheck logo (you'll get a slip with all the DebiCheck details on approval)
6. At your nearest branch