



FNB
First National Bank

eWallet from FNB Zambia

Frequently Asked Questions

1) What happens if I send money to an incorrect Cellphone number?

Please contact the FNB Zambia call centre on 362. Please note there may be a charge when requesting a reversal.

2) What is the maximum balance of the eWallet?

The maximum balance is ZMW 10,000.

3) What is the maximum amount that an FNB customer can send to an eWallet?

The maximum amount a customer can send is ZMW 10,000

*Please note that if the system identifies the transaction as potentially fraudulent, these limits may be reduced.

4) How does the recipient get cash?

The recipient can dial *130*392# and select 1 for 'get. The recipient will receive an SMS with a temporary ATM PIN. At the FNB ATM, they need to press Proceed or Enter, then select eWallet services. They need to enter their Cellphone number and the temporary ATM PIN sent via SMS, and choose the amount of cash they would like to withdraw.