



Stanbic Bank

DIGITAL CHANNELS FAQs

CUSTOMER FEEDBACK		RESPONSE
1	How do I register for SMS alerts on my USD account?	To register for SMS alerts, please visit your nearest branch.
2	How do I reset my Internet Banking password?	<p>To reset your password, follow the link https://ebanking.stanbicbank.co.zw/#/login. Click on, Have you forgotten your password?</p> <ul style="list-style-type: none"> • Enter your User ID and Account Number • Enter the answers to your secret questions • Click Next • Enter the One Time Password (OTP), you will receive on your mobile phone • Click Verify • Enter a secure password • Confirm your new password • Click Complete to finish the process, now you can perform online transactions. <p>Password should meet all the requirements (One upper case, lower case, one digit and one special character) and not repeat the previous last three passwords.</p>
3	How do I register a beneficiary recipient for money transfers?	<p>To register your beneficiaries kindly follow the steps below:</p> <ul style="list-style-type: none"> • Login to Internet Banking • Click on Pay & Transfer • Click Add Beneficiary • Add Beneficiary Details • Add references and click Next • Click Add • Enter OTP generated to your mobile phone • You will receive a confirmation that beneficiary has been added successful.
4	How do I register for Internet Banking?	<p>To self register for Internet Banking, please follow the link https://ebanking.stanbicbank.co.zw/#/login and follow the following steps below:</p> <ul style="list-style-type: none"> • Click on Register for Online Banking • Enter your Stanbic Bank account number • Tick on I agree to the Terms and Conditions • Click Next • Choose three (3) security questions and enter your answers to secure your account • Click Next • Enter the One Time Password (OTP), you will receive on your mobile phone • Click Verify • Enter a secure password • Confirm your new password • Click Complete to finish the process, now you can perform Online transactions. <p>After you have successfully self registered kindly contact Customer Contact Centre for activation.</p>
5	Can I check my loan account Online?	To check your loan account login to your Internet Banking profile, on the dashboard click on the loan account number , select details and you will be able to view all loan details including interest rate, loan period, monthly instalment and next repayment date.
6	Can my OTP be sent on other platforms such as email or Whatsapp so that I can transact when travelling?	Yes, your OTP can be sent via email. To register kindly send a signed request to that effect to zimccc@stanbic.com .
7	How do I retrieve a Proof of Payment (POP)/ receipt ?	<p>To retrieve your POP kindly follow the steps below:</p> <ul style="list-style-type: none"> • Login to your Online Banking • Click on the Menu tab which is on the top left corner of the screen • Select Receipts • Select Transaction Type • Click on the Receipt name and receipt will be displayed
8	How do I generate and download statements on my Online Banking platform?	<p>To download statements on Online Banking kindly follow steps below:</p> <ul style="list-style-type: none"> • Login to Online Banking • Click on the account you wish to generate a statement • Select period (30 days, 60 days, 90 days & 180 days) • Click on Download • Select Download preferences (CSV file or PDF file) with a PDF file (you can opt to download with or without an E-Stamp) • Select Statement with E-stamp • Enter OTP generated & statement will be generated
9	Can we have ZIPIT functionality on Mobile Banking App?	To access ZIPIT functionality on mobile banking APP, kindly download the Blue247 App on Google Play Store or iStore.
10	How do I access Online Banking via Stanbic Bank Website?	<p>Go to the Stanbic Bank Website: https://www.stanbicbank.co.zw/zimbabwe/personal</p> <ul style="list-style-type: none"> • Go to the top right corner • Click on Sign into your accounts • Select Online banking • Enter login details

For further clarification on these measures, please do not hesitate to contact your Relationship Manager.

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