

NCBA Now Digital Onboarding FAQ's



1. What is digital account opening?

Digital account opening is a convenient and secure method of opening a bank account entirely online without the need to visit a physical branch. It allows you to complete the account application process from the comfort of your home or office.

2. How can I start the digital account opening process?

To get started, download and install NCBA NOW App from Google play store or App store to your mobile device. You'll find a section dedicated to account opening. Click on it and you'll be guided through the steps.

3. What types of accounts can I open digitally?

For now, all digitally opened accounts will default to the Go Banking current account.

4. What documents do I need to open an account digitally?

- Kenyan National ID
- A Selfie image via a Smart Phone

5. How long does it take to open an account digitally?

Account will be opened within 5 minutes once all customer details have been verified.

6. If I already have an NCBA Account, can I open an additional account via this new digital account opening?

Currently, the digital account opening service is available for new customers only. To open an additional account for existing NCBA customers, please reach out to your Relationship Manager or the NCBA Customer Care Center at the numbers listed below:

+254711056444 / +254732156444

contact@ncbagroup.com

WhatsApp: +254717804444

7. Is the digital account opening process secure?

Yes. We have included one-time passwords, devices details capture, geo-location tags, encryption methods and other security measures to protect your personal and financial information during the online account opening process.

8. Are there any fees associated with opening an account digitally?

You will only be required to make an initial deposit of KES 500 once the account is successfully opened.

9. Can I open a joint account digitally?

For now, you can only open an individual account. Joint online account opening option will be introduced in due course.

10. Can I open an account with NCBA if I'm not a Kenyan resident?

At the moment this service is available to Kenya National ID holders. Digital account opening using passports will be introduced in due course.

11. For further questions or need for assistance during the process?

For queries, please reach out to us on the following:-

Phone: +254711056444 / +254732156444

Email: contact@ncbagroup.com

WhatsApp: +254717804444