

NCBA NOW MOBILE BANKING UPGRADE FAQs

Q. What are the benefits of this upgrade?

The upgrade comes with new and enhanced features to provide you with a better banking experience;

- **Enhanced user-friendly Design:** Say hello to a new, modern and user-friendly interface that simplifies navigation, making your mobile banking experience a breeze.
- **Swift and efficient:** Enjoy faster performance and quicker response times, ensuring your banking transactions are completed with minimum efficiency.
- **Empowerment at your fingertips:** Take control of your account with easy set-up, eliminating the need for bank assistance and putting the power of banking in your hands.
- **Recipient validation:** Before making mobile payments, you are now able to confirm the name of the recipient to prevent errors and safeguard your money.
- **Diverse Fund Transfer options:** You have more ways to manage your finances: We introduced additional fund transfer types including; EFTS, eKash and MMTS, offering you more ways to manage your finances.
- **Seamless Irembo Portal solution:** Paying government duties and fees easier than ever with our enhanced Irembo portal solution

Q. How do I upgrade to the new App?

Step 1: Self upgrade to the new App:

- Log into your existing NCBA App using your existing Pin, If you see a message requesting you to upgrade, you have two options:
- Choose to upgrade to the new App and you can start using it immediately.
- If you prefer not to upgrade right away, you can continue using the current App as usual.

Please note that there is a specific period of at least 30 days for the upgrade;

- If it's within the migration grace period you have the option to upgrade at your convenience.
- If it's after the migration grace period, upgrading to the new App is mandatory.

Step 2: Self upgrade to the new App:

- Log into the new NCBA Rwanda App using your existing PIN.
- Follow the provided instructions to activate the App.

Step 3: Self upgrade to the new App:

- As part of the upgrade process, you will be prompted to change PIN.
- Follow the APP's instructions to set a new PIN for added security.
 - This one-off activity is a security enhancement that ensures that login and transactions only take place through a registered device.

Q. How many devices can I register?

- You can register one device only. Our Mobile banking service allows for a single device per user profile.

Q. Will I need to do a fresh device registration after uninstalling the app?

- No, if you uninstall the app and reinstall it, you will not need to perform a fresh device registration. Your device registration information is retained even after installing the app. Simply reinstall the APP and you will be able to access your mobile banking services without the need for device registration

Q. What if I change the device during migration window?

If you change the device during the migration window;

- Install the mobile banking APP on your new device. Log into the app on the new device.

- If it's within the grace period, you have the option to upgrade at your convenience.
- Follow the instructions to upgrade, including device registration and PIN change.
- Once the upgrade is successful, you can access your mobile banking services on the new device.

Q. Will I still be able to access NCBA Rwanda mobile App after the start of the upgrade?

- Yes, there will be a grace period of atleast 30 days before NCBA Rwanda Mobile App is decommissioned.
- We request that you upgrade to the new NCBA Rwanda mobile APP within the 30-day period.

Q. What will happen if I don't self-upgrade with in the migration grace period.

- If you don't self-upgrade with in the grace period, the following will occur;
- After the grace period has elapsed the **Upgrade Later** option will be removed

It is essential to complete the self-upgrade process with in the specified grace period to ensure seamless transaction. If you have any concerns or require further assistance, please reach out to our customer service.

Q. What do I do if my temporary PIN expires?

- If your temporary PIN expires during the self-migration process, please follow these steps;
- Contact our contact center at **+250 788 149 500**, email us at contact.rw@ncbagroup.com or visit our nearest branch for assistance: If you accept to self-upgrade but fail to complete the process within 24 hrs, your temporary PIN for the initial login to the mobile app will expire.
- Request a new temporary PIN by reaching out to our customer service or visit any NCBA Rwanda branch for assistance.

Q. What short code/USSD code will be used after this upgrade?

- After the upgrade, you can access mobile banking from the USSD code *650#

Q. What will happen to my maintained beneficiaries on the NCBA Rwanda App?

- Your full profile will be upgraded to the new APP, therefore after the first successful log in, you will be able to see you current beneficiaries and accounts under respective transaction types like EFT, RTGS e.t.c

Notice:

- If you are using an Android version below 10 i.e Version 9 and below, you will need to upgrade your device to ensure compatibility with the new NCBA Now app. This upgrade is crucial for your security and safety while using our services. Upgrading your device will allow you to take advantage of enhanced features and improved security measures in the new app.
- If you are unable to upgrade your device, you may also use our USSD service by dialing *650# to continue accessing banking services.

Trouble shooting tips

Problem 1: Cannot log in:

- **Solution:** Make sure your login details are correct. Check if caps Lock and Num Lock are properly set. If you forget your PIN, kindly reach out to our contact center at +250 788 149 500 or email us at contact.rw@ncbagroup.com for assistance.

Problem 2: APP not working or crashing:

- **Solution:** Close the APP and open it again. Look for any available APP updates and install them. Restart your device if needed.

Problem 3: Error message while registering device:

- **Solution:** Ensure your device has a stable internet connection. Follow the instructions step-by-step during the registration process. If the issue persists and you are unable to register, please contact center at +250 788 149 500, email us at contact.rw@ncbagroup.com for assistance. It is important not to attempt registration from a different device due to security reasons.

Problem 4: Temporary PIN expired

- **Solution:** If your temporary PIN expired, contact customer service or visit a branch for a temporary new PIN.