



It takes a bank that does
more to help South
Africa





Introducing the Financial Education Programme

FNB Financial Education offers workshops that help individuals improve their understanding of financial concepts and behaviours so that they are empowered to make informed financial decisions.

Language

Delivered in various **local**
South African languages

Understanding my money

- Budgeting
- Everyday banking
- Managing my payslip
- Working with interest

Growing my money

- Saving
- Investing
- Seeking financial advice

Managing my debt:

- Credit
- Contracts
- Rights and responsibilities
- Lodging a complaint

Protecting the things that matter

- Insurance

Leaving a legacy:

- Retirement planning
- The basics of a Will

Customised

Content is modified to **meet the**
needs of the audience

Delivery

FNB offers a **comprehensive**
Financial Education programme
which can be delivered **virtually**
or in a classroom setting by
trained Financial Educators

Relatable content

Complex financial concepts
and information are shared in
simple terms, that are
easy to understand

Financial literacy empowers South Africans to **take control** of their financial future.



Transacting & understanding your bank

I don't understand banking fees ...

Do you find yourself in the same situation?

Your bank account is a valuable tool, which not only helps you access a range of services but if used wisely, you can keep track of your spending and income to assist with budgeting and saving.

Before you open an account you need to understand the basics of banking.



Key Benefits of Analysing Your Bank Statement

1. Better Budget Management

Most account activity takes place around payday, including debit orders for recurring expenses such as:

- Rent or bond repayments
- Loan and credit repayments
- Insurance premiums
- Data and airtime purchases
- Other monthly commitments

Reviewing your statement helps you understand where your money goes each month and ensures that your spending aligns with your budget.

2. Avoid Penalty Fees and Failed Payments

Regular statement reviews help you plan ahead and avoid unnecessary costs.

Insufficient funds may result in:

- Failed transactions
- Penalty fees
- Additional bank processing charges

It is important to maintain sufficient funds in your account to cover scheduled debit orders and recurring payments.



3. Understand Your Spending Patterns

Every card transaction creates a record of your purchases, providing valuable insight into your spending behaviour.

By analysing your card transactions, you can:

- Identify areas where you may be overspending
- Track discretionary spending
- Make informed decisions about reducing unnecessary expenses

Using your card instead of cash often provides better visibility of your spending and may be more cost-effective.

4. Improve Online Shopping Security

When shopping online, consider using a virtual card.

Benefits of virtual cards include:

- Enhanced protection against fraud
- The ability to change security codes regularly
- Reduced exposure of your physical card details

This added layer of security helps protect your finances when making digital purchases.



5. Prevent Declined Transactions

Checking your account balance before making purchases can help prevent:

- Declined transactions
- Embarrassing payment failures
- Potential penalty fees associated with unsuccessful payments

Maintaining awareness of your available balance supports better financial management.

6. Detect Fraud and Unwanted Subscriptions

Monthly statement reviews can help identify:

- Fraudulent transactions
- Unauthorised debit orders
- Forgotten subscriptions
- Services that are no longer needed

Early detection allows you to take corrective action quickly and protect your account.



7. Reduce Banking Fees

Frequent cash withdrawals can increase banking costs.

To minimise fees, consider:

- Using your card for purchases where possible
- Withdrawing cash at lower-cost channels such as Agency Plus locations or participating supermarkets

Understanding your transaction fees helps you make more cost-effective banking choices

8. Optimise Your Savings Strategy

Reviewing the interest earned on your transactional or current account can help determine whether your money is working effectively for you.

This analysis can help you decide whether to:

- Keep funds in your primary account
- Open additional savings accounts
- Move excess funds to higher-interest savings products



Bank statements

The bank keeps a record of all your transactions throughout the month and provides it to you in your monthly bank statement. You can use it to keep track of your spending and as a tool for reaching your money goals. As part of doing your budget, make a habit of reviewing your bank statement regularly.



Verify the balance of your account at the beginning and the end of a month.



View all your bank transactions: what money came in and what money went out.
This includes deposits, withdrawals, transfers, fees and interest earned or paid.



You can also see when a payment failed. For example, a debit order that bounced (didn't go through).



Banking made easy



Debit card

A debit card gives you the benefits of electronic banking. You or your employer deposit money into the account and you use the money that you have available. It allows you to shop without having to carry cash.



Debit order

A debit order is another way in which you can pay a person or a business that you owe money to.



Stop order

A stop order is a way in which you pay a person or business that you owe money. You instruct the bank in writing that they must take a set amount from your account every month and pay it into the bank account of that person or business.

Tips

to use your debit card safely

- When buying something make sure that the card you are given back is your own card.
- Do not let your card get out of your sight. Rather go to the card machine with the shop assistant helping you or ask them to bring it to you.
- Hide your PIN when entering it into the machine.
- Store your debit and your credit card safely; treat your cards like cash.
- When you have more than one debit or credit card, only keep the one you are likely to use in your wallet. Leave the others in a safe place at home.
- Notify the bank immediately should you lose your card; and if the bank is closed, telephone the call centre number to report a lost or stolen card.



Safety tips

when using mobile and online banking

- Launch your banking app in secure Wi-Fi networks, don't use free Wi-Fi when doing banking
- Try not to use public devices like shared computers when doing your banking
- Make sure that your device has software to protect it against viruses
- Always set passwords for your devices and do not leave your phone unlocked
- Memorise your PIN, never write it down or share it with anyone.
- If you receive a phone call requesting personal information do not respond and end the call.
- Choose an unusual PIN that is hard to guess and change it often.
- Remember, for your own security you are required to re-enter your PIN before each transaction.
If you think your PIN has been compromised, or you've been a victim of fraud, contact our fraud centre immediately and change your PIN.
- Avoid responding to competition SMSs or MMSs.
- Don't allow websites or phone apps to start without requiring a username or password from you
- Don't select links you don't or trust
- Don't open attachments from people you don't know
- Only install apps you trust on your phone

Cellphone banking and online banking

Cellphone banking, also called mobile banking, as well as online banking are all methods of banking in which transactions are conducted electronically.

- View balances;
- Buy prepaid airtime, SMSs and data bundles;
- Buy prepaid electricity;
- Send money;
- Pay your accounts;
- Apply for loans;
- Make payments (incl. once-off payments);
- Transfer money between accounts;
- Place notice on your savings accounts;
- Send money;
- Use your phone to scan and pay



Thank you

