



## **MOBILE BANKING FREQUENTLY ASKED QUESTIONS**

### **1. Why should you sign up for mobile banking?**

The mobile banking service is secure, convenient and fast giving you a 24/7 access to banking services anytime, anywhere either through Mobile Banking APP or USSD.

### **2. How do I access my account through Mobile Banking?**

#### **A. Ex-CBA Customers registered**

To access your account through mobile banking download, the **NCBA Mobile Uganda app** from APP stores or dial \*212# and proceed to login with your pin.

#### **B. Ex-NC Customers Registered**

To access your account through mobile banking download, the **NCBA Now** app from APP stores or dial \*268# and proceed to login with your pin.

### **3. How do I register for mobile banking?**

#### **C. Ex-CBA Customers:**

You can self-register by downloading the NCBA Mobile Uganda app from APP stores or dial \*212# then select <register>. Accurately fill in your account and personal details as prompted on-screen.

#### **D. Ex-NC and New to Bank customers**

You can also visit the nearest branch to fill an application form to enable set-up. You will receive login credentials on your registered mobile numbers or call contact centre on 0800388132 /0800222123/ 0312188400

### **4. How do you access mobile banking using a non-internet enabled phone?**

Our mobile banking services are available on USSD via short code \*212# for Ex-CBA customers and New to Bank customers; and \*268# for Ex-NC customers.

### **5. What do you do if you forget your PIN?**

#### **A. Ex-CBA Customers**

Use the Forgot PIN functionality on your APP to self-reset your PIN. You are expected to accurately key-in your account details and answer the security questions you had set during registration.



## **B. Ex-NC and New to Bank Customers**

Request through PIN reset form or online banking messaging.  
Meanwhile, please call our contact center for support.

### **6. Will I be able to access all my accounts?**

#### **A. Ex-CBA Customers**

Other than the loan accounts, all mapped accounts shall be accessible on mobile banking.

#### **B. Ex-NC**

All current and Savings local currency accounts are mapped and accessible on mobile banking.

### **7. Are there any charges for the registration for mobile banking?**

No. We do not charge any fees to on-board you on mobile banking. Charges shall only apply for transactions as per our approved tariff available on our website.

### **8. Is the mobile app available to everyone?**

Yes. Both registered and non-registered customers can access mobile banking APP. However, non-registered customers are only entitled to informational services on the pre-login page. Informational services include;

### **9. What services are available to customers?**

Upon login-in to mobile banking, you should enjoy the following services among many others;

- Account Balance Enquiry
- Card Balance Enquiry
- Mini Statement
  
- Statement Requests
- Funds Transfers
- Bill Payments
- Beneficiary maintenance
- Mobile Money services
- Forex enquiries
- Airtime Purchase

**10. Do I need to un-install the old app to access an upgraded one?**

- EX CBA:- No. You will only need to update your application from the Play Store and not re-install the application.
- For EX- NC:- NC Now Allows you to upgrade within the app

**11. Is the service available on all APP stores types?**

Yes, the Mobile Banking App is available on both Android and IOS. However, based on technological advancements, the following operating system limitations are in place;

- Android Operating system from 4.1. up to Version P
- iOS versions 8.0 up to the latest version