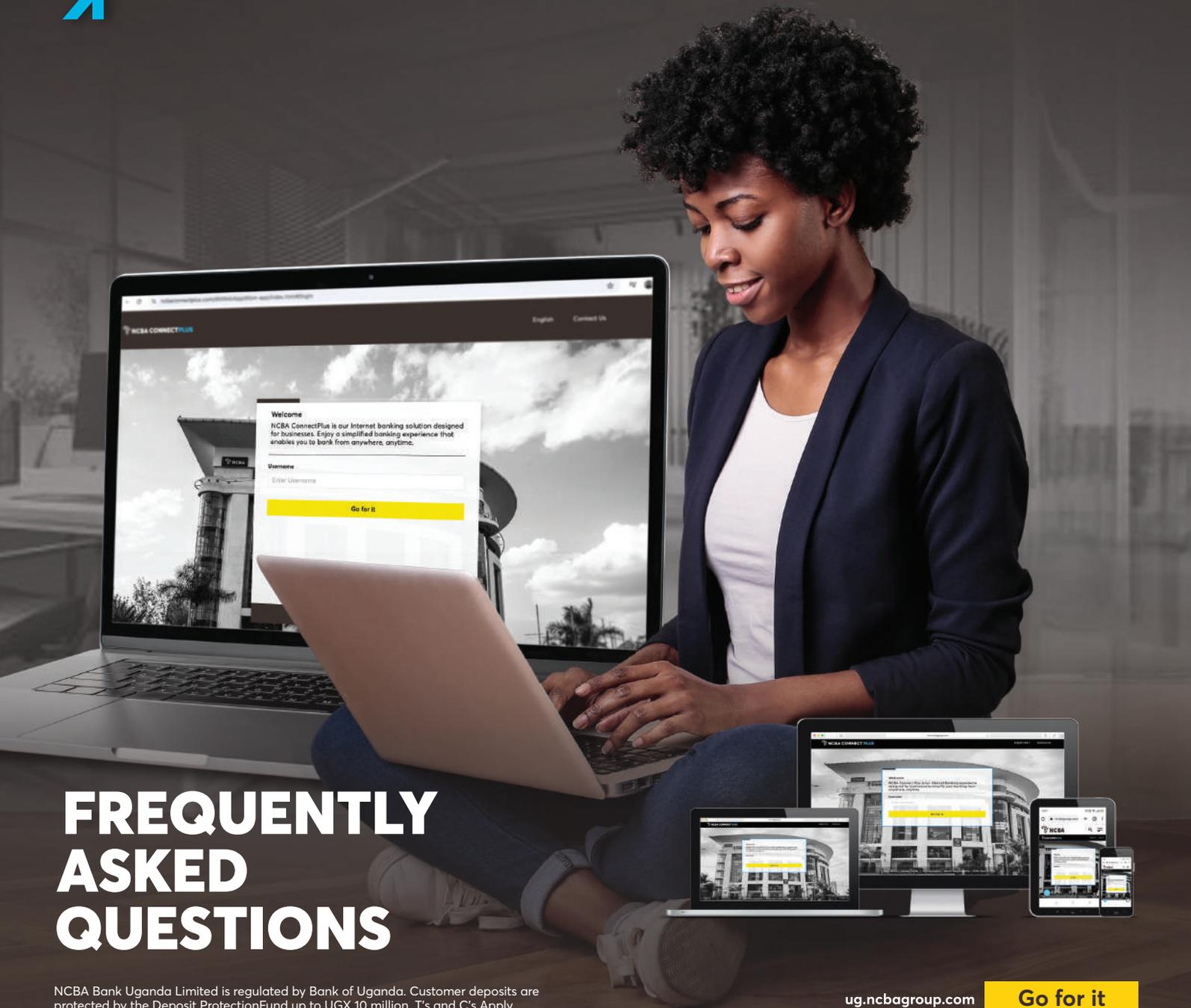


# NCBA CONNECTPLUS DESIGNED FOR YOU



## FREQUENTLY ASKED QUESTIONS

NCBA Bank Uganda Limited is regulated by Bank of Uganda. Customer deposits are protected by the Deposit Protection Fund up to UGX 10 million. T's and C's Apply

[ug.ncbagroup.com](http://ug.ncbagroup.com)

**Go for it**

# NCBA CONNECTPLUS OVERVIEW

## Welcome to **NCBA ConnectPlus**

In response to your feedback, we have introduced a new online banking platform designed to provide businesses and corporates with a seamless and convenient online banking experience. This new platform will be dubbed "NCBA ConnectPlus" and will be used in place of the existing NCBA Internet Banking and NCBA Connect platforms.

## Benefits of **NCBA ConnectPlus**

This new corporate online banking platform will offer Business and Corporate customers the below benefits:

- **Customizable View:** You will be able to tailor your dashboard to showcase your preferred accounts, recent transactions, pending payments, and other relevant details.
- **Quick Access to Transactions:** NCBA ConnectPlus will enable you make prompt analysis of your financial activities whether it is tracking your payments, checking your account balances, or checking the status of your transfers.
- **Ease of Transacting:** With reduced information input required to make transactions and an easy-to-navigate platform, you can now complete your transactions in record time with NCBA ConnectPlus.
- **Seamless Accessibility:** NCBA ConnectPlus grants you control of your business accounts anytime, anywhere. Whether you are at the office, on the go, or across borders, you can manage your finances seamlessly from your computer or mobile device.
- **Top-tier Security:** Safeguarding your business assets is our utmost priority. Our advanced security measures will provide you with peace of mind as you conduct transactions and manage your financial data.

## **MIGRATION TO NCBA CONNECTPLUS**



### **When do I start using the new platform?**

We shall be hosting webinars to familiarize you with the new platform's user-friendly features. Thereafter you will be automatically migrated from your current online banking platform to the new NCBA ConnectPlus platform. The migration will be conducted in phases and communication will be shared prior to.

## **ACCESS AND REGISTRATIONS**



### **Which customers will benefit from the new online banking platform?**

If you have been transacting on the current online banking platform, you will be able to access the new NCBA ConnectPlus platform using your existing username and password. Please [click here](#) to access the new NCBA ConnectPlus platform.

If you do not have access to the existing online banking platform for your business or corporate account, you can register by filling in the application form [available here](#). Please reach us on the contacts provided at the bottom of this form for further assistance.

## **Will the username and passwords that I have been using to access my business / corporate online banking change?**

- For NCBA Internet Banking users: You will log in using the current Username and token.
- For NCBA Connect users: Your User ID and token remain the same, however, you will be required to set a new password during the initial log in.

## **I have a personal account and a corporate account; do I need to migrate both accounts to the new **NCBA ConnectPlus** platform ?**

The new NCBA ConnectPlus platform is only for Corporate and Business accounts, therefore, only corporate and business accounts will have access to NCBA ConnectPlus. Personal and Joint accounts holders will continue to access their current online banking platform. However, for customers who had their personal accounts exceptionally set up on NCBA Connect, they will also be able to access the new NCBA ConnectPlus platform.

## **Is there a guide on how to navigate the new portal ?**

**Yes.** Please [click here](#) to access the user guide on how to navigate the NCBA ConnectPlus platform.

## **I don't have online banking, how do I sign up for the new internet banking ?**

You can apply for the Business / Corporate Internet banking platform by filling the [application form here](#) and submit it at any of our NCBA Branches or reach out to your Relationship Manager for assistance.

## **I forgot my old online banking username and password, how do I reset ?**

If you have forgotten your username or HID Pin, please reach out to us for assistance on the contacts provided below.

If you have forgotten your password, you can click the forgot password link on the NCBA ConnectPlus Log In page to reset it.

## **Can I still transact on the old online banking ?**

**Yes.** The old online banking platform will be accessible for a limited period of time once you have been migrated and you will be notified before the platform is deactivated.

## **Will I need to do a fresh registration if I haven't been active ?**

Fresh registration will not be required once migrated, however, you can reach out to your Relationship Manager or contact us on the below contacts for further assistance.

## **ACCESS TO HISTORICAL DATA AND SUPPORT**

### **Will I be able to see the past transactions and account statements that I had done before migrating to the new **NCBA ConnectPlus** platform ?**

The new NCBA ConnectPlus platform is only for Corporate and Business accounts, therefore, only Yes. You will be able to access historical statements for the past 12 months. Older transactions done on NCBA Internet Banking and NCBA Connect platforms will not be accessible on NCBA ConnectPlus platform after user migration. To access historical data, you can either submit a request through the NCBA ConnectPlus platform or visit your nearest NCBA Bank Branch.

### **How do I get support during the upgrade ?**

For queries, please call our NCBA Customer Contact Centre on **0800 222 123 / 0312 188 400**, Email: **contactug@ncbagroup.com** or reach out to your **Relationship Manager**.



# NCBA

[ug.ncbagroup.com](http://ug.ncbagroup.com)

**Go for it**

## **CONTACT US**

Head Office: Twed Towers  
Plot 10 Kafu Road, Nakasero  
Tel: 0800222123 or 0312188400  
P.O. Box 28707, Kampala, Uganda  
Email: [contactug@ncbagroup.com](mailto:contactug@ncbagroup.com)