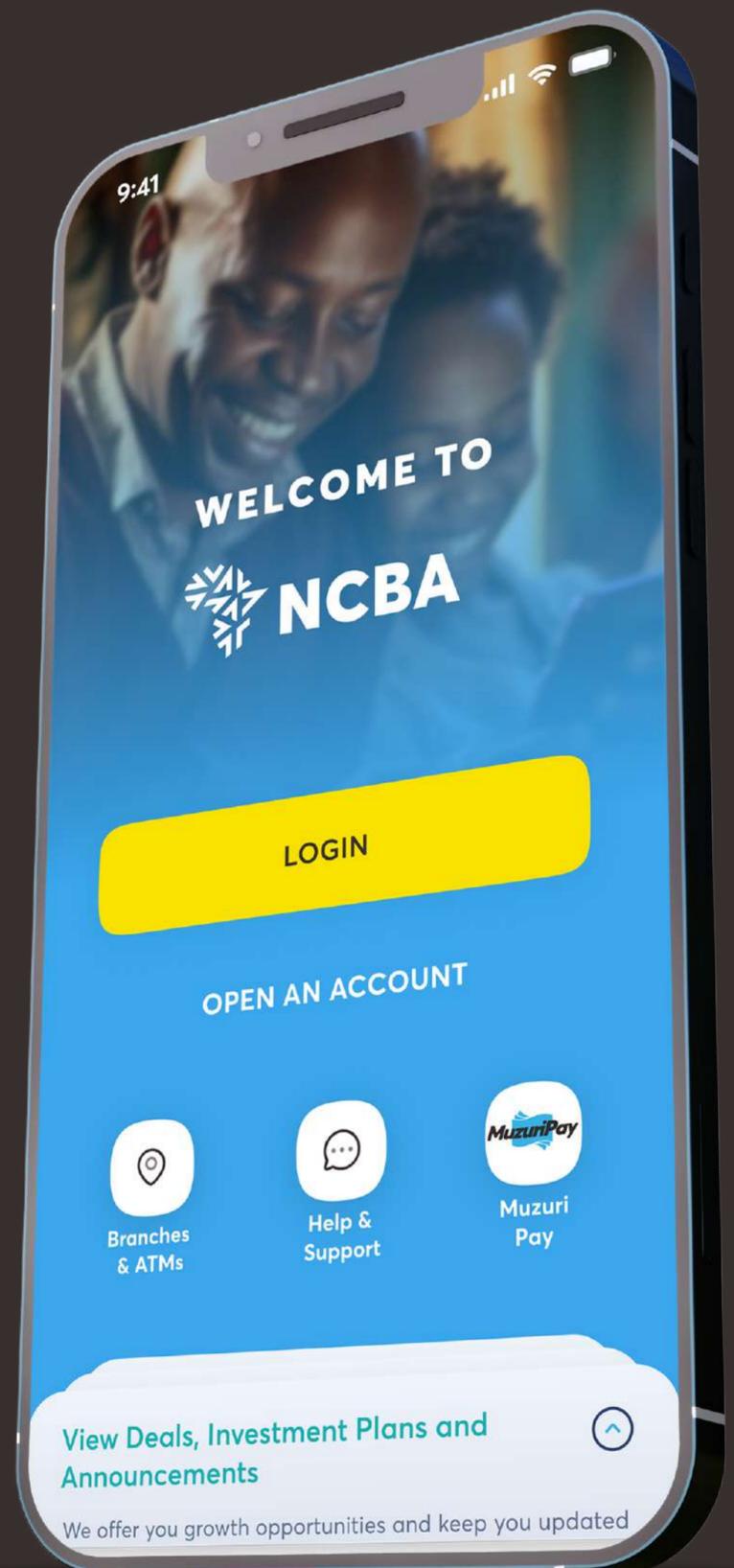


# NCBA NOW



## MOBILE BANKING UPGRADE FREQUENTLY ASKED QUESTIONS



## 1. What are the benefits of this upgrade?

The upgraded mobile banking comes with a range of 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 application interface that simplifies navigation, making your mobile and web experience a breeze.
- **Swift and Efficient:** Enjoy faster performance and quicker response times, ensuring your banking transactions are completed with maximum efficiency.
- **Empowerment at Your Fingertips:** Take control of your account with easy self-migration to new application 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 and auto-populating of telecoms to prevent errors and safeguard your money.
- **Diverse Fund Transfer Options:** We have introduced additional funds transfer types including Electronic Funds Transfer (EFT), Real Time Gross Settlement (RTGS), Agent Banking Transfers(ABC) and Telegraphic Transfers (TT's) offering you more ways to manage your finances.
- **Seamless URA Payments:** Paying government duties and fees is easier than ever with our enhanced payment solution.
- **Expanded Daily Limit:** Your daily transaction limit has been increased to **UGX 5M** for the Mobile Applications, providing you with greater financial flexibility.

## 2. How do I upgrade to the New Application?

### Step 1: Self Upgrade to the New Application

- Log in to your existing NCBA Uganda mobile application using your existing password.
- The two options that will be displayed are "Upgrade Now" and "Later".
  - » If you Choose "Upgrade Now", you will be directed to the new application, and you can start using it immediately.
  - » If you choose "Later", customer will continue using the existing application for the next 90 days after new application is launched and then old application will be decommissioned.

**Please note that there is a specific time period for the upgrade.**

- If it is before the 90 days after the official launch, you have the option to upgrade at your convenience.
- If it is after 90 days from official, upgrading to the new application will be mandatory.

### Step 2: Mobile APP Migration Option

- Log in to your existing NCBA Mobile App using your existing password.
- You will be prompted with a notification: (Upgrade Now or Later), select Upgrade Now.
- You will be prompted with a link to proceed to Play Store / App Store.
- Select "Proceed," and you will receive a notification confirming the successful migration. Following that, you will be automatically redirected to the App stores, and simultaneously, you will receive your initial 6-digit One Time

Password (OTP) via SMS to activate the new **NCBA NOW App**.

- Click the new **NCBA NOW App** downloaded from the stores, install and open it.
- You will be required to enter your registered mobile number, your initial One Time Password (OTP) received via SMS, accept terms and conditions, then setup your new PIN.
- Setup security questions (this is a one-off action), click accept, you will be directed to the login screen. Login to the new **NCBA NOW App** using the pin you just created.

## 3. How do I upgrade via USSD code?

You may also migrate using USSD option, with the below steps

- Dial USSD Code **\*212#** and enter your existing mobile banking PIN.
- You will be prompted touUpgrade now or upgrade later; select **Upgrade Now**.
- You will be prompted with a successful migration notification and a 6-digit One Time password (OTP).

### Password (OTP) will be sent via SMS

- Re-dial the USSD Code **\*212#** then select enter activation key.
- Input the 6-digit One Time Password (OTP) received via SMS, then click enter.
- Setup PIN & security questions.
- Re-login using the new PIN you have created.

## 4. How do I upgrade via New Internet banking?

- Access the new Internet Banking link through the NCBA website.
- Click on the link, then enter your registered mobile number and continue.
- Enter the 6-digit OTP received via SMS and proceed.
- Create your password, then continue.
- Answer all the security questions and proceed.
- After completing the security questions, you will be redirected to the login page. Enter your registered mobile number and the password you created to log in.

**Note:** You will receive OTPs via SMS, email, and a prompt on **NCBA NOW** (based on your selected preference).

## 5. What if I am new to the Bank?

- Go to the app store, download and install the **NCBA NOW App**.
- You will be required to enter your registered mobile number followed by the 6-digit One Time Password (OTP) received via SMS, accept terms and conditions, then setup your new 4 to 6-digit PIN.
- Set up your security questions and answers then click save.
- You will be redirected to the log in page to provide the new pin you created.

## 6. Why do I need to register my device?

This **one-off** activity is a security enhancement that ensures that logins and transactions only take place through a registered device.

## 7. How many devices can I register?

You can register up to four devices on a single customer profile.

## 8. Will I need to do a fresh device registration after uninstalling the application?

**NO.** if you uninstall and reinstall the application, you will not need to register your device again. Your device registration information is retained even after uninstalling the application. Simply reinstall the app, and you will be able to access your mobile banking services without re-registering your device.

## 9. What if I change the device during the migration window?

If you change your device during the migration window and you haven't migrated.

- Install the old Mobile Banking App on your new device.
- Log in to the application on the new device.
- Choose to migrate or continue as indicated above.
- If it is before the 90 days after launch, you have the option to upgrade at your convenience.
- Follow the instructions for upgrade, including device registration and PIN change.
- Once the upgrade is successful, you can access your mobile banking services on the new device.

## 10. Will I still be able to access the NCBA NOW App after the start of the upgrade?

**NO.**

## 11. What will happen if I do not self-upgrade within the 90-day period?

If you do not self-upgrade within the 90-day period, the following will occur:

- **Profile Upgrade:** After 90 days, we will move your profile to the new Mobile Application.
- **Activation Required:** To access your profile in the new Application, you will need to visit a branch for activation.

It is essential to complete the self-upgrade process within the specified 90-day period to ensure a seamless transition. If you have any concerns or require further assistance, please reach out to our customer service on the number provided at the end of this document.

## 12. What do I do if my temporary password expires?

If your temporary password expires during the self-migration process, please follow these steps:

1. **Contact our customer service +256 312 188 400 | 0800 222 123 and [contactug@ncbagroup.com](mailto:contactug@ncbagroup.com).** or visit your nearest branch for assistance: If you accept to self-upgrade but fail to complete the process within 10 minutes, your temporary password for the initial login to the Mobile App will expire.

2. **Request a new temporary password:** Reach out to our customer service **+256 312 188 400 | 0800 222 123** and **[contactug@ncbagroup.com](mailto:contactug@ncbagroup.com)**. or visit any NCBA branch to request a new temporary password.

## 13. What USSD code will be used after this upgrade?

After the upgrade, you can access mobile banking from the USSD code **\*212#**.

## 14. Troubleshooting Tips

### Problem

- Cannot Log In

### Solution

- Ensure you are using the correct PIN and your device if using the Mobile App, make sure the device is connected to the internet.

### Problem

- 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

- Error Messages 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 customer service for assistance. **+256 312 188 400 | 0800 222 123** and **[contactug@ncbagroup.com](mailto:contactug@ncbagroup.com)**.
- It is important not to attempt registration from a different device due to security reasons.

### Problem

- Temporary Password Expired

### Solution

- If your password expires, please contact customer service **+256 312 188 400 | 0800 222 123** and **[contactug@ncbagroup.com](mailto:contactug@ncbagroup.com)** or visit a branch for a new temporary password.

### Problem

- Mobile Number not Receiving OTP

### Solution

- If your phone is not receiving the OTP, enable allow all messages by dialing **\*196#**, contact customer service or branch for further assistance.

## 15. How do I get support during the upgrade?

For any support with the application upgrade please reach out to us via Contact Center toll free number **0800 222 123** or email **[contactug@ncbagroup.com](mailto:contactug@ncbagroup.com)** or visit any NCBA Branch.

### Note

**DO NOT share your PIN, Passwords or OTP with anyone. NCBA Bank will never** contact you to ask for your PIN or One Time Password (OTP).



# NCBA

## CONTACT US

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NCBA Bank Uganda Limited is regulated by Bank of Uganda.  
Customer deposits are protected by the Deposit Protection Fund  
up to UGX 10 million. Terms and Conditions Apply

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**Go for it**