

HOW TO UPGRADE TO THE NEW NCBA NOW MOBILE APP



STEP 1

Log in to your existing NCBA Mobile App using your existing password



STEP 2

You will be prompted with a notification; (Migrate now or Migrate later), select Migrate now



STEP 3

You will be prompted with a link to proceed to Play Store for Android users/ App Store for IOS users.



STEP 4

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.



STEP 5

You will be required to enter your registered mobile number, accept terms and conditions, enter the initial One time password (OTP) received via SMS, then set up your new PIN



STEP 6

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

Download the **NCBA NOW App**

