



Stanbic Bank

DIGITAL CHANNELS FAQs

CUSTOMER FEEDBACK	RESPONSE
1. How do I access Online Banking via the Stanbic Bank Website?	<p>Go to the Stanbic Bank Website: https://www.stanbicbank.co.zw/zimbabwe/personal</p> <ul style="list-style-type: none"> Go to the top right corner Click on Sign into your accounts Select Online banking Enter login details
2. How do I register for Internet Banking?	<p>To self register for Internet Banking, please follow the link https://ebanking.stanbicbank.co.zw/#/login and follow the following steps below:</p> <ul style="list-style-type: none"> Click on Register for Online Banking Enter your Stanbic Bank account number Tick on I agree to the Terms and Conditions Click Next Choose three (3) security questions and enter your answers to secure your account Click Next Enter the One Time Password (OTP), you will receive on your mobile phone Click Verify Enter a secure password Confirm your new password Click Complete to finish the process, now you can perform Online transactions. <p>After you have successfully self registered kindly contact Customer Contact Centre for activation.</p>
3. How do I reset my Internet Banking password?	<p>To reset your password, follow the link https://ebanking.stanbicbank.co.zw/#/login. Click on, Have you forgotten your password?</p> <ul style="list-style-type: none"> Enter your User ID and Account Number Enter the answers to your secret questions Click Next Enter the One Time Password (OTP), you will receive on your mobile phone Click Verify Enter a secure password Confirm your new password Click Complete to finish the process, now you can perform online transactions. <p>Password should meet all the requirements (One upper case, lower case, one digit and one special character) and not repeat the previous last three passwords.</p>
4. What happens when I have entered my password incorrectly?	If you enter your password incorrectly three times, your profile will be blocked. To avoid having your profile blocked, select the Forgot Password option and follow the prompts.
5. Can my OTP be sent on other platforms such as email or WhatsApp so that I can transact when travelling?	Yes, your OTP can be sent via email. To register kindly send a signed request to that effect to zimccc@stanbic.com .
6. How do I register a beneficiary recipient for money transfers?	<p>To register your beneficiaries kindly follow the steps below:</p> <ul style="list-style-type: none"> Login to Internet Banking Click on Pay & Transfer Click Add Beneficiary Add Beneficiary Details Add references and click Next Click Add Enter OTP generated to your mobile phone You will receive a confirmation that beneficiary has been added successful.
7. Can I check my loan account Online?	To check your loan account login to your Internet Banking profile, on the dashboard click on the loan account number , select details and you will be able to view all loan details including interest rate, loan period, monthly instalment and next repayment date.
8. How do I retrieve a Proof of Payment (POP)/ receipt ?	<p>To retrieve your POP kindly follow the steps below:</p> <ul style="list-style-type: none"> Login to your Online Banking Click on the Menu tab which is on the top left corner of the screen Select Receipts Select Transaction Type Click on the Receipt name and receipt will be displayed
9. How do I generate and download statements on my Online Banking platform?	<p>To download statements on Online Banking kindly follow steps below:</p> <ul style="list-style-type: none"> Login to Online Banking Click on the account you wish to generate a statement Select period (30 days, 60 days, 90 days & 180 days) Click on Download Select Download preferences (CSV file or PDF file) with a PDF file (you can opt to download with or without an E-Stamp) Select Statement with E-stamp Enter OTP generated & statement will be generated
11. I don't know my Banking App username or password. What do I do?	Go to Internet Banking or your Stanbic App . Below the Sign In option, you will see FORGOT USERNAME / FORGOT PASSWORD . Follow the steps provided to have your details emailed to the address we have on record for you. Once you receive your details, you can sign in and change your username if desired.
10. How to download Stanbic Bank App on google play store and App store	<p>Go to the relevant app store on your device or phone, search for the Standard Bank/Stanbic app, and download or install it.</p> <ul style="list-style-type: none"> Select Install. Open the app, click Next, and then select Get Started. Choose Zimbabwe as your country. Click Sign In. Enter your Enterprise Online/Internet Banking username and password. Click Sign In. Enter your email address. Select Submit. Re-enter your Enterprise Online/Internet Banking username and password. Select Sign In. <p>Enter the verification code sent to your email.</p>
12. How to Setup Accounts and Dashboard on the Stanbic Bank App	<p>Open the Stanbic App.</p> <ul style="list-style-type: none"> Select Start. Choose your preferred sign-in method (Fingerprint, App Code, or Facial Recognition). Click Sign In. Select Link Your Accounts. Choose the country where the accounts are held. <p>Note: Your accounts will be successfully loaded onto the dashboard.</p>
13. How to sign in on the App using your current Enterprise Online/ Internet Banking username and password	<ul style="list-style-type: none"> Open the app. Click Sign In. Sign in using your preferred method (Fingerprint, App Code, or Facial Recognition). <p>The dashboard will load successfully.</p>
14. How do I view my Banking App Username and Password, if I have been using a pin / fingerprint to sign in? I need this so I can sign into Internet Banking	Once you've signed into the app, go to More and select Your Profile . Then, choose Sign-In Details . Here, you can view or change your current username. You can also update your password to one you will remember, allowing you to sign in to Internet Banking using your username and password.
15. How do I sign into Enterprise Online on the App?	You will select Sign In and use your Enterprise Online Username and Password, that you currently use on Enterprise Online .
16. Can we have ZIPIT functionality on Mobile Banking App?	To access ZIPIT functionality on mobile banking APP, kindly download the Blue247 App on Google Play Store or iStore.
17. How do I register for SMS alerts on my USD account?	To register for SMS alerts, please visit your nearest branch

For further clarification on these measures, please do not hesitate to contact your Relationship Manager.

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