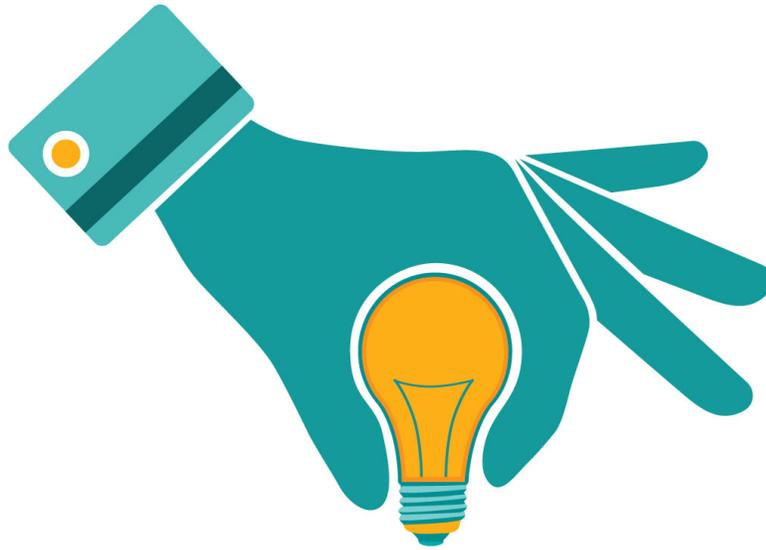


FNB Cellphone Banking (*130*321#)

Product Guide for Prepaid Electricity Botswana



1. Overview

FNB Service Provider has implemented the option for prepaid electricity purchases on Cellphone Banking for all FNB Account holders within the Botswana subsidiary. Cellphone Banking customers can purchase prepaid electricity and view their prepaid electricity history. The minimum transaction amount allowed is P20 and maximum of P1 000.

2. Rules of purchasing electricity

Any FNB client using any cellphone make and model on any network provider within the borders of Botswana can purchase prepaid electricity via Cellphone Banking for themselves or someone else, provided they:

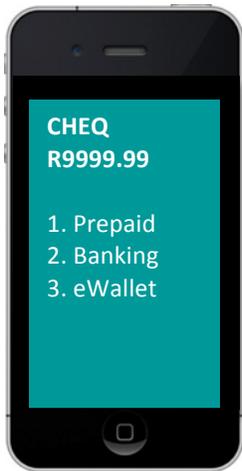
- Have a qualifying FNB account
- Use Cellphone Banking
- Have sufficient funds within the nominated account.



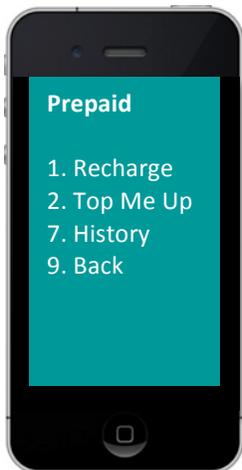
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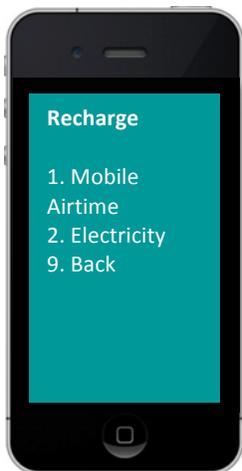
3. How to purchase electricity using Cellphone Banking



1. Dial *130*321# and enter your MOPIN.
The main menu is displayed.
To buy prepaid electricity, select Prepaid.



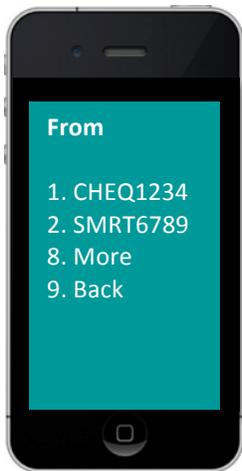
2. On the Prepaid menu select Recharge to buy prepaid electricity.



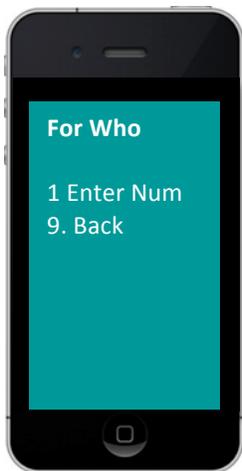
3. On the Recharge menu select option 2.



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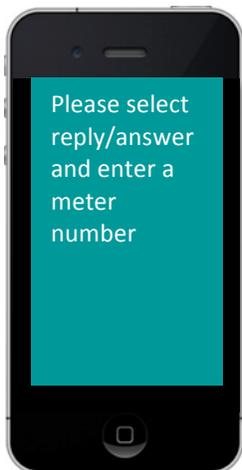


4. On this menu select the account FROM which you want the purchase to be made.



5. Next, you will be prompted to enter the meter number for which you wish to purchase electricity by selecting option 1.

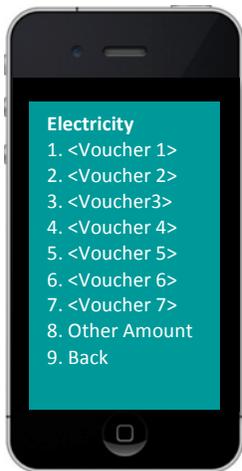
NB: Once a purchase for a certain meter number is made that meter number will appear as an option for future purchases.



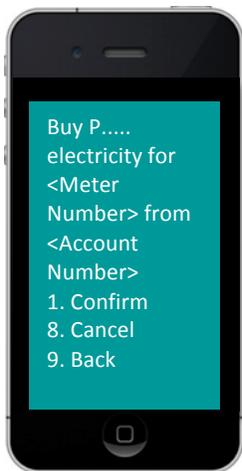
6. Enter a meter number.



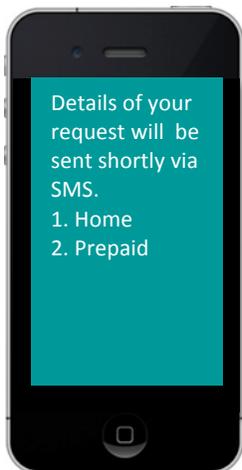
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7. The prepaid denominations will be displayed. Choose option 8 (Other Amount) to be redirected to the flexi-amount option where you can enter any other amount provided that the chosen amount is between the minimum and maximum purchase limits and that there are sufficient funds in the chosen account.



8. Next, select option 1 to confirm your purchase.

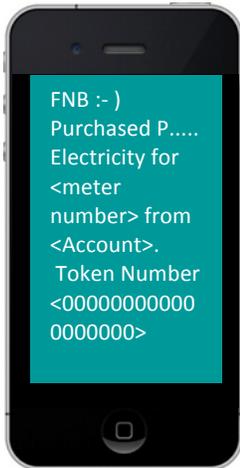


9. You will be advised that your request will be sent via SMS.



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10. You will now receive an SMS with token number and details of purchase.

4. FAQs

Which number must I dial to buy electricity?

Cellphone Banking users, enter *130*321#, press the green/dial button and follow the prompts.

How much prepaid electricity can I buy?

You can buy electricity for any amount, provided that the amount is within the minimum (P20) and maximum (P1 000) prepaid limit sold by the service provider and that you have sufficient funds in your chosen account.

Can I make use of the flexi option to buy electricity?

Yes. When selecting your prepaid electricity amount, select 'Other Amount'.

I have accidentally deleted my confirmation SMS or did not receive the SMS. How do I get my token number?

Not to worry. When you re-enter FNB's Cellphone Banking, choose 'Prepaid', 'History', 'Electricity' and 'Confirm'. The details of your prepaid electricity transactions, with token numbers will be displayed.



What happens if I have made an incorrect prepaid electricity purchase?

- The terms and conditions for this service state that FNB is not liable for incorrect purchases made by you.
- FNB includes a confirmation screen on your cellphone before you accept your transaction. This confirmation is meant to ensure that you are happy with your transaction.
- Unfortunately, we cannot reimburse you for the transaction once you have confirmed it.

NB:

1. Customer enquiries on the use of the two channels should be addressed within FNB by referring to this user guide. Our contact centre is all available on 364 2700 to assist.
2. Customer queries regarding electricity token/voucher retrieval should be referred to BPC call centre on 3953541 or 16266.



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