

Question

What is my Account number

Answer

Your mobile number is my Account number

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Question

Where can I view my statement/transactions

Answer

By logging into your account at [www.money247.co.za](http://www.money247.co.za). Click on My Money then on Wallet and then on Transactions

You can also log into your account via your phone by dialing \*120\* 37566# and reply with 1 to view your Account balance and 2 to view your Card balance

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Question

Can I withdraw my money from the ATM when my salary or money has been paid into my account.

Answer

Yes, but only if the money has been loaded onto your card from your Account

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Question

Do I have to load money on my card every time I want to make a withdrawal

Answer

No, you can load money on your card automatically. This means your card will automatically load money on your card from your Account . The amount loaded will be according to your "AUTOLOAD setting you implemented and which you can change at any time by logging into your account, click on My Money and then on Card. Then go to CHANGE AUTOLOAD and select your autoload setting preferred.

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Question

Can I change my password for my account

Answer

Yes, by logging into your Profile and clicking on your name in the left top corner of the webpage

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Question

How much can I withdraw at an ATM

Answer

R5000 per day and R50 000 per month

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Question

How much can I transfer to another account via EFT

Answer

There is no limit

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Question

Can I make a cash deposit into my Account

Answer

Yes, at any of the following Retailers at their PAY@ Counters and using reference number 11618 plus your full mobile number:

Checkers/Shoprite/PEP Stores/Pick n Pay/Boxer/Usave/Ackermans/Spar

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Question

Can I make a cash deposit into my Flex Card

Answer

No, you can only put money on your card by loading your card from your Money247 Account

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Question

When will my money reflect in my account when someone deposits money into my account via eft

Answer

This can take between 24 and 48 hours. It however normally take 2 days

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Question

Can I withdraw money from my Card into my Money247 Account

Answer

Yes by logging into your account and clicking on My Money, then Card and then on WITHDRAW.

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Question

Can I access my account via USSD (\*120\*) from any cell phone

Answer

No, you can only access your account via USSD from your OWN mobile Phone

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Question

What must I do if the USSD (\*120\*) does not work on my phone

Answer

The USSD number works on all phones. It however will not work on a cell phone linked to a data package alone. You would then need to purchase a prepaid AIRTIME package

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Question

Why must I pay a monthly fee

Answer

The monthly fee is payable to enable us to provide you with a full bank facility and support you remotely for your convenience. You are also provided with a mobile banking facility once again for your convenience. The fee also includes R5 000 funeral cover in case of your death, R5 000 commuter accidental death cover should this happen in public transport, a R3 000 repatriation cash benefit and up to R1 000 cover for ATM thefts incidents

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Question

When is the Monthly fee payable

Answer

On the 1<sup>st</sup> of every month your monthly fee is deducted from your account

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