

NMB BANK OMNI CHANNEL – FAQs

What type of device and software do need to use NMB internet banking?

NMB Bank internet banking works on any browser on all screen sizes. Thus, you can access internet banking on your laptop, tablet, personal computer and mobile handsets.

Will I be charged for using NMB internet banking service?

Yes, NMB Bank charges an annual fee for providing digital banking services comprising of mobile and internet banking. You can only use the services if you have subscribed for it. For more details, kindly contact our support team.

What type of internet connection is required to use NMB internet banking?

Customers will require 4G or a broadband WIFI for best experience.

Can I use NMB Internet Banking without registering for mobile banking?

Yes, you can only choose to use Internet Banking without activating mobile banking.

I am already an internet banking user; how do I use the updated internet banking?

You do not need to do anything new, you will be guided through a simple activation process upon logging into the new internet application for the first time.

What are the steps to activate NMB internet banking?

- a. Make sure you already have an account at NMB Bank
- b. Ensure that you have subscribed for the internet banking service and paid the fee you can check with your branch if not sure.
- c. Ensure you have received an activation message for mobile and internet banking from the bank.
- d. Make sure you have a laptop tab or any screen to access a web browser like Chrome, Safari or Mozilla.
- e. Visit NMB Bank's website and click on internet banking option.
- f. you are using the new internet banking for the first time, the web application will guide you through the steps.

What is my daily transaction limit?

Daily transaction limit is managed by the bank and cannot be changed by the customers as of now. The limit be updated by the bank as per the central bank guidelines.

How can I change my daily transaction limit?

You cannot change your transaction limit.

Can I use the internet banking on any device?

Yes, you can use internet banking on any device with all screen sizes that supports internet browser. Thus, you can access internet banking on your laptop, tablet, personal computer and mobile handsets.

Can I login into my internet account from multiple devices at once?

No, you cannot login to the internet banking application using multiple devices. A user can only login to one device at a time.

How do I generate my internet banking password?

You will have to create your password while activating your internet banking for the first time, you will be guided through the process. Please ensure you create a strong password. Please do not share your password with anyone.

I have forgotten my password, what do I do?

You can use the password reset option on the login page to reset your password.

My internet banking password is blocked, what do I do?

You need to wait for 12 hours before your password is unblocked, or you can choose to reset your password, using the option on the login page.

How can I change the language of internet banking?

You will be asked to select your preferred language during the one-time activation process once you use the new internet banking application for the first time. Subsequently, you can choose to change the language by going to the settings section in the menu.

Why it is important to update my computer and browser?

NMB bank advises users to regularly update their operating system and check the devices for viruses, malicious applications and content.

Do &Don'ts.

- a. Never share your password with any one
- b. Do not choose a simple password like repeat numbers, date of birth or marriage anniversary etc.
- c. Use password which cannot easily be guessed by any one or are available in public domain like social media or government documents
- d. Ensure your computer's or phone screen is locked using a secret PIN so that the application cannot be accessed by unauthorized user.
- e. Do not allow others to access your internet banking application
- f. Change your internet banking password regularly.