

NIC MOBILE APP FREQUENTLY ASKED QUESTIONS

1. Is the mobile app available to everyone?

Yes. The NIC NOW App is available to both customers and non-customers. Access to different services will vary based on whether one is a customer or a non-customer. Customers not registered for mobile banking need to do so to access the full range of services.

2. What services are available to non-customers?

- Nearest ATM and Branch location
- Direct contact to NIC Bank on various channels
- Bank products
- Forex rates
- Cars on auction
- Loan calculator

3. What services are available to customers?

In addition to the services above, customers will be able to access the services below:-

- Account Balance Enquiry
- Card Balance Enquiry
- Mini Statement
- Statement Requests
- Funds Transfers
- Bill Payments
- M-Pesa Transfer
- Airtime Purchase
- Mvisa
- PesaLink

4. Do I need to un-install the old app to access the upgraded up?

No. You will only need to update your application from the Play Store and not re-install the application.

5. If I am on mobile banking (*488#) but do not have the NOW App, can I access the upgraded app?

Yes. You can access the application by downloading it from the Play Store. You will use your *488# PIN to activate the App in order to transact.

6. How do I activate the upgraded NOW App?

Once downloaded, you can activate the App to login and transact by keying in your phone number (Number registered for mobile banking) as well as your mobile banking PIN.

7. As a customer, can I use any number to access the service?

You need to activate the App using the same number you used to register for mobile banking.

8. How do I register for mobile banking?

Visit any NIC Bank branch to register for mobile banking to access the full range of services of the upgraded NIC NOW App.

9. Can I access this using my Apple phone?

Yes, the NOW App is available on Android and IOS