



FX NOW - FREQUENTLY ASKED QUESTIONS (FAQs)

What is FX NOW?

This is a service that allows NIC NOW App users to purchase and sell foreign currency from their NIC Bank account at differentiated rates without having to call the Bank.

Who can use FX NOW?

The service is available only to NIC NOW App users.

Does a customer need an NIC Bank account to transact on FX NOW?

The service allows customers to send the purchased currency to either their own account or another NIC Bank customer account. The beneficiary account must be in the currency purchased.

Can a customer send funds to another bank through FX NOW?

No. The service is currently available for internal NIC Bank account transfers only.

What currencies can I transact on FX NOW?

Customers can purchase any of the following five currencies; USD, GBP, EUR, ZAR and KES.

What is the limit?

The existing customer mobile banking limits apply. The default mobile banking limit is KES 70,000 per transaction and KES 140,000 per day. However customers can issue instructions through online banking, indemnified email or through branch requests to have the limit enhanced.