

FAQ – NSB Bank Deposit Collection via mCash

1. What is this new service? (NSB Bank Deposit Collection Via mCash Channel / I-Saver)

NSB Bank Customers can visit any mCash Retailer point island wide and deposit money to their bank accounts. (Savings and Current accounts). After the deposit customer will receive a SMS confirmation and his money will be updated in the bank account instantly.

Even we have allowed third party deposits to NSB Bank Accounts, Anyone with a Valid NIC number can visit mCash Retailer and deposit money to a NSB Account.

2. What are the Bank accounts enabled for this service?

Any Rupee Active Savings Account at NSB. (Excluding none active, other currency type)

3. What are the locations NSB customers can make a NSB bank account deposit?

- Mobitel Branches
- SLT Teleshops Branches
- Singer Mega locations
- mCash Retailers island wide
- MM Retailers island wide (Sanasa Banks, MPCS, etc.)

What are the Locations which are not accepting NSB Deposits at the launch, but will be available Later?

- Pay&Go Kiosks/ Singer/keels/Cargills/Abans/Lanka bell

4. What are the extra charges for customer when depositing money at mCash Retailers?

No Charges. Service is free.

(E.g.: Customer give Rs.1, 000 to the retailer, his account will be credited Rs.1, 000)

5. Who are the Retailers has this option to accept NSB Bank deposits?

Any active mCash Retailer has the option

6. What are the mCash Retailer interfaces can do this NSB Bank deposit transactions?

- USSD Menu (Retailers who use basic mobile phone)
- mCash Retailer Web Interface (including MM Retailers)

7. What is the Limit for mCash Retailer on NSB Bank Account Deposit?

- Per Transaction for NSB Deposit is Rs.5,000 (Maximum)
- Per Day for a NSB account limit is Rs.5,000

8. Is there a Limit for the NSB customer on NSB Bank Account Deposit?

Per Transaction / Per Day, for a NSB bank account number customer can deposit a maximum of Rs.5, 000. On the following day customer can deposit Rs.5,000 to the same bank account (E.g.

- **Customer A** - Deposits **Rs.5, 000** to NSB Bank Ac no **123456789102 Today**
- **Customer A Cannot deposit again** to NSB Bank Ac no **123456789102 Today**
- **Customer A Can deposit again** to NSB Bank Ac no **123456789102 Tomorrow**
- **But, Customer A** – Can deposit **Rs.5, 000** to NSB Bank Ac no **123456781111 Today**

9. What are the benefits NSB Customer getting by depositing money at a mCash Retailer?

- Convenience by having a deposit location near to the customer.
- Instant SMS confirmation for the deposited amount
- Instantly funds added to NSB Bank Account
- NSB Bank Confirmation SMS to depositor's mobile number soon after the deposit
- Completely Free / No extra fees*
- Even third party (with a valid NIC) can make the NSB Bank deposit at mCash Retailer
- Enjoy Extra Banking hours / can deposit money on Weekends / even Banking Holidays.

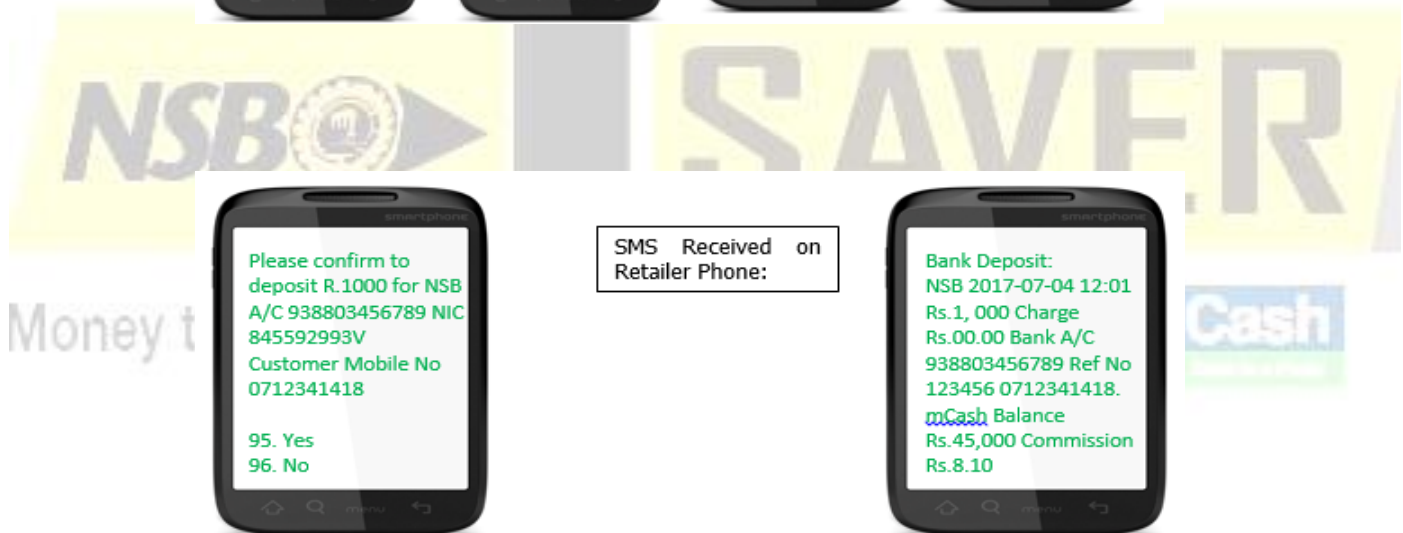
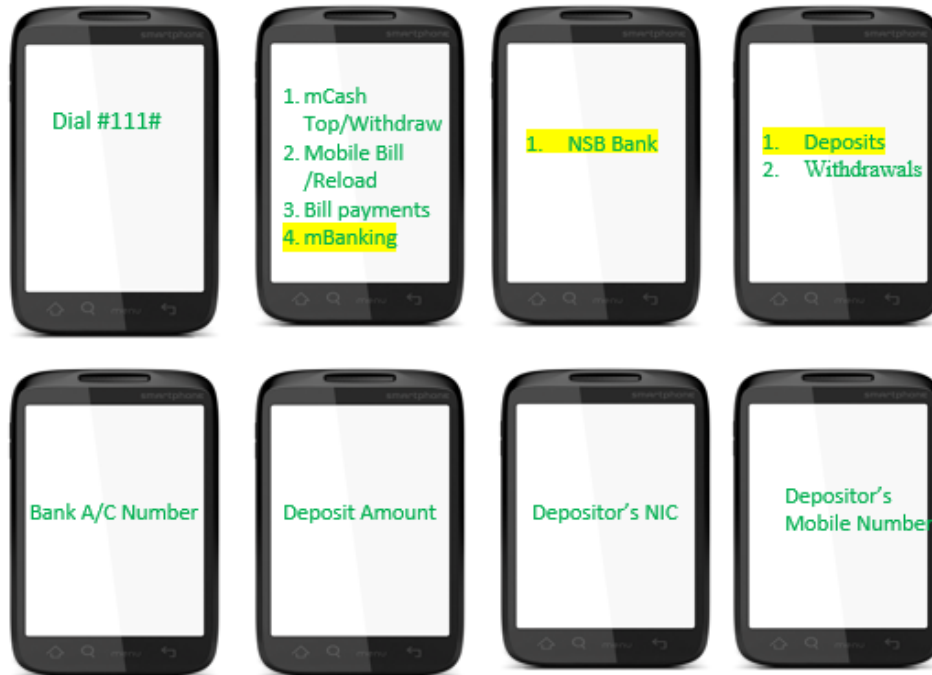
10. What a walk in customer should provide in order to make a NSB Deposit at mCash Retailers?

- NSB Bank Account Number
- Deposit Amount
- Depositor's NIC Number
- Depositor's Mobile Number

11. What if customer forgot his/her NSB account number?

Customer can call NSB Call Centre - 0710 379 379 and give his/her NIC Number NSB Bank will verify few details with the customer and provide the account number to deposit money.

12. How to do a NSB bank account deposit on Retailer USSD Menu?



13. What are the SMS Confirmation Customer receive at the retailer after depositing money?

Customer will receive 02 SMSs;

- From mCash – Confirming the transaction

“mCash Bank Deposit’s Bank.2017-07-04 12:01 Rs.1, 000 Transaction Charge Rs.00.00
Bank A/C 938803456789 Paid at SUNETHCOMP Ref No 123456.”

- From NSB/011 437 3100 – Confirming the Bank Deposit

“NSB Accepted Deposit of Rs.1, 000 to Account Number 938803456789 from mCash: Ref
No: 20170806152628517064”

14. What are the hotline numbers available for customers to make their inquiries / complaints?

- Customers – Dial 7111 (mCash / Mobitel CC Staff Answering)
– Dial 0710 379379 (NSB / NSB CC Staff Answering)

