



### 1. What are FNB Connect Smart Device Deals?

- FNB Connect Smart Device Deals include the latest device offerings with various payment terms. These include devices from various Lifestyle categories, e.g., Home Solutions, Phones, Tablets, Laptops, Health & Fitness etc.
- All FNB Connect Devices are bundled with a SIM card. This may range between a prepaid, data or Lifestyle plan (Data, Voice & SMS).

### 2. Who qualifies for the FNB Connect Smart Device offerings?

- If you are a new to bank and/or an existing to bank customer who holds a transactional account with us, have a main banked relationship (this entails depositing your salary into your FNB/RMB Private Bank account) you qualify for the FNB Connect Smart Device Deals. You must also fulfil all other eligibility criteria that is contained on the FNB Connect Relationship Agreement (“Terms and Conditions”).
- You will need to pass credit scoring to be eligible to take up the FNB Connect Smart Device Deal.
- Your account must be in good standing.

### 3. How do I take up a FNB Connect Smart Device Deals offer?

- In order to take up an FNB Connect Smart Device Deals offer you can visit the FNB Connect store on the FNB App or find us on Online at [fnb.co.za](http://fnb.co.za) under Connect – Shop devices.
- RMB Private Bank customers will not be able to take up smart device offers on the RMB Private Bank App. You will need to download the FNB App.

### 4. Can I take up the device at an FNB Branch?

- Should you visit an FNB Branch, you will be assisted to take up the FNB Connect Smart Device offering, i.e. opening an account, as well as switching your salary and you will be assisted with downloading the FNB App where you can take up an FNB Connect Smart Device Deal. *Note: your device will need to support the FNB App.*

### 5. Is there a limit to the number of FNB Connect Smart Device Deals that I may take?

- Qualifying customers are limited to five (5) FNB Connect Smart Device Deals per customer. Should you settle your contract balance before the repayment term, then you may take another device offer, i.e., maximum of 5 device deals at a time.

### 6. Will the FNB Connect Smart Device Deals always be available?

- Specific FNB Connect Smart Device Deals will be available while stocks last. The devices offered by FNB Connect do change from time to time.

### 7. What is the repayment period?

- The FNB Connect Smart Device Deal is an instalment offering and your repayment term will be as per your selected deal at time of purchase.

### 8. How long will it take for my device to be delivered?

- Delivery of your FNB Connect Smart Device Deals device takes place between 3 to 7 working days of your application being successfully processed and after all eligibility criteria has been fulfilled.



#### 9. How do I pay for my Smart Device?

- Payment will be debited from your selected bank account on the selected Debit Order date, in accordance with your Debit Order Mandate.

#### 10. Who should I contact for Compliments, Complaints & Queries?

- You can dial 135 from an FNB SIM or 087 575 0147 from any landline.

#### 11. Where can I find the Terms and Conditions?

- On the FNB website, click on the 'About FNB + Legal' tab,
- Then click 'Product Terms and Conditions' and then,
- Open the 'FNB Connect Relationship Agreement' document.