

# A safer, easier way to pay and get paid

A quick guide to FNB  
and PayPal services.



Terms and conditions apply.

**First National Bank** A division of FirstRand Bank Limited. An Authorised Financial Services and Credit Provider (NCRCP20).



# PayPal is one of the world's leading digital payment platforms

PayPal is a trusted brand and partner to over 430million active customers in 200+ markets around the world.

Since 2010 FNB and PayPal have been working together to provide a convenient way for South Africans to withdraw their PayPal funds into a South African bank account, giving them the ability to join the global market.



PayPal creates **safer and easier** ways to pay and get paid online, anywhere in the world.



With PayPal, you can **send payments, pay or get paid** without revealing your full financial information.

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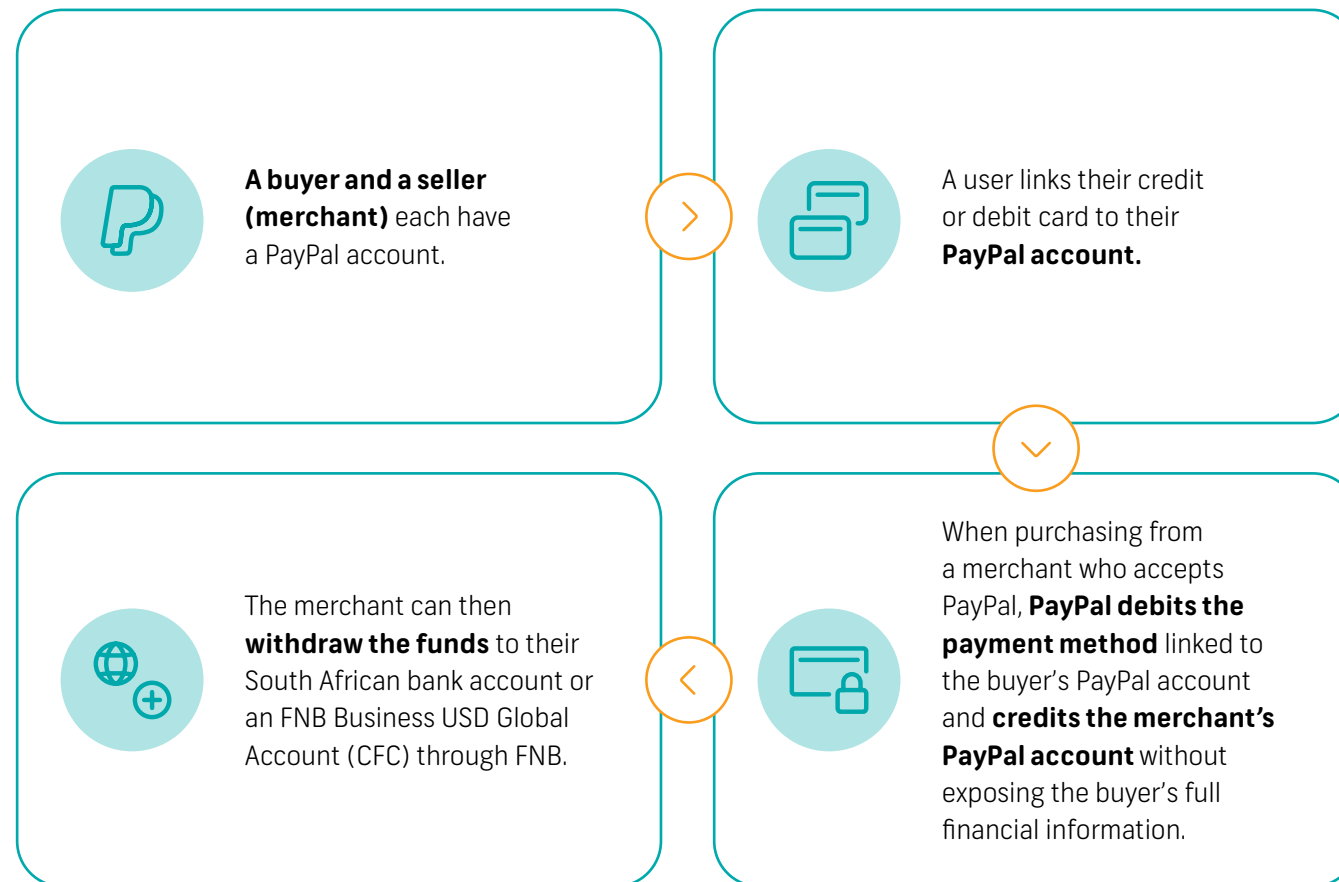
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# How does PayPal work?

As a buyer, when you sign up for PayPal, you enter your credit card details once, and then you use your PayPal username and password to shop online with 21 million merchants around the world.

If you do not have a PayPal account, you can add your credit card details and pay using Guest Payment. Subject to the functionality being enabled.



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# Get paid with PayPal's smart payment solutions

Whether it's for a job you did, goods you sold, an event you organised or a gift from family and friends abroad, with PayPal you can accept payments from almost anyone with an email address.

- **Quicker and simpler** access to funds. Payments you receive go to your PayPal balance within moments, and you can withdraw funds to your South African bank account using FNB withdraw services
- **No fees until you get paid** – there are no extra PayPal fees for set-up, statements or monthly commitments
- **Accept international payments** in any of the 25 supported currencies which may help to increase your conversion rates as customers can see the PayPal logo as a sign of trust. Peak buying countries include United States, Canada, UK, Australia, Germany and France

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# Solutions that are right for you

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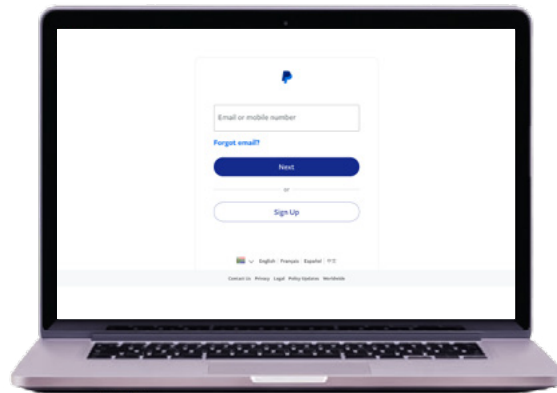
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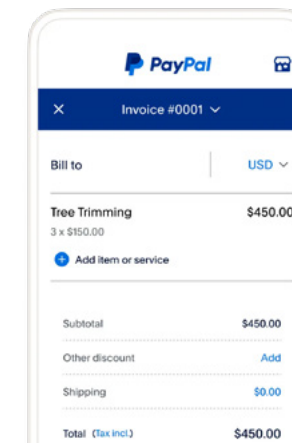
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## On your website



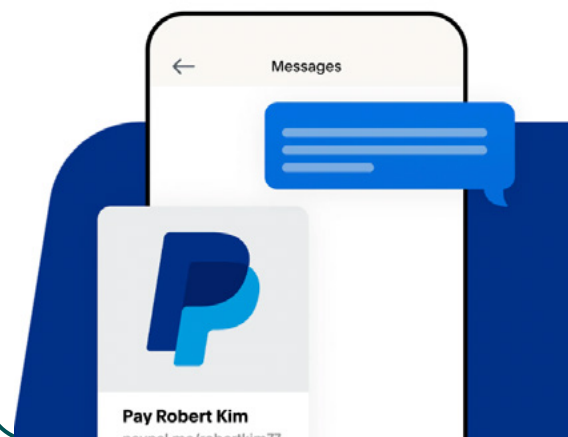
Accept PayPal and card payments on your website. Choose from **checkout buttons to fully integrated** online solutions.

## Online payments



Use **invoice templates** or send invoices at no cost and with no monthly fees. You only pay when you get paid.

## Create a PayPal.Me link



Share the **link** with customers, friends and family to get paid simply by them clicking on the link.

## Subscription and billing agreements



Fix all flexible **recurring payments** when setting up an agreement with a payer.

# Value added services

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## OneTouch

Pay even faster with OneTouch. Stay logged in and check out without entering your password every time.

## Send Money

Send money in a few seconds at any time. Enter your recipient's email address, enter an amount and select the currency. PayPal will notify the recipient. You can send money to almost anyone with an email address; they just need to set up a PayPal account, if they don't have one yet.

## PayPal Buyer Protection

Buyer Protection is available for your eligible purchases. If the item you bought online doesn't arrive or doesn't match the seller's description, PayPal's Buyer Protection may reimburse you for the full amount of the item plus postage.

## PayPal Return shipping

If you aren't happy with your order, we'll refund the cost of sending it back. Activate this benefit to get refunded for up to \$30 on 12 eligible purchases a year.

## PayPal Seller Protection

If you received an unauthorised payment or a buyer claims he never received the item, PayPal Seller Protection can help you get the full amount of an eligible payment, if you meet the requirements.

# Value added services

## Withdraw to an FNB Business USD Global Account (CFC)

Do you need to pay suppliers in USD? It is possible to withdraw your PayPal funds into an FNB Business Global Account (CFC), effectively allowing you to retain credit card payments in USD. This helps lower the risk and cost incurred with exchange rate fluctuations and double conversion.



You must be registered for the FNB PayPal service on [www.fnb.co.za](http://www.fnb.co.za)



To withdraw to an FNB Business USD Global Account (CFC) please contact [paypalenquires@fnb.co.za](mailto:paypalenquires@fnb.co.za) for more information.

**TIP**

### There are a few guidelines

- Requires a minimum transaction amount of \$5 000
- Only available for FNB businesses, not individuals
- Only available to FNB Business USD Global Accounts (CFC), (restricted to USD only)
- Customer profile must have completed the FNB FICA process
- Have mandate documentation to confirm authorised signatories with FNB

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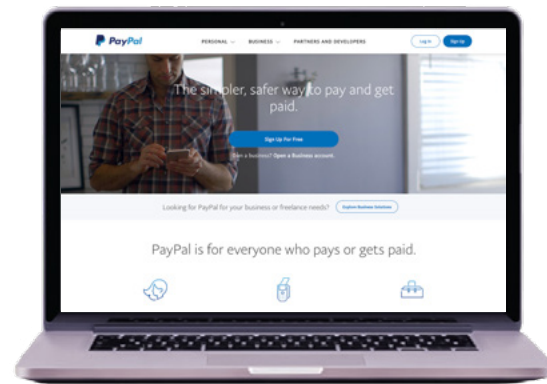
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## 1 Create and verify your PayPal account



- Go to **www.paypal.com/za**
  - Click on **'Sign Up'**
  - Select either an individual or business PayPal account
  - Complete the required information and create your account
  - Confirm your email address
  - You will need to verify your PayPal account by clicking on **'Get Verified'** and linking a debit or credit card to your PayPal account
- PayPal will charge a fee of \$1.95 to the card, however this fee will be refunded later
  - A four-digit code will be embedded in the transaction reference on your bank statement
  - You need to enter the four-digit code on the PayPal website for your account to be verified

**NB**

**If you have not verified your PayPal account, you will not be able to link it to your FNB Online Banking profile**



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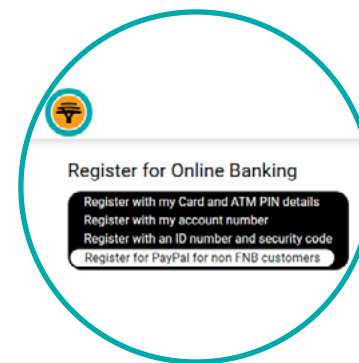
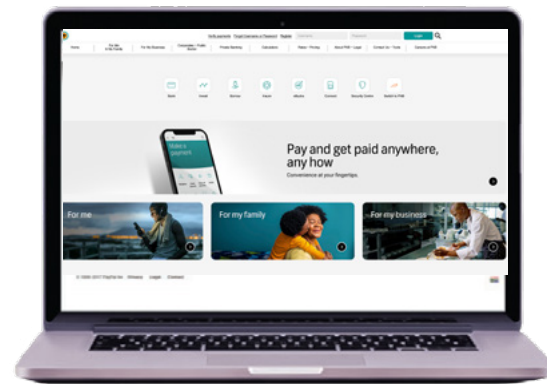
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## 2 Register your Online Banking profile (for non FNB customers)



**NB**

Once registration for Online Banking has been completed you will be required to submit your FICA documents to [paypalkyc@fnb.co.za](mailto:paypalkyc@fnb.co.za) (individual) and [paypalkyc\\_business@fnb.co.za](mailto:paypalkyc_business@fnb.co.za) (business)

- Go to [www.fnb.co.za](http://www.fnb.co.za)
- Click on '**Register**'
- Register for PayPal for non FNB customers
- Choose, '**For Me**' or '**For my Business**'
- Choose, '**I do not bank with FNB**'
- Register for PayPal Services



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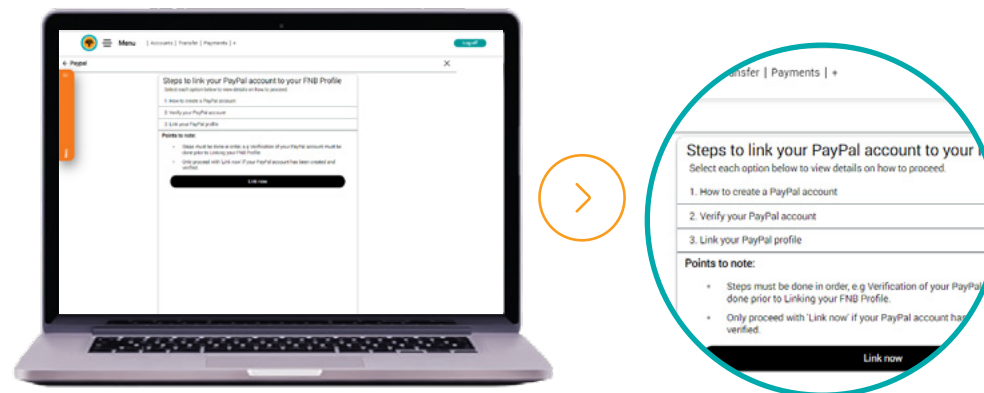
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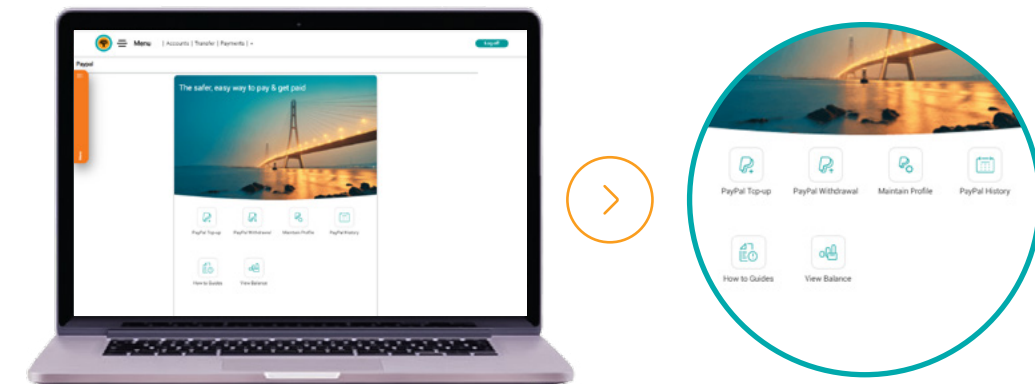
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## 3 Log in to your FNB Online Banking profile and link your verified PayPal account to your bank account



- Log in to your FNB Online Banking or app and link your verified PayPal account to your bank account
- Log in to your FNB Online Banking profile at **www.fnb.co.za** or the FNB app
- Select '**Forex**'
- Select '**PayPal**'
- Select '**Link now**'
- During the linking process you will be able to add a non-FNB bank account for withdrawal purposes

## 4 You are now ready to transact



- All top-up and withdraw transactions are done via FNB Online Banking – **www.fnb.co.za** or the FNB App
- Receive payments into your PayPal account and withdraw funds to your linked South African bank account
- Each top-up and withdrawal transaction will require a separate **Balance of Payment (BoP) code**
- Supporting documents must be available on request from the South African Reserve Bank
- All top-up and withdrawal transactions are reported to the South African Reserve Bank



# FNB and PayPal fees

- No PayPal account set-up or monthly fees
- PayPal charges between **2.9%** and **4.3%** + fixed fee\*
- A top-up typically takes less than 5 minutes to reflect in your PayPal account
- PayPal currency conversion fees may apply at **2.5%** above the prevailing exchange rate
- FNB will quote a ZAR/USD exchange rate for each top-up or withdrawal transaction, if applicable
- With the FNB tiered pricing structure you will pay between **0.81% and 1.51%** depending on your previous month's transactional value per top-up and withdrawal transaction

[Learn more](#)



A withdrawal from your PayPal account takes approximately three to five business days to reflect in your linked South African bank account.

- Payment from another PayPal user within moments
- A top-up typically takes less than five minutes to reflect in your PayPal account

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# Contact us

For FNB PayPal queries please call **087 572 9725** and select **Option 1**

Visit [www.fnb.co.za](http://www.fnb.co.za)

For specific PayPal account queries, rates or to contact PayPal directly go to [www.paypal.com](http://www.paypal.com) and use the message center or dial **087 572 9725** and select **Option 2** or **+1 402 517 4519**

Visit [paypal.com](http://paypal.com)



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