

# Money Matters

## Introducing Forex services on iBank.



**Claire Hobbs**  
Chief Treasurer

On Monday, 28 September 2020, we successfully introduced Foreign Exchange (Forex) services to our Internet Banking (iBank) platform. The offering allows customers to send money safely anywhere globally in a simple, safe, and convenient online process.

Bank Windhoek customers registered for Internet Banking can submit international payment requests from anywhere in the world, making cross border payments a faster and more simplified process.

The Bank's Forex capability on the iBank platform is a move forward in our digitisation strategy, allowing customers the convenience of making international payments using their mobile devices and computers. As a result, customers will no longer need to visit their nearest Bank Windhoek Branch to submit these requests. This enhancement is a tangible demonstration of our efforts to improve customer experiences.

### What you can expect:

- Effective, secure, quicker and standardised transfer services.
- We apply the Worldwide Interbank Financial Telecommunication's (SWIFT) method for transacting.
- A confirmation mail will be sent to you from a consultant to confirm the current indicative exchange rate.
- Available on iBank for 24 hours a day, seven days a week.
- The ability and option to upload your documents and save beneficiaries online exclusively under the Forex tab for convenience.
- Payments are securely processed, and a confirmation email is sent to you upon receipt and after completion of transaction.

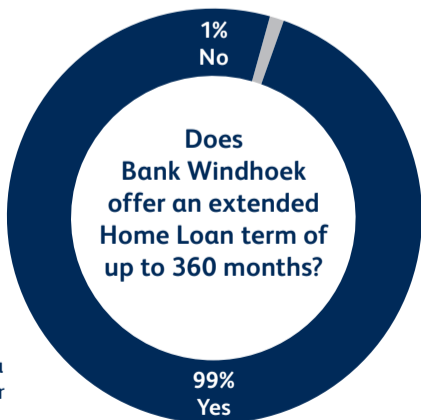
Including Forex services, iBank offers various banking features with security, primarily E-Secure Token as a layer of security, customer profiles and user rights restrictions in terms of dual authorisation for businesses to mitigate fraud.

Bank Windhoek is committed to delivering world-class services to both existing and potential customers.

For more information, please contact our Customer Contact Centre at Tel: **+264 61 299 1200**.

**Win N\$1000 in  
our Opinion Poll**

**Can you access  
Forex services  
on iBank?**



Email: [poll@bankwindhoek.com.na](mailto:poll@bankwindhoek.com.na) with your full name, contact number and your "yes" or "no" answer.

**Winner: Mr Simon Ndjambi** is the lucky winner in the Money Matters Issue 423 poll draw.



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