

PUSH NOTIFICATIONS

Frequently Asked Questions

1. What are push notifications?

Push notifications are on-screen alerts that are sent to the user by the server of the app. We send important alerts related to your account(s) and banking activity directly to you through the Mobile Banking App. Sending alerts will also keep you informed of any suspicious activity occurring across your accounts so that you can stay on top of your finances.

2. Is this available for both Business and Personal customers?

This will be available for Personal Banking customers only.

3. How do I activate push notification?

From 21st December 2022 onwards, push notifications will be enabled on all types of transactions processed via Internet Banking for Personal Banking customers. These notifications will be sent to your Mobile Banking App.

4. Where will push notifications be located?

Push notifications will be available on the notification screen, banner and locked screen.

5. Do I need to upgrade the Mobile Banking App in order to use this function?

No, this will be automatically enabled.

6. What is the difference between push notification and a normal message?

You will receive push notification from your Mobile Banking App as an alert and not as SMS.

7. Will there be a charge for using push notifications?

No, it is a free service and available for all Personal Banking customers.

8. What devices are compatible with push notifications?

- Apple iPhones
- Android mobile devices
- Apple watch
- Tablets

9. When will I receive push notifications?

- Account to account transfers
- International Transfers (TT) sent
- Domestic Transfers (to other banks)
- International Money Transfer (send money overseas)
- Bill Pay
- Transactions made via Scan to Pay
- Own accounts to Wallet transfers

10. When will I NOT receive push notifications?

- International Transfers (TT) received
- ATM deposit for cheque and cash
- Domestic Transfers (from other banks)
- ATM transfers
- Payments made via Payment Gateway
- Transactions made from business accounts
- All card related payments

11. Will I receive push notification if I send money to my own account?

Yes, you will receive a push notification even if you transfer money to your own account. This applies to transfers from Wallet to Accounts as well.

12. Do I need to be connected to the Wi-Fi/data to get push notifications?

Yes, as long as you have internet connection you will receive push notifications.

13. Can I disable push notifications?

You can disable notifications for the Mobile Banking App through your phone settings.

14. How do I contact if I face any issues?

Please send us a message on Webchat, Facebook, Twitter or Internet or Mobile Banking if you need help.

15. Will the message be saved on the app / will I be able to see it later?

Push Notifications will appear on your notification screen, banner, and locked screen and will not be saved elsewhere once you click on the notification.

Note: This FAQ is subject to change without prior notice.

