



Guideline Document

Uploading documentation via:

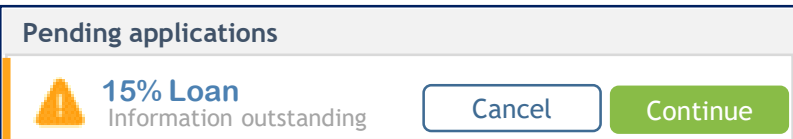
African Bank Website (www.africanbank.co.za) «
African Bank Mobile APP «
WhatsApp «

Ver.03 Sep 2021

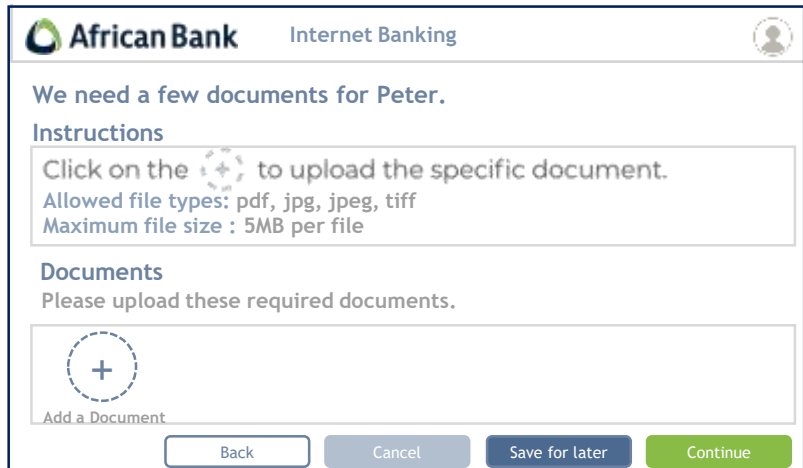
Upload documents via African Bank Website (www.africanbank.co.za)



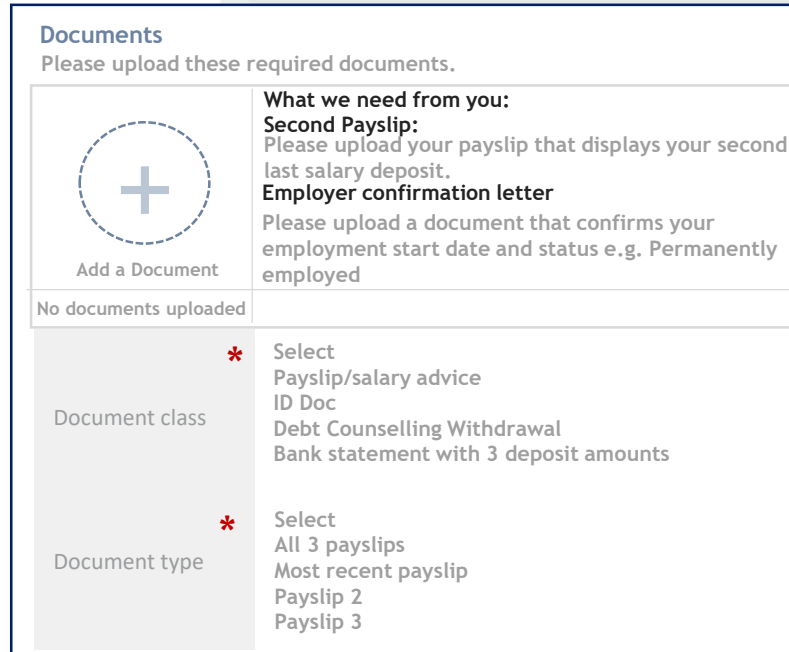
1. Login to your profile using your **Username, Password** and **Pin**.
2. From the landing page select **Pending applications**



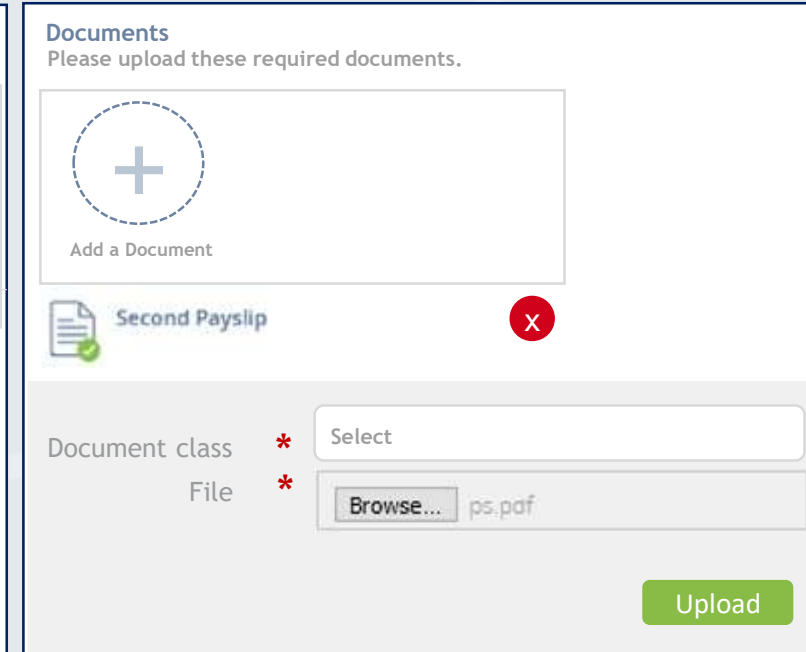
3. You will then be directed to the document upload screen



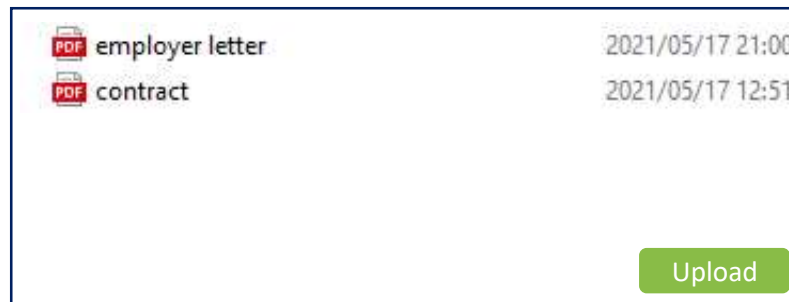
4. Document class select the document to upload
5. Document type select the document type



7. The document uploaded, will reflect on the page under **Add document**



6. Select the document you would like to upload (from your saved documents on your computer) and then click **Upload**.

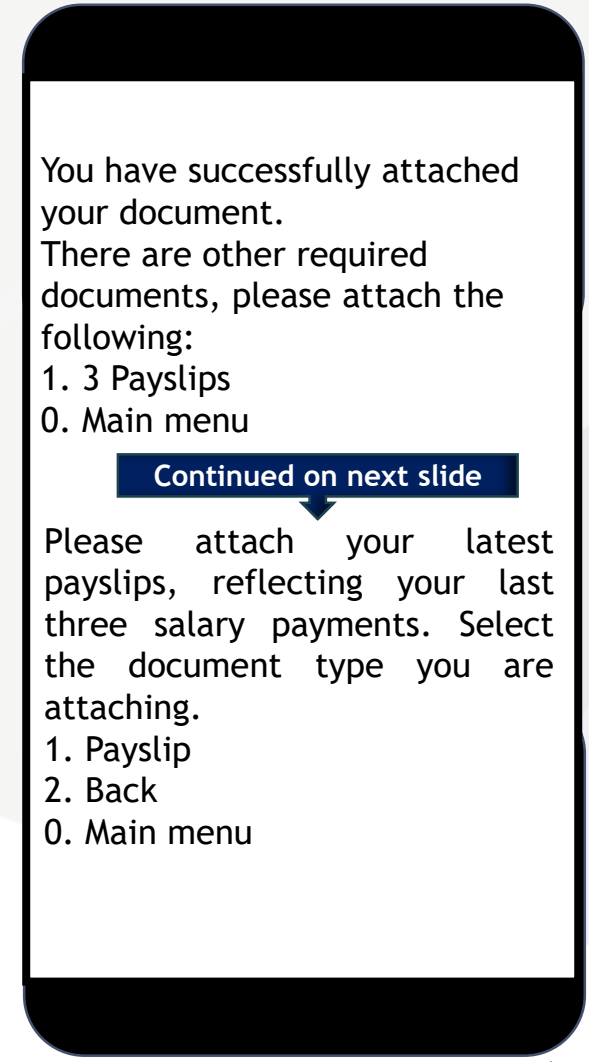
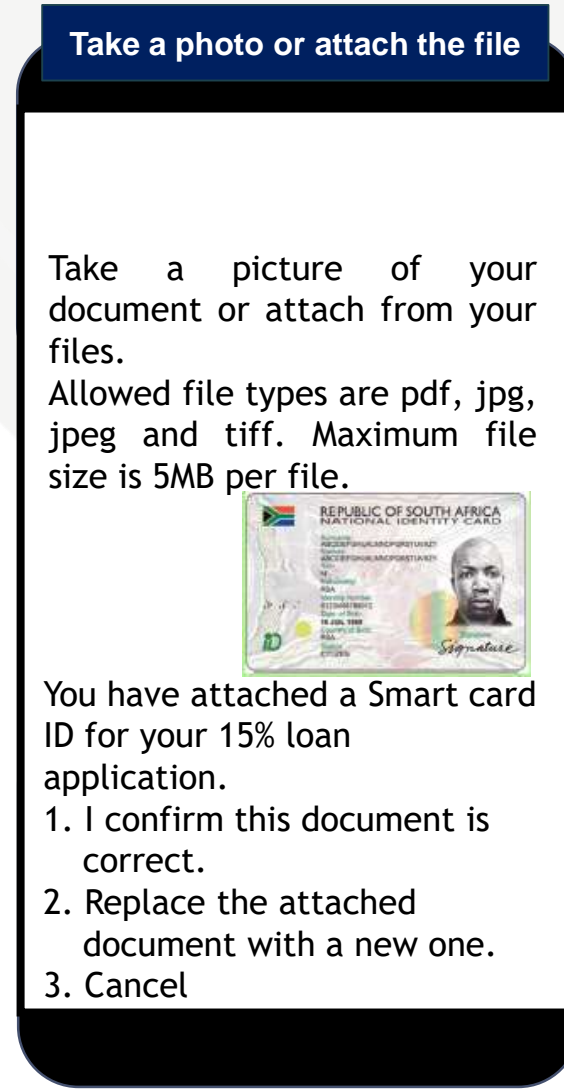
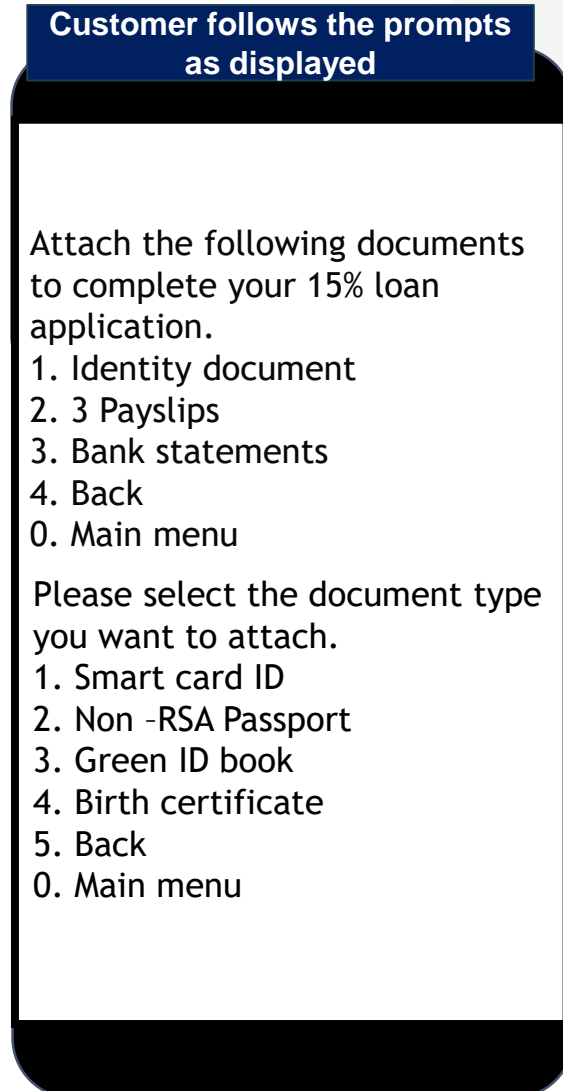
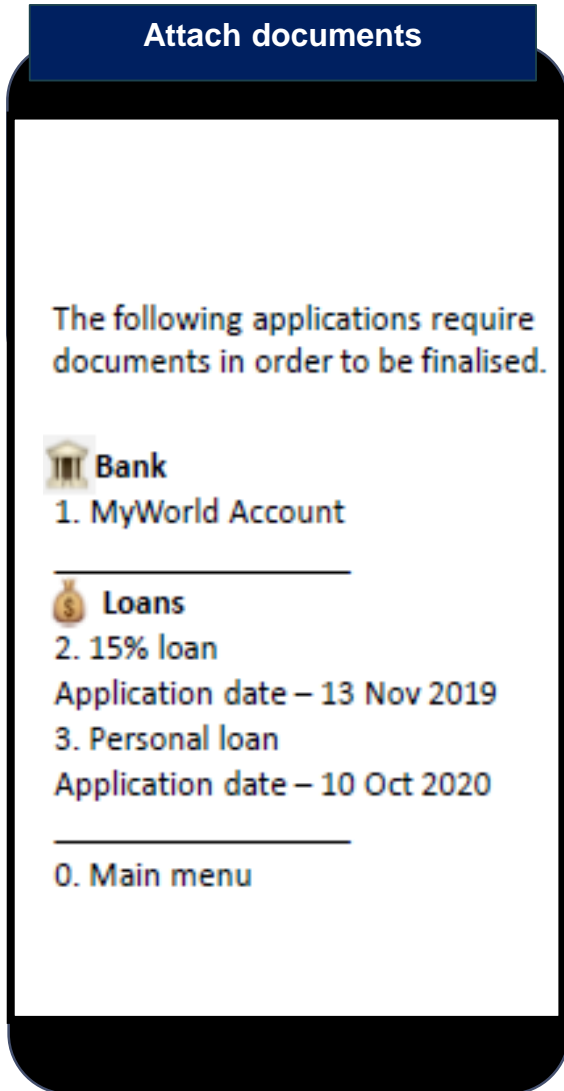


8. When you have uploaded all the documents, click **Continue**

Problems uploading your documents see last slide

Attach documents on WhatsApp [1]

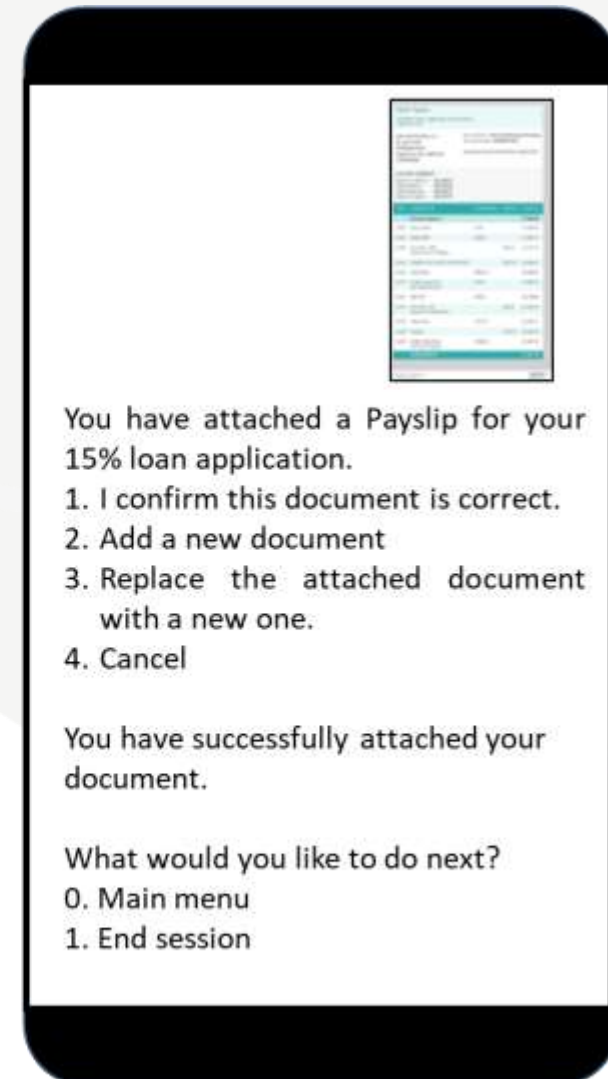
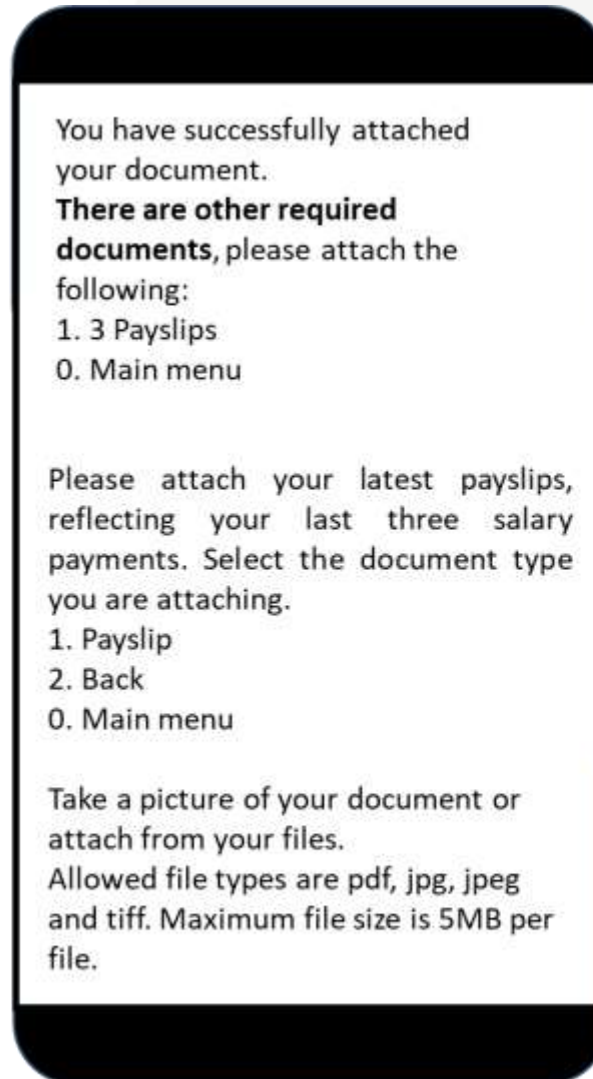
➤ In process applications awaiting documents to be uploaded is displayed on the mobile phone



Problems uploading your documents see last slide

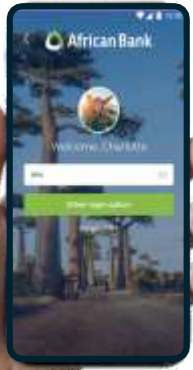
Attach documents on WhatsApp [2]

- Continue the process until all documents have been uploaded



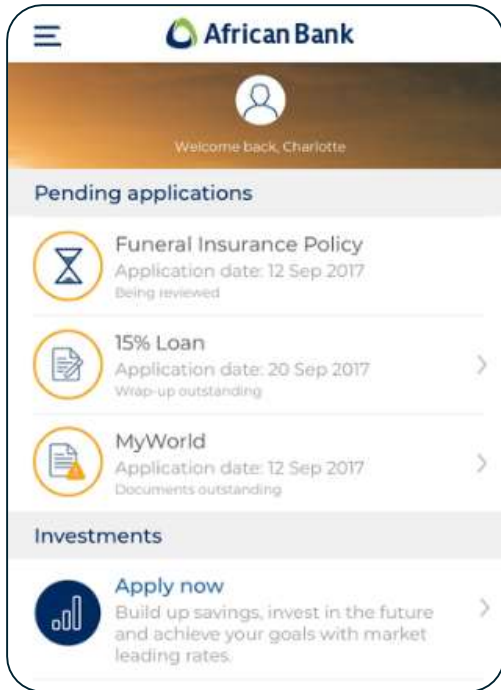
Problems uploading your documents see last slide

Using the African Bank APP?



Enter PIN and select Login.

1. Go to **Menu**.
2. Tap **Applications**.
3. Tap **Pending Applications**.
4. Select the **Pending Application** you would like to continue with.



5. Tap to upload the ID document and follow upload instructions.
6. Once uploaded, Tap **Continue**.

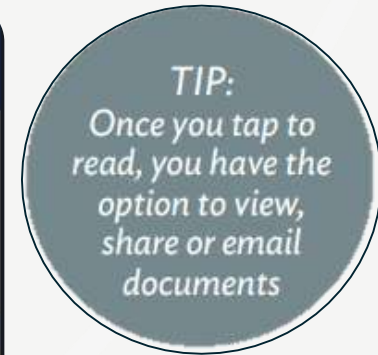


7. Select the type and class of the document you are uploading.
8. Tap **Choose a file**
9. Tap **Upload**
10. Once the document has been uploaded Tap **Continue**

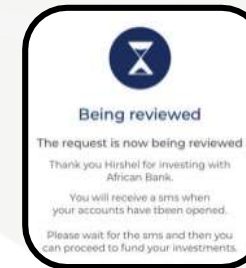
There are two options:

- A. to upload the document from the device or
- B. two to take a photo of the document

11. Tap to read legal documents, terms and conditions



12. Tick the check box to accept the Terms and Conditions.

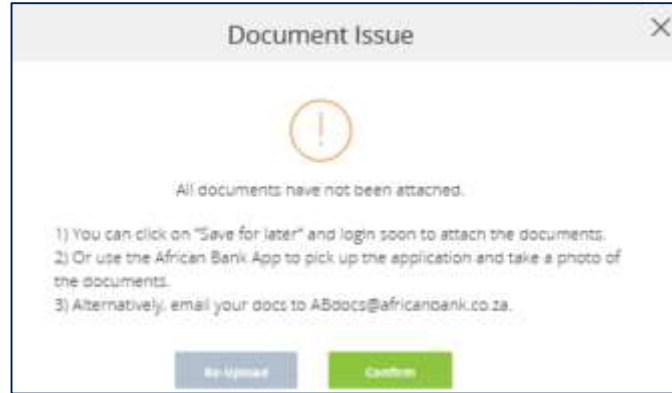


13. Tap **Continue**
14. The application request will be reviewed.
15. Tap **Done**

Once all documents have been uploaded, the application will route to the Central Validations Team for Review. An **SMS notification** will be sent to confirm the application has been approved.

Problems uploading your documents see last slide

If you experience any issues when trying to upload the documents, **click confirm** and send the required documents to the **email address below**:



ABdocs@africanbank.co.za

- Remember to list your ID number on the subject line of the email.
- Please provide passwords on your email if the documents are 'Password Protected'.

It is also important to name the documents accordingly.

For example:

- ID Copy
- Payslip
- Bank statements

The application will then route to the Central Validations team for review.