

Online Banking FAQ's

- 1. What is Online Banking?**
Means accessing your bank account and carrying out financial transactions through the internet on your smartphone, tablet or computer. It's quick and it allows you to carry out a number of tasks such as transferring money, without having to visit or call your bank.
- 2. Which account type can use the Online Banking?**
Corporate accounts, Sole traders accounts, Current accounts, Personal savings accounts, iAccounts, Savvy teams accounts, iStudent accounts.
- 3. What is required to use the Online Banking service?**
Name, Last name, Email address, Phone number, account number.
- 4. How do I access Online Banking?**
Click on the official link <https://banking.stewardbank.co.zw/login#/>
- 5. What can I do with Online Banking?**
Internal transfers , RTGS to any bank , Balance Enquiry, Statement Enquiry.
- 6. How safe is my account when I transact on Online Banking?**
Access protection, encryption, and logging features are provided to help secure your account.
- 7. How current is my transaction history which is displayed on the platform?**
Customers can get a live statement showing the latest cleared transactions, which can go back to 6 months prior. Statements beyond that period can be requested from the Bank directly.
- 8. If I have more than one account at Steward Bank, including a loan, will I be able to access all of them via Online Banking?**
Yes , all accounts except for I-save accounts can be linked to 1 profile (I-save accounts to be added soon).
- 9. Is the platform only available at specific times?**
You can access online banking services at any day and time.
- 10. Can I create my own password that is easy for me to remember?**
Yes, you can set your own password upon login.
- 11. What happens if I forget or lose my password?**
Select the reset password option on the log in page.
- 12. Is there a charge for registering for Online Banking?(No)**
- 13. Are there any requirements to keep my Online Banking profile 'active'?(No)**
- 14. Who do I call if I have questions? (Customer service on 0808 8888)**
- 15. What if I have a dispute about a transaction or bill payment made on the platform?**
Customer service, social media platforms.
- 16. What about security: Should I be concerned about someone breaking into my profile?**
Access is protected by 2 factor (3D) authentication.
- 17. How do I discontinue the service if I am not satisfied with it?**
Customer can opt out by giving the bank a signed instruction to deactivate.
- 18. Can I schedule future transfers on the Online Banking platform?**
Not at the moment.
- 19. For my business account, how do we create inputters and authorisers?**
There is an option to create and update for corporate admins.
- 20. How do I/we set transaction parameters for online activity i.e. time and transaction limits?**
Currently limits are set by the bank, globally.

