

# DISCONTINUATION OF CHEQUE SERVICES

## FREQUENTLY ASKED QUESTIONS



**Effective 1 January 2021 Nedbank no longer accepts cheques for payments or encashments, in line with the rest of the South African Banking industry.**

There is a myriad of digital, card and cash solutions, available that are cheaper, safer and more convenient than cheques and we encourage you to speak to your banker for suitable alternatives that will meet your payment needs.

### FREQUENTLY ASKED QUESTIONS:

1.	Why did you suspend the cheque services?	The volume of cheques declined to such a degree that it was no longer feasible to offer this service. Cheque fraud was also on the rise. With the alternatives available cheques ultimately became obsolete.
2.	Will Nedbank still accept cheque deposits and encash cheques under any condition?	No. These services were terminated from 1 January 2021.
3.	I used cheques to pay my domestic workers. How can I pay them now?	There are many alternative electronic payment methods that are cheaper and safer. People also generally prefer to receive electronic payments. We recommend paying service providers by means of electronic fund transfers (EFTs). The extensive use of cellphones to transact also make this a highly attractive option for beneficiaries.
4.	I used cheques for petty cash. What can I use instead of cheques?	There are several solutions available, based on your requirements. We offer debit, credit, and prepaid cards that can be used for petty cash purposes. Also speak to your banker about our new initiative with Pick n Pay.
5.	I am not comfortable using electronic payment solutions. Are there other options available?	Electronic payment methods are much cheaper and safer to use than cheques and cash. We strongly encourage you to engage with your branch or banker to address any concerns you may have about using electronic payment methods. These methods were designed to be as user friendly as possible.
6.	I used cheques to pay returnable deposits, for example at auctions. What can I use now that cheques are suspended?	Consider using electronic and card payment solutions for refundable deposits – it's much cheaper and safer.
7.	I used cheques to pay my suppliers and it helped manage my cashflow. What alternatives are available?	We recommend the post-dated and recurring payments functionality on NetBank Business or Online Banking and other digital channels. You can also speak to your banker to arrange suitable credit facilities to optimise your cashflow. If you receive a cheque after 1 January 2021 (or a cheque dated after the 31 December 2020) please ask the drawer to pay you electronically or by other suitable means.
8.	I don't have all my beneficiaries' bank details for refunds, dividend payouts, etc. What alternatives to cheques do I have?	Unfortunately, as banks have collectively stopped using cheques, we strongly encourage you to get the banking details of all the beneficiaries you intend to pay. We also offer Send-iMali and MobiMoney solutions that you can use to pay money to a South African cellphone number.
9.	Will Nedbank still accept a foreign cheque/draft?	Yes, foreign cheques or drafts will still be processed.
10.	A cheque is valid for 6 months after it is issued. Can I still use a cheque 6 months after the 31st of December 2020?	No. Cheques are no longer an acceptable form of payment or bill of exchange in South Africa since 1 January 2021.
11.	What will happen if a branch takes in a cheque after the 31st December 2020.	Any cheques accepted by a teller in any Nedbank or non-Nedbank branch will not be honoured. Nedbank cheques will be archived, whilst non-Nedbank cheques will be returned to the drawer.

January 2021