

Release 4.0 FAQs

The following list of FAQs can be used by frontline staff to answer member queries. They can also be published on your website / mobile banking app product page.

What is Push Notification?

A push notification is a message sent to a mobile device. Push notifications are presented in the same way as mobile alerts. They allow users to receive information regarding to the app that they have installed (in this case, their mobile banking app).

How do I know if I can receive Notifications?

The iOS and Android operating systems support push notifications. You have to turn on the functionality in the phone and banking app settings to be able to receive them.

Is there any cost for customer to receive Notifications?

No, notifications are free.

How to turn on/off notifications on my phone?

The process is slightly different depending on your mobile device and its operating system. However generally you will be able to turn it on or off from within your phone's "settings", then "notifications".

How to check if I can receive Push Notifications from my mobile banking app?

You will need to download and install the latest version of the mobile banking app. Upon successful login, you will be able to check/setup your notification preference under the "notifications" option located in the burger menu.

Do I need to be in my banking app to receive Push Notifications?

No, you will receive push notifications as long as you,

1. have installed the latest version of the banking app,
2. have successfully logged in to the app before,
3. have turned on your notification preference both in your phone settings and from within the app,
4. have mobile reception.

How to find out what version of the bank app I am currently on?

You can locate the version number at the bottom if the Burger Menu display in the top left corner of the app.

What types of Push Notifications I will be receiving from my mobile banking app?

In this release you will be receiving service messages only. E.g. notification about a scheduled app maintenance. This will be expanded in the future.

Is it safe to receive Push Notifications? Would I receive any scams or fake messages?

It is safe to receive notifications from your banking app because they are sent directly from your financial institution. However you can always contact your financial institution if you are in doubt of any messages and wish to speak to someone.

Can I turn my notifications off after I turned on?

You can turn off Push Notifications at any time. You can do this either via in-app notification settings, or from your phone settings.

Why am I receiving a notification even though I have turned them off in the app Settings?

Your Bank may contact you with some important messages that will override your app preferences. This will be on an exceptional basis.