

FAQs:

Bank Confirmation Letter on Internet Banking



FREQUENTLY ASKED QUESTIONS

Question	Answer
1. Which self-service channels can I login to obtain my Electronic Bank Confirmation Letter and Bank Statement?	Internet Banking
2. How long does it take to receive my Bank Confirmation and Bank Statement via Internet Banking	Instantly via Internet Banking
3. How much does it cost to obtain a Bank Confirmation and Bank Statement via Internet Banking?	Free of charge when downloaded through Internet Banking; standard fees apply for in-branch requests.
4. Does the Electronic Bank Confirmation Letter and Bank Statement come with stamp?	Yes, it comes with a stamp.
5. Can I obtain the Electronic Bank Confirmation Letter and Bank Statement for all my accounts?	Yes, all your accounts will be displayed when you login onto Internet Banking. You can then select the accounts for which you would like to request a bank confirmation letter or Bank Statement.
6. How far back will you be able to retrieve bank statements?	Currently, the system only provides bank statements for up to 6 months.
7. Is it necessary to have funds in the account for a confirmation letter or Bank Statement?	No, funds are not required. The confirmation letter and Bank Statement is free of charge.
9. Is there an option to send the confirmation letter or Bank Statement to an email address directly from Internet Banking?	This option is not available to email directly, one will need to download it.
10. Will the Bank Statement or Confirmation Letter include full names?	Currently First Name and Surname are used.
11. Would it be possible to include a signature and date stamp on the confirmation letter?	The Bank Confirmation Letter is issued on official Standard Bank letterhead and obtained electronically. It does not contain a signature. It includes a date stamp on the document.
12. When selecting the filter for date range, and downloading with statement Stamp, it doesn't apply the date range, it downloads the full 6 month.	Currently, the system only provides a 6-month bank statement..
13. Used my phone to download the statement and confirmation letter, but the Bank Statement and Confirmation Letter is not appearing on the phone when I downloaded it..	We recommend using Google Chrome in such cases and making sure you have the latest version installed.
14. Rrequested for a confirmation letter on linternet Banking. The letter was generated however my husband name appears on the letter instead of mine.	The system is generating the account because the two CIFs are linked. The client will need to visit the branch to unlink the CIFs.
15. Attempted to download my bank statement, and during the process, there's a section that asks for Receiver Details or gives the option to skip. What information should I provide in that section?	You can either fill in the Receiver details or click Skip. The Receiver details refer to the information of the individual or entity designated to receive the Bank Confirmation Letter.
16. How do I obtain my Bank Confirmation Letter via Internet Banking	<ul style="list-style-type: none"> - Sign into Online Banking - Select the account for which you would like Bank Confirmation Letter - Click Download - Click the drop-down menu to select Confirmation of Account - Click Download - Fill Receiver Details or Click skip - On Confirmation of Account Review Click Download - Request Successful, Download is available
17. How do I obtain my Bank Statement via Internet Banking	<ul style="list-style-type: none"> - Sign into Online Banking - Select the account for which you would like Bank Statement - Click Download - Click the drop-down menu to select Account Statement - Select PDF file - Select Download with E Stamp - Click Download - On E-Stamped Statement Review Click Download - Request Successful, Download is available