



DID YOU KNOW?

Ti-A Chatbot FAQs



What is Ti-A?

Standard Bank Namibia has launched Ti-A, the Chatbot on WhatsApp, to keep its customers updated with its services, offerings, and other frequently asked questions.

What can it do?

Ti-A, the Chatbot, provides a familiar destination for customers to access product information, and answer frequently asked questions. The Ti-A chatbot is another way we empower our customers through a digital solution in these trying times. We encourage them to use Ti-A, the Chatbot, to ensure they are informed of banking services available anytime.

Why is it important?

The Standard Bank Chatbot on WhatsApp demonstrates the immense strides we have taken to harness technology to drive more integrated solutions that meet the customer where they are most comfortable. We are providing more access to financial services that will unlock financial wellbeing for many customers. It was essential for us to develop this tool to instantly provide our customers with the banking-related information they need on a platform they understand and communicate on every day.

Will the Chatbot be able to do more?

Standard Bank is currently working on more features to incorporate airtime, data electricity, and vouchers, which it expects to become a popular feature as people become more comfortable digitally making those purchases. The Chatbot will continue to evolve by continuously adding features that are relevant to customers, including a call-me-back function and an interactive option that will allow clients to speak directly to a call centre agent.

Why use WhatsApp?

WhatsApp is a digital platform that most Namibians are familiar with; it's convenient and easy to understand and consumes less data than content-rich websites. We are cognisant of data and its consumption in everything we do. This means that the Chatbot brings wider accessibility to relevant banking tools as it reduces some barriers to entry.

How can one access the Chatbot?

To access the Standard Bank Ti-A chatbot, send a text via WhatsApp to **+264 811 62 0000**.

