

Your quick guide to the Investec App



Find anything you're looking for – in just three steps

Don't have the App? Look for it in your App store

Stay secure anywhere

Stay secure and activate In App authentication to log into Investec Online
> reduces your risk of SIM-swap fraud
> log into Investec Online with valid Wi-Fi or network connection
> no need for international roaming

Forgot your Investec Online password?

Unlock your account and manage your password with your fingerprint.
Unlock your account

Find it in three steps
① Open the App
② Use Touch ID
③ You will be prompted to enter your ID to unlock

Change your Investec Online password

Find it in three steps
① Go to top left Menu
② Select Settings, then Password
③ Enter your new password

Can't remember your card pin?

Send a pin reminder to your phone.

Find it in three steps
① Go to top left Menu
② Select Settings, then Devices
③ Toggle on In App authentication

Find it in three steps
① Log into the App, select account linked to card
② Click on Pin at bottom right
③ Fill in card details, click Send

No delay when you need to pay

Load a beneficiary

Find it in three steps
① Select Payments at the bottom of the screen
② Select Beneficiaries
③ Select Add new beneficiary

Make a payment

Find it in three steps
① Select Payments at the bottom of the screen
② Enter amount next to the correct beneficiary
③ Then Pay

Share account details hassle-free

Find it in three steps
① From the Investec accounts page, select you Private Bank Account
② Click on Share my account details
③ Select method (email, SMS etc..) and enter the persons details you want to send to.

Calculate your affordability

Looking at purchasing a new home or car? Get an indication of how much you could qualify for, based on your income and expenses.

Find it in three steps
① Go to top left Menu
② Select Calculators
③ Fill in fields, then select Calculate

Don't be left in the dark

Get pre-paid electricity.

Find it in three steps
① Go to top left Menu
② Select Buy
③ Choose Electricity

Connect, talk, and surf

Buy airtime or SMS and data bundles.

Find it in three steps
① Go to top left Menu
② Select Buy
③ Choose Airtime & bundles

Investec Rewards galore

Check your Investec Rewards points and redeem.

Find it in three steps
① Go to top left Menu
② Select Rewards
③ See your balance, then redeem your points

Scan it, save it ... find it

Upload and keep important documents in My Briefcase
Retrieve digital copies anywhere anytime:
> Identity document > Travel documents
> Flight and travel documents > Working permits

Find it in three steps
① Go to top left Menu
② Select My Briefcase
③ Find the documents you need

Card stolen? Suspect fraud

Report suspected fraud to the Investec global Client Support Centre

 Monitor your transactions with SMS notifications to pick up any suspicious activity

Get in touch ...
Investec global Client Support Centre

- 0860 110 161
- +27 11 286 9663
- 24/7/365



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