

Secure, easy and instant payments with your mobile phone

- **Pay in seconds:** Payments reflect in your account instantly.
- **Convenience at your fingertips:** Make and receive payments using a ShapID, a Shap Name or bank account details. Digital self-service functionality is available 24/7.
- **Secure:** Payments are secure and safer than cash

As an Investec Private Bank Account holder, you have access to our digital channels. You can choose to make payments in different ways: standard EFT payments, faster payments and PayShap.

How PayShap works

- PayShap is an instant low value account-based payment. Payments are processed through the central clearing house, BankservAfrica and clear faster than existing account-based payments.
- As a Private Bank Account holder, you can use PayShap on our digital channels, the Investec App and Investec Online
- You can use the mobile number you have registered with Investec to register for PayShap.
- Your ShapID is linked to your selected Investec Private Bank Account.
- PayShap payments can only be made to participating banks.
- If you register your ShapID as a primary ShapID with Investec, you provide only your cellphone number and payments will be seamlessly deposited into your linked Investec account and you do not have to share your bank name and account number with anyone who wants to pay you.
- Keep in mind, PayShap payments are irreversible. Keep an eye out for fraud when using this payment channel.

How to register for PayShap?

You can do it in a few minutes on Investec Online or the Investec App.

Your ShapID or Shap Name can be viewed and managed under PayShap management on Investec online and the App.

How to make a PayShap payment?

You will need the recipient's mobile number or account details to use PayShap.

What are the PayShap transactional limits?

You can make PayShap payments of up to R3 000 per transaction. Each account will have a limit of five PayShap transactions per account.

How long does it take to make a PayShap payment?

PayShap transactions are processed instantly, and the money is available in the recipient's bank account within seconds.

How much can I transfer in a single transaction?

At the moment, you can pay up to a limit of R3 000 in a single transaction. Please check your payment limits on Investec Online before making a transaction.

What is a ShapID?

Your ShapID is a unique identifier that can be used as an alternative for your account number to receive PayShap payments.

A ShapID is only your mobile number or your mobile number and the name 'Investec' (example, 680 708 0109@investec), which is directly linked to your nominated Investec bank account. A ShapID is limited to account holders who are individuals only.

What is a Shap Name?

Your Shap Name is a unique identifier, that can be used as an alternative for your account number to receive PayShap payments. A Shap Name consist of your unique business name joined with Investec's name (i.e business name@investec) which is directly linked to your nominated Investec business account. A Shap Name is limited only to account holders who are businesses.

The ShapID and Shap Name takes away the need to remember or share your account details. Receive money directly into your Investec account simply by giving someone your ShapID or Shap Name. Keep in mind, only the recipient needs to share a ShapID to perform a transaction.

What is a primary ShapID?

Your mobile number may be linked to accounts at multiple participating banks. Selecting Investec as your primary bank will make it easy for someone to pay you using PayShap.

They don't need to select a bank - the money is automatically deposited into your Investec account with your primary ShapID.

Can I use PayShap at a store or market?

Yes, if they accept PayShap as a payment method.

PayShap is designed to be more inclusive and you may find it popular at markets, exhibitions, concerts, lifestyle events and so much more.

Can I use PayShap on my Investec Private Business Account?

Yes.

PayShap will also benefit your business and assist you to streamline payments processes. Some of the ways businesses can use PayShap include:

- Real-time payments to employees and suppliers
- Ability to receive real-time payments from customers.

Fees

Keep in mind, PayShap payments incur a fee per transaction. For payments below R500, there is no fee for individuals. For payments over R500 and business account transactions, refer to the latest fee schedules.



Global Client Support Centre

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If you do need to send cash to someone, you can use Cash Send on Investec Online and the App and the recipient can collect the cash at a Pick n Pay store using the redemption code.

For more information: [investec.com/payshap](https://www.investec.com/payshap)

