



FNB's nav»

FNB's nav» provides innovative digital tools, housed on the FNB app, that are designed to simplify life for customers and help them make smart financial decisions for themselves and their businesses.

nav» tool	Description	At 30 June 2023
nav» Home	<p>Assists customers in buying and selling their homes.</p> <p>Customers can also search nearby properties, receive a free instant property value estimate or area report, speed up the home loan application process with immediate pre-approval, track their applications and calculate monthly repayments.</p> <p>Customers can now easily add on a solar energy loan to finance a renewable energy solution when applying for a new home loan or switching a home loan via nav» Home.</p>	<p>Since inception in May 2016:</p> <ul style="list-style-type: none"> • R52.7 billion in payouts to more than 43 093 customers, helping households with both home buying and selling (33% growth on the prior year).
nav» Car	<p>Provides discounted deals on vehicles as well as access to pre-approved finance from WesBank, all in one place – the FNB app.</p> <p>Once the customer has purchased a new car, it is auto-populated in the nav» Car garage. The garage digitally stores the car details and provides easy access to other tools such as fine payments, licence renewals and value estimates. Customers can also purchase scratch, dent and first warranty products to maintain their vehicles.</p> <p>The licence renewal process directly integrates into the Road Traffic Management Corporation. This improves customer experience, provides reduced licence renewal prices and enables licence renewal payments using eBucks.</p> <p>Customers can now take up FNB short-term insurance products via nav» Car.</p>	<p>Since inception in April 2017:</p> <ul style="list-style-type: none"> • 895 857 vehicles (net of deletions) have been loaded onto the FNB app (27% growth on prior year); • 253 156 fines to the value of R95 million have been paid (with 30 227 fines paid in 2023); and • 261 541 vehicle licences were renewed and delivered (with 90 416 licences renewed in 2023). <p>Since October 2020:</p> <ul style="list-style-type: none"> • WesBank has financed R591 million in vehicle loans through this channel.

nav» tool	Description	At 30 June 2023
nav» Money	<p>Assists customers with improving their financial health and budgeting appropriately. It includes saving goal prompts, free credit status updates, automatic categorisation of monthly spend to enable smart budgeting with limit alerts, and other money management coaching tools.</p> <p>My Net Worth (MNW) provides an auto-populated snapshot of a customer's net asset value, with the functionality to add assets and liabilities for a complete picture.</p> <p>Money Coach 2.0 was launched in October 2022 and includes enhanced educational content to help customers with setting and reaching their money goals. Personalised scores help customers understand how well they are managing their money.</p> <p>FNB launched the My Will + Legacy tool in February 2023. Customers can draft their wills, appoint executors, nominate guardians for minor children, create testamentary trusts and get estate cost calculations at no cost.</p>	<p>Since the inception of nav» Money in May 2018:</p> <ul style="list-style-type: none"> • 3.7 million users; • 37 000 active saving goals to the value of R975 million set up; and • 2.41 million users engaged with their credit status. <p>Since the launch of MNW in November 2021:</p> <ul style="list-style-type: none"> • 940 000 unique customers <p>Since the launch of Money Coach in April 2020 (until October 2022):</p> <ul style="list-style-type: none"> • 457 000 customers engaged with Money Coach <p>Since the launch of Money Coach 2.0 in October 2022:</p> <ul style="list-style-type: none"> • Fundamentals (gamified education) <ul style="list-style-type: none"> – 96 000 unique customers – 72 000 modules completed • Money Scores (metrics for customers to see how they are tracking) <ul style="list-style-type: none"> – 77 000 unique customers <p>Since the launch of My Wills + Legacy in February 2023:</p> <ul style="list-style-type: none"> • 6 846 customers have drafted a will <p>Since the launch of Smart Budget in August 2020:</p> <ul style="list-style-type: none"> • 733 000 customers have set up a Smart Budget; • 3 million budget alerts have been set up to help customers stay within budget; and • as at 30 June 2023, 17.9% of the retail core base has interacted with Smart Budget (or available funds tool) at least once a month. <p>Compared to the active app base, nav» Money users who interacted with their credit status, over a 12-month period, are:</p> <ul style="list-style-type: none"> • 9.3% more likely to improve their credit status; • 22.1% less likely to miss debit orders; • starting or increasing savings on hand; and • 27.7% more likely to increase savings (savings and notice deposit accounts). <p>Engaged nav» Money users are 1.89x less likely to close their accounts.</p> <p>Customers who have set up a budget with three limits and have engaged on Smart Budget over three months are spending 17% more towards items like medical aid, insurance, savings and investment.</p> <p>For customers actively using the app, 12% more of the engaged nav» Money users meet the good benchmark of having less than 15% of their income servicing unsecured debt.</p>

nav» tool	Description	At 30 June 2023
nav» Wellness	<p>The offering aims to empower customers to advance their overall well-being and is anchored to four pillars namely mindfulness, fitness, nutrition and health. It includes a telemedicine platform, medication script collection functionality and personalised wellness scores and goals. In addition, it offers a fitness and mindfulness events calendar, as well as guaranteed monthly discounts and offers to help customers progress on their wellness journeys.</p> <p>The virtual healthcare telemedicine platform allows customers to conveniently book and pay for affordable primary care consultations for themselves and family via the FNB app. The price of virtual trusted doctor's consultations on the nav» Wellness virtual healthcare platform was reduced during the 2023 financial year, making it the most competitive rate for virtual doctor's consultations nationwide.</p> <p>Medicine Click and Collect enables customers to upload scripts on the FNB app, select the closest pharmacy and collect their medicine after two hours.</p> <p>In May 2023, FNB launched My Wellness Coach, which provides virtual content-based training to help customers improve their knowledge and better manage their well-being.</p>	<p>Since inception in 2019:</p> <ul style="list-style-type: none"> 446 000 profiles were set up, representing a 5% growth on the prior year.
nav» Marketplace	<p>nav» Marketplace is a single marketplace to help customers and businesses list and search for homes, cars and services.</p> <p>Home</p> <p>Customers can list to sell their property in minutes, either privately or with an FNB "business-banked" real estate agent. Customers also have access to thousands of potential pre-approved FNB buyers.</p> <p>Car</p> <p>Car Marketplace (peer to peer (P2P)) allows customers to search or list a car privately, making the listing available to thousands of potential WesBank pre-selected customers on FNB's secure banking app.</p> <p>Marketplace also offers dealership listings through the WesBank digital dealership. This is a subscription-based onboarding of WesBank- approved dealers that gets exposure to app and online customers, with a leads management system included.</p>	<p>Since inception of Home Marketplace in May 2020:</p> <ul style="list-style-type: none"> 138 estate agents have engaged, with 187 active listings; and 1 797 active listings (include properties listed both privately and with estate agents) have been made, with 771 947 unique views and 237 properties sold to date. <p>Since inception of Car Marketplace in February 2021:</p> <ul style="list-style-type: none"> 3 636 customers have listed their vehicles privately in P2P; dealers have listed 7 832 vehicles with 783 068 unique searches; the platform has generated 2 118 leads to dealerships with 244 vehicles sold to customers; and P2P has seen 7 653 secured chat engagements with 44 customers indicating that they have sold through this channel.

nav» tool	Description	At 30 June 2023
nav» Marketplace	<p>Services</p> <p>During the 2023 financial year, nav» Marketplace Services expanded the platform to single-member entities across all industries (previously limited to home and professional services). It takes a few minutes for FNB-banked customers to list their businesses and gain exposure to millions of active FNB app users.</p> <p>Customers who need help renovating or maintaining their properties can use FNB's Home Services solution, which allows them to search for pre-approved and highly rated FNB-banked businesses (e.g. plumbers, electricians, security companies and renewable energy providers).</p> <p>Customers can search for an alternative energy supplier and installer on nav» Marketplace.</p>	<p>Since inception of Marketplace Services in May 2020:</p> <ul style="list-style-type: none"> • 2 944 service providers (net of deletions) have been registered and are active on nav» Marketplace; • nav» Marketplace Services has seen 321 979 searches from 95 732 unique customers; • these searches have translated to 10 062 interactions that resulted in 754 completed transactions amounting to R2.6 million; and • at 30 June 2023, 72 alternative energy businesses had been registered on the platform.
nav» Care	<ul style="list-style-type: none"> • nav» Care was launched in July 2020. • Users can donate cash or eBucks to a cause of their choice. The funds are then disbursed to vetted organisations. • 5% of all donations goes towards the selection and management of grant recipients, ensuring appropriate use of proceeds. • Donors receive section 18A tax certificates for their donations. • Reports are provided to donors on the fund allocation. • nav» Care Adopt supports the adoption of early childhood development (ECD) facilities and homes for the elderly. • The nav» Care functionality, which was initially only accessible to retail banking customers, was made available to business customers during FY23. This provides a platform for businesses to participate in philanthropic efforts and scale their donations. 	<p>Since inception of nav» Care in July 2020:</p> <ul style="list-style-type: none"> • R4.4 million has been raised through nav» Care, with R1 million raised during FY23. <p>Since inception of nav» Care Adopt in February 2022:</p> <ul style="list-style-type: none"> • a total of 106 homes for the elderly have been adopted, impacting over 6 000 elderly people and 700 support staff; and • a total of 1 203 ECD facilities have been adopted, impacting over 48 000 children and 3 500 teachers.

nav» tool	Description	At 30 June 2023
nav» Energy	<p>In March 2023, FNB launched nav» Energy to improve customers' energy resilience and mitigate the inconvenience of loadshedding.</p> <p>It empowers customers' decisions through education on:</p> <ul style="list-style-type: none"> • Types of alternative energy solutions. • How to choose a solar PV provider. • Finding the right type of financing for alternative energy solutions. <p>The applet provides alternative energy solutions for customers across various income brackets. For example:</p> <ul style="list-style-type: none"> • Customers can purchase various products/solutions available on the eBucks shop. There is a dedicated energy and water solutions category, ranging from mini-UPS devices to solar hybrid solutions. Discounts on certain products are provided and campaigns are run periodically. • Products are also available through FNB Connect, which offers payment terms of up to 36 months, with a mini-UPS solution starting from R129 per month. • Customers can find an alternative energy supplier and installer on nav» Marketplace. 	<p>Since inception in March 2023:</p> <ul style="list-style-type: none"> • more than 112 592 unique customer visits have taken place; • more than 20 000 customers accessed educational material on the platform; • 1 475 customers have taken up solutions through Connect, eBucks and Home and Structured Lending; and • most popular purchases are uninterrupted power supply (UPS) plug-and-play power systems.
nav» Earth	<p>In August 2023, FNB launched nav» Earth to drive customer climate awareness and behavioural change. The applet focuses on reducing retail customer carbon emissions through:</p> <ul style="list-style-type: none"> • a carbon coach education module that focuses on energy conservation, efficiency and renewable energy; • a carbon calculator that translates a customer's transactional spend into greenhouse gas emissions per kilogram; • a model to compare a customer's emissions to peers ; and • providing tools to reduce emissions, including an option for customers to offset their emissions by donating cash or eBucks to a programme that plants trees on their behalf. 	<p>Uptake will be reported next year.</p>