

Frequently Asked Questions

Question: One of our subsidiaries/branches in another African country requires financing. How can the Alliance assist?

If Ecobank or Nedbank has a presence in the country where your subsidiary is domiciled, a representative of either Ecobank or Nedbank (as applicable) will be pleased to establish direct contact with your subsidiary or branch office, in order to arrange a meeting to discuss the company's requirements in more detail.

Please contact the Alliance Office in order to provide the names and details of the relevant contact persons within your local office. The Alliance Office will arrange for a local in-country representative of Ecobank or Nedbank to contact your colleagues directly.

Question: My business is an existing client of Nedbank. We will shortly be establishing an office in an Ecobank counter, which will require a banking account and in-country transactional banking services.

Please contact your local Nedbank relationship banker who will refer your request to the Alliance Office. An Alliance Officer will contact you to guide you through the process of opening a bank account with the most conveniently located branch of Ecobank in the country in which you are interested.

The Alliance Office will be your single point of contact, ensuring a seamless level of service throughout this process. Once the account has been opened, the Alliance Office will introduce you and your colleagues in to your new Relationship Banker at Ecobank, who will manage and take care of your local company's banking requirements going forward.

The Alliance Office will also notify your Nedbank relationship banker in South Africa that the Ecobank account has been opened.

Question: I am a retail client of Ecobank. As I will shortly be travelling to South Africa on a temporary work assignment, I will require a banking account in South Africa. Will the Alliance be able to facilitate this process?

Please contact your local Ecobank relationship banker who will refer your request to the Alliance Office. An Alliance Officer will contact you in order to guide you through the process of opening a bank account with the most conveniently located branch of Nedbank in South Africa.

The Alliance Office will be your single point of contact, ensuring a seamless level of service throughout this process. Once the account has been opened, the Alliance Office will introduce you to your new Relationship Banker at Nedbank, who will manage and take care of your banking requirements in South Africa.

The Alliance Office will also notify your Ecobank relationship banker that the Nedbank account has been opened.

Question: As the Regional Treasurer for Africa, based in South Africa, I am responsible for centrally managing the cash flows of our subsidiaries in various countries within the Alliance footprint. Can the Alliance facilitate this process for me?

By subscribing to NedTreasury, clients will be able to view daily balances and statements from their local in-country banking accounts across the Alliance footprint. Ned Treasury is Nedbank's web-based, electronic Payments Management Channel which provides integrated access to Nedbank Foreign and Treasury Domestic products on a single platform. This effectively means that Nedbank clients will be able to view all their Ecobank accounts on this platform; and similarly that Ecobank clients will be able to view their Nedbank SA account.

Contact your Nedbank relationship banker or the Alliance Office for more information in this regard.