Log in to internet banking – what information to provide

Enter your profile number, user ID and password as follows:

- If your current profile number is 3000000069 and your user ID is 1, you must enter the combination of the **profile number** and **user ID** – 30000000691 – in the 'Profile number' field.
- Also enter your current password in the 'Password' field.
- Click on **Login.**

Note:

As part of Nedbank Zimbabwe`s normal security process, your login details will be verified.

As an additional security measure, your password will be invalidated and your account locked after three consecutive incorrect attempts to log in. To reset your password please visit your nearest branch or contact our helpdesk.

What if I get stuck or need more information?

- The helpdesk will be available to answer any questions you might have or connect you with our support team. Please contact them on 0242 254 800, If you are calling from outside Zimbabwe, please dial +263 (242) 254 800.
- You can visit your nearest branch and speak to the electronic banking specialist or your relationship manager.
- An online demo of the new internet banking features is available on internet banking login page.

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