



INTRODUCING QWIL MESSENGER

We have collaborated with Qwil Messenger to give you a modern and convenient way to communicate with your private banker, their support team, and our other experts.



WHAT IS IT?

Qwil is a robust and secure instant messaging app for mobile and web. It enables you to contact and chat with Nedbank Private Wealth.



WHY ARE WE OFFERING A CHAT SERVICE?

Qwil will give you a streamlined, convenient way to chat with your private banker, request information, share documents and much more, all in a secure environment.



HOW SECURE IS QWIL ?

Our priority is to ensure the highest security standards are always maintained, and protecting your personal information is of the utmost importance to us.

Unlike other widely used chat apps, Qwil uses two-factor authentication for every user on every device and has to end-to-end encryption. It has been built specifically for use by financial institutions and meets strict compliance and security standards that make popular social platforms such as Whatsapp and Facebook Messenger unsuitable for financial business purposes. Qwil meets our standards for the way your information is managed and controlled, and has strict criteria for the way we install and authorise the application on your phone or web. Your information will be securely linked between the application on your phone and web, and us. The data included in the chat will be visible only to us.

The messages you exchange with us remain confidential and within our control at all times.



DOES THIS REPLACE THE NEDBANK PRIVATE WEALTH MOBILE APP?

No. Our mobile app and online banking service remain the most efficient and secure way for you to view the assets you hold with Nedbank Private Wealth, and to conduct payments, transfers and foreign exchange. Qwil brings a new way for you to contact and chat with us.



HOW DO I SIGN UP?

For security, Qwil is an invitation only service. If you would like to use Qwil, please reply to this email confirming your interest. We will send you an email invitation to start the sign-up process. It takes just a few minutes to complete. Once signed up, Qwil can be used on mobile by downloading the app from [Google Play](#) or the [App Store](#) for iPhone. You can also use the same account credentials to chat to us via a desktop online portal.