



ACF Financial Solutions

2024

Powered by 

IMB Financial Services Pty Ltd, is an authorised Financial Services Provider (FSP43443) and an authorised co-branded partner of Flexpay Pty Ltd, Reg. No. 2007/007066/07, an authorised distribution channel of Access Bank South Africa Limited, Reg. No.: 1947/025414/06 an authorised Financial Services Provider (FSP 58655).



About IMB

- IMB Financial Services (Pty) Limited, “IMB”, is a registered Financial Service Provider under the FSCA with FSP license number 43443.
- IMB is an alliance banking partner of Access Bank with Flexpay being the debit card provider. IMB is the financial solutions service provider to ACF Sunenergy.
- The head office is based at 160 Sir Lowry Road, Woodstock, Cape Town, with a satellite branch located at Brooklyn Forum Building, 377 Veale Street, Nieuw Muckleneuk, Pretoria.
- IMB has built a proprietary information system, which provides clients with convenient and simple financial solutions, which they can initiate from a mobile telephone, personal computer or other internet enabled device.
- IMB offers its clients various products and services, with its core product being the IMB Personal Account, which is a virtual bank account with a MasterCard debit card.
- Business to Business (B2B) services are API-driven (Advanced Protocol Interface) and enable integration with third party service providers, which allows IMB to provide clients with access to the following services: top-ups, loading pre-paid debit cards, EFT payments to beneficiaries, pre-paid services (airtime and electricity), affordable distribution and remittance.
- IMB’s management team consists of seasoned business leaders, who have been operating in the financial sector for many years. The team supports IMB’s ideals of acting with honesty and integrity, and in strict compliance with all relevant legislation. IMB’s management understand that they have been entrusted with the hard-earned cash of their clients and therefore have a moral and social responsibility to act with due care and skill.
- IMB has built a reliable and efficient customer support department. Well-trained staff, strict quality control and reporting form the foundation of the IMB customer support team.
- IMB has created a risk manual that forms part of its internal business policies, processes, and procedures. The manual covers all Financial Intelligence Centre Act (FICA) related requirements and sets out a plan to combat money laundering and the financing of terrorist and related activities. This manual is reviewed on an annual basis to ensure that it remains relevant to the organisation’s operations and the achievement of its FICA compliance objectives.



Benefits for the member:



Salary: The IMB Personal Account offers members the safety of an account with a debit card, which allows them to receive their salaries, from their employers. They can keep themselves and their families safe by eliminating the risks associated with carrying cash.



Cash Deposits: The IMB Personal Account allows for cash deposits at retailers across South Africa. Members can conveniently deposit cash into their account at Spar, Boxer, Checkers, Pick n Pay, USave and PEP. Funds deposited will reflect within minutes into the member's personal account. This benefit creates trust and loyalty between the member, ACF and IMB.



Send Money Home: Through IMB's partnership with Sasai, members can send money home to their loved ones instantly at only 3% rate. Payment for the remittance transaction is easily done via their IMB Money App.



Value Added Services: Members can save time and money, by accessing various services from the comfort of their homes or on the go. They can pay their beneficiaries, buy prepaid airtime and electricity or perform online transactions with their cards.



Card Transfers: Members can transfer funds to fellow ACF members with an IMB account instantly and free.



Product Levels & Functionality

Package Options & FICA Requirements

| FICA levels | Required documents | Monthly Limit | Balance Limit |
|----------------|---|---------------|---------------|
| Activate Level | Valid ID* only | R25 000 | R25 000 |
| Engage Level | Valid ID* & Work Permit | R25 000 | R25 000 |
| Achieve Level | Valid ID*, Work Permit & Proof of Residence | R500 000 | R500 000 |

* Valid ID: RSA ID / Passport/ Asylum Seeker or Refugee Status

Terms and conditions apply (www.imb.co/legal)

Functionality

| | Activate Wallet | Engage Account | Achieve Account |
|----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| IMB debit order | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| IMB debit card | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| IMB mobile app (24 hour access) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| USSD (24 hour access) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Multi-source deposits | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Unlimited free swipes - local | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Swipes-international | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cash withdrawals - local | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cash withdrawals - International | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cashback at till | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Beneficiary payments (EFT) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Prepaid services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Online shopping-local | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Online shopping-international | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Limits

FICA Limits

| | Activate Wallet | Engage Account | Achieve Account |
|--|-----------------|----------------|-----------------|
| Swipe transaction limit-local | R10 000 | R10 000 | R50 000 |
| Swipe daily limit-local | R20 000 | R20 000 | R100 000 |
| Swipe transaction limit-international | n/a | R10 000 | R50 000 |
| Swipe daily limit-international | n/a | R20 000 | R100 000 |
| Cash withdrawals transaction limit-local | R2 000 | R2 000 | R2 000 |
| Cash withdrawals daily limit - local | R5 000 | R5 000 | R10 000 |
| Cash withdrawals transaction limit-international | n/a | R2 000 | R2 000 |
| Cash withdrawals daily limit-international | n/a | R5 000 | R10 000 |
| Cash at till transaction limit | R2 000 | R2 000 | R2 000 |
| Cash at till daily limit | R2 000 | R5 000 | R10 000 |
| Beneficiary payments (EFT) | n/a | R20 000 | R50 000 |
| Balance threshold | R25 000 | R25 000 | R500 000 |
| Maximum monthly credits (deposits) | R25 000 | R25 000 | R500 000 |
| Maximum daily debit spend | R20 000 | R10 000 | R100 000 |
| Maximum monthly debit spend | R25 000 | R25 000 | R500 000 |

The IMB Debit Card will need to be enabled for International Transactions.



Fees



| Description | Fee | Description | Fee |
|---------------------------------------|--|--|--------|
| Once-Off Registration | Free | EFT Payment via Online Banking | R6.75 |
| Monthly Debit Card | Free | EFT Payment via Mobile Banking | R6.85 |
| Secondary Debit Card | Free | EFT Reversal/Return | R9.03 |
| Dormant Fee | Free | EFT In | R2.00 |
| ATM Balance enquiry - Local | R5.53 | RTC In | R9.94 |
| ATM Balance enquiry - International | R7.83 | SWIFT In | R52.10 |
| POS (Card Swipes) - Local | Free | IMB Card to IMB Card Transfer | Free |
| POS (Card Swipes) - International | R12.86 + 1.68% of value | Cardholder Initiated Cancel with Return of Funds | R75.00 |
| POS Decline - Local | R7.83 | Debit Card Replacement | R90.00 |
| POS Decline - International | R10.06 | Transaction Dispute | R80.70 |
| Cash back at till - with purchase | R3.95 | VAS purchase | R0.30 |
| Cash back at till - without purchase | R5.00 | Transaction Notification SMS | R0.50 |
| ATM Cash Withdrawal (ANY ATM) - Local | R7.75 + R1.33 per R100.00 or a portion thereof | 30 Day Statement | Free |
| ATM Cash Withdrawal - International | R55.90 | 60 Day Statement | Free |
| ATM Decline - Local | R7.83 | 90 Day Statement | Free |
| ATM Decline - International | R10.06 | Account Confirmation Letter | Free |

Account Access Channels



USSD

* 120 * 46237#



Online

www.imb.co



Mobile app

Apple store / Google play store



Customer Support

087 941 3252 (office hours)