

# FAQs: VISA MOBILE APP

- 1. Where can I download the Steward Bank Visa Mobile App?**  
The Steward Bank Visa Application is available for free on Google Play Store and Apple App Store.
- 2. How do I unlock my Mobile Application PIN?**  
You can reset your PIN using the PIN reset function.
- 3. Will I be able to check my Visa balance on the Mobile Application?**  
Yes, your balance will be available on the face of your application just after you have logged in.
- 4. What is the allowable card transfer limit via mobile application?**  
Daily and monthly limits apply. 5k and 10k respectively
- 5. What happens in the event of different or no mobile number captured in the system?**  
Registration will be unsuccessful
- 6. Is the product only available to Steward Bank Visa customers or Visa card holders from other financial institutions? –**  
Available to Steward Bank Visa cardholders only.
- 7. How much am I charged for requesting my balance and a mini-statement**  
You are not charged for the two enquiries.
- 8. Can I receive funds from another SB Visa card?**  
Yes you can receive and you are not charged.
- 9. Can I receive funds from another Visa card which is not A SB visa card?**  
No you cannot.
- 10. How many Visa cards can the application host?**  
Only 1 card.
- 11. Can I temporarily deactivate my card and reactivate it on my own?**  
Yes you can do both on your own.
- 12. If I permanently deactivate my card, am I able to reactive it?**  
No you cannot reactivate your card if it has been permanently blocked.
- 13. How do I report a stolen card?**  
Client should lodge a completed dispute claim form, at any SBZ Branch or through SBZ card centre@stewardbank.co.zw email, with any supporting documents attached.

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