myFNPF Mobile App

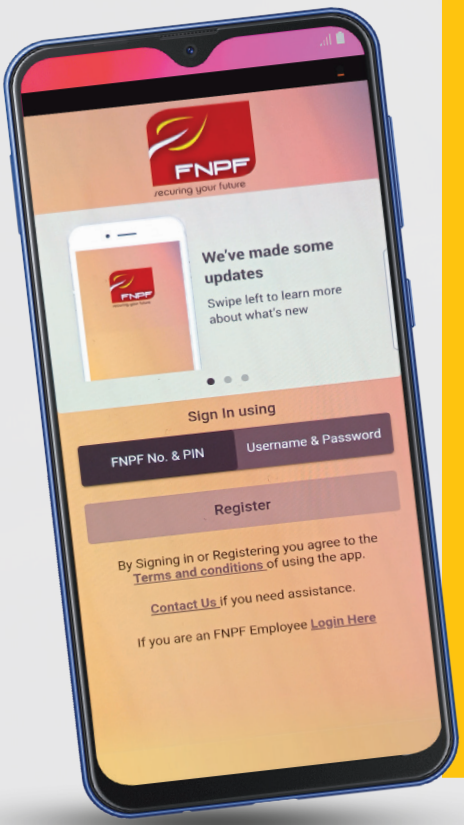
Just got better

FIJI NATIONAL PROVIDENT FUND

FNPF

securing your future

Easy, Convenient, Reliable & mobile



Pay additional or voluntary contributions for yourself or others (family or friends) with your BSP Easy Card, or any VISA Card, as well as through Vodafone MPAISA.

Please ensure you have done the following:

1. Downloaded the myFNPF app on your phone
2. Registered on the app with your email address or mobile number that is updated in your FNPF records.

BSP CARDS

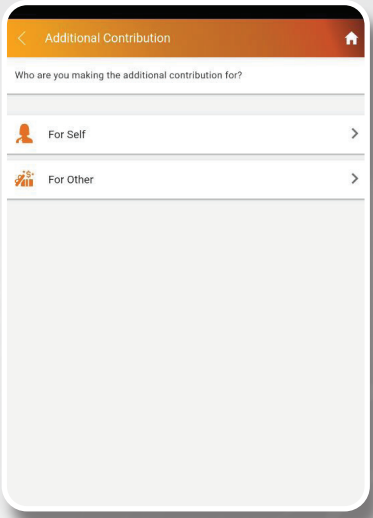
VISA CARDS

M-PAiSA

Payment Process

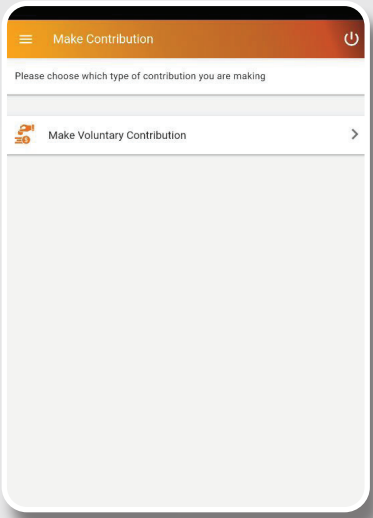
Additional Contributions – For Self

- Select or enter contribution amount
- Select source of funds
- Confirm Additional info
- Confirm General and Preserved Account split
- Complete payment option
  - **If MPAISA**
    - Enter mobile number and OTP
    - Confirmation receipt
  - **If Card payment**
    - Select card type
    - Enter card details
    - Enter OTP
    - Confirmation receipt



Additional Contributions – For Other

- Select or enter member account deatils
- Select or enter contribution amount
- Select source of funds
- Confirm details
- Confirm your General and Preserved Account split
- Complete payment option
  - **If MPAISA**
    - Enter mobile number and OTP
    - Confirmation receipt
  - **If Card payment**
    - Select card type
    - Enter card details
    - Enter OTP
    - Confirmation receipt



Voluntary Membership – For Self

- Add FNPF ID to make payment
- Select or Enter contribution amount
- Select source of funds
- Confirm your General and Preserved Account split
- Complete payment option
  - **If MPAISA**
    - Enter mobile number and OTP
    - Confirmation receipt
  - **If Card payment**
    - Select card type
    - Enter card details
    - Enter OTP
    - Payment confirmation page
    - Payment History

Common Questions

1. **Do I have to buy the Mobile App?**
   No. myFNPF APP is completely FREE to download and install.

2. **When I make payment, does it instantly update my FNPF account?**
   Yes, the update is done in real-time.

3. **Are there fees for paying contributions through the app?**
   Fees are charged for:
   - Transaction fee of 2.5% applies when member opts for VISA Credit Card payments
   - Payments via BSP Easy Card or Visa Debit Card, Vodafone MPAISA incur no transaction fee

4. **Will I get a receipt once the payment is done?**
   Yes. Once the payment is successful, you can download and save the receipt of your phone or you can email it to a preferred email address.

5. **What is the minimum and maximum amount I can pay?**
   A minimum of $10 per transaction is required and maximum of $9,000 per day.

6. **Is this service available to members' residing overseas?**
   Yes, as long as you have registered on the app then you can access this service.

7. **Can I make payment to another person's account?**
   Yes you can.

8. **Is my phone supported?**
   myFNPF Mobile Apps are supported on the following platforms. iOS 7.0 or later (iPhone, iPod touch, and/or iPad) and Android 4.2+ versions.

9. **How do I get the Mobile App for my phone?**
   Simply look for myFNPF APP in the App Store or in Google Play Store. If you can't find our App, that means your phone is not supported.

10. **How current is the account information I see in the Mobile App?**
    The information is shown in **real-time,** so it's always accurate.

11. **Is the Mobile App secure?**
    Yes! All critical information is encrypted, including the transactions and no personal information is stored on your mobile device.

For more information you can visit or **live chat** with us on our website **www.myfnpf.com.fj**, call **3307811** or **5857** or email **information@fnpf.com.fj**

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