



Bank of Namibia

DIGITAL FINANCIAL LITERACY BOOKLET



Financial Literacy Initiative

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Digital banking isn't just about moving money faster. It's about moving people forward with access, convenience, and control in the palm of their hands.





INTRODUCTION

Namibia's financial sector is changing. Across the country, new digital technologies are making it easier for people to send money, receive payments, save, and manage their finances. These developments form part of Namibia's broader vision under the Namibia Financial Sector Transformation Strategy (2025–2035), which aims to build a more inclusive, modern, and accessible financial system for all Namibians.

A key priority of the strategy is digital financial inclusion. This means ensuring that every Namibian, whether living in towns, villages, or rural communities, has the knowledge, confidence, and opportunity to safely use digital financial services.

However, access to digital financial services alone is not enough. People must also understand how these tools work and how to use them responsibly. This is where digital financial literacy becomes important.

This guide has been developed to support that goal. It is designed for all Namibians, including students, workers, entrepreneurs, pensioners, and anyone who is new to digital financial services. The guide explains how digital money works and how it can help you manage your finances more safely and effectively.

Throughout this booklet, you will learn in simple and practical terms:

- how money is changing in the digital age
- how to use digital payment tools such as mobile money and instant payments
- how to keep your money safe from fraud and scams
- how to manage your spending, savings, and debts using digital tools
- how to support others in your community to use digital financial services confidently

The examples used in this guide reflect everyday life in Namibia, paying for groceries, sending money to family, running a small business, or managing household finances.

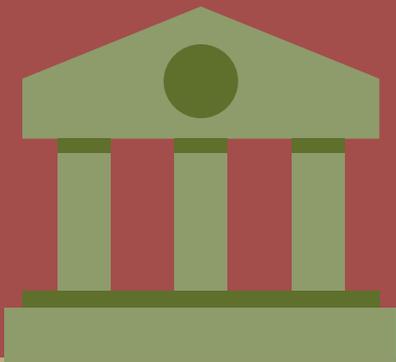
By building the knowledge and confidence to use digital financial services, every Namibian can take part in a financial system that is more inclusive, more innovative, and better able to support economic opportunity for all.

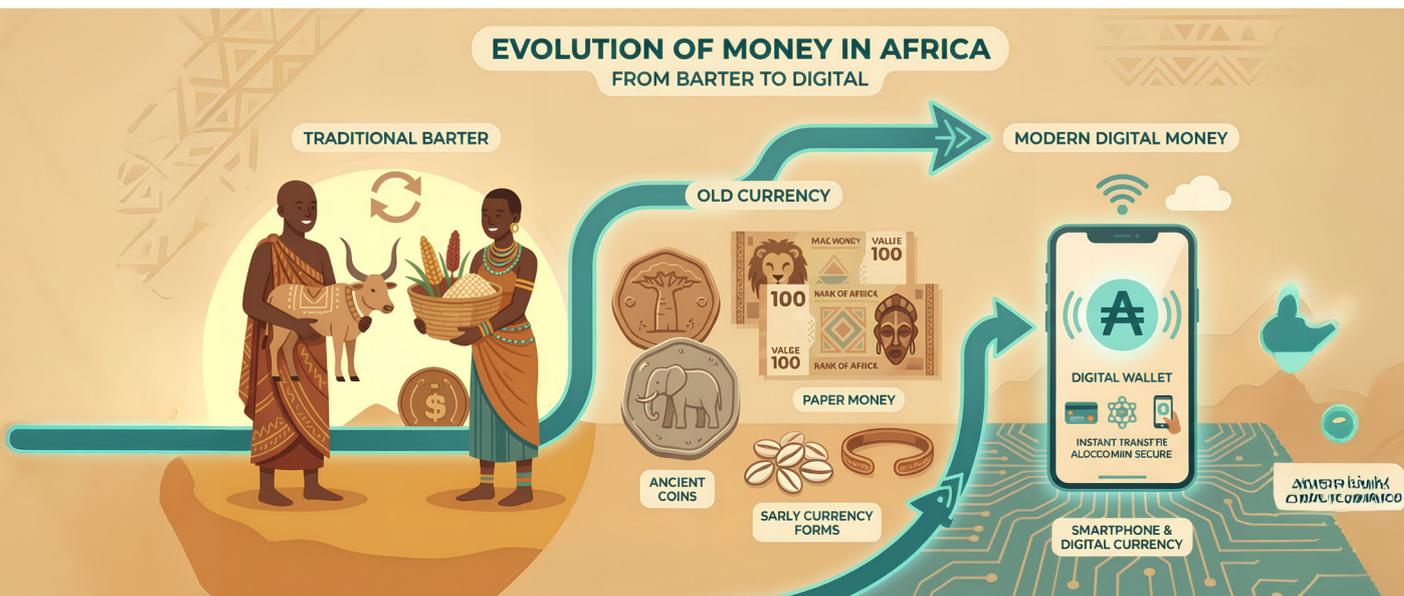
This booklet is one step in that journey.

MODULE 01



MONEY IN A DIGITAL WORLD





Welcome to Money in the Digital Age



Money has always been a part of our lives. It helps us buy things, save for the future, and plan for our families. Over many years, money has changed a lot. It started with trading goods, then came coins, paper money, and now, digital money.

Today, we are seeing another big change. Digital money services are changing how we think about and use money. It is important for everyone to understand these new ways. This helps you take part fully in today's economy.

Digital money is not just a new way to do old things. It changes how money works and how you get financial services. For many people in Namibia, especially in villages and places far from towns, digital money is a chance to use formal banking services for the first time.

This part of the guide will help you understand how money has changed. We will look at the difference between physical money (like cash) and digital money. You will learn why understanding digital money is important for your financial well-being and for taking part in the economy.



WHAT THIS MEANS FOR YOU

You will learn about the new ways money is used today. You will understand how digital money can help you. This knowledge will help you manage your money better and join the digital economy.

An illustration showing three stylized figures interacting with stacks of gold coins. One figure is sitting on a stack, another is standing on a taller stack, and a third is walking towards a stack. The background features rolling hills and a sun.

How Money Has Changed Over Time

Old Ways of Trading

Long ago, before money, people used to barter. This means they traded things they had for things they needed. For example, a farmer might trade maize for tools. A person who makes pots might trade them for a cow.



WHAT THIS MEANS FOR YOU

Imagine you have chickens and need sugar. With bartering, you had to find someone who had sugar and wanted chickens. This was often difficult.

Bartering worked for simple trades, but it had problems. It was hard to find someone who wanted exactly what you had and had exactly what you needed at the same time. This made trading slow and difficult. Also, it was hard to save things like food, as they would spoil.

As communities grew, people started using commodity money. These were items that everyone agreed had value and could be traded easily. Things like cattle, grain, valuable metals, or shells were used. These items were better than simple bartering because they kept their value and were accepted by many.



WHAT THIS MEANS FOR YOU

Commodity money made trading easier. You could trade a cow for many things, not just one specific item.

But commodity money also had its limits. It was hard to carry large amounts of cattle or grain. It was also difficult to give exact change. And some items could get lost or spoil over time.



Diagram: A simple timeline showing: Barter (two people exchanging goods)

Coins and Paper Money Appear

Later, people started using coins. These were often made from valuable metals like gold and silver. Coins were easy to carry, lasted a long time, and everyone accepted them. This made trading much easier.



WHAT THIS MEANS FOR YOU

Coins were a big step forward. They were small and easy to count, unlike a cow or a bag of grain



Governments started making coins with special marks. These marks showed that the coins were real and had the right value. This helped people trust the money even more.



Much later, paper money was invented. At first, paper money was like a receipt for gold or silver kept in a safe place. You could exchange the paper for real gold or silver.



WHAT THIS MEANS FOR YOU

Imagine carrying a lot of heavy coins. Paper money made it easier to buy big things without carrying a heavy load.

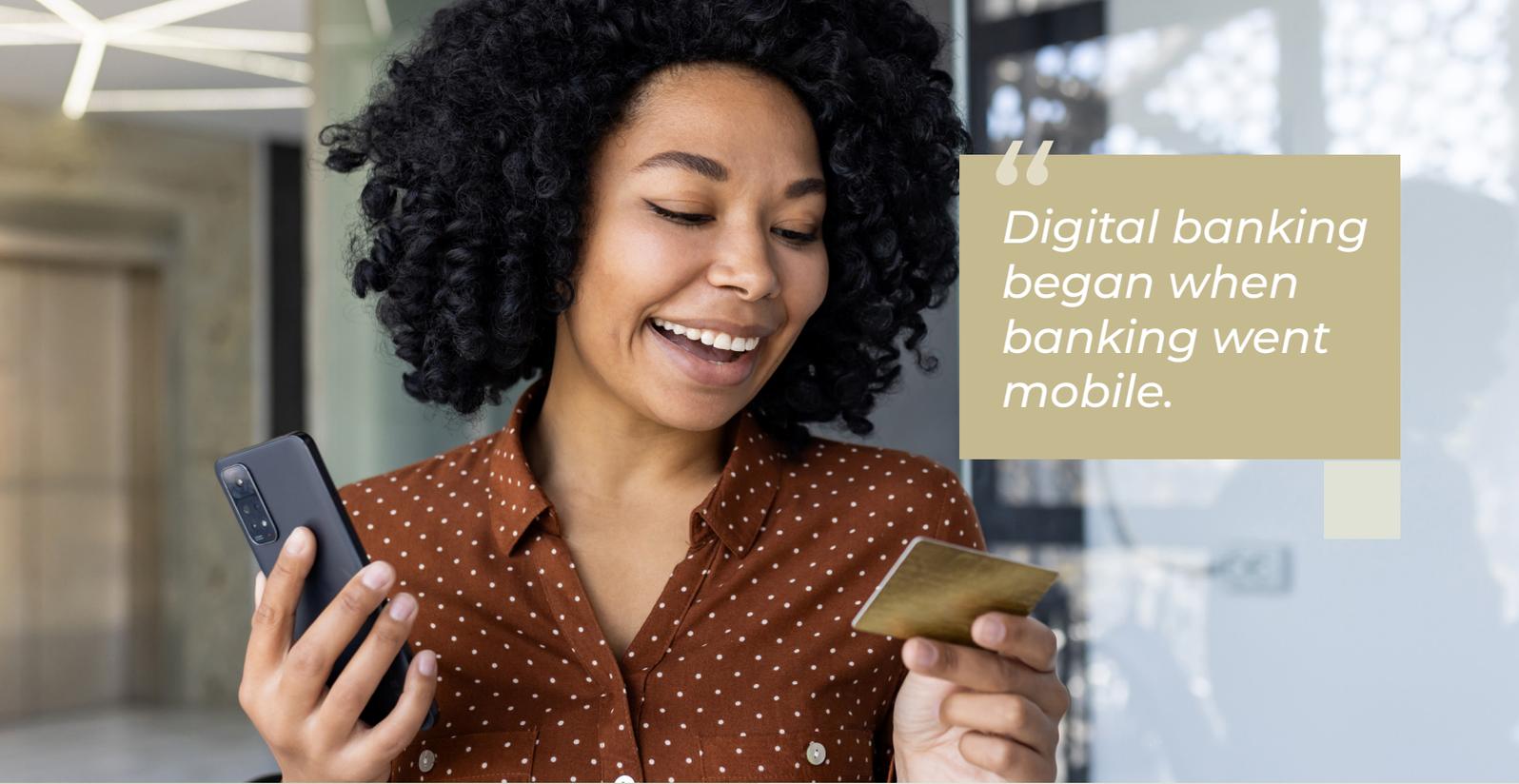


Over time, paper money changed. Today, our paper money is called fiat currency. This means its value comes from the government saying it is legal to use, and because people trust and accept it. It is not backed by gold or silver anymore.



WHAT THIS MEANS FOR YOU

We trust our government and our fellow Namibians to accept the Namibian Dollar. This trust makes our money work. Visual Suggestion:



“

Digital banking began when banking went mobile.

”

Banks and Financial Institutions Grow

As money became more complex, special places called banks started to appear. Banks helped people keep their money safe. They also helped send money between people far apart and offered loans to help businesses grow.



WHAT THIS MEANS FOR YOU

Banks made it easier to save money and get help when you needed to borrow for something important, like starting a small business.

Banks also brought new ways to use money, like bank deposits (money you put in the bank) and cheques. These made handling money more efficient. They helped more people get access to financial services, though often these services were mostly for richer people in towns.

Electronic and Digital Money Arrives

Now, we have electronic money and digital money. This is the newest way money has changed. It uses computers and phones to move money around.

At first, this meant sending money between banks using computers. Then came credit cards and debit cards. These cards let you pay for things without carrying cash. They made payments quicker and safer.



WHAT THIS MEANS FOR YOU

Paying with a card at a shop means you don't need to carry a lot of cash. It's fast and convenient.

The internet and mobile phones brought even bigger changes. You could do online banking from your computer. Then, mobile banking came to your phone. This made banking easier for everyone, especially those in remote areas who couldn't easily get to a bank.



WHAT THIS MEANS FOR YOU

You can check your money or send money to family using your phone, even if you are far from a bank.

Old Way (Cash)	New Way (Digital Money)
Carry physical notes and coins	Money stored on your phone or in a bank account
Pay in person	Pay from anywhere with your phone
Can be lost or stolen easily	Safer, as it's protected by passwords



Understanding Physical Money vs. Digital Money

What is Physical Money?

Physical money is the cash you can touch and hold, like coins and paper notes. It has been useful for a very long time. Knowing its good and bad points helps us understand digital money better.

Good things about Physical Money:

- You can touch it: You can feel and see your cash. This makes it easy to understand and use. Many people feel safe when they can see their money.
- Instant payment: When you pay with cash, the payment happens right away. There is no waiting. This is good for small payments or when you need to pay quickly.
- Private: When you pay with cash, there is usually no record of it. This can be good if you want to keep your spending private.
- Accepted everywhere: In Namibia, cash is accepted almost everywhere. You don't need special technology to use it.
- No technology needed: You don't need a phone, electricity, or special skills to use cash. Everyone can use it.



WHAT THIS MEANS FOR YOU

Cash is simple and always works, even when there is no network or power.

Cash is simple and always works, but it has its own risks!"





Problems with Physical Money

Even though cash is useful, it has some big problems that digital money can help fix.

Problems with Physical Money:

- **Can be lost or stolen:** If your cash is lost or stolen, it is usually gone forever. This is a big worry if you carry a lot of money.
- **Hard to carry large amounts:** Moving a lot of cash over long distances is expensive and risky. It takes time and effort.
- **Needs safe storage:** You need a safe place to keep your cash. Large amounts need very secure places. Even small amounts need protection from theft or damage.
- **Hard to make exact change:** Cash comes in fixed amounts. Sometimes it is hard to get or give the exact change you need.
- **Can be fake:** Some people make fake money. It can be hard to tell real money from fake money. If you get fake money, you lose your own money.
- **No records:** Cash payments usually don't leave a record. This makes it hard to track your spending, manage your budget, or prove you paid for something.



WHAT THIS MEANS FOR YOU

Carrying a lot of cash can be dangerous. It can also be hard to keep track of where your money goes. Visual Suggestion:



Warning:

Be careful! Carrying too much cash can make you a target for thieves.



What is Digital Money?

Digital money is money that only exists on computers and phones. It is stored and moved using electronic systems. Understanding digital money helps us see why it is becoming so important today.

Good things about Digital Money:

- **Stored electronically:** Your digital money is kept in electronic accounts, like with your bank or a mobile money service. This means you don't need to worry about it being physically stolen or lost.
- **Moves quickly:** Digital money can be sent very fast, often in seconds or minutes. It doesn't matter how far away the person is.
- **Automatic records:** Digital money systems keep a record of every payment. This helps you see where your money goes. It is useful for budgeting and solving problems if they come up.
- **Smart features:** Digital money can be set up to do things automatically. For example, you can set up regular payments or automatic savings. This helps you manage your money better.
- **Works with other services:** Digital money can easily connect with other financial services. This includes savings accounts, loans, or insurance. This makes managing your money more complete and easy.
- **Easy to reach:** You can use digital money with your mobile phone. This makes financial services available to many people who could not use traditional banks before. This is very helpful for people in rural areas.



WHAT THIS MEANS FOR YOU

Digital money is safer from theft than cash. It is also very fast and keeps track of your payments for you.

Why Digital Money is Better

Digital money has many good points compared to physical cash. These benefits are especially important for how we live and grow today.

Advantages of Digital Money:

- **More secure:** While there are new risks, digital money is safer from physical theft. Most digital systems have security like passwords and tracking to protect your money.



WHAT THIS MEANS FOR YOU

Practice with your hands: The best way to learn is by doing. Try using real digital money services in a safe way. It's okay to make mistakes when you are learning. What this means for you: Practice sending money to a trusted family member or buying airtime for yourself. Start with small amounts. Learn from others: Talk to friends, family, or community members who already use digital money. They can share their experiences and give you helpful advice. What this means for you: Ask your neighbor how they pay their electricity bill using their phone. They can show you step-by-step. Keep learning: Digital money services are always changing. New services and ways to stay safe come out all the time. Keep learning and adapting. What this means for you: Stay curious! Ask questions about new services you hear about. Community support: It's easier to learn when your community supports you. Work together with others. Share what you learn. This helps everyone in your community become better with digital money. What this means for you: Join a community group that talks about digital money. You can learn together and help each other.



Learning is like planting a seed. With practice and patience, it will grow into a strong tree!

Feature	Physical Money (Cash)	Digital Money (Phone)
Safety from theft	Low (can be stolen)	High (protected by PINs/passwords)
Speed of transfer	Instant (in person)	Instant (anywhere)
Cost of transfer	No direct cost (but travel costs)	Often lower fees
Record keeping	Manual	Automatic
Access in rural areas	Requires physical bank/agent	Accessible via phone



Digital money helps more Namibians take part in the economy, especially those in remote areas.



Financial Literacy vs. Digital Financial Literacy

What is Traditional Financial Literacy?

Financial literacy means having the knowledge, skills, and confidence to make good choices about your money. It helps you manage your money well. Traditional financial literacy focuses on understanding basic money ideas and how to handle physical cash and old-style banking services.

What Traditional Financial Literacy Teaches You:

- **Budgeting and Managing Money:** How to keep track of money coming in and going out. How to make a spending plan (budget). How to manage your cash flow. This includes planning for regular bills, saving money, and not overspending.
- **Saving and Investing:** Learning different ways to save money and grow your wealth over time. Understanding how interest works. Knowing about risks and rewards of investing. Understanding why it's good to start saving early.
- **Credit and Debt:** How loans (credit) work. How to use credit wisely. How to manage money you owe (debt). This includes knowing about interest rates, loan terms, and what happens if you cannot pay back a loan.
- **Insurance and Risk:** Understanding different types of insurance. How insurance protects you from financial problems. Other ways to handle unexpected events or money worries.
- **Financial Planning:** How to set money goals. How to make plans to reach those goals. How to change your plans if things in your life change. This includes understanding that money today is worth more than money tomorrow (time value of money) and planning for the long term.



WHAT THIS MEANS FOR YOU

Traditional financial literacy helps you make smart choices with your cash and with banks. It gives you a strong foundation for managing your money.



Knowing how to manage your cash is the first step to being good with money!

Why We Need Digital Financial Literacy Now

Traditional financial literacy is still important. But with more and more digital money services, we need new skills. This is called Digital Financial Literacy. It means knowing how to use digital money services safely and well.

Why Digital Financial Literacy is Important:

- **Technology is everywhere:** Digital money uses phones and computers. You need to know how to use these tools. You need to understand how to use apps and fix small problems.
- **New dangers:** Digital money brings new risks. These include online scams, identity theft, and technical problems. You need to know about these dangers and how to protect yourself.
- **More chances for you:** Digital money opens new doors. You can get loans, save money, start businesses, and join the bigger economy. Learning how digital systems work helps you use these chances.
- **Services are changing:** More and more money services are moving online. If you don't have digital money skills, you might miss out on basic services.
- **Your rights are different:** Digital money has different rules and ways to protect you. You need to know your rights and what to do if there is a problem.



WHAT THIS MEANS FOR YOU

Learning about digital money helps you stay safe and use new services. It helps you take part in today's world.

What Digital Financial Literacy Includes

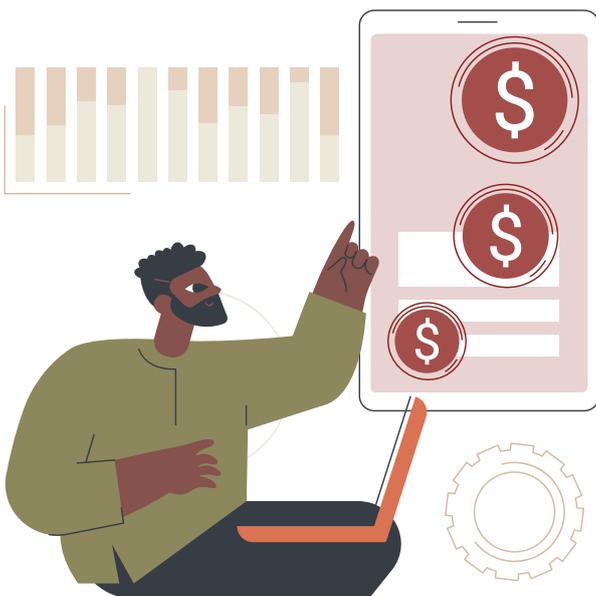
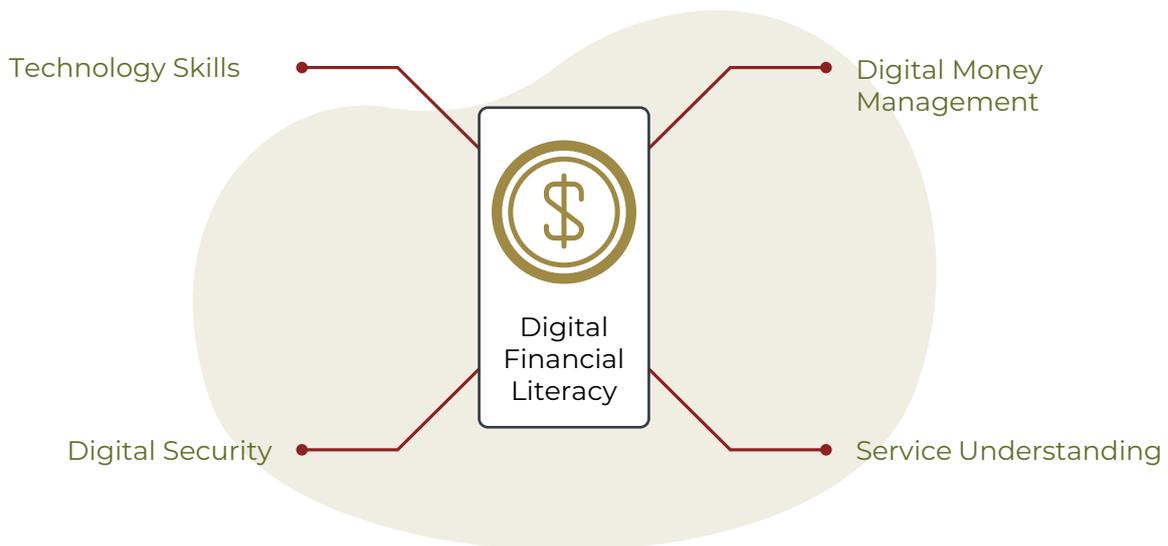
Digital financial literacy covers several important areas. These skills are key to using digital money services well.

Key Parts of Digital Financial Literacy:

1. **Technology Skills:** This means knowing how to use your mobile phone. How to use apps and understand how digital systems work. It includes knowing about different phones and how to fix common phone problems.
2. **Digital Security:** This is about keeping your personal information safe. How to make strong passwords. How to spot and avoid scams. What to do if something goes wrong. It means knowing about online dangers and how to protect yourself. *What this means for you: You will learn how to keep your money safe from thieves who try to trick you online.*
3. **Understanding Services:** Knowing about different digital money services. How they work, what they cost, and how to choose the right one for your needs. This includes understanding the rules and fees. *What this means for you: You will know which mobile money service is best for sending money to your grandchildren for school supplies.*
4. **Managing Digital Money:** How to handle your money when it's digital. How digital

payments work. How to track your digital spending. How to use both digital and physical money together. *What this means for you: You can easily see how much you spent on groceries last week using your phone.*

5. **Solving Problems:** Knowing what to do if you have a problem with a digital money service. How to contact customer service. How to complain if needed. What rules protect you. *What this means for you: If a payment goes wrong, you will know exactly who to call and what to say.*
6. **Always Learning:** Digital money services are always changing. You need to keep learning about new services and how to stay safe. This helps you adapt to new technologies. *What this means for you: You will always be ready for new ways to use your money safely and smartly.*



Building Your Digital Financial Literacy

How to Build Your Skills:

- **Start with the basics:** If you are new to digital money, begin with simple ideas. Learn how your phone works. Understand basic safety rules. Then, slowly try simple digital money services.
- **Practice with your hands:** The best way to learn is by doing. Try using real digital money services in a safe way. It's okay to make mistakes when you are learning. *What this means for you: Practice sending money to a trusted family member or buying airtime for yourself. Start with small amounts.*

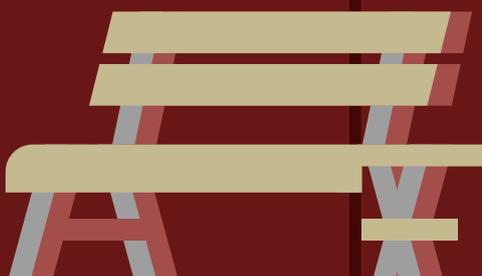
- **Learn from others:** Talk to friends, family, or community members who already use digital money. They can share their experiences and give you helpful advice. *What this means for you: Ask your neighbor how they pay their electricity bill using their phone. They can show you step-by-step.*
- **Keep learning:** Digital money services are always changing. New services and ways to stay safe come out all the time. Keep learning and adapting. *What this means for you: Stay curious! Ask questions about new services you hear about.*
- **Community support:** It's easier to learn when your community supports you. Work together with others
- **Share what you learn.** This helps everyone in your community become better with digital money. *What this means for you: Join a community group that talks about digital money. You can learn together and help each other.*

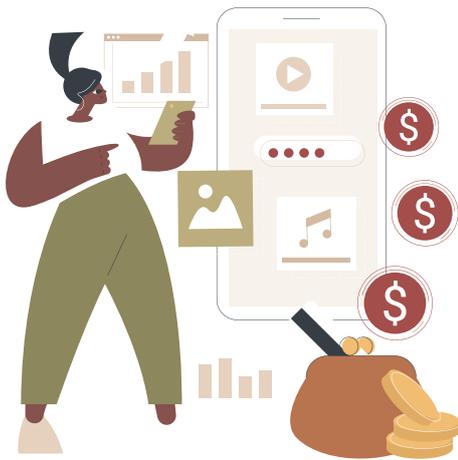


MODULE 02



USING DIGITAL MONEY TOOLS ON YOUR PHONE





Welcome to Digital Money Tools and Mobile Channels

Mobile phones have changed how people use money all over the world. In Namibia, you can use your mobile phone to do banking, pay for things, send money, and manage your finances. This part of the guide will help you learn how to use these tools with confidence.

It is important to know how to use digital money tools. They can save you time and money. They can also help you get services that might not be in your area. But to use them safely, you need to know how they work and what dangers to avoid.

This module will teach you practical skills. You will learn about different types of mobile phones. You will learn how to use special codes called USSD. You will also learn how to do common things like checking your money balance or sending money. By the end, you will feel confident using mobile money services every day.



WHAT THIS MEANS FOR YOU

You will learn how to use your phone for money matters. You will save time and money by using these services. You will feel more confident and safe when using digital money.





Understanding Mobile Phones for Money Services

Different Types of Phones and What They Can Do

Mobile phones come in different types. Each type has different ways to use digital money services. Knowing these differences helps you choose the right phone for your needs.

Feature Phones

Feature phones are basic mobile phones. They can make calls and send text messages. They can also use simple internet services. Most feature phones use special codes called USSD to access mobile money services.



WHAT THIS MEANS FOR YOU

Feature phones are usually cheaper than smartphones. Their battery lasts longer. Many people in Namibia use them.

You can do most mobile money services on a feature phone. You can check your money balance, send money, or pay bills using USSD codes. The main differences are smaller screens and less internet use compared to smartphones.



Your basic phone can do many important money tasks!

Smartphones

Smartphones are more advanced phones. They can run many applications (apps). They can access the internet fully. They can also take photos and do many things a computer can do.



WHAT THIS MEANS FOR YOU

Smartphones make mobile money services easier to use. They have bigger screens and better internet. They can also store your transaction history.

Smartphones can use mobile money services through both USSD codes and special mobile apps. However, smartphones are usually more expensive. They need to be charged more often. They can also be more complex for people who are not used to advanced technology.



Feature Phone	Smartphone
Basic calls and texts	Many apps, full internet
Uses USSD codes	Uses USSD codes and apps
Cheaper, long battery life	More expensive, shorter battery life
Simpler to use	More complex, many features

Hybrid Devices

Some phones are in between feature phones and smartphones. They have some advanced features but are still simple and affordable. These phones might use basic apps and internet but are mostly used like traditional phones.

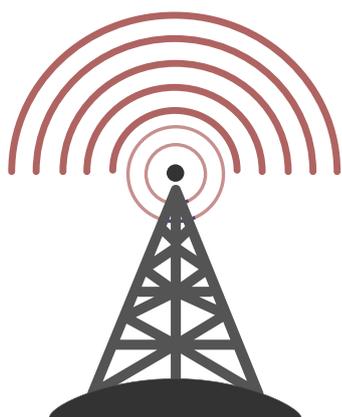


WHAT THIS MEANS FOR YOU

These phones offer a good balance if you want some smart features without the full cost or complexity of a smartphone.



Hybrid phone



Mobile Network Technologies and Coverage

Knowing about mobile networks helps you understand which services you can use and where. It also helps you use them well.

Types of Mobile Networks

- **2G Networks:** These are older networks. They are good for calls, text messages, and basic internet. Most mobile money services work on 2G networks, especially using USSD codes. This means you can use these services even in many rural areas of Namibia.
- **3G and 4G Networks:** These are newer networks. They offer faster internet speeds. They are better for smartphone apps, faster payments, and things like real-time messages. 3G and 4G coverage is growing in Namibia, but it might not be everywhere, especially in very remote areas. *What this means for you: If you have a smartphone, these networks make your apps work faster. But always check if you have good signal where you are.*

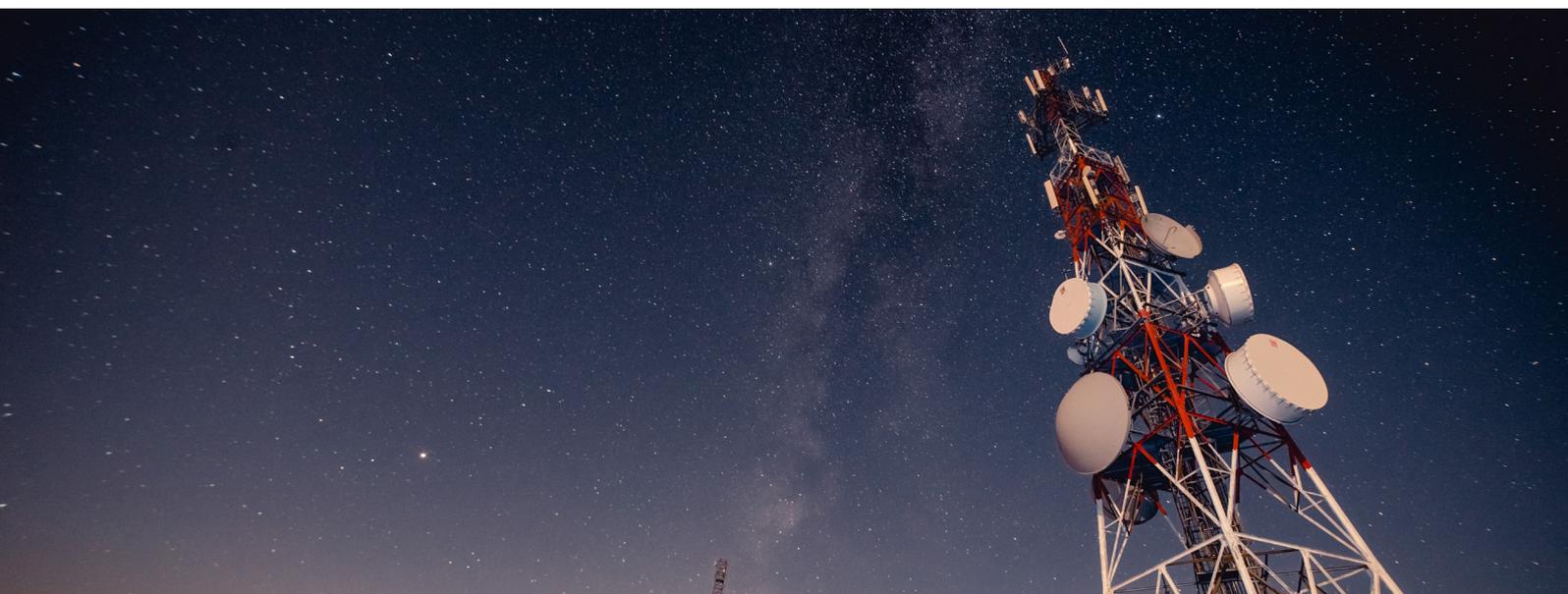
Network Coverage Matters

Mobile money services need phone network coverage to work. Knowing the coverage in your area helps you plan when and where you can use these services. Most mobile money services work on any available network. But some advanced features might need a stronger signal or faster network.

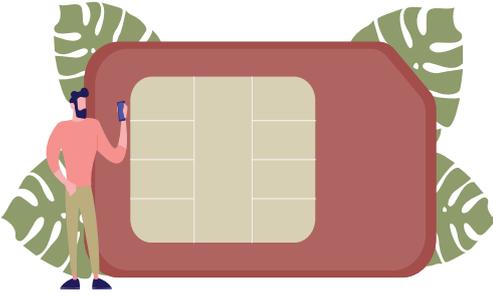


WHAT THIS MEANS FOR YOU

Before you try to send money, make sure your phone has a good signal. This helps prevent problems.



Your SIM Card and Mobile Account



Your SIM card is very important for using mobile money services. It tells the phone network who you are. It also holds important information for your account.

SIM Card Registration

In Namibia, you must register your SIM card. You need to use your official identification documents. This registration is needed to use mobile money services. It also helps protect you from fraud. Make sure your SIM card is properly registered and that your details are up-to-date.



WHAT THIS MEANS FOR YOU

If your SIM card is not registered, you cannot use mobile money. Keep your registration details current.

SIM Card Registration

Your SIM card has important information that can be used to get into your mobile money accounts. Keep your SIM card safe. If you lose your phone or it gets stolen, tell your mobile network provider right away. They can block your lost SIM card and give you a new one. This protects your money.



WHAT THIS MEANS FOR YOU

Treat your SIM card like cash. Don't let anyone else use it. If it's lost, report it immediately.

Using More Than One SIM Card

Some people use more than one SIM card. They might use different cards for different things or from different providers. If you use many SIM cards, know which services are linked to each card. Keep track of your different accounts and PINs.



WHAT THIS MEANS FOR YOU

If you have multiple SIMs, make sure you know which one is for your mobile money. Don't get confused!

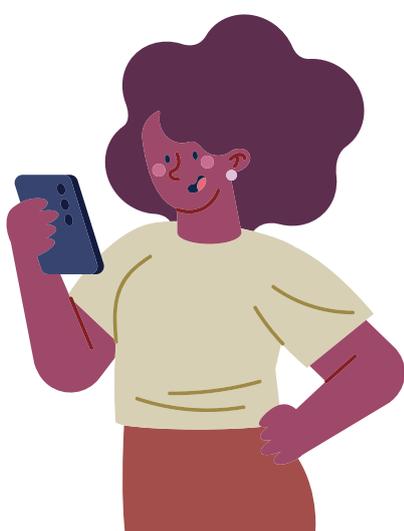
Taking Care of Your SIM Card

SIM cards can get damaged by water, bending, or other problems. Handle your SIM card carefully. Keep it in a safe place when you are not using it. If your SIM card gets damaged, ask your mobile network provider for a new one.



WHAT THIS MEANS FOR YOU

A damaged SIM card means you cannot use your mobile money. Take good care of it.



Understanding USSD Services

USSD stands for Unstructured Supplementary Service Data. It is a way for your phone to talk to the service provider's computer. USSD is the main way to use mobile money services on both basic phones and smartphones in Namibia.

How USSD Works

When you dial a USSD code, like *140#, your phone sends a message. This message goes to your mobile network provider. Then, it goes to the right service provider, like your bank or mobile money company.

The service provider then sends a message back to your phone. This message appears on your screen, usually as a text message. You can then reply to these messages to choose options or enter information.



WHAT THIS MEANS FOR YOU

You can have a back-and-forth conversation with the service. You choose what you want to do, like checking your balance or sending money.

USSD works very quickly. You usually get a reply in a few seconds. You keep replying until you finish what you want to do or stop the service.

Good Things about USSD

- **Works on all phones:** USSD works on all types of mobile phones, even the basic ones.
- **No internet needed:** You don't need internet or special apps. This makes it easy for people with simple phones or limited internet access.
- **Safe to use:** USSD sessions are secure. They work even when your phone signal is not very strong.



WHAT THIS MEANS FOR YOU

You can use USSD services even if you are in a rural area with no internet, as long as you have a phone signal.

How USSD Codes Look

USSD codes usually start with a star (*) and end with a hash (#). In between, there are numbers that tell the service what you want to do. For example, *140#` might be for checking your account balance.

Common USSD Codes for Money Services

Different mobile money providers have their own USSD codes. But they often follow similar patterns, which makes them easier to remember.

- **Checking Your Balance:** Most providers have simple codes to check how much money you have. These are usually short codes like *140# or *132#`. Checking your balance is often free or very cheap. It's a good way to keep an eye on your money.
- **Sending Money:** Codes for sending money are usually a bit longer. You will need to say who you are sending money to and how much. For example, a code might start with *140# and then ask you for more details. *What this means for you: You can send money to your family in another town for school fees.*
- **Buying Airtime:** Many mobile money services let you buy airtime for yourself or others. You will usually need to enter the phone number and the amount of airtime. *What this means for you: You can buy airtime for your phone directly from your mobile money account.*
- **Paying Bills:** Some services let you pay bills using USSD codes. You will need to enter the type of bill, the account number, and the amount. *What this means for you: You might be able to pay your electricity bill using USSD.*
- **Managing Your PIN:** Most services have codes to change your PIN (Personal Identification Number). Your PIN is like a secret password for your money. These codes will ask for extra steps to make sure it's really you. *What this means for you: You can change your secret PIN if you think someone else knows it.*

How to Use USSD Menus

USSD services use menus to help you choose what you want to do. You go step-by-step to finish your task.

Steps to Navigate USSD Menus:

- 1. Main Menu:** When you dial a USSD code, you will see a main menu. This menu lists all the services you can choose. Each choice has a number next to it. You simply type the number for the service you want and press send.
- **Sub-Menus:** Some services have more choices inside them. These are called sub-menus. You navigate them the same way: choose the number for what you want to do. *What this means for you: After choosing "Send Money", you might see "1. To Registered User" or "2. To Unregistered User".*
- **Entering Information:** Sometimes, you need to type in details. This could be a phone number, an amount of money, or an account number. Always type carefully and check your numbers twice before you press send. *What this means for you: If you are sending N\$100, make sure you type `100` and not `10` or `1000`.*
- **Confirming Your Action:** Most money tasks will ask you to confirm. This means the screen will show you all the details of your payment. It will ask you if everything is correct. Always read this carefully before you say yes. *What this means for you: Double-check the person's name and the amount of money before you confirm. This stops mistakes.*
- **Fixing Mistakes:** If you make a mistake, you can usually go back to the previous menu. Or you can start again by dialing the main USSD code. Some services also let you cancel a payment before it is finished. *What this means for you: Don't panic if you make a mistake. You can usually fix it or start over.*

Keeping Your USSD Safe

Using USSD services safely is very important. You need to follow some rules to protect your money and personal information.

Safety Rules for USSD:

- **Protect Your PIN:** Your PIN (Personal Identification Number) is your secret code. Never tell your PIN to anyone. Do not type your PIN if other people can see your phone screen. If you think someone knows your PIN, change it right away using your service provider's menu.
- **Finish Your Session:** Always finish your USSD session quickly. Don't leave it open on your phone. If you need to stop, make sure you properly exit or cancel the session. This stops others from using your phone to access your money. *What this means for you: After sending money, make sure the USSD session closes completely.*
- **Check Before You Confirm:** Always check all the details of your payment very carefully before you confirm. Look at the person's phone number, the amount of money, and any fees. Do this before you press send. *What this means for you: Imagine you are sending money to your mother. Make sure her number is correct and the amount is what you intended.*
- **Use Trusted Networks:** Only use USSD services on your own trusted mobile network. Do not use these services on public phones or phones that many people share. Others might

be able to see your information. What this means for you: Always use your own phone for money transactions. Don't use a friend's phone or a public phone.

- **Check Your Money Often:** Look at your account balance and past payments regularly using USSD codes. This helps you see quickly if someone has used your money without your permission. You can then act fast. *What this means for you: Check your balance every week. If you see something strange, report it immediately.*



Never share your PIN with anyone, not even family or a mobile money agent!



Using Mobile Banking Apps and E-Wallets

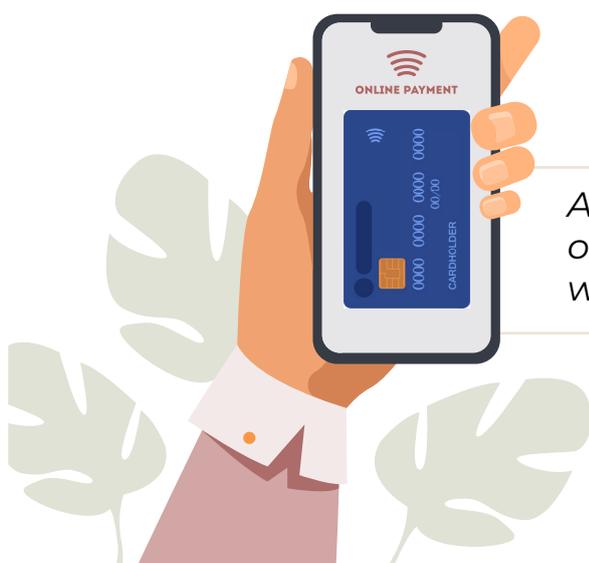
What are Mobile Banking Apps?

Mobile banking apps are special programs you put on your smartphone. They let you do banking tasks easily with a friendly screen. These apps usually offer more features and are easier to use than USSD services. But you need a smartphone and internet to use them.



WHAT THIS MEANS FOR YOU

If you have a smartphone, banking apps can make managing your money very simple and quick. **How to Get and Set Up an App:** You usually download banking apps from your phone's app store. Or you can get them directly from your bank's website. You will need to follow steps to prove who you are and link the app to your bank account. This often means showing your ID and setting up a secret code. **What Apps Can Do:** Banking apps let you check your money balance, see your past payments, send money, pay bills, and manage your account. Many apps also have tools to help you budget or save money. **Easy to Use:** Mobile banking apps are made to be easy to use. They have pictures, buttons, and menus that are simpler to understand than just text messages from USSD. **Offline Use:** Some banking apps can save some information on your phone. This means you can see your balance or past payments even without internet. But to send money or make payments, you will need internet.



Always download banking apps from official app stores or your bank's website to stay safe!

What are E-Wallets?

E-wallets are like digital purses on your phone. They store your money electronically. You can use them to pay for things and send money with your mobile phone. E-wallets are often easier to set up than regular bank accounts. They can be used by people who might not qualify for traditional banking.



WHAT THIS MEANS FOR YOU

An e-wallet lets you keep money on your phone and use it for everyday payments, even if you don't have a bank account. **How to Set Up an E-Wallet:** To set up an e-wallet, you usually need to give some basic identification. You also link it to your mobile phone number. Some e-wallets might need to be linked to a bank account. Others can be filled with cash through mobile money agents. **How to Put Money into Your E-Wallet:** You can put money into your e-wallet in many ways. This includes sending money from your bank, depositing cash with an agent, or receiving money from other mobile money accounts. **Knowing your options helps you choose the easiest way.** **What You Can Do with an E-Wallet:** E-wallets let you send money to other people, pay at shops, pay bills, and take out cash. There are limits on how much money you can send or spend, and fees can be different for each service. **Keeping Your E-Wallet Safe:** E-wallets have many safety features. These include PINs, passwords, using your fingerprint, and watching for strange payments. Understanding and using these safety features is very important to protect your e-wallet.

How Different Services Work Together

Many mobile money services are made to work with each other. This means you can move money between different accounts. You can also use many services to meet your money needs.

- **Bank to E-Wallet:** Many banks let you send money from your bank account to your e-wallet, and back again. This gives you more ways to use and get your money.
- **Between Different Providers:** Some mobile money services let you send money between different companies. For example, from MTC Money to E-Bank. This can be handy, but sometimes the fees might be higher. *What this means for you: You can send money to a friend even if they use a different mobile money service than you*
- **Shops Accepting Payments:** Many shops now accept payments from different mobile money services. This lets you choose the easiest way to pay at the shop. *What this means for you: You can pay for your goods at the local shop using your preferred mobile money service.*
- **Shared Agents:** Some mobile money companies share their agents. This means you can do things for different services at the same agent location. This is very helpful, especially in places where there are not many agents. *What this means for you: You might be able to deposit cash into your e-wallet and withdraw cash from your bank account at the same agent.*



Doing Common Money Tasks

Checking Your Money Balance

Checking how much money you have is one of the most important things to do. It helps you manage your mobile money services well.

How to Check Your Balance:

- Most mobile money services offer many ways to check your balance. You can use USSD codes, mobile apps, send a text message, or ask an agent. Choose the way that is easiest and cheapest for you. *What this means for you: You might be able to deposit cash into your e-wallet and withdraw cash from your bank account at the same agent.*
- When you check your balance, you will see how much money you have. You might also see any payments that are still being processed. This helps you manage your money and avoid spending more than you have.
- How often you check your balance depends on how much you use your account. Many people find it helpful to check daily or before making a big payment.
- Some services can send you alerts. These messages tell you if your money goes below a certain amount or if a big payment happens. These alerts help you keep an eye on your account and spot any strange payments.



WHAT THIS MEANS FOR YOU

Regularly checking your balance helps you know exactly how much money you have. This helps you avoid problems and keeps your money safe.



Make it a habit to check your balance often. It's like checking your pockets for cash!

Sending Money

Sending money is one of the most common and useful things you can do with mobile money services. You can send money to family, friends, or business partners quickly and easily.

Types of Money Transfers:

Mobile money services let you send money in different ways. You can send money to another person using the same service. You can send money to other mobile money services. You can also send money to bank accounts.

How to Send Money (Step-by-Step):

- 1. Choose 'Send Money':** Find the option to send money in your app or USSD menu.
- 2. Enter Recipient Details:** You will need the correct information for the person you are sending money to. This is usually their phone number for mobile transfers, or their account number for bank transfers. Always double-check this information! Sending money to the wrong number is a common mistake.
- 3. Enter Amount:** Type in how much money you want to send.
- 4. Review Details:** The system will show you all the details of the payment, including any fees. Read this carefully.
- 5. Confirm with PIN:** Enter your secret PIN to confirm the payment. This is your final approval.



WHAT THIS MEANS FOR YOU

You can send money to your children for school fees or to your parents for their needs, even if they are far away. Important Things to Know About Sending Money: Recipient Information: Make sure you have the correct phone number or account number. A wrong number means your money goes to the wrong person. Transfer Limits: Most services have limits on how much money you can send at one time or in one day. Know these limits, especially if you need to send a large amount. Transfer Fees: There are usually fees for sending money. These fees can change depending on the amount you send and the service you use. Understand the fees so you can choose the cheapest way.

Making Payments

Mobile money services let you pay for many things. You can buy goods, pay bills, and even pay government fees.

Paying at Shops (Merchant Payments)

Many businesses now accept payments using mobile money. To pay, you usually give your phone number or scan a code. Then you enter the amount and confirm with your PIN.



WHAT THIS MEANS FOR YOU

You can pay for your groceries at the local shop using your phone. No need for cash!

Paying Bills

Mobile money services often let you pay your bills. This includes electricity bills, water bills, or school fees. You usually enter the account number for the bill and the amount. Then you confirm the payment.



WHAT THIS MEANS FOR YOU

You can pay your child's school fees from your phone, saving you a trip to the bank or school.

Government Payments

Some mobile money services let you pay government fees or fines. This can save you time and travel money. You don't have to go to a government office in person.



WHAT THIS MEANS FOR YOU

You might be able to pay for your vehicle license or other government services easily from your phone. Always Get Confirmation: When you make any payment, always ask for and save the payment confirmation. This is your proof of payment. It can help if there is ever a problem or dispute.

Cash Deposits and Withdrawals

Even though mobile money is digital, you will sometimes need to change it to physical cash, or change cash into digital money. You do this through agents.

What are Agents?

Agents are businesses that are allowed to help you put cash into your mobile money account (deposit) or take cash out (withdraw). These can be small shops, pharmacies, or even petrol stations in your community.



WHAT THIS MEANS FOR YOU

Agents are like small mobile money banks in your neighborhood. They make it easy to get cash or put cash into your phone.

How to Deposit Cash

1. **Go to an Agent:** Visit a mobile money agent.
2. **Give Your Details:** Tell the agent your phone number and how much cash you want to put in.
3. **Give Cash:** Hand your cash to the agent.
4. **Confirm:** The agent will process it. You will get a message on your phone confirming the deposit. Always count your cash and check the message before you leave the agent!



WHAT THIS MEANS FOR YOU

You can turn your physical cash into digital money on your phone. This makes it safer and easier to send to family.

Agent Fees

Agents usually charge a small fee for deposits and withdrawals. These fees might be separate from the fees charged by your mobile money service. Always ask about the total cost before you do a transaction.



WHAT THIS MEANS FOR YOU

Know the fees so you are not surprised. Sometimes it is cheaper to withdraw a larger amount at once.

Agent Security

Choose agents you trust. Be aware of your surroundings when you are depositing or withdrawing cash. Do not show large amounts of cash. Be careful in quiet or unsafe places.



WHAT THIS MEANS FOR YOU

Always go to a busy, well-lit agent location. If you feel unsafe, don't do the transaction there.



Fixing Common Problems and Getting Help

Sometimes, things can go wrong when you use mobile money. Knowing how to fix these problems or get help is important. It helps you use mobile money services with confidence.

When Payments Don't Go Through (Transaction Failures)

Payments can fail for many reasons. Knowing why helps you fix the problem.

Why Payments Fail:

- **Not enough money:** You might not have enough money in your account to cover the payment and fees.
- **Network problems:** Your phone signal might be weak, or the network might be busy.

- **Wrong details:** You might have typed the wrong phone number or account number.
- **Service down:** Sometimes the mobile money service itself might be having problems.



WHAT THIS MEANS FOR YOU

If a payment fails, don't worry. There is usually a simple reason, and you can often fix it.

Error Messages: Mobile money services usually send you a message if a payment fails. This message will tell you why. Learn to understand these messages so you know what to do.

Check Your Money: If a payment fails, always check your account balance. Sometimes the money might have been taken out, or it might be held for a short time before coming back to you.

Try Again? Some failed payments can be fixed by just trying again. Others need help from customer service. Know when to try again and when to ask for help.

Keep Records: If a payment fails, write down the error message, the date, time, and any reference numbers. This helps if you need to ask for help later.

Phone Signal and Network Problems

Mobile money services need a good phone signal to work. If your signal is bad, you might have problems.

What Causes Network Problems:

- **Weak signal:** If your signal is weak, payments might fail or be slow. Try moving to a place with better signal. Or wait until the signal improves.
- **Busy network:** Sometimes, many people are using the network at once. This can make services slow. Try again when fewer people are using their phones.
- **Service is down:** Very rarely, the mobile money service might stop working for a short time. This is usually fixed quickly.

Problems Accessing Your Account

Sometimes you might have trouble getting into your mobile money account. This can happen if you forget your PIN or if your account gets locked.

Forgotten PIN:

If you forget your PIN (Personal Identification Number), most services have a way to reset it. You might need to answer some secret questions, show your ID, or visit an agent.



WHAT THIS MEANS FOR YOU

Don't panic if you forget your PIN. There is always a way to get it back, but it might take some time and effort. **Locked Account:** Your account might get locked if you type your PIN wrong too many times. Or if the service thinks someone else is trying to use your account. To unlock it, you usually need to call customer service or visit a service center with your ID. **What this means for you:** Be careful when typing your PIN. If your account gets locked, you will need to contact your service provider to unlock it. **SIM Card Problems:** If your SIM card is lost, stolen, or broken, you might not be able to use your mobile money. Tell your mobile network provider right away. They can block your old SIM and give you a new one. **What this means for you:** Your SIM card is linked to your mobile money. Protect it like you protect your phone. **Lost or Broken Phone:** If your phone is lost, stolen, or broken, you can usually still get to your mobile money. You can put your SIM card into another phone. You might need to set up some things again or install the apps. **What this means for you:** Losing your phone doesn't mean losing your money. Your money is safe in your account, not just on your phone.

Getting Help and Support:

Knowing where to get help is very important. It helps you use mobile money services with confidence.

Customer Service:

Most mobile money providers have customer service. You can call them, send a text, email, or visit them in person. Learn how to contact your service provider. Know what information you need to give them when you ask for help.

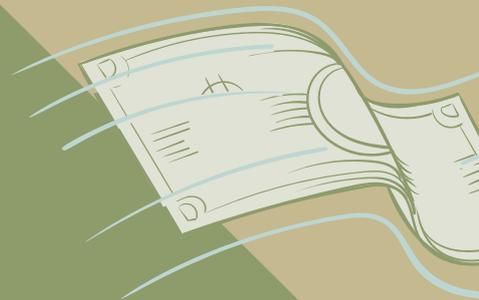
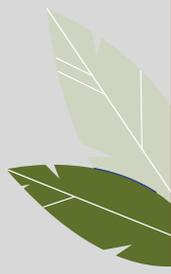
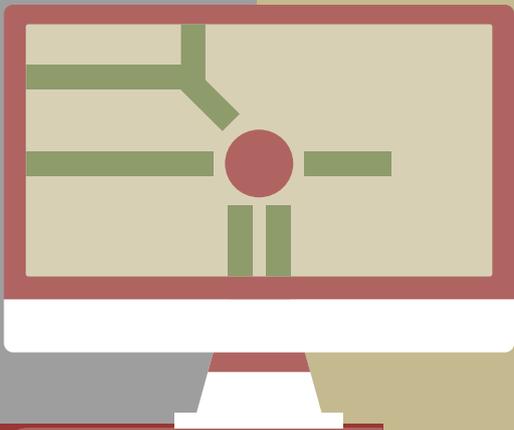




MODULE 03



UNDERSTANDING AND USING THE INSTANT PAYMENT SYSTEM (IPS)





Welcome to the Instant Payment System (IPS)

The Instant Payment System (IPS) is a new and exciting way to send and receive money. It makes payments faster, easier, and available to more people. IPS lets you send money right away between different banks and financial companies. It does not matter which bank you use or which bank the person you are sending money to uses.

Learning about IPS and how to use it well can greatly improve how you manage your money. It can help you with your business and take part in today's economy. Whether you need to pay for things, send money to family, get paid for your work, or manage your daily money, IPS is a fast, safe, and easy solution.

This part of the guide will help you understand how IPS works. You will learn about its benefits and how to use it safely every day. You will also learn how to use IPS to reach your money goals and make your life better. IPS is made to include everyone and be easy to use.



WHAT THIS MEANS FOR YOU

You will learn how to send and receive money instantly. IPS can help you manage your money better and grow your business. You will feel more confident using this fast and safe payment system. Visual Suggestion: Icon: Two mobile phones with an arrow between them, showing instant money transfer.



What is the Instant Payment System (IPS)?

Understanding Payments That Happen Right Away

The Instant Payment System is a way for money to move between different banks and financial companies in real-time. This means payments happen immediately. Unlike old payment systems that could take hours or days, IPS processes payments in seconds. It works 24 hours a day, 7 days a week.

- **Payments Happen Now:** When you send money with IPS, the payment is processed right away. The person you send money to gets it within seconds. This means no more waiting for money to arrive. It makes managing your money and doing business much faster.

- **Works Everywhere:** A very important part of IPS is that it works between different banks and mobile money services. This means you can send money from your bank account to someone else's bank account, even if they use a different bank. Or from your mobile money account to someone's bank account. *What this means for you: You don't need to worry if your family uses a different bank or mobile money service. IPS connects them all.*
- **Always Available:** IPS works all the time, every day and night, including weekends and holidays. This is very helpful for urgent payments or for people who work at times when banks are closed. *What this means for you: You can send money to pay for something important even on a Sunday evening.*

How IPS is Different from Other Ways to Pay

Understanding how IPS compares to other ways you pay helps you choose the best option for different needs.

IPS vs. Cash

Cash payments are instant, but you need to be there in person. Carrying cash can also be risky. IPS gives you the same instant payment, but you can do it from anywhere. It also reduces the risk of carrying a lot of money.



WHAT THIS MEANS FOR YOU

You can send money instantly to your family without having to travel or carry cash, making it safer.

IPS vs. Old Bank Transfers

Old bank transfers can take hours or even days to go through. They might not work between different banks. IPS sends money instantly and works between all banks and financial companies that use it.



WHAT THIS MEANS FOR YOU

No more waiting days for money to arrive. With IPS, it's there in seconds.

IPS vs. Mobile Money (Same Network)

Many mobile money systems only work if both people use the same company (like MTC to MTC). IPS lets you send money between different mobile money companies and even between mobile money and bank accounts.



WHAT THIS MEANS FOR YOU

You can send money to anyone, no matter which mobile money service or bank they use.

IPS vs. Cheques

Cheques need to be physically delivered and can take many days to clear. IPS removes the need for paper. It gives you instant proof that your payment has gone through.



WHAT THIS MEANS FOR YOU

No more waiting for cheques to clear. Payments are instant and confirmed right away.

IPS vs. International Transfers (for Namibia)

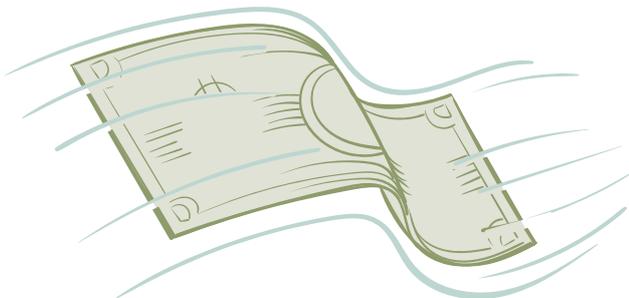
For sending money within Namibia, IPS is usually faster and cheaper than services used for sending money to other countries. It is also just as safe and reliable.



WHAT THIS MEANS FOR YOU

Sending money to family in another town is quicker and costs less with IPS than using services meant for overseas payments.

Payment Method	Speed	Works Between Different Banks/ Services?	Need to Carry Cash?
Cash	Instant (in person)	No (physical exchange)	Yes
Old Bank Transfer	Hours/Days	Sometimes no	No
Mobile Money (Same)	Instant	No (same network only)	No
IPS	Instant	Yes	No



Speed and Convenience: Why IPS is Great

The biggest benefits of IPS are how fast and easy it is to use for sending and receiving money.

Payments Happen Right Away

IPS payments are settled instantly. This means you don't have to wait. You can finish your money tasks exactly when you need to. This is very helpful for urgent payments, business deals, or when time is very important.



WHAT THIS MEANS FOR YOU

If you need to pay for something quickly, like medicine, IPS makes sure the money arrives without delay.

Always Available, Day and Night

Unlike banks that close, IPS works all the time. You can send and receive money any hour of the day or night, even on weekends and holidays. This is great for urgent payments or for people whose work hours don't match bank hours.



WHAT THIS MEANS FOR YOU

You can send money to family in an emergency, or pay for goods after shops close. You manage your money when it suits you.

Access from Anywhere

IPS lets you send and receive money without going to a bank or an agent. This saves you time and money on transport. It is especially good for people in rural areas who might not have easy access to banks.



WHAT THIS MEANS FOR YOU

You don't need to travel far to send or receive money. You can do it from your home or farm.

Many Ways to Use It

You can use IPS in many ways. This includes mobile banking apps, USSD codes, internet banking, and through agents. This means you can use IPS no matter what kind of phone you have or how you prefer to do your banking.



WHAT THIS MEANS FOR YOU

Whether you have a basic phone or a smartphone, you can use IPS. You choose the way that is easiest for you.



IPS makes your money move as fast as a text message!



IPS Can Save You Money

IPS often costs less than other ways of sending money. This means more money stays in your pocket.



Lower Fees

IPS payments usually have lower fees than old money transfer services. This is especially true for bigger amounts of money. These lower fees can save you a lot if you send money often.



WHAT THIS MEANS FOR YOU

You pay less to send money to your family or for your business. This helps your money go further.



Save on Travel

Because you can use IPS from anywhere, you don't need to travel to banks or agents for many money tasks. This saves you money on transport and also saves your valuable time.

**WHAT THIS MEANS FOR YOU**

You don't have to spend money on taxi fares or bus tickets to go to town just to send money.

**No Middleman Costs**

IPS sends money directly from one account to another. This means there are no extra companies in the middle charging fees. This makes the total cost of moving money lower.

**WHAT THIS MEANS FOR YOU**

Your money goes straight to where it needs to be, without extra charges from other services.

**Clear Prices**

The fees for IPS are usually clear and easy to understand. You will know how much a payment will cost before you send it. This helps you plan your money and budget better.

**WHAT THIS MEANS FOR YOU**

No hidden fees! You always know what you are paying. Visual Suggestion: Icon: A piggy bank with money falling into it, representing savings



Always check the fees before sending money to make sure you are getting the best deal!"



IPS is Safe and Trustworthy

IPS has many safety features to protect you and your money. This helps you feel confident when using it.

How IPS Keeps You Safe:

- **Watched by the Central Bank:** IPS is overseen by the Central Bank of Namibia. This means it follows strict rules for safety, reliability, and protecting you as a customer. This makes the system very trustworthy.
- **Secret Codes and Protection:** IPS uses strong secret codes (encryption) and safety rules to protect your payment information. This stops people who are not allowed from seeing your money details. These safety measures are always updated to fight new dangers. *What this means for you: Your money transactions are kept private and safe from hackers.*
- **Watching for Suspicious Activity:** IPS has smart systems that watch for strange or suspicious payments. These systems help to find and stop fraud. This keeps the payment system honest and safe for everyone. *What this means for you: If someone tries to use your money without permission, IPS can often spot it quickly.*
- **Help for Problems:** If something goes wrong with a payment, IPS has ways to help you solve the problem. This means if you have an issue, you have a way to get help and fix it. This builds trust in the system. *What this means for you: If a payment doesn't go through correctly, there is a process to get your money back or fix the mistake.*



IPS Helps Everyone Access Money Services

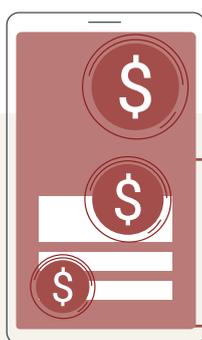
IPS helps more people in Namibia get access to money services. This is called financial inclusion.

How IPS Helps Include Everyone:

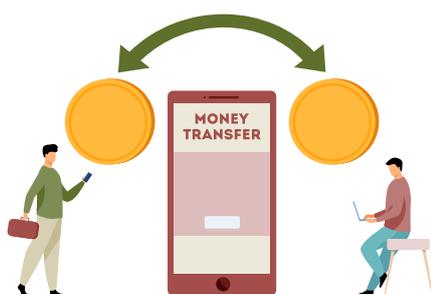
- **Works with Many Services:** IPS lets you send money between different banks and mobile money services. This removes barriers. It means you can choose the service that works best for you, without being stuck with just one.
- **Easy to Reach:** IPS is made to be used in many ways and on different phones, even basic mobile phones. This means people with different types of phones can use instant payment services. *What this means for you: Whether you have a simple phone or a smartphone, you can use IPS to manage your money.*
- **Good for Rural Areas:** : IPS is very helpful for people in rural areas. These areas might not have many banks. Because you can use IPS from your phone and through agents, it brings

money services closer to people in remote places. *What this means for you: You don't need to travel far to a big town to send or receive money. You can do it from your village.*

- **Supports Small Payments:** IPS can handle payments of all sizes, even very small amounts. Small payments might not be worth doing with other methods because of fees. This makes IPS useful for everyday shopping and small businesses. *What this means for you: You can use IPS to pay for a small item at the market or receive payment for your craft work.*



IPS is helping to bring modern money services to every corner of Namibia!



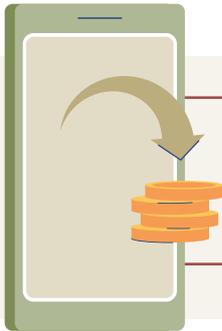
How to Send Money Using IPS

Sending money with IPS is easy once you know the steps. Here's how to prepare and what to do.

Getting Ready to Send Money

Before you send money using IPS, it's good to prepare. This helps make sure your payment goes smoothly.

- **Know the Receiver's Details** You will need the correct information for the person you are sending money to. This usually includes their full name (exactly as it is on their account) and their bank account number or mobile phone number. Always double-check this information! If you send money to the wrong person, it can be very hard to get back.
- **Check Your Own Money:** Make sure you have enough money in your account to cover the amount you want to send, plus any small fees. Check your balance before you start the transfer. *What this means for you: Don't try to send N\$500 if you only have N\$450 in your account. Check first!*
- **Understand Limits:** Most services have limits on how much money you can send at one time, per day, or per month. Know these limits. If you need to send a large amount, you might need to send it in smaller parts over time. *What this means for you: If you need to send a large amount for a business payment, you might need to plan it over a few days.*
- **Know the Fees:** Find out what fees you will pay for your transfer. These fees can be from your bank or mobile money service, and sometimes from IPS itself. Knowing the fees helps you plan your budget. *What this means for you: Always check the cost so you know the total amount that will leave your account.*



Preparation is key! Double-checking details saves you time and stress.

Step-by-Step Process to Send Money

The exact steps might be a little different depending on your bank or mobile money service. But the general process is usually the same.

1 Access the IPS Service:

Open your mobile banking app, or dial the special USSD code for your service. If you are at an agent, tell them you want to use IPS.

You will need to log in or confirm who you are. This might mean entering your PIN or password.

2 Choose to Send Money:

Look for an option like “Send Money,” “Instant Transfer,” or “IPS.” Select this option.

3 Enter Receiver’s Information:

Type in the details of the person you are sending money to. This includes their name and their account number or phone number. Some systems let you save details for people you send money to often.

4 Say How Much to Send:

Enter the amount of money you want to send. The system will usually show you the amount, any fees, and the total amount that will be taken from your account.

5 Review All Details:

Read everything carefully! Check the receiver’s name, the amount, and the fees. Make sure everything is correct before you go to the next step.

6 Confirm the Payment:

Enter your PIN, password, or other secret code to confirm the payment. Once you confirm, the money will be sent immediately.

7 Save Your Proof:

Keep the message or receipt that confirms your payment. This is your proof that you sent the money. It will have a special reference number that is important if you have any questions later.



WHAT THIS MEANS FOR YOU

Following these steps carefully will help you send money quickly and safely to anyone in Namibia.



Tell your family and friends your correct details to avoid delays when they send you money!

How to Receive Money Using IPS



Receiving money through IPS is usually simpler than sending it. But it is still good to prepare properly. This helps make sure you get your money without problems.

Getting Ready to Receive Money

- **Give Correct Account Information:** Make sure the person sending you money has your correct details. This includes your full name (exactly as it is on your account) and your correct bank account number or mobile phone number.
- **Your Account Must Be Active:** Make sure your account is in good standing and can receive money. Some accounts might have rules that stop money from coming in. If you are not sure, ask your bank or mobile money service provider. *What this means for you: If you haven't used your account in a long time, check with your service provider to make sure it's still active.*
- **Set Up Notifications:** Make sure your phone is set up to tell you when money arrives. These messages help you know right away when you have received money. *What this means for you: You will get a text message on your phone as soon as the money from your family arrives.*
- **Keep Your Account Secure:** Make sure your account is safe. Your PINs and passwords should be up-to-date and strong. Good security helps protect the money you receive from anyone who is not allowed to access it. *What this means for you: Always use a strong PIN for your mobile money account. This keeps your money safe.*

Checking and Confirming Your IPS Payments

Making sure your IPS payments are checked and confirmed properly helps them go through safely and correctly.

- **Check Before You Send:** Before you confirm any payment, always check the details. Is the person's name correct? Is the amount of money right? Do you understand all the fees? Take your time to double-check everything. IPS payments happen instantly, so it can be very hard to get your money back if you make a mistake.
- **Payment Confirmation:** After you confirm a payment, you should get a message right away. This message tells you that the payment has gone through. It will usually include a special reference number, the amount you sent, and who you sent it to. *What this means for you: This message is your proof of payment.*
- **Keep it safe! Receiver Gets a Message:** The person you sent money to should also get a message right away. This message tells them they have received money. It usually includes your name, the amount, and the same reference number. *What this means for you: Your family member will know immediately that the money has arrived.*
- **Follow Up (Optional):** Sometimes, it's a good idea to call or text the person you sent money to. Ask them if they received it as expected. This helps make sure everything went well and you can fix any problems quickly. *What this means for you: A quick call can give you peace of mind that your money reached its destination.*

What to Do if There Are Problems with IPS Payments

Even though IPS is very reliable, sometimes problems can happen. Knowing what to do can help you solve them.

- **Payment Fails:** If your payment does not go through, look at the error message. It will tell you why it failed. Common reasons are not enough money, network problems, or wrong details. Fix the problem before you try to send the money again.
- **Confirmation is Slow:** IPS payments are instant, but sometimes the confirmation message can be a bit slow. This can happen if the network is busy. If you don't get a message right away, wait a few minutes before thinking the payment failed. *What this means for you: Don't send the money again if you don't get a message immediately. Wait a little bit.*
- **Sent to the Wrong Person:** If you accidentally send money to the wrong person, contact your bank or mobile money service provider immediately. IPS payments are hard to reverse, but acting quickly might help solve the problem. *What this means for you: Call customer service as soon as you realize your mistake. Every minute counts!*
- **Problem with a Payment:** If you think a payment was made incorrectly, or without your permission, contact your bank or mobile money service provider right away. Tell them the problem so they can help you. *What this means for you: If you see a payment you didn't make, report it immediately to protect your money.*

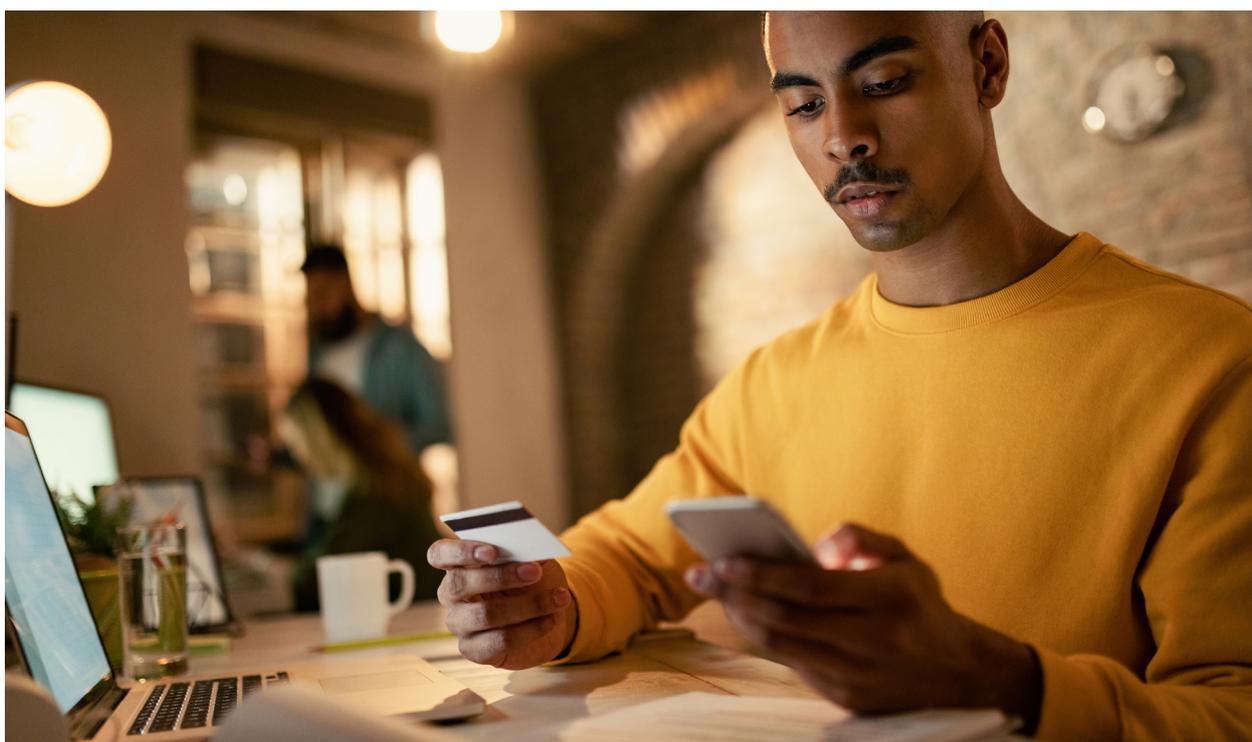
What to Do if You Have a Problem or Dispute

Knowing how to report problems and solve disputes is important. It helps protect your money when you use IPS.

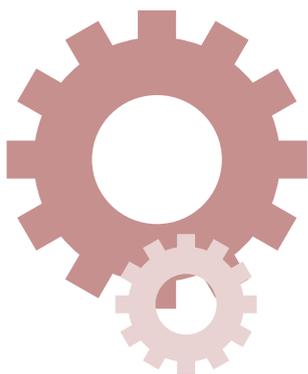
- **Report Immediately:** If you think there is fraud, a payment you didn't make, or any other problem, tell your bank or mobile money service provider right away. Reporting quickly can help stop you from losing money. It also makes it easier to fix the problem.
- **Keep Records:** Keep good records of any problems. This includes the payment reference numbers, any error messages, and notes about when you talked to customer service. These records are very important if you need to solve a dispute. *What this means for you: Write down the date, time, and name of the person you spoke to at customer service.*
- **How to Escalate:** If your problem is not solved by the first person you talk to, ask how to take it to a higher level. This is called escalation. You might need to talk to a manager or a special department. *What this means for you: If customer service can't help, ask to speak to a supervisor.*
- **Regulatory Help:** The Bank of Namibia and other official bodies are there to protect you. If you cannot solve a problem with your service provider, you can contact these regulators for help. *What this means for you: If you feel your problem is not being handled fairly, you can seek help from the Bank of Namibia.*



You have rights as a customer! Don't be afraid to ask for help if you have a problem.



MODULE 04



KEEPING YOUR DIGITAL MONEY SAFE



Introduction to Digital Financial Risks and Security



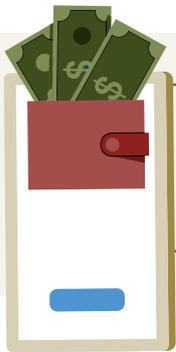
Using digital money brings many good things, like speed and ease. But it also comes with new risks. Just like you keep your cash safe, you need to keep your digital money safe too. This part of the guide will teach you how to protect yourself from these new dangers.

We will talk about common risks like scams, fraud, and identity theft. You will learn how to spot these dangers and what to do to keep your money and personal information safe. Understanding these risks is the first step to using digital money with confidence.



WHAT THIS MEANS FOR YOU

You will learn how to protect your money from bad people who try to steal it online. You will feel more secure and confident when using your phone for money.



Preparation is key! Double-checking details saves you time and stress.

Understanding Digital Financial Dangers



As we use more digital money services, it's important to know about the dangers. These dangers can affect your money, your personal information, and your accounts. Knowing about them helps you protect yourself.

Types of Digital Money Dangers

There are different ways bad people try to steal your money or information. Knowing these helps you spot them.

1. Identity Theft

Identity theft happens when someone takes your personal information without your permission. They then use it to get into your accounts or open new accounts in your name. This could be your ID document, your phone number, or other personal details.



WHAT THIS MEANS FOR YOU

Someone might use your ID to open a mobile money account or get a loan in your name. You could be held responsible for their actions. How it happens: Thieves can steal your physical documents. They can also trick you into giving them your information. Once they have your details, they can use your existing accounts or create new ones.

2. Account Takeover

Account takeover happens when someone gets into your existing digital money account without your permission. This can happen if they get your PIN or password. Or if they get access to your mobile phone. They might also find weaknesses in the systems you use.



WHAT THIS MEANS FOR YOU

If someone takes over your account, they can send your money away. They can use your account for bad things. You could lose your money and your good name. Visual Suggestion: Icon: A lock being broken or a hand reaching into a phone screen.

3. Transaction Fraud

Transaction fraud is when bad payments are made using digital money services. This could be someone using your account to send money without your permission. Or a shop charging you the wrong amount. Or a fake business taking your money for things they don't deliver.



WHAT THIS MEANS FOR YOU

You could lose money from your account. It can be hard to get it back because digital payments happen very fast.

4. Phishing and Social Engineering

Phishing is when someone tries to trick you into giving them your secret information. They pretend to be a real bank or a trusted person. They might send you fake messages, make fake phone calls, or create fake websites.

Social engineering is when they use tricks to make you do something that puts your money at risk. They play on your feelings or trust.



WHAT THIS MEANS FOR YOU

You might get a message that looks like it's from your bank, asking for your PIN. If you give it, they will steal your money. These tricks can be very clever.

How Digital Dangers Change and Grow

Bad people are always finding new ways to steal money. They study how digital money works and how people use it. This helps them find new weaknesses. This means keeping your money safe is an ongoing job, not just a one-time thing.

- **Technology Changes:** As digital money services get better, the ways bad people try to attack them also change. New technologies bring new ways for both good services and bad scams. Staying informed about new technologies helps you understand new risks.
- **Life Events and Scams:** Things happening in the world, like money problems or new government programs, can create chances for scammers. They might try to trick people who are worried or confused about new services. *What this means for you: Be extra careful during times of change or when new money programs are announced. Scammers often use these times to trick people.*
- **How People Behave:** Bad people also study how we use our phones and money. They look for common mistakes people make. Understanding these mistakes helps you avoid doing things that make you an easy target for fraud. *What this means for you: Don't fall for common tricks. Learn from the mistakes of others to keep yourself safe.*

How Vulnerable Are You?

Understanding how likely you are to be affected by digital dangers helps you know where to focus your efforts. It helps you protect yourself where it matters most.

- **Your Phone and Technology:** Your phone and how good it is can affect your safety. Older phones might have fewer safety features. Newer smartphones might offer more protection, but they can also be more complex to use.
- **How You Use Digital Money:** How often you use digital money also matters. If you use it a lot, you might see more dangers, but you also learn more about staying safe. If you use it rarely, you might not know the safety rules as well. *What this means for you: Practice using digital money safely, even for small things, to build your confidence and awareness.*
- **Your Life Situation:** Your personal situation can also make you more or less vulnerable. For example, if you are struggling with money, you might be more likely to fall for scams that promise quick money. If you have limited education, complex scams might be harder to spot. *What this means for you: Be aware of your own situation. If you feel pressured or confused, always ask a trusted person for help before making a decision.*



Keeping Your PINs and Passwords Safe

Your PIN (Personal Identification Number) and password are like secret keys. They protect your digital money accounts. Making them strong is the first step to keeping your money safe from people who are not allowed to access it.

Making Strong PINs and Passwords

For Your PIN (Secret Number)

PINs are usually numbers. Even with numbers, you can make your PIN strong. Do not use easy-to-guess numbers like your birthday, your phone number, or simple patterns like `1234` or `1111`.

Instead, choose numbers that mean something to you but are not obvious to others. For example, you could use the date of a special event that only you know about. Or numbers from a favorite song or story.



WHAT THIS MEANS FOR YOU

If your birthday is 15 January, don't use `1501`. Maybe use the year your first child was born, if it's not widely known.

For Your Password (Secret Word/Phrase)

If a service asks for a password (not just numbers), make it strong. A strong password is hard for others to guess but easy for you to remember. It should mix big letters, small letters, numbers, and special symbols (like `!`, `@`, `#`).

A good way to make a strong password is to use a memorable phrase or sentence. Take the first letter of each word in your sentence. Then add some numbers and special symbols.

Example:

- Sentence: "My first goat was called Billy and he loved to eat grass!"
- Password: `MfGwcB&hLtEg!1`



WHAT THIS MEANS FOR YOU

You can create a very strong password that you won't forget, by thinking of something personal to you.

Use Different PINs and Passwords

It is very important to use a different PIN or password for each of your accounts. If you use the same one for everything, and a thief finds one, they can get into all your accounts.



WHAT THIS MEANS FOR YOU

If someone steals your mobile money PIN, they cannot also get into your bank account if you use a different PIN for your bank.

It can be hard to remember many different codes. You can create a system to help you. For example, you can use a basic PIN and then add something small that reminds you of each service.

- Diagram: Multiple lock icons, each with a different key symbol.
- Call-out Box (Warning): "Never use the same PIN or password for all your money accounts!"

Managing Your PINs and Passwords

Managing your PINs and passwords well is important. It helps keep your money safe and makes sure you can always get into your accounts.

- **Remembering Your Codes:** Find ways to remember your secret codes without writing them down where others can see. You can make up stories or link your codes to things you know well. For example, if your PIN is `2580`, you might think of a special date or a pattern on your phone keypad.
- **Storing Codes Safely (If You Must Write Them):** If you absolutely must write down your codes, store them in a very safe place. Keep them separate from your phone or other important documents. Never label them clearly as "passwords" or "PINs." What this means for you: You could write a hint that only you understand, like "Mama's special date" instead of your actual PIN.
- **Change Your Codes Often:** Change your PINs and passwords regularly. Do this especially if you think someone might know them. Most digital money services make it easy to change your codes. What this means for you: Make a plan to change your important PINs every six months or once a year. This helps keep your accounts safe for a long time.
- **What to Do if Your Code is Stolen:** If you think someone has your PIN or password, change it immediately. Then, watch your accounts very closely for any strange activity. Acting fast can stop thieves from taking your money. What this means for you: If you get a suspicious message, change your PIN right away and check your balance.

Multi-Factor Authentication: Extra Layers of Safety

Multi-factor authentication (MFA) adds more layers of safety to your accounts. It means you need more than just a PIN or password to get in.

What is Multi-Factor Authentication?

MFA asks you for two or more ways to prove it's you before you can get into your account. This could be:

- Something you know: Like your PIN or password.
- Something you have: Like your mobile phone (to receive a code).
- Something you are: Like your fingerprint or face scan.

Digital money services are using MFA more and more because it makes your accounts much safer. Understanding how it works helps you use it well.



WHAT THIS MEANS FOR YOU

Even if a thief gets your PIN, they still can't get into your account without your phone or your fingerprint. This makes your money much harder to steal.

SMS Verification (Code by Text Message)

Many digital money services send a special code to your phone by text message. You need to type this code into the app or USSD menu to finish a payment or log in. This is called SMS verification.

This adds safety because only you have your phone. So, even if someone knows your password, they can't get the code from your phone.



WHAT THIS MEANS FOR YOU

When you get a text message with a code, it means the service is checking if it's really you. Never share this code with anyone!

Biometric Authentication (Fingerprint or Face Scan)

Some smartphones and digital money services let you use your fingerprint or face to log in. This is called biometric authentication. It's a very easy and safe way to prove it's you because your fingerprint or face is unique.



WHAT THIS MEANS FOR YOU

You can quickly and safely access your money just by touching your phone or looking at it. No need to remember long passwords.

Device Registration

Many digital money services remember your phone or device. If you try to log in from a new or unknown phone, they will ask for extra checks. This is called device registration.

This helps protect your account even if someone gets your PIN or password. They can't get in from their own phone without these extra checks.



WHAT THIS MEANS FOR YOU

If you get a new phone, you might need to do some extra steps to set up your mobile money apps again. This is for your safety.



Preparation is key! Double-checking details saves you time and stress.



Safe Ways to Make Payments

Using digital money safely means following good practices every time you make a payment. This helps protect your money from mistakes and fraud.

Checking Before You Pay (Pre-Transaction Verification)

Before you confirm any payment, it is very important to check everything carefully. This is your last chance to stop a mistake.

- **Check All Details:** Always check that the person you are paying is correct. Make sure the amount of money is right. Understand any fees that will be charged. Take your time to double-check these details.
- **Digital Payments are Fast:** Remember, digital payments happen instantly. Once you confirm, the money is usually gone right away. It can be very difficult to get it back if you make a mistake. What this means for you: Treat every digital payment confirmation like signing an important document. Be sure before you press send.

Checking Before You Pay (Pre-Transaction Verification)

After you make a digital payment, it's important to confirm it and keep a record. This helps you track your money and solve any problems that might come up.

Getting Your Payment Confirmation

After you finish a payment, you should get a message right away. This message confirms that your payment has gone through. It will usually show you the amount you paid, who you paid, and a special reference number.

The Person You Paid Gets a Message Too

The person or business you sent money to should also get a message immediately. This message tells them they have received the money. It usually includes your name, the amount, and the same reference number.

Following Up (Optional)

Sometimes, especially for important payments, it's a good idea to call or text the person you paid. Ask them if they received the money as expected. This helps make sure everything went well and you can fix any problems quickly.



Spotting and Avoiding Scams

Learning about common scams helps you see and avoid bad people who try to steal your money through digital services.

Common Digital Financial Scams

Here are some common tricks that scammers use:

1. Advance Fee Scams (Pay First to Get More Later)

Advance fee scams are when someone promises you a lot of money, a prize, or a benefit. But first, they say you must pay a small fee or tax. They might say you won a lottery, inherited money, or can get a loan. But you have to pay them first to get it.



WHAT THIS MEANS FOR YOU

You can quickly and safely access your money just by touching your phone or looking at it. No need to remember long passwords.

2. Phishing Scams (Fake Messages and Websites)

Phishing scams use fake messages, websites, or phone calls. They pretend to be from your bank or a trusted company. Their goal is to trick you into giving them your account details or making payments you didn't mean to.



WHAT THIS MEANS FOR YOU

You might get a text or email that looks real, saying your account is blocked. It asks you to click a link and enter your PIN. If you do, they will steal your information.

These fake messages might say your account is in danger, or you need to check your details. They often have links to fake websites that look just like your bank's website. But they are designed to steal your information.

3. Romance Scams (Fake Love)

Romance scams are when criminals pretend to fall in love with you online. After they build trust, they ask you for money. They might say it's for an emergency or a chance to be together.



WHAT THIS MEANS FOR YOU

These scammers play with your feelings. They make you believe they love you, then they steal your money. They often use digital money because it's fast and hard to trace.

They build a relationship over a long time before asking for money. This makes their requests seem real. They often target people who use digital money because it's easy to send money quickly and over long distances.

4. Investment Scams (Too Good to Be True)

Investment scams promise you very high returns on your money with little or no risk. They might talk about cryptocurrency or foreign exchange. They make it sound like you will get rich quickly.



WHAT THIS MEANS FOR YOU

You put your money into their fake scheme, and they disappear with it. Real investments always have some risk.

These scams often target people who want to improve their money situation. They are very tempting when times are hard. The scammers use digital money to collect your investment and then vanish.

5. Emergency Scams (Fake Family Crisis)

Emergency scams are when criminals pretend to be a family member or friend. They say they are in urgent need of money because of an accident, arrest, or medical problem. They try to make you feel worried so you send money quickly.



WHAT THIS MEANS FOR YOU

They use your love for your family against you. They create pressure so you send money without checking if the story is true.

These scammers often use information they find about you online to make their stories sound real. They ask for money through digital services because it allows for quick transfers that are hard to get back.

Red Flags: How to Spot a Scam

Learning to see warning signs helps you spot scams before you become a victim. Trust your gut feeling if something feels wrong.

1. Urgency and Pressure

Warning Sign: Scammers often try to make you feel rushed. They say you must act immediately or you will miss a great chance. They might say an offer will disappear if you don't respond quickly.

2. Asking for Secret Information

Warning Sign: Real banks or mobile money services will never ask you for your PIN, password, or other secret information through phone calls, text messages, or emails that you did not ask for. Be very suspicious if anyone asks for these details.

3. Offers That Are Too Good to Be True

Warning Sign: Be careful of offers that promise you a lot of money with no risk. Or offers that seem too good to be true. Real investments always have some risk. Real services have fair costs.

4. Unusual Ways to Pay

Warning Sign: Be suspicious if someone asks you to send money in strange ways. Or to people you don't know. Or to places that don't make sense for the payment. Real businesses use normal ways to get paid.

5. Bad Communication

Warning Sign: Many scams come from people who don't speak your language well. Or they use computer programs to write messages. Look for bad grammar, strange words, or messages that don't seem personal. Even if the message looks good, it doesn't mean it's real.



Protecting Your Personal Information and Devices

Keeping your personal information and your phone safe is very important. This is how you protect your digital money from thieves.

Keeping Your Personal Information Private

Your personal information is valuable. It includes your name, ID number, phone number, and bank details. Bad people can use this information to steal your money or identity.

- **Be Careful What You Share:** Only share your personal information with trusted people or official services. Never share it with strangers online or over the phone.
- **Official Sources Only:** If you need to give personal information to your bank or mobile money service, always use their official app, website, or visit them in person. Never click on links in suspicious messages. What this means for you: If your bank asks you to update your details, go to the bank branch or use their official app directly.
- **Destroy Old Documents:** When you throw away old bank statements or documents with your personal details, tear them up first. This stops thieves from finding your information in the rubbish. What this means for you: Don't just throw away old papers with your name and account number. Shred them or burn them.

Keeping Your Phone Safe

Your mobile phone is your main tool for digital money. Keeping it safe is key to protecting your money.

- **Lock Your Phone:** Always lock your phone with a PIN, pattern, or fingerprint. This stops others from using your phone if you lose it or if it is stolen.
- **Use Strong Passwords/PINs for Apps:** Make sure your mobile money apps also have strong PINs or passwords. This is an extra layer of protection. What this means for you: Even if someone unlocks your phone, they still can't get into your mobile money app without its separate PIN.
- **Be Careful with Public Wi-Fi:** Public Wi-Fi (like at a cafe) can sometimes be unsafe. Avoid doing money transactions when connected to public Wi-Fi. Use your mobile data instead. What this means for you: It's safer to check your balance using your own phone data than using free Wi-Fi at the market. **Download Apps Carefully:** Only download mobile money apps from official app stores (like Google Play Store or Apple App Store). Be careful of fake apps that look real but are designed to steal your information. What this means for you: Always check the name of the app and who made it before you download it.
- **Update Your Phone and Apps:** Keep your phone's software and all your apps updated. Updates often include important security fixes that protect you from new dangers. What this means for you: When your phone tells you there's an update, install it. It helps keep your phone and money safe.



How to Check and Verify Information (Verification Strategies)

Before you do anything with your money, it is very important to check if the request or offer is real. This helps you avoid scams and mistakes.

1. Check on Your Own (Independent Verification)

Don't just trust what you are told. Always check requests and offers using your own trusted sources. Don't just believe what the person asking for money tells you.

2. Take Your Time and Ask for Advice

Don't rush big money decisions. Take your time to think about important money choices. Talk to trusted friends, family members, or people you trust for advice before you do anything.

3. Look for Information (Documentation and Research)

Check the facts. Before you give money or personal information, look up the organization or person. Check for official websites, business registrations, or reviews from other customers. This helps you confirm if they are real.

4. Try with Small Amounts First (Small-Scale Testing)

Start small. If you are thinking about using a new money service or opportunity, try it with a very small amount of money first. This helps you see if it works and if it is real, without risking a lot.

Checking Details Before You Pay

Doing careful checks before you make any payment helps stop mistakes and fraud.

1. Check Who You Are Paying (Recipient Verification)

- Always check the person or business you are sending money to. Make sure their name and account details are correct before you send money.
- For people you know: If your child asks for money, call them on their usual phone number to make sure it is really them asking. Don't just trust a text message.
- For businesses: Check if the business is real. Look for their official website or ask other people if they know the business. Be extra careful with new or unknown businesses.



WHAT THIS MEANS FOR YOU

A quick phone call can save you from sending money to a scammer pretending to be your family member.

2. Check the Amount and Reason for Payment (Amount and Purpose Verification)

Double-check the amount of money. Make sure it is the exact amount you want to send. Also, make sure you understand why you are sending the money and that it matches what you agreed to. For businesses: Check if the business is real. Look for their official website or ask other people if they know the business. Be extra careful with new or unknown businesses.

3. Check the Service You Are Using (Service Provider Verification)

Make sure you are using a real and trusted money service. Check the website address (URL) if you are online. Make sure you download apps only from official app stores.

4. Keep Your Internet and Phone Safe (Network and Device Security)

Only make payments on safe internet connections and safe phones. Avoid using public Wi-Fi (like at a shop or bus stop) for money payments. These connections can be easily spied on.

Staying Safe While You Pay (During-Transaction Security)

Being careful while you are making a payment helps protect you from dangers and mistakes that can happen in real-time.

1. Keep Your Payment Private

Find a private place to make payments. Don't make payments where others can see your phone screen, hear you talking, or see you typing your PIN. Be aware of who is around you. People if they know the business. Be extra careful with new or unknown businesses.

2. Pay Attention

Focus only on your payment. Don't do other things that can distract you, like driving or talking to many people, while making a money transaction. Distractions can lead to mistakes or security problems.

3. Prevent Errors

Double-check everything before you confirm. This includes who you are paying, the amount, and any fees. Most digital money services will show you a summary screen with all these details before you confirm.

4. Manage Your Session

Finish your payment quickly and log out. Don't leave your money app open on your phone, especially if you are in a public place or using a phone that others also use.

What to Do After You Pay (Post-Transaction Verification)

Checking things after you make a payment helps make sure everything went well. It also helps you find any problems early.

1. Immediate Confirmation

Check your confirmation message. After every payment, look for the message that confirms it. Check your account balance and your transaction history. Most digital money services send you a message right away.

2. Confirm with the Person You Paid

Follow up with the person you sent money to. Ask them if they received the money as expected. This helps make sure the payment was successful and gives peace of mind to both of you.

3. Monitor Your Account

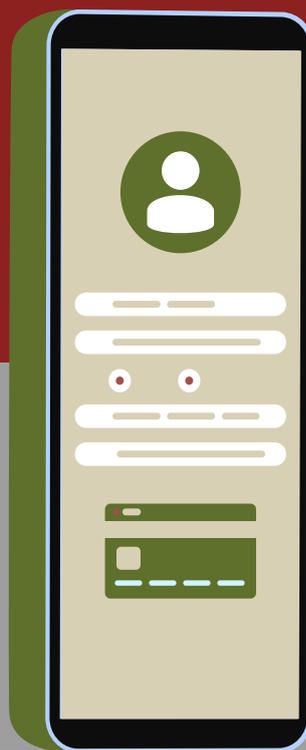
Check your account regularly. Look at your balance and your payment history often. This helps you spot any payments you didn't make or any mistakes.

4. Keep Good Records

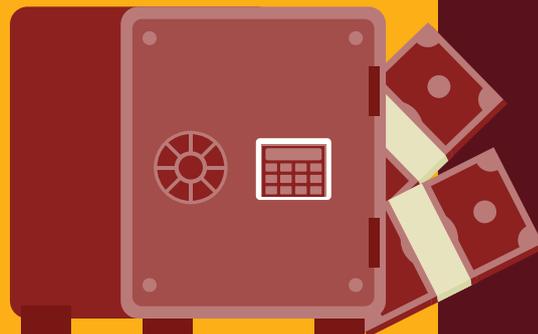
Keep all your payment records organized. This includes confirmation messages, receipts, and any messages you exchanged with your service provider. These records are very useful for budgeting, for taxes, and if you have a problem.

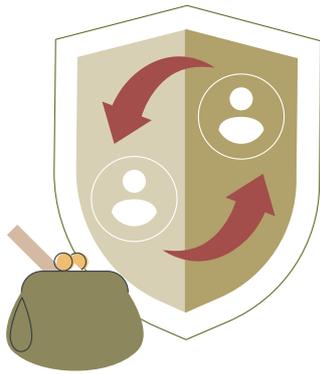


MODULE 05



WHAT TO DO WHEN THINGS GO WRONG

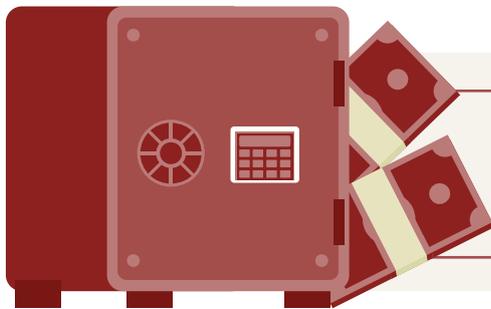




Introduction to Incident Response and Recovery

Even with all the safety steps, sometimes problems can happen with your digital money. This part of the guide will teach you what to do if you face a problem, like a scam or a lost phone. Knowing what to do quickly can help protect your money and stop bigger problems.

We will talk about how to spot a problem, who to tell, and what steps to take to fix it. The goal is to help you feel strong and in control, even when things go wrong. You will learn how to get help and recover your money or information.



Acting quickly when there's a problem can save your money!"



WHAT THIS MEANS FOR YOU

You will know exactly what to do if you think your money is not safe. You will feel confident that you can handle problems and get help.



How to Know if There is a Problem (Recognizing Security Incidents)

Spotting a problem quickly is very important. It helps you stop bigger losses and start fixing things.

1. Payments You Didn't Make (Unauthorized Transactions)

Check your accounts often. Look for any payments or transfers you did not make or do not recognize. This could be money sent to someone you don't know, payments for things you didn't buy, or money taken out from places you didn't visit.

2. Problems Getting into Your Account (Account Access Issues)

Be alert if you can't log in. If you try to log into your account with your correct PIN or password but it doesn't work, or if you get messages about password changes you didn't make, it could mean someone else is trying to get into your account.

3. Suspicious Messages (Suspicious Communications)

Be careful of unexpected messages. If you get a message that says it's from your bank or mobile money service, but it asks for your secret information or tells you to do something quickly, be suspicious. Real service providers usually don't ask for secret details in messages you didn't expect.

4. Lost Phone or Documents (Device or Document Loss)

If you lose your phone or important documents, it's a problem. If you lose your mobile phone, your ID documents, or anything else that has your personal or money information, think of it as a security problem. Even if you don't see any immediate issues.



What to Do Right Away if There is a Problem (Immediate Response Actions)

If you think there is a security problem with your digital money, acting quickly is very important. This can help stop more money from being lost and helps you fix the problem.

1. Secure Your Accounts

Change your secret codes immediately. If you think someone knows your PINs, passwords, or other secret codes, change them right away. Most digital money services make it easy to change these codes in their apps or by calling customer service.

2. Check Your Payments (Transaction Monitoring)

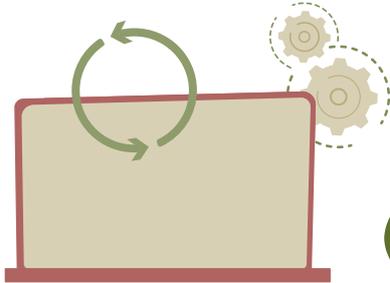
Look at all your money accounts. Check for any payments you did not make or do not recognize. Write down all the details of any suspicious payments: how much, when it happened, who it was sent to, and any reference numbers.

3. Tell Your Service Provider

Contact your bank or mobile money service right away. Tell them about the problem. Most service providers have special phone numbers for security issues. They can act quickly to protect your accounts.

4. Keep Records of the Problem (Documentation)

Write down everything about the problem. This includes what happened, when you found out, any proof you have (like messages or screenshots), and what you have done so far. These records are very important if you need to get your money back or solve a dispute.



Getting Back on Track After a Problem (Recovery and Follow-Up)

After a security problem, it is important to follow up and make sure everything is fixed. This helps you recover and stay safe in the future.

1. Solving Problems and Getting Your Money Back (Dispute Resolution)

Work with your service provider. Your bank or mobile money service has ways to help you if there was a payment you didn't allow. They can help you get your stolen money back.

2. Keep Watching Your Accounts (Credit and Account Monitoring)

Keep checking all your money accounts. Look for any new strange payments. Sometimes thieves try to use your information again later. This helps you catch any new problems quickly.

3. Learn and Improve Your Safety (System Updates)

Think about what happened and learn from it. Change your safety habits based on what you learned from the problem. This might mean changing how you keep your passwords, or how you check payments.

4. Share with Your Community (Community Awareness)

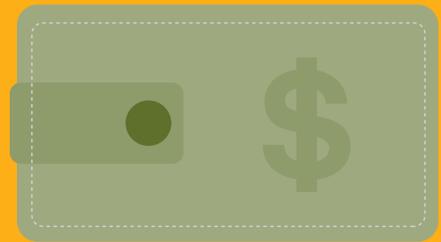
Tell others about what happened to you. Share your story with your family, friends, and people in your community. You don't have to share all the private details, but tell them about the scam or problem. This helps others avoid the same mistakes.



MODULE 06



SMART MONEY MANAGEMENT IN A DIGITAL ERA





Introduction to Digital Money Management

Using digital money is not just about sending and receiving payments. It is also about managing your money smartly. This part of the guide will teach you how to use digital tools to plan your money, save, and make good financial choices.

We will explore how digital services can help you keep track of your spending, set money goals, and even save for the future. Learning these skills will help you take control of your money and build a better financial life for yourself and your family.



WHAT THIS MEANS FOR YOU

You will learn how to use your phone to manage your money better. You will feel more confident about your financial future.



Smart money management helps your money grow and keeps you prepared for the future!"



Planning Your Money with Digital Tools (Digital Budgeting and Expense Tracking)

Digital budgeting means using technology to plan, track, and manage your money. It helps you keep track of what you earn and what you spend. Digital tools give you clearer and faster information than writing things down on paper.

What is Digital Budgeting?

Digital budgeting uses your phone or computer to help you manage your money. It makes it easier to stick to your money goals.



WHAT THIS MEANS FOR YOU

You can see exactly where your money goes without needing to write everything down. It helps you make better choices about your spending.

1. Seeing Your Money in Real-Time

Digital budgeting tools can show you your spending and how much money you have right now. This is called real-time tracking.

This is very helpful if your income or expenses change often. You can adjust your spending based on how much money you have right now, not on old information.

2. Sorting Your Spending Automatically (Automated Categorization)

Many digital budgeting tools can sort your payments into groups automatically. For example, they can put all your shop payments into a 'Groceries' group or all your taxi payments into a 'Transport' group.

3. Looking Back at Your Spending (Historical Analysis)

Digital tools can keep a record of your money over a long time. This helps you see patterns and changes in your spending. You can see how much you spent last month, or last year.

4. Connecting All Your Money (Integration with Financial Services)

Many digital budgeting tools can connect to your bank accounts, mobile money services, and other money accounts. This means they can automatically get your payment information.

Making a Good Digital Budget

A good digital budget is one that is real, flexible, and helps you reach your money goals. To make one, you need to understand your income (money coming in) and your expenses (money going out). Then you can decide how to use your money wisely.

1. Know Your Income (Money Coming In)

Start by listing all the money you get. This includes your salary, money from your business, money from selling crops, or money sent by family. Include both regular money and money that comes in sometimes.

Think about times when you might get less money, like during certain seasons. Plan for these times so your budget still works all year.

2. Understand Your Spending (Fixed vs. Variable Expenses)

Fixed expenses are costs that stay mostly the same every month. Examples are rent or loan payments.

Variable expenses are costs that can change. Examples are money for food or entertainment. You can adjust these if you need to.

Knowing the difference helps you see where you can change your spending if needed.



WHAT THIS MEANS FOR YOU

You must always pay your fixed expenses first. Then you can look at your variable expenses to see where you can save money, like buying cheaper food or going out less.

Type of Expense	What it is	Examples for You	Can You Change It?
Fixed Expenses	Costs that stay the same each month	Rent, loan payments, school fees	Hard to change quickly
Variable Expenses	Costs that can change each month	Food, transport, airtime, clothes	You can change these more easily

3. Decide Where Your Money Goes (Priority-Based Allocation)

Spend your money based on what is most important. First, cover essential needs like food, a place to live, and healthcare. After that, save money and pay off debts. Then, you can spend on things like entertainment.

Checking and Changing Your Budget

A good budget is not set in stone. It needs to be checked often and changed when your life or money situation changes. This helps your budget always work for you.

1. Look at How You Are Doing (Regular Performance Review)

Check your budget regularly. Look at how much money you actually earned and spent. Compare this to what you planned in your budget. Digital tools can show you clear reports and pictures to help you see this easily.

Try to understand why things are different from your plan. This helps you make better plans for the future.

2. See Patterns in Your Money (Trend Analysis)

Digital tools can show you how your income and spending change over time. You can see patterns, like if you spend more on transport in certain months or if your business earns more during holidays.

3. Track Your Money Goals (Goal Progress Tracking)

Keep an eye on how close you are to reaching your money goals. Digital tools can show you how much more you need to save for school fees or a new business. They can also show if you are on track to reach your goals.

4. Change Your Budget When Needed (Adaptive Budgeting)

Be ready to change your budget when your life changes. This could be if you get a new job, have a new expense, or your priorities change. Digital tools make it easy to change your budget quickly.

It's good to have a plan for common changes, like if your income goes down or you have a big unexpected cost. This helps you react quickly.



Saving Your Money with Digital Tools (Digital Savings Strategies)

Digital money services give you many ways to save. Each way has its own benefits. Knowing these options helps you choose the best way to save for your goals.

Different Ways to Save Digitally

1. Mobile Money Savings

Many mobile money services let you put money aside in a separate savings part of your account. This money is usually easy to get when you need it.

2. Digital Bank Savings Accounts

Some banks let you open and manage savings accounts completely on your phone or computer. These accounts often pay you interest, meaning your money grows a little bit over time.

3. Saving for Specific Goals (Goal-Based Savings Tools)

Some digital services have special tools to help you save for a specific goal. This could be for your child's education, starting a business, or buying something big. These tools often show you how close you are to your goal.

4. Automatic Savings Programs

Some digital services can automatically move small amounts of money from your spending account to your savings account regularly. This is called automated savings.

Building Good Saving Habits

Saving money regularly helps you reach your financial goals. Here are some ways to build good saving habits using digital tools.

1. Pay Yourself First

Make saving a priority. Before you spend money on anything else, put some aside for your savings. Digital tools can help you do this automatically by sending money to your savings account regularly.

2. Saving Small Amounts (Micro-Saving Strategies)

Micro-saving means saving very small amounts of money often, instead of trying to save a lot at once. Digital tools can make this easy. For example, some apps can round up your purchases to the nearest dollar and save the change.

3. Join Savings Challenges

You can join or create savings challenges. These are fun ways to save money, often with a goal or a timeline. Digital tools can help you track your progress and keep you motivated.

4. Build an Emergency Fund

Use digital tools to build a special savings account called an emergency fund. This money is for unexpected problems, like if you get sick or lose your job. Start with small amounts and slowly build it up to cover several months of your basic needs.

Making Your Savings Grow Bigger

Digital money services can help your savings grow. This can happen through interest, investments, and other ways.

1. Accounts That Pay You Interest (Interest-Earning Accounts)

Look for digital savings accounts that pay you interest. This means the bank or service pays you a small amount of money for keeping your savings with them. This helps your money grow over time.

2. Investing Your Money (Investment Platforms)

Some digital services offer investment platforms. These allow you to put your money into things like shares in companies or other investments. Investments can offer higher returns than savings accounts, but they also come with higher risks.

3. Savings Rewards (Savings Incentive Programs)

Some services offer special programs that give you bonuses or rewards for saving money. This could be for keeping a certain amount in your account or for reaching a savings goal.

4. Money Growing on Money (Compound Growth Strategies)

Compound growth means your money earns interest, and then that interest also starts earning interest. It's like your money is having babies that also grow up and have babies! This can make your savings grow much faster over a long time.

Conclusion of Smart Money Management in a Digital Era



Managing your money smartly in the digital age means mixing old money wisdom with new digital tools. The key is to understand how digital tools can help you reach your money goals. Always remember the basic rules: live within your means, save regularly, and make smart choices.

Digital services give you powerful ways to track, plan, and manage your money. But these tools only work well if you use them with good habits. First, build good money habits. Then, use digital tools to make those habits even better and easier.

Remember, technology is just a tool. The goal is not to use the fanciest digital tools, but to reach your money goals using the tools that work best for you. Building wealth and being financially secure takes time, patience, and consistency. Digital tools can help you stay on track and make better decisions, but they cannot do the work for you.

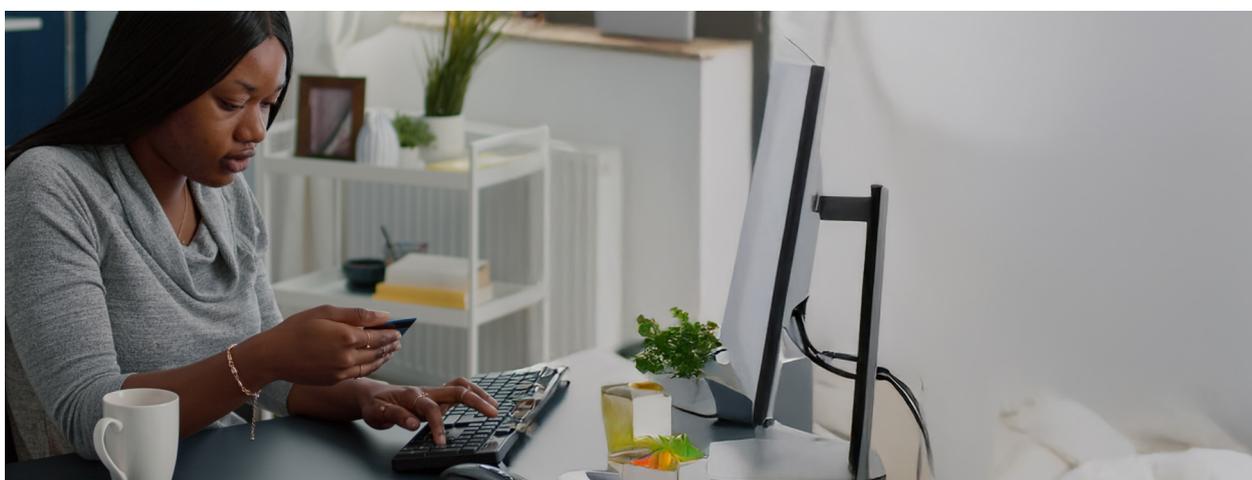
As you keep learning about digital money management, stay curious about new tools. But also be careful of promises that sound too good to be true. The best money plans are usually simple, easy to keep up with, and help you reach your long-term goals.

The skills you have learned in this part of the guide give you a strong base for managing money well in the digital age. As you use these ideas in your own life, you will find new ways that digital tools can help you succeed with your money and reach your goals more easily.



WHAT THIS MEANS FOR YOU

You have the knowledge to use digital tools to manage your money wisely. You can build a secure financial future by combining good habits with smart technology.



MODULE 07



MANAGING YOUR DEBTS IN THE DIGITAL AGE





Introduction to Digital Debt Management

Digital money services can help you manage your debts better. But they can also make it easy to get into new kinds of debt. This part of the guide will teach you how to handle your debts wisely.

We will look at how to keep track of your debts, how to pay them off, and how to avoid getting into too much debt. The goal is to help you use digital tools to become debt-free and stay financially healthy.



WHAT THIS MEANS FOR YOU

You will learn how to use your phone to keep track of all your debts. You will find ways to pay off your debts faster and smarter.



Managing debt well helps you gain freedom and peace of mind!



Keeping Track of Your Debts (Understanding Digital Debt Management)

Digital tools can help you manage your debts better. But it's also easy to get into new kinds of debt with digital services. So, it's important to manage your debts carefully.

1. Tracking All Your Debts (Digital Debt Tracking)

Use digital tools to keep a list of all the money you owe. This includes how much you owe, the interest rate (how much extra you pay for borrowing), when payments are due, and how long you have left to pay.

Make sure to include all types of debt: loans from banks, money borrowed from friends or family, mobile money credit, and any other money you need to pay back.

2. Paying Your Debts Automatically (Payment Automation)

Digital services can help you set up automatic payments for your debts. This means your payments are made on time without you having to remember. Automatic payments help you avoid late fees and keep a good relationship with your lenders.

3. Understanding Interest Rates (Interest Rate Management)

Interest rate is the extra money you pay when you borrow money, or the extra money you earn when you save. Digital tools can help you compare interest rates on different debts.

Some digital services might offer you a way to combine many debts into one new loan with a lower interest rate. This is called refinancing or debt consolidation. Check if this helps you pay less overall.

Comparison Table: A simple table comparing two debts: one with high interest (e.g., mobile money loan) and one with lower interest (e.g., bank loan), showing which one to pay first.

Debt Type	Interest Rate	Action
Mobile Money Loan	High (e.g., 20%)	Pay this first!
Bank Loan	Lower (e.g., 10%)	Pay this after the high-interest debt

4. Checking Your Credit (Credit Monitoring)

Credit is how lenders (like banks) see how good you are at paying back money. Digital services can help you check your credit history and credit score. This helps you understand how likely you are to get a loan in the future.

Check your credit regularly. This helps you find any errors or bad activities that could affect your ability to borrow money.



Ways to Pay Off Your Debts (Debt Repayment Strategies)

Paying off debt needs a good plan and steady effort. Digital tools can help you use different plans to pay back your debts and reach your goal of being debt-free.

1. The Debt Avalanche Method

With this method, you pay the smallest amount required on all your debts. Then, you use any extra money you have to pay off the debt that has the highest interest rate first.

2. The Debt Snowball Method

With this method, you pay the smallest amount required on all your debts. Then, you use any extra money you have to pay off the smallest debt balance first.

Choose the method that works best for you. Some people like saving money with the avalanche method, while others like the motivation from the snowball method.

3. Combining Your Debts (Consolidation Strategies)

You can sometimes combine many debts into one new loan. This new loan might have a lower interest rate or easier payment terms. This is called debt consolidation.

Always check carefully to make sure that combining your debts will truly help you. Make sure it doesn't just make things more convenient without actually improving your financial situation.

4. Paying Extra When You Can (Extra Payment Strategies)

Even small extra payments on your debts can make a big difference. Digital tools can help you see how much faster you can pay off your debts and how much money you can save on interest by paying a little extra.



Avoiding Money Traps (Avoiding Digital Debt Traps)

Digital money services can make it easy to borrow money. But they can also make it easy to get into too much debt. Knowing how to avoid these traps is very important for your money health.

1. Be Careful with Easy Loans (Easy Credit Risks)

Digital services often offer quick and easy loans. This can be helpful in emergencies. But it can also make you borrow money without thinking carefully.

It's a good idea to wait a little before taking a new loan. This helps you make a careful decision, not a quick one.

2. Watch Out for Monthly Payments (Subscription and Recurring Charges)

Many digital services have monthly fees or payments that happen again and again. These can add up over time. Check these payments regularly.

3. Be Smart About 'Buy Now, Pay Later' (Buy Now, Pay Later Risks)

Some digital services let you buy now and pay later. This can make things seem cheaper than they really are. Understand all the rules and costs before you use these services.

Think of 'buy now, pay later' as a debt. Include it in your debt plan.

4. Manage Your Credit Limits (Credit Limit Management)

If you have access to credit (money you can borrow) through digital services, manage it carefully. Just because you can borrow money doesn't mean you should.

Some digital tools can send you alerts if you are close to your credit limit. Use these to help you stay in control.



Setting Your and Planning (Financial Goal Setting and Planning)

Digital tools can help you set clear money goals, track your progress, and stay motivated. This helps you make good plans to reach your financial dreams.

1. Using Digital Tools for Your Goals

Digital financial services offer smart tools to help you set, track, and reach your money goals. These tools can help you make clear plans and keep you excited about reaching your goals.



WHAT THIS MEANS FOR YOU

You can use your phone to help you clearly define what you want to achieve with your money. You will have a clear path to follow and stay motivated.

1. Making SMART Goals

Use the SMART goal framework to make your money goals clear and easy to follow. SMART stands for:

Specific: Your goal should be clear, not vague. (e.g., “Save N\$5,000” instead of “Save money”)

Measurable: You should be able to track your progress. (e.g., “N\$5,000” is measurable)

Achievable: Your goal should be possible to reach. (e.g., “Save N\$5,000 in 12 months” is achievable if you earn enough)

Relevant: Your goal should be important to you. (e.g., “Save for my child’s school fees” is relevant)

Time-bound: Your goal should have a deadline. (e.g., “by next year”)

2. Deciding Which Goals Come First (Goal Prioritization)

Use digital tools to decide which money goals are most important to you. Think about what is urgent, what is easy to do, and what matters most to you.

Think about both short-term goals (like saving for a new cooking pot) and long-term goals (like saving for a house). Be real about how many goals you can work on at the same time.

3. Seeing Your Progress (Progress Tracking)

Digital tools can show you how close you are to reaching your goals. They can show you pictures or graphs of your progress. This helps you stay motivated and see if you need to change your plan.

Check your progress regularly. This helps you see if your plan is working and make any changes you need.

4. Celebrating Your Wins (Milestone Celebration)

Use digital tools to set small celebrations for yourself when you reach a part of your bigger goal. Celebrating your progress helps you stay motivated and makes reaching your goal more enjoyable.



Making Your Money Plans (Creating Financial Plans)

Good money planning means putting all your goals, money, and strategies together into a clear roadmap. This helps you reach your financial success.

1. Guessing Your Future Money (Income and Expense Projection)

Use digital tools to guess how much money you will earn and spend in the future. This is based on what you earn and spend now, and any changes you expect.

2. Planning Your Savings and Investments (Savings and Investment Planning)

Make clear plans for how you will save and invest your money to reach your goals. Think about how long you have to save, how much risk you are comfortable with, and how much money you need to earn.

3. Planning for Unexpected Problems (Risk Management Planning)

Your money plan should include ways to protect yourself from unexpected problems. These problems could stop you from reaching your money goals.

Think about different kinds of risks. There are money risks, like losing your job or the economy getting bad. There are also personal risks, like getting sick or a family emergency.

4. Having a Backup Plan (Contingency Planning)

It is smart to have backup plans for when your original money plans don't work out as you expected. This helps you change your plans without giving up on your goals completely.



Changing Your Money Plans Over Time (Adapting Plans Over Time)

Your money plans need to change as your life changes. Digital tools can help you adjust your plans while still focusing on your main money goals.

1. Checking Your Plans Regularly (Regular Plan Reviews)

Look at your money plans often. See how you are doing and if you need to make any changes. Think about changes in your life, the economy, and new opportunities.

2. Letting Your Goals Change (Goal Evolution)

It's okay for your money goals to change as you learn more about what is important to you and what you can achieve. This is a natural part of life.

3. Making Your Strategies Better (Strategy Refinement)

Keep making your money strategies better based on what you learn and new information. This helps you get better at reaching your goals over time.

4. Adapting to Life Stages (Life Stage Adaptation)

Your money plans should change as you go through different stages of life. What works when you are young might not work when you have children or are getting ready to retire.

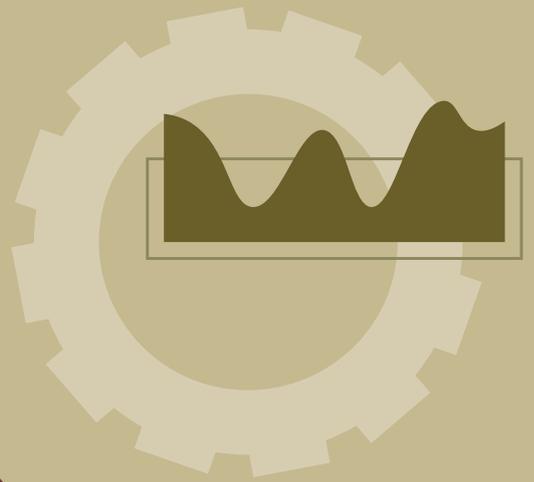




MODULE 08



BECOMING A DIGITAL FINANCE CHAMPION





Introduction to Digital Finance Leadership

Now that you understand digital money and how to manage it safely, you can become a leader in your community. This part of the guide will show you how to share your knowledge and help others learn about digital finance.

Being a Digital Finance Champion means you can guide your friends, family, and neighbors. You can help them use digital money safely and smartly. This helps everyone in your community benefit from new ways of handling money.



WHAT THIS MEANS FOR YOU

You will be able to help others understand and use digital financial services. You will become a trusted source of information in your community.



Sharing your knowledge helps build a stronger, safer community for everyone!"



Helping Your Community Learn (Community Education and Support)

Good money planning means putting all your goals, money, and strategies together into a clear roadmap. This helps you reach your financial success.

1. Share What You Know (Information Sharing)

Talk to your family, friends, and neighbors. Tell them about the dangers of digital money and how to stay safe. Share tips on how to protect their money.

Always make sure the information you share is true and comes from trusted sources. Don't spread rumors or things that are not confirmed, as this can cause unnecessary fear.

2. Help Each Other (Peer Support Networks)

Create groups where people in your community can help each other with digital money questions and problems. These groups can give good help and stop people from feeling alone when they face problems.

3. Training Your Community (Community Training)

Help organize or join training sessions in your community about digital money safety. These sessions can teach people in a structured way and help everyone learn together.

4. Learning from Each Other (Intergenerational Learning)

Help different generations in your community learn from each other. Young people might be good with phones, but older people have more experience with money.



What to Do When Something Goes Wrong (Reporting and Response Systems)

Having a clear way to report problems helps everyone in the community stay safe from digital money dangers.

1. Reporting Problems (Incident Reporting)

Set up ways to report security problems or threats in your community. This could be an informal group where people share information, or a more formal way through community groups.

2. Working Together to Solve Problems (Resource Coordination)

Work together to gather help for security problems. This means finding people who know a lot about digital money, talking to financial service providers and the police, and making plans for what to do when problems happen.

3. Speaking Up for Your Community (Advocacy and Representation)

Work together with others to ask financial service providers and the government for better security and protection for customers. When many people speak together, it is more powerful than one person complaining.

4. Focusing on Stopping Problems Before They Start (Prevention Focus)

It is better to stop problems from happening than to fix them after they happen. Focus on teaching and preventing issues, not just reacting to them.

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