

PREMIUM: RMK SUPPORTS YOU

You want an account manager to call you and check your work.

BEFORE YOU START

HAVE THESE READY (ABOUT 10 MINUTES)

- ✓ A Standard Account, or pay for both together.
- ✓ Your cellphone.

STEP BY STEP

8 STEPS

Step 1 of 8 Screen: Premium

How to get there: Services, then Premium.

What you see: What Premium gives you and the price (upgrades pay only the difference).

Tap: Pay and start

What happens next: Your order is made and the payment screen opens.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

Step 2 of 8 Screen: Your payment

How to get there: After Pay and start.

What you see: What you buy and the price.

Tap: Pay with PayFast

What happens next: PayFast opens.

If something goes wrong: If PayFast says no, nothing is charged. Try again, or pay by EFT and WhatsApp us the reference. If the page says payments cannot be taken right now, nothing is wrong on your side: WhatsApp us.

Step 3 of 8 Screen: Thank you

How to get there: PayFast brings you back.

What you see: We are confirming your payment.

Tap: Start now

What happens next: Your Support screen opens.

If something goes wrong: Do not pay again. WhatsApp us the PayFast reference.

Step 4 of 8 Screen: Your account manager

How to get there: My home, then the account manager tile.

What you see: Who your account manager is.

Tap: Talk to a person

What happens next: WhatsApp opens with your manager's details.

If something goes wrong: Nobody named yet? RMK assigns them within 24 hours.

Step 5 of 8 Screen: Ask us for help

How to get there: My home, then Support.

What you see: Your questions and answers.

Tap: Ask us something

What happens next: The question form opens.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

Step 6 of 8 Screen: Ask us for help

How to get there: From Ask.

What you see: "What do you need help with?"

Tap: Next

Type: Your question, for example "How do I add my loan?".

What happens next: Your question is sent. An answer comes within 3 working days.

If something goes wrong: If it still does not work, tap "WhatsApp us" at the bottom of the guide and tell us what you see.

Step 7 of 8 Screen: Ask us for help

WORDS EXPLAINED

Upgrade

Moving to a higher account. You pay only the difference.

Tax invoice

The paper that shows what you paid and the VAT in it. Every payment gets one.