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)

- ✔ Standard, or pay for both together.
- ✔ Your cellphone.

STEP BY STEP

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8 STEPS

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1 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 "Talk to a person" on the Help page and tell us what you see.

2 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 send us the reference through "Talk to a person". If the page says payments cannot be taken right now, nothing is wrong on your side: talk to a person at RMK.

3 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. send us the PayFast reference through "Talk to a person".

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4 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.

5 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 "Talk to a person" on the Help page and tell us what you see.

6 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 "Talk to a person" on the Help page and tell us what you see.

7 Step 7 of 8 **Screen: Ask us for help**

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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.

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