

**Confidential**

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CENTURION

Registered credit provider: Reg. Number NCRCP18



## **Customer Service User Guide**

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Address and contact details.

Website : [www.Land Bank.co.za](http://www.Land Bank.co.za)

## **E-SERVICES PORTAL UPDATED**

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## Overview:

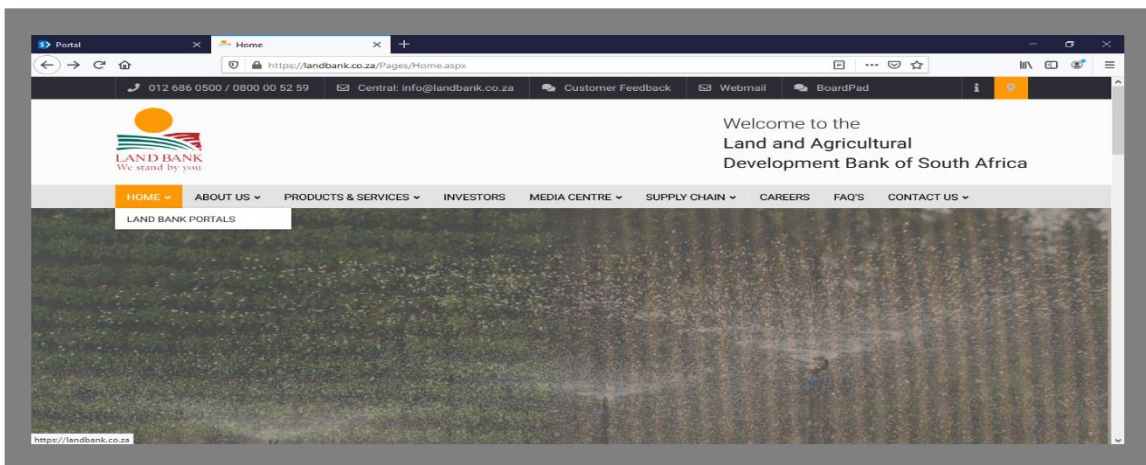
This reference guide will give you an overview of the Updated steps to follow when using the E-Services Portal.

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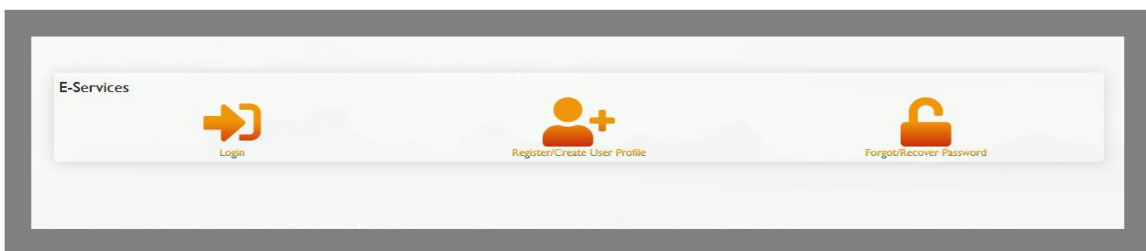
## E-Services Portal Navigation- Register

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Go to the Land Bank Website ([www.landbank.co.za](http://www.landbank.co.za)) > Click on Home > Land Bank Portals, then click on e-Services.



<https://landbank.co.za/sites/eservices>



**1.1** Click on Register to create a profile.

---

# Register

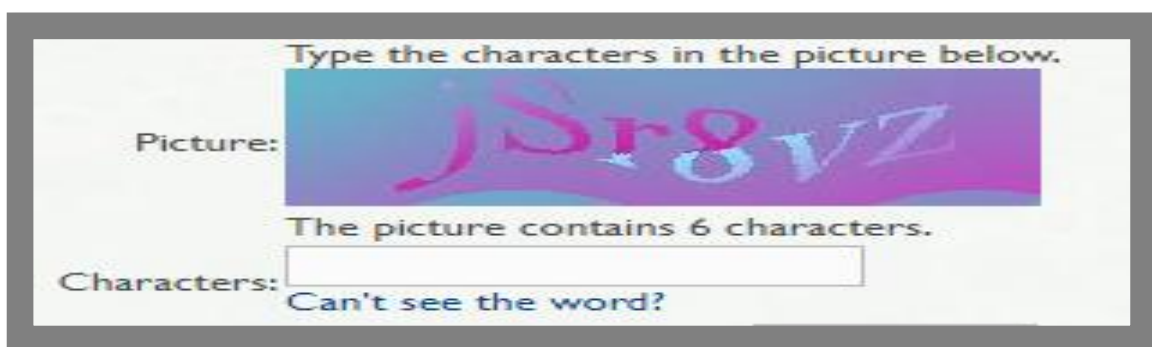
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The screenshot shows a registration form titled "Create User Profile" with an information icon. Under "User Profile Details", there are input fields for "User Name:", "First Name:", "Last Name:", and "Email:". Below these is a CAPTCHA section with the instruction "Type the characters in the picture below." and a picture of the characters "dRzFQw". Below the picture, it says "The picture contains 6 characters." and there is an input field for "Characters:" with a "Can't see the word?" link. A "Create User" button is at the bottom right.

## 2.1 Capture the required details.

- Username: Create a unique name that will be used to access your profile
- First name: Client Name
- Last name: Client Last Name
- Email address: Clients email address
- Alphanumeric as displayed on the picture

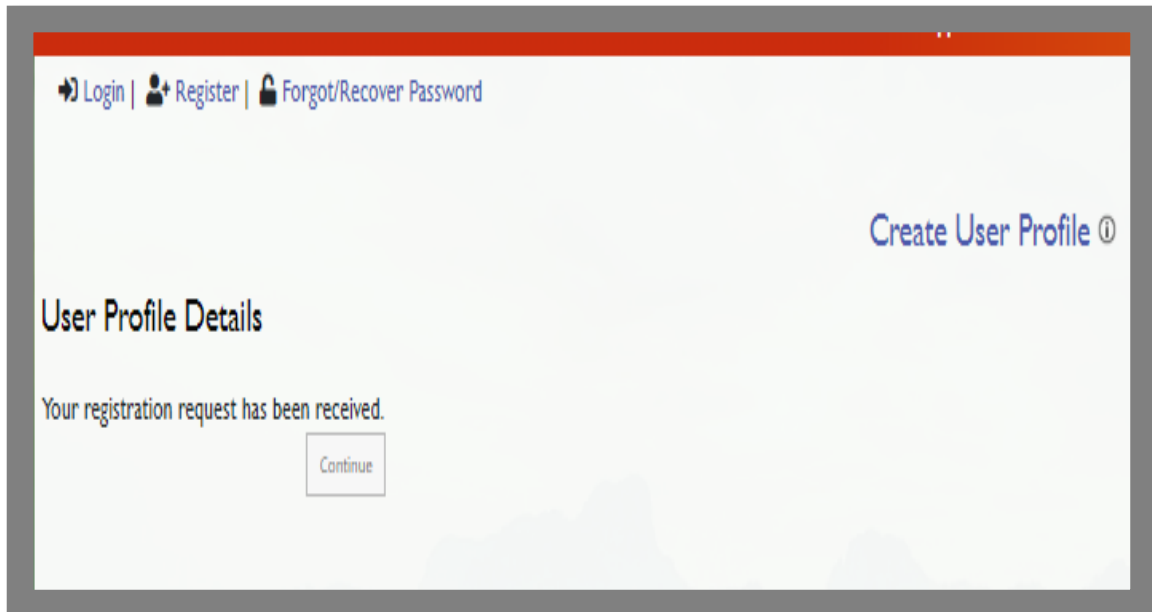


The screenshot shows a CAPTCHA verification step. It includes the instruction "Type the characters in the picture below." and a picture of the characters "J5r8vz". Below the picture, it says "The picture contains 6 characters." and there is an input field for "Characters:" with a "Can't see the word?" link.

- If you are unable to see the word, click "Can't see the word?" to generate a new one.

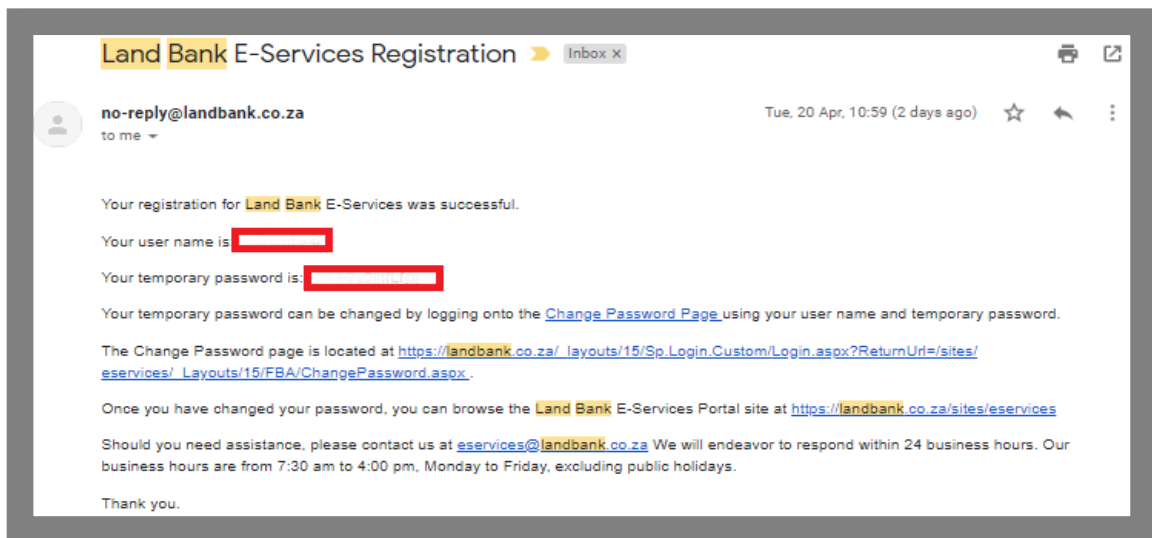
## 2.2 Click on 'Create User' to create your Profile.

2.3 Once registration is completed the window below will be displayed as confirmation.



2.4 An email will be sent to the email address used at registration, as shown below.

2.5 Click on the link provided to be redirected to login to the Portal using your

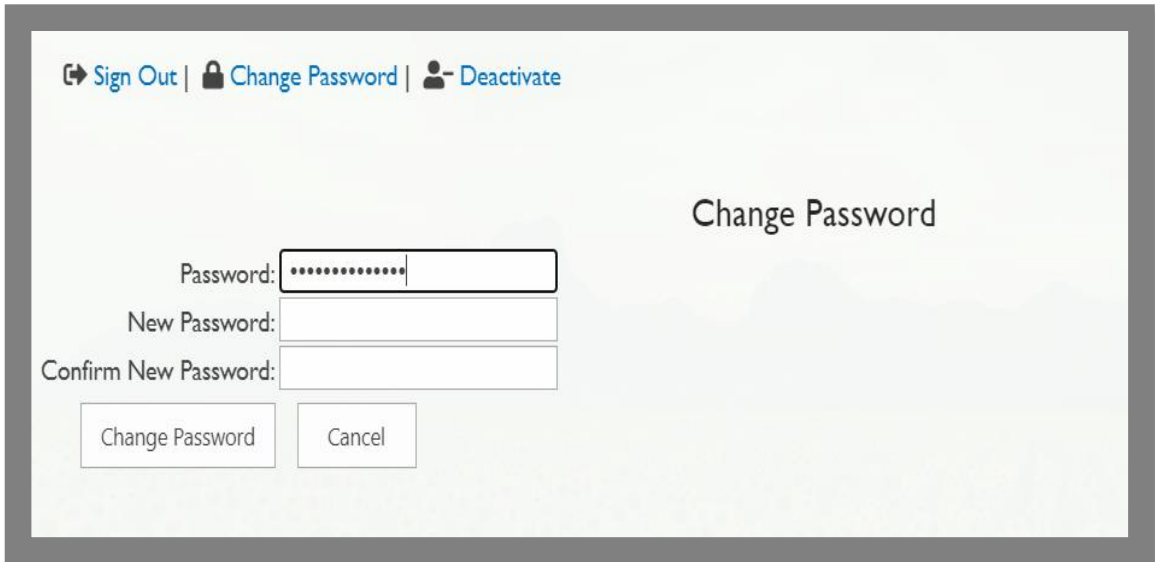


username and the password provided.

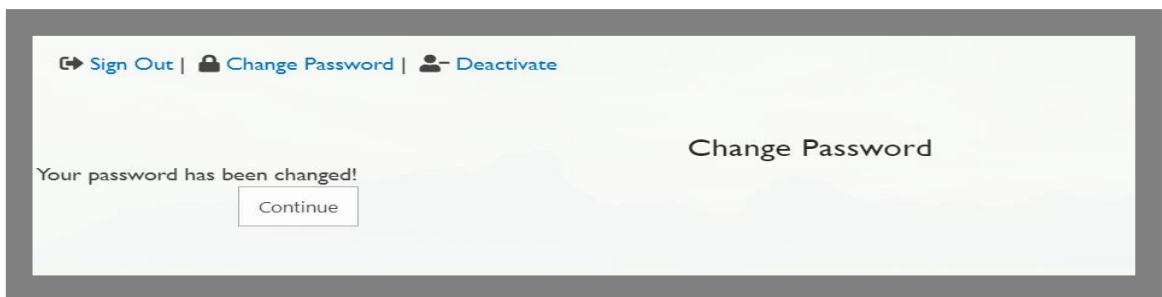
<https://landbank.co.za/sites/eservices>

## 2.6 Should you require to change the password click on “Change Password?”

Your temporary password can be changed immediately by logging onto the [Change Password Page](#) using your user name and temporary password.



The screenshot shows the 'Change Password' page. At the top left, there are navigation links: 'Sign Out' with a door icon, 'Change Password' with a lock icon, and 'Deactivate' with a person icon. The main heading is 'Change Password'. Below this, there are three input fields: 'Password:' with a masked field containing ten dots, 'New Password:', and 'Confirm New Password:'. At the bottom left, there are two buttons: 'Change Password' and 'Cancel'.




The screenshot shows the confirmation message on the 'Change Password' page. At the top left, there are navigation links: 'Sign Out' with a door icon, 'Change Password' with a lock icon, and 'Deactivate' with a person icon. The main heading is 'Change Password'. Below this, there is a message: 'Your password has been changed!'. At the bottom left, there is a 'Continue' button.

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## Change Password

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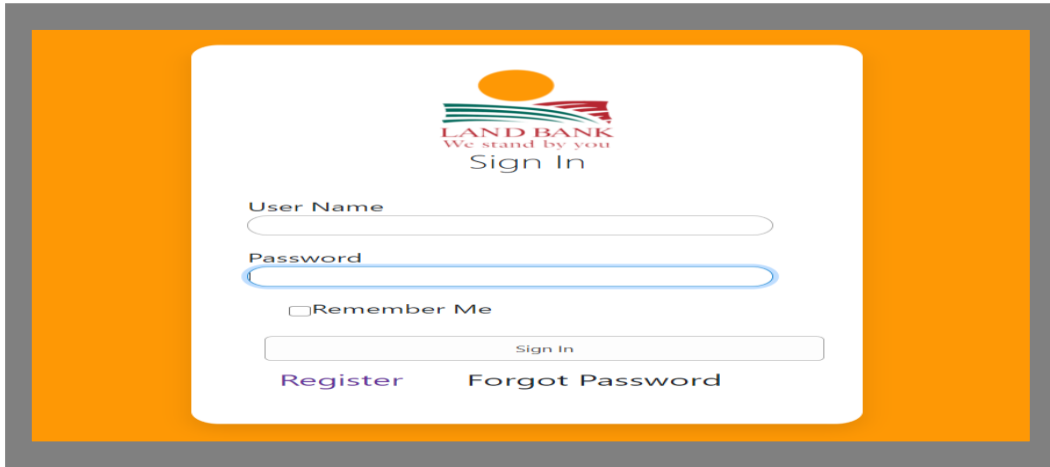
2.7 A password can be changed once logged in as well as by clicking on ‘Change Password’  then Capture the old Password and New Password.

2.8 The screen below will be displayed for confirmation.

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## E-Services Portal Login

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LAND BANK  
We stand by you  
Sign In

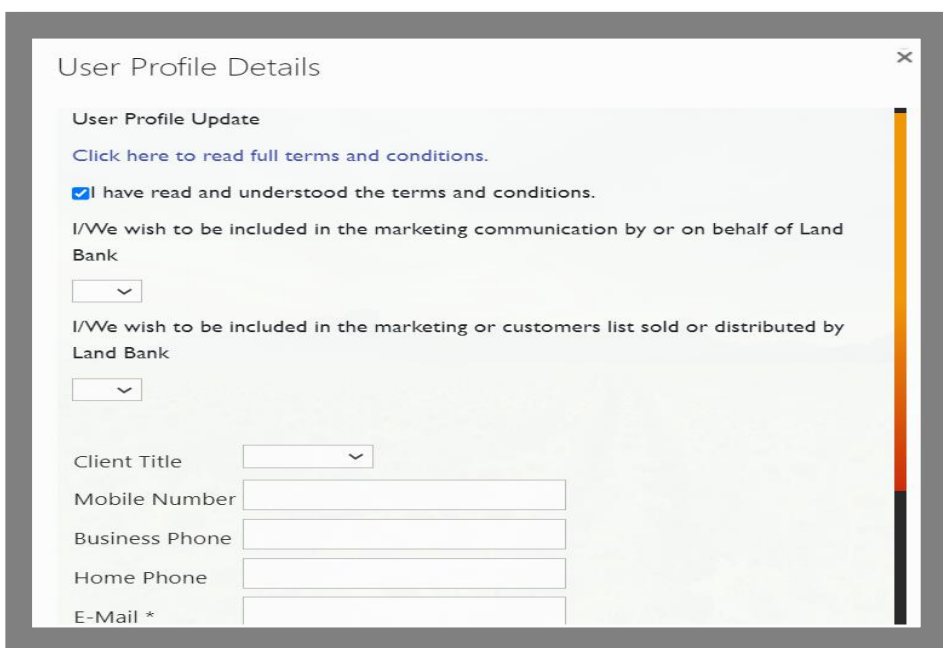
User Name

Password

Remember Me

[Register](#)   [Forgot Password](#)

- 4.1 Log into the Portal using your user name and temporary password or change your password as shown in above.
- 4.2 If you are not using your personal computer resources, please do not click “Remember Me” tickbox!
- 4.3 After logging in the below window will pop up to read and accept the Terms and Conditions.



User Profile Details

User Profile Update

[Click here to read full terms and conditions.](#)

I have read and understood the terms and conditions.

I/We wish to be included in the marketing communication by or on behalf of Land Bank

I/We wish to be included in the marketing or customers list sold or distributed by Land Bank

Client Title

Mobile Number

Business Phone

Home Phone

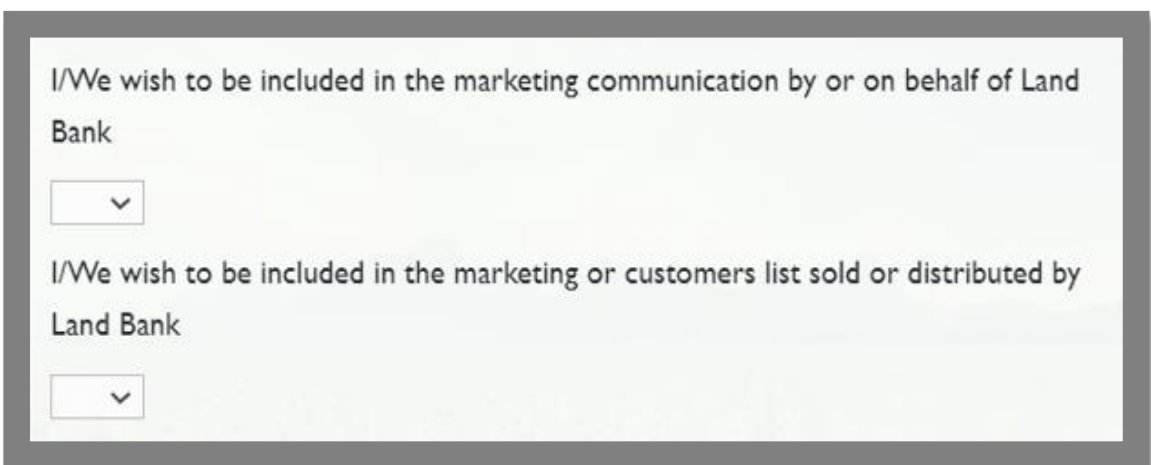
E-Mail \*

**4.4** Click on 'Click here to read full terms and conditions', Click on 'OK' to Proceed.

**4.5** Tick mandatory box, 'I have read and understood the terms and conditions' and capture the email address.

I have read and understood the terms and conditions.

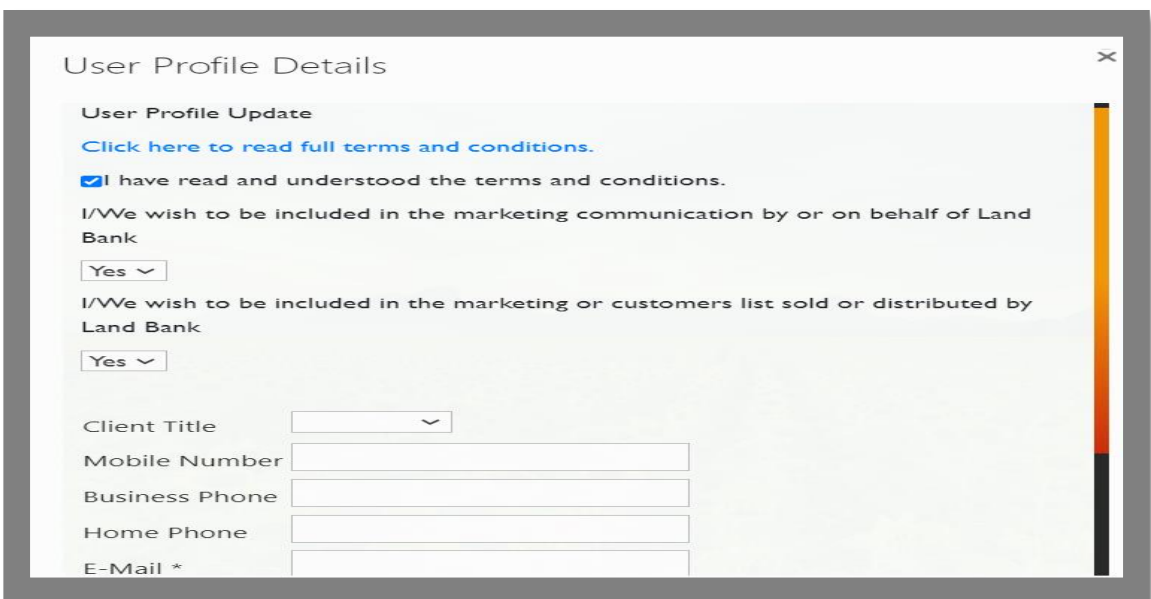
**4.6** If you would like to receive marketing information from the bank, Select 'Yes' on the dropdown to consent to receiving marketing Information.



I/We wish to be included in the marketing communication by or on behalf of Land Bank

I/We wish to be included in the marketing or customers list sold or distributed by Land Bank

**4.7** Capture additional personal information, and click 'save'.



User Profile Details

User Profile Update

[Click here to read full terms and conditions.](#)

I have read and understood the terms and conditions.

I/We wish to be included in the marketing communication by or on behalf of Land Bank

I/We wish to be included in the marketing or customers list sold or distributed by Land Bank

Client Title

Mobile Number

Business Phone

Home Phone

E-Mail \*

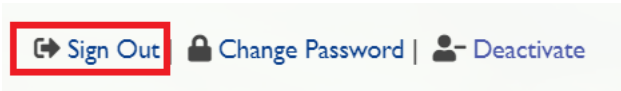


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## E-Services Portal Logout

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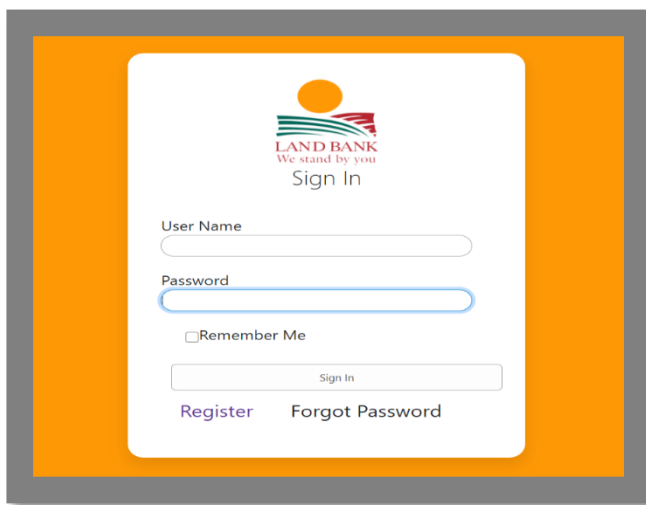
5.1 To log out of the Portal Click on 'Sign Out' as shown below.



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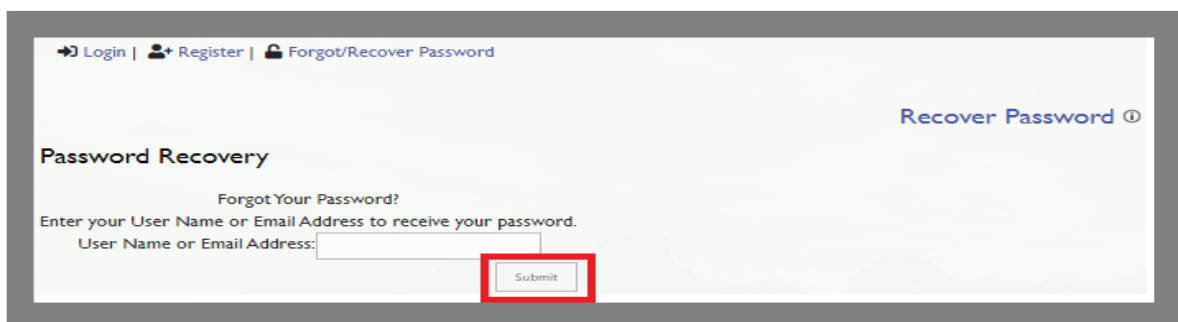
## Forgot Password

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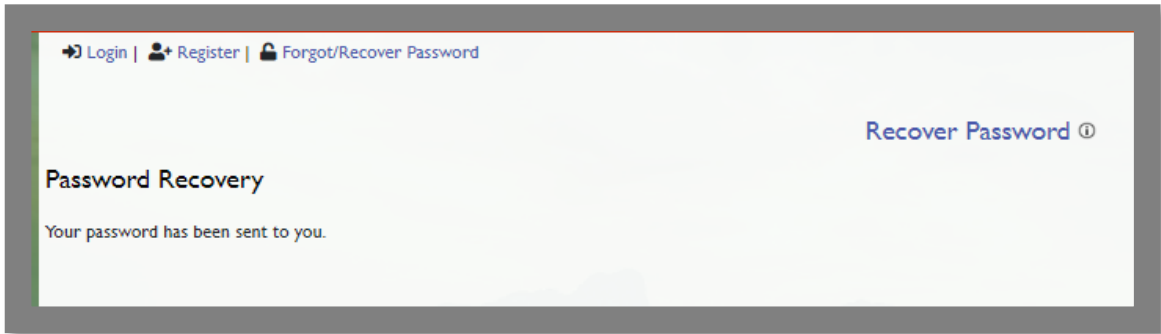


6.1 If you have forgotten your password, click on 'Forgot Password' to start the password recovery process.

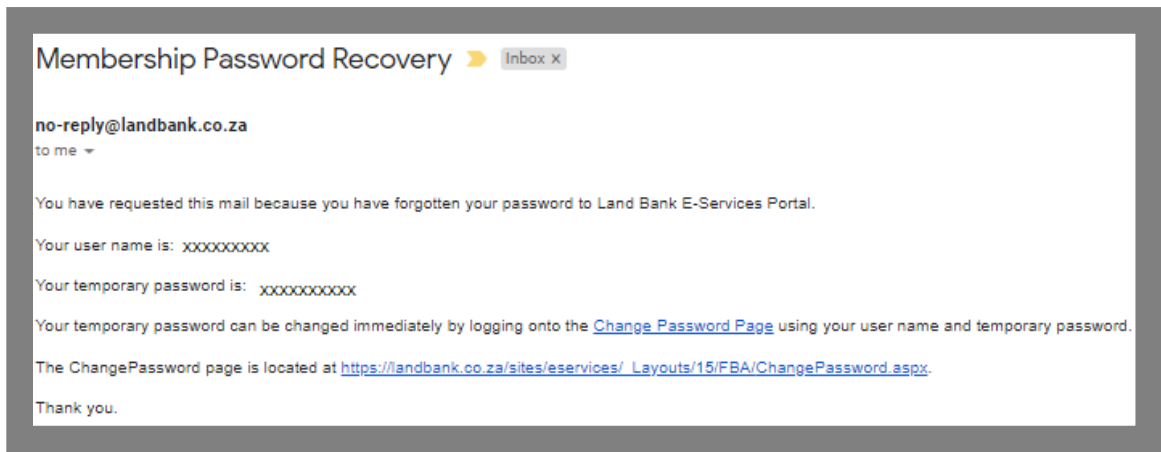
6.2 Capture the username or the email address used create the profile and click 'Submit'.



6.3 Confirmation screen for password recovery will be displayed, as above.



6.4 An email with a temporary password will be sent as displayed below.

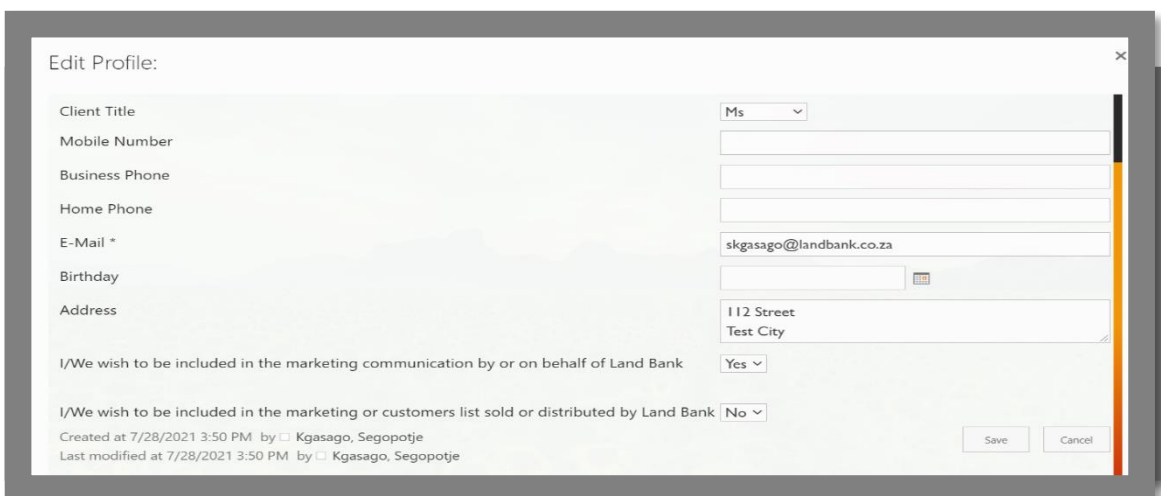


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## Edit profile

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7.1 To edit the profile, click on 'Edit Profile' and capture the details as shown below.



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## Create Entity

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- 8.1 The creation of entity is a mandatory field. Without creating an Entity, the user is unable to perform any functions on the Portal.
- 8.2 Enquiries are logged against entities therefore before logging an enquiry, an entity has to be created.
- 8.3 Select 'Create Individual Entity' for client individual capacity.



**Note:** All fields marked with asterisk \* are required fields

**New Individual Entity**

**Create Entity**

Entity Name \*

Client Title

Initials

First Name

Surname

E-Mail \*

Mobile Number

Business Phone

Home Phone

ID Number

Race

Gender

Profile ID 063ba17e-d02c-411c-82a2-ef485ff3ff8f

**8.4** Select 'Create Organisation Entity' for a legal entity

**New Organisation Entity** ✕

**Create Entity**

Entity Name \*

Registration/Trust Number

Organisation BEE Level

Black Shareholding  %

E-Mail \*

Mobile Number

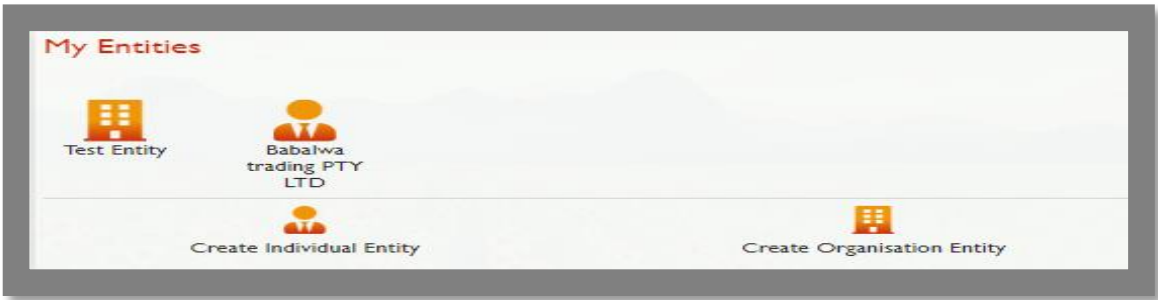
Business Phone

Home Phone

Profile ID 063ba17e-d02c-411c-82a2-ef485ff3ff8f

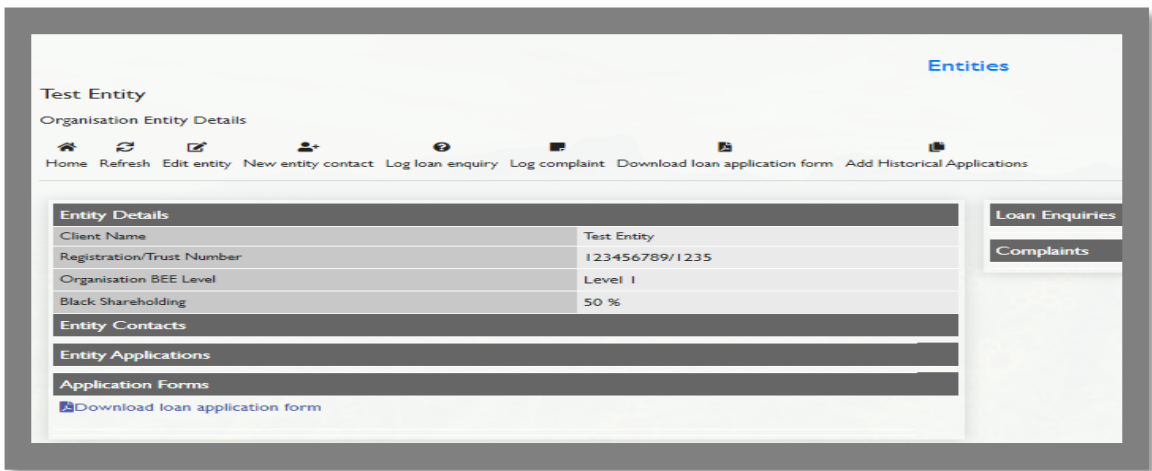
Contact Person

**8.5** Capture entity details and click 'Save'



8.6 The created entity shall be displayed under “My Entities” menu.

8.7 To display the entity details, click on the Entity and the details will be displayed as below.

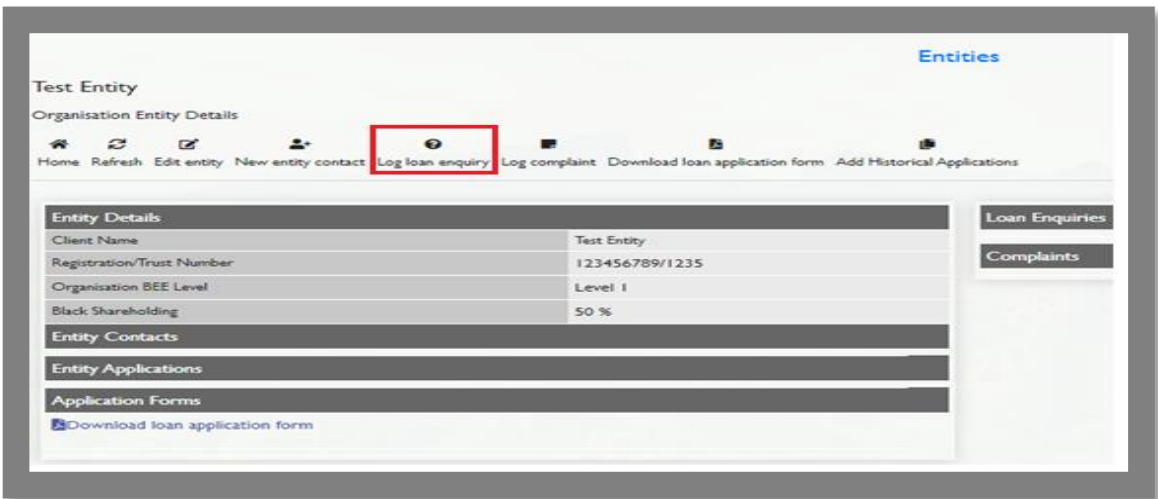


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## Log Loan Enquiry

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9.1 Select the appropriate entity to load a Loan Enquiry.



9.2 Use the action buttons inside the Entity to log enquiries as illustrated below.

9.3 After selecting Log loan enquiry, follow the steps below,

9.4 Select the Region where farming operation is located from the dropdown menu

9.4.1 Coastal – WC, NC, EC, KZN

9.4.2 In-land – Limpopo, GP, NW, Mpumalanga, FS

9.5 Select the Province where farming operation is located within the selected region

9.6 Select the most convenient office for the business

9.7 Select enquiry type from the drop down menu

9.8 Provide enquiry details in the text box provided

9.9 Click “SAVE”

9.10 You will now receive an email confirming receipt of your enquiry. This email will be sent to the selected Entity’s email address.

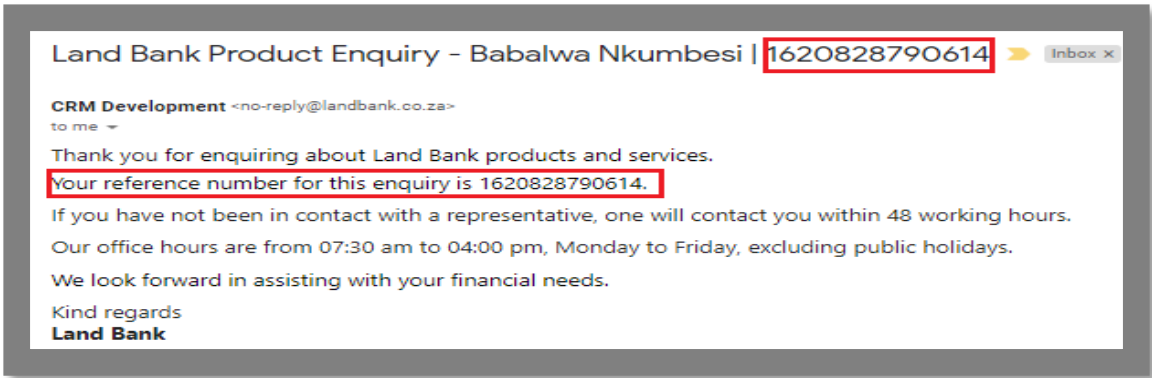
The screenshot shows a web form titled "New Loan Enquiry". The form has the following fields and values:

- Title \*: Sunflowers (Pty) Ltd - 1618303928424
- Reference Number: 1618303928424
- Entity \*: Sunflowers (Pty) Ltd
- Region \*: Inland (dropdown)
- Province \*: North West (dropdown)
- LB Office \*: Vryburg (dropdown) with a note: "Please choose your most convenient Land Bank office."
- Enquiry Type: Other (dropdown)
- Enquiry Description: A large empty text area.

At the bottom of the form, there are two buttons: "Save" and "Cancel".

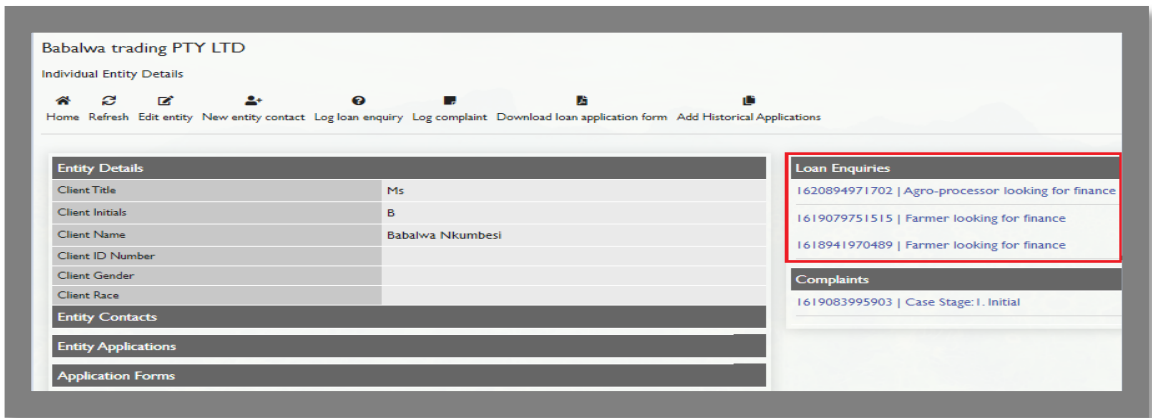
9.11 An email similar to the one below will be received to indicate receipt of the loan enquiry.

Take note of the **Reference Number** on the confirmation e-mail. This reference number shall be used to track the progress of your enquiry/Application.



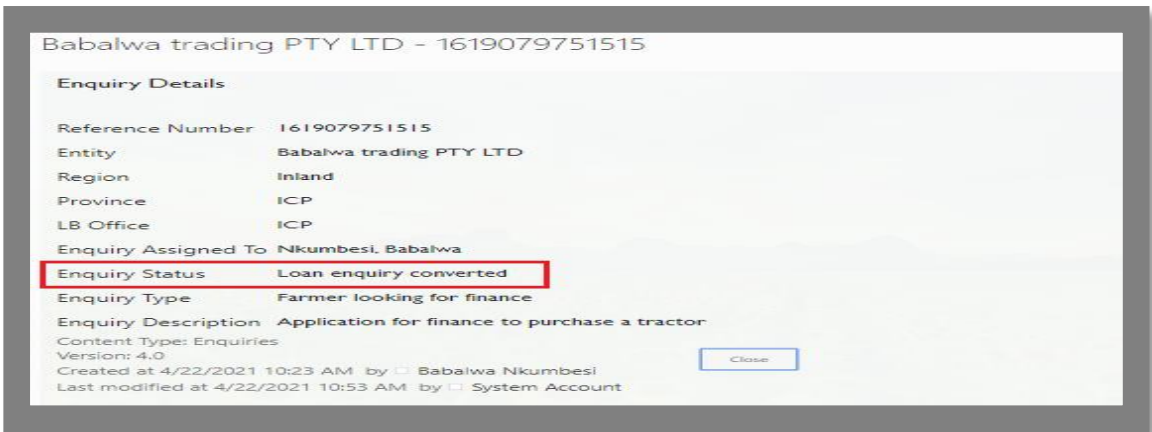
9.12 To view the Status of your enquiry, select the Entity and click on Loan enquiries.

The below screen will appear. A list of logged enquiries will be displayed.



**Note:** Upon receipt of a loan enquiry a Banker shall contact you to get more details and update the enquiry status to:

- Enquiry logged (for viewing purposes).
- Enquiry converted (A Banker was assigned to your loan enquiry).
- Enquiry closed (Your Banker will communicate the outcome of your closed enquiry).



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# Download & Complete Application Form

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10.1 Click on 'Download loan application form' under the application form tab.

The screenshot shows a web interface for 'Babalwa trading PTY LTD'. The page title is 'Individual Entity Details'. A navigation menu includes 'Home', 'Refresh', 'Edit entity', 'New entity contact', 'Log loan enquiry', 'Log complaint', 'Download loan application form', and 'Add Historical Applications'. The 'Download loan application form' link is highlighted with a red box. The page is divided into several sections: 'Entity Details' (Client Title: Ms, Client Initials: B, Client Name: Babalwa Nkumbesi, Client ID Number, Client Gender, Client Race), 'Entity Contacts', 'Entity Applications', and 'Application Forms' (with a red box around the 'Download loan application form' link). On the right, there are sections for 'Loan Enquiries' and 'Complaints'.

10.2 PDF Document shall be displayed (see download guide under help page).

The screenshot shows a PDF document titled 'LOAN APPLICATION FORM' from Land Bank. The document is marked as 'Confidential'. It includes a 'Page 1 of 5' indicator and a 'Contract No.' field. The form is divided into several sections: 'PERSONAL INFORMATION' (Title, First Name, Surname, Middle Names, Identity Number, Date of Birth, Gender, Marital Status, Previously Married, Nationality, Are you a South African Citizen?, Ethnic Group, Are you currently under debt review / or applied for debt review?, Have you ever been declared insolvent?), 'CONTACT DETAILS' (Street Name, Street/House Number, City/Town, Postal Code, Region, P O Box Address, Telephone (W), Cell phone, E-Mail Address), and 'PREFERRED METHOD OF CORRESPONDENCE' (Correspondence Language, Preferred Method of Communication).

10.3 Complete application form and save on your documents.

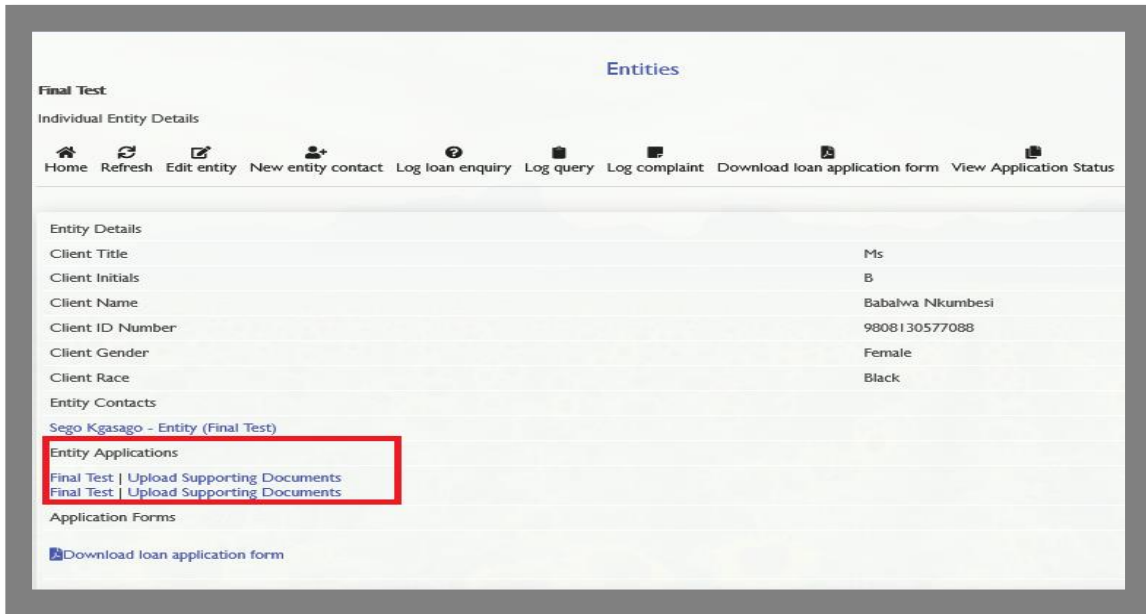


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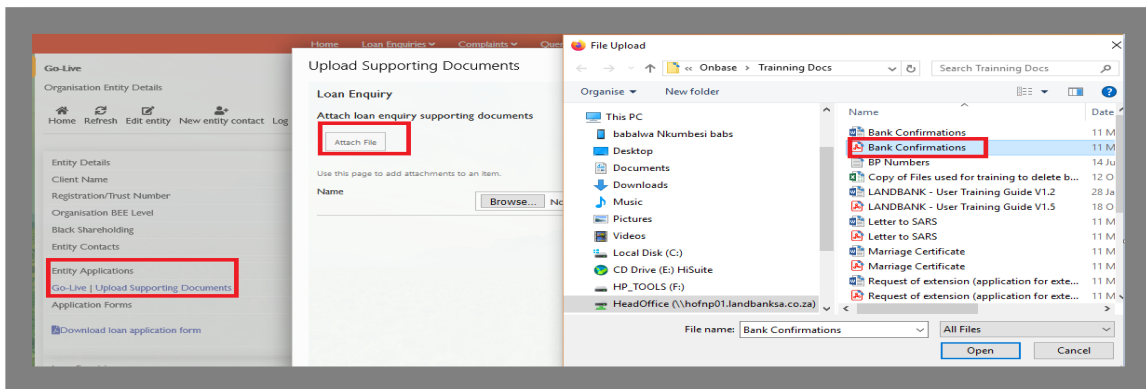
# Upload Supporting Documents

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11.1 Click “upload supporting documents” under entity applications.

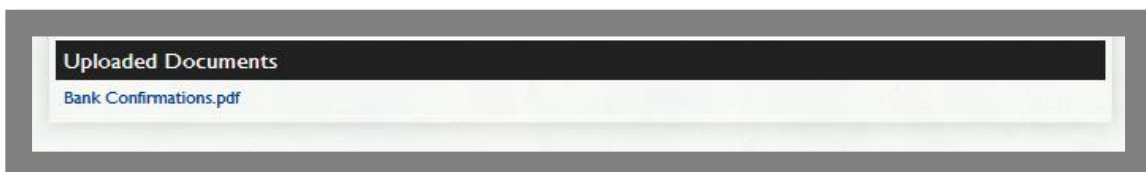


11.2 Click on ‘Upload Documents’ to upload the application form and other supporting documents.



11.3 Click “save”

11.4 List of loaded documents should be displayed under uploaded documents tab.



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## Viewing Logged Application Status

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**12.1** Click on the entity to view entity details.

**12.2** View the application stage on the right hand side of the entity details menu.

**12.3** The application stage determines the progress of the application process (see application process document under the Help menu).

Go-Live

Organisation Entity Details

Home Refresh Edit entity New entity c

Entity Details

Client Name

Registration/Trust Number

Organisation BEE Level

Black Shareholding

Entity Contacts

Entity Applications **1**

Go-Live | Upload Supporting Documents

Application Forms

**Application Details**

Entity Name	Go-Live
Reference Number	1617199436893
Land Bank Province	Gauteng
Land Bank Office	Head Office
Relationship Manager	Nkumbesi, Babalwa
Applicaition Status	Active
Stage	Initial Enquiry

**Client Contact Information**

Mobile Phone	0825580207
Business Phone	
Home Phone	
Email Address	Babalwankumbesi@gmail.com

**Application Stage**

1. Initial Enquiry

Client enquiry and needs analysis underway.

2. Initial Assessment

3. Due Diligence

4. Credit Review

5. Credit Decision

6. Post Approval

7. Disbursement

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## View Status of Existing applications

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**13.1** The Portal enables you to add/view existing applications.

**13.2** Click on Entity.

**13.3** Click on 'Add Historical Applications'

Sign Out | Change Password | Deactivate

Entities

Cotton

Individual Entity Details

Home Refresh Edit entity New entity contact Log loan enquiry Log query Log complaint Complete loan application form View Application Status

**Entity Details**

Client Title	Ms
Client Initials	S
Client Name	Sego Kgaso
Client ID Number	99999999999999
Client Gender	Female
Client Race	Black

**Loan Enquiries**

Queries
Complaints

**13.4** Capture 'reference number' as illustrated below.

(Please refer to the email, subject 'Land Bank Product Enquiry' received from noreply@landbank.co.za for the reference number or contact your Banker).

The screenshot displays a web interface titled "Follow up on Application". It contains two examples of the "Application Follow Up" form. The first form shows a dropdown menu for "Select Entity" with "Cotton" selected, and an empty "Enter Reference Number" text box. The second form shows a dropdown menu for "Select Entity" with "Sunflower Patch (Pty) Ltd" selected, and a text box containing the reference number "1615437536014". Both forms have a "Submit" button. Below the second form, there is a message: "An email was sent to the s\*\*\*\*\*o@landbank.co.za for the reference number provided. Please view your under the 'Entity Applications' section for the selected entity. Once you have located the entity application, please check the email and enter the OTP provided."

**13.5** The screen below will appear to confirm OTP is sent (Please note. The OTP will be sent to the email address provided during the application. Contact your banker or Provincial Office to confirm email address).

**13.6** An email similar to the one below will be received with the OTP

Request for 1616159463393: Enter OTP Confirmation

Application Details	
Entity Name	Sunflower Patch (Pty) Ltd
Reference Number	1616159463393
Land Bank Province	
Land Bank Office	
Relationship Manager	<input type="checkbox"/> Mokgobu, Khutso
Appicalton Status	Active
Stage	Initial Enquiry

Client Contact Information	
Mobile Phone	0769177640
Business Phone	0126860628
Home Phone	0116652237
Email Address	kgmokgobu@landbank.co.za

Application Stage	
1. Initial Enquiry	Client enquiry and needs analysis underway.
2. Initial Assessment	
3. Due Diligence	
4. Credit Review	
5. Credit Decision	
6. Post Approval	
7. Disbursement	


Client Feedback

Uploaded Documents

**13.7** Click on 'Enter OTP Confirmation' in the Entity Applications field as illustrated below.

**13.8** Enter the OTP and click 'OK' to Continue.

Thu 2021/03/25 14:09  
 E-Services Portal <no-reply@landbank.co.za>  
 Land Bank e-services OTP

To:  Kgasago, Segopotje

good day,  
 a request for an OTP was made on the Land Bank e-services portal.  
 Your OTP is: 9377  
 If your did not initiate this request, ignore this email.

Request for 161615946

Please enter the OTP number?

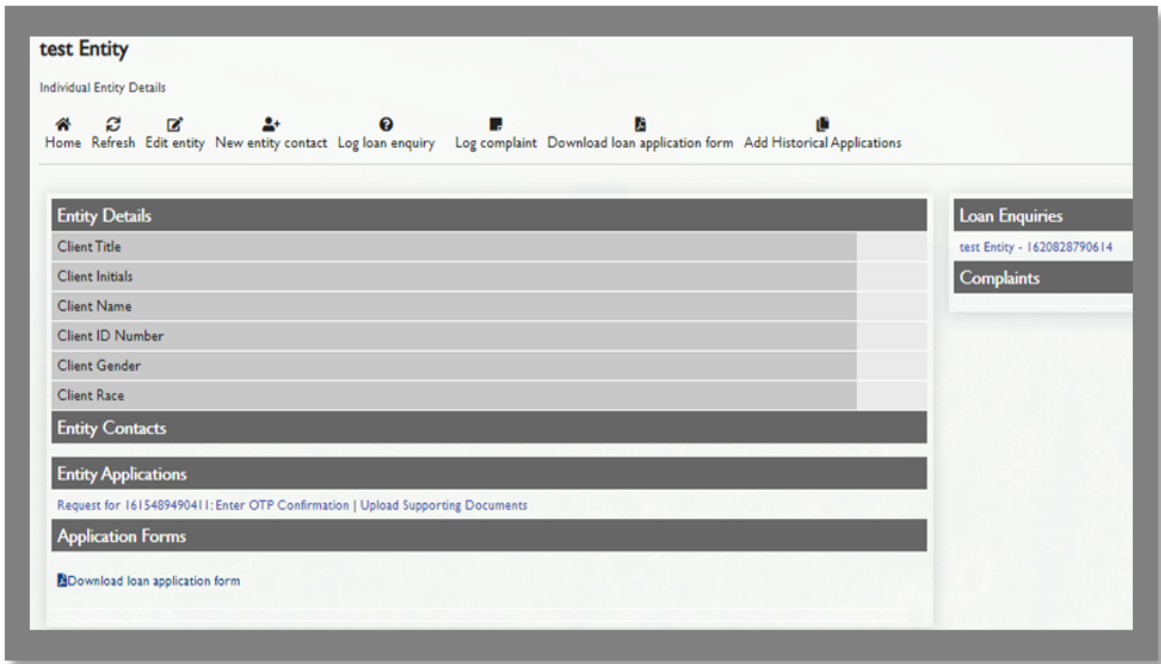
1264

Submit OTP

landbankteamsitesdev says  
 OTP confirmed.

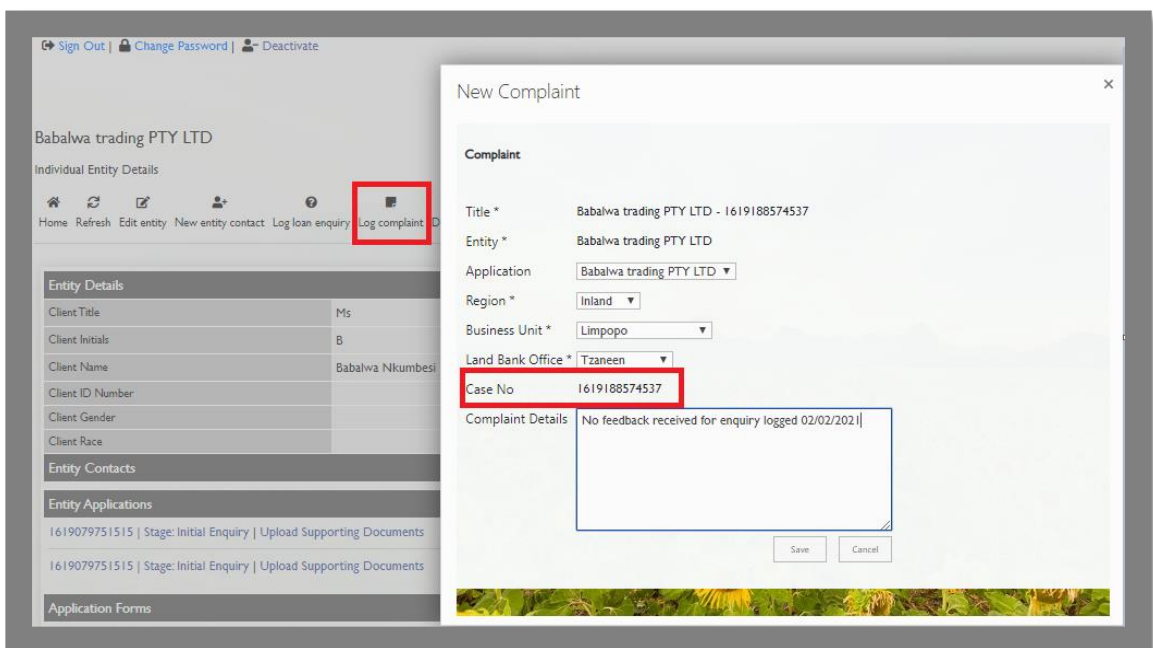
OK

**13.9** The existing application shall be displayed as shown below.

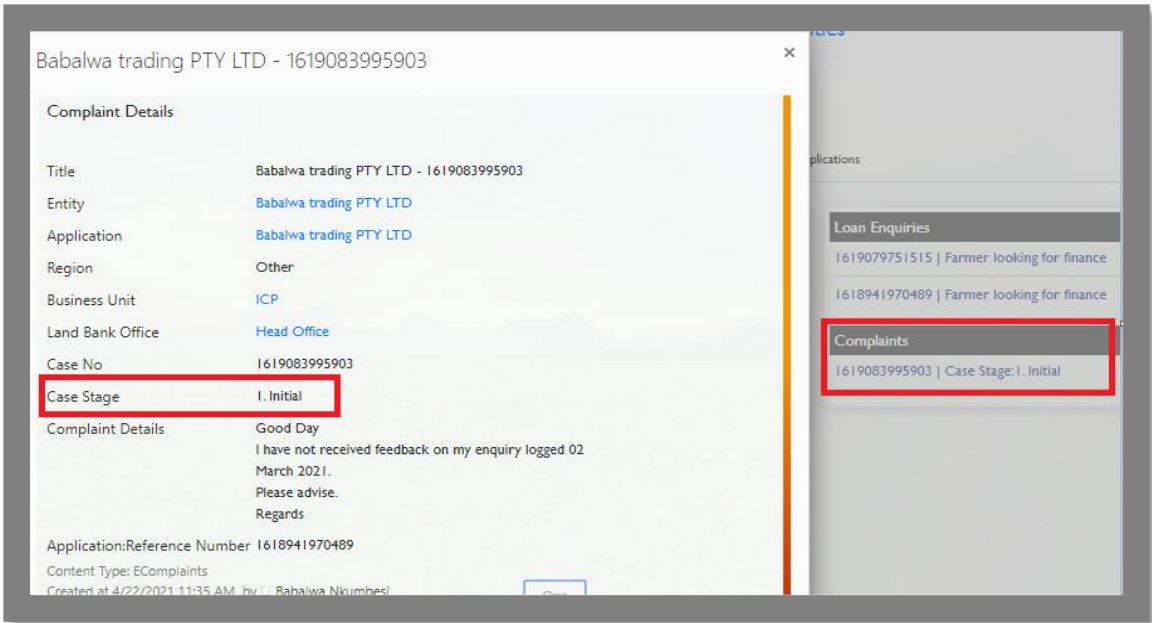


## Log Complaints

- I4.1 Click on log complaints under the selected entity view.
- I4.2 Capture complaint details.
- I4.3 Take note of the case number generated.



- I4.4 Click on the Complaint to view case stage

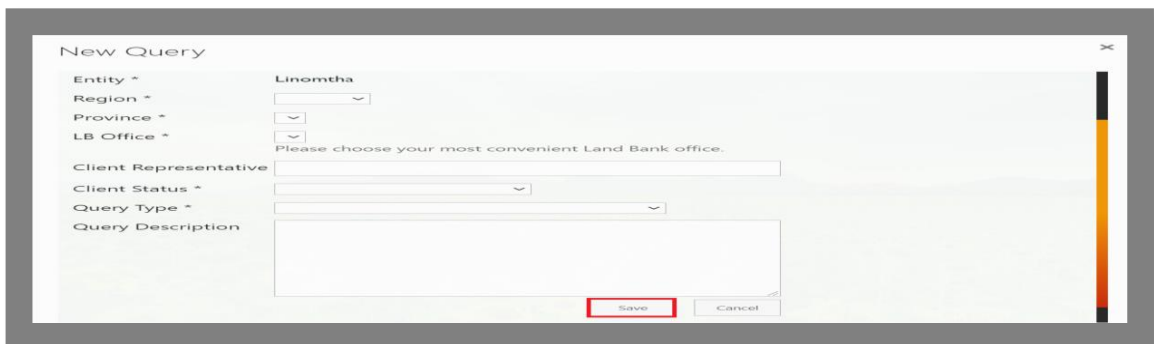
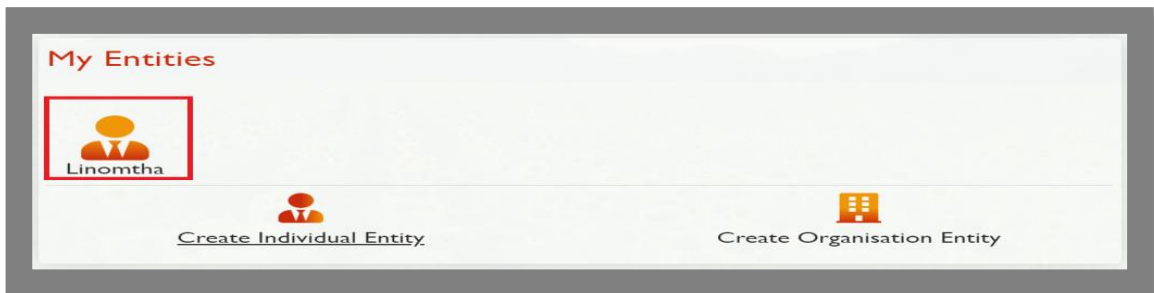


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## Log Query

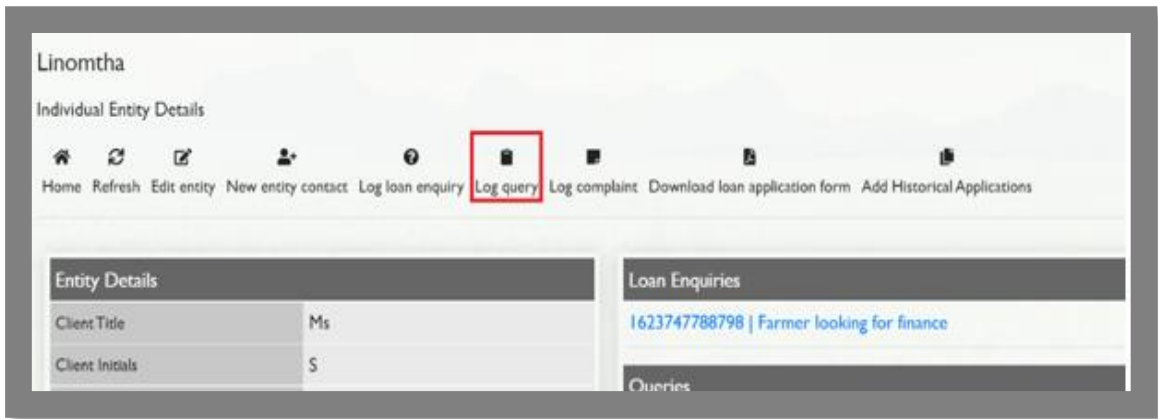
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### 15.1 Select the entity for which you would like to Log a query

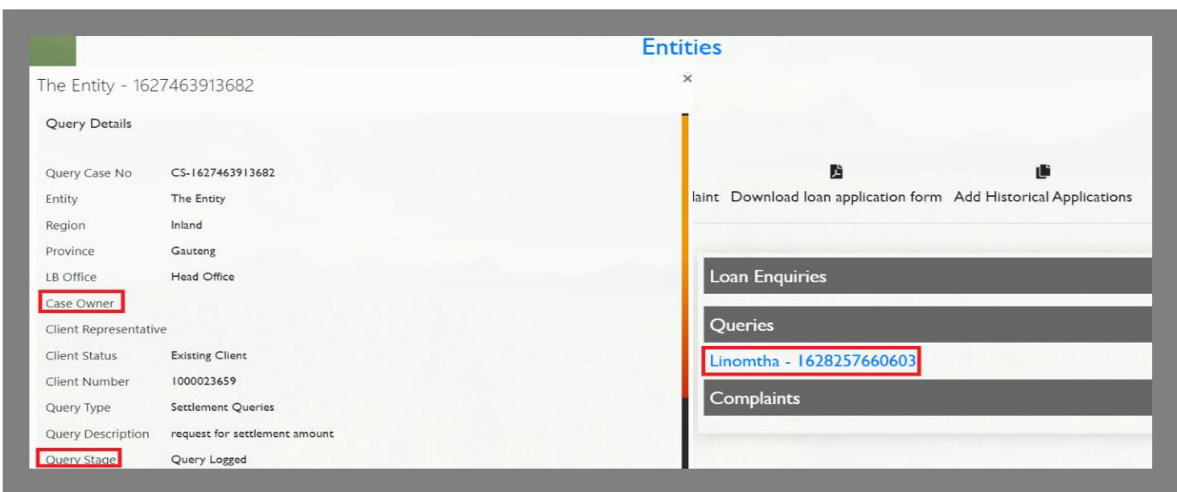


### 15.2 Click on 'Log Query'

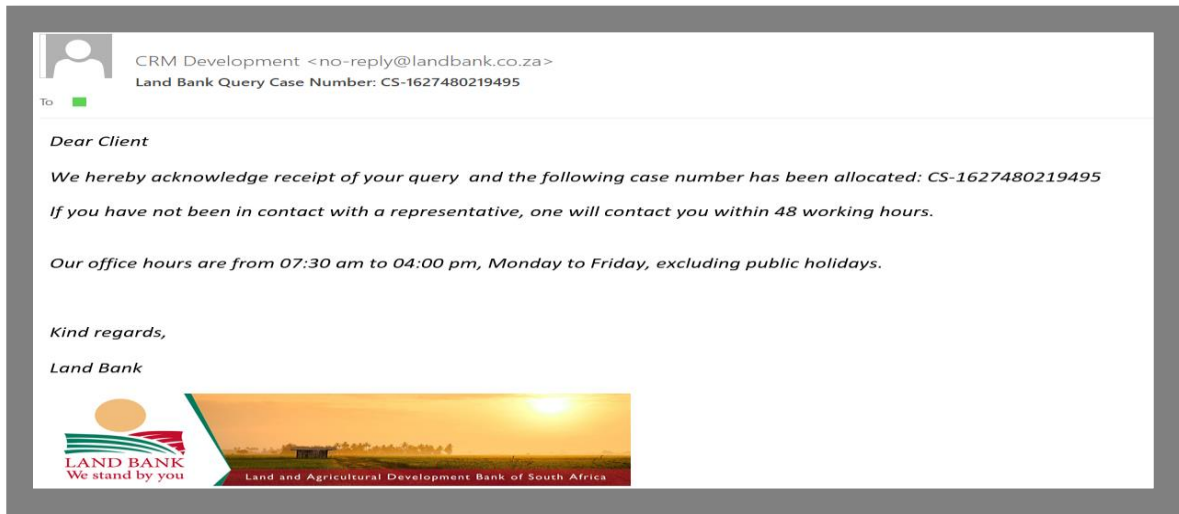
### 15.3 Capture query details and click 'Save'



### 15.4 Click on query to View 'Query Details'



**15.5** A query will be logged and an email notification similar to the one below will be sent to the email address provided.



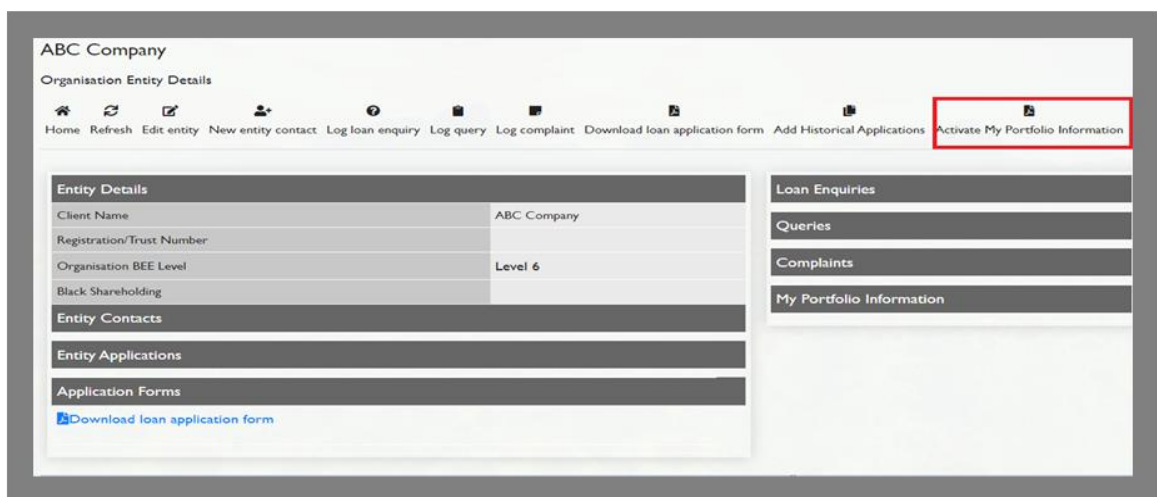
**15.6** To view the 'Query stage' and 'Case Owner' assigned to your query, click on the query under 'Queries' to view the query details, as shown above.

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## My Portfolio Services

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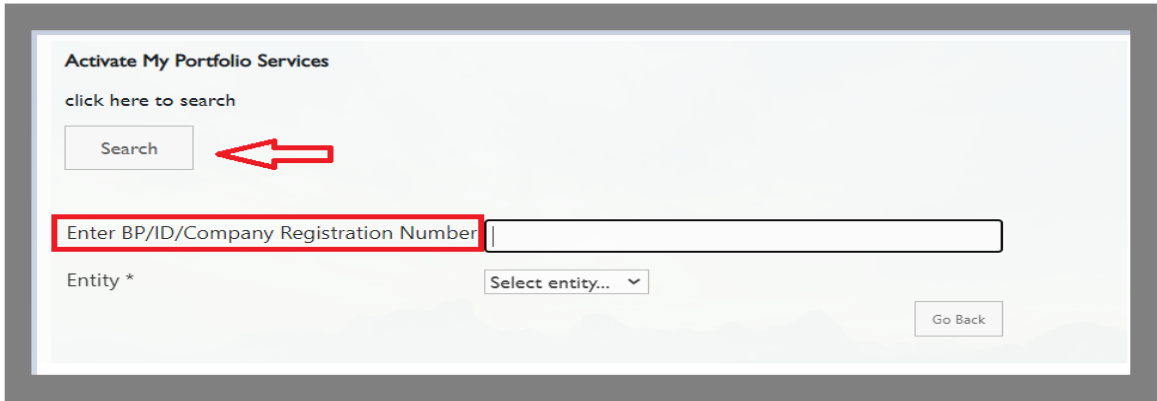
**16.1** Click on Activate my Portfolio to link accounts





**I 6.2** Capture account BP number/ Individual ID number (for individual entities)  
/Entity Registration number (for organisations/companies)

**I 6.3** Click search to retrieve account details



Activate My Portfolio Services

click here to search

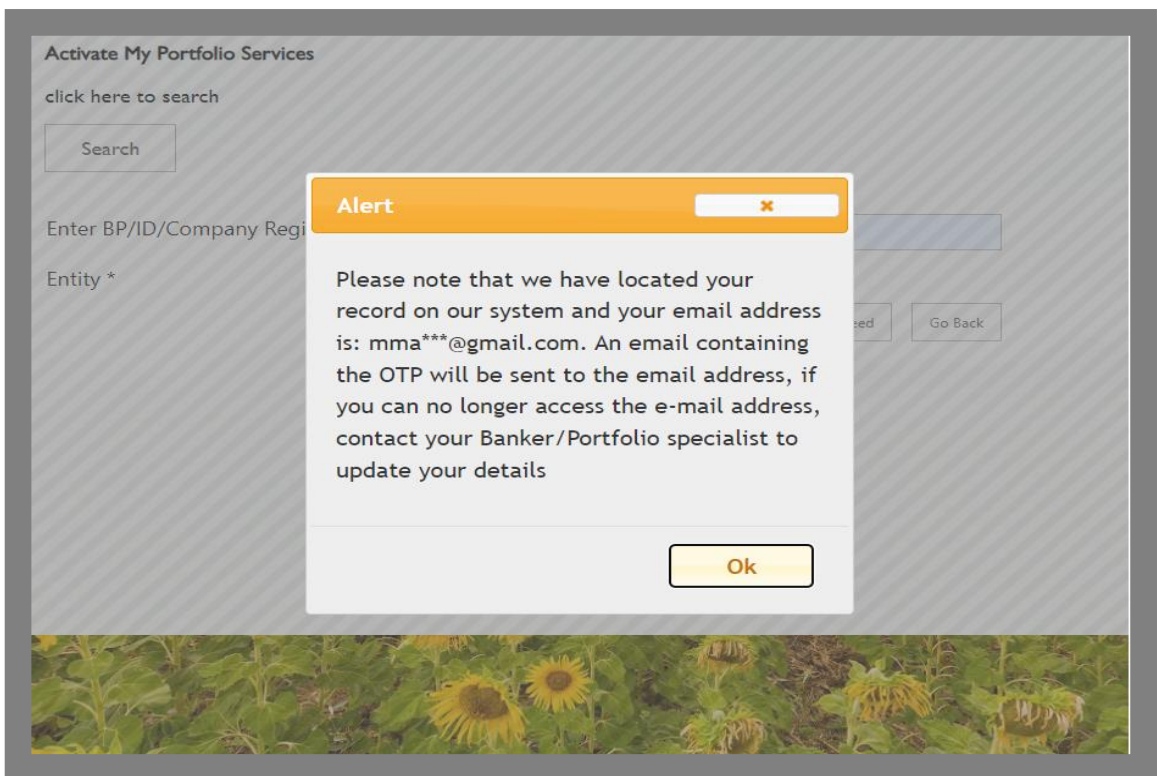
Search

Enter BP/ID/Company Registration Number

Entity \* Select entity... ▼

Go Back

**I 6.4** Account details located on the system



Activate My Portfolio Services

click here to search

Search

Enter BP/ID/Company Regi

Entity \*

Alert

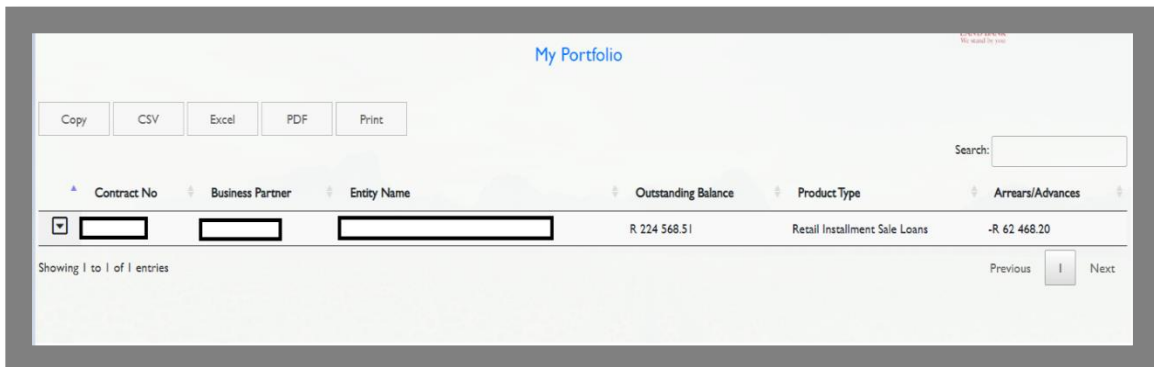
Please note that we have located your record on our system and your email address is: mma\*\*\*@gmail.com. An email containing the OTP will be sent to the email address, if you can no longer access the e-mail address, contact your Banker/Portfolio specialist to update your details

Ok

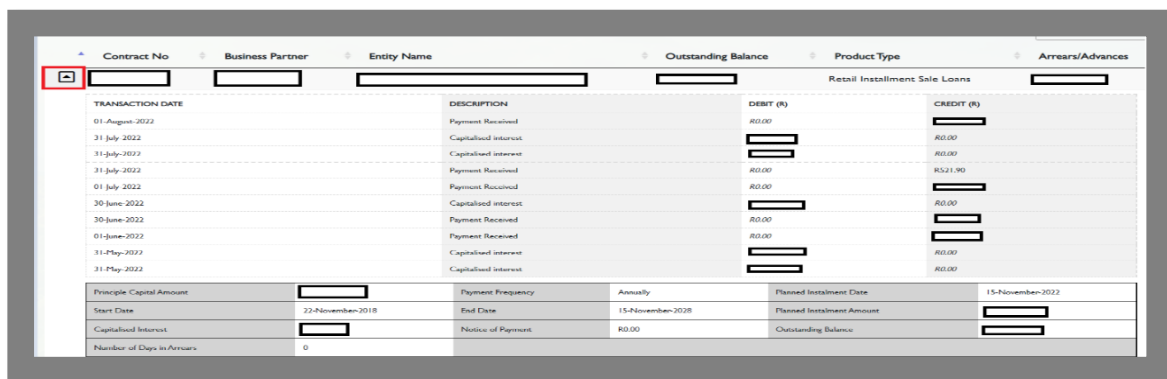
**I 6.5** click OK to retrieve account details

### 16.6 Click ok to close the alert

- Click proceed to view account details

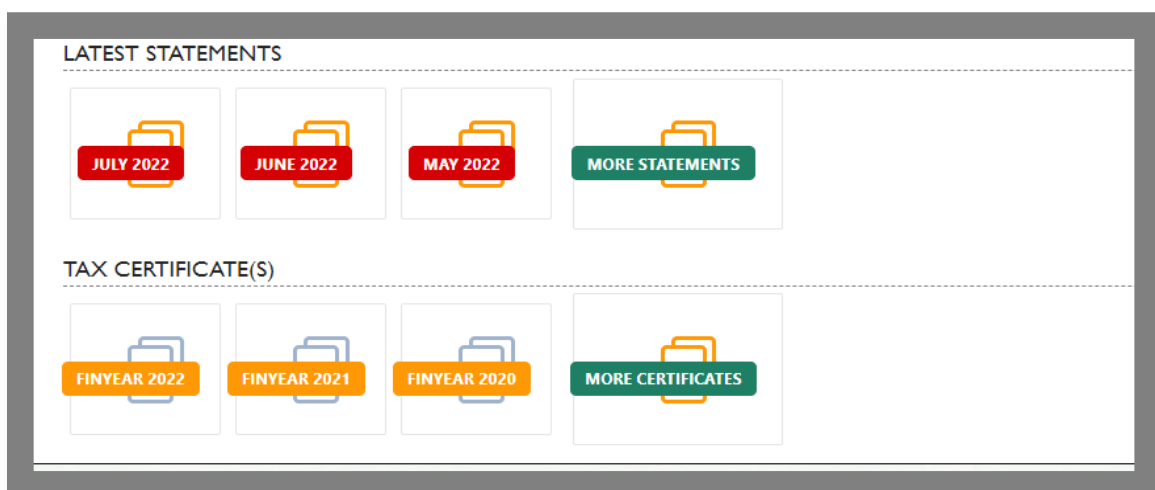


### 16.7 Click on the arrow to expand and view account details



### 16.8 Click on the month image to download & view account statements

- Click on the FINYEAR to download & view account statements



**Thank you**

***E-mail support desk on [eservices@landbank.co.za](mailto:eservices@landbank.co.za) or contact 012 686 0500 / 080 000 5259 if you have any other queries regarding the system.***