



Telkom Pay FAQs

1. Getting Started

What is Telkom Pay?

Telkom Pay is a digital wallet that allows you to:

- Make payments using a linked bank card
- Scan and pay using QR codes
- Send and request money
- Purchase airtime, data, vouchers and electricity

Features and eligibility criteria may evolve as the platform expands. Some services referenced below may be planned for future releases.

2. Registration & Eligibility

Who can register for Telkom Pay?

Currently Supported

At present, Telkom Pay registration is available to:

- South African citizens with a valid South African Smart ID or Green Barcoded ID

Future Release

Telkom Pay onboarding is expected to expand to include:

- Permanent Residence Permit holders
- Foreign nationals with a valid passport
- Asylum Seeker Permit holders

What documents are accepted for registration?

Currently Accepted:

- South African Smart ID
- South African Green Barcoded ID

Planned for Future Support:

- Permanent Residence Permit
- Valid Foreign Passport
- Valid Asylum Seeker documentation

Acceptance of additional document types is subject to regulatory approval and system updates.



Do I need to be a Telkom customer to use Telkom Pay?

No. You do not need to be a Telkom customer to register or use Telkom Pay.

What is required during registration?

All users must complete a digital KYC (Know Your Customer) process, which includes:

- Uploading a supported identity document
- Completing facial verification (selfie comparison)
- Automated verification within the app

If verification is successful, you may begin transacting immediately.

3. Topping Up Your Wallet

How can I top up my Telkom Pay wallet?

You can top up your wallet using the following methods:

EFT (Standard Bank Transfer)

- Select “Wallet”
- Choose “Top Up”
- Select “EFT”
- Follow the instructions provided

EFT payments may take 1–4 business days to reflect, depending on your bank.

Immediate EFT

- Select “Wallet”
- Choose “Top Up”
- Select “Immediate EFT (Ozow)”
- Enter the amount and follow the Ozow instructions
- Funds reflect once the transaction is successfully completed.

Linked Bank Card

- Select “Wallet”
- Choose “Top Up”
- Select “Linked Bank Card”
- Enter the amount
- If no card is linked, select “Add Card” and follow the prompts
- Complete 3D Secure authentication
- Funds reflect immediately once successful.



Cash at Store

- Select “Wallet”
- Choose “Top Up”
- Select “Cash at Store”
- Enter the amount (minimum R50)
- Generate your Pick n Pay payment token
- Present the token in-store to complete payment

I made an EFT transfer. Why is my money not reflecting?

Depending on your bank, EFT payments may take between 1–4 business days to reflect. Delays may occur over weekends and public holidays.

4. Getting Paid

How can I receive money into my Telkom Pay wallet?

There are two ways to receive funds:

Send Money to Wallet

The sender can:

- Select “Send & Request Money”
- Choose “Send Money”
- Enter your cellphone number (linked to your Telkom Pay wallet) or scan your QR code
- Confirm the transaction
- Funds reflect instantly once successful

Generate a QR Code

- Select “Get Paid”
- Choose “Generate QR Code”
- Enter the amount (optional)
- Add a description (optional)
- Share the QR code
- The payer can scan the code using a supported banking app.



5. Withdrawing Money

How can I withdraw money from my wallet?

You can withdraw funds using the following methods:

EFT to Bank Account

- Select “Make a Withdrawal”
- Choose “EFT”
- Enter the recipient’s bank details
- Enter the amount (minimum R100)
- Choose standard or immediate payment (fees may differ)
- Confirm the transaction
- Funds reflect within 24–48 business hours if successful.

Cash at Store

- Select “Make a Withdrawal”
- Choose “Cash at Store”
- Enter the amount (minimum R50)
- Generate your Pick n Pay withdrawal token
- Visit a Pick n Pay store to complete the withdrawal

Cash Express ATM

- Select “Make a Withdrawal”
- Choose “Cash Express ATM”
- Enter the amount (minimum R50)
- Generate a One-Time PIN (OTP), valid for 48 hours
- Visit a Cash Express ATM and follow the instructions

6. Making Payments

How can I pay someone into their bank account?

- Select “Make a Withdrawal”
- Choose “EFT”
- Enter the recipient’s bank details
- Confirm the transaction
- Funds reflect within 24–48 business hours on business days.




How can I send money to another Telkom Pay wallet?

- Select “Send & Request Money”
- Choose “Send Money”
- Enter the recipient’s cellphone number or scan their QR code
- Enter the amount
- Confirm the transaction
- Funds reflect instantly once successful.

7. Support

How do I contact support?

You can contact Telkom Pay support via:

 010 449 1888

 Telkom@eftcorp.com