AMREF SACCO MOBILE BANKING USER GUIDELINES

1. What is Amref Sacco Mobile Banking?

Amref Sacco mobile banking is a mobile phone-based platform that enables Amref Sacco members borrow a mobile loan which is paid directly to the mobile phone. The platform also enables customers access other self-care services.

2. What is Amref Sacco Mobile loan?

Karibu M-cash loan is a mobile loan available to Amref Sacco members. The loan has the following features:

- Maximum Loan amount KSh 50,000
- The credit limit will be graduated upward from KSh 20,000,30,000,40,000 to 50,000 depending on repayment history and credit scoring.
- The interest rate is as follows:
    1. KSh 20,000 and below, the interest rate of 7.5% one-off, and a maximum repayment period of 60 days.
    2. KSh 20,001 to KSh 50,000 interest rate of 8.5 % one-off and a maximum repayment period of 90 days.
- A default will lead to the member being barred for 6 months from accessing any other short-term loan products.
- No paperwork needed
- No guarantors required.

Note:

** To qualify for the mobile loan, one must be a member for a period **not less than three months**.*

* The loan amount cannot exceed deposits held.

Defaulted Loan

- *Defaulted loan will be charged an additional 5% interest on late payment*
- *Default interest charged to will be recovered together with the loan balance from the member's deposits on the 7th day from the default date.*
- *Defaulters will be barred access to mobile loan for 6 months.*
- *Defaulters will not qualify for the mobile loan or any other short loans (Instant & Salary advance) until the deposit offset is restored to the original amount. Thereafter, the defaulter member can only qualify for a loan equivalent to 50% of the amount defaulted.*

3. Which Selfcare services are available on the Mobile Banking platform?

You can use the Amref Sacco mobile banking to:

- Utility payments (Mpesa Paybill and till /Buy goods payments)
- Transfer to own or other Mpesa
- Savings and loans balance enquiry
- Guarantor and guarantee status check

4. **How does one register for Amref Sacco Mobile banking?**

   - Click the link below to download the mobile banking application form
     https://amrefsacco.org/resources/downloads.html?download=62:mobile-banking-registration-form
   - Fill out the form and submit the signed form to Amref Sacco through info@amrefsacco.org.
   - You will receive an SMS from AMREF_Sacco with details on self-activation.

5. **Account Activation and PIN setup**
   - Run the USSD code *276*30*99#
   - Enter your personal details in the required fields and preferred 4-digit PIN.
   - You will receive a message confirming account activation with the Mobile App link and USSD code *276*30#.
   - You can use the App or the USSD to access the service.

6. **Loan application process**
   - Dial ***276*30#**
   - Select option 1: **Karibu M-Cash Loan**
   - Under loan type: **Mobile (Note: type the word mobile and not your mobile number digits)**
   - Number of instalments: **1**
   - Enter Amount **(Maximum amount is 50,000 depending on your Limit)**
   - Enter your pin (as set during self-activation)

7. **Procedure for Loan Repayment**
   - Go to your Mpesa Menu
   - Go to Lipa na Mpesa
   - Select Paybill
   - Enter business number: **840300**
   - Account number: **30*Mobile (Note: type the word mobile and not your mobile number digits)**
   - Amount: Your outstanding loan amount.
   - Enter your Mpesa Pin number and send.

   (Please note that although interest is recovered upfront, loan has to be paid as per original amount borrowed)

8. **How to move money from Mobile wallet to Mpesa**
   - Dial ***276*30#**
   - Select option 2: **Cash Withdrawal**
   - Enter amount and your pin as set during self-activation

9. **Mobile banking tariffs** (*charged from Amref Sacco mobile wallet*)

Transaction Type	Charges
All notifications (SMS responses)	Ksh 10
Cash withdrawal to own Mpesa	Ksh 60
Transfer to other Mpesa	Ksh 60
PayBills/ Buy Goods	No charge
Airtime purchase	No charge

10. **How to load Mobile wallet from Mpesa**

To access self-care services, you will need to have money in your mobile wallet. To load the wallet, follow the steps below:
   - Go to your Mpesa Menu
   - Go to Lipa na Mpesa
   - Select Paybill
   - Enter business number: **840300**
   - Account number: **30***
   - Amount: enter amount to load to your mobile wallet.
   - Enter your Mpesa Pin number and send