

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:

- Ksh 20,000 loan limit
- Ksh 7.5% one-off interest rate
- No paper work needed
- No guarantors required
- Repay within 60 days

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 20,000**)
- 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