

## PESALINK MONEY TRANSFER SERVICE

### FREQUENTLY ASKED QUESTIONS

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#### 1. What is PesaLink?

PesaLink is a new money transfer service that enables interbank transfers from your bank account to another in real-time.

#### 2. Why should I use PesaLink?

PesaLink is real-time, available 24/7 and you can transfer from as low as KES 10 to as high as KES. 999,999. It is also safe since it eliminates the use of cash as a mode of payment.

#### 3. How do I transfer money using PesaLink from my FCB Bank account?

To send money or receive money you only need to use your FCB mobile banking \*342# to start enjoying this service.

#### 4. Which Banks are part of PesaLink?

All Kenyan banks which are members of Kenya Bankers Association (KBA).

#### 5. How do I receive payments using my mobile phone number on PesaLink?

To receive payments one has to have linked their phone number to an account. You will get an SMS notification when you receive money in your account.

#### 6. How do I register for PesaLink?

No registration is required to use PesaLink. You only need to login to FCB's mobile banking \*344# and link your account to start enjoying this service.

#### 7. Can everybody access PesaLink?

Currently, only banked users can access PesaLink on their bank channels

**8. Do I need a Smartphone to use PesaLink on mobile?**

You not need a Smartphone to access PesaLink on mobile. PesaLink is available using FCB's USSD \*342# and will later be updated on the application

**9. How do I change my registration from one Bank to another one?**

PesaLink allows one to change their primary account hence giving the customer the flexibility to choose the bank they want their account to be linked to.

**10.Can I use PesaLink if I don't have a mobile phone?**

The service is currently available on the mobile phone only but will soon be rolled out across the five bank channels; Mobile Banking, ATM, Internet Banking, Bank branch and Agency

**11. What is the minimum and maximum amount I can send using PesaLink?**

The minimum amounts that can be transferred on PesaLink is KES 10; USD 1; GBP 1 and EUR 1 and the maximum amount that can be transferred are KES 999,999; USD 10,000; GBP 10,000 and 10,000.

**12.Can I use PesaLink to accept payments into my business account?**

Yes you can by providing the account number and directing whoever is sending money to use the 'Send to Account' option.

**13.Can I use PesaLink to accept payments into another account not linked?**

Yes you can by requesting for their account number to transfer funds using the 'Send to Account' option on PesaLink

**14. Can I register with more than one of the participating Banks?**

Yes you can if you have an account with them

**15. Can I use PesaLink to send money abroad?**

Currently, PesaLink will facilitate local funds transfer only.

**18. Can I send money to someone who is not registered?**

Yes you can by using 'Send to Account' and 'Send to Card' option on PesaLink

**19. How long does it take money sent through PesaLink to hit my account?**

It should take a maximum of 45 seconds for a transaction to be completed

**20. Which currency will I use while sending money through PesaLink?**

PesaLink will facilitate Funds transfer from KES to KES, USD to USD, GBP to GBP and EUR to EUR accounts. There will be no currency conversion when using PesaLink.

**21. Can I use PesaLink outside Nairobi?**

Yes, you can use PesaLink outside Nairobi but within Kenya

**22. Can I deposit money on PesaLink?**

No. PesaLink will only facilitate funds transfer from account to account or from account to card

**23. Can I withdraw money from PesaLink?**

Currently, PesaLink will only facilitate account to account funds transfer.

**24. Will PesaLink provide loans?**

No. PesaLink will only facilitate 'Person to Person' funds transfer.

**25. Which languages are available on PesaLink?**

English.

**26. Do I need a PIN for PesaLink?**

You do not need a PIN to access PesaLink. The service is available through mobile banking \*342#

**27. How will I know that my transaction has gone through?**

You will receive an SMS confirming successful transaction

**28. How will I know that I have sent money to the right person?**

The last step of sending money to a recipient requires the user to confirm the details of the transaction i.e. the name of the person (send to Phone), the account number and bank of recipient (send to account) and the card number of the recipient (send to card)

**29. Do I need a different SIM card to access PesaLink on my mobile phone?**

No. You will be able to access PesaLink through the mobile banking.

**30. Will I be able to receive funds at night and on public holidays?**

One can be able to receive funds of up to KES 999,999 any day and time 24/7 hours

**31. Can a minor access and use PesaLink?**

No. Validation of PesaLink users will happen at the bank.

**32. Will I be charged to receive money on PesaLink?**

No, users will not be charged to receive funds on PesaLink

**33. Can I link all my bank accounts to my mobile phone?**

A customer can link one account from each bank that they have an account with

**34. Can I send money to someone who does not have a bank account?**

Currently, PesaLink does not provide funds transfer or withdrawal by those without a bank account. However, the future phases of the service will cater for this feature

**35. Will people sending me money be able to see the accounts I have linked to PesaLink?**

If your accounts are linked on PesaLink, those sending funds using “Send to Phone” will only be able to view the various bank names in which the user has accounts linked to and not the bank account numbers