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## **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 one person to another on all banks retail payment channels. It is developed and owned by Kenyan banks through their umbrella body, Kenya Bankers Association (KBA).

#### **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 ABC Bank account?**

To send money, you only need to visit any ABC Bank Branch and fill in the PesaLink form. Our Customer Service personnel will guide you.

You then present the completed form to the Teller who will verify your account details and phone number then effect the transfer. Both you and your beneficiary will receive an SMS alert instantly.

#### **4. Can I use my mobile phone to transfer funds from my ABC Bank account using PesaLink?**

In the initial phase, the service will be available only in our branches. Soon it will be available on our Internet Banking Platform, and our soon to be launched Mobile Banking App.

#### **5. Which Banks are part of PesaLink?**

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

#### **6. 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.

#### **7. How do I register for PesaLink?**

Please visit any of our branches countrywide to register



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### **8. Can everybody access PesaLink?**

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

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

You do not need a Smartphone to access PesaLink on mobile. PesaLink is accessible both on app and USSD.

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

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

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

Yes you can. PesaLink is available on five bank channels; Mobile Banking, ATM, Internet Banking, Bank branch and Agency Banking.

### **12. How will I update my personal details on PesaLink?**

To update personal information on PesaLink, visit your nearest bank branch to submit the new details.

### **13. Can I use a different bank's ATM to access PesaLink?**

Yes you can if the Bank offers PesaLink on their ATM machines

### **14. Can I use PesaLink on other banks' channels?**

You can only use the ATM and agency channels of the banks that provide PesaLink on them for card based transactions.

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

The minimum amounts that can be transferred on PesaLink are 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.

### **16. 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. If the business account in online you can link your phone to it.



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**17. 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.

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

Yes you can if you have an account with them

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

Currently, PesaLink will facilitate local funds transfer only. International transfers will be scoped in later phases of the service

**12. Can I send money to someone in Kenya from abroad?**

PesaLink will facilitate local funds transfer only at the moment. International transfers will be scoped in later phases of the service

**21. 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

**22. Can I send money if I am not linked to my account?**

Yes, to send you do not need to link your account. You link your account to receive money via the linked account.

**23. 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

**24. 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 at the switch.

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

Yes, you can use PesaLink outside Nairobi but within Kenya

**26. Is PesaLink owned by the government?**

No. PesaLink is a service offered by IPSL which is a company owned by KBA



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

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

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

Currently, PesaLink will only facilitate account to account funds transfer. Cash withdrawals which is scoped in 'Cash by Code' will be facilitated at later phases of the project

**29. Will PesaLink provide loans?**

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

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

English

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

You do not need a PIN to access PesaLink. The service will be available on the existing banks channels.

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

You will receive an SMS confirming successful transaction

**33. 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)

**34. 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 platform of your Bank

**35. 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

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

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



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**37. Can I use PesaLink to pay bills during an emergency such as hospital bills?**

Yes, one can use PesaLink to transfer funds from their account to the hospital's account if they are given the account number. The person will use the 'Send to Account' option on PesaLink menu

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

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

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

A customer can link one account from each bank that they bank in

**40. 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

**41. Can I use PesaLink to send money to an account in the same Bank as mine?**

This is possible if the bank will use PesaLink for internal funds transfers

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

If a user has accounts 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

**43. Can I access PesaLink outside banking hours?**

Yes you can. PesaLink is a 24/7 service