

# **PESALINK PRODUCT: FREQUENTLY ASKED QUESTIONS**



## **Customer FAQs**

### **1. What is PesaLink?**

PesaLink is an IPSL service that will enable interbank transfers from one person to another on all banks retail payment channels.

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

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

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

All members of KBA.

### **4. How do I send payments using PesaLink?**

You can send payments using your bank channels by going to the PesaLink menu on the bank channel.

### **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.

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

No registration is required to use PesaLink.

### **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?**

One does not need a smartphone to access PesaLink on mobile. PesaLink is accessible both on app and USSD.

### **9. 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.

### **10. 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.

### **11. 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.

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

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

**13. 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.

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

The minimum amount 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.

**15. 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 is online you can link your phone to it.

**16. 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.

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

Yes you can if you have an account with them.

**18. 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.

**19. Can everybody access PesaLink?**

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

**20. Do I need a smartphone to use PesaLink on mobile?**

One does not need a smartphone to access PesaLink on mobile. PesaLink is accessible both on app and USSD.

**21. 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.

**22. 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.

### **23. 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

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

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

### **25. 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.

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

The minimum amount 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.

### **27. 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 is online you can link your phone to it.

### **28. 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

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

Yes you can if you have an account with them

### **30. 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

### **31. 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)

**32. 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

**33. 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

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

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

**35. 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

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

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

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

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

**38. 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

**39. 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

**40. 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

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

Yes you can. PesaLink is a 24/7 service

## **Banks FAQs**

### **1. Can banks connect to the KBA switch using Third Party Providers?**

Banks can connect to PesaLink directly or through their third party providers. The bank should identify the mode that is most convenient to them

### **2. Is there any customer validation to be done at the banks end for outward and inward transactions?**

Yes. The Banks will need to do KYC and will need to validate that indeed transactions to and from the bank are to and from accounts that exist

### **3. Can banks include their own SMS notifications?**

Yes, banks can provide extra debit or credit SMS notifications for their clients. However, the 2 SMS notifications provided by the PESALINK service shall still be sent out to their clients.

### **4. Will the currency be one of the fields used in the selection during a transaction?**

No. There will be no currency conversion happening on PesaLink. The recipient's bank will be required to facilitate currency conversion.

### **5. Will there be conflict during linking of one mobile number to more than one account number in different banks on PesaLink?**

No. The mobile number and bank code will be used to uniquely identify each account despite them all being mapped to one mobile number.

### **6. Do banks have to provide an interface for registration?**

The banks are to avail two registration options; an interface on the banks channels or an interface on their end that their tellers can use during customer registration.

### **7. What is the relevance of bulk files and bulk transactions on the PesaLink service?**

The bulk files shall be used during the bulk transactions. The bulk transactions shall be used for credit transaction such as settlement of salaries, payment to suppliers' accounts etc.

### **8. What model shall be used to determine the PesaLink service interchange fees?**

A tiered interchange and costing model will be used which takes into account the Switch, Sender's bank, Recipient's bank and Sending bank (If different from Sender's) costs.



Easy . Affordable . Instant .

## 9. Will the Bank execute customer registration independently?

Registration for the PesaLink service will be a customer driven process. The customer will initiate registration through any channel provided by their bank.

-----END-----