



MOBILE BANKING FREQUENTLY ASKED QUESTIONS

At CBA, we are constantly looking for solutions that give you, our customers time for more. We have developed a mobile banking service to ensure that you can access our services from the comfort of your phone, and therefore allowing you to bank anytime, anywhere.

What services can you access on CBA Mobile?

- a) Balance enquiry
- b) View mini-statement
- c) Funds Transfer
 - To M-Pesa
 - Between your CBA accounts
 - To any other CBA accounts
 - To other local Banks
- d) Credit Card Information
 - Available balance
 - Amount due for payment
 - Payment date
- e) Customer Service Requests for
 - Adhoc statements
 - Banker's cheques
 - New PIN (Card or internet banking)
- f) Airtime Purchase
- g) Information Services
 - Branch locations
 - ATM locations
 - Foreign exchange rates
 - Contact details

How do you register for the service?

Visit any of our branches and fill in the Electronic Banking Form available at our customer service desks.

Alternatively, you can download the application forms on our website www.cbagroup.com and drop them off at a CBA branch near you once they are complete.

How will you access CBA Mobile once registered?

Once registered you will receive a confirmation SMS containing your PIN and an additional 3 messages that contain the links to download the CBA mobile banking application depending on your phone make and model.

There are 3 links for the 3 operating systems currently being supported. i.e.

- Java (All Nokia, Samsung, LG etc.)
- Android (phones with Android software e.g. new generation Samsung handsets)
- BlackBerry for all BlackBerry phones.

Click on the appropriate link depending on your phone type and wait for the application to be downloaded. Once downloaded you will be requested to launch and you will then be able to see the log in screen Input your registered mobile number (the one indicated on the form) and PIN as received on SMS

FAQ'S ON MOBILE BANKING

How do you access the service if your mobile phone is not Internet enabled?

You can access the service by dialing *654# currently on Safaricom & Airtel lines only.

Are there any charges for the registration for mobile banking?

There are no charges to register for mobile banking. However, once registered, normal charges are levied on your transactions. For more details visit the bank website at www.cbagroup.com

NB: Normal mobile network operator charges will apply for Internet services where using the CBA mobile application.

What do you do if you forget your PIN?

Please call our Customer Contact Centre on +254 711 056 444 to request for a new PIN. Your PIN will be sent to you via SMS and you have the option of changing your PIN once you log-in.

Will you be able to access all your accounts?

You can access all your accounts apart from your loan accounts.

Funds transfer services however, are currently only accessible for the Kenya Shilling accounts