



## CASH DEPOSIT FREQUENTLY ASKED QUESTIONS

### **What is Bulk Cash Deposit Machine?**

Cash Deposit Machine is an automated self-service solution allowing customers to deposit bank notes into any valid CBA account, 24 hours a day.

### **What are the accepted denominations for the Cash Depositor?**

The machine accepts KES 50, KES 100, KES 200, KES 500 and KES 1,000.

### **What type of note quality does the depositor accept?**

The depositor will accept notes so long as they are genuine and free of tears, cuts, folds, tape, pins and clips. Severely damaged notes will be rejected by the machine.

### **I have torn or mutilated notes, can I use them in a deposit?**

Torn, mutilated and otherwise severely damaged notes should not be used with the depositor as these notes may cause jamming or damage to the machine. Kindly deposit mutilated notes over the counter.

### **What is the maximum deposit amount per day?**

There is no maximum deposit amount per day. Customers are free to deposit any amount during the course of the day.

### **What is the maximum number of notes per deposit?**

There is no limit to the number of notes per deposit. The machine will continue to accept notes in a transaction until the machine is full to capacity. Please note deposits over KES 1,000,000 will be subject to extra procedures as per CBK regulations.

### **What happens if I deposit more than KES 1,000,000 per deposit? Will the transaction be rejected by the depositor?**

The customer will be required to visit the nearest branch to complete the transaction by filling out CBK required documentation.

### **Will the monies deposited into the depositor be credited immediately?**

Yes, for all transactions less than KES 1,000,000.

Transactions greater than KES 1,000,000 are subject to CBK regulatory procedures.

### **Must I sort the notes in any order before depositing?**

No, the depositor is capable of recognising each note's denomination as it counts them.

### **Must I have an ATM card / credit card to perform cash deposit?**

No, you may deposit into any valid CBA account provided you know the account number.

### **Can a third party perform a cash deposit to my account since the depositor supports cash deposit without an ATM card?**

Yes, a third party can deposit into your account e.g. if they are paying fees, rent, or any other valid reason.

### **I don't have a CBA bank account, can I still use the machine to make deposits to someone's account?**

Yes, non CBA customers can deposit into any valid CBA bank account.

### **Can I deposit money to my credit card account as payment?**

Yes.

### **Can I use the deposit machine to pay rent or school fees?**

Yes, the deposit machine automates the process of depositing into any valid bank account. Simply use the account number of the school, institution, land-lord or management company and add fill out the references as instructed by them.

### **How can I ensure that the cash deposited is the correct amount that will be credited to my account?**

Once all cash has been deposited, you will be issued with a receipt with the details of the transaction including the deposit amount and a denomination breakdown. The total amount deposited will be credited to the account.

However, in the event that there is discrepancy with the total number of notes and amount deposited, you may select "CANCEL" and the machine will return all cash it has held in escrow. Any cash already deposited to the safe will be credited and a receipt will be issued.

If in doubt, please contact our Call Centre at 0711056444 for assistance.

### **How to make quicker cash deposits?**

You can make quicker cash deposits if the notes are unfolded and clear of accessories like clips, staples or rubber bands.