



KCB

MOBI-BANK

SELF REGISTRATION AND PIN RESET FREQUENTLY ASKED QUESTIONS



MOBI SELF REGISTRATION & PIN RESET FAQs

1. WHAT IS KCB MOBI?

KCB Mobi is a robust and innovative mobile banking platform for KCB customers. It allows customers to pay utility bills, borrow mobile loans, buy airtime, send and receive money to bank and mobile wallets, enroll and redeem Simba Points & access other banking services conveniently using their phones. KCB Mobi is accessed through two channels;

- USSD Code *522#
- KCB APP – Available from Google Play Store or App Store for Android and iOS phones respectively.

2. WHAT IS MOBI SELF-REGISTRATION?

This is a service that allows a KCB account holder to initiate registration for mobile banking on their phone by dialing *522# without visiting the branch.

3. WHAT ARE THE BENEFITS OF SELF-REGISTRATION?

- Convenience – you are able to register to mobile banking on your phone anytime, anywhere.
- Easy self-registration process.

4. HOW DO I SELF-REGISTER FOR KCB MOBILE BANKING USING MY PHONE?

- i) Dial *522#
- ii) Select Register for Mobile Banking
- iii) Enter your National ID and Account Number
- iv) Within 48hrs you will receive a call from a KCB customer experience representative to verify your account details.
- v) Upon successful verification, you will receive a One Time PIN (OTP) and you will be prompted to change to your own preferred PIN. Note that OTP expires in 48hrs.
(DO NOT share your OTP or PIN with anyone. PIN YAKO, SIRI YAKO)

5. CAN I SELF-REGISTER USING ANY MOBILE LINE?

No. This service is only available to customers with Safaricom lines.

6. I HAVE FORGOTTEN/BLOCKED MY PIN. CAN I SELF-RESET USING MY PHONE?

Yes. Below is the process;

- i) Dial *522#
- ii) Select Reset PIN and input 0
- iii) Within 48hrs you will receive a call from a KCB customer experience representative to verify your account details.
- iv) Upon successful verification, you will receive a One Time PIN (OTP) and you will be prompted to change to your own preferred PIN. Note that OTP expires in 48hrs.
(DO NOT share your OTP or PIN with anyone. PIN YAKO, SIRI YAKO)

7. DO I GET MY MOBILE BANKING PIN IMMEDIATELY?

No. Your details will be sent to the bank for verification. Upon positive verification, an OTP will be sent to you. You will be required to change to your preferred PIN within 48hrs.

8. ONCE I HAVE RECEIVED MY ONE TIME PIN ON MY PHONE, WHAT DO I DO WITH IT?

You will be required to change it to your preferred 4 digit PIN number. To change,

- i) Dial *522#
- ii) Enter the OTP
- iii) The system will prompt you to change your PIN to a 4 digit PIN number
- iv) Confirm and proceed to transact.

(Remember not to share your OTP or PIN with anyone. PIN YAKO, SIRI YAKO)

9. DOES MY ONE-TIME PIN (OTP) EXPIRE AND WITHIN HOW LONG?

Yes. The PIN expires after 48hrs.

10. WHAT ARE THE REASONS FOR FAILED AUTHENTICATION OF MY SELF-REGISTRATION?

- i) If the customer experience representative fails to positively authenticate the information given by the customer.
- ii) If a customer requests to register for mobile banking to an ineligible account e.g. Cub, Simba, Goal accounts etc.
- iii) If a customer's account is dormant, inactive or closed.
- iv) If a customer has a new line.

11. IF MY SELF-REGISTRATION FAILS, WHAT SHOULD I DO?

If your self-registration to KCB mobile banking fails, please visit any KCB branch near you or call 0711087000 or 0732 187 00 for assistance.

12. IF I HAVE BEEN CALLED BY SOMEONE ASKING FOR MY DETAILS, HOW DO I KNOW THIS PERSON IS GENUINELY FROM KCB?

KCB will only contact you through 0711 087 000 or 0732 187 000

DO NOT share your banking PIN with anyone via phone, email, SMS or even in person. KCB will not ask for your PIN, card or account details. Your safety is our priority. #StaySafe PIN yako SIRI yako

13. I CANNOT SEND MONEY TO ANOTHER LINE OR ACCOUNT USING M-PESA OR PESALINK.

WHY IS THIS SO?

You will be able to send money to other lines or accounts using M-PESA & PesaLink after a period of 3 weeks after registration to KCB Mobile banking.

14. CAN I SELF-REGISTER FOR KCB MOBI USING THE KCB APP?

NO. This service is only available on USSD *522#. We are working to avail it on the KCB App soon.

15. DOES THE PIN I HAVE SET EXPIRE?

No. Your KCB Mobile banking PIN does not expire.

16. CAN I STILL RESET MY MOBI PIN AT ANY KCB ATM USING MY DEBIT CARD?

YES. If you have forgotten or blocked your mobile banking PIN, visit any KCB ATM to reset your PIN using your Debit Card. Below is the process;

- i) Insert your debit card to the ATM
- ii) Enter your ATM PIN
- iii) Select Mobi
- iv) Enter your registered phone number
- v) Complete Transaction

You will receive a one-time PIN that you must change within 48 hours.

17. WHAT ARE THE CONTACT CENTRE HELPLINES?

Call : 0711 087 000 or 0732 187 000

WhatsApp : 0711087 087

Web : www.kcbgroup.com

Email : contactcentre@kcbgroup.com

SMS : 22522.

Q & A