New KCB App Frequently Asked Questions (FAQs)

Q1: What should I do if my app keeps crashing?

We're sorry you're experiencing crashes! The good news is this is usually a quick fix. Try updating to our latest app version (1.4.1). This often resolves most stability issues. You can find the update in your app store.

Q2: Why am I unable to log in to my account?

Login troubles can be frustrating, but don't worry, we can get you back in! Here are a few things to try:

- Make sure you're running the latest version of the app

- Check your internet connection (try switching between WiFi and mobile data)

- Turn off any VPNs you might have running

- Ensure the app has all the permissions it needs on your device

If you're still having trouble, our support team is here to help!

Q3: The app is running very slowly and processes are taking a long time. What can I do?

Slow performance can definitely be annoying! First, please update to the latest app version as we're constantly improving speed and performance. If things are still sluggish after updating, please reach out to our support team. We'd love to help get things running smoothly for you.

Q4: I can't access my existing savings, loans, or other features. How can I fix this?

No worries! Your accounts are still there! You just need to link them in the new app. Simply go to Account → Manage Accounts → Link Your Account, and you'll have access to all your existing services again.

Q5: I can't access withdrawal from M-Pesa, Airtel Money, or T-Kash. How do I send money?

Sending money to mobile wallets is easy! Just go to "Send to Mobile" and select that option. Then enter the mobile phone number you want to send money to, and you're all set!

Q6: Why won't the app install or work on my Android device?

We want to make sure the app works perfectly for you! Our app requires Android 9 or newer, and won't work on jailbroken or rooted devices. Please check that your device meets these

requirements and that you have the latest version installed. If you're still having compatibility issues, our support team is ready to help you out.

Q7: The app isn't working with my WiFi. What's wrong?

Mobile data is only necessary to secure your first sign-up. Afterwards, you can switch to

Wi-Fi.

Q8: I changed my SIM card and now I can't log in. What should I do?

When you change your SIM card, we need to update our records for security reasons. Please visit your nearest KCB branch for an IMSI update, our staff will get you sorted out quickly!

Q9: I bought a new phone and now I can't log in. How do I get my account working on my new device?

Congratulations on your new phone! For security, we need to activate new devices in person. If you're an existing customer, just visit your nearest KCB branch and our team will help you get the app running on your new device. If you run into any issues afterward, don't hesitate to contact our support team.

Q10: The app keeps rejecting my ID when I try to create a new profile. What's the problem?

Document verification can be tricky, but here's how to get it right the first time:

- Make sure you're selecting the correct document type
- Use your original, physical document (not a photocopy, printout, or photo)
- Ensure good lighting and the document is clearly visible

Following these steps should get your verification approved smoothly!

Q11: It's been more than 24 hours since I uploaded my documents for verification, and I haven't received approval. What should I do?

Thanks for your patience! If it's been over 24 hours, your application is going through additional compliance checks. This is normal for some applications and helps keep everyone's accounts secure. You'll receive an SMS notification as soon as the process is complete. We appreciate you waiting while we ensure everything is in order!

For People. For Better.