



Safaricom Sacco
LIMITED

SAFARICOM SACCO USSD & SAFCIRI GUIDE

STATEMENTS

Option 1: Account balances

Check various options for your:

- FOSA account (Salary/Savings account)
- BOSA Savings
- Shares (Share Capital)
- Benevolent
- Development
- Premium Loan
- College Loan among many others

Get an SMS with the loan balance selected

How to go about checking your statement on SafCIRI

- Download SafCIRI on Google Play Store
- Activate account: Use **same password** as the USSD *345#
- Use the Register ONLY if you have **NOT** used the USSD *345# and a One Time Password (**OTP**) sent to you on SMS
- It will prompt you to Change the password BUT if already registered on *345#, use same password.
- Proceed to log in
- On the Home Screen, view balance or tap on the total loan balance to view statement
- You can also tap on quick links: Click on Statements and select the drop down menu to select the statement you need to view and select the date e.g. 1st November -28th November
- Tap on submit
- Statement sent to your email.
- Read the email for guidance on the password to open your statement



To access USSD services you will need to self-register, see below steps:

Step 1: Dial *345# from your phone

- You will be prompted to register
- Select option 1 for Accept

Step 2: You will be prompted to input your mobile number/ID number

**** USSD will only recognize the number you registered your Sacco Membership with**

- Enter your ID No/ Mobile No.
- Tap OK

A One Time PIN will be sent to you via SMS

Step 3: Dial *345# again from your phone

- Enter the One Time PIN (OTP) sent to your SMS
- You will be prompted to change it, to your preferred PIN
- Confirm the new PIN entered
- Tap OK

Step 4: Dial *345# from your phone

- Login with your new set PIN

FAQ'S

IF getting "duplication errors":

Reason: You tried registering unsuccessfully but the request is pending in the queue.

Action: Contact Safaricom Sacco on sacco@safaricom.co.ke for quick resolution.



* If the error is “Client does not exist”:

Reason:

1. The Mobile No. you are using is not the number you registered your Sacco membership with.
2. Your number is not registered on Safaricom Sacco.

NB: If previously you had registered on MSacco with a different number from what you had provided on registration, you will probably get this error.

Action:

1. Fill in the Mobile banking form with the number you intend to use for mobile banking.
2. Send the form to sacco@safaricom.co.ke for quick action.

NB: This will be your default number and shall be used for communication and Mobile Banking.

*** IF ERROR is “you are already registered”:**

Reason: This is because you are already registered on Safaricom Sacco Mobile Banking Services.

Action: Send an email to sacco@safaricom.co.ke for quick resolution.

* If you forgot your PIN:

Action: Send an email to sacco@safaricom.co.ke

CHARGES

<u>Charge</u>	<u>Kes.</u>
Balance Inquiry (SMS)	10.00
Mini Statement (SMS)	10.00
Mini Statement (SMS)	10.00
Full statement to email	FREE
Airtime Purchase (SMS)	2.00
Funds Transfer (Fosa to Fosa)	10.00
Buy Goods Charges	10.00
Utilities Charges	50.00
External Transfer	350.00
Instant Notification Charges	10.00

N/B: Above charges exclusive of (20%) Excise Duty

FOSA to MPESA charge

- Corporate charges – Kes.57

N/B: Above charges inclusive of (20%) Excise Duty

Remember: Registration is one time for either platform, therefore once you have registered for SafCIRI or *345#, you do NOT need to register again on the other, use the same password to access the other platform.

Feedback:

To provide feedback on the Sacco USSD code: Please share the same through:

kebole@safaricom.co.ke