

## SPECIAL ADVERTISING SECTION



# MOBILE BANKING APPS

## MOBILLOANS AND MONEY TRANSFER DIALS UP GROWTH



Utility Bills Payment



Mobile Money Transfer



ATM withdrawals



Mobiloans Services

## Mobile banking apps: The next battleground for customers

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Mobile technology and all the devices it runs on – a host smartphones, tablets and laptops – came to transform banking in Kenya. This story of change gathered momentum a decade ago and has continued at a frenzied pace such that now getting loans via a mobile phone is becoming the norm.

The role of mobile technology in the banking industry is on an upward swing and consumers are reaping its benefits. Consequently, banks equipped with the latest technological advancements are looking at building on this capability even further.

The explosion in mobile apps has simply taken service delivery in the banking industry to a whole new level.

Nowadays, one does not have to visit a bank, stop by at an ATM, or carry a plastic credit or debit card to make purchases.

With cash transfers between mobile phones increasingly becoming a reality,

mobile banking could soon become as commonplace as Internet banking.

These days, prospective borrowers just need to click a few keys on their cell phones and – if they qualify – credit is transferred into their mobile account. With this cash, they can undertake several transactions. They can transfer some of it to other people's mobile phones or bank accounts or even their own. They can pay a variety of bills and even pay for goods and services – without handling physical cash at any one time. They can also buy airtime to top up their mobiles or even other associates', friends' or relatives' phones.

Because of this convenience, banks are now increasingly choosing mobile platforms for innovative payment models and commerce capabilities.

It may be expected that, as transactions move from branches to cell phones, the quality of mobile banking apps will become increasingly important and a point of differentiation for banks as they battle

to retain existing customers and lure new ones.

For example, Equity Bank has empowered investment groups, chamas and joint account holders to enjoy greater convenience. They can now withdraw cash from their Equity Bank accounts in a more convenient and secure way through a new feature on the bank's Equitel mobile money platform.

Equitel has introduced the innovative "multiple approval" feature that eliminates the need for account signatories to physically meet to withdraw cash or co-sign cheques.

Through the "multiple approval" feature users first originate a request to withdraw cash on their Equitel menu. The request is then sent to other account signatories who in turn enter their PINs to approve the withdrawal request.

The "multiple approval" feature allows account holders to use their PINs as their account signatures.

Equitel, launched last year by Equity

Bank, provides tools and features that enable customers to perform financial transactions on their mobile phones as well as make calls, send SMS and browse the internet.

Uptake of the mobile channel during the year grew by 115 per cent with 2,196,000 clients having registered on the Equitel platform as at 30th June 2016. Equitel mobile transactions grew by 271 per cent during the year to reach 978 million up from 26.4 million transactions. The value of transactions grew to Sh149.3 billion up from Sh16.4 billion a growth of 811 per cent, reflecting the increasing confidence in and acceptance of digital money.

The convenience and ease of accessing credit and loans through the Equitel mobile channel saw the number of loans disbursed increase by 308 per cent to 4,327,999 up from 1,061,000 out of which 3,557,913 loans worth Sh20.8 billion were disbursed through the Equitel mobile channel.

### Bank of Africa innovates a banking solution for Chamas

Bank of Africa is cognizant of the value that is derived from innovative solutions that are aligned to customer needs through mobile banking. In line with this, the bank will soon roll out a service (e-chama) that is specifically tailor made for investment groups also locally known as Chamas. E-chama will allow "chama members" to make transactions at their convenience while allowing for accountability of deposits and withdrawals that are made.

"This is an improved mobile banking platform that is accessible on Bank of Africa's Bmobile application and on USSD (\*987#). We are a bank that recognizes customer needs for convenient banking and have continually improved the service offered on the mobile banking platform", said the Managing Director, Ronald Marambii. E-chama is an unmatched service for our customers who sometimes reside in different locations but have a common investment goal.

This is part of the banks strategies in giving its customers value addition services through innovation by primarily providing them with the required technology, affordable financing and business advisory opportunities.

www.boakenya.com

## B-Mobile, Be Limitless

Download the B-MOBILE app from your App store or dial \*987# to access a wide range of services:

### a) Account Services

Check your balances in the account, get a full/mini statement and check the real time forex rates.

### b) Airtime Top Up

Purchase airtime directly from your BOA account to top up any Safaricom number.

### c) Cardless Withdrawals

Get a one-time PIN that lets you get cash from any BOA ATM.

### d) Cheque Book Services

Request for a new Cheque book by selecting the account from which you require a Cheque book.

### e) Funds Transfer

Transfer funds to your own BOA account, send money to another BOA account or send money to another bank account.

### f) Mobile Money

Send money from your bank account to M-pesa or Transfer money from Mpesa to your BOA account by selecting the account number and the amount you wish to send/transfer.

**Our pay bill number is 972900.**

### g) Bill Payment

Get to pay your KPLC, DSTV, ZUKU, JTL and GOTV services directly from your account.

### h) My Profile

Nominate beneficiary accounts that you'd like to send money to, update your information and refer your friends to Bank Of Africa.

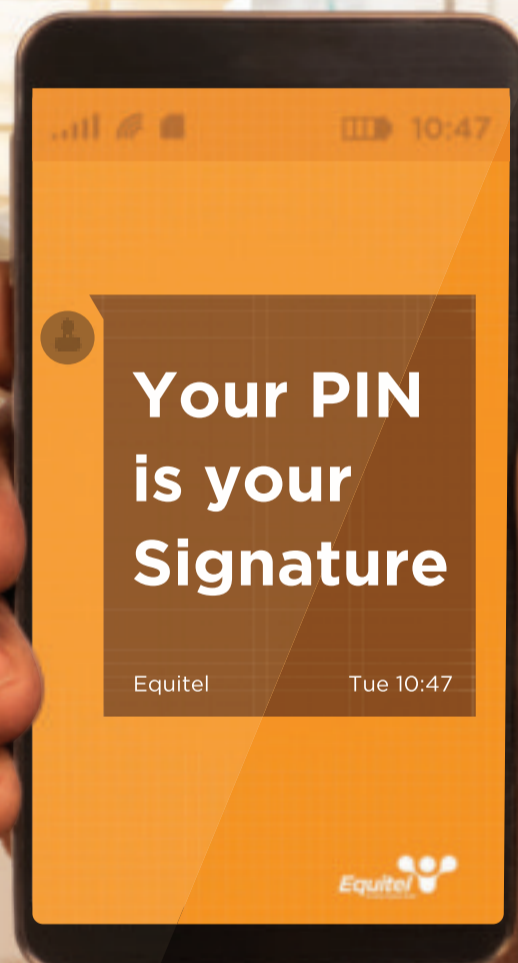
### i) Branch Locator

Find the nearest branch, the opening hours and the BOA ATM machine nearest to you.



# Operate your joint, group or chama account right on your phone

No need to meet at the bank



No matter where you are, you can now use your Equitel line to approve group account transactions using your PIN. You can send money to Equity Bank accounts or any other bank accounts, send cash to mobile money accounts (e.g. MPESA, Airtel money or Orange money), pay bills, withdraw cash and check balances, all on your phone. Save time and money with Equitel.

**Visit the nearest Equity Bank branch for more information about linking your joint, group or chama account to Equitel.**

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# Mco-op Cash offers more than access to Co-op Bank account

**M**co-op Cash is Co-operative Bank's upgraded mobile banking service, which enables a variety of banking, money transfer and payment transactions. Apart from enabling account holders to access their accounts via mobile phone it is also an independent account whose account number is the mobile number.

One does not need a Co-op Bank account to register for MCo-opcash. All they need is a National ID card and a registered mobile number on any network. Once registration is complete, a PIN is sent via SMS. A customer can access MCo-opcash by dialing \*667# or through the MCo-op cash app which they can download from their appstore.

With MCo-op Cash on their mobile

phone, a customer can:

- Check balance or get a mini statement for existing Co-op Bank accounts
- Get full account statements up to 3 months, sent via email
- Withdraw cash from a Co-op ATM or Agent without an ATM card
- Apply for an instant salary advance (flexi loan)
- Send money to any Mpesa or Airtel mobile number
- Transfer money to other Co-op accounts or local bank accounts
- Buy airtime
- Pay utility bills including KPLC post paid, DSTV, ZUKU, Startimes
- Pay school fees, rent, and other payments

Other Mobile banking related services provided by the Bank include:

1. Deposit into any Co-op Bank

account through Mpesa paybill 400200

2. School fees payment to schools banking with Co-operative bank through Mpesa paybill 400222.

**“ One does not need a Co-op Bank account to register for MCo-opcash. All they need is a National ID card and a registered mobile number on any network. Once registration is complete, a PIN is sent via SMS. ”**

The full list of schools and account numbers are available on the Co-operative Bank website: [www.co-opbank.co.ke](http://www.co-opbank.co.ke)

3. Bulk payment of salaries, wages, and dividends. Payments can be made to any Bank account or Mobile Number
4. Access of float for MPesa and Airtel agents from any Co-op bank branch

For any query on MCo-opcash or in case MCo-op Cash PIN is forgotten, a customer may contact customer service on 0703 027000 / 020 2776000, email: [mcoopcash@co-opbank.co.ke](mailto:mcoopcash@co-opbank.co.ke) or [customerservice@co-opbank.co.ke](mailto:customerservice@co-opbank.co.ke) or visit the Co-operative Bank website: [www.co-opbank.co.ke](http://www.co-opbank.co.ke)

[www.co-opbank.co.ke](http://www.co-opbank.co.ke)



## Pay salaries from anywhere, hassle-free with your mobile phone

Pay your employees at one go, from the comfort of your home or office, with MCo-op Cash on your mobile phone.

You can pay:

- Any amount of money
- To any number of people
- To any mobile number or bank account

Visit your nearest Co-op Bank branch to register for free and DIAL \*667# to pay!

For more information call 0703 027000 or SMS 16111

Co-op Bank Kenya (Official) @coopbankkenya

The Co-operative Bank is regulated by the Central Bank of Kenya



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KCB BANK

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## Why KCB App has been voted the best in E. Africa

**K**CB launched the biggest banking App in Kenya dubbed "KCB App". The revolutionary, bold and modern mobile application boasts an intuitive App design with an unrivaled user experience.

It has been voted as the "Best banking App in Eastern Africa" by leading tech bloggers in Kenya. The KCB App, is the most downloaded banking App in Eastern Africa, with over 200,000 downloads and up to 40,000 transactions done daily.

KCB's investment in this robust mobile banking platform allows the consumer to enjoy fast, convenient and seamless access of banking services by its customers. In line with the bank's digital banking agenda, KCB App is the only banking App that rewards you for every transaction made, through their esteemed loyalty program Simba points, which enables customers to earn points every time they Save, Borrow

and Pay with KCB. These points can be redeemed for Airtime, banking services at any KCB Branch countrywide, at local merchants such as Shell petrol stations and Jumia and over 9000 airlines and 450,000 hotels.

Recognized as the best biller payment on mobile application, the KCB App allows the KCB customer to pay key monthly bills such as KPLC (both postpaid and prepaid account holders), DSTv, and Zuku. Not forgetting popular merchants such as Jumia and Jambojet, which can also be paid directly via the App. With its unique bill presentment feature, KCB customers are able to pay the exact bill from suppliers through the App. The customer is able to set up merchants he pays every month, together with their account numbers. Through its reminder feature one can set an alarm to remind you of upcoming monthly payments to keep you accountable. In instances when

you need to pay a bill on credit, KCB App is the only banking app that lets you pay for your bills on credit, to be repaid later.

With increased security features such as password-protected access to your bank account from the App, the KCB App opens its users to a new world of possibilities in the mobile banking space. The uptake of the KCB App has been tremendous, with an Android App standing of 4.4 out of 5.0.

The App also features Lipa Karo, the largest digital payment platform in Kenya with over 2,500 schools on the database. The Lipa Karo feature allows you to pay school fees from your mobile phone directly to the school of your choice.

Last but not least, is the groundbreaking Mobi Chama feature that is an innovative multi-user approval platform for businesses, chamas and groups. Through Mobi Chama, the users can save





money and keep each other accountable through the KCB App platform.

The KCB App is the pioneering mobile application that allows you to open accounts online. It is one of the few banking apps that is open for use to both customers and non-customers who enjoy a seamless experience on the App. Features such as the GPS tracker, ATM and branch locator, forex rates and stock market are available to KCB non-customers across the country.

Available on Android, Windows, Blackberry and Apple Store, the KCB App is a key step towards making the world a global village. Some of the KCB App flagship offerings include the MobiLoan service that allows for KCB Bank customers to get instant loans that can be repaid in 1 month, 3 months or 6 months with attractive interest rates.

Why not download the App today?

## KCB APP, as convenient as you want life to be.

Download the KCB App from your app store     to enjoy a variety of exciting financial and lifestyles services including mobile banking, the latest news, forex rates, NSE stocks prices and so much more

For more information, visit [www.kcbbankgroup.com](http://www.kcbbankgroup.com)