



## **FREQUENTLY ASKED QUESTIONS – BY CUSTOMERS:**

### **1. What is EazzyPay 'pay goods and services'?**

It is a service that allows customers to pay for goods and services easily and conveniently using their mobile phone i.e. Equitel line, Mpesa or Airtel Money. Customers can also download the Equity bank app (EazzyApp) and use it to pay for Goods & Services.

### **2. My Equitel Menu does not have EazzyPay, what should I do?**

Dial \*203# to update your Equitel menu and you will be able to view Eazzy Pay. Kindly wait for about 20 minutes for the full menu update to be completed.

Alternatively you can visit the nearest Equity Bank branch and request the customer service representative at the Equitel desk to update your SIM card

You can also call our contact center by dialing 100 from your Equitel line or +254763 000 100 from any other network operator. A customer care representative is on standby to guide you through the update of the Equitel Menu.

### **3. If I pay for Goods and Services into an EazzyPay Till using Equitel SIM card, will I be charged?**

No. You will not be charged. It is Free.

### **4. If I pay for Goods and Services into an EazzyPay Till using EazzyApp, will I be charged?**

No. You will not be charged. It is Free

### **5. If I pay for Goods and Services into an EazzyPay Till using Other Telco lines, will I be charged?**

The normal Pay bill charges from the other 'telco' will be applied as per their tariff



**6. How much time does it take to reverse incomplete transactions if a customer has paid through other Telcos using Paybill 763766?**

It will take a maximum of 72 hours, to complete the reversal process, once the verification of the request has been done by the bank.

**7. How will a customer know what Till Number to pay into for purchases made or services received?**

EazzyPay merchants will clearly display their EazzyPay Till Numbers where it is visible to his/her customers

**8. After purchasing goods or services at an EazzyPay Till, am I able to withdraw cash or request for Cash Back?**

Yes. As long as the merchant has float available, then you can request for Cash Back after the purchase of Goods or Services at an EazzyPay Till.

**9. What are the charges if I request for Cash Back at an EazzyPay Till**

A Cash Back fee is charged depending on the amount of money the customer would like to withdraw. The prevailing charges can be viewed on either [www.ke.equitybankgroup.com](http://www.ke.equitybankgroup.com) or [www.equitel.com](http://www.equitel.com)

**10. What if I make a mistake and want to cancel the transaction, is it possible?**

Yes. Before entering your PIN, in order to authorize for the payment to be made to the EazzyPay Till, you will be asked to confirm the details of your transaction. If you notice a mistake, cancel the transaction.

**11. What happens if I key in the wrong EazzyPay Till number and the transaction goes through?**

If you key in the wrong EazzyPay Till number and the transaction has gone through, kindly call our contact center on 100 (if calling from Equitel) or 0763 000 100 (if calling from any other network). A customer care agent will be on standby to take you through the transaction reversal process.

We encourage our customers to check and confirm the transaction details keenly, before entering their PIN to authorize the transaction

**12. How long will it take to complete the reversal process and get the money put back in my account**

It will take a maximum of 72 hours, to complete the reversal process, once the verification of the request has been done by the bank.

We encourage our customers to check and confirm the transaction details keenly, before entering their PIN to authorize the transaction



### **13. What happens in case I over pay or double pay the EazzyPay merchant?**

The customer can either ask the merchant to reverse the transaction, or he/ she can call our contact center on 100 (if calling from Equitel) or 0763 000 100 (if calling from any other network). A customer care agent is on standby to take you through the transaction reversal process.

We encourage our customers to check and confirm the transaction details keenly, before entering their PIN to authorize the transaction

### **14. What happens if the Equitel Menu disappears and I can no longer access the bank services?**

If you cannot view the Equitel menu, please re-start your mobile phone. If the Equitel Menu still does not appear, you should update your SIM menu by dialing \*203#. The full Equitel menu update may take about 20 minutes to be completed.

If the problem persists, please call our contact center on 100 (if calling from Equitel) or 0763 000 100 (if calling from any other network).

### **15. What happens if I forget my PIN?**

You can re-set your PIN by yourself, wherever you are, by following these easy steps. Remember you PIN is your secret

- Go to Equitel Menu
- Select My Money
- Select My Account
- Select My PIN
- Select Forgot PIN
- Enter your ATM card number
- Enter your ATM card expiry date
- Enter your national ID number
- Enter your account number
- Enter your ATM card PIN
- Confirm details
- You will receive a confirmation SMS

### **16. Can I pay into an EazzyPay Till using my credit card like Amex or Visa?**



No. You can only pay into an EazzyPay Till from one of your Equity Bank accounts and not your credit card, even though the credit card has been linked to your Equitel SIM card or your EazzyApp.

**17. Can I pay into an EazzyPay Till using my prepaid card?**

No. You can only pay into an EazzyPay Till from one of your Equity Bank accounts and not your prepaid card, even though the prepaid card has been linked to your Equitel SIM card or your EazzyApp.

**18. I have paid into an EazzyPay Till but did not receive a confirmation message, should I retry the transaction again?**

Please double check and confirm that your bank account has not been charged by either checking the bank balance or by requesting for a mini-statement. If the transaction does not appear, then you can try making the payment again.

**19. What is the maximum amount I can I can pay using EazzyPay?**

The maximum amount is Ksh. 1,000,000 per transaction, and Ksh 1,000,000 per day for “Pay for Goods and Services”, and Ksh 300,000 per transaction and Ksh. 1,000,000 per day for “Paybill”

**20. What is the minimum amount I can receive into an EazzyPay Till?**

An amount of less than Ksh.1 will not be processed through the EazzyPay Till.

**21. What is the customer care number for EazzyPay?**

You can call our contact center any time, day or night by dialing 100 from your Equitel line or +254763 000 100 from any other network operator. A customer care representative is on standby to receive your call and provide support