



CHUNA SACCO LTD

Welcome to CloudPESA. This is the mobile banking platform designed to provide convenience to its users. The platform is available on both ANDROID APPLICATION and USSD application on USSD code ***850#**.

SERVICES AVAILABLE on Mobile app, USSD

1. Member info
2. Account balances
3. Deposit to all accounts (C2B)
4. Loan repayment
5. Withdrawal to M-PESA. (B2C)
6. Funds transfer to BOSA and other accounts within the Sacco
7. Airtime purchase
8. Mini statement.

How to access the platforms

1. Member Fills the SACCO mobile registration form.
2. Authorized personnel links the members phone number on form 1 above to their FOSA account.
3. The registered members list is forwarded to activate@cloudpesaea.com for pin generation.
4. Once activated, the registered phone receives a start PIN which they use, one has to change the pin on first log in to one they can easily remember.
5. The member is advised to either use the **USSD** platform by **dialing *850#** from the registered phone number, enter their pin and select transactions from the list.
6. They can also opt to download the android app from Google play store by searching **CHUNA Sacco** and install to their phone.

If one is using the Android app, they have to follow the following.

- A. The member will be requested to enter their ID number, this is for verification of the account, a start key will be sent to the phone number linked to the FOSA account.
- B. The member enters the start pin and if correctly verified against the one generated in A above, then they are prompted to enter the mobile banking PIN.
- C. On successful log in, the member will be presented with a dashboard indicating the services available on the App.