



Kulipwa ni Rahisi na One Equity Till Number

Frequently Asked Questions (FAQ's)



FREQUENTLY ASKED QUESTIONS (FAQ's)

You can now receive payments from any mobile network or bank account through One Equity Till Number

1. What is One Equity Till Number?

One Equity Till Number is a payment channel that enables businesses to receive payments for goods and services from any mobile money wallet or bank account.

2. Can my business qualify for One Equity Till Number?

Any business owner can sign up for ONE Equity Till Number, irrespective of the size of their biashara from small businesses to large enterprises.

3. Which channels can customers use to make payments through One Equity Till Number?

- Mobile money wallets - MPESA, Airtel & Equitel.
- All Banks through Pesalink.
- Customers with Visa, Mastercard & UnionPay Apps can scan the Till's QR code to make payments.
- Equity customers through Equity Mobile App, *247#, Equity Online.

4. What are the benefits of One Equity Till Number?

- **Interoperability** -The One Equity Till Number enables businesses to receive payments from any mobile money wallet or any bank account.
- **Ease of reconciliations** - All payments are received directly into one account enabling you to easily reconcile your payments.
- **Ease of access to cash** - Payments are deposited directly into your account and the money is also available for immediate use.
- **Access to loans** - As a business, the more you transact on One Equity Till Number, the more you build your credit history.
- **Convenience to your customers** - Your customers can now pay you through One Till Number from their mobile wallets or any bank account.
- **Free sign up** - Signing up for the Till Number is FREE.
- **Neater Displays** - You do not need to display many stickers at your outlet. With One Equity Till Number, you only need one sticker.

5. Do I need to be an Equity customer to sign up for One Equity Till Number?

The One Equity Till Number is available to both Equity and non-Equity customers. Visit your nearest branch to sign up.

6. What are the requirements for one to apply for One Equity Till Number?

- i. A running business
- ii. An Equity account
- iii. A duly completed application form

7. How do you allocate Till Numbers?

The customer can acquire an Equitel line as their till number or use their preferred mobile number as their till number.

8. Can I have several One Equity Till Numbers for my business?

Yes, you can have as many One Equity Till Numbers as your business requirements.

9. How long does it take to get One Equity Till Number?

One Equity Till Number is issued instantly at any Equity Branch.

10. How do I know that a customer has successfully paid through the One Equity Till Number?

You will receive a notification on your phone or any other number linked to the Till upon successful payment. The customer will also receive a confirmation message.

11. What is the maximum amount a customer can pay through One Equity Till Number?

Equity customers can pay a maximum of KShs. 300,000 per transaction and KShs. 1M per day. Customers paying from other channels will be subject to those channels' transaction limits.

12. Can a customer reverse or cancel a transaction once paid through One Equity Till Number?

No. A customer cannot reverse or cancel a transaction once paid.

13. How do I handle customer disputes?

In the event of a customer transaction dispute or a transaction reversal that is required, the customer will be required to contact the Bank and lodge a dispute. The Bank will immediately investigate the complaint for validation. A reversal can only be initiated by the Bank upon validation of the complaint.

14. How do I view my account statements?

You can view or download your account statement through *247#, Equitel, Equity Mobile App or Equity Online.

15. How do I access money in my account?

You can conveniently access your money anywhere anytime through *247#, Equitel, Equity Mobile App or through Equity Online.

16. I am experiencing challenges with my One Equity Till Number, who do I contact?

For all your queries, talk to your Relationship Manager assigned to your business, visit your nearest Equity Branch or call 0763 000 000

17. How do I sign up for One Equity Till Number

Visit any Equity branch to sign up today.

SAFETY TIPS

- All official calls from Equity will only come from one number - **0763 000 000**. All messages you receive from us shall have the sender's name as "Equitel" or "Equity".
- DO NOT share your PIN with anyone or allow anyone to assist you perform any transaction from your phone. PIN Yako Siri Yako!
- DO NOT save your PIN or banking details on an SMS.
- NEVER share personal details especially your ID Number/Account Number, PIN, Password via SMS.
- Avoid using passwords or PINs that are easy to guess such as birthdays, the current year etc.
- Delete all text messages from the Bank before you share or sell your device.
- If you lose your Till, contact us immediately and we will block your Till.
- Equitel SIM Cards and phones are only sold at branches and at selected Equity agents.
- DO NOT participate in any promotions that are not advertised by Equity or Equitel. Our promotions will neither ask you to send money in order to participate nor will they be communicated through personal numbers.
- DO NOT reply to SMSs offering soft loans or informing you that you have won a competition that you did not participate in.