

Dear Member,

To enjoy the convenience of withdrawing money from your Fosa account without visiting a Fosa branch or ATM outlet Register today for the **AFYA MOIBLE 24/7 Mobile** Banking Service at your nearest Fosa Branch. After filling and submitting a registration form at your nearest fosa Branch. You will receive an SMS confirmation with a 4 digit one time use PIN upon completion of processing of the application. . Follow the following instructions to start using the Afya Mobile 24/7 Mobile banking service.

1. Receive an sms with one time use PIN
2. Dial **\*667\*2#** on your mobile handset
3. Enter the 4 digit PIN sent via sms at the “Enter PIN prompt” **welcome screen**
4. You will receive another prompt to change pin – enter a PIN of your choice on this prompt
5. A confirmation of PIN change will be displayed
6. Dial **\*667\*2#** again to login with the newly changed PIN
7. Chose the service you want to use from the Menu items **1 to 3**, reply with either **1,2** or **3** to chose service.  
*Reply with*
  1. *Balance Inquiry*
  2. *Send to Mpesa*
  3. *Other Services PIN Change*
8. To Transfer money from your Fosa Account to your Mpesa reply on the above menu options with number **“2”**
9. You will receive another menu with two options  
*Please select*
  1. *My phone number*
  2. *Other phone number*
10. Reply with number **“1”** to send to your Mpesa
11. A new menu with two options as indicated below  
*Please select account to transfer to*
  1. *“Your Fosa account number”*
  2. *“Your mobile phone number”*
12. Reply with **“1”** to withdraw from your Fosa account.  
***N/B: Don’t select Option “2” which indicates your mobile phone number***
13. Enter Amount
14. Confirm
15. You will receive a transaction successful sms with sender ID **“AFYASACCO”** and a second one from MPesa with **“MPesa”** sender ID.