



KEY FACTS DOCUMENT

PURPOSE

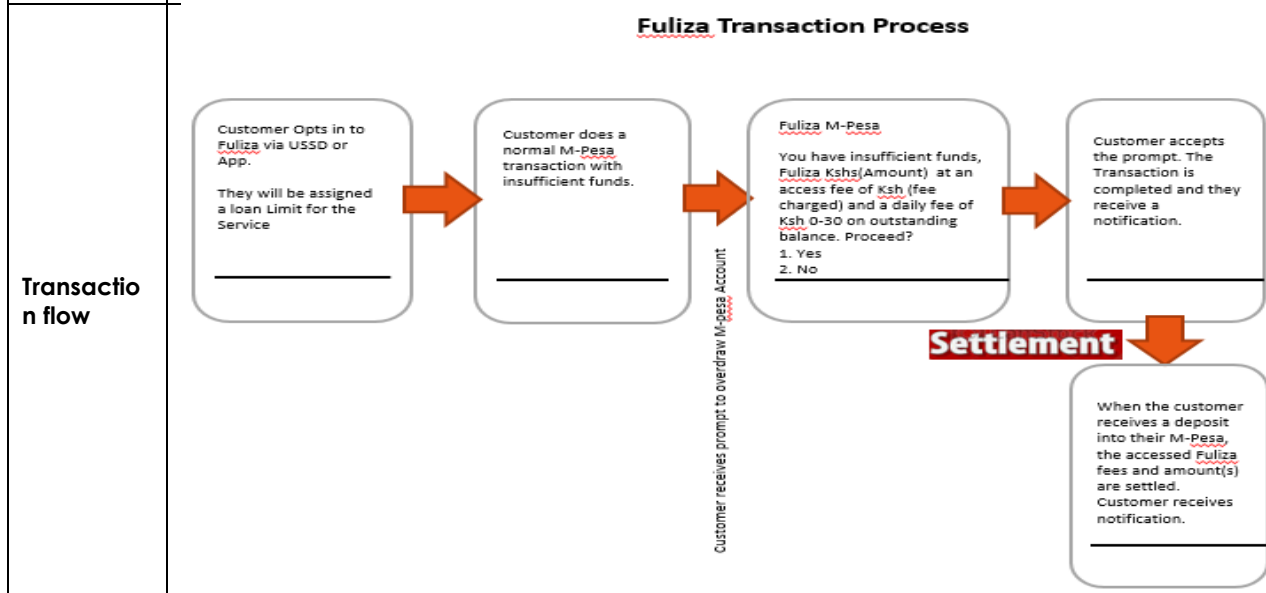
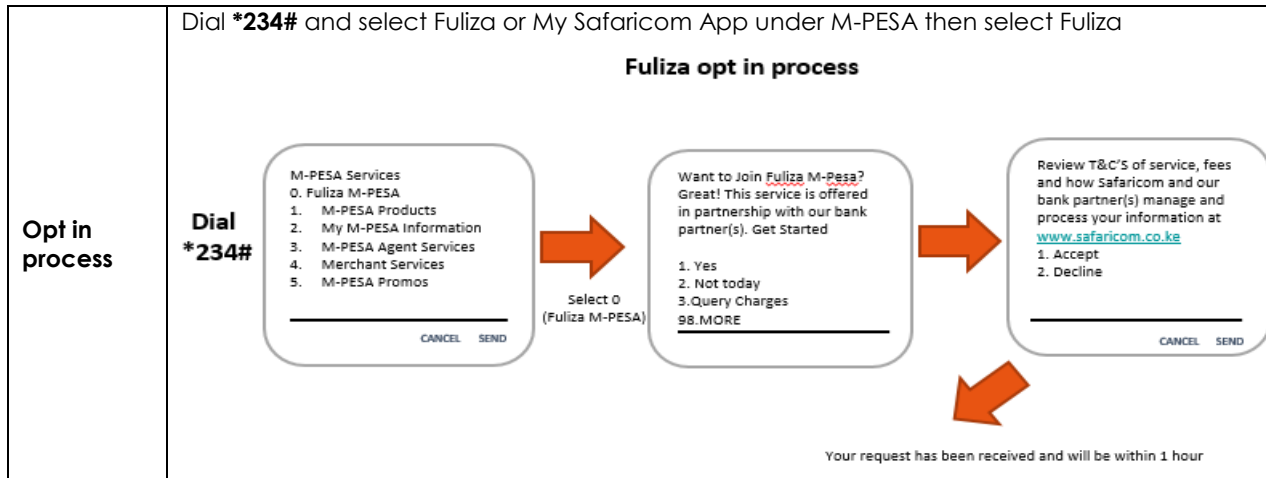
The Fuliza Key Facts Document seeks to inform the consumer of the fundamental benefits, risks and terms of the product or service.

1. PURPOSE

The Fuliza Key Facts Document seeks to inform the consumer of the eligibility, key benefits, risks and terms of the Fuliza product, which is offered by Safaricom in partnership with NCBA. Safaricom and NCBA are regulated by the Central Bank of Kenya for purposes of this service.

2. PRODUCT FACTS

Product Name	Fuliza	
Product Definition	This is a service that allows M-PESA customers to complete their M-PESA transactions when they have insufficient funds in their M-PESA account.	
Benefits of the Service	<ul style="list-style-type: none">• Allows customers to complete transactions on M-PESA whilst their M-PESA wallets do not have sufficient funds.• Can be accessed multiple times to complete multiple transactions as long as the customer is within their Fuliza limit.	
Product Terms	Eligibility for opt in	Must be a registered M-PESA Customer
	Eligibility for a limit >0	Must be an active M-PESA customer for a minimum of 6 months
	Fuliza Facility Term	30 Days
	Minimum Fuliza Limit	KES 500/=
	Maximum Fuliza Limit	KES 100,000/=
	Individual Fuliza Limit	Determined by customer's M-PESA behavior.
	Max number of time one can access Fuliza	No Restrictions
	Limit Review Cycle	Every 90 Days
	Max Fuliza Amount per transaction	M-PESA daily transaction limits apply when utilizing Fuliza.
Channels	The product will be available through existing M-PESA platforms i.e. STK, USSD, Android and IOS platforms.	



Services Available

The Fuliza service can be used for the following transactions:

- Send Money to both registered and unregistered M-PESA customers.
- Lipa Na M-PESA: Buy Goods and Paybill services.

Fuliza CANNOT be utilised on the following transactions:

- Agent and ATM withdrawals
- Airtime purchase
- Loans & Savings

Charges	Total Cost of Credit	1% Access Fee per each drawdown.	
	Daily Service Charge for 30 days.	AMOUNT(KES)	CHARGES(KES)
		0 - 100	Ksh 0.10 per day
		101 - 500	Ksh 5 per day
		501 - 1000	Ksh 10 per day
		1001 - 1500	Ksh 20 per day
		1501 - 2500	Ksh 25 per day
2501 - 70000	Ksh 30 per day		

Repayment Terms	Allowed Payments	Full and partial settlement shall be accepted
	Repayment Period	A customer must ensure they maintain regular inflows into their M-Pesa account over a period of 30 days from the date of the first access. Full repayment is expected within 30 days.
	Settlement	Any funds availed in the M-PESA Account will be applied to settle the Fuliza amounts utilized and any related fees.
Risks	<ul style="list-style-type: none"> • A daily fee is charged on the Fuliza amount accessed and not settled. • Change in M-PESA inflow behaviour may result in limit review after 30 days. • Fuliza limit will gradually be reduced and eventually cancelled if the amount is not settled as expected. • Failure to settle the Fuliza amount utilized in 120 days will lead to CRB listing. • Failure to settle the Fuliza amount utilized in good time can affect your chances of accessing other credit services within Kenya. 	
Obligations	<ul style="list-style-type: none"> • If you are not allocated an Overdraw Limit, you must continue to transact on M-PESA in order to build a transaction history and enhance your credit score in order to be eligible for a Limit. • You shall repay the Loan within thirty (30) calendar days of the date of disbursement of the Loan. Any Facility granted must be repaid in full. • You are responsible for the payment of all applicable Fees for the use of the Service. • You shall at all times follow the security procedures notified to you by the Bank from time to time or such other procedures as may be applicable to the Services from time to time. • You shall be solely responsible for the safekeeping and proper use of your Equipment and for keeping your PIN secret and secure. You shall ensure that your PIN does not become known or come into possession of any unauthorized person. 	
CRB Listing	<p>Every Fuliza customer will be listed with CRB as follows:</p> <ul style="list-style-type: none"> • Positive Listing- This will apply to all active Fuliza customers with no outstanding amount overdue. • Negative Listing- This will apply to all active Fuliza customers with an outstanding amount overdue. 	
Pre Listing Notice	<ul style="list-style-type: none"> • The pre-listing notice period is 30 days. 	
Customer Rights	<ul style="list-style-type: none"> • A customer has a right to know what information the institution has submitted to the Bureau regarding that customer, access credit reports relating to the customer that are kept in a database administered by a Bureau. • A customer shall be entitled to a free copy of their credit report from a Bureau, or its agents, in the following instances; <ul style="list-style-type: none"> (a) at least once per year; (b) within thirty days of receiving an adverse action notice issued under regulation 50. • The customer has a right to dispute information shared with the CRB if they feel it is inaccurate, erroneous or outdated by notifying the Bureau in writing of the information disputed. Where a customer requests a Bureau for a credit report, the Bureau shall, within five working days of receiving a request in writing provide to the customer a copy of all customer information relating to the customer held by the Bureau. 	

	<ul style="list-style-type: none"> • A customer shall be entitled to a free copy of their credit report from a Bureau once every six months after making a request to a Bureau to have inaccurate information corrected in the database. • Where the customer disagrees with the resolution of the disputed information, the customer may request the Bureau to attach a statement of not more than one hundred words to the customer's credit report, setting out the customer's claim that the information is not accurate and the Bureau shall take reasonable steps to comply with the customer's request. • A Bureau may charge the customer for the cost of its services in conducting an investigation of disputed customer information where the information disputed by the customer turns out to be false.
Help	Visit any Safaricom Retail outlet or Contact the Safaricom Call Centre on 100 or 200 for any queries or complaints.
Opt out	<p>Opt Out through USSD or MySafaricom App as long as one does not have an outstanding facility.</p> <p>a) USSD: Dial *234# > Select M-PESA Products > Select Fuliza > Opt Out</p> <p>b) My Safaricom App > M-PESA > Fuliza > Opt Out</p>