

The Customer Journey of our members on MSACCO shall be as follows:

JOINING MSACCO

- STEP 1: Dial *165*6*3#
- STEP 2: Enter SACCO ID(Msacco)
- STEP 3: Select option 6 Join
- STEP 4: Enter Institution ID (Psave)
- STEP 5: Enter Psave account Number
- STEP 6: Enter Recovery No.
- STEP 7: Set MSACCO Pin (5 digits)
- STEP 8: Confirm Pin
- STEP 9: Phone returns MSACCO No.

MAKING A DEPOSIT

- STEP 1:** Dial *165*6*3#
- STEP 2:** Enter SACCO ID (**Msacco**)
- STEP 3:** Select option 1 for Deposit
- STEP 4:** Enter MSACCO Number.
- STEP 5:** Enter amount
- STEP 6:** Confirm details
- STEP 8:** Enter MoMo pin to approve.

MAKING A WITHDRAWAL

- STEP 1: Dial *165*6*3#
- STEP 2: Enter SACCO ID (**Msacco**)
- STEP 3: Select option 2 Withdrawal
- STEP 4: Enter MSACCO Number
- STEP 5: Enter amount
- STEP 6 Confirm with Msacco pin.

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CHECKING BALANCE

- STEP 1: Dial *165*6*3#
- STEP 4: Enter SACCO ID (Msacco)
- STEP 5: Select option 3 Balance Inquiry
- STEP 6: Enter MSACCO Number
- STEP 7: Enter Msacco pin.

GETTING A MINI STATEMENT

- STEP 1: Dial *165*6*3#
- STEP 4: Enter SACCO ID (Msacco)
- STEP 5: Select option 4 Mini-statement
- STEP 6: Enter MSACCO Number
- STEP 7: Enter Msacco pin.

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