

UBA Bank Kenya USSD Service – *467#

Frequently Asked Questions (FAQs)

1. **What is 467#?*

*467# is UBA Bank Kenya's USSD (Unstructured Supplementary Service Data) code that allows you to access a wide range of banking services using any mobile phone—without internet access.

2. **Who can use 467#?*

Anyone with a UBA Kenya account and a registered mobile number can use the *467# USSD service.

3. **What services can I access using 467#?*

With *467#, you can:

- Check account balance
 - Transfer money (UBA to UBA ,UBA to MPESA)
 - Buy airtime (for self and others)
 - Change PIN
 - Deactivate Profile
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4. **Is internet or a smartphone required to use 467#?*

No. *467# works on any mobile phone and does not require internet access. It's ideal for both smartphones and basic feature phones.

5. **How do I register for 467#?*

Simply dial *467# from your registered mobile number and follow the prompts. You will be asked to create a secure 6-digit PIN for authentication.

6. I forgot my USSD PIN. What should I do?

Contact +254711027099 or send an email to cfc@ubagroup.com for PIN reset

7. **Is the 467# service available 24/7?*

Yes! You can access UBA's USSD services 24 hours a day, 7 days a week—including weekends and public holidays.

8. **Are there any charges for using 467#?*

Yes, standard USSD session charges may apply, depending on your mobile network provider. Some transactions (like interbank transfers or bill payments) may also carry bank charges.

9. **Is it safe to use 467#?*

Absolutely. The service is secure and protected by your 6-digit PIN. Always keep your PIN confidential and avoid sharing it with anyone.

10. **Can I use 467# with multiple UBA accounts?*

Yes, you can link multiple UBA accounts and select which one to transact from during each session.

12. Who do I contact if I need help?

For support, you can:

- Call UBA Kenya Customer Care: +254 711 027099
 - Email: cfc@ubagroup.com
 - Visit the nearest UBA branch
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13. **What mobile networks support 467#?*

All major Kenyan mobile networks support the service, including **Safaricom** and **Airtel Kenya**.
