UBA
United Bank for Africa

DIGITAL CHANNELS CATALOGUE



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Africa's Global Bank

UBA USSD *467#

UBA Kenya's *467# USSD banking service gives customers a fast and convenient way to access essential banking services directly from their mobile phones. Designed for everyday use, the service works without internet and is accessible on any type of phone, making banking simpler, more reliable and available anytime, anywhere.

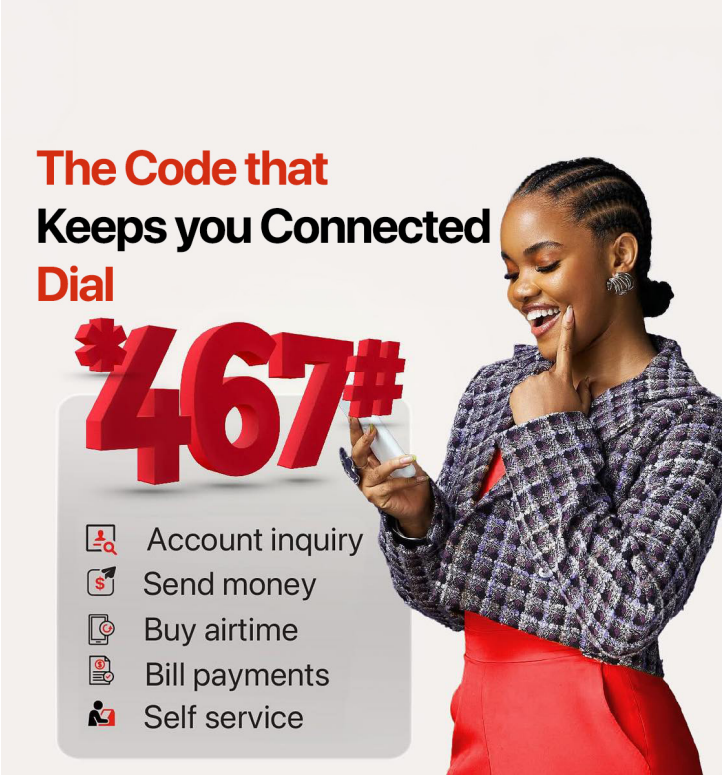
Requirements:

1. An active UBA Kenya account
2. A registered mobile number
3. SMS alerts activated (required)
4. Airtime for USSD access

How to Register:

1. Dial *467# from your registered number
2. Follow the prompts
3. Create a 6-digit PIN
4. Start using the service





Access the following banking services:

- **Account Enquiry:** Provides access to account details and recent transactions.
- **Send Money:** Enables users to transfer funds to other accounts or recipients.
- **Buy Airtime:** Allows users to purchase mobile airtime for themselves or others.
- **Bill Payments:** Facilitates the payment of utility bills and other charges.
- **Self-Service:** Offers tools for managing account preferences and personal settings like PIN change.
- **Deactivate Profile:** Provides the option to deactivate the user profile temporarily or permanently. (This can be activated on the admin portal)

UBA Internet Banking.

UBA Internet Banking gives you unrestricted and secure access to your account, anytime, anywhere, on your computer, tablet, smartphones or any internet-enabled device.

Requirements:

1. Active Account
2. Internet enabled devices (computer, tablets, smart phones)
3. Completed enrollment form/web form



Key Features:

- **Instant Self-Registration:** UBA customers can start and finish Internet Banking registration from the log-in page, https://ibank.ubagroup.com
- **Buy Airtime:** Top up your mobile phones and those of your loved ones
- **Account Monitoring:** Monitor activities on your accounts, view your loans, etc.
- **Transfer Money:** Send money to your other UBA account or someone else's account in UBA or other Banks. Standing Order is also available
- **Pay Bills:** Pay bills – utility, Pay TV, subscriptions, etc.
- **24-Hour Availability:** Access to your account is round-the-clock – no weekends, no public holidays
- **Book Flights:** Get best flights and pay directly from your account
- **Personalization:** Customize your User ID, your nickname, etc. it is all about you
- **Cyber Receipt:** Proof of transfer or payment can be printed for all your transactions
- **Security:** Access to your account is protected with best-in-class technology. You are also notified whenever there is any log-in/attempted log-in to your profile

UBA LEO WhatsApp Banking.

UBA WhatsApp Chat Banking is an AI chatbot for banking services. Currently available on WhatsApp, Facebook,Instagram, Google Messages and Apple Messages. Leo is the smartest Banking Chatbot in Kenya because of its speed and quick learning intelligence.



Chat me on.
+254 799 919 000

Key Features:

- Account Opening
- Check balance
- Airtime Topup
- Send Money
- Bill Payment
- Self Services
- Get Statement
- Link New Account
- Reset Pin
- Frequently Asked Questions

UBA Prepaid Cards.

The UBA Prepaid Card is a pre-funded and re-loadable card. It is internationally accepted at all Visa, Kenswitch, Mastercard, and Verve acceptance points (ATM, POS & Web).

Benefits you get with our card:
The card that gives you the opportunity to own those assets you have always longed for.

- FREE balance enquiry and mini statements from the UBA mobile app
- Conveniently load your card using M-PESA or your UBA Account
- Load up to KES 500,000 (can be increased upon request)
- Withdraw from any VISA enabled ATM
- SWIPE the card at any Point of Sale in over 200 countries.

Card Features:
The UBA Prepaid card also comes with several amazing features built around making purchases more secure and convenient. These include:

- It does not require a bank account
- PIN protected with chip technology for enhanced security
- Secure transaction checkout for online purchases
- 24/7 customer support
- Easy management from the UBA Mobile App
- Can be loaded with up to KES 500,000 (can be increased upon request)
- SMS transaction alert notifications.
- Available in either KES or USD
- Can be loaded from UBA accounts or via M-PESA

How to load your prepaid card:

Using MPESA.

1. Go to Mobile App Menu
2. Select "Send Money"
3. Select your UBA Bank account in the "Transfer From" section
4. Select UBA Prepaid card in the "Transfer To" section
5. Enter the 7 digit Client ID, and last 4 digits of the prepaid card
6. Enter amount
7. Submit

Via Mobile App:

1. Go to Mobile App Menu
2. Select "Send Money"
3. Select your UBA Bank account in the "Transfer From" section
4. Select UBA Prepaid card in the "Transfer To" section
5. Enter the 7 digit Client ID, and last 4 digits of the prepaid card
6. Enter amount
7. Submit

UBA Debit Cards.

At UBA we offer our customers varieties of payment cards to purchase items in stores, on the Internet and collect cash from ATMs. These cards work within and outside your country.

Applying for a UBA Debit Card:

A potential Debit Card holder must:

- Sign off on a debit card request form
- Operate either Savings or Current account

Application Process:

- Customer requests for debit card by completing the Debit Card application form
- Customer Service Officer initiates card request on Card Request Manager and customer account is debited for card issuance
- The request is approved by the Customer Service Manager and customer account is linked to card

Customer gets alerts when:

- When expiry is 3 months, 2 months, a month, a week and a day away
- When cards have expired without a renewal
- Thereafter, card is automatically renewed and customer debited for issuance

UBA Debit MasterCard.

The UBA Debit MasterCard is a debit card issued on your KES account in Kenya. It is versatile and simple to use with the convenience of paying for your purchases directly from your bank account, without having to carry any cash.



What do I need to get this card?

- You need to have an active savings or current account. If you don't have an account with UBA, simply open one.
- Completed and signed Debit Card Application Form



Key Features:

- Available only on KES current or savings account
- It is valid for 3 years from the month of issue
- It requires a Personal Identification Number (PIN) for all ATM and POS transactions

Benefits of MasterCard:

- It is safer than carrying cash. Your transactions are secured with an EMV chip and Personal Identification Number (PIN)
- It allows you to track your purchases on a regular basis.
- You can use your card for cash withdrawal at any UBA ATM or any ATM where MasterCard is accepted anywhere in the world

Visa Classic Debit Card.

This is an international debit card from Visa international that can be used any where Visa is accepted in the world. It is chip enabled, driven by a PIN and can be used to make everyday purchases at places where Visa cards are accepted as well as withdraw money at any ATM where the Visa logo is displayed.



What do I need to get this card?

- You need to have an active Dollar, Pounds or Euro domiciliary account. If you don't have an account with UBA, simply open one at any UBA branch near you
- Completed and signed Debit Card Application Form



Key Features:

- Linked to an account
- Personalized or instant card
- Requires a Personal Identification Number (PIN) for all transactions

Benefits of Visa Classic Debit Card:

- Convenient and prompt services
- Easy and secure access to cash 24/7
- Cash withdrawals from any Visa accepting ATMs
- Customer can pay bills on pay arena
- Payment for goods and services at merchant outlets (POS) where Visa is
- accepted
- Payment for goods and services on local and international websites
- Safer and secure as it is a chip card

Verve Debit Card.

The UBA Verve Debit Card is your reliable everyday payment card, linked directly to your account and designed for convenient transactions within Kenya. With the card, you can withdraw cash from Interswitch-enabled ATMs, shop at retail outlets nationwide, pay bills and make secure online purchases locally.



What do I need to get this card?

- You need to have an active Dollar, Pounds or Euro domiciliary account. If you don't have an account with UBA, simply open one at any UBA branch near you
- Completed and signed Debit Card Application Form



Key Features:

- It can be linked to a savings or current account denominated in KES only
- It is valid for 3 years from the month of issue
- It requires a Personal Identification Number (PIN) for all transactions
- It is an EMV secured microchip and PIN debit card

Benefits of Verve Debit Card:

- Convenience: Go cashless or cash-lite
- Quick-teller services: pay bills on your phone, Internet, ATMs and POS
- across the country
- Rewards: qualify for a reward scheme when you activate and use your
- debit card
- Security: Chip and PIN security on your card grants you peace of mind
- Safety: Risks associated with carrying cash anywhere eliminated



Contact Us or Visit Our Branches

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