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## FREQUENTLY ASKED QUESTIONS (FAQ)

### Q. What is SimbaPay International Mobile Money transfer?

A. This is a payment solution offered by both Stanbic Bank and SimbaPay to offer you international payment service on your mobile phone via M-Pesa's PayBill option.

### Q. How do I register for the service?

A. All you need to do is get a Safaricom sim card and register with M-Pesa.

### Q. How do I make an international payment?

A. On your M-Pesa menu select the Paybill option

Select Paybill

Enter the business account number 4012867

On the Account Number field, enter the recipients number starting with the countries prefix e.g. for China +86

Enter your M-Pesa pin number

Once the transaction details are confirmed you will receive a notification from Stanbic Bank and SimbaPay (with details of the amount sent in the country currency equivalent, the exchange rate applied, and the commission charged).

### Q. What currency does the remitter send the funds in?

A. The sending currency is Kenya shilling as the funds are originating from M-Pesa.

### Q. In what currency does the beneficiary receive the funds?

A. The beneficiary receives the funds in their local currency based on the days rate. To get the daily rate, click on <http://get.simbapay.com/stanbicke.html>

### Q. What are the charges for this service?

A. What are the charges for this service?

Charges are a percentage of the amount being remitted alongside M-Pesa charges. Refer to the pricing guide provided. However, transactions to China (WeChat) are free of charge.

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**Q. How long does the transaction take to get to the beneficiary?**

**A.** The transaction should take 17sec – 20sec.

**Q. What is the minimum amount one can transfer via SimbaPay?**

**A.** The transfer limits are based on the M-Pesa limits per transaction and per day. Transfer up to Kes 150,000 per transaction with a daily limit of kes 300,000.

**Q. What happens when one sends money to the wrong number?**

**A.** Contact Stanbic Bank Kenya customer care team on:  
**Tel:** +254 (20) 3268 888 / +254 (20) 3268 999. **Mobile:** 0711 068 888 or 0732 113 888.  
**Email:** [customercare@stanbic.com](mailto:customercare@stanbic.com). Or **SimbaPay Main Tel:** +254-20 389 2226  
**Alternate Tel:** +254-719 887 508 | **Email:** [info@SimbaPay.com](mailto:info@SimbaPay.com)  
**Response time:** Within 1 business hour.

**Q. Which countries can we transact on SimbaPay?**

**A.** China (WeChat)  
India (All Banks)  
Uganda (Airtel, MTN, All Banks)  
Eurozone

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