



FAQ'S

1. **ACB Mobile App ni huduma gani?**

What is ACB Mobile App?

ACB Mobile App ni huduma ya kibenki ambayo inamuwezesha mteja wa ACB kufanikisha miamala yake ya kifedha kwa urahisi na unafuu kwa kutumia simu yake ya mkononi.

ACB Mobile App is a service which helps ACB customer to have access to his/her account and do bank transactions through an Application.

2. **Kuna tofauti gani kati ACB Mobile App ya zamani na mpya?**

What is the difference between old ACB Mobile App and new one?

- Ina muonekano mpya.
- Ni rahisi zaidi kutumia.
- Huduma zimeongezwa mf: Kutuma Pesa kwenda Benki zingine, na Azam Pesa
- Kiwango cha kutuma pesa kimeongezwa.
- *New look and feel.*
- *Simple to use.*
- *New added features i.e. To send money to other banks, and Azam Pesa*
- *Increase on transaction limit.*



FAQ'S

3. ACB Mobile App inatoa huduma zipi?

Which are services available on ACB Mobile App?

Kuangalia salio

Ballance inquiry

Kupata taarifa fupi ya akaunti yako

Mini statement

Kupata taarifa ndefu ya akaunti yako

Full statement

Kununua muda wa maongezi

Mobile top up

Kulipia bili mbalimbali

Utility payments

Kulipia Malipo ya Serikali (GePG)

Government Payments (GePG)

Kuhamisha fedha kutoka akaunti ya ACB kwenda ACB

Funds transfer from ACB account to another ACB account

Kuhamisha fedha kutoka akaunti ya ACB kwenda kwenye akaunti ya benki nyingine TISS/TIPS)

Do fund transfer (ACB to other Bank accounts TISS/TIPS).

Kuhamisha fedha kutoka akaunti ya akiba kwenda kwenye akaunti ya simu ya mkononi

Transfer money from bank to wallet

4. Ni wapi inapatikana ACB Mobile App mpya?

Where can I get new ACB Mobile App?

ACB Mobile App inapatikana kwenye Google Play kwa wateja wa simu za Android na kwenye Apple Store kwa wateja wenye simu za mfumo wa IOS.

New ACB Mobile App is available at Google Play for Android customers and Apple store for IOS users.





5. Naweza je kujiunga na ACB Mobile App mpya?

How do I get access to the new ACB Mobile App?

Kwa mara ya kwanza utapokea ujumbe weye namba yako ya siri ili uweze kujisajili kwenye App. Ikiwa hujapokea ujumbe huo au umefuta bahati mbaya tafadhali tembelea tawi lolote la ACB lililo karibu nawe ili uweze kupatiwa namba yako ya siri.

Initially, you will receive a message from ACB with your initial PIN for App registration. If you have not received a message or mistakenly deleted, please visit any nearest ACB branch for PIN reset.

6. Naweza je kupata usajili kwenye ACB Mobile App mpya?

How do I register on the new ACB Mobile App?

Ingia kwenye Apple store kwa mtumiaji wa IOS na Google Play kwa mtumiaji wa Android pakua ACB Mobile App. Ili kupata PIN ya kujiunga kwenye App tembelea tawi lolote liliko karibu na wewe au wasiliana na kitengo cha huduma kwa wateja kwa msaada zaidi.

Enter the Apple Store for iOS users and the Play Store for Android users to download the ACB Mobile App. To get the PIN to register on the App, visit any branch near you or contact customer service for further assistance.

7. Naweza je kubadili namba yangu ya siri?

How do I change my PIN?

Kupitia ACB Mobile App, utatakiwa kuingia kwenye App ubofye menyu ya pembeni, kisha utabofya wasifu wako, baada ya hapo utachangua kubadilisha namba ya siri.

Through ACB Mobile App, you will need to tap on the side menu, then tap on your profile, afterwards you will choose to change your PIN.





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8. Naweza je kuangalia salio la akaunti yangu kupitia huduma ya ACB Mobile App?

How can I view my account balance in ACB Mobile App?

Kupitia ACB Mobile App, utatakiwa kuingia kwenye App ubofye “Tap view balance”, kisha utathibitisha kwa neno la siri.

Through ACB Mobile App, you will need to tap on, “Tap view balance” and then confirm with a password.

9. Naweza je kupata taarifa fupi ya akaunti yangu kupitia huduma ya ACB Mobile App?

How can I get my mini statement in ACB Mobile App?

Kupitia ACB Mobile App, utatakiwa kuingia kwenye App ubofye menyu ya pembeni, kisha utabofya kuangalia taarifa fupi, kisha utathibitisha kwa neno la siri.

Through the ACB Mobile App, you will need to tap on the side menu, then tap to view the mini statement, and then confirm with a password.

10. Naweza kutuma pesa kwenda Benki nyingine kwa kutumia ACB Mobile App mpya?

Can I send money to other Banks with the new ACB Mobile App?

Ndio, kupitia ACB Mobile App unaweza kutuma pesa kwenda Benki nyingine.

Yes, you can send money to other Banks through ACB Mobile App.





11. Nini tofauti kati ya TISS na TIPS ?

What is the difference between TISS and TIPS?

TISS hii huduma ya kutuma pesa kwenda Benki nyingine kwa miamala mikubwa na uhamisho unachukua hadi masaa mawili wakati TIPS ni huduma ya kutuma pesa kwenda Benki nyingine kwa miamala midogo na hufika ndani ya muda mfupi.

TISS is a service that sends high value transactions to other Banks, a transfer takes up to two hours while TIPS is the service that sends money to other Banks for small value transactions and it happens in real time.

12. Je, iwapo situmii huduma mpya ya ACB Mobile App, huduma hii itafungiwa?

If am not using ACB Mobile App for some time will I be denied access?

Hapana, kama hutumii huduma hii huwezi kufungiwa ila utatumiwa ujumbe mara kwa mara wa kukukmbusha kutumia huduma hii.

No. If you're not using ACB Mobile App for some time, you will not be denied access for the service, instead you will frequently receive a message to remind you to use the App.

13. Je, huduma mpya ya ACB Mobile App ina makato ya mwezi?

Does the new ACB Mobile App have monthly charges?

Hapana, ACB Mobile App hii haina makato ya mwezi.

There are no monthly charge on the new ACB Mobile App.





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**14. Je, huduma ya ACB Mobile App inapatikana masaa 24?
*Is new ACB Mobile App available in 24 hours?***

Ndio, huduma ya ACB Mobile App inapatikana masaa 24.
Yes, ACB Mobile App is available in 24 hours.

15. Je, iwapo nikipata tatizo lolote na ACB Mobile App nifanyeje?

What should I do if I face difficulties on ACB Mobile App?

Iwapo utapata tatatizo lolote na huduma ya ACB Mobile App, unaweza kupiga simu namba 0746 811 510, kitengo cha huduma kwa wateja upate msaada zaidi.

If you face any difficulties in accessing ACB Mobile App or face any other problem, please dial 0746 811 510, our Call Centre will be able to help you or guide you.

**16. Je, ni salama kufanya miamala kupitia ACB Mobile App?
*Is it safe to transact through ACB Mobile App?***

Ndio, huduma ya ACB Mobile App ni salama. Hii ni kwa sababu inamlazimu mteja aingize namba yake ya siri kabla ya kufanya muamala wowote.

ACB Mobile App service is safe as it requires user to use password in every transaction.

17. Je, kuna gharama zozote za kujiunga na huduma ya ACB Mobile App?

Is there any fees for joining or registering for ACB Mobile App?

Hakuna gharama za kujiunga na huduma ya ACB Mobile App.
No, there are no registration fee on ACB Mobile App.

Kwa maelezo zaidi kuhusu ACB Mobile App mpya piga 0746 811 510, au tembelea tawi letu lililo karibu nawe tukuhudumie.