



## INSTANT ISSUANCE SACCOLINK DEBIT ATM CARD

### FREQUENTLY ASKED QUESTIONS:

- 1) Where can I get this card?
  - a. Nairobi – Parklands and Mombasa Branches.
  - b. Other Branches coming soon
- 2) What are the charges of getting the ATM card?
  - a. Only @ Kshs 605
- 3) Where can I use this card?
  - a. In all visa branded ATM machines
  - b. Co-op Bank ATMs
  - c. Co-op kwa Njirani
- 4) What if I have the previous ATM card?
  - a. This does not replace the old ATM Card.
  - b. Use your current ATM card until expiry, then get a replacement.
- 5) How do I change my PIN in case I forget?
  - a. Go to your nearest branch and fill in a RE-PIN form.
- 6) What's the maximum I can transact in a day?
  - a. Kshs 40,000 - from ATM machine country wide
  - b. Kshs 100,000 - Co-op Kwa Njirani country wide
  - c. Kshs 300,000 - Over the counter at Co-op Bank country wide
  - d. Kshs 40,000 - from other Visa Branded ATM Machine country wide
- 7) Can I shop with the ATM from a merchandise that accepts VISA Card?
  - a. Yes for free
- 8) What happens if I lose my ATM Card?
  - a. Report immediately to any Stima Sacco Branch
  - b. Apply for another ATM Card
- 9) Can I use my ATM Card for international/online purchases?
  - a. Yes after activation by the Sacco.
- 10) **PIN YAKO SIRI YAKO**
  - a. **Do not share your PIN**