



.... towards a prosperous future together

MEMBER INFORMATION BULLETIN

**Sacco Yangu,
Maisha Yangu**

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About Stima Sacco

Stima Sacco was established in 1974 and draws members from all Kenyans globally, Foreigners residing in Kenya including individuals from all formal/informal sectors, business persons, groups and corporates.

The objective was and has been to provide members with a haven for savings, avail affordable credit to members and return impressive dividends.

The Sacco has grown to become a leading financial partner in the country with a huge asset base, massive membership, dynamic products, and impressive dividends.

Stima Sacco is a member - owned business and membership is open to all resident and non - resident Kenyans anywhere in the world. The Sacco admits eligible individuals, groups, or corporates for membership of the Society upon fulfilment of membership opening requirements.

Membership is voluntary and open to all within the accepted common bond of association, that can make use of its services and are willing to accept the corresponding responsibilities. Upon admission a member is issued with a membership number for reference purposes and three mandatory accounts are automatically opened for the member:



Vision

Stima Sacco vision is to
"To redefine financial wellness."



Mission

Stima Sacco's mission is to
"Empower members for life."



Our Core Values



Teamwork



Responsiveness



Integrity



Innovation



Professionalism



Listening and Caring

Individual Membership Requirements

Membership Category	Share Capital Threshold (Ksh.)	Minimum Shares	Cumulative Loan Max. Limit (Subject to the other criteria as per credit policy)
Priority	Above 100,000	200	Over Ksh.10,000,000
Diamond	50,000	100	Ksh.10,000,000
Gold	25,000	50	Ksh.1,000,000
Silver	5,000	10	Ksh.500,000
Prime Investor	500	1	Ksh.120,000 (Mpawa loan, Salary advance, Investor loan)

Membership entrance fee will be Kes.500 payable once

Chama Membership Requirements

Membership Category	Share Capital Threshold (Ksh.)	Minimum Shares	Cumulative Loan Max. Limit (Subject to the other criteria as per credit policy)
Chama Diamond	50,000	100	Over Ksh.3,000,000
Chama Gold	25,000	50	Ksh.3,000,000
Chama Prime Investor	500	1	Not Applicable

Membership entrance fee will be Kes.500 payable once

Corporate Membership Requirements

Membership Category	Share Capital Threshold (Ksh.)	Minimum Shares	Cumulative Loan Max. Limit (Subject to the other criteria as per credit policy)
Corporate Diamond	100,000	200	Over Ksh. 5,000,000
Corporate Gold	50,000	100	Ksh. 5,000,000
Corporate Prime Investor	500	1	Not Applicable

Membership entrance fee will be Kes.500 payable once

Required documents for membership registration

Category	Requirements
 <p>Individual membership</p>	<p>Complete membership application form and attach.</p> <ol style="list-style-type: none"> 1. Copy of National Identity card/Passport/Alien ID 2. Recent Passport Size Photo. 3. Copy of KRA PIN Certificate.
 <p>Group membership (At least 4 members)</p>	<p>Complete corporate membership application form and attach.</p> <ol style="list-style-type: none"> 1. Photocopy of registration certificate. 2. Minutes of the group's meeting resolving to join Stima Sacco. 3. Constitution of the group. 4. Copies of National identification cards, KRA PIN, and photos of authorized signatories. 5. List of group members.
 <p>Corporate membership</p>	<p>Complete Corporate Membership application form and attach.</p> <ol style="list-style-type: none"> 1. Directors' resolution to open the account. 2. Copy of certificate of incorporation. 3. ID/passport copies, and photos of signatories 4. Memorandum and Articles of association. 5. Photocopy of KRA Corporate PIN Certificate.

Updating Next of KIN Details

- Every member is required to provide their next of kin details by filling in the member personal information card and taking it to the nearest branch in case of change. In case of more than one nominee then indicate their proportions
- To check you current next of kin details, log on to <https://msasa.stima-sacco.com>. (web portal)
- **The nominees can be changed from time to time depending on the wish of the member when she/he is still alive.**
- It is important that a member updates their nominee details regularly to reduce cases of unclaimed assets.

Membership Termination

A Member seeking to leave the Sacco will give 60 days' written notice from the date of withdrawal.

The Society shall, during the notice period settle the member's accounts and refund his deposits after being satisfied that the member has cleared all his outstanding liabilities/ uncleared transactions.

We encourage our members to have a discussion with us before making the decision to terminate membership.

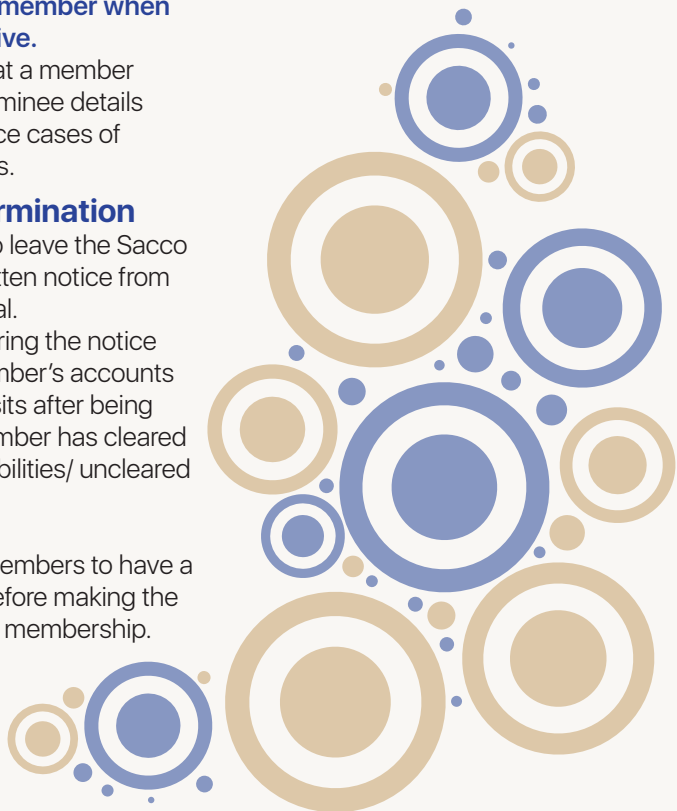
Membership FAQs

1. What benefits will I get when I join Stima Sacco?

- The savings account earns interest rebates and dividends annually
- Access loans at affordable rates

2. What is the procedure of claiming funds for a deceased case?

- Provide death certificate or burial permit.
- Fill the Deceased claim form.







Securing Your Savings For Life

Savings Accounts

Savings Accounts provide opportunities to individuals and corporate bodies to accumulate regular savings. The Society offers both medium and long-term savings accounts to members. Prior to opening a savings account, the individual requesting the account shall have been admitted as a member of the society. Contributions can be through check off, standing orders, mobile banking, direct deposits, or bank transfers.

A. Non-Withdrawable Savings accounts

Membership Registration Documents required

Savings Account	Features
 <p>Shares</p>	<ol style="list-style-type: none"> 1. It is an excellent account for long-term saving with attractive dividends. 2. The shares are non-refundable but can be transferred to existing member. 3. Each member needs to have share capital depending on their category. A member may purchase shares by installment.
 <p>Alpha Deposits</p>	<ol style="list-style-type: none"> 1. These are the continuous monthly savings that members make to the Sacco throughout their membership. 2. Alpha Savings earn interest annually and allow members to access deposit-based loans. <p>Minimum monthly contributions</p> <ul style="list-style-type: none"> • Individuals Kes. 1,000/= • Groups Kes. 5,000/= • Corporates Kes 10,000/= <ol style="list-style-type: none"> 3. Can be contributed through standing order, check off, mobile banking, bank transfer or direct deposit. 4. Can only be accessed upon membership withdrawal. 5. Interest Rebates shall be automatically capitalized for any member holding less than the Minimum Share Capital

B. Withdrawable Savings accounts

Savings Account

Features

1. This is a current account – transactional account for members.
2. Allows salary processing, cheque clearing, loan, External & Internal transfers
3. No ledger fees or monthly charges
 - Minimum balance Kes.500/=
 - Amounts above Kes.15,000/= Earns an attractive interest.
 - Maximum of Kes.400,000/= per day over the counter withdrawal
4. Funds access channels includes SACCO LINK ATMs, Stima Sacco check book and Mobile banking.
5. Statements can be viewed online via the web portal.
6. Maintaining an active Prime account enables a member to access M-Pawa Loan as well as Mpawa Funika loan.



Prime Account

Maintaining an active Prime account enables a member to access M-Pawa Loan





This is an excellent savings facility where members accumulate savings for school fees, holidays, weddings, festive season, among others.

Savings Account

Features

1. This is an excellent saving facility where members build up savings for school fees, holidays, weddings, festive season, among others.
 - Minimum monthly savings Kes.1000/=
 - Minimum monthly balance 500/=
 - Balance above 6,000/= earn interest of 3% p.a
 - No monthly charges
2. First withdrawal can be done after 6 months, after which can be made every 3 months.
3. Early withdrawal charges:
 - 500/= for amounts less than 10,000/=
 - 5% for amounts greater than 10,000/= or
4. Capped at 2000/= whichever is lesser



Twiga Savings

Savings Account



Junior Star

Features

1. This is a children's savings account for short term future financial needs.
 - Minimum monthly savings of kes. 500/=
 - Minimum account balance Kes 500/=
 - Withdrawal can be done once after every 4 months
2. Early withdrawal charges:
 - 500/= for amounts less than 10,000/=
 - 5% for amounts greater than 10,000= or
3. Capped at 2000/=



Msingi Bora

1. This is a long-term contractual savings plan for children to help members accumulate savings for paying secondary, college or university fees.
 - Minimum monthly savings of Kes. 500/=
 - Account minimum balance of Kes.500/=
 - Contract term between 5 – 18 Years
 - Interest of 5% p.a. paid at the end of the contract.
2. Projected savings insured against the principal member death and permanent disability.
3. After 3 years member qualifies for a selfguarantee school fees loan of up to 75% of the Msingi bora savings
4. On Premature termination of the contract a member will
 - Forfeit the interest earned and pay 2% early withdrawal charges.
 - Refund all premiums paid to the insurance.

MUSTARD ACCOUNT - A long-term savings account specially designed for members' preparation for retirement.



Mustard Account

1. This is a long-term savings account specially designed for members' preparation for retirement.
 - Minimum monthly savings Kes.600/=
 - Minimum monthly balance 500/=
 - Earn interest of 5% p.a
 - No monthly charges
 - Partial withdrawal up to 25% of the savings per annum is allowed.
2. Early withdrawal charges:
 - 500/= for amounts less than 10,000/=
 - 5% for amounts greater than 10,000/= or capped at 2000/= whichever is lesser

C. Term Deposits

Term deposits are profit-bearing fixed deposit accounts offered by Stima Sacco to its members. These deposits provide convenient means of investing funds which are not required for immediate use on higher interest-bearing rates than Savings Accounts.

Presently the following products are being offered by Stima Sacco.

Savings Account	Features
Call Deposit	<ol style="list-style-type: none"> 1. Minimum of Kes 5000/= 2. Attractive interest rate 3. Can be accessed upon demand without forfeiture of interest.
Fixed Deposit for 3, 6- and 12-Months deposits	<ol style="list-style-type: none"> 1. Minimum of Kes. 5000/= 2. Funds can be fixed either for 3, 6 or 12 months. 3. Attractive interest rates 4. Forfeiture of interest if withdrawn before maturity. 5. No monthly charges
Golden Savings Account	<ol style="list-style-type: none"> 1. Minimum deposit of Kes 60,000/= for a period of 12 months 2. Attractive interest rate 3. Interest paid monthly to Prime account. 4. Funds may be used as loan collateral. 5. Premature withdrawal will lead to forfeiture of interest



Uliza

Ujibiwe



Savings FAQs

1. What are the prevailing term deposit rates?

- Visit the website www.stima-sacco.com for more information.

2. How do I change my monthly deductions?

- Fill in the deduction change advice form available in all our branches or download from the Stima Sacco website.
- Submit the filled in form to your nearest branch or scan the form and send to customercare@stima-sacco.com for the change to be effected.

3. How do I place/amend standing orders?

- Fill in the standing order placement form to place or amend an existing standing order and submit to your nearest branch or scan and email to customercare@stima-sacco.com.

4. How long it takes to update standing orders?

- One day.

5. Standing order charges.

- The fee for placing an external standing order is Kes 250/=
- There is no charge for placing an internal standing order.

Granting You Credit to Power Your Life



Credit Facilities

Stima Sacco has developed and keeps on reviewing credit facilities that suit our members. Stima DT SACCO has classified the types of loans offered to its membership into Personal loans and Business loans.



A. PERSONAL LOANS DEVELOPMENT LOANS

These are long term loans whose repayment tenor is more than twelve months. Loans in this category are not for consumption but rather for investment and wealth creation.

In this category we have Normal, Super, Mwangaza, Premium and Vuka

Loan Type	Annual Interest Rate	Multiplier Factor	Loan Tenor (Mths)	Max Loan Amount
Normal	12% reducing balance	X2	60	X2
		X3	48	X3
Mwangaza (Non-Scheme)	14% reducing balance	N/A	48	5M
Mwangaza (Scheme)	13.9% reducing balance	N/A	72	5M
Premium	13% reducing balance	X5	85	N/A



These loans essentially help members meet emergency financial needs like school fees, hospitalization, and bills that may fall due suddenly. Salary advance, Prime Advance, Emergency & Sosa

INSTANT LOANS

These are short term loans processed under a turnaround time less than twelve hours and payable in less than twelve months. Short term loans essentially help members meet emergency financial needs. In this category we have Salary advance, Prime Advance, Emergency & Sosa

Loan Type	Loan Multiplier/ Amount	Loan Tenor	Rate Calculation	Loan Price/ Annum
Salary Advance	50% of net pay Max Kes 100,000	1 Month	Flat Rate	5.0%
Prime Advance	Up to Kes 200,000	12 Months	Reducing balance	18.0%
Emergency Loan	X3	12 Months	Flat Rate	12.0%
Sosa Loan	X4	12 Months	Reducing balance	15.0%

HOUSEHOLD ITEMS LOANS

This loan is specifically designed to finance purchase of household items like furniture, electronics etc. The Make Over loan product falls under this category.

Loan Type	Loan Multiplier/ Amount	Loan Tenor	Rate Calculation	Loan Price/ Annum
Make Over Loan	X5 Up to maximum of Kes 1,000,000	48 Months	Reducing balance	18.0%

These loans essentially help members meet personal development goals like home makeover and household items



B. BUSINESS LOANS

Business loans can be accessed by

1. Individuals running businesses in their names.

2. Corporates

These are mainly limited liability companies engaged in business. Lenders whose sole business is on lending fall under this category. These are limited liability companies, MFIS, SACCOs or NGO's

3. Investment groups /chamas.

These are member groups engaged in investment activities and usually registered either as self-help groups or limited liability companies.



**Supporting Your Business
For Life**

BUSINESS LOANS

For individual and entities involved in business enterprise

Loan Type	Loan Multiplier/ Amount	Loan Tenor	Rate Calculation	Loan Price/ An- num
Working Capital (Secured using collateral)	X4	60 Months	Reducing balance	14.0%
Working Capital (Secured using guarantors)	X4	36 Months	Reducing balance	14.0%
Asset Finance	X3 Up to 10,000,000	36 Months	Reducing balance	12.75%
LPO Financing	X3 Up to 70% of LPO Value		Reducing balance	15.0%
Invoice Discounting	X3 Up to 80% of invoice Value		Flat rate	15.0%
Bank Guarantees		As per Tender specifications but not exceeding 365 days	Flat rate	8.0%
Fahari (For Groups)	X5	60 Months	Reducing balance	13.9%
Corporate Loan	X4	60 Months	Reducing balance	14.0%

OTHER LOANS

Loan Type	Loan Multiplier/ Amount	Loan Tenor	Loan Price
Dividend Discounting	Up to 50% of the proposed dividends	5 Months	5.0% per month
Mpawa Mobile Loan	Kes 1000 to 120,000	1 Month 2 Months 3 Months 4 Months 5 Months 6 Months	7% per month 5% per month 5% per month 4.5% per month 4% per month 4% per month
Investor Loan	Up to 90% of the fixed amount	The Fixed Deposit Term	Fixed Deposit Rate +3%
Mpawa Funika Loan	Kes. 500 upto Kes. 15,000	1 Month	1% calculated daily

LOANS FAQs**• Loan application eligibility**

1. The general requirement is that one must have been a member of the Sacco for period of three months for individual members and 6 months for Corporate members.
2. One must fulfill all requirements of a specific loan product.

• Whether share capital affects loan eligibility.

A member is required to have the minimum share capital at the time of applying for a loan.

• Group lending key features and benefits.

- The Sacco reaches out to customers in their places of work/businesses.
- They can access loans typically for working capital, investment, asset Finance and trade finance.
- Credit appraisal of the group is done to determine the purpose and ability to repay.
- Loan security - Group guarantees, Savings, collateral e.g., title, MV logbook etc.
- They can also access repeat and larger loans based on repayment performance.

Supporting Your Quest for Home Ownership For Life



MORTGAGE

A. KMRC MORTGAGE

This is a mortgage loan product under the Kenya Mortgage Refinance Company (KMRC) refinancing program. The KMRC Mortgage loan will enable Stima Sacco Members to buy a residential house or purchase land for construction at competitive rates.

The mortgage facility is available to

1. Individuals in permanent employment or on contract
2. Individuals in Business or those who have rental income.

Security for the property is the title for the property being bought or under construction. An additional tangible security may be required where the property is not sufficient to cover the loan.

The mortgage loan is for first time homeowners only to buy or build a residential house.

Product Benefits

- Enable members access funds at competitive rates.
- Flexible security requirements

The KMRC Mortgage loan will enable Stima Sacco Members to buy a residential house or purchase land for construction at competitive rates.



OTHER LOANS

For land purchase, house construction/purchase or improvement

Loan Type	Loan Multiplier/ Amount	Loan Tenor	Rate Calculation	Loan Price/ Annum
For Stima Sacco individual members in permanent employment or contract. with minimum alpha deposits of Kes 200,000 and minimum shares of Kes 25,000	Maximum Kes 8,000,000.00	Up to 25 Years (Subject to remaining contract period)	Reducing Balance	9.0%
For Stima Sacco members in business or those who have rental income with minimum alpha deposits of Kes 400,000 and minimum shares of Kes 25,000	Maximum Kes 8,000,000.00	Up to 20 Years	Reducing Balance	9.5%



B. MAKAAZI POA

The Makaanzi Poa is a Micro Mortgage loan product that is dependent on the purpose and duration as follows.

- This is a micro-mortgage product with 4 options available.
- The loans are at 5 times deposit multiplier

Loan Type	Loan Multiplier/ Amount	Loan Tenor	Rate Calculation	Loan Price/ Annum
Land Purchase	X10 Up to 10,000,000	84 Months	Reducing Balance	12.95%
Whole House I	X5 Up to 4,000,000	120 Months	Reducing balance	14.0%
Whole House II	X5 4,000,000 - 15,000,000	144 Months	Reducing balance	14.0%
Home Improvement	X5 Up to 500,000	24 Months	Reducing balance	14.0%



GUARANTORSHIP/LOAN SECURITIES

Sacco Societies Act Regulations requires that all Member loans granted be fully secured.

Loan security refers to anything that is promised or deposited in support of a loan. Stima Sacco accepts a combination of securities, which includes immovable and movable assets.

The SACCO will decide the type of security acceptable for certain types of loans for specific members taking into consideration the product or member risk profile.

Types of Securities Accepted by Stima Sacco

- Self-Guarantee (90 % or below)
- Guarantors.
- Deposits in the SACCO.
- Land (developed or undeveloped)
- Bank guarantees.
- Shares quoted in the NSE.
- Motor vehicles.
- Endowment Insurance policies.
- Property bought with the loan granted.
- Debentures.
- Corporate guarantee (for specified-corporates).
- Personal guarantee on valuables held by Stima Sacco.
- Lien on Fixed deposits.
- Jointly owned properties.
- Property from third parties (with an affidavit from the consenting parties).


LOANS SECURED BY GUARANTORS

1. All loan guarantors should be members of Stima Sacco and must have a good track record of repaying their own loans and not be guarantors of another outstanding loan which is in default.
2. The Sacco Society shall ensure that no member is allowed to overguarantee.
3. The total deposits of the guarantors should be equal to or more than the loan applied for.
4. A guarantor must be willing and able to repay the loan guaranteed if the loanee fails to pay.
5. The obligation of the guarantor will cease when the loan granted has been repaid in full or upon alternate guarantors acceptable to the society being substituted.
6. A member who wants to terminate membership is under the obligation to provide alternative guarantors.
7. At the point of membership termination, deposits pledged as security for another member's loan shall not be surrendered unless the former provides alternative guarantors.

Processing of Loans Secured by Guarantors

1. When a member presents a properly filled loan application form to the credit department, checks are done to confirm the authenticity of the loan application and ensure that.

Members must ensure that they are up to date in repayment of loan in terms of amount payable and expected period.

- 
2. The guarantors are eligible and sufficient for the loan.
 3. Guarantors' signatures are the same as the ones held by the society.
 4. The loan is then captured in the system and an SMS is automatically sent.
 - (a) To the loanee, notifying them that their loan is under processing, and
 - (b) To the proposed guarantors notifying them of the loan(s) they are about to guaranty, This SMS enables the member to either accept or reject the request.
 5. When all the proposed guarantors accept, then the Society proceeds with the loan processing.
 6. If one or more proposed guarantors rejects the request, the member is advised to get a replacement/ additional guarantor.
- The Borrowers source of income
 - The borrower's terms of employment & retirement date.
 - The borrowers contact details.
 - For businesspeople, know the borrower's business premises/ location.
 - Ensure that all loan details are fully filled in the loan application for. Do not append your signature as a guarantor on a blank form.

LOAN IN ARREARS

Members must ensure that they are up to date in repayment of loan in terms of amount payable and expected period. If one or more loan payments have been missed where regular payments are contractually required, then the loan is in arrears. When loan is in arrears then member is a defaulter, and the loan arrears will automatically be recovered from any amount available from the member's prime account. Priority will be given to interest repayment followed by principal amount depending on. The transaction will bear a description "Loan Auto recovery" on the member's prime account statement.

What you should know as a guarantor about the loan you are guaranteeing. Before signing an agreement creating guarantor liability a member should know

- The borrower's Character.
- Loan amount

Through the loan recovery process, the Society seeks to ensure that maximum shareholder value is realized through increased incomes generated from the loan underwriting process, increased interest on loans & reduced provisioning on bad & doubtful debts which ensures high dividend and interest return.

LOAN RECOVERY PROCESS

If a member has not made payment within the given timeline, the system recovers the loan from the member's prime account. If the amount is enough, the loan is repaid, and the process is closed.

If the amount is not enough, the member's account is marked (Default) in default state a member can deposit funds but cannot withdraw.

First Demand Notice

This letter is issued once a loan is 1 month in arrears. This will happen once the member fails to regularize the account. This letter shall be in duplicate. One copy sent to the member either through hand delivery, Postal address and another retained for the member file. Guarantors are also sent copies.

A scanned copy shall also be sent through the customer's email address.

Second demand notice

The credit control officer shall call the member to ascertain why on the Second month of a customer's default and failure to honor the First demand notice.

The Process of first demand notice is repeated. Failure to honor the Demand notices, the credit control officer shall forward all accounts for attachment of guarantors/ Repossession and subsequent CRB listings.

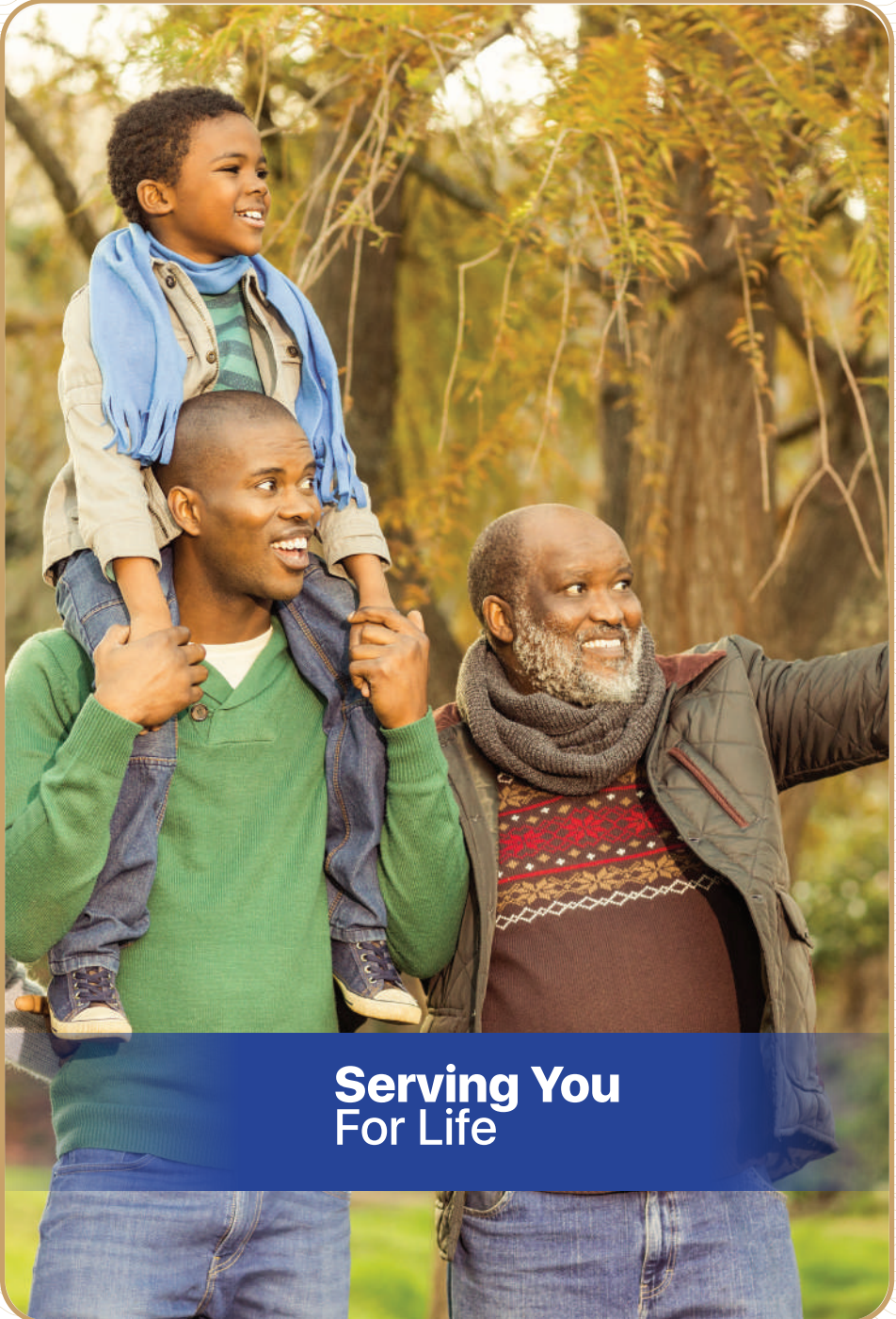
Final demand notification

Upon the continued failure of the member to honor the promise to pay and/or failure to honor on commitments made the loans shall be attached to the guarantors where guarantors were used as securities.

A notice shall be written to the Guarantors and copied to the Principal borrower informing them of the decision to attach the loan to the guarantors as final warning. The letters shall be sent to the Guarantors and the Principal borrower through the medium channels available listed earlier. Guarantors will then pay the loan until fully paid.

Guarantorship FAQs So, what happens when you cannot get guarantors for one reason or another?

Where the loanee fails to get guarantors and the loan applied for is below 90% of his or her deposits, the loan shall be granted so long as the member has not guaranteed other loans. Other than guarantors a member has the option to use other acceptable securities.



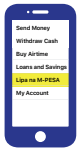
**Serving You
For Life**

OUR SERVICES

A. Paybill deposits



How to make payments to your Stima Sacco Account through the M-Pesa Paybill.



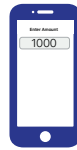
1
Go to **Lipa na M-Pesa** on your Safaricom SIM toolkit



2
Select **Paybill** and enter **823244**.



3
Enter your complete **12 digits account number**.



4
Enter the **amount** you wish to deposit



5
Enter your **secret M-pesa PIN**.

Ensure you quote the correct 12-digit account number, and the funds will automatically be credited into your account.

The correct account format is **801xxxxxxx00** (Where xxxxxxx is your seven digit member number).

What are the pay bill deposit charges?

Stima Sacco does not charge for pay bill deposits.

The member is however charged by Safaricom on their M-pesa account

Don't know your 12-digit account number?

Login/sign up to the web portal via

<https://msasa.stima-sacco.com/Login.aspx> to view your accounts or SMS 23356 and WhatsApp 0703024001 for assistance.

T/C: Transactions with incorrect account number will not complete.

B. Agency Banking



Stima Sacco Mlangoni

Visit your nearest Stima Sacco Mlangoni Agent for

- Cash deposits
- Withdrawals
- Account balance inquiry
- Statements

C. Instant VISA ATM issuance



Stima Sacco Prime account holders can access branded Visa ATM cards commonly known as Sacco Link Card. This allows our members to access their funds any time through the Cooperative bank ATM, Co-op Kwa Jirani, and any Visa branded ATM's. The card is also accepted in the VISA Electron branded outlets. To get one visit any Stima Sacco Branch.

D. Wire transfers



Members can make electronic funds transfers from Stima Sacco Prime account to an account outside Stima Sacco via EFT or RTGS. This allows you to make payment on a need basis to any bank or provider.

E. Cheque books and cheque processing



This is a secure payment solution which gives members control of their funds and eliminates the need to carry cash to make payments for goods and services. This is particularly good thing for the corporates and business people. Apply for a cheque book today and enjoy convenience.

F. Automated salary processing



Stima Sacco offers real time salary processing which enables Corporates to transfer their employee's salaries on the same day direct to their Sacco current account (Prime account).

G. Online banking (Web portal)

Steps

How do I register for web portal services? (Online Banking)

1. Go to www.stimasacco.com
2. Click on tab on the top right corner of the webpage. This will take you to the sign in/ log in page.
3. Alternatively go directly to <https://msasa.stima-sacco.com/> to access the log in/ sign in page

Sign up

- For the first time user:
1. Click on Sign - up
 2. Enter your ID number.
 3. Enter your Member Number. This must be 7 digits. (If your member number has less than 7 digits add zeros at the front to make them 7).
 4. Enter the security code displayed.
 5. Tick the accept terms and conditions box and submit.
 6. The password will be sent to your phone and email as registered with Stima Sacco.

Log in

- Once you receive the password or you had already signed up and have a password,
1. Click on login.
 2. Enter your ID number.
 3. Enter your 7-digit member number.
 4. Enter your password.
 5. Enter the security code displayed in the space provided.
 6. Click on log in

Steps

Change Password

Once you log in successfully you will be required to change your password.

Reset/ Password

To access web portal
Click on sign – up and follow instructions as stated above.
Alternatively

1. Click on log in
2. Click on FORGOT PASSWORD at the bottom of the log in box.
3. Enter your ID number.
4. Enter your 7-digit membership number.
5. Enter the code displayed in the space provided.
6. Click on accept terms and conditions.
7. Click submit.
8. A new password will be sent to you phone and email.

H. Mobile banking M-Pawa (*489#)

This is a revolutionary Stima Sacco Service that enables members to execute their banking needs on the go. You can access the following service on M-Pawa.

1. Check account balance and download a mini statement.
2. Transfer money directly from your Mpesa to Sacco Prime account
3. Make withdrawals from Prime account to your Mpesa account.
4. Transfer funds within your Stima Sacco account
5. Access M-Pawa loan
6. Repay loans.

To register and access Stima Sacco Mobile Banking Services (M -PAWA)

1. Visit your nearest Stima Sacco Branch and fill in the M-Pawa application form.
2. When successfully registered, you will receive a start PIN on the registered mobile number?

How do I register and use M-Pawa Service?

Steps	
<p>How to Register for M-Pawa Service</p>	<ol style="list-style-type: none"> 1. Fill a M-pawa registration form and submit to your nearest branch for registration 2. You can also download, fill and scan to customercare@stima-sacco.com 3. When successfully registered, you will receive a start PIN on the registered mobile number.
<p>How to activate M-Pawa after successful registration</p>	<ol style="list-style-type: none"> 1. Dial *489# and enter your start pin. 2. You will be prompted to change your PIN and confirm. The new PIN should be 6 digits. 3. When the PIN is saved successfully you will be prompted to log in again to set up the security questions. 4. Dial *489# and enter your new PIN. 5. Answer security questions asked (please note the answers are case sensitive).
<p>Accessing M-Pawa Menu</p> <p>STIMA SACCO</p> <ol style="list-style-type: none"> 1. My Account 2. Fund Transfer 3. M-PESA 4. M-Pawa Loans 5. General Enquiries 6. My Dividends <p>00. Home 000. Logout</p> <hr/> <p>Cancel Send</p>	<ol style="list-style-type: none"> 1. Dial *489# to login 2. Enter your 6-digit PIN. 3. Answer the security question presented. 4. You will then be presented with the M-Pawa-Main Menu as shown
<p>Repaying your loans using M-Pawa</p> <p>STIMA SACCO</p> <p>M-Pawa Loans</p> <ol style="list-style-type: none"> 1. Request M-Pawa Loan 2. Pay Loan(s) 3. M-Pawa Loans Terms 4. M-Pawa Loans Status <p>00. Home 000. Logout</p> <hr/> <p>Cancel Send</p>	<ol style="list-style-type: none"> 1. Dial *489# 2. Enter M-Pawa pin and answer security question. 3. Select M-Pawa loans option from the menu. (4) 4. Select pay loan option. (2) 5. Select the loan you wish to repay. 6. Select source of the funds either prime or M-Pesa. 7. Enter the amount. 8. Confirm

Steps

How to deposit funds to prime account, Alpha Deposits and Share capital account using M-Pawa

STIMA SACCO
 1. My Account
 2. Fund Transfer
 3. M-PESA
 4. M-Pawa Loans
 5. General Enquiries
 6. My Dividends
 00. Home
 000. Logout

Cancel

Send

1. Dial *489# and choose the 3rd Option, M-pesa.
2. Select the second option, M-Pesa to SACCO account.
3. Select the account you wish to deposit funds into i.e., Prime, Shares or Alpha deposits.
4. Enter the amount you wish to deposit.
5. Confirm the amount you wish to deposit by pressing 1.
6. Confirmation to deposit funds is received by M-Pawa.
7. M-pesa will now prompt you to initiate the transaction to deposit funds to
8. Stima Sacco by entering your M-Pesa
9. PIN.

M-Pawa FAQs

Can diaspora members access M-Pawa services?

M-Pawa service is only available to members located in Kenya.

What do I do if I have forgotten my M-Pawa PIN?

Contact Stima Sacco agent via available channels for assistance

What is the M-Pawa Limit one can access?

The MPAWA loan limit ranges from Kes 500/= to Kes 120,000/=.

What determines the amount to access as M-Pawa loan?

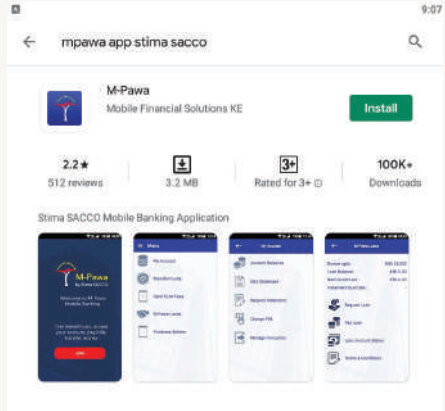
1. Alpha deposit
2. prime account activities
3. monthly contribution

M-Pawa FAQs

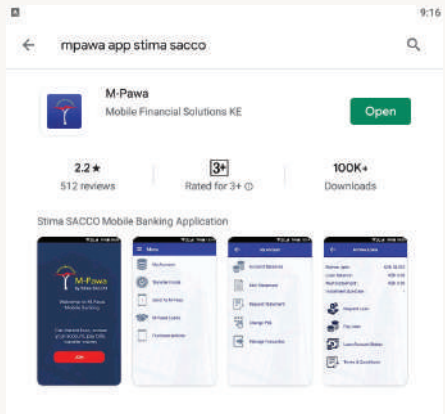
<p>What Reasons may lead to zero credit limit?</p>	<ol style="list-style-type: none"> 1. Dormant/frozen/closed/inactive/defaulted account status. 2. Having non-performing loans i.e., substandard /doubt/watch 3. Membership category (Corporates, groups, novel and Diaspora members are not eligible for M-Pawa loans). 4. Prime account transactions do not meet the threshold of 15 transactions in the last three months. 5. Previous loans that have been cleared but may be having outstanding interest balances.
<p>What do I do if my credit limit is zero?</p>	<p>Contact customer care for assistance.</p>
<p>How is the Interest of M-Pawa Computed?</p>	<p>M-Pawa offers competitive interest rates that may be determined by the Society from time to time. The prevailing rates are on the menu that can be viewed on the mobile application.</p>
<p>What is the repayment period for M-Pawa Loan?</p>	<p>The repayment period is one month to six months maximum. This is selected at the point of loan application.</p>
<p>Why is M-Pawa loan recovered from Alpha Deposits?</p>	<p>Because it is secured by Alpha Deposits (no guarantors).</p>
<p>How is M-Pawa account reinstated after defaulting a loan?</p>	<ol style="list-style-type: none"> 1. When a member delays in payment of the M-Pawa loan, the balance is recovered from their Alpha Deposits and their status marked as defaulter. 2. For reinstatement, the member must put back the amount that was recovered from the Alpha Deposits before Member Changes are done to reactivate the account. 3. If some days had passed after the last due date of payment, then, the system will lock out the member from borrowing until the delayed days are over, to serve as a penalty for late repayment.

Accessing M-Pawa App

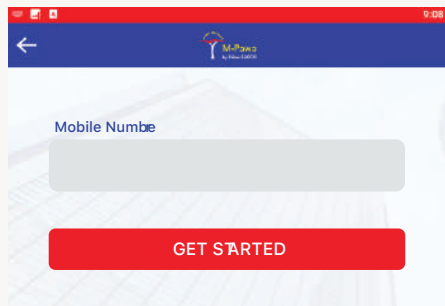
1. Visit <https://play.google.com> and install M-Pawa App



2. Click OPEN to access the APP

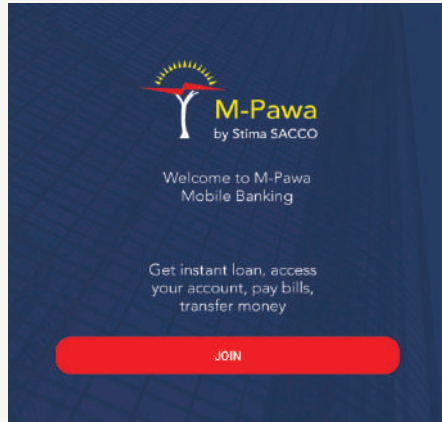


3. Click JOIN on the M-Pawa welcome page

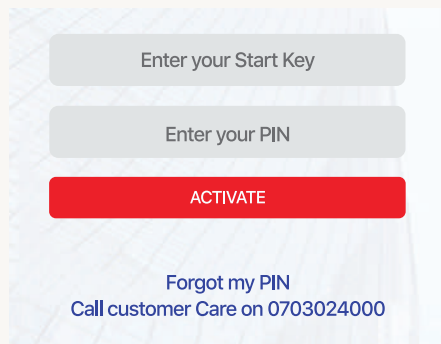


Accessing M-Pawa App

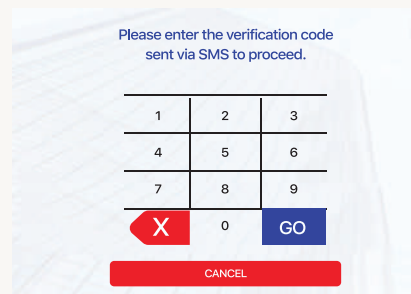
4. Enter your registered mobile number and click on GET STARTED



1. Use the Start Key number sent to your phone and your 6-digit M-Pawa PIN to activate your mobile banking application

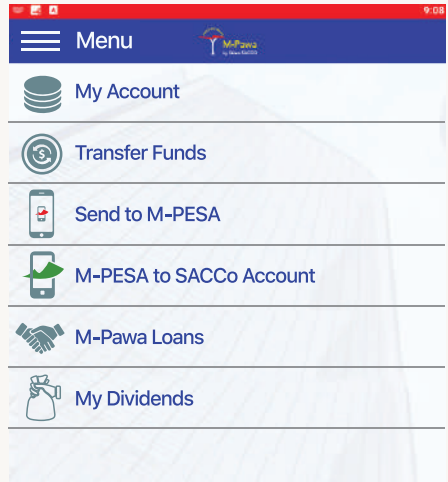


2. Click OPEN to access the APP



Accessing M-Pawa App

3. M-Pawa Menu





TIPS TO PROTECT YOU IN DIGITAL BANKING

1. Avoid taking photos of your card, scanning or printing copies to avoid exposing the card number. Protect the 3 digits at the back of your ATM card as the combination of your card number and the 3 digits is all an attacker needs to pay for online purchases.
2. If a machine retains your card, do not leave the site without notifying the Sacco. Never accept help from a stranger; call the Sacco immediately.
3. Avoid saving your PIN and passwords on your phone or keeping these details in your wallet or purse.
4. Do not give out your PIN or password to anyone, including merchants, relatives, and friends.
5. While paying for purchases using the card, only enter your PIN when prompted while ensuring you cover the keypad with your palm.
6. When transacting online, always ensure that you log on via a secure Internet-connection. Check the website you have accessed is secure. (It should have a padlock image and https extension in the web address).
7. Do not log-on your bank account from cyber cafes, or via public Wi-Fi and-hotspots. If you do not have private Wi-Fi, use mobile data.
8. Beware of emails and phone scams including messages about competitions you have not signed up for. Do not respond to such scam messages or call back to verify.
9. Beware of fraudsters who call and request that you give them information and ask you to switch off your phone temporarily. Such techniques are used to swap sim cards and take over accounts.
10. Should you notice any irregular or suspicious activity, contact Stima Sacco immediately.



**COLLATERAL
BASED
LOANS**

**Empowering You
For Life**



COLLATERAL BASED LOANS

Stima Sacco offers loans to its members where the member can utilize other forms of collateral besides guarantors. You can use property or a motor vehicle instead of guarantors to access a loan from the Sacco.

Who is eligible for a loan at Stima Sacco?

- Must be a member of the Sacco.
- Must be active i.e., having saved consistently for the last 3 months.
- Must be a member in good standing i.e., has no defaulted loan.

What documents are required to access a loan using collateral?

1. Completed loan application form counter signed on each page
2. Copy of National Identity Card
3. Copy of KRA Pin Certificate
4. Copies of Security Documents in this case title deed, certificate of lease, certificate of title or conveyance or copy of logbook.
5. Three months recent payslips/paystubs applicable to those in employment
6. Three months' Salary Bank Statements
7. Letter of confirmation of employment for employed applicants
8. Business registration certificates, Certificate of incorporation, Resolution to borrow by a limited liability company applicable to registered entities.



Loan Process Using Land as Security

START

Applicant provides loan documents as requested to the branch

Credit officers reviews and if all documents are submitted, shares a list of valuers & lawyer for members to select

Member shares the selected valuer and lawyer after negotiating and agreeing the expected fees

Stima Sacco officially instructs the selected valuer to proceed with valuation

Valuer submits valuation report to the Sacco credit administrator

Memo detailing conditions is submitted to Legal Team by the credit administrator

Stima Sacco prepares a letter of offer based on the valuation report

The member executes the offer letter notarizes the same and shares with the Sacco together with the original title

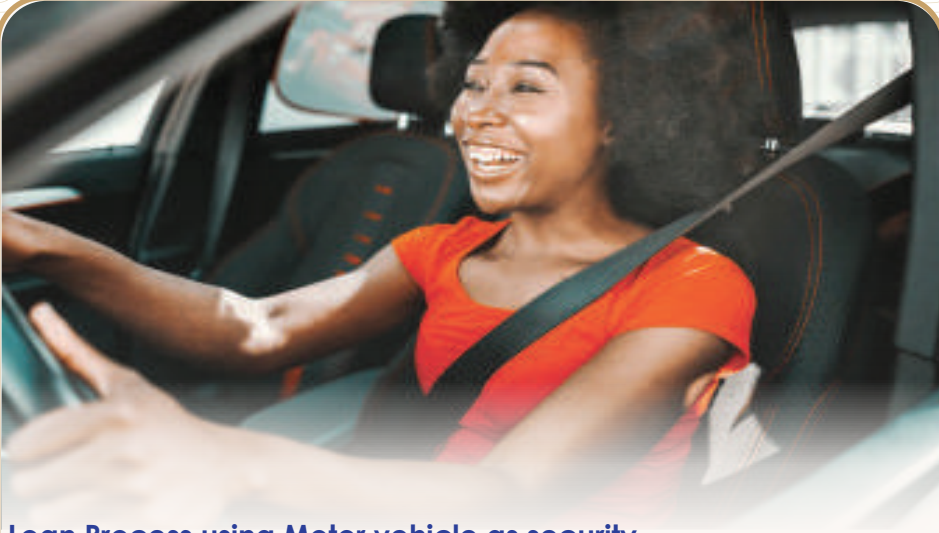
The credit team upon receipt of the documents forwards to legal team for charging process to commence

Stima Sacco legal teams gives a go ahead to the credit team to proceed with disbursement once charging is completed

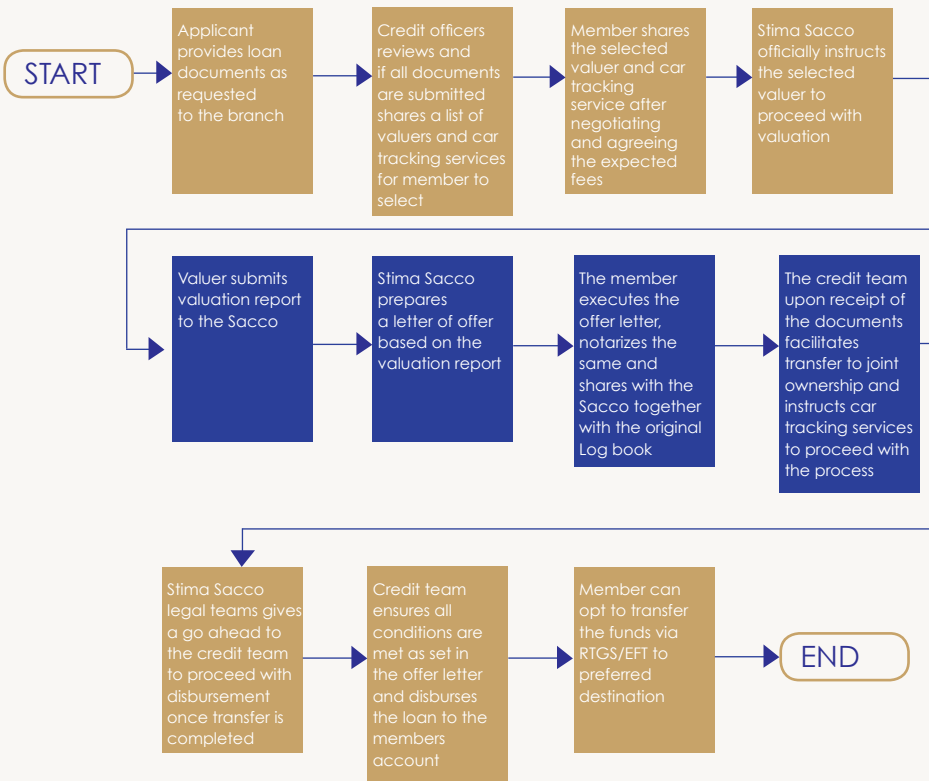
Credit team ensures insurance in place where there is a property and all conditions are met as set in the offer letter and disburses the loan to the members account

Member can opt to transfer the funds via RTGS/EFT to preferred destination

END



Loan Process using Motor vehicle as security



Frequently Asked Questions

- 1. Why can't the Sacco just appoint a valuer and a lawyer for the process?**
The cost of the lawyer and the valuer is borne by the member hence the member has to negotiate the rate directly for transparency
- 2. I do not know any lawyers or valuers to enable me to choose from the list shared. What do I do?**
The Sacco has an approved list of valuers and can assist by setting up a conference call to enable conversations
- 3. How long will it take for me to get the loan?**
The process takes a month due to the securitization process and external parties involved.
- 4. What portion of the value of the land will be used to secure the loan?**
For a developed property we take 70% of the valuation plus accumulated savings for the member. For vacant or undeveloped land in urban areas we take 60% plus accumulated savings for the member. For agricultural land we take 50% plus accumulated savings for the member.
- 5. What portion of the value of the Motor vehicle will be used to secure the loan?** We take 50% of the valuation plus accumulated savings for the member, however where the application falls under asset financing the percentage might be up to 90% depending on the condition of the car.
- 6. Does Year of manufacture affect use of motor vehicle as security?**
Yes, it does as the Sacco only allows motor vehicles within 8years of year of manufacture to be used as security.
- 7. If Using land as security that has property already built am I required to have the house insured?**
Yes, a member will be required to provide proof of comprehensive insurance of the property. The Sacco is also able to facilitate provision of the insurance at the member's cost.
- 8. If Using Motor vehicle as security am I required to have it insured?**
Yes, proof of a comprehensive insurance is required to be provided before loan is disbursed. The Sacco is also able to facilitate provision of the insurance at the member's cost.
- 9. Can I use a joint owned property or a third-party property as security?**
Yes, you can and the same procedure for securitization will apply, save that the charge will contain additional requirement for the co-joint owner to give his consent to the charge through an official affidavit.



TALK TO US

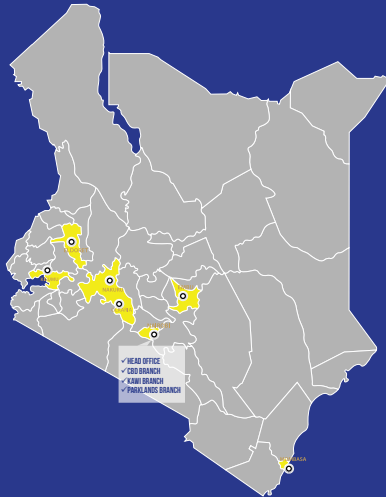
We welcome your compliments, complaints, and suggestions as we value insights from you that can help improve our products and services delivery.

Feedback and Complaints

1. We will take your feedback seriously, ensure it is acknowledged, documented and endeavor to resolve it.
2. We will endeavor to resolve complaints within 8 business hours to 30 business days, depending on the nature of the issue.
3. Once the matter is resolved, we will communicate with you by phone, email or through your preferred method.
4. You can speak to any member of staff directly or use any of the communication channels highlighted below.
5. Ensure that for any complaint you make you are given a tracking number.

OUR BRANCH NETWORK

Our major service delivery centers are featured as below:-



AGENCY BANKING AGENTS

LOIOTOKOK
KIMANA
KIBWEZI
KCB STREET-KIBWEZI
MACHAKOS
MBOLU MBOLU MALU ROAD
KIKUYU
KIKUYU TOWN
NAIROBI
CITY SQUARE
MAKUENI
MCHANGANYIKO HOUSE
(KIBWEZI TOWN)
KAJIADO CENTRAL
AMBOSELI RD
DONOLHOM CALTEX(NAIROBI)
BAMBURI ROAD(KIMANTHI STREET)
KAPSABET
SUNSHINE BUILDING
WOTE
WOTE-MWAANI ROAD.
LIMURU
LIMURU BUS PARK
LAMU
LAMU COAST (LAMU WEST)
TALA
TALA- NAIROBI RD
KAJIADO SOUTH
LOIOTOKOK MARKET
NAIVASHA
NAIVASHA SERA CENTER
KAJIADO
KAJIADO OPPOSITE
EUSHADAI HOUSE,
(SIDIAN BANK)

NAIROBI(KAMKUNJI MARKET)
KAMKUNJI
MOMBASA
KIMANA CABANAS, NEAR
TUNZA CHEMISTRY
LOIOTOKOK
MPEKETONI-LAMU ROAD
MWINGI TOWN
MWINGI TOWN NEXT TO
POSTBANK
NAIROBI
CITY SQUARE,KIA GROUND
FOURTH SEASON
GARISA
TOWNSHIP, BARE SHILU HOUSE
NAIVASHA
BIASHARA STREET
NAIVASHA
KAMERE, BARAKA
NANYUKI TOWN
PARK ROAD (NGUMBA HOUSE),
NGUMBA HOUSE
MACHAKOS
MASSMART SUPERMARKET
(MACHAKOS-KANGUNDO
ROAD)
ELDORET
LESSOS, KVDA PLAZA
TAITA TAVETA
WUNDANYI (LAVENDER HOTEL
ROAD)
NYERI
KIMATHI STREET(FARMERS BUILDING)
NYERI, FARMERS BUILDING
JOMVU
MIRITINI ESTATE(CATHOLIC
CHURCH RD),
OPP WORLD BANK PRIMARY

MURANGA
UHURU HIGHWAY, UHURU HIGHWAY
MURANGA TOWN
KIAMBU
JUBILEE STALLS
KITUI
KILUNG'YA STREET, AMANI HOUSE
ALONG KIHUNG'YA STREET
MOMBASA
BEACH ROAD, OPPOSITE FPFK CHURCH
GITHUNGURI
ISOLATED BUILDING, KAMBAA ROAD
VOI
VOI ROAD
KABARNET
MOI AVENUE, MIRELI BUILDING
KIAMBU
JUBILEE STALLS
RUAJ
RUAJ-AVID HOLDINGS
(KANGUNDO ROAD)
RUIRU TOWN
WAIRA BUILDING, BIASHARA STREET
NAROK
ROYAL NAIBOR XPRESS DRYCLEANERS
NAIVASHA TOWN
NAIVASHA HIGHWAY AGROVET
EMBU TOWN
MATENDINI STAFF CAMP
MOMBASA TOWN
HOMEBOYZ CAFÉ, MOMBASA
MALINDI RD
RONGAI TOWN
FELION ENTERPRISES & PHONE
ACCESSORIES RYMA PLAZA,
NEAR KCB BANK
KISII TOWN
MOCHA PLACE KISII

THIKA TOWN
NELLION CENTRE, GROUND FLOOR
HOMABAY TOWN
HOMABAY BANK ROAD
KITALE TOWN
RAHAB ENTERPRISES
MARIGAT TOWN
MWANZO ELECTRONIC
RUIRU TOWN
SERMS TECHNICS LIMITED,
WAIRA BUILDING
KISUMU TOWN
REFINE ENTERPRISES
KAMUKUNJI NAIROBI CBD
HAMIMA ENTERPRISES
RUAJ TOWN
RUAJ AVID HOLDINGS



Supporting You For Life



...towards a prosperous future together

COMMUNICATION CHANNELS

CONTACT CENTRE
0703024000 or 0703024024

Our SMS Channels Include
StimaSacco, StimaDTS and 23356

Send us a tweet through our twitter handle
@stimasacco

Send us a WhatsApp message via our official
WhatsApp number 0703024001

Email us via
customercare@stima-sacco.com
diasporabanking@stima-sacco.com

Facebook
Stima Sacco Society Limited

www.stima-sacco.com