



**M-Pawa Security Updates: 6-digit PIN & Security Questions**

To change your M-Pawa PIN to the new 6-digit PIN you will be required to do the following:

1. Dial \*489# and enter your current 4-digit PIN as shown below:

A screenshot of a mobile application interface. At the top, it says "Welcome to Stima SACCO M-Pawa," followed by a blacked-out name. Below that, it says "Please enter your access PIN to continue:". There is a horizontal line representing the input field. At the bottom, there are two buttons: "Cancel" on the left and "Send" on the right.

**Note:** If you have forgotten your 4-digit PIN please visit a Stima Sacco Branch to have your PIN Reset.

2. Enter new 6-digit PIN as shown below:

A screenshot of a mobile application interface. It says "You are required to change your PIN. Please enter new PIN (6 digits):". Below this text is a horizontal line representing the input field. At the bottom, there are two buttons: "Cancel" on the left and "Send" on the right.



3. Confirm 6-digit PIN as shown below:

A screenshot of a mobile application dialog box. The text "Please confirm PIN (6 digits):" is centered at the top. Below the text is a horizontal line representing a text input field. At the bottom of the dialog, there are two rounded rectangular buttons: "Cancel" on the left and "Send" on the right, both in blue text.

4. PIN is saved successfully, and you are prompted to login again:

A screenshot of a mobile application dialog box titled "Carrier info". The text "PIN Change Successful. You will be required to log in once more." is centered in the middle. At the bottom, there is a single wide, rounded rectangular button with the text "OK" in blue.



5. Enter new 6-digit PIN to login as shown below:

A screenshot of a mobile application interface. At the top, it says "Welcome to Stima SACCO M-Pawa," followed by a blacked-out name. Below that, it says "Please enter your access PIN to continue:". There is a horizontal line for the PIN input. At the bottom, there are two buttons: "Cancel" on the left and "Send" on the right.

6. Answer 2 security questions as shown below (**Kindly note the answers are case sensitive**):

A screenshot of a mobile application interface for security question setup. It says "Security Question Setup" and "Mother's maiden name?". There is a horizontal line for the answer input. At the bottom, there are two buttons: "Cancel" on the left and "Send" on the right.



7. Answer the second security Question.

A screenshot of a mobile application screen titled "Security Question Setup". Below the title is the question "Name of your best friend?". A horizontal line indicates the input field. At the bottom of the screen are two rounded rectangular buttons: "Cancel" on the left and "Send" on the right.

8. You will be prompted that you have successfully saved your security questions as shown below:

A screenshot of a mobile application screen titled "Carrier info". The text on the screen reads: "Stima Sacco", "Thank you for setting up your security questions.", and "You will be required to log in once more.". At the bottom center is a large, rounded rectangular button with the text "OK".

9. You will be required to login again with the 6-digit PIN and answer one security question. **(Kindly note that on USSD or dialing \*489# you will be required to answer a random security question after entering the PIN):**

A screenshot of a mobile application screen showing a login prompt. The text reads: "Welcome to Stima SACCO M-Pawa, [redacted] Please enter your access PIN to continue:". Below the text is a horizontal line representing the PIN input field. At the bottom, two rounded rectangular buttons are partially visible.



10. You will then be presented with the M-Pawa Main Menu as shown below:

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

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Cancel Send