



Real chamas use Stanbic ChamaApp

4 CLOSE SIBLINGS
5.5 MILLION SHILLINGS RAISED
2 PARENTS RETIRED LARGE IN THEIR DREAM HOME

Get Together • Achieve your goals • Better your future

Digital Wallets Statements Goal Tracker Contribution Reminders

Q1 What is the Chama app?

A The Chama app is an app for communities, friends and family to save together, and grow together.

Q2 How do I start?

A It is easy to get started. All you need to do is download the app from the Google Play Store or IOS App Store, and then register using your mobile phone number. Once your account is set up, you can invite the members to join so that you can start contributing to Chama. The app will create a wallet for you into which you can deposit money from Mpesa.

Q3 What can the app do for me as a Chama member?

A Member

As a member, you can;

- View your own transactions and those of other members ensuring transparency
- View balances and transaction history (Invoices, Payments, Transfers, Deposits and Withdrawals)
- Chat instantly with all members
- Apply for loans from your Chama if your Chama offers this option
- Receive notifications of your payments due to the Chamas you belong to
- Create a goal and see your progress towards that goal

Treasurer

As a treasurer, you can;

- View all members' transactions ensuring transparency
- Chat instantly with all members
- Set up system notifications to members when invoices are due
- Set up system notifications to members when payments are made
- Manage loan details, including separation of loan repayments and interest payment
- Invoice members for regular contributions. Invoicing can serve as confirmation to new members for payment of the joining fee. As well, invoicing can help you manage loans as you do not need remember the instalment amounts. The app calculates each invoice based on the remaining term and remaining balance.

Chairperson

When you create a Chama, you are also the chairperson. The difference between a chairperson and a treasurer, is that as the chairperson, you can invite new members.



Q4 Who is the Chama app for?

- A** The Chama App is for anyone who is over the age of 18 and is interested in pooling resources with others to achieve a common goal.

Q5 How can I use the Chama app?

- A** The app can be used for more than just Chamas and group savings. It can be used for family occasions such as birthdays, weddings or anniversaries. If you belong to a residents association, the app can be used to manage contributions, levies and chat. You can also use the app for charities or even agri-investments.

Here are some examples for using the Chama app:

- Contributing and saving
- Chamas
- Weddings
- Family events, ceremonies and anniversaries
- Estate initiatives
- Contributing and investing to Public Chamas
- Agri-investments
- Long term saving

Q6 Where can I get the app?

- A** The app is available for download from the Google Play Store and IOS App store.

Q7 What are Transaction Classifications?

- A** Transaction Classifications are a way to name transactions so that members and officials can easily distinguish different transactions from one another. The transaction classifications are: Joining Fees, Contributions, Penalties, Loan repayments, Loan interest and Disbursements.

Q8 What are Joining Fees?

- A** Some Chama's require its members to contribute an upfront amount in order to join the Chama. This is called a Joining fee.

Q9 What are Contributions?

- A** Contributions are the regular payments that members make to a Chama

Q10 What are Penalties?

Based on the rules governing the Chama, often referred to as the Constitution, the members may decide to issue a penalty to a member for a transgression. This is referred to as a penalty. A penalty may be charged by the Chama for late/non-attendance of meetings, late contributions, late loan repayments and other instances as per the Chama rules.



Q11 What are Loan repayments and Loan interest?

A When a loan is granted by a Chama to a member, the member must repay the loan according to the agreed term and interest rate. The Chama app shows the capital amount and the interest amount separately. This provides the members with transparency into the interest that the members pay as well as the revenue that the members earn from the interest on loans.

Q12 What kinds of Chama can I create in the app?

A There are many kinds of Chama. Here are just a few suggestions:

- In a merry-go-round fashion, members contribute equal amounts on a regular basis. Each member gets a turn to receive a disbursement (pay-out).
- Long-term common goal
- Members contribute regularly in order to save for a long-term goal, such as buying land.
- Regular contributions for saving with optional loans
- Members contribute on a regular basis. Members can request a loan which is paid back over an agreed term and at an agreed interest rate.

Q13 Why should I use the app instead of cash?

A The Chama app is a secure app where your money can be kept safely and securely. When you use the app, you reduce the risk of carrying cash. The app allows you to transact at any time of the day or night. There are also no charges for keeping your money in the app and the app is free to use.

Q14 What happens when I invite someone to join my Chama as a member?

A Only the chairperson can invite members to a Chama.

To invite a new member, select the 'Invite' button next to the other members in the app. A screen opens from where you can enter the mobile phone number of the person that you want to invite to your Chama. You can also select the person from your phone book.

You can also indicate the role that the invited person will fulfil; Member, Mentor or Treasurer. You can also indicate whom referred the member, this person is referred to as the guarantor.

When you send the invitation to join, the invitee will receive a limited view of the Chama with a button labeled 'Invite'. When the invitee taps on this button, they will see details of the Chama that they have been invited to. They can then either accept the invitation to join, or they can decline to join your Chama.

Q15 Is the app just for private groups or can I join a public group?

A You can open your Chama as a public Chama. When you do this, anyone can search for and find your Chama. Your Chama's financial information will be visible as well as the number of members and what your goals are. When your Chama is public, you are inviting potential members to join your Chama as contributing members or investors. Potential members will be able to request to join your Chama. When they do so, your Chama's chairperson will receive a system notification informing him or her that a potential member is requesting to join your Chama. Before accepting their request to join the Chama, your chairperson will be able to view the potential member's public profile in order to determine whether the requestor will be a suitable member. The chairperson will also be able to start a chat with the requestor.



Q16 What privileges do the different roles have in a Chama?

Feature / Role	Chairperson	Treasurer	Member	Mentor
Payments	Yes	Yes	No	No
Invoices	Yes	Yes	No	No
Request Loans	Yes	Yes	Yes	No
Invite Potential Member	Yes	No	No	No
Group Chat	Yes	Yes	Yes	Yes
View Transaction History	Yes	Yes	Yes	Yes
Accept Invitations	Yes	No	No	No

Q17 Is the app free to download and use?

A Yes. You can download the app for free.

Q18 I want to create a Chama for my family and me to save for my parent's anniversary. How would I use the app for that?

A You can start by creating a new Chama and giving it a great name, description and profile picture. When you create your Chama, choose the settings that are most appropriate for the Chama's purpose. For example, you may not want to select 'Allow loans' because the purpose of your Chama is to save together and not allow members to request loans. Also, you may not want to enable Invoicing because every member of your Chama will probably contribute what they can and not be expected to contribute exact monthly amounts.

Once you have set up your Chama, continue by inviting the whole family. All members can contribute what they can or want. Remember that the chat is very useful for keeping the conversation in the app. You can even create a poll for asking the family how you are going to surprise your parents on their special day.

Q19 How can I use the Chama app for my neighbourhood?

A The app works great for neighbourhoods, residential areas or corporate bodies. You can start by introducing your community to the app. The chairperson can create the complex Chama and make it public. This will allow community members to request to join, in addition to the chairperson inviting members individually.

The Chama app chat will come in very handy as the community can collaborate on events, discussions and security matters in the chat.

Q20 How do Chama members apply for loans?

A Members can apply for loans if the chairperson enabled loans for the Chama. Enabling loans is a setting when the Chama is initially created.

With loans enabled, members will see the option 'Apply for Loan' from the Chama summary screen.



Q21 How do I apply for a loan?

- A** If the chairperson set up the Chama to allow loans, you will be able to apply for a loan from the Chama summary screen.
- On the loan application screen, you can enter the loan amount that you require, when you require the loan by, how long you want the loan for as well as how often you will pay the loan back until it is settled.
- Tap on the calculate button to see a loan summary. The loan summary shows you how the loan repayment is calculated as well as the interest calculation. The interest rate is specified when the Chama was originally created.
- You can change the repayment term and frequency and when you are satisfied with the calculations, you can apply for the loan.
- If your application is accepted, the Chama will pay out the loan amount to you. This pay-out will appear as a loan disbursement in your personal wallet.

Q22 What is a personal wallet?

- A** The first time that you register on the app, a personal wallet is automatically created for you. This personal wallet reflects your balance as well as all your transactions.
- When you make payment to a Chama, the balance in your personal wallet reduces right away with the amount that you pay. Similarly, when you receive a payment from a Chama, your personal wallet balance increases.
- Other transactions that change your personal wallet balance are Bank Transactions and Transfers.

Q23 What is a Bank transaction?

- A** When money is deposited into your Chama wallet or when you withdraw money from your Chama wallet, it is reflected as a Bank transaction.

Q24 What is a Transfer?

- A** The Chama app allows you to transfer money from your wallet to another members' wallet. Similarly, another member can transfer money from their wallet directly to your wallet.

Q25 What is the Outstanding Invoices amount that appears in my personal wallet?

- A** If your Chama has invoicing enabled, members will be invoiced for the amounts that they owe to the Chama. If you see an outstanding invoices amount, it means that you owe that amount to the Chama (or Chamas) that you belong to. You can tap on the transaction history to see the details of what you owe.
- You will also receive a chat notification whenever an invoice is issued to you. To pay the invoice, you can process a payment from your personal wallet.



Q26 What updates can I make to my Chama once it is created?

A After you have created your Chama, you will be able to change and update any of the following;

- Name
- Description
- Profile picture
- Goal amount
- Default Contribution amount
- Default Joining Fee

To update your Chama, hold down on the Chama card. A pencil button will appear at the top of the screen. Tap this pencil button to edit your Chama.

Q27 How do I process a payment from my personal wallet?

A From your personal wallet, you will notice a payment button. Tap on this button which will open the payment screen. You must select the Chama that you are paying as well as the transaction classification. If invoicing is enabled for the Chama that you are paying, you will be able to choose the invoice that you are paying. The amount will be filled in for you. Take note that you can view transaction history from this screen. This is a very helpful feature that allows you to see the recent transactions that you have made.

Q28 How can I fund my personal wallet on Chama app?

A You can fund your Chama app wallet via;

1. M-Pesa: Use Paybill 600100

- Input your account number as 555 followed by your Chama registered phone number e.g. 5550701234567
- Input the desired amount (Amount you would like to contribute)

2. Transfer from your Stanbic account

- Input the account number as 555 followed by your Chama registered phone number e.g. 5550701234567
- Input the desired amount (Amount you would like to contribute)

3. Pesalink

- Input your account number as 555 followed by your Chama registered phone number e.g. 550701234567
- Input the desired amount (Amount you would like to contribute)

Q29 How do I withdraw funds?

- A**
- Log on to the App and select the Bank Payment type
 - Select the preferred payment option and input amount
 - Submit request for withdrawal

Q30 What information do you need to validate my identity?

A Validating your identity enables us keep your money safely.

You will be required to scan your Kenyan National ID and take a selfie for us to validate your information. The validation must be done before you form or join a Chama.