

FREQUENTLY ASKED QUESTIONS – CHANGISHA –Swahili.

1. CHANGISHA ni nini?

CHANGISHA ni huduma inayokuwezesha kuchangia na kukusanya michango mbalimbali ikiwemo ya Harusi, Misiba, shughuli za kidini n.k. kupitia simu yako ya mkononi kwa kutumia M-Pesa.

2. Je! Ni nani anaweza kutumia CHANGISHA?

CHANGISHA inaweza kutumika na wateja wote wa M-Pesa wenye lengo la kukusanya au kuchangia Michango mbalimbali ya kifedha ili kufanikisha tukio fulani.

3. Je! Naweza kujiunga au Kuanzisha Akaunti ya Changisha na M-Pesa?

Wateja wote wa M-Pesa wanaweza kujiunga na kusajili Akaunti za Changisha na kukusanya michango yao muda wowote bila usumbufu kutoka mitandao yote.

Unachotakiwa kufanya ni kupiga *150*00# >Huduma za Kifedha>CHANGISHA

4. Je! Naweza kuchangia Michango kupitia Changisha?

Mteja anaweza kuchangia mchango wake kupitia Menu ya M-Pesa au kutuma moja kwa moja kwenda kwenye CODE ya Changisha ambayo atapokea .

- a) Kuchangia kupitia Menu ya M-Pesa, Piga *150*00#>Huduma za kifedha>CHANGISHA>Changia.
- b) Pia unaweza Piga *150*00#>Lipa kwa M-Pesa>Lipa kwa Simu>Weka Changisha Namba
- c) Kuchangia kupitia CODE ya changisha , Ingia kwenye Menu yako ya kutuma pesa ya mtandao mwingine alafu chagua > Tuma Pesa> Chagua Mitandao Mwingine> Chagua M-Pesa>Weka namba ya Kuchangia>Weka Kiasi.

5. Je! Ni michango ya aina gani nayoweza kutoa au kukusanya kupitia CHANGISHA?

Kupitia CHANGISHA unaweza kukusanya michango mbalimbali kama Harusi, Kidini, Kijamii, Misiba na kadhalika.

6. Je! Kuna faida gani za kutumia CHANGISHA?

CHANGISHA ni huduma ya kidigitali inayorahisha kukusanya michango kutoka mitandao yote na pia kukupa uwazi, usalama na urahisi wa taarifa za makusanyo muda wowote zitakapokuwa zikihitajika.

Pia kupitia Changisha unaweza kuunganisha kundi lako la WhatsApp na kupata taarifa ya michango na daftari la michango muda wote kupitia WhatsApp.

7. Je! Naweza kujua CODE au namba ya CHANGISHA?

Mteja anaweza kuingia kwenye Menu ya Changisha na kuomba CODE ya kuchangia kwa kupiga *150*00#>Huduma za Kifedha>CHANGISHA>Omba Changisha Namba au kuomba kwa mkusanyaji michango.

8. Je! Naweza kutengeneza na kuchangia mpaka Akaunti ngapi?

Mteja anaweza kuetengeneza na kuchangia mpaka Akaunti 3 (3) kwa mara moja.

9. Je! Naweza kuchanga kutoka Mitandao Mingine?

Mteja anaweza kuchanga na kukusanya michango kutoka mitandao yote kwa kutumia CODE au namba ya kuchangia atakayopewa na mkusanyaji michango mara tu baada ya kusajili Akaunti ya CHANGISHA na M-Pesa.

10. Je! Naweza kuunganisha akaunti yangu ya michango na Wadau wangu kupitia WhatsApp?

Baada ya kufungua akaunti ya Changisha wadau wako wanaweza kuongeza namba ya **DR. CHANGISHA - 0747400400** utakayopatiwa kupitia ujumbe mfupi na wakachat nayo WhatsApp > Chagua Jiunge taarifa michango> Weka Changisha namba na baada ya kufanya hivyo wadau wote wataweza kupata taarifa za michango kila baada ya mwanachama yoyote kuchangia kupitia WhatsApp.

Pia unaweza kuunganisha Akaunti yako ya Changisha moja kwa moja kutokea WhatsApp kwa kucat **DR CHANGISHA 0747400400**.

11. Je! Naweza kufuta akaunti yangu ya Changisha?

Ndio, Unaweza kufuta akaunti yako ya Changisha mara tu utakapokuwa huna matumizi nayo tena.

12. Je! Naweza kufungua akaunti ya michango na ikakaa kwa muda gani?

Mara tu baada ya kufungua akaunti ya michango na Changisha na M-Pesa, mteja atahitajika kuchagua muda ambao anategemea michango yake iwe imekamilika mfano. Siku 30, Miezi 3 au Miezi 6 na endapo muda utakuwa unakaribia kuisha mteja atapokea ujumbe mfupi kumkumbusha kuongeza muda wa akaunti yake au kutumia fedha kufanya miamala mbali mbali.

13. Je! Naweza kuongeza muda wa Akaunti ya Changisha?

Ndio, Wateja wote watakuwa na uwezo wa kuongeza muda wa akaunti zao za kuchangia mpaka siku 30 endapo kutakuwa na watu ambao bado hawajakamilisha michango yao mpaka muda ambao akaunti inakaribia kuisha muda wake.

14. Je! Naweza kufanya miamala gani moja kwa moja kupitia Changisha?

Baada ya kufungua akaunti ya Changisha na kukusanya michango yako, unaweza kufanya miamala kama Kutoa Pesa moja kwa moja kupitia Wakala wa M-Pesa, kutuma pesa moja kwa moja kwenda Benki, Kutuma pesa kwenda kwenye akaunti yako ya M-Pesa au Mteja mwingine wa M-Pesa, kulipa bili au kulipia bidhaa kwa Lipa namba moja kwa moja kupitia menu ya Changisha.

FREQUENTLY ASKED QUESTIONS – CHANGISHA – ENGLISH

1. What is Changisha?

Changisha is the service under M-Pesa that allows you to collect your contributions like weddings, birthdays, anniversaries, sendoffs, kitchen parties, funerals and others seamlessly through your mobile phone from anywhere

2. Who are eligible to Use Changisha?

All M-Pesa customers can Open and use Changisha to collect all your contributions to facilitate a given event.

3. How can I start to use or Open Changisha account with M-Pesa?

You can open Changisha account and collect funds and contribution from all networks through your Changisha CODE, to open new Changisha account simply dial *150*00# >Financial Services >CHANGISHA

4. How can I contribute through Changisha?

You can simply contribute to your Changisha wallet by either using M-Pesa Menu or through sending money to other Networks by using Changisha Code shared.

- a) To contribute through M-Pesa menu simply dial *150*00# >Financial Services >CHANGISHA
- b) Also you can simply Dial *150*00# > Pay by M-Pesa>Pay by Phone>Enter Changisha number
- c) To contribute Directly from other networks simply go to Send money>Send to other Networks>Select M-Pesa>Enter **CHANGISHA CODE**>Enter Amount

5. What kind of Contributions are eligible for Changisha service?

Through Changisha you can collect wide range of contributions like weddings' contributions, Anniversaries, Sendoffs, Kitchen Party, Funerals. Etc.

6. What are the benefits for using Changisha?

CHANGISHA creates a hassle free environment since you can easily open a Changisha account with M-Pesa and collect contributions from all networks anytime and you can withdraw your funds whenever you need them and use them to Pay Bills or Send to other person directly from Changisha Wallet.

7. How can I know my Changisha CODE?

You can easily get your Changisha Code from the Changisha menu, Simply Dial *150*00#>Financial Services>CHANGISHA> Request Changisha number or request from the person who is collecting them to share the Code with you.

8. How many Changisha account can I own at once?

One person can have up to 3 Changisha Accounts with M-Pesa

9. Can I contribute from other networks and Banks through Changisha?

Yes, you can contribute from any network to Changisha Account and from banks through Changisha Code provided.

10. How can link my WhatsApp with Changisha Chat Bot solution – DR CHANGISHA?

- a) Soon after you have successfully created a Changisha account via M-Pesa menu you will be provided with Phone number (**DR. CHANGISHA 0747400400**) that you can chat with through your WhatsApp and from DR. CHANGISHA WhatsApp menu you will be able to link your Changisha account to receive contribution updates and have access to Contribution statement via WhatsApp.
- b) To allow other members to receive contribution updates via WhatsApp they will chat with **DR. CHANGISHA** and select >Subscribe to contribution updates > Enter Changisha CODE and Account owner will be able to accept their request from the Menu.
- c) Alternatively, you can chat with **DR. CHANGISHA - 0747400400** direct via WhatsApp and complete the account creation process as directed.

11. Can I delete my Changisha Account?

Yes, you can delete your Changisha account if you have no use of it anymore?

12. How long can I keep my Changisha account?

During account creation a customer will have a choice to select how long is he/she expecting to keep the Contribution (Changisha) account open for the sake of mobilizing funds from fellow contributors and upon expiry Changisha account owner will be reminded to extend validity or utilize the funds collected.

13. Can I extend Changisha account validity?

Yes! All customer will be able to extend their account validity whenever they have pending contributions yet to be collected. You can extend your Changisha account period up to 30 days.

14. What type of transactions can I be able to do direct through my Changisha Account?

Through Changisha all customer that have opened contribution account will be able to transact direct from their Changisha and do transactions like withdrawal direct at M-Pesa Agent, transfer direct to desired bank, Own M-Pesa account or transfer to fellow M-Pesa customer, as well as Pay Bills and Pay Merchants via Lipa namba direct from the Changisha Menu.