

Card Security

Safety tips

- ▶ Always keep your card information safe do not share with friends, family or anyone else.
- ▶ If your card has been lost, stolen or swallowed by an ATM be sure to block your card immediately.
- ▶ Do not use an ATM if you notice suspicious activity or if the ATM has been tampered with.

How to block your card

If you suspect fraudulent activity on your card, block your card immediately:

WhatsApp **+2786 001 8555**
or Dial ***130*566#**

Select > Mukuru Card
Enter > 4-Digit PIN
Select > Stop Card
Select > Reason for Stopping

Call us on **086 001 8555** between 8am and 7pm
or call **086 111 5196** between 7pm and 11pm to stop your card.

How to unblock card

Select > Mukuru Card on main menu

Select > Unblock Card

Follow prompts to complete process

4-Digit USSD/WhatsApp PIN

The **4-digit PIN** is used to make purchases on your phone.

To reset: E-mail a clear photo of yourself holding the photo page of your valid ID/Passport to wallet@Mukuru.com

5-Digit card PIN

The **5-digit PIN** is used to withdraw money at ATMs and when swiping in store.

To reset:

Select > Mukuru Card on the Main menu

Select > Reset 5-digit card PIN

Follow the prompts, and you'll receive your new PIN via SMS.

For more assistance call us on 086 001 8555

mukuru card fees

FEES EFFECTIVE 01 JANUARY 2025

ACCOUNT FEES	
Monthly fee	R30.00
Once off activation fee	R60.00
Card load fee (per load)	R5.00
Transfer to another Mukuru card	R9.99
Online purchase fee	R1.50
Receive EFT	FREE
When swiping your card at stores	FREE
SA airtime	FREE
Data bundles	R1.00
International airtime	R1.00
Electricity	R1.00
DSTV SA and Zim	R2.00
CARD TOP UP FEES	
Cash top up at Mukuru branch	R9.99
Cash top up at Pick n Pay/Shoprite/Checkers/SPAR	Variable
CARD WITHDRAWAL FEES	
Cashback at till points	R5.00
Cash withdrawal at Retailers (WiCode)	R19.99
Standard Bank ATM (per R1000 or part thereof)	R15 per R1000
Other Bank's ATM (per R1000 or part thereof)	R15 per R1000
Standard Bank ATM balance enquiry	R1.70
Other Bank's ATM balance enquiry	R11.00
OTHER	
Pin Reset Fee (per request)	R6.63
SMS balance enquiry fee	R2.10
Maximum monthly load per card	R25000
Maximum daily ATM withdrawal per card	R5000
Maximum withdrawal value per WiCode	R3000

SIGN UP TODAY!

+2786 001 8555

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Mukurudotcom

www.Mukuru.com



Visit our website for the latest terms and conditions and Mukuru Card fees.
Mukuru Financial Services (Pty) Ltd is an authorised FSP (FSP 45517).

Get your salary paid directly onto your mukuru card.

Control your money safely and easily.



Use the money on your card to send money to over 50 countries.





Get started in 3 easy steps

Step 1: Memorise your 5-digit card PIN

You use this PIN when swiping or cashing out at retailers. Keep your cash safe. Never tell anyone your card PIN number, not even your family members or Mukuru staff. Never write it down.

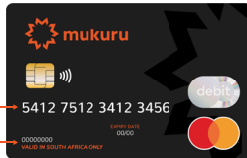
Step 2: Link your card and setup your 4-digit Mukuru PIN

WhatsApp **+2786 001 8555** or Dial ***130*566#**

Select > Mukuru Card

- > Enter your Mukuru card's unique number(s) as requested
- > Choose a 4-digit Mukuru PIN

The 4-digit **mukuru** PIN is used to access your money and make purchases on your phone.



Step 3: Activate your card

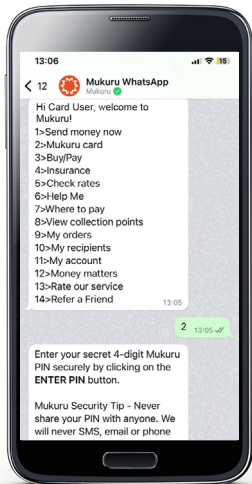
Activate your **mukuru** card with a cash top up or EFT of at least a R100 onto your card.



mukuru card menu

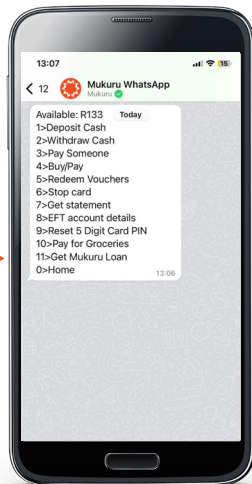
To access the mukuru card menu and the services available on your card:

WhatsApp **"Hi"** to **+2786 001 8555** or dial USSD ***130*566#** on the main menu, Select > Mukuru Card



mukuru home menu

Insert 4-Digit PIN



mukuru card menu



Card top up

Receive your salary

mukuru cards use access bank to receive EFTs. Give these details to your employer/sender to receive EFTs:

- Select > Mukuru Card
- Select > EFT account details

Bank Name: Access Bank

Account Number: Your unique 11-digit Mukuru money number

Branch Code: 410506

Cash at our branches or retail partners

- Select > Mukuru card
- Select > deposit cash

Follow prompts and take your unique REF/order number to any one of the accepted retail partners within 72 hours.



Send money locally

Send money to another mukuru Card

- Select > Mukuru Card
- Select > Send to Card
- Select your recipient and choose the amount



Send and receive money internationally

Pay for money transfer using your card

- Select > Send money now
- Select > Change how/where to pay
- Select > Mukuru card

Redeem money transfer onto your card

- Select > Mukuru card
- Select > Redeem Voucher & choose service provider
- Enter the voucher number



Pay DStv

- Select > Mukuru card
- Select > Buy/ Pay Choose DStv



Buy airtime, data and electricity

Buy airtime, electricity or pay DStv

- Select > Mukuru card
- Select > Buy/ Pay
- Choose your product



Shop online or in-store

Buy online

- > Shop online at your favourite SA online store
- > Select the card payment option at checkout
- > Enter your card details found on your physical card
- > Complete payment and get confirmation of your purchase

Buy in-store

- > Swipe/tap in-store for FREE. Simply swipe or tap your card at checkout



Withdraw cash

Withdraw from retailers

SHOPRITE Usave Checkers

- Select > Mukuru Card
- Select > withdraw cash
- Enter an amount to withdraw and confirm it
- An SMS with a withdrawal reference number called a "wiCode" will be sent to you. Take your wiCode to any till point within 7 days to withdraw the cash

Get cashback at tills

Ask for cashback when at shops or retailers, it's the cheapest way to get cash!

Withdraw from ATMs

Withdraw cash at any Mastercard-enabled ATM using your 5-digit card PIN.



Other services

Get your statement and confirmation letter

- Select > Mukuru Card
- Select > Get statement
- Select > Your preferred statement period
- Choose to receive by Email or WhatsApp

Your statement and confirmation letter will be sent to you instantly.