



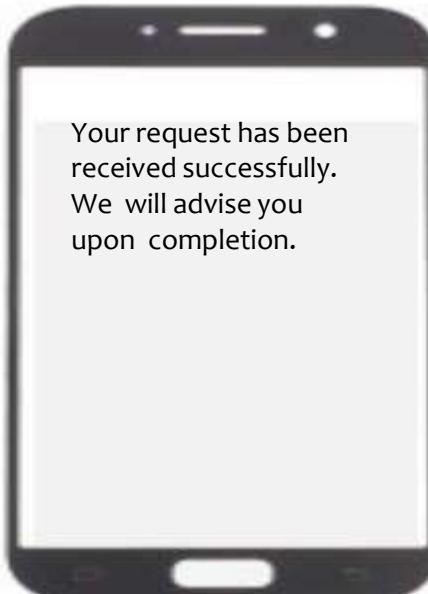
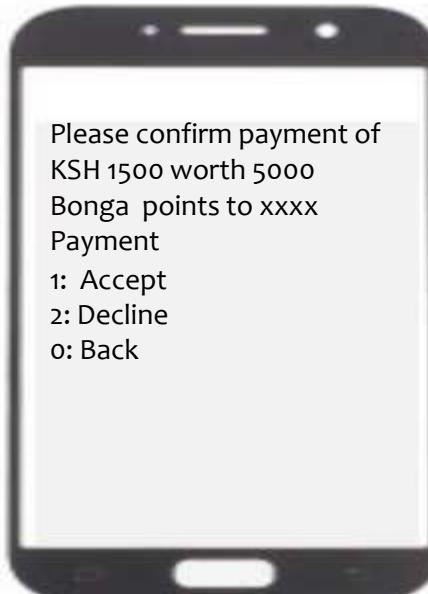
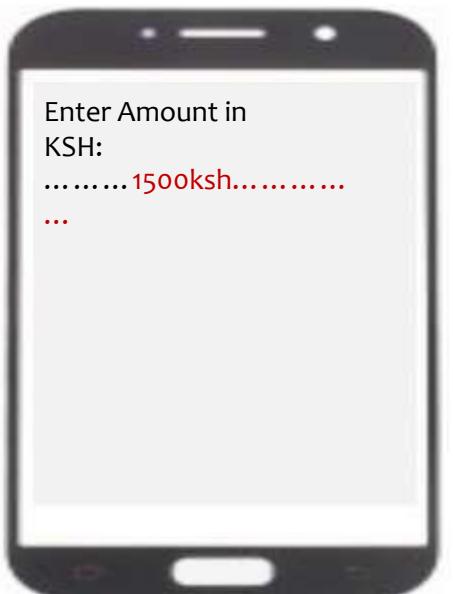
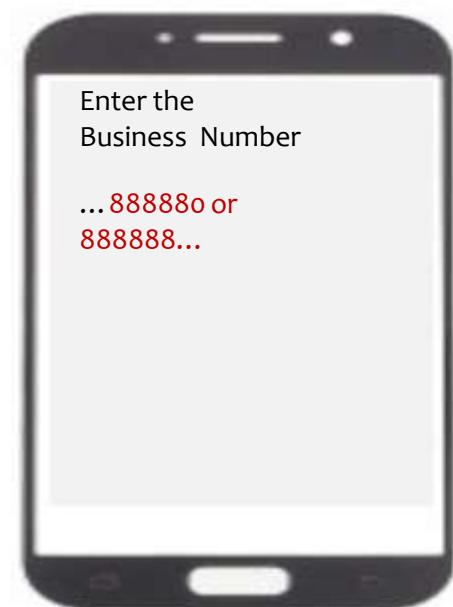
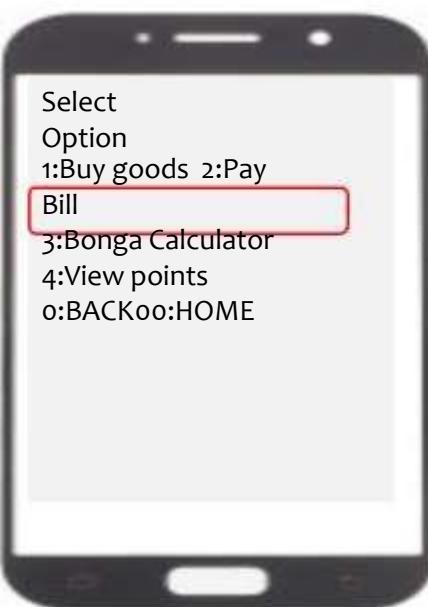
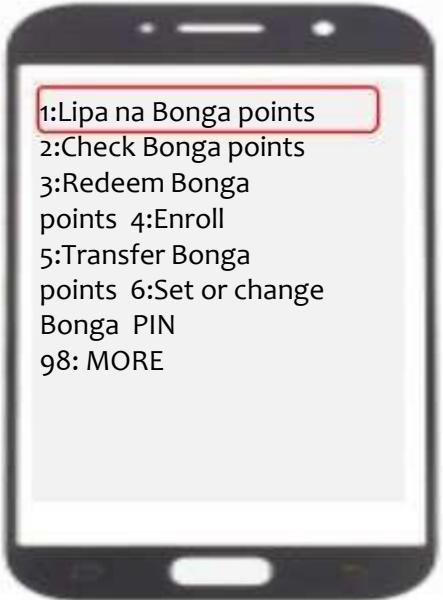
## REDEEM YOUR BONGA POINTS FOR KPLC TOKENS OR BILLS

- Dial \*126# and select 'Lipa na Bonga Points'
- Select Pay Bill
- Enter business number **888888** for postpaid and **888880** for prepaid
- Enter account / meter number
- Enter amount you want to pay
- Confirm the details of the payment and input your Service Pin to complete the payment.



# Lipa na Bonga Points – Pay Bill

Dial \*126#





## **What is Bonga Everywhere?**

This is a service which enables you to pay your bills at Lipa Na M-PESA merchants using your Bonga points.

## **How can a customer access Bonga For Good services?**

Customer will be required to dial \*126# and select “Lipa Na Bonga” and move to enter either the Pay bill or Buy Goods Till Number of the merchant.

## **What is the conversion rate for Bonga For Good?**

Customer will exchange 1 Bonga point for 20 cents

## **How will I confirm if a customer has paid using their Bonga points?**

To confirm a transaction, compare the transaction ID you have received with the one that the customer has received.  
To note, All payments paid using Bonga points will come with the customer name ‘Safaricom Bonga Everywhere’

## **Do I need to reconcile the Bonga payments at the end of the day?**

No, you will not. The payment to the till/Pay bill is immediate. No need to reconcile later.



### **The customer has erroneously paid twice, how do I reverse the transaction?**

For any reversals, the normal Lipa na MPESA reversal process takes place.

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### **The customer has overpaid their bill. Can I reverse the transaction?**

Yes, normal Lipa na MPESA reversal process will be used. If the customer has sufficient points, the customer can initiate another transaction and indicate the correct amount

### **What happens if a customer pays into my till/pay bill but has insufficient Bonga Points ?**

The customer transaction will only be completed successfully if they have sufficient points in their account

### **The customer want to pay with cash and Bonga , what do I do?**

This will be at your discretion. They can pay part in Bonga and part in cash if you allow

### **How can a customer check the number of points they need to pay for their bill?**

To check how many points, they will need to pay for their bill, ask the customer to dial \*126# select 'Lipa Na Bonga', then select 'Bonga'

Calculator'. They will be requested to put in the amount they want to pay. They will get a response showing the number of points they will need to pay for the bill.

### **How will a customer redeem my points at the till?**

To redeem their Bonga Points, ask the customer to simply dial \*126# and select "Lipa Na Bonga ". They will be asked to enter the Till No, the amount they want to pay and their service PIN.



### **How will a customer check how many Bonga points they have?**

To check their Bonga Points, ask the customer to simply dial \*126# and select "Check Bonga Balance". They will receive an SMS notification with details of their Bonga account balance.

### **Can a customer Transfer their Bonga points to another customer?**

Yes a customer can transfer their Bonga points. They simply dial \*126# and select "Transfer Bonga Points". They will be asked to input their Bonga pin to complete the transaction.

### **How does a customer change or reset their Bonga Pin?**

To change or reset the Bonga PIN simply dial \*126# and select Set or Change Bonga PIN and follow the prompts.

### **Are there any extra charges when they pay their bill using Bonga points?**

No, there are no extra charges. Only the Bonga Points value of the bill you are paying will be deducted from your Bonga balance when you redeem

### **Can I redeem my bonga points to purchase electricity token for another person?**

Yes you can. Once you insert the paybill number, the account number you choose can be of the other person



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**What is the minimum/maximum number of bonga points I need to redeem for electricity token?**

There is no maximum or minimum number of Bonga Points

**Which category of customers qualify to redeem bonga points for electricity token?**

Both PostPaid and Prepaid Customers

**Are customers charged less for electricity purchased through bonga points?**

No. The normal rate as published by EPRA applies



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**How long does it take to get electricity token once I redeem my bonga points?**

You will receive your token immediately

**How can I change or reset my Bonga Pin?**

Kindly contact 100 for Safaricom prepaid customers and 200 for Safaricom Postpaid Customers

**If I am a corporate client how do I access Bonga Points?**

Your organization needs to guide on this.

**Are there any extra charges when I pay my bill using my Bonga points?**

No, there are no extra charges



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