

Frequently ask questions

1. How do I get started or how do I activate the M-PAiSA service?
 - Visit all ATHK retail shops and roadshow for registration bring any available Identification Card.
2. What can I do with M-PAiSA service?
 - Deposit money, Withdraw, Transfer and Recharge your number and other parties' number.
3. Do I need to have a minimum amount in my account?
 - No ,maximum amount of \$10,000 only
4. Do I need to pay any services charges for having my M-PAiSA account?
 - For the time being No you can't.
5. I already have a bank account. Can I access it using my M-PAiSA account?
 - No
6. Can I use my recharge/airtime balance to top up my M-PAiSA account?
 - No,
7. Does M-PAiSA work across network?
 - No
8. What the difference between a registered M-PAiSA customer and an unregistered customer?
 - Registered customer can use M-PAiSA services.
 - Unregistered customer CAN'T except for withdrawal.
9. Where can I buy M-PAiSA value
 - At ATHKL authorised retail shops and Agent
10. What do I do in case I send money to a wrong number?
 - Contact or visit ATHKL retails shops immediately
11. Is it possible to recharge/top up unregistered users mobile number?
 - IMPOSSIBLE
12. Will I get promotional deals like double up and triple up on my recharge purchased through M-Paisa
 - Yes
13. What happen if I do not get sms from M-PAiSA confirming the transaction?
 - Contact ATHKL to resend sms
14. Does my M-PAISA secret PIN number expire?
 - No unless you forget.
15. What happen if I forget my secret pin?
 - Contact ATHKL or visit the nearby shops.
16. What happen if I lose my sim?
 - There will be no big deal just visit any ATHKL shop and request for sim maintain/sim replacement

17. Will my transactions limited to the agent outlet where I registered?

- It depends on the agent how much He/She can cater.

18. How safe is my money?

- 100% safe unless you expose your secret pin

19. How do I track the activity on my M-PAiSA account?

- Visit ATHKL shop

20. Where can I go for MPAiSA services?

- At any ATHKL retails shops and roadshow and authorized agency.