

Busara

Kids Banking App

Where kids learn to earn, save, spend and understand money.





Let us start with a question: **With the right money skills who could your child become?**

Busara is a Childrens' Banking App that allows kids to learn about money; learn how to correctly spend as well as to cultivate a savings culture through better understanding of money matters from a young age. It gives an exciting, secure and interactive digital banking experience to the children while maintaining parental oversight and control.

The parent is able to assign chores to the child on the App and once the task is successfully carried out cash is debited from the parents account and credited into the child's account as the reward for completing the task. The reward limit is set beforehand by the parent.

Busara Kids Banking App, a first of its kind in Kenya, empowers parents to be active in their child's money journey teaching them to love savings as much as the things they are saving for and see them actualize the goals they have set for themselves on the App. For parents it provides a chance to guide, for kids it provides a chance to grow as it enables children to develop a sense of autonomy in making financial decisions.

The children are also registered for a prepaid card which complements the Busara app, as a channel for accessing funds from their allocation in the app. This further strengthens their confidence and exposure to financial matters as they interact with payment systems.

By linking chores and tasks to digital payments and tying those payments to clear savings goals, the app turns everyday routines into a system that builds real money habits. The parent and child interaction on the app does not end with completion of chores.

The interaction around follow through on tasks and rewards is not a one-off lesson or a conversation that fades. It is a repeatable loop: perform a task, earn, choose to save or spend, and learn. Week after week, those small decisions compound into lasting financial discipline.

The parent and the child's customer journeys are detailed in this brochure.



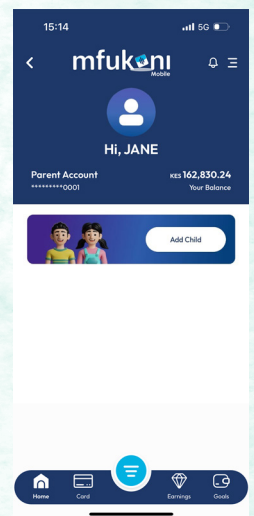
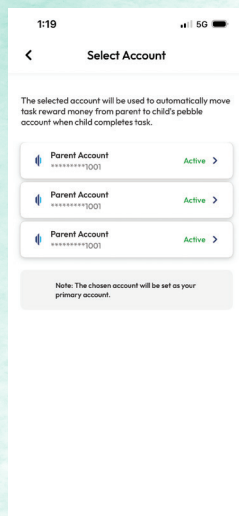
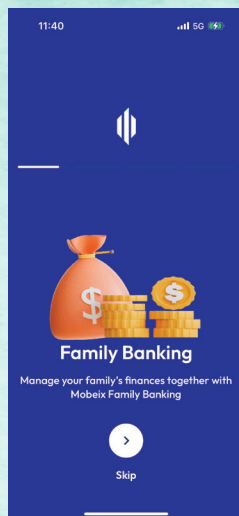
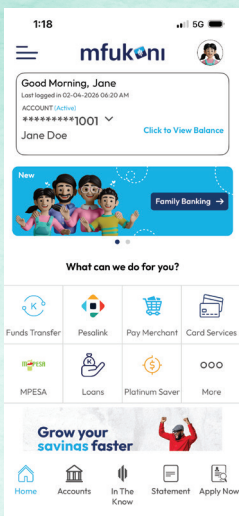
PARENT'S USER EXPERIENCE

The parent will need either an SBM Current Account or Savings Account with which payments will be made to the child's Busara App via Pebble Account. To open an account, visit any SBM branch, call your Relationship Manager or our 24 hour Contact Centre on 0709800000 for assistance. Then download Mfukoni App and sign up by following the self-registration steps or the bank representative can assist with the sign up.

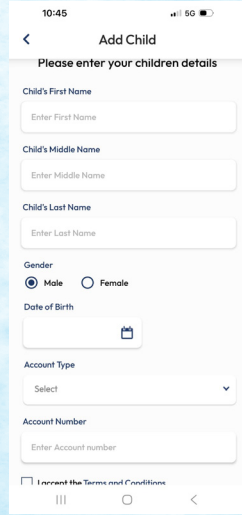
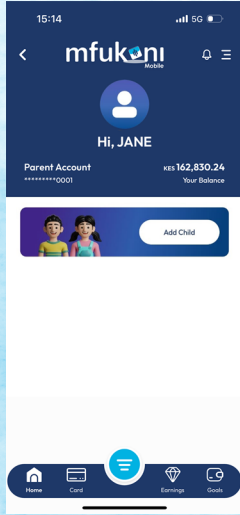
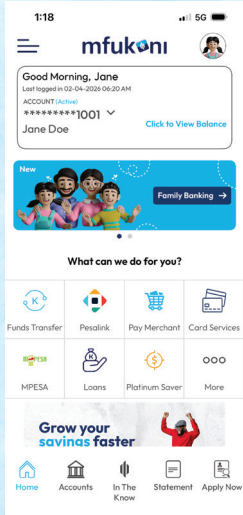
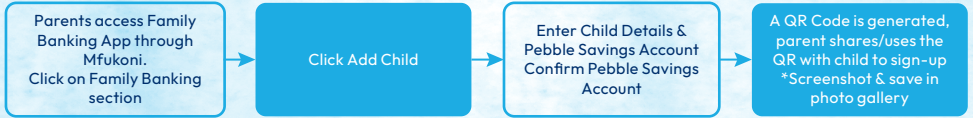
PARENT FUNCTIONALITIES

- Add children
- Link prepaid card to a child's profile
- View child's Pebble ACC statement & activities
- Assign / view / manage / approve tasks
- Create / view savings goals
- View child's earnings
- Manage transaction limits
- Manage child controls
- Approve transaction requests
- Transfer funds to child's account or prepaid card
- Manage the child's prepaid card & controls

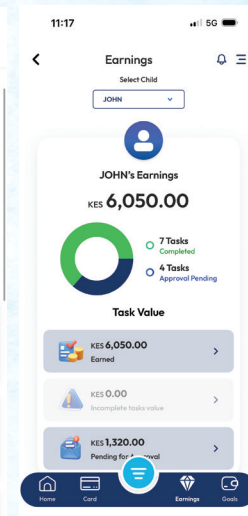
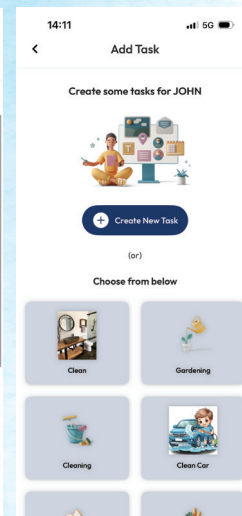
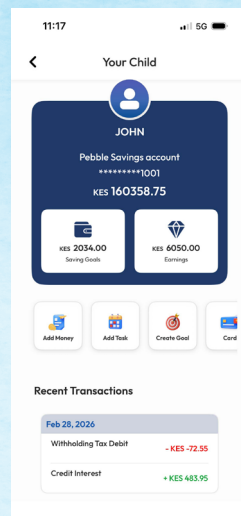
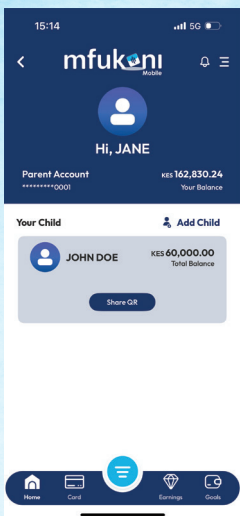
HOW TO GET ONBOARD AS A NEW CUSTOMER



HOW TO ENROLL A CHILD



SNAPSHOT OF PARENT'S INTERFACE ONCE ONBOARDED



CHILD'S USER EXPERIENCE

As a first step the child through the parent will need to open a Pebble Account which is the Account linked to Busara App for the child. This is the account that will hold the Money credited from the Parent's account. To open a Pebble Account, visit any SBM branch, call your Relationship Manager or our 24 hour Contact Centre on 0709800000 for assistance.

CHILD FUNCTIONALITIES

- View pebble acc bal and statements
- View, load and shop prepaid card
- Personalize app theme (4 options)
- Request money from parent
- View / update / submit assigned tasks
- View earnings
- Refer a friend

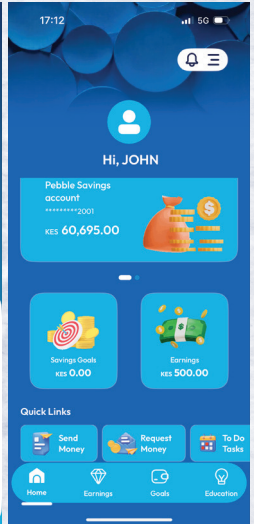
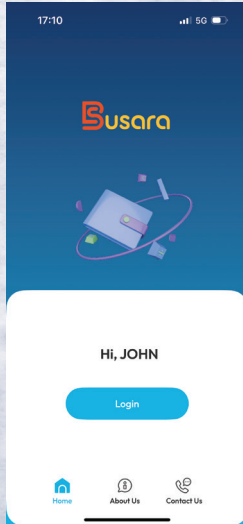
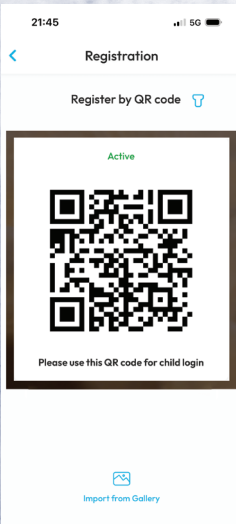
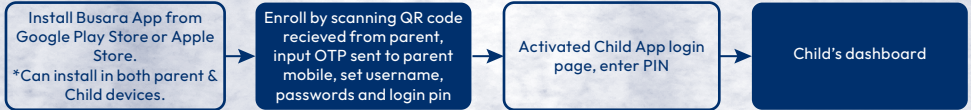
GOAL SAVINGS & MANAGEMENT

- Create goal
- Fund goal
- View & track goal
- Break or redeem goal
- Achieve goal - fund to reach target

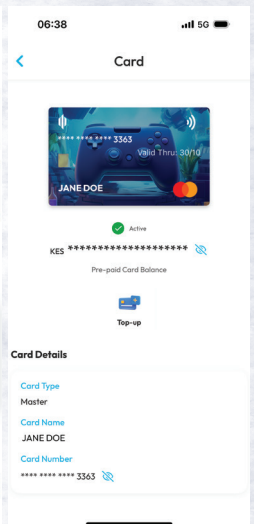
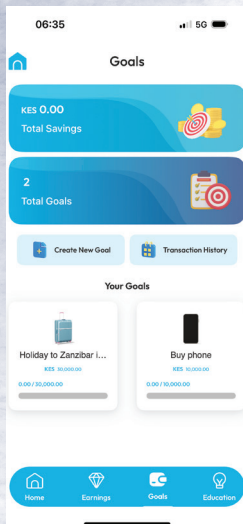
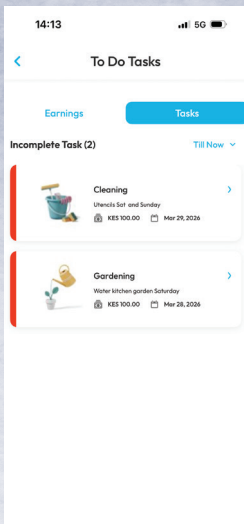
TRANSACTIONS (Restricted limits & with parent approval)

- Load prepaid card
- Internal transfer (within SBM)
- Other bank transfer (Pesalink)

HOW TO ACTIVATE BUSARA APP



SNAPSHOT OF CHILD'S INTERFACE ONCE ONBOARDED



BUSARA KIDS APP FAQs

- 1 Who is the Busara Kids Banking App for?**

All existing and new to bank SBM bank customers who are parents.
- 2 Does a parent and child have to open an SBM bank account to access Busara?**

Yes. The service requires a bank account. Pebble savings for children and transactional or Platinum saver for parent. Visit your nearest SBM branch for account opening.
- 3 How does one access the Family Banking Busara App?**

The parent accesses through Mfukoni mobile app whereas the child accesses through Busara kids app. These are available on both the Android & Iphone devices.
- 4 Can both parents enroll using their own SBM account to manage the same Busara child's account?**

Only one parent can enroll per child. The second parent will not be able to add the same child. The current solution is a one-to-one relationship. Future upgrades will provide capabilities for both parents to add and interact with the same child.
- 5 Can a parent attempt to add details for a child who doesn't belong to them?**

An error message "Dependent account not found" will be displayed. The app validates whether the parent-child relationship exists and prevents linking of non-related or invalid Pebble accounts.
- 6 Can a parent add a Prepaid card for the child?**

Yes. After onboarding a child, a parent can acquire & assign a prepaid card to a child provided the parent profile has an active SBM Multicurrency prepaid card issued by the bank. The parent can apply for a child prepaid card at the nearest SBM branch.
- 7 Can a parent control and set the child's transaction limits?**

Yes, a parent can set transfer and approval limits. The parent can control prepaid card spend limits using Mfukoni app. Transactions above the set limits will be submitted to the parent for approval.
- 8 Is the child required to have a personal device?**

No. The Busara child app can be installed onto the parent phone.
- 9 Can a child send money to unauthorized or unknown recipients?**

No. The parent is required to review and approve all the beneficiaries that the child creates. The Busara app will only process money transfers to beneficiaries approved by the parent.
- 10 How does the child earn Money from completing tasks?**

The parent logs into Mfukoni app > Family Banking> Add Task> Assign task to the child e.g. chores, projects, activities etc, define reward amount, due date.

Child logs into Busara app>To Do Task> View assigned task & details, perform tasks, update tasks and attach image evidence of completed tasks and submits to parent for review and approval

Parent will get an alert of the completed tasks, logs into Mfukoni> Pending Actions> Reviews Submitted tasks> Approves. Once approved, the reward money will be automatically deducted from the parents acc and credited into the child's pebble savings account. Child can view Earnings of completed tasks on the Busara App.


Scan for more FAQs or visit
<https://www.sbmbank.co.ke/faqs/category/busara-child-app>




**Download Busara App Today
and Experience Smart Banking
for the Next Generation**






Get 24/7 Customer Support:


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 : atyourservice@smbank.co.ke

 : 0709 800000 or 0730 175000

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