

SLYDEPAY DISCONTINUATION FAQs

1. When will my Slydepay app stop working?

Answer: 31st May 2023

2. What can I do with Slydepay in the interim?

Answer: You can still use Slydepay to send money to bank accounts, mobile money etc.

3. How do I transfer my funds from the Slydepay wallet to my Stanbic account? Or can I transfer my funds to the Stanbic account?

Answer: You can move the funds from the Slydepay wallet to your bank account.

To move your funds from Slydepay to Stanbic bank account, click on Send Money, select Stanbic bank account, enter the account details and follow prompts.

4. How do I make payments using my Stanbic account

Answer: Register for online banking if you don't use Internet banking.

If you are an existing user, login to Internet banking, select Pay & Transfer, select Instant Payment and follow prompts.

Reach out to the Stanbic Contact Centre for more details on how to use the Stanbic digital platforms – 0302815789

5. What happens to my money/funds when Slydepay shuts down?

Your funds will be held in a temporarily account with Stanbic bank if you are not able to use all the funds before Slydepay shuts down. You will be engaged to provide your bank account details for funds to be transferred to that account.

6. How do I access my funds after the shut down? Where would funds in my account go after that date?

Your funds will be held with Stanbic bank once Slydepay shuts down. You will be required to provide your bank account details to be credited with your available funds on Slydepay wallet. You will be required to reach out to our Customer Contact Centre. Customers are advised to spend all funds on Slydepay before 31st May, 2023.

7. What is Kowri?

Kowri is a mobile payment app developed by DreamOval Limited.

8. How do I sign up for Kowri?

Answer: Go to Appstore or Playstore and download the Kowri app.

9. Is Kowri owned by Stanbic bank?

No, Kowri is owned and managed by DreamOval.

10. How do I contact Kowri.

Answer: The website www.kowri.app has a link to call Kowri customer service. Click on it and place a call straight to the Kowri call centre.

