Kindly help in filling out the questionnaire and provide feedback **ASAP** to aid APP/USSD development.

**1. General Project Understanding**

- What is the main purpose of the app and USSD service?

To connect people with merry go round financial boost with no one keeping the hard cash. But every person has to pay 10 bob a month for the service.

- Who is the target audience for this app/USSD service (e.g., members of the chama, general users)

1. Low income families

2. People who have poor savings habits

3.young people

4. People who earn cash on a daily basis

- Are there any specific pain points or problems you're trying to solve with this app/USSD?

1. Accountability

2. Economical social interactions

3. Improve the credit score of people

4. Increase cash flow

**2. Features and Functionalities**

- What features do you want in the app? (e.g., user registration, payment, notifications, account management, etc.)

1. REGISTER

2. PAYMENT MODE

3.ACCOUNT

4. CREATE A CHAMA GROUP

5. LOOK FOR CHAMA GROUP

6. MY FINANCIAL DATA

- What functionalities do you expect from the USSD service? (e.g., member registration, contribution tracking, balance inquiry, etc.)

OF COURSE YES

- Should the app and USSD have any unique features that are specific to your chama or business operations?

SHOULD BE THE SAME

**3. User Experience**

- Do you have any preferences for the app’s design and user interface? (e.g., color schemes, logo, simplicity, etc.)

M-CHAMA with Kenyan flag schemes

- How should the USSD menu be structured? What would the ideal flow look like for your users?

1.ENGLISH/SWAHILI

2.ABOUT

3.REGISTER

4.CREATE CHAMA

5. SEARCH FOR CHAMA BASED ON MY MPESA HISTORY

6. FINANCIAL DATA

- What kind of messages or confirmations should users see when they interact with the USSD (e.g., confirmation messages, error handling)? Example Thank you for Joining XYZ Chama. Error example, Wrong Password, kindly re-enter.

**4. Data and Payment Handling**

- How will users contribute or make payments? (e.g., mobile money like MPESA, bank transfers, card payments)

MPESA

BANK

- Do you need to track member contributions or transaction history in real time?

YES

- Will the app or USSD need to generate reports for users (e.g., monthly contribution summaries)?

YES BUT IN HISTORY FORM BECAUSE THERE IS MPESA, AIRTEL MONEY STATEMENTS

**5. Technology and Integration**

- Which mobile platforms should the app be available on? (e.g., Android, iOS, or both)

BOTH

- Do you already have a telecom partner for the USSD service, or do we need to set one up? (e.g., Safaricom, Twilio API,)

WORKING ON IT

- Do you need any third-party integrations (e.g., payment gateways, messaging services, databases)?

YES

**6. Security and Privacy**

- What kind of data will be collected from users, and how should this data be secured? eg. Phone numbers, ID card details, etc.

- Are there specific privacy or security requirements you want to adhere to (e.g., GDPR compliance)?

- Should there be user authentication (e.g., PIN, password) for accessing the app and USSD services?

YES

**7. Maintenance and Support**

- How frequently do you expect to update the app and USSD service?

- Who will handle ongoing technical support and maintenance? Do you have an internal team or need external support?

- Will you need an admin portal to manage user data, track contributions, or send notifications?

**8. Budget and Timeline**

- What is your budget for developing both the app and the USSD service?

- Do you have a deadline or expected timeframe for when the app and USSD service should be live?

NONE