



In order to withdraw funds from your Moneybookers (Skrill) account, follow the following procedure. Note that your Moneybookers (Skrill) account **has to be verified** for this to work.

Procedure

1. Go to this website: <http://chuchihosting.com>.
2. The penguin icons represent various values of money. Choose the icon (or set of icons) which gives you the value closest to the amount you wish to withdraw. Note that you can also change the quantity of items. If for instance you wish to withdraw USD 34, you can pick the penguin icon labeled Poa – Plan valued at USD 17, indicate Quantity as 2 before adding to basket.
3. Once you achieve the desired value, click on View Basket, then continue with the rest of the Checkout process as prompted by the system. At some point, you will be requested to register for a new account. This should take about one minute and then you can continue with the checkout process as prompted by the system.
4. When you reach the Payment page, choose **Moneybookers** as your preferred mode.
5. You will be directed to Moneybookers, login to your account and complete the transaction.
6. Your ePAY account will be credited with the amount withdrawn from Moneybookers less 8%+USD 1.5, being the Deposit Fee.
7. An email will be sent to you notifying you of the transaction status. If status is Complete, you may login to your ePAY-KENYA account to withdraw.
8. Note that we charge a flat withdrawal fee of USD 3 irrespective of the amount withdrawn via Mpesa.

Prerequisite Conditions

9. Visit <https://epay-kenya.com> and open a FREE account. Ensure that your profile details are similar to the ones used to open Chuchi Hosting Account and that the names used are the same as the ones appearing on your identification documents (see below).
10. Your ePAY account has to be verified before you can transact. Forward scanned copies of your Identification documents. We accept your national ID (both sides) or your Passport. For companies, we accept Company incorporation certificate, PIN certificate and an ID/Passport copy of one of the Directors.
11. Ordinarily, transactions will be completed within 30 minutes.
12. Payments and Approvals are only made between **8.am - 10pm, from Monday to Saturday**.

In case of any further queries, do not hesitate to contact us.

ePAY-KENYA Support Team
support@epay-kenya.com.