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Enjoy simple and seamless mobile banking wherever you are with our digital and mobile banking solutions:

[Equity Mobile App](#)[USSD *247#](#)[Equitel STK](#)[FAQs](#)

Equity Mobile App

Equity Mobile App is a new mobile banking app that replaces the old EazzyBanking App. The app is simple and easy to use and offers you a new-age digital user experience.

It enables you access to your funds, build your savings, get instant loans, facilitate efficient funds transfer, bill payments to pay for goods and services and much more.

Great Features of the new Equity Mobile App

1. Open a Bank Account instantly
2. Manage Personal Finances
 - Self-registration for mobile banking services
 - View and Download Account statement
 - Send Money to own accounts
 - Send Money to other Equity Accounts
 - Send money to other banks real time
 - Send Money to Mobile wallets (Mpesa, Airtel Money, T-Kash)
 - Download Transaction receipt & Statements
 - Buy Airtime and data for Equitel, Safaricom, Airtel and Telkom lines
3. Pay bills
 - Pay your bills (Water,,DSTV,ZUKU, Kenya Power, School fees, Government services, Utilities etc)
 - Buy goods and services (Pay with Equity)
4. Managing your Card Services
 - Stop your card
 - Pay your credit card bills
5. Access Loan Services- Get a loan, Pay a loan, check limit & loan status

With the new app, you enjoy

- Enhanced security – The new app is very secure.
- Convenience – Customers can access all digital financial services in one super platform.
- Improved user experience – shorter customer journey, quick access to menus, self service functions
- Real time Money Transfer- Transaction performed on the App are Realtime.
- Self-service facilitation- The app offers self-services e.g., block your card
- More detailed mini statement –Access an expanded mini statement with 20 transactions.
- Ability filter transactions- Filter your statement and narrow down to a specific transaction using either: Date, Amount, Transaction type, Transaction Value
- Expand individual transaction details –select a specific transaction on the mini statement expand to display more details e.g., beneficiary name, Number etc.
- Statement downloads – Ability to instantly download your bank account statement.
- Transaction receipts –download transaction receipts and share them with their beneficiaries as payment evidence e.g., payment to a school, rent and others.
- Ability to top-up a card – load a pre-paid card directly from their bank account.

Getting started with Equity Mobile App

1. Download the Equity Mobile Application from **Play store** or **App store**.
2. For active customers:
 - Download the app & click register.
 - Log in with your Eazzybanking App credentials.
 - You will immediately be required to update your password details - A prompt on how to update your log in credentials will appear on the screen to guide you.
3. For inactive or dormant customers:
 - Download the app & click register.
 - Select “Already an Equity Bank Member”
 - Fill in the details & complete the registration process.
4. New to bank customers
 - Download the app & click register.
 - Create your profile & open an account.



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Why you should use USSD *247#

1. Easy to register & access. Simply dial *247 #.
2. Freedom to access mobile banking services from the Telco of your choice.
3. Enhanced and easy customer experience/ journey
4. Access a wide array of banking services
5. Doesn't need data to access.
6. Affordable: at Kshs 1 per session

Getting started with USSD *247#

Customers can self on board the service by simply dialing *247# and following the prompts.

- Account Management – view your account and statements
- Buy airtime for your line or other numbers
- Send money to your own Equity account, other Equity accounts, other banks or mobile wallet.
- Paybill to your favorite or popular billers
- Buy goods and services
- Apply for and manage your loans easily
- Buy Equitel bundles
- Withdraw cash from Agent or ATM
- Customize your SIM STK settings

Equitel STK

Equitel SIM Tool KIT (STK) is a platform that offers you tools to make your life easier. These tools are designed to give you freedom, choice and control. Get all your banking services and manage your money with ease. Send money, pay bills, pay for goods & services. You can also apply for instant loans on your phone.

Equitel Features

1. My Money Services-Manage your money and banking services with incredible ease directly from your mobile phone.
 - Send money -Send Money to other Mobile Wallets, send money to an Equity account or other banks, withdraw Cash from an Agent or ATM
 - Loans -Apply for an Eazzy Loan, Eazzy Loan plus or Simu Loan, Check your loan limit.
 - Pay with Equity: Pay bills, Pay for goods and services.
 - Insurance – Access Riziki insurance cover
2. My phone Services. – You can call, text and browse the internet using your Equitel line.
 - Make & receive calls.
 - Purchase Airtime and bundles
 - Borrow Airtime
 - Share Airtime
 - Equitel self service
3. My Life -Access informative content right on your phone. We work with industry experts to ensure you can access a variety of up-to-date content intended to broaden your knowledge to address your everyday needs and therefore boost the quality of life.
 - Agriculture
 - Education & Learning
 - Energy & Environment
 - Entrepreneurship & jobs
 - Grow your money.
 - Healthy living
 - News & entertainment

Why choose Equitel

- Freedom, choice and control of your money and phone.
- Simply your bank on your phone

Getting started with Equitel STK

Get an Equitel line from any Equity branch near you and register. Afterwards click on the SIM TOOL KIT menu select and enjoy the service.

More info on Mobile Banking

For charges applicable to this product/service, refer to the [tariff guide](#) available on this [link](#).



3. Active Mobile Phone Number

Potential Risks

- Do not access the channels via public Wi-Fi
- To safeguard funds in your account, do not share your account details with anyone posing as Equity staff asking for your account information.
- If you suspect your account information has been compromised, please communicate to the bank immediately.

- feedback and issue you with a reference number.
- We will acknowledge you feedback within 48hours.
 - If we cannot resolve the complaint immediately, we will advise on the next cause of action and when to expect feedback from us.
 - We will endeavor to resolve the complaint within 7 working days. However, should we require more time to it, we will keep you updated with progress every 7 days until the complaint is resolved.
 - Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms



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GET IN TOUCH

+254 763 000 000
info@equitybank.co.ke
Talk to Us
Speakup

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ABOUT EQUITY

Who we are
Partner with us
Investor Relations
Newsroom
Equity Virtual Assistant
Diaspora Referral Agents
Privacy Notice

BANKING HOURS

Mon-Fri 8am to 4.30pm
Saturdays 8am to 12pm
Closed on Sundays
Closed on Public holidays