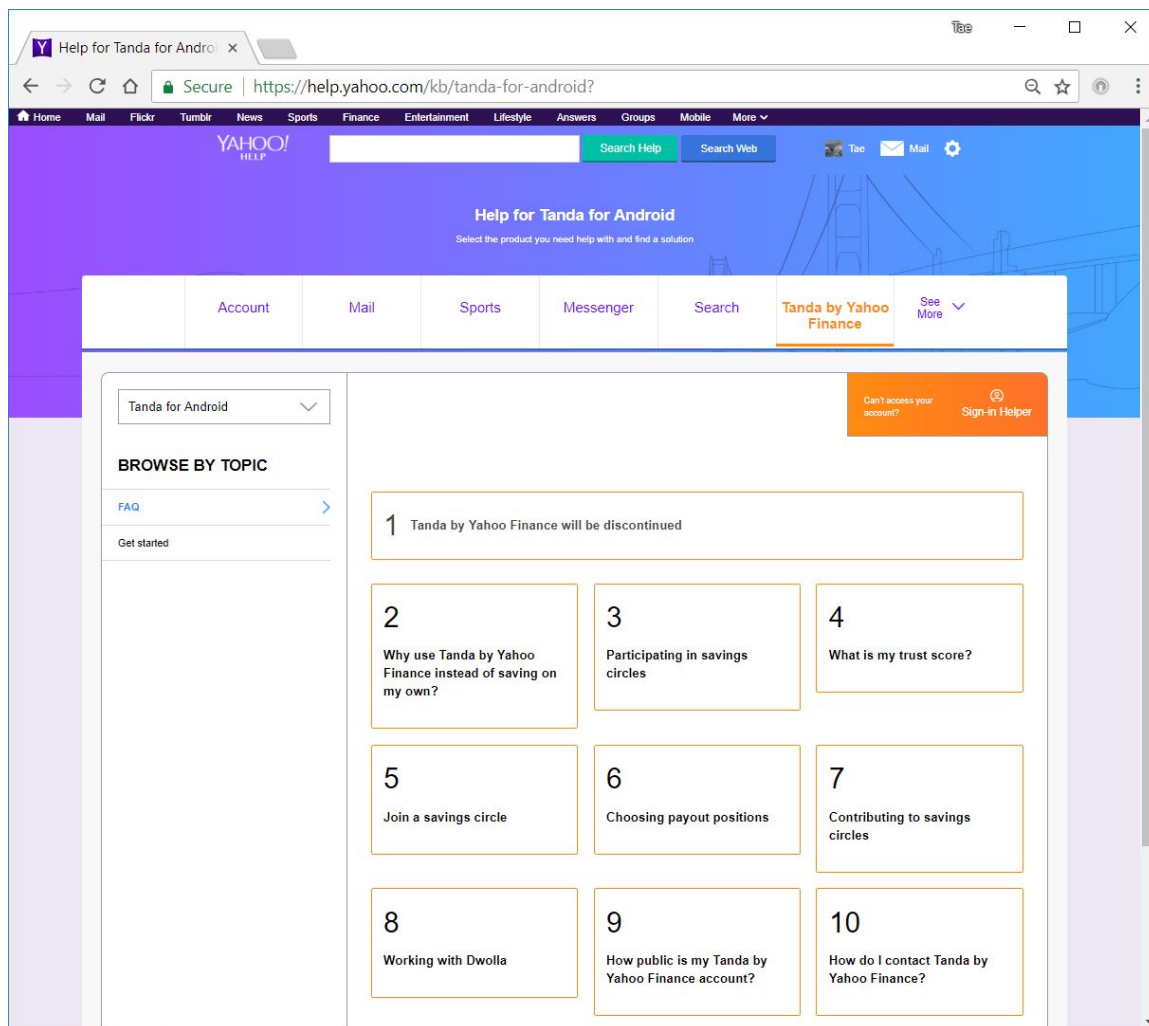


# Tanda by Yahoo Finance: Help Articles

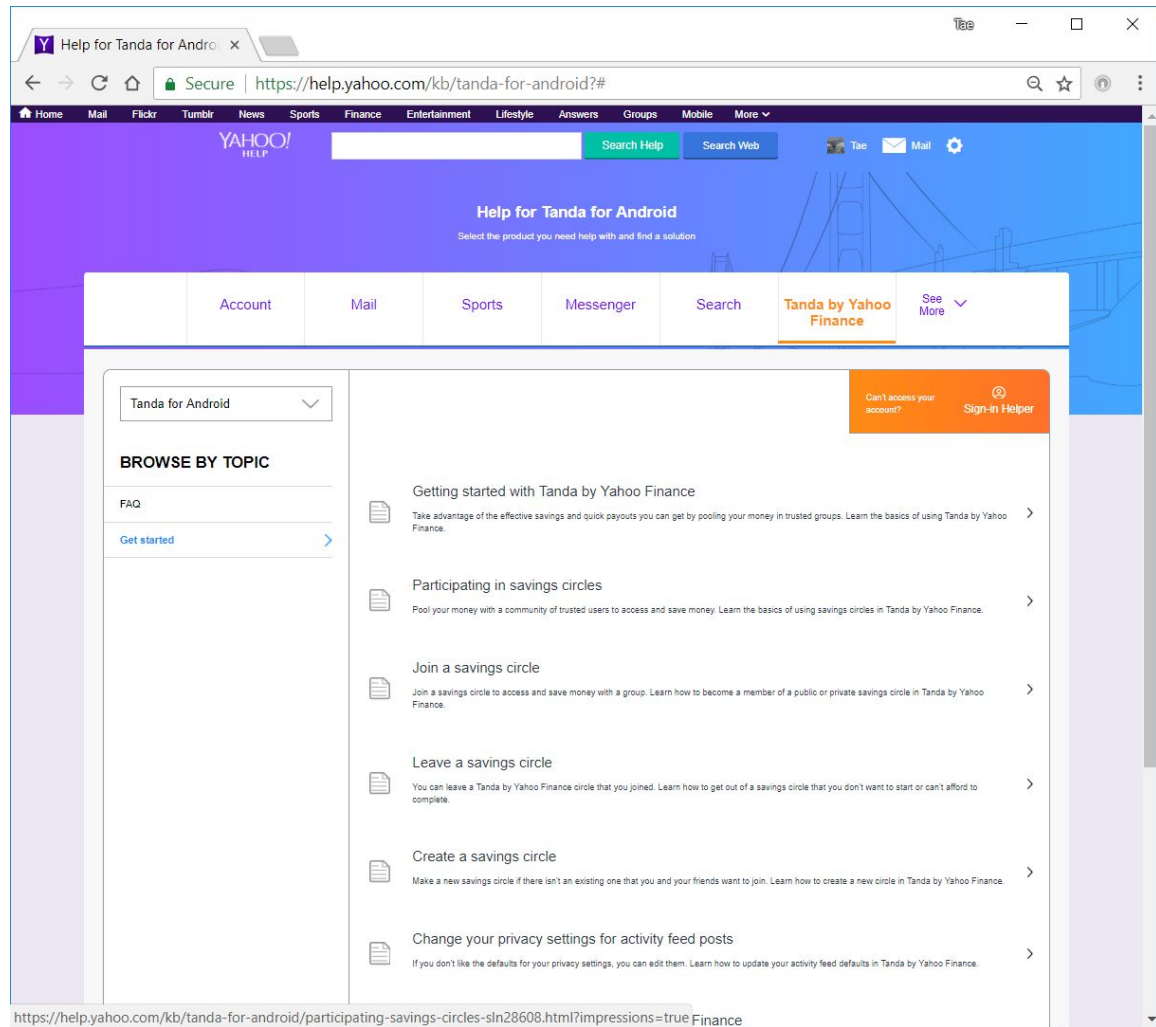
Launch: 1/2018

Discontinued: 5/2018

Help Product Launch Page: FAQ



Help Product Launch Page: Getting Started



<https://help.yahoo.com/kb/tanda-for-android/participating-savings-circles-sln28608.html?impressions=true>

## Getting started with Tanda by Yahoo Finance

Tanda by Yahoo Finance is the mobile app version of a centuries old practice of collaborative savings, known as a saving circle, money pool, or a tanda—in Latin America. In a saving circle, a small group of people come together to save money. The group decides how much and how often they contribute. Each time the group contributes, one person from the group gets the entire pot (payout). This repeats until everyone in the group has had one payout.

The Tanda app works in very much the same way as a traditional saving circle.

1. After creating your account and linking it to a bank account, [search for a savings circle to join](#), or create your own based on the app options.
2. [Select your payout position](#) within the circle, which determines when you get to withdraw your savings from the group instead of contributing.
3. [Make your scheduled savings contributions](#) to the group.
4. Take your payout when it's your turn.
5. The circle ends when everyone in the group has had a turn getting the payout.

6. [As you participate in savings circles](#), you [build your trust score](#), unlocking access to higher value circles and earlier payouts.

### How do I get a Tanda account?

The first time you run the Tanda app, you are guided through the process of creating an account and linking it to a bank account. If you skip any steps, you can go back and do them later.

### What do I need to join the Tanda community?

To use the Tanda app to participate in savings circles, you must:

- Be at least 18 years old
- Link your Tanda account to a verified U.S. bank account
- Provide verification of your identity through our partner Dwolla

During linking and verification, you create a [Dwolla account and are subject to their terms of service and privacy policy](#).

### Does Tanda by Yahoo Finance charge fees or give rewards?

To offer a trusted community of savers, we collect a fee from the first two positions in every savings circle. It's deducted from the payout amount, rather than paid up front, and there are currently no other fees. There's a reward for the last position of a savings circle. [Depending on your trust score](#), you [choose your payout position](#) when you join a circle.

#### Fees for early payout positions

First Position: 8% of payout

Second Position: 7% of payout

#### Reward for last payout position

Last position: 2% reward

**For example** - in a savings circle with a \$500 payout:

- The first person to take the payout pays a \$40 fee and gets \$460.
- The second person pays a \$40 fee and gets \$460.
- The last person to take the payout gets \$510.
- Everyone else gets the standard payout of \$500.

### Does using the Tanda app have any effect on my credit rating?

No. Using Tanda by Yahoo Finance does not impact your credit in any way.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/tanda-yahoo-finance-saving-sln28607.html?impressions=true>

## Why use Tanda by Yahoo Finance instead of saving on my own?

- **Reach your goals** - according to the National Bureau of Economic Research, [saving in groups can be more effective than saving on your own](#).
- **Savings flexibility** - early positions in savings circles allow quicker access to your savings, giving you the flexibility to manage life's curveballs.
- **Peace of mind** - If someone in your circle stops contributing, the Tanda app steps in and makes their contributions.
- **Be rewarded** - as you successfully participate in Tanda saving circles, you are rewarded with access to larger saving circles, up to \$2,000!

- **It's automated** - your savings contributions and payouts are automatically debited and credited from your linked bank account.
- **A community of trust** - everyone who participates in a Tanda saving circle must link a US bank account and undergo an identity verification process. These [processes are done by our partner Dwolla](#).

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/participating-savings-circles-sln28608.html?impressionns=true>

## Participating in savings circles

Participate in savings circles that allow you to access and save money by pooling your money with others. Tanda by Yahoo Finance makes it quick, easy, and secure to use.

- In the Tanda app, circles can have either 5 or 9 members.
- You can [join or create circles](#) depending on your savings limit.
- Public circles are visible and available to any Yahoo account holder.
- Private circles are only available by invitation from their creator and invitees.
- Any time before it's full, you can change your mind and [leave a savings circle](#).
- A savings circle ends when everyone in the group has taken a turn receiving their payout.

### How long does a Tanda savings circle last?

The duration of a circle is set by the creator and agreed upon by joining members. A circle starts with contributions and one payout and ends when everyone has received one payout.

For example, a 5-member circle with a \$500 payout that makes monthly transfers lasts 4 months. At the beginning of the savings circle, 4 members each contribute \$125 and one member gets a payout of \$500. This continues monthly the next 4 months until every member has contributed a total of \$500 and received a payout of \$500. The members in the [first two positions pay a fee and the member in the last position gets a reward](#).

### Can I join more than one savings circle at a time?

You can join as many circles as your savings limit allows. You increase your savings limit by successfully completing savings circles to [build up your trust score](#).

For example, if your savings limit is \$1000, you can join one circle with a \$1000 payout, two circles with a \$500 payout, or any combination adding up to \$1000 or less.

### How much can I contribute and receive in a circle?

Savings circles range widely from \$250 up to \$2000. The ones you can join depend on your savings limit and trust score.

When you first join, the maximum amount you can contribute and receive is \$250.

Participate successfully in savings circles to [increase your trust score](#), which in turn gives you access to higher value savings circles and earlier payout positions.

### Do I need existing member approval to join a circle?

No. Members don't approve who can join a public savings circle. However, to [join a private savings circle](#), you need to be invited.

### What happens to my circle if open spots aren't filled?

Your circle has 7 days to fill after it has been created. If it doesn't have enough participants within 7 days, it can't become active and is dissolved. Your savings limit returns to its previous amount, and you can join or create another circle.

### Can I create my own savings circle with the Tanda app?

You can [create both private or public savings circles](#) depending on your trust score.

### How do I invite people to positions in the circles I'm in?

If you want to fill open circle positions, invite your friends to join. After joining a circle, tap **Invite friends** located on the circle page to share it with others.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/trust-score-sln28579.html?impressions=true>

## What is my trust score?

The trust score is an in-app scoring system that Tanda by Yahoo Finance uses to determine which savings circles and payout positions are available to you.

### How is my trust score determined?

Everyone's trust score is calculated in the same way. Here's how it works:

- Each on-time contribution increases your score by 1 point.
- Each late contribution decreases your score by 3 points.
- Each missing contribution decreases your score by 20 points.

For more information on late and missing contributions, [see "Contributing to savings circles."](#)

### How often is my trust score updated?

Your trust score is updated after each savings circle contribution.

### What can others users see about my trust score?

Your trust score is publicly available for any Yahoo account holder running the Tanda app. Others can only view your trust score, but not your contribution history in the app. Only you can see how many on-time, late, or missing contributions you've made.

### What decisions are made based on my trust score?

Your trust score is used by the Tanda app to determine your savings circle limit and position access. The higher your score, the higher payout savings circles you can join and the earlier positions you can take. Don't worry, other users can't use your trust score to determine your access to a savings circle or position in the savings circle.

Was this article helpful?


<https://help.yahoo.com/kb/tanda-for-android/join-savings-circle-sln28609.html?impressions=true>

## Join a savings circle

Join a savings circle to access and save money by pooling your resources with other members in Tanda by Yahoo Finance. You can join as many public or private savings circles depending on your savings limit (as determined by your trust score).

### *Join a public savings circle*

You can join any public circle depending on your trust score.

1. Tap the **Search icon** .
2. Tap a savings circle that catches your interest
3. Swipe left or right on the position card to switch the payout date.
4. Tap **Join** to choose the payout position and join the circle.

## Join a private savings circle

You need an invitation from a member of a private circle to join it.

1. From an email, text, or other invitation, tap the Tanda link.
2. On the circle page, check its settings and decide if you want to join.
3. Swipe left or right on the position card to switch the payout date.
4. Tap **Join** to choose the payout position and join the circle.

After joining, tap **Invite friends** on the circle page to share your circle with others.

Was this article helpful?

[https://help.yahoo.com/kb/tanda-for-android/choosing-payout-positions-sln28610.html?impression\\_s=true](https://help.yahoo.com/kb/tanda-for-android/choosing-payout-positions-sln28610.html?impression_s=true)

## Choosing payout positions

Payout positions determine the order that members withdraw their savings from a circle in Tanda by Yahoo Finance. When you're browsing circles, you [join a circle](#) by choosing an open position. Your trust score determines what positions are locked from you. As you [build your trust score](#) over time, you unlock earlier positions to join.

If you choose the last open the position, the saving circle starts immediately and money transfers are initiated from everyone's linked bank accounts.

**Choose your position to join a circle based on the following:**

**Early positions:** Need your savings soon? Take the total payout early and [contribute your savings](#) over the remainder of the circle period. A [fee is deducted from the first two positions](#).

**Middle positions:** Receive your payout in the middle of the rotation. You contribute part of your savings, get your payout, and contribute the rest later. There aren't any fees and they are a great way to plan for an upcoming expense.

**Late position:** Contribute to your circle, then collect your payout savings at the end of the rotation. In the last position, you earn a reward for being patient.

**All positions** are on a first-come, first-served basis, depending on your trust score.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/contributing-savings-circles-sln28611.html?impressions=true>

## Contributing to savings circles

All contributions and payouts are automatically processed. Before you can [participate in a saving circle](#), you must link your bank account (which is subject to account verification by our partner, Dwolla) to your Tanda by Yahoo Finance account. Your contributions and payouts are automatically debited from and credited to your linked bank account.

- You may only make transactions on your Tanda account using your linked bank account.
- You only contribute or get a payout when your circle starts and then according to its schedule.

- All funds transfers made in connection with the Tanda app are [facilitated, powered, and/or offered by our partner, Dwolla](#) and its financial institution partner(s), and are governed by the [Dwolla Terms of Service](#).

Enable notifications to get reminders about upcoming contributions or review this information in your circle payout schedule.

### **How often do I contribute?**

How often you contribute depends on the individual circle. Browse and [join a circle](#) that has a schedule that works best for you. Contributions are generally due once a month or every two weeks.

### **Why was my contribution unsuccessful?**

A contribution might fail due to a number of reasons such as insufficient funds or a change to your bank account. If the first attempt at a contribution fails, a second attempt is made on the following business day.

If the second attempt at a contribution is not successful, check your bank account to make sure you have sufficient funds or ask your bank if any changes were made. After the second attempt at making a contribution, no further attempts are made, and your contribution is considered missing. For more information on late and missing contributions, please see "What happens if my contribution is late?" below.

### **What happens if my contribution is late?**

You get an email notification if your full contribution amount cannot be debited from your linked bank account on the date your contribution is due, and your contribution is considered late. Each late contribution decreases your trust score by 3 points.

If your contribution cannot be debited from your linked account on the day that your contribution is due, a second attempt to debit your contribution from your linked account is made on the following business day. Your contribution is only considered missing if your contribution is not made after this second attempt.

Members who miss a contribution lose 20 points from their trust score, are removed from the circle, and have their Tanda by Yahoo Finance account suspended.

### **What if someone in my circle stops contributing?**

There's no need to worry. Users who stop making their contributions are removed from your circle. Tanda by Yahoo Finance steps in as a member of the savings circle, covers their contributions, and receives their payouts. Your payouts and contributions are not affected.

### **How do I leave a circle if I can't participate anymore?**

Fellow members are counting on you, so we hope you stick with your circle.

However, if you must leave a savings circle that has started payments, you can make a request by using [Leave Circle in Settings](#). If you leave a savings circle before making all of your contributions, your unpaid contributions are considered missing, your trust score decreases by 20 points, and your account is suspended.

### **I had to leave a circle before payout. Do I get my money back?**

If you have not yet received your payout, your contributions are automatically refunded.

### **How long does it take to process my contributions and payouts?**

Contributions into your savings circle can take 2-3 business days past the scheduled due date to be withdrawn from your linked bank account. Payouts from a savings circle are deposited into your account in 1-2 business days.

You must have sufficient funds in your account on the scheduled due dates to start the contribution payment processes.

### **I have a question about one of my transactions. Who do I contact?**

If you have a question about a transaction, tap [Send Feedback on the Settings page](#) and let us know how we can help.



Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/working-dwolla-sln28612.html?impressions=true>

## Working with Dwolla

We have partnered with a company called Dwolla, Inc. to perform certain services for the Tanda by Yahoo Finance app. With the information that you provide, Dwolla verifies your identity and bank account information.

Dwolla's software platform transfers funds for the Tanda app. To perform these money transfer services, Dwolla has partnered with financial institutions, as further described below and [addressed in Dwolla's Terms of Service](#). All funds transfer services are facilitated by Dwolla and its financial institution partners, and all identity and bank account verification is performed by Dwolla.

### Can I close my Dwolla account?

You may close your Dwolla account by contacting them at [support@dwolla.com](mailto:support@dwolla.com) or 1-888-289-8744.

### How is my bank information used?

Dwolla needs your bank information to link your bank account to a pooled holding account at one of their financial institution partners. Dwolla's financial institution partner holds your funds and performs all funds transfers.

Yahoo does not and has no responsibility to perform the funds transfers, and Yahoo does not receive, hold, or transmit your funds or the funds of a savings circle except to the extent that Yahoo steps in as a member of a savings circle, in which Yahoo receives payouts in accordance with that savings circle. Your bank account information is only used to confirm that you have sufficient funds in your account to join a savings circle, to make automatic contributions to and to receive payouts from your savings circles.

### How does Dwolla protect my data?

Yahoo takes the security of your data very seriously. You can [learn more about Dwolla's security practices at their website](#).

### Why do I need to provide a photo ID?

Sometimes Dwolla needs some extra information to verify your identity, usually when you've recently changed your address or legal name. You may be required to take a picture of an unexpired state issued photo ID or driver's license and upload the picture as directed in the Tanda app to finish setting up your account.

### Why must I provide the last four digits of my social security number?

The last four digits of your social security number are used in Dwolla's identity verification process. In some cases, Dwolla may need your full social security number to verify your ID. It is important that all users' identities are verified to build a community of trusted savers. Neither Yahoo nor Dwolla checks your credit.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/public-tanda-yahoo-finance-account-sln28613.html?impressions=true>

## How public is my Tanda by Yahoo Finance account?

For the following FAQs, you need to know that there are 2 types of users who can run the Tanda app after installation:

- **Yahoo account holders** - all users with a valid Yahoo account (includes Tanda members).



- **Tanda members** - Yahoo account holders who've gone through Tanda registration, including bank account linkage and identity verification, so that they can join savings circles.

#### [What's visible about me in the app?](#)

When you create and use an account on the Tanda app, the following data is publicly available to Yahoo account holders:

- Your Tanda profile, which includes your Tanda user name (first name and last initial), when you joined the app, and avatar
- Your Tanda trust score
- Public circles you've joined
- Your chat messages in public circles
- What you choose to share to the activity feed under the "Everyone" setting
- Automated posts to your activity feed, which are:
  - Public circles you've joined
  - Public circles you've left
  - Public circles you've created

#### [Who can see my activity in the app?](#)

Yahoo account holders can view your Tanda activity unless you take action to change your privacy settings (please see "Can I edit my activity feed privacy setting?"). The information that's available for them to view is:

- Your Tanda profile
- Your Tanda trust score
- Public circles you're currently in
- Public circles you've joined and completed in the past
- What you choose to share to the activity feed with the "Everyone" setting
- Automated posts to your activity feed, which are:
  - Public circles you joined
  - Public circles that you left
  - Public circles you've created

#### [What is the automated activity feed?](#)

These are automated posts to the activity feed that posts data about some of your actions on in the Tanda app, including:

- Public circles you joined
- Public circles that you left
- Public circles you've created
- Additionally, what you choose to share to the activity feed with the "Everyone" setting

You can limit visibility of these settings to only your circles through the privacy settings

#### [What's visible about me in public circles?](#)

A public circle is one that is available for any Tanda member to view and join if they qualify. See "What's visible about me in the app?" for information about what others can see.

#### [What's visible about me in private circles?](#)

A private circle is one that only users with an invite link can view and join if they qualify. Private circles do not appear in the circle search results page. When you are in a private circle, only those in that circle with you can see the following activities in your private activity feed:

- Private circles you joined
- Private circles that you left
- Private circles you've created
- When you choose to share to the activity feed under the "My circles only" setting

#### [Can I edit my activity feed privacy settings?](#)

Yes. You can [change your default settings for your posts, as well as Tanda automated posts to the activity feed](#). These settings are not retroactive; they only affect posts moving forward.

#### [What's my default activity feed privacy setting?](#)

The default privacy settings for activity feed data is "Everyone". This activity feed data is publicly available to all Yahoo account holders in the Tanda app.

You can change the settings of the posts you make from "Everyone" to "My Circles" when you are posting to the activity feed.

#### [How can I edit or delete my activity feed posts?](#)

If you don't want them visible to anyone, you can [remove your posts from the activity feed](#). You can only delete your own posts.

You cannot delete the automated activity feed posts. However, you can [change your privacy settings](#) from the default of "Everyone" to "My Circles". You can also [delete your Yahoo account](#) which deletes the automated activity feed posts.

#### [What does "Share to everyone" actually mean?](#)

When you post to the activity feed you have the option of sharing your post publicly with "Everyone" or only those with you in active circles (My Network). When "Share to everyone" is selected, all Yahoo account holders in the Tanda app can see your post in their activity feed. It's a way for people to discover new users, find new circles to join, and generally helps encourage and motivate everyone to reach their savings goals.

#### [What does "Share to \[circle\] members only" mean?](#)

When you choose to "Share to [circle] members only" when making a post, your activity feed post is only visible to members of the that circle.

#### [What does "Post only to My Savings Circles" mean?](#)

When you change your privacy setting to "Post only to My Savings Circles", your activity feed post is only visible to members of circles you're actively participating in, both private and public. This setting is not retroactive; it only affects posts moving forward.

#### [Who can see my chat messages in a savings circle?](#)

When you post a chat, it is posted on the chat view of the circle you are in.

- If you are in a public circle, it can be seen by all Yahoo account holders.
- If you are in a private circle, it can only be seen by other Tanda members in that circle.

#### [What if I see something objectionable on my activity feed?](#)

If there is content in your activity feed that you find objectionable, you can tap the **More icon** \*\*\* on the post itself to report abuse. Once reported, the post will be removed from your feed.

#### [What if I have more questions about my privacy in the Tanda app?](#)




[Contact us](#) or [see the Yahoo privacy policy](#).

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/contact-tanda-yahoo-finance-sln28589.html?impression=true>

## How do I contact Tanda by Yahoo Finance?

Ask us questions when you can't find answers anywhere else. We're here to help; contact us to let us know how. You can also send us feedback or suggestions to tell us how we're doing and what you'd like to see in the future.

1. Tap the **Profile icon** .
2. Tap the **More icon**  or .
3. Tap **Settings** (Android only).
  - Tap **Contact Us** if you have a question or problem and need our help.
  - Tap **Send feedback** to tell us about any feature suggestions or bugs you found.


Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/leave-savings-circle-sln28619.html?impressions=true>

## Leave a savings circle



How you leave a circle that you joined depends on whether it's open or filled (active). Before a circle starts—when there are open positions, you can leave at any time without penalty. Once someone takes the last open position, the circle is filled and financial transfers are due. If you leave after this point, your account is suspended.

### Leave an open circle

1. Tap the **Profile icon** .
2. Scroll down to "Joined circles."
3. Tap the circle you want to leave.
4. On the savings circle page, scroll down and tap **Leave circle**.

### Leave a filled circle

If you choose to leave a filled circle, your account is permanently suspended. If you haven't taken payout, any money you've contributed is refunded. You can still finish your remaining active circles.

1. Tap the **Profile icon** .
2. Tap the **More icon** .
3. Tap **Settings** (Android only).
4. Scroll down and tap **Leave circle**.

### What is a suspended account?


- You can sign in, but can't join or create circles.
- You can finish any saving circles you have in progress.
- You can't unsuspend an account and restore your membership privileges.
- You can't sign up for a new account, even if you use a different account name.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/create-savings-circle-sln28615.html?impressions=true>

## Create a savings circle

Add your own savings circle in Tanda by Yahoo Finance if there isn't a public one you like or if you want a private one (for example, just for friends and family). The saving circle amount you can set depends on your savings limit and trust score.

1. Tap the **Search icon** .
2. Tap **Create circle** at the top of the page.
3. Enter a title, select a private or public circle, and tap **Next**.
4. Enter a circle description, goal, size, savings amount, and contribution frequency.
5. Tap **Next**.
6. Swipe left or right on the date card to switch the payout position.
7. Tap **Join** for an unlocked payout position.
8. Tap **Create**.



If this is a private circle, you must tap **Invite friends** to fill it.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/privacy-settings-activity-feed-posts-sln28617.html?impressions=true>

## Change your privacy settings for activity feed posts

If you want to change the privacy settings for your activity feeds in Tanda by Yahoo Finance, you can edit them on the Privacy Settings page. These settings determine whether posts about or from you appear in the "Everyone" or "My savings circles" tab of the activity feed.

1. Tap the **Profile icon** .
2. Tap the **More icon** .
3. Scroll down and tap **Privacy Settings**.
  - For where you'd like automated activity feed posts to default, select **Everyone** or **Circle**.
  - For how you'd like your future posts to default, select **Post to Everyone** or **Post only to My Savings Circles**.


These changes are not retroactive. If you wish to remove your entered and automated activity posts entirely, you must delete your Yahoo account.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/view-add-chat-posts-tanda-yahoo-finance-sln28616.html?impressions=true>

## View and add chat posts in Tanda by Yahoo Finance

You can view and add chat posts to connect with other members of the savings circles that you've joined.

1. Tap the **Profile icon** .
2. Tap the circle where you'd like to add the post under "Joined circles."
3. Tap the **Chat icon**  to view posts.

4. Enter your message and tap the **Post icon**  to add one.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-android/manage-tanda-yahoo-finance-account-sln28632.html?impressions=true>

## Manage my Tanda by Yahoo Finance account

You can update your account information on the Yahoo website. When you register in the Tanda app, a new Yahoo account is created for you or your existing Yahoo account is selected. After you go through ID verification, that account is linked to a new Dwolla account so that you can use it to participate in savings circles.

To manage your account information, use a web browser to [go to the Yahoo website](#), where you can:

- [Change your name](#)
- [Update your password](#)
- [Correct your phone number or email address](#)
- Update other account-related information and settings



Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-ios/sln28650.html>

## Deactivate your Tanda by Yahoo Finance account

If you find that you are no longer using the Tanda app, you can deactivate your account. Deactivating your account closes your account and terminates your Tanda membership.

### Deactivate your account

1. Tap the **Profile icon** .
2. Tap the **More icon** .
3. Tap **Deactivate**.

You can't deactivate your account while you're in any active circles.

### What does deactivation mean to you?

- You can't sign back in.
- Your bank account is unlinked.
- You can't reactivate a deactivated account.
- You can't sign up for a new Tanda account.
- You still have your Yahoo account with your member properties unchanged.

Was this article helpful?

<https://help.yahoo.com/kb/tanda-for-ios/sln28701.html>

## Tanda by Yahoo Finance will be discontinued

Beginning May 29, 2018, **Tanda by Yahoo Finance will be discontinued.**

If you are currently contributing money in an active savings circle, don't worry, any funds owed to you will be **refunded in full** to your linked bank account. Please allow 2-3 business days after May 29th, 2018 for the funds to appear in your account.

### **What you need to do**

Nothing. Your Tanda account will be deactivated and all your information will be deleted, except as otherwise required by law.

### **If you have questions**

Contact us at [tanda.feedback@oath.com](mailto:tanda.feedback@oath.com)

**Thank you** for using Tanda. We hope you enjoyed your experience and wish you continued success in saving for your financial goals.

[Ver este mensaje en español](#)

Was this article helpful?