



(<https://www.sasai.global>)



Frequently Asked Questions

+ General

– Payments

Is transacting on Sasai safe?

Yes, the Sasai wallet is safe, as we conform to industry standard security. Your Sasai account is protected by a username password and on top of that the Sasai wallet has its own wallet lock features. These include a biometric lock using a fingerprint for devices that support that or a pattern lock. The last bit of security entails entering a pin for every transaction.

How do I link my EcoCash card?

1 – Click the Wallet module

click the Link button on wallet home page
click the add card icon in the top right corner

2 – Select the type of Ecocash that you want to link

click the Next button
input the mobile number and get the OTP
after verifying successfully, your linking is done”

How do I make P2P payments?

1.Click the Wallet module

click the transfer icon
go into the Transfer page

2.Click the Transfer to friends

select the user on contact list
go into the transfer details page
input the amount, select method
transfer operation

3.Click the Transfer to Specified Account

input the Receiver account
click next
input the amount and start to transfer

How do I know whether my payment to a biller has been successful?

If you transfer successfully, sasai wallet chat will receive the Info card message and display the transaction details.

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Will I be able to link my EcoCash account outside of Zimbabwe?

Yes, you can link your EcoCash account outside of Zimbabwe. This will need you to have activated roaming.

What are the key advantages of using EcoCash on Sasai compared to USSD?

You will be able to do your payments without ever leaving the Sasai.

+ App Features

+ Technical

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Help
