PESALINK PRICING CHANGE

FREQUENTLY ASKED QUESTIONS

1. **What is Pesalink?**

   Pesalink is an instant bank-to-bank money transfer service that enables customers to send and receive money in real time between participating banks in Kenya.

2. **What has changed?**

   NCBA has revised its Pesalink transaction pricing on NCBA Now retail mobile to make instant bank-to-bank transfers more affordable and accessible. Transactions up to KES 1,000 are now free, while transactions above KES 1,000 attract a flat fee of KES 20 plus excise duty.

3. **When did the new pricing take effect?**

   The new pricing was implemented on 11 August 2026.

4. **How much will I be charged for a Pesalink transaction?**

   - Transactions of KES 1,000 and below: Free
   - Transactions of above KES 1,000: KES 20 per transaction plus excise duty

5. **Does the new price apply for transactions done on Connect +?**

   No, the price change does not affect customers transacting on Connect +. Any future changes will be communicated.

6. **Why has NCBA changed the Pesalink pricing?**

   The new pricing is intended to make instant bank transfers more affordable, encourage greater usage of digital banking channels, and provide customers with a convenient alternative for everyday payments.

7. **Is Pesalink secure?**

   Yes. Pesalink transactions continue to be processed through secure banking channels, providing customers with a safe and reliable way to transfer funds instantly.

8. **Do I need to register separately for Pesalink?**

   No. Customers can access Pesalink through NCBA's supported digital banking channels.

9. **Are there any changes to transaction limits?**

   No. This pricing update only changes transaction charges and does not affect existing transaction limits.

10. **Who can I contact for more information?**

    Customers can visit any NCBA branch, contact the NCBA Contact Centre for assistance.

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