

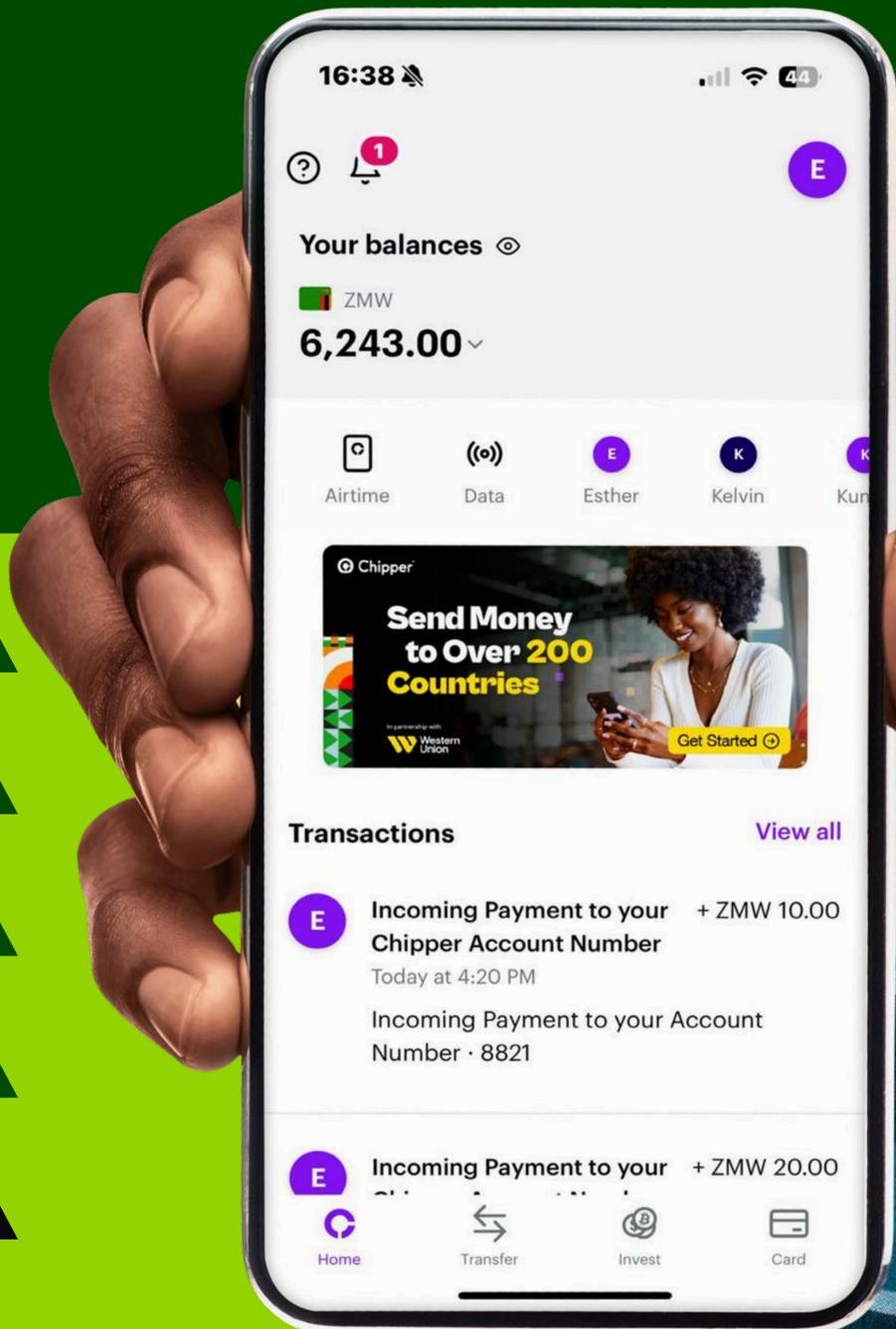
IN PARTNERSHIP WITH ZOONNA

LET'S
MAKE IT
REAL

CHIPPER WALLET GUIDE

An overview on how to sign up, add funds, send and receive with Western Union

In partnership with



INDEX

Outline of document

01

SIGN UP

02

ADD FUNDS

03

**SEND WITH
WESTERN UNION**

04

**RECEIVE WITH
WESTERN UNION**

05

CASH OUT





SIGN UP

01

To get started, download the [Chipper app](#) from the [Google Play Store](#) or [Apple App Store](#).

DURING SIGN-UP, CUSTOMERS ARE REQUIRED TO:

-  Register using their mobile number
-  Enter a [TPIN](#), which is obtained through the Zambia Revenue Authority (ZRA)
-  Provide a valid [Zambian ID](#), which can be one of the following:
 - National Registration Card (NRC)
 - Driver's License
 - Passport

The TPIN is not created in the app. Customers must already have a TPIN from ZRA and will be required to enter it during registration.

There are no age limits specified.

After signing up, customers must verify their account in the app before they can transact. Both sign-up & verification are completed fully in-app.



ADD FUNDS

02

Customers can load funds to their [Chipper wallet](#) instantly using the following options:



MOBILE WALLET

Pull funds from your Zamtel, MTN, or Airtel mobile wallet



TRANSFER FUNDS FROM SUPPORTED BANKS

Transfer funds from supported banks



ZOONA AGENT

Visit a ZoonA location to add cash to your wallet

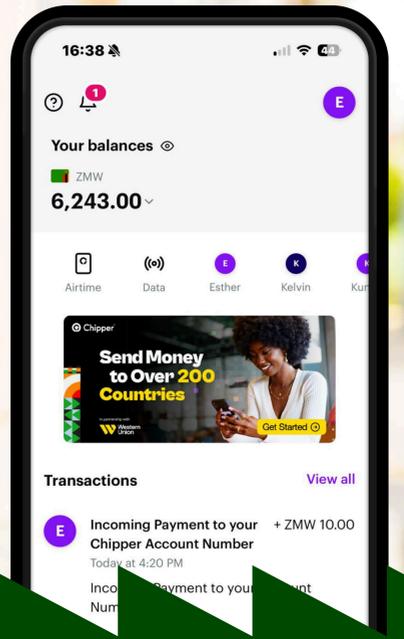
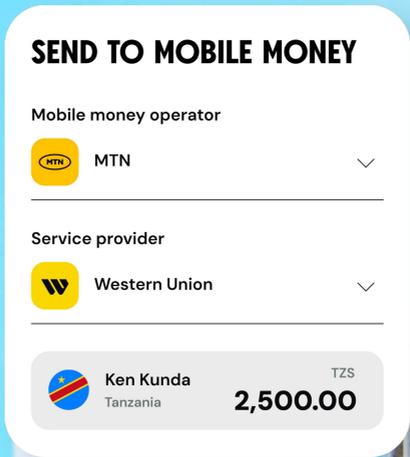


WESTERN UNION

Receive funds into your wallet using a Western Union MTCN



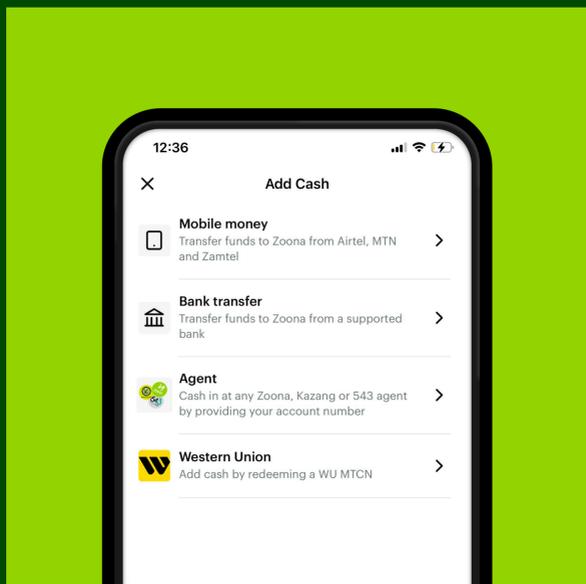
All add-funds options are processed instantly.



SEND WITH WESTERN UNION

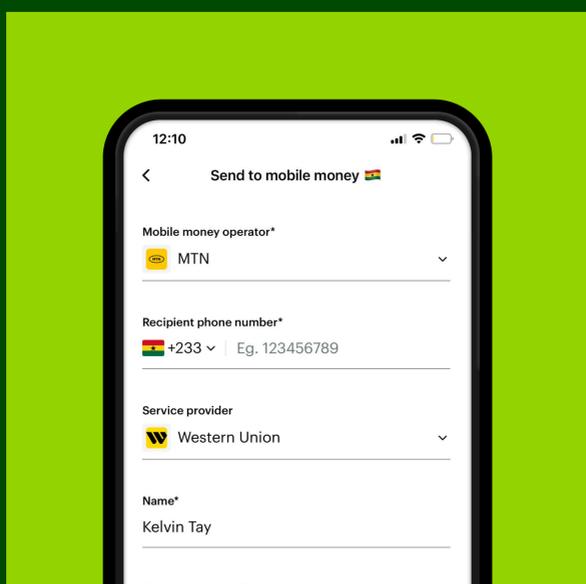
03

Customers can send money internationally to 200+ countries using [Western Union](#) directly from the [Chipper app](#).



FUNDS CAN BE SENT TO:

-  Mobile wallets
-  Bank accounts
-  Cash to be picked up at Western Union locations



RECIPIENT DETAILS

Recipient details are entered in the app before completing the transaction

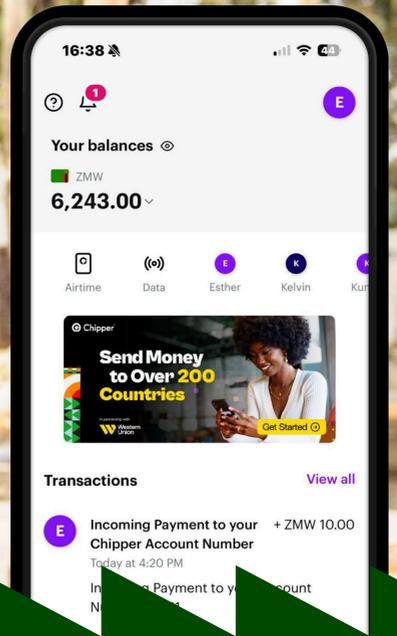
This allows customers to send money without visiting a physical location.

MONEY RECEIVED

K Ken Kunda
Received **K 2,500.00**

CASH OUT AT

zoona



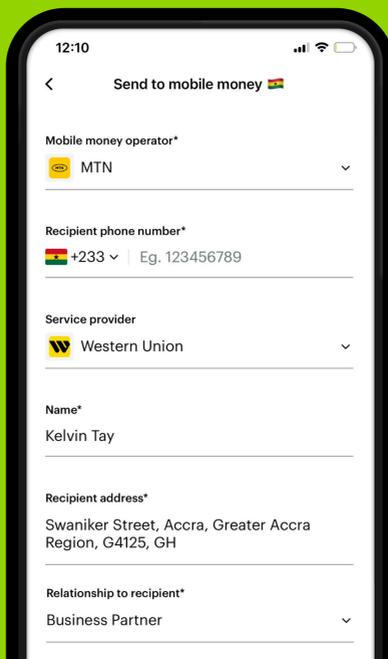
RECEIVE WITH WESTERN UNION

04

Customers can receive [Western Union](#) transfers directly into their [Chipper wallet](#).

TO RECEIVE FUNDS:

- The sender provides the MTCN
- The MTCN and sender details are entered in the app to receive the funds into the wallet



Once received, funds are available instantly and can be used immediately.



CASH OUT

05

Customers can access or move funds from their [Chipper wallet](#) using multiple options:



MOBILE WALLETS AND BANK ACCOUNTS

Transfer funds directly into your MTN, Airtel or Zamtel mobile wallet or supported bank accounts



PARTNER ATMS

Withdraw cash where supported



ZOONA AGENT

Cash out at any ZoonA location

These options provide flexibility depending on customer preference.



THANK YOU

NEED FURTHER ASSISTANCE?



[Click to chat with us on Whatsapp](#)

Operating Hours

Mon – Fri: 08:00 – 17:00

Sat & Public Holidays: 08:00 – 14:00

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