


Balance Check

you can check your youSave balance by following the simple steps below;

- 1 Dial ***673#**
 - 2 Enter **pin**
 - 3 Press **1** to select **1. youSave loMobile.**
 - 4 Press **2** to select **2. Balance Check.**
-  Your balance will be displayed.

Phone number change

With youSave LoMobile your registered phone number is as equally important as your youSave account number. In cases where you want to change your phone number because you lost your sim card or handset, please see your nearest youSave office and let them know that you want to change your phone number. In addition registering your phone number with youSave allows you to receive sms balance updates or other important information from NPF.

Pin change

Customer Pin number supposed to be known only by the account holder and must not in any way shared with other people. If a youSave member thinks that his/her pin is exposed, follow the simple steps below;

- 1 Dial ***673#**
- 2 Enter **pin**
- 3 Press **2** to select **2. Pin Change.**
- 4 Enter your 4 digit pin.
- 5 Enter your **NEW** 4 digit pin.
- 6 Re-enter your **NEW** 4 digit pin to confirm.

Pin Block

For the security of your youSave account, if a member make three wrong attempts when setting the pin. You will be blocked and it's advisable that you contact customer care on 673.

Pin Reset

Resetting your pin may happen in two instances;

- When a customer unsuccessfully attempted to set their pin 3 times, because they may not follow correctly the pin set steps or other reasons.
- When a customer forgets their pin number.

To reset your pin, please contact youSave Support on 673 from 7am to 10pm Monday to Saturday or visit your nearest youSave office.



Save
anytime, anywhere,
with you**Save LoMobile**

For more information about you**Save LoMobile** please contact customer care on:

Toll Free Number: **673**

Phone: **21659 ext 242**

Mobile: **7360522**

Email: **yousave@sinpf.org.sb**

youSave LoMobile

youSave core mission is to leverage savings to extend financial access or inclusion to the 80% unbanked people within Solomon Islands. Airtime platform technology enables topup deposit to move directly between customers of youSave and their accounts at NPF. In the context of Solomon Islands bridging geographic areas at a low cost is a critical component that youSave is seriously addressing. Thus intends to explore ways to reach people to save money for retirement via the MNOS airtime.

Joint Initiative

youSave LoMobile is a NEW initiative collaboration between NPF, Telekom & Bmobile to use the existing networks and agents to assist youSave members to save with ease using their mobile phones.

Benefits of youSave LoMobile

- Significantly reduce the counter queues and cash handlings.
- Informal sector members of SINPF will have options of savings.
- The ability to send transactions from any location within the coverage of Mobile Network Operators.
- Go-cashless with a safe and secure means to deposit savings.

Its very easy to use

With this new channel, current youSave members can simply go to a nearest Telekom or Bmobile agent, buy Top-up or airtime and make a deposit via *673# anytime they wish to.

How to use this service

To use this service a youSave member must register their valid mobile phone number with youSave. This phone number must belong to the youSave member only and not a shared family or spouse or parents number.

Pin Activation

When you first log in the service, the service will prompt you to activate your number and a unique 4 digit pin will be generated for your future log in. It is important that you remember your pin and do not share it with anyone. The pin activation steps are listed below

- 1 Dial ***673#**, then press **1** to continue.
- 2 Enter pin & confirm, then press **1** to continue.
- 3 Service has been activated!

How much is needed to deposit

When you buy topup from any Telekom or Bmobile agent there is what the government called the goods & Services tax (GST) which is deducted from your topup. This GST is 10%. Again when you dial *673# another 5% will be deducted from your topup for the MNO's operation costs. Taking into account those two deductions, when you want to deposit \$10, you will need to pay a credit of \$11.50 or \$20.00 you will need to pay \$23.00 and so forth.

Transaction Limits

In line with the two MNOs and SINPF administrative protocols, the following transacting rules must be complied with by youSave members when using youSave LoMobile service;

- The minimum amount of deposit via youSave LoMobile in 1 transaction is SBD \$10 and the maximum is SBD \$1000.00.
- All savings via youSave LoMobile can only be done in whole number/dollar and not in cents.

Deposit with youSave LoMobile

Now that you have activated your pin and pay your topup from Telekom or Bmobile Agent, follow the simple steps below to make your deposit into your youSave account.

- 1 Dial ***673#**
- 2 Enter **pin**
- 3 Press **1** to select **1. youSave loMobile.**
- 4 Press **1** to select **2. Deposit.**
- 5 Enter **deposit amount** and press **1** to continue.
- 6 **Confirm** deposit amount and press **1** to continue.