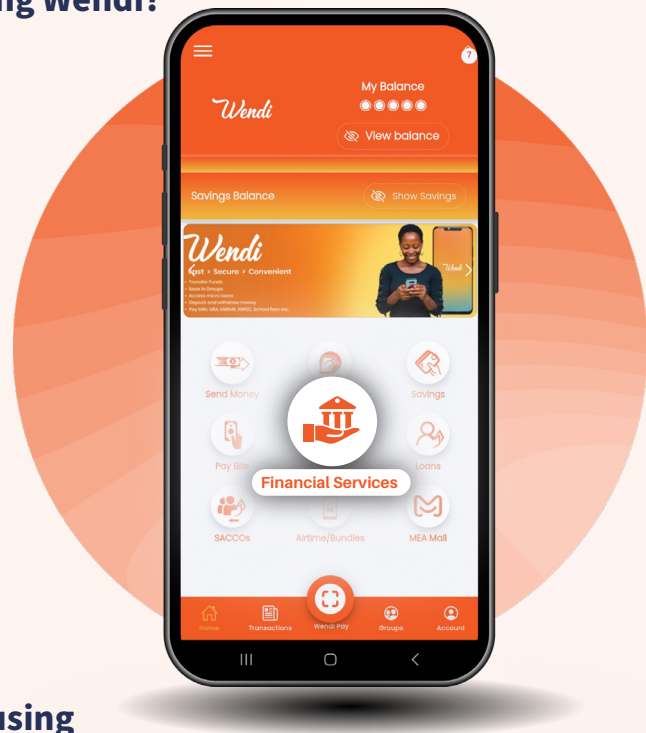




## Qn 1 How do I send money through Western Union using Wendi?

### Answer

- Log in to the Wendi mobile app
- Select **Financial Services**
- Select **Western Union**
- Select **Send Money** option
- Select **Payout country & Currency**
- Enter **Amount** to send
- Select **Delivery service**
- Enter **Transaction Reason**
- **Fees Summary** will be displayed
- Enter **Receiver Details**
- Transaction Summary screen will be displayed
- Accept Terms & Conditions and submit.
- Download and share with the beneficiary the receipt received.
- SMS notification is received confirming transfer of funds from your Wendi wallet.



## Qn 2 How do I receive money through Western Union using Wendi?

### Answer

- Log in to the Wendi mobile app
- Select Financial Services
- Select Western Union
- Select **Receive Money** option
- Enter **MTCN** (10-digit reference number from Western Union)
- Enter **Origination country** (country where funds have been sent from)
- Enter **Transaction Reason**
- Select receiving account- **MY WENDI WALLET**
- Enter **expected payout** amount
- Transaction Summary screen will be displayed
- Accept Terms & Conditions, Submit transaction
- Transaction is processed and receipt will be displayed
- SMS notification is received confirming credit of funds to your Wendi wallet.

## Qn 3 Are there limits on how much money I can send?

### Answer

- Minimum Amount: UGX 5,000
- Maximum Amount: UGX 5,000,000 per transaction (should be inclusive of both principal amount and charges).

## Qn 4 How long does it take for the recipient to receive the money?

### Answer

- The transaction is instant and if all details of the transaction are correct, the recipient should receive the funds instantly.

## Qn 5 Can I receive money through any Wendi wallet?

### Answer

- No, you can only receive money through a Wendi wallet registered in your names.

**Qn 6 So, do you mean I can receive all Western Union transfers directly into my Wendi account?**

**Answer**

- Yes, you can receive any Western Union transfers sent from abroad directly into your Wendi account by using the Money Transfer Control Number (MTCN) provided by the sender.

**Qn 7 What information does the sender need to send money through Western Union on Wendi?**

**Answer**

- Destination Country
- Currency
- Amount
- Delivery Service (Beneficiaries' preferred mode of receiving funds e.g mobile money, bank, western union agent)
- Transaction Reason
- Receiver Details

**Qn 8 What information does the receiver need for picking up money?**

**Answer**

- MTCN (10-digit reference number from Western Union)
- Origination country (country where funds have been sent from)
- Amount

**Qn 9 What are the charges for sending money through Western Union on Wendi?**

**Answer**

- The charges depend on the amount being sent and the exchange rate of destination country. The fees will be displayed before the transaction is completed.

**Qn 10 Will I be charged for receiving money into my Wendi wallet?**

**Answer**

- No, receiving money into your Wendi wallet via Western Union is free of charge.

**Qn 11 Is it safe for me to send and receive money through Western Union on Wendi?**

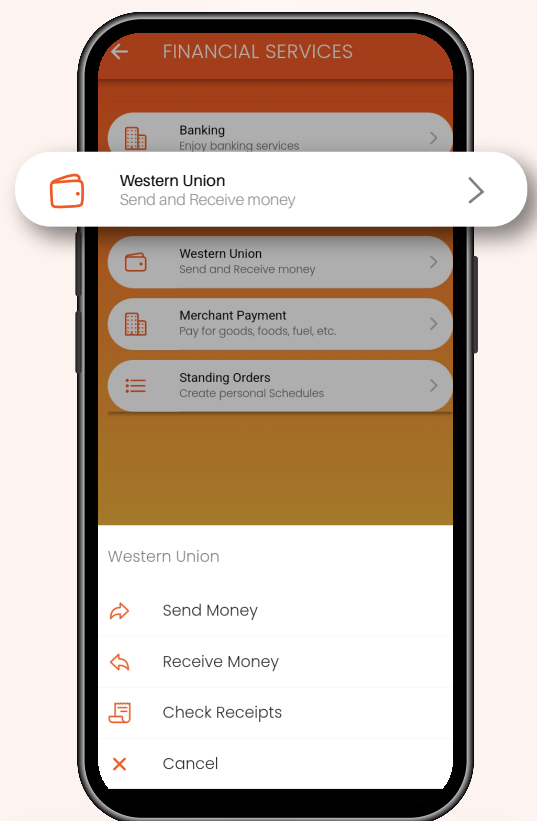
**Answer**

- Yes, Wendi uses robust security measures to ensure that all transactions made through Western Union are safe and secure. Additionally, Western Union follows strict regulations to protect your transactions.

**Qn 12 Can I cancel a transaction after sending money and ask for a refund?**

**Answer**

- Yes, you can cancel a money transfer and request a refund if the funds have not yet been picked up by the recipient. For support, contact the Wendi contact center on **0800217200**.







## Wendi Western Union Frequently Asked Questions (FAQs)



### Qn 13 Can I send money through Western Union using a Wendi Agent?

#### Answer

- No, transactions can only be self-initiated by the customer using the Wendi App.

### Qn 14 How can I find out if my money transfer is successfully processed?

#### Answer

- You will receive an SMS notification confirming that the transaction was successful.

### Qn 15 Are there any specific reasons why my transaction would be declined?

#### Answer

- A transaction might be declined due to:
  - i. Incorrect or incomplete recipient details.
  - ii. Exceeding the allowed transaction limit.
  - iii. Compliance or regulatory issues in either the sending or receiving country.

### Qn 16 What should I do if my transaction fails?

#### Answer

- If your transaction fails, you should:
  - i. Review your details to ensure they are correct.
  - ii. Check for any messages in the app explaining the failure.
  - iii. Contact Wendi customer support for assistance.

### Qn 17 Who do I contact for assistance with my Western Union transaction on Wendi?

#### Answer

- For any issues or assistance with your Western Union transaction on Wendi, you can contact Wendi customer support through **0800217200**.

### Qn 18 Can I access Western union on both USSD and APP?

#### Answer

- The service can **only** be accessed on the **Wendi App**. This is not available on USSD.

