

HOW TO CHECK AND CANCEL SAFARICOM SUBSCRIPTIONS

TUJUE.CO.KE

METHOD 1: *456# USSD CODE

1. Dial *456# and press the call or send button.
2. From the main menu, locate and select option 9, typically labeled "Stop" or "Unsubscribe."
3. Select the category that interests you by entering the corresponding number.
4. Click "Active Subscriptions" to check the ones you're subscribed to.
5. Choose the subscription you wish to cancel.
6. Follow any additional prompts to confirm your cancellation.
7. Wait for the confirmation message, which should state that you've successfully unsubscribed.

METHOD 2: *100# CODE

1. Dial *100# and initiate the call.
3. From the main menu, look for and select option 5, usually labeled "My Subscriptions."
4. Next, choose option 1, typically named "Active Subscriptions."
5. To cancel a service, select it from the menu.
6. Follow the on-screen instructions to confirm your cancellation.
7. Wait for the confirmation message before exiting the menu.

METHOD 3: MYSAFARICOM APP

1. Launch the MySafaricom app on your device.
2. Locate and tap the "Account" icon
3. Find and select "My Subscriptions."
4. You'll see different subscription categories
5. Tap on the subscription name for more details. Look for a "Cancel" or "Unsubscribe" button. Confirm.
6. After cancelling, you should receive an in-app notification and an SMS confirming the action.