

HOW TO REVERSE MPESA

SENT TO WRONG NUMBER

1. Using SMS

- Step 1: Simply forward the SMS you received after sending the money to the number 456.
- Step 2: You'll receive a reply confirming that your request has been initiated and inform you that you'll receive an update within 2 hours.

2. Chatting with Zuri

- Add 0722000100 to your contacts.
- Open WhatsApp and send a message saying "Hello" to initiate the chat with Zuri.
- Press 1 to initiate the reversal
- Type in the Mpesa transaction code or copy and paste the Mpesa message