



Equity Bank PayPal Withdrawal Service



FREQUENTLY ASKED QUESTIONS

What is PayPal?

PayPal is a digital payment platform that enables you to accept payments, pay for goods and services, and send or receive money anywhere in the world. It is the safer and easier way to pay and get paid online.

What is Equity Bank PayPal Withdrawal Service?

The Equity Bank PayPal Withdrawal Service allows PayPal account holders to withdraw funds from their PayPal accounts into their qualifying Equity Bank account for as little as 1% of the transaction amount in just one business day.

Why use PayPal?

Sell globally

Accept payments from customers in more than 200 countries over 435 Million active PayPal customers and markets without the hassle of accepting foreign cards

Quicker and simpler access to funds

Payments you receive go to your PayPal Balance in moments, and you can withdraw funds to your bank account.

What are the benefits of the Equity Bank PayPal Withdrawal Service?

- It is a safe, secure, and efficient means of receiving/accepting payments.
- Unlimited withdrawals of up to USD 10,000 per transaction.
- Shortened withdrawal timeline of one business day.
- Access other benefits of transacting with your bank account e.g., Equity Loans.
- Efficient 24-hour support.

How do I access the Equity Bank PayPal Withdrawal Service?

If you already have a PayPal account and you want to withdraw money to your Equity Bank account, simply:

1. Download the Equity Mobile App on Play Store or App Store or,
2. Log on to Equity online on <https://equityonline.equitygroup Holdings.com> to link your account and withdraw funds to your bank account.

How do I link my PayPal account and withdraw funds?

1. Log on to Equity Mobile App or Equity Online, select PayPal from the landing page and proceed to link your PayPal account.
2. Key in your primary email address for your Kenya PayPal account.
3. You will be redirected to PayPal website where you will be prompted to key in your PayPal credentials (Ensure you have enabled your browser popups).

To withdraw from PayPal:

- Click on the 3 dots on the PayPal icon and select withdraw.
 - Key in the desired amount and select withdraw.
 - Confirm the transaction details and charges then proceed to commit the transaction.
 - You will receive a transaction confirmation screen and email alert.
- The withdrawal will credit respective linked bank account after one business day.

How to open and verify Your PayPal Account

- You can Open a personal or business PayPal account for free by clicking on the sign-up button at <https://www.paypal.com/ke>.
- Upon successful creation, you will be required to Verify your PayPal account.
- You need to have a funded Equity debit/credit card/prepaid card. Fill in the card details then click verify and confirm. (Amount \$1.95 to be deducted then refunded back upon successful verification).
- In the statement reference for this transaction, there will be a four-digit security code that you will need to enter on your PayPal account to complete the verification process.
- You may also access the code from the Transaction SMS notification or you can contact +254763000000 or info@equitybank.co.ke to get the code.

What are the withdrawal fees?

See withdrawal fees in the table below,

Withdrawal Amount (USD)	Fee
500 and below	1.5%
501 – 1,000	1.375%
1001 - 2000	1.25%
2001 - 5000	1.125%
Above 5000	1%

How do I contact PayPal?

Go to the PayPal website and log in to your account. Click “Contact Us” at the bottom of any page. Select “Contact Customer Service” and ask your question.

How can I reach Equity bank for any queries regarding the PayPal Withdrawal Service?

For support

Call: +254 763 000 000

Email: PayPalSupport@equitybank.co.ke



Tel: +254 763 000 000  @keEquityBank  keEquityBank
Equity Bank (Kenya) Limited is regulated by the Central Bank of Kenya
