

CRDB SADAKA

1. What is CRDB Sadaka?

Is the solution that enable religious affiliations (Churches and Mosques) to digital collect various contributions from both member and non-members.

These collections include but not limited to tithe, offerings, and other contributions. These collections can be made through Simbanking channel, Mobile Money from all major network operators in Tanzania, CRDB Wakala, CRDB Branches and Tembocard.

2. How do I become a member once my church or Mosque is already registered with CRDB SADAKA

1. Dial *150*03# select 4. CRDB Sadaka and follow steps **OR**
2. Through Mosque or Church admin, you can be registered as well

3. How do church/mosque apply for CRDB Sadaka?

Church/mosque leader visits sadaka.crdbbank.co.tz then click "Go To Registration" and complete registration by filling required details including location, nearest CRDB branch and affiliation bank account details,

4. What type of contributions are accepted in CRDB Sadaka?

Religious affiliation will determine type of offerings for members to contribute. Church or Mosque admin will need to Add different types of offerings in the system for their members to start contributing

5. Are there any charges to the mosque/church in using this service?

There is no charge to mosque/church for using this service

6. How much are the customers charged when contributing to the offerings?

This service is free of charge

7. Who can contribute to CRDB Sadaka?

Anyone can register or be assisted to register for CRDB Sadaka and make payments

8. Can I contribute through CRDB Branches?

Yes you can contribute through CRDB branches

9. Can I contribute through CRDB Wakala?

Yes you can contribute through wakala

10. What is the maximum limit that I can contribute?

The channel used will determine your limit

11. Where do I get affiliation code

Your mosque/church leaders will provide you with the code

12. How many affiliations can I register?

You can only register in one affiliation with each mobile number

13. Can an affiliation have more than one affiliation code

Affiliation can have more than one code if it has different branches

14. How can I know my contributions I have made to my church/mosque?

You will receive SMS notifications from Church on all payment made

15. How do I deregister after registering for an affiliation?

Ask your church or Mosque leader/Admin for deregistration

16. How do I change my affiliation?

*Ask your church or Mosque leader for the change or Dial *150*03# > Sadaka> My profile > Change Affiliation*

17. How do I contribute using mobile money service?

*Dial *150*03# > Sadaka the proceed with contribution*

18. How do I contribute without been known to the church or Mosque?

*Dial *150*03# > Sadaka >Offering > Anonymous the proceed with contribution*

19. How do I contribute without been registered to the church or Mosque?

*Dial *150*03# > Sadaka >Offering without registration the proceed with contribution*

20. How do I contribute to another Church or Mosque that I am not registered?

*Dial *150*03#> Sadaka >Offering >Other Mosque/Church >proceed with contribution*

21. How do I change Language?

*Dial *150*03#> Sadaka >My Profile >Change Language then proceed*

22. How do I change Mobile Phone number?

Ask your church or Mosque Admin to change your phone number