



KENTOURS REGULATED NON-WDT SACCO SOCIETY LTD

P.O. Box 79333-00200 Nairobi, Kenya · Tel. 2227192 · Cell: 0722 968596 or 0733 667596

20TH February 2025

Dear Member,

RE: KENTOURS SACCO SMSs TO MEMBERS

A few concerns have been raised about members who do not receive SMS messages from the Sacco. Further investigations reveal that those affected have the Sacco's user ID flagged as "Spam" communication in their phones and therefore the messages end up in the "spam" or "blocked" messages folders

To resolve this, below are simple steps to check whether you are affected and to correct the status:

1. To check if Kentours Sacco SMS is going to spam:

- a) Open your SMS inbox on your mobile phone.
- b) Navigate to the **"Spam" or "Blocked" messages** folder. This may be labelled differently depending on your phone model but typically it can be found in your SMS application menu or settings.
- c) Search for the Sacco's sender ID **"Kentours Sacco"** or any SMS messages from **Kentours**. If you find any messages from the Sacco in the "spam" or "blocked" folder, it means Sacco communications is flagged as spam in your phone.

2. To unblock (or whitelist) the sender ID "Kentours":

a) For Android Users:

1. Open the Spam or Blocked Messages folder.
2. Select the message from Kentours or the message with our sender ID.
3. Tap on the three dots (menu) in the top right corner of the screen.
4. Select "Not Spam" or "Move to Inbox".

This will ensure that future messages from the Sacco go directly to your inbox.

b) For iPhone Users:

1. Open the Messages app and navigate to the Spam or Junk folder.
2. Find and open the message from Kentours.
3. Tap on the Kentours at the top of the message.

4. Tap "Info" and then "Send Message".
5. When you are prompted, choose the option to "Add to Contacts" to unblock Sacco ID

You will receive subsequent SMS messages in your inbox.

For further assistance, don't hesitate to get in touch with us on **0709 309 000** or **Knganga@kentours.co.ke**

Thank you

Philip Muchiri
Hon Secretary