

**KCB****BANK**

NEW & IMPROVED VOOMA LOAN FREQUENTLY ASKED QUESTIONS

1. What is Vooam loan?

It is a lending product that enables access to short term loans using your mobile phone. Vooma Loan is available to KCB customers registered on KCB mobile banking at higher limits of up to KES 300,000 for 1- month at a total cost of 5.91%.

2. Why the new & improved Vooma loan?

Vooma loan is fast, flexible & offers a robust mobile borrowing experience

3. What happens if I have not repaid my KCB Mobi loan on/after 18/04/2021 ?

Any outstanding KCB Mobi loan balances will be moved to Vooma loan. You will repay to Vooma loan your outstanding amount including the interest at the initial price of 4.08% through the KCB App or *522#.

4. Will my Vooma loan limit change?

You will access the same limits enjoyed on KCB Mobi Loan.

You have the opportunity of growing your Vooma loan limits by paying your loans promptly and increasing activity in your KCB Bank account.

5. I am a new customer, what do I require to apply for a Vooma loan?

- Have a KCB Bank account and register on KCB mobile banking. Registration is done at any branch.
- You must have a good banking record as per predefined scoring criteria.
- You must be an active account holder for at least 6 months
- Your account should not be overdrawn, had an unpaid cheque or loan arrears in the last 6 months.

6. How do I borrow a Vooma loan?

i) Using the KCB App

- Open the KCB App,
- Select 'Loan',
- Select 'Vooma loan' & follow prompts

ii) Using *522#

- Dial *522#
 - Select 'Loans and Saving'
 - Select 'Vooma loan'
 - Select 'Loan Request' and follow prompts
- *Money will be deposited into your KCB Bank account.

7. How do I pay my loan?

i) Using the KCB App

- Open the KCB APP
- Select "Loans"
- On Vooma loan, select "Repay"
- Select the KCB Account to repay from
- Enter amount & submit

ii) Using *522#

- Dial *522#
- Select "Loans & Savings"
- Select "Vooma loan"





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- Select “Loan Repayment”
- Select source of funds (either KCB Account or Vooma wallet)
- Enter amount & submit

*Money will be automatically picked from the account on due date to pay the loan if a customer has not initiated payment

8. Can I repay my loan in instalments?

Yes, you can pay in installments any day from the date of borrowing.

9. How do I check my loan limit?

i) Using the KCB App

- Open the KCB App
- Select “Loans”
- On Vooma loan, select ‘View Status’

ii) Using *522#

- Dial *522#
- Select “Loans & Savings”
- Select “Vooma loan”
- Select “Loan Limit Check”

*You will receive a flash message showing your Vooma loan limit.

10. How do I check my loan balance?

i) Using the KCB App

- Open the KCB App
- Select “Loans”
- On Vooma loan, select ‘View Status’

ii) Using *522#

- Dial *522#
- Select “Loans & Savings”
- Select “Vooma loan”
- Select “Loan Balance Check”

* You will receive a flash message showing your Vooma loan balance.

11. How do I get help in case of enquiries?

CALL : 0711 087000 or 0732 187000

WHATSAPP : 0711 087087

SMS : 22522

EMAIL : contactcentre@kcbgroup.com

WEBSITE : www.kcbgroup.com

