

LOAN STATEMENTS FAQs

1. What is a loan statement?

A loan statement is an official bank statement with details of your current loan account including; the amount disbursed, payments received, loan balance, accrued interest and any arrears that may be present in the loan.

2. How often will I be receiving my loan statement / when?

The loan statement will be shared every month.

3. How do I open my loan statement?

- For customers who have an NCBA Current or Savings account:

Enter the first 6 digits that form the beginning of your new NCBA Account Number.

For example;

Account Number: 4343438765

Password: 434343

- For customers who only have a deposit account – without a Current or Savings account:

Enter the first 6 digits that form the beginning of your NCBA deposit account number.

For example;

Deposit Number: 2323234567

Password: 232323

4. How do I know my new NCBA account number?

Your new NCBA account number is displayed on your Online Banking platform, your monthly statements and your NCBA debit card.

If you are unable to trace it, please contact your Relationship Manager, nearest NCBA Bank Branch or our Customer Contact Centre on the following:

Phone: 0711056444 / 0732156444

Email: contact@ncbagroup.com

5. How do I know my NCBA deposit account number?

Your deposit account number is displayed on your fix deposit advice.

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6. If I have multiple accounts with NCBA, which account number should I use to access my loan statement?

To access your loan account, the first 6 digits of your new (NCBA account numbers are the same regardless of how many accounts one has at NCBA).

7. If I have multiple deposit accounts at NCBA, which account number should I use to access my statement?

The password will be the first six digits of your deposit account number.

8. If I have multiple loans mapped to one account, will the password be the same for all loan statements?

Yes, the password will be the same (the first six digits of your new NCBA account number).

9. Can I use my loan account number to access the loan statement?

Yes. You can use the first 6 digits of the loan account number to open the loan statement.

10. What do I do if my password is not working?

Please contact your Relationship Manager, nearest NCBA Bank Branch or our Customer Contact Centre on the following:

Phone: 0711056444 / 0732156444

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11. Can I change my loan statement password?

It is not possible to change the loan statement password as it is linked to an NCBA account.

12. Will I automatically stop receiving my loan statements once I finish paying my loan?

Yes, the loan statements will not be sent out once a loan is paid off.

For queries, please contact your Relationship Manager, nearest NCBA Bank Branch or our Customer Contact Centre on the following:

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