



### **What is Jenga Jina?**

This is a campaign for customer who have an outstanding loan taken on or before 30<sup>th</sup> April 2022.

We are offering a discount of 50% off the outstanding loan and your CRB record shall be updated to Cleared.

### **What is the period for the campaign?**

This campaign will run from 22<sup>nd</sup> March 2023 to 31<sup>st</sup> May 2023 thus allowing customers to pay off their outstanding loans.

### **How does one qualify for Jenga Jina?**

This is ONLY applicable to customers whose loans were taken on or before 30<sup>th</sup> April 2022.

### **How do I trigger the 50% discount?**

To trigger the discount you have to pay the discounted loan balance by 31<sup>st</sup> May 2023

### **How do I opt in to Jenga Jina?**

- Dial \*334# on a Safaricom line that is registered on M-PESA,
- Select option 9 – Jenga Jina
- Select 1 to Opt-In
- Select 2 to Accept the terms and conditions and,
- Enter your M-PESA pin to confirm
- You will receive a notification

### **How do I pay my loan(s)?**

- Dial \*334# on a Safaricom line that is registered on M-PESA,
- Select option 9 – Jenga Jina
- Select 1 to View Loan balances
- All outstanding loans under your ID will be displayed
- Select 1 to Accept all loans
- The available discounts will be displayed
- Select Pay Now



- Your discounted loans will be displayed
- Select the loan you wish to pay
- Enter Amount
- Enter your M-PESA pin to confirm
- You will receive a notification
- If you have multiple loans, repeat the above steps to repay

***NB: For any dispute on the displayed loans, select Raise Dispute.***

### **Can I do a partial payment?**

Yes, you can make a partial payment; however, the discount will only be applied after you pay the discounted amount.

### **How long will it take for my CRB record to be updated?**

After you have fully paid your discounted loan, your CRB record will be updated after 72 hours.

### **Will I be charged when my CRB record is updated?**

No. We do not charge when we update your CRB record.

### **What happens if I opt into Jenga Jina but I do not pay my outstanding loan(s) by 31<sup>st</sup> May 2023?**

If you opt in but make no payment, you will be listed as non-performing on CRB with the original outstanding amount.



**What happens if I opt into Jenga Jina but I do not fully pay my outstanding loan by 31<sup>st</sup> May 2023?**

If you opt-in and make a partial payment but do not fully settle the outstanding amount, you will be listed as non-performing on CRB with the original outstanding amount minus the partial payments made.