

NCBA MOBILE LOANS FAQs



1. What are the requirements for a Mobile Loan?

- An active account with NCBA Bank for 6 months
- Be registered on NCBA NOW mobile banking platform

2. What services can I access under the NOW Loans feature?

- You may apply for a mobile loan
- You may make repayment of your mobile loan
- You may check your mobile loan limit
- You may check your mobile loan balance

3. How do I access Digital Personal loans?

You may access Mobile Loan via USSD or on the NCBA NOW App as below:

Via USSD *488#

Via NCBA NOW App

4. What is the current interest rate for the Mobile Loan?

The Mobile Loan is currently offered at an interest rate of 1.083% per month.

5. What is the charge when I apply for the Mobile Loan?

A processing fee of 4% is charged for each successful Mobile Loan application.

6. How can I check my Mobile Loan limit?

Once you log into NCBA Now, click on the NOW Loans icon.

You will then see the loan limits for each product you qualify for displayed accordingly.

7. What do I need to do to have more than one Mobile Loan at a time?

Before borrowing again, you'll need to settle your current outstanding Mobile Loan.

8. Why can't I access the Mobile Loan?

- You may have a zero limit
- You may be negatively listed with the Credit Reference Bureau (CRB)
- You may have an existing Mobile Loan
- You may have a low credit score rating
- You may have an existing loan which is in arrears
- You may have changed your phone number or your primary account number

To confirm your eligibility, please contact us for further assistance.

9. How can I grow my loan limit?

- Increase your account activity/turnover
- Maintain a good credit history
- Ensure all existing credit facilities are paid on time

10. What are NOW Loans?

These are digital loan facilities that are disbursed instantly into your current account and are applied through the NCBA Mobile Banking platform.

11. What is the duration of the short-term Mobile Loan?

The loan is repaid within one month.

12. When are the charges for the Mobile Loan deducted?

The processing fee is charged at the beginning while interest is applied to the outstanding amount.

13. What charges will I incur if I repay my Mobile Loan early?

You will not be penalized for early mobile loan repayment; however, the interest will be calculated based on the number of days the loan has been active.

14. What steps should I take if the loan is not disbursed to my account?

You may go ahead to initiate another request. If the issue persists, please reach out to us for assistance.

15. Can I pay off my Mobile Loan before the due date and apply for a new one?

Yes, you may pay off the mobile Loan before the due date and apply for a new one thereafter.