

PERSONAL LOANS FAQS

FREQUENTLY ASKED QUESTIONS - PERSONAL UNSECURED LOANS

1. What is the maximum loan amount I can get as an unsecured loan?

The NCBA Personal Unsecured loan is up to a maximum amount of KES 8M. The amount you can access is subject to whether your income is able to accommodate the loan installment amount.

2. Do I need to provide security to qualify for the loan?

No, there is no security / collateral requirement for our unsecured loan.

3. I receive rental income from my property; can I get an unsecured loan?

Yes, if you have a property in your name and you have been receiving rental income; you are eligible for a loan.

4. How long does it take for the Bank to disburse a Personal Loan?

It takes between 6 hours to 48 hours to receive the loan proceeds.

5. I have an unsecured loan with another bank; can I move it to NCBA?

Yes, you can apply for a loan and request that we take over the loan balance with the other financier. If you qualify for a higher loan amount than the current balance, we will credit any amount above the outstanding loan to you.

6. Do I need to transfer my salary to NCBA Bank to qualify for a Personal Loan?

Yes, you need to transfer your salary to NCBA Bank as part of the loan approval requirements

7. How much do I have to pay each month?

The amount you pay each month as part of the loan repayment will depend on the loan amount you have taken and the period that you have selected. We will advise you on the exact amount as part of the loan process. You can also access the loan repayment calculator on our website to check the loan repayment.

8. How will I repay the loan?

The loan repayments will automatically be deducted from your salary account when it is due (on the due date as will be advised at the point of disbursement). they're due.
If your employer has a check-off arrangement with the Bank, the repayment will be deducted from your salary directly and remitted to the Bank as per the agreement in place and as advised through the sales process.

9. What happens if I stop receiving my salary or I lose my job after I have taken the loan?

You will notify the bank immediately about your job situation and together, we will review the available options based on the reason for job loss and come up with a payment plan that considers your circumstances.

10. How do I apply for a Personal Loan?

There are various options you can register interest on a personal loan. You can:

- a) Visit our website www.ncbagroup.com and go to the personal loans section, Get to the Borrow – Personal loan Tabs and leave your contact details under 'I am interested section' A bank representative will be in touch with you within 8 hours to arrange for a convenient time that we can visit you to facilitate an application.
- b) You can visit any of the 100+ NCBA branches country-wide to make an application.

11. What do I need to apply for a loan?

- Valid Kenyan ID or passport.
- Your KRA PIN.
- Duly filled application form.
- Employer introduction letter.
- Latest 3 months's payslips.