TOP QUESTIONS

How do I check my LOOP Payment account balances?
- o Access your LOOP app
- o Select 'My Accounts'
- o Select your 'payment' Wallet
- o Click on the 4 asterisks (****) to view your balance

How do I check my LOOP Bank account balances?
- o Access your LOOP app
- o Select 'My Accounts'
- o Select your 'Bank'
- o Click on the 4 asterisks (****) to view your balance

How do I top- up my LOOP Payment or Bank account?

1. Top up account via Paybill
   - o Access your Safaricom menu and select M-PESA
   - o Select Lipa Na M-PESA then Pay Bill
   - o Enter **714777** as the pay bill number
   - o Enter the LOOP Bank Account number or mobile number for LOOP Payment (Yours or a recipient)
   - o Enter the amount to transfer
   - o Enter your M-PESA PIN and confirm

2. A fellow LOOP customer can easily transfer funds into your LOOP Bank Account or LOOP Payment via Send Money options available in the App

3. Top up your Virtual wallet either from your LOOP Bank or Mobile Money
- o Access your LOOP app
- o Select 'My Accounts'
- o Select your 'payment'
- o Select top up
- o Select payment source as either via Bank or Mobile Money
- o Enter amount
- o Select confirm
- o Input your LOOP PIN
- o You will get a push to input your mobile money PIN if the selected source of funds is Mobile Number
- o If you selected Bank as your payment source, you will get a confirmation message with the status of the transaction.

o   You will also receive a SMS notification confirming whether the payment was successful or if it failed.

    4. Top up your Bank account either from your LOOP Payment or Mobile Money
- Access your LOOP app
- Select 'My Accounts'
- Select Bank
- Select deposit
- Select payment source as either via Bank or via Mobile Money
- Enter amount
- Select confirm
- Input your LOOP PIN
- If you selected Mobile Money as the source of funds, you will get a push to input your mobile money PIN to complete the transaction.
- If you selected Wallet as your payment source, you will get an in-app confirmation message with the status of the transaction.
- You will also receive a notification SMS confirming the payment was successful or if it failed.

    5. Transfer funds from any bank directly into a LOOP Bank account or LOOP Payment using PesaLink, EFT, or RTGS.

    6. Make a Cash Deposit to LOOP Bank Account or LOOP Wallet at any NCBA Branches or via NCBA Cash Deposit Machines.

What is Pay by Code?
The "pay by code" feature makes it easy and convenient to pay for goods and services and pay bills directly to different tills and pay bill numbers without having to transfer money to Mobile Money first.
How do I access my account statement?
To access your account statement;
1. Sign in to the app
2. Select the 'Transactions' widget
3. Click on the 3 dots at the Right corner then choose either wallet or Bank Account Statement
4. Select the Transaction Type and Time Range and click next
5. A display screen will open up with options to either E-mail Statement or Download Statement for you to select your preferred option.
6. Pop up screen will display the downloaded statement if you select Download Statement option in your preferred statement format i.e. PDF or Excel.

7. Your generated statement will be sent to your registered email address if you select the E-mail Statement.
8. If you wish your statement certified, check the Certify statement toggle.

I mistakenly sent money to a wrong number or till? How do I reverse the transaction?
Please use the "Get Support" option on the APP to request reversal of an erroneous transaction.
Click "Get Support" in your Profile.
Go to "Raise a Ticket" and type in the required information, then click "Submit." You will get an email from "Loop" letting you know that the request for a reversal has been sent and giving you information about the next ticket update.
.

ACCOUNT MANAGEMENT QUESTIONS
How do I enable biometric login?
The app has biometrics capability to allow for an easier way to login to the APP.
1. Launch the LOOP app.
2. Select "other sign-in options."
3. Choose "Face ID" and then click "confirm."
4. If you have not yet enabled biometric sign-in on your device, you will be directed to the "settings" menu on your device to enable face ID.

Please keep in mind that anyone who has biometrics enabled on your phone can access the account.
How do I edit my profile?
1. Log in to the APP
2. Go to the navigation arrow at the top, left of the Homepage and select 'PROFILE'
3. You will then be able to amend the editable fields shown on the screen and view the percentage of completion
4. Select "Save" to save your changes

How do I Invite a Friend to LOOP?
Spread the LOOP love and share your unique LOOP Code with your friends to register and join the world of LOOP to unlock a world of stress-free payments, irresistible deals and easy management of cash.

How to easily invite a friend to the LOOP APP?
1. Go to the navigation arrow at the top, and select "My profile"
2. Click 'Invite a Friend'

3. The recipient will receive a notification with a Referral Code, which they can use to register on to LOOP.

How do I save my beneficiaries' details?
Beneficiaries are the people you want to send money to.
To save your beneficiary, follow the 3 easy steps below:
1. Go the Home, Select the "Beneficiary Management" under Cash Management menu, then click the + button to add new beneficiary.
    Enter Beneficiary's Information.
2. Save. From this menu, you can also quickly make an amendment to an existing beneficiary or remove any person who you no longer consider a recipient.
3. Ensure to select your recipient from the Beneficiary list when performing Send Money transactions to minimize errors of sending money to the wrong recipient.

Can I add another mobile money number in addition to my registered LOOP mobile number?
Yes, you can.
1. To sign out of the LOOP App:
2. Log in to the APP
3. 'Go to 'My Profile' menu and select 'Manage Mobile Money'
4. Click on + sign and provide your other mobile number,
5. A code will be generated and sent to your LOOP registered e-mail for verification.
6. Once you enter the code, another code will be sent to your new mobile number. Enter the 4-digit code generated then confirm. The added mobile number will then appear in the list.

How do I link an account to multiple devices?
LOOP can be accessed on multiple devices, but only one device can be logged in at ago.
Follow the following steps to link your account to your new device:
1. Install the LOOP app on your new device.
2. Log in using your credentials.
3. You'll get a notification asking you to add the new device to your account.
4. Once you add your account, it will be linked to your new device.

How can I help safeguard my information?

-Do not share your login credentials with anyone. Our LOOP agents will never ask for this information and you should NEVER share this with anyone.

-When you have completed your LOOP session, ALWAYS log out.

-Select a Password consisting of letters, characters, and numbers.

-Do not create a password that can easily be hacked. This applies to your PIN too.

-Be careful with your LOOP Account Log-in Password and LOOP Card PIN. Do not write them down or maintain them in a place that is easily accessible.

Does this mean that if someone knows my password, they can use my account?

Please note that any individual with biometrics set up on your phone can access the account.

We've added an extra layer of security by providing you with a PIN to authorize all app transactions and maintenance. Set this in Account Management and trust us to keep it secure.

How safe/secure is the LOOP application?

LOOP is a very secure application that not only guarantees you protection against fraudulent activities but also helps you manage your finances efficiently.

We have additional security features such as;

- Password
- PIN
- Secured OTP
- Facial recognition and Finger prints (Biometrics)

My password does not work/I forgot my password. What do I do?

 - Verify that your LOOP Account User ID is correct.

 - Click on Forgot Password on the sign-in page. Input the 4-digit One Time Password (OTP) that will be sent to your registered email, input the PIN your 4-digit PIN for verification and create a new password.

How many times can I change my Password?

You can change your password as many times as you wish. However, if you know your account has been compromised, you should change it immediately.

How do I change my password?

1. Log in to the APP
2. Go to 'My Profile' menu and select 'Privacy and Security'
3. Select change password
4. A code will be sent to your mobile phone
5. Enter the code
6. Enter your current password

7. Set a new password and confirm
8. Your new password will be updated

How do I change my PIN?
1. Log in to the APP
2. Go to 'My Profile' menu and select 'Privacy and Security'
3. Select change PIN
4. A code will be sent to your mobile phone
5. Enter the code
6. Enter your current PIN
7. Set a new PIN and confirm
8. Your new PIN will be updated

How do i register for PesaLink?
To register /deregister your account on Pesalink:
1. Select PesaLink registration
2. Accept Terms and Conditions
3. Click on Register / deregister
4. You will receive a confirmation notification

What is Preferences?
This feature gives you the freedom to choose how you would like us to send you your Transaction notifications. Choose your preferred mode of notification from In App, e-mail or SMS then confirm.
1. Go to My Profile
2. Select Settings
3. Select you preferred mode of notification

How do I sign out of LOOP?
To sign out of the LOOP App:
1. Go to 'My profile then select 'Sign Out'
2. Confirm that you would like to sign out
3. You will be automatically signed out of the LOOP App upon confirmation.

How will LOOP communicate to me?
LOOP communicates through its official handles which are;
SMS handles: **LOOP** and **LOOP_LIFE**
Email handles: contact@LOOP.co.ke
Twitter & Instagram handle: @LOOP_Ke

PAYMENTS QUESTIONS

What are the charges for loading funds into LOOP Bank Account or LOOP Wallet?
There are zero charges.
We do not charge any fees for receiving funds into your LOOP Account

What are the available funds transfer options available on LOOP To Mobile number?

Via LOOP

Send money directly to a beneficiary on LOOP straight to their LOOP account in near real-time if you have their mobile number.

To send Money to Mobile via LOOP:
1. Go to the Home Page
2. Select 'Send Money' option then select 'By Mobile'
3. Select the send money via 'LOOP'
4. In-put the recipient's mobile number by either entering the number or searching from the saved favorites /phone book contacts.
5. Enter the Purpose and Category fields
6. Proceed to Send Money Confirmation Screen and Confirm that the details you have entered are correct.
7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via M-PESA

Send Money to your beneficiary's Mobile Money account directly from your LOOP account.

To send Money to Mobile via LOOP:
1. Go to the Home Page
2. Select 'Send Money' option then select 'By Mobile'
3. Select the send money via 'M-PESA' option
4. In-put the recipient's mobile number by either entering the number or searching from the saved favorites/phone book contacts.

5. Enter the Purpose and Category fields- this will be really helpful when reviewing the personal financial management #PFM for great insights on your spend.
6. Proceed to Send Money confirmation screen and confirm that the details you have entered are correct.
7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via NCBA Bank
Send money directly to a beneficiary via the NCBA option straight to their NCBA account in near real-time by providing their account number.

To send Money to Bank via LOOP:
1. Go to the Home Page
2. Select 'Send Money' option then select 'By Bank'
3. Select the send money via 'NCBA'
4. In-put the recipient's mobile number by either entering the number or searching from the saved favorites /phone book contacts.
5. Enter the Purpose and Category fields
6. Proceed to Send Money Confirmation Screen and Confirm that the details you have entered are correct.
7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via PESALINK Mobile
If the person you are sending money to is registered on PesaLink, send money directly to their bank account in near real-time if you have their bank account details.

To send Money to bank via Pesa Link:
1. Go to the Home Page
2. Select 'Send Money' option then select 'By Bank'
3. Select the send money via 'Pesa Link'
4. Enter the displayed transaction fields with appropriate details to successfully make your transfer.
5. Enter the Purpose and Category fields - this will be really helpful when reviewing the personal financial management #PFM for great insights on your spend.
6. Proceed to Send Money confirmation screen and confirm that the details you have entered are correct.
7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via PESALINK Bank

If the person you are sending money to is registered on PesaLink, send money directly to their bank account in near real-time if you have their bank account details.

To send Money to bank via PesaLink:

1. Go to the Home Page
2. Select 'Transfer' option then select 'By Bank'
3. Select the send money via 'PesaLink'
4. Enter the displayed transaction fields with appropriate details to successfully make your transfer.
5. Enter the Purpose and Category fields - this will be really helpful when reviewing the personal financial management #PFM for great insights on your spend.
6. Proceed to Send Money confirmation screen and confirm that the details you have entered are correct.
7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via LOOP

Send money directly to a beneficiary on LOOP straight to their LOOP account in near real-time if you have their mobile number.

To send Money to Bank via LOOP:

1. Go to the Home Page
2. Select 'Send Money' option then select 'By Bank'
3. Select the send money via 'LOOP'
4. In-put the recipient's mobile number by either entering the number or searching from the saved favorites /phone book contacts.
5. Enter the Purpose and Category fields
6. Proceed to Send Money Confirmation Screen and Confirm that the details you have entered are correct.
7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via RTGS

Transfer funds to your beneficiary and enjoy a Real Time Gross Settlement (RTGS), which essentially means the person will receive the money the same day. If you send money after 1500 hours, the beneficiary will receive the funds the next working day.

To send Money to bank via RTGS:

1. Go to the Home Page

2. Select 'Transfer' option then select 'To Bank'

3. Select the send money via 'RTGS' option

4. Enter the displayed transaction fields with appropriate details to successfully make a transfer.

5. Proceed to Send Money confirmation screen and confirm that the details you have entered are correct.

6. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Via EFT

Send money through the well-known Electronic Funds Transfer (EFT) option through LOOP and your recipient will get it in T+2.

To send Money to bank via EFT:

1. Go to the Home Page

2. Select 'Transfer' option then select 'By Bank'

3. Select the send money via 'EFT' option

4. Enter the displayed transaction fields with appropriate details to successfully make your transfer.

5. Enter the Purpose and Category fields

6. Proceed to Send Money confirmation screen and confirm that the details you have entered are correct.

7. Input the authorization PIN, you will receive a notification confirming the payment Was successful or if it failed.

Via VISA

If the person you are sending money to has a Visa powered card, send money directly to their bank account by providing their Visa card details.

To send Money to bank via Visa:

1. Go to the Home Page

2. Select 'Transfer' option then select 'By Bank'

3. Select the send money via 'Visa'

4. Enter the displayed transaction fields with appropriate details to successfully make your transfer.

5. Enter the Purpose and Category fields - this will be really helpful when reviewing the personal financial management #PFM for great insights on your spend.

6. Proceed to Send Money confirmation screen and confirm that the details you have entered are correct.

7. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

How do you send money to multiple people?
This allows you to send money to up to 20 loop customers
To send Money to multiple recipients:
1. Go to the Home Page
2. Select 'Send Money to Multiple' option
3. In-put the recipient's mobile number by either entering the number or searching from the saved favorites /phone book contacts
4. Select the '+' add sign to add a recipient
5. Enter the amount for each beneficiary
6. Enter the reason for the payment
7. Select source of funds
8. Proceed to Send Money Confirmation Screen and Confirm that the details you have entered are correct.
9. Input the authorization PIN, you will receive a notification confirming the payment was successful or if it failed.

Can I set up Standing Orders?
Yes. LOOP offers you this convenience; using the Standing Orders feature on the Loop menu, set up your regular bill payments to avoid missing due dates.
How much will I be charged to settle my bill using the Loop Pay Bill?
You will be charged a transaction fee of KES 36 inclusive of excise duty.

Can I use a 'Lipa Na M-PESA Till number to make a payment straight from my Loop Account with this option?
Yes, you will be able to pay for goods and services easily and conveniently directly to various Tills without the need to transfer funds to Mobile Money first!

How much will it cost me to use the 'Buy Goods' feature to pay for my goods and services?
There are no charges for buy goods payments.

How do I ensure I send money to the right beneficiary?
Always save your beneficiaries using the Beneficiary feature on the App and simply select the saved Beneficiary name when performing all your Send Money transactions.

What is a QR code?

A QR Code (Quick Response Code) is a type of barcode that stores information and can be read by a digital device, such as a smart phone. Your QR code will store your payment account details that allows your business to collect money from customers for goods and services rendered.

Does it cost to have a QR code?

It is totally free to get a QR code on LOOP.

When and where can I use my QR code?

You can use QR Codes to accept payments from your payers almost anywhere. Simply Sign in to the App, Select the Collect Menu that will display your QR code and allow your payer to scan the QR code using their smart phone having provided the payment details.

Is it safe to use a QR Code for payments?

Making payments via QR codes is very secure. The QR code is simply a tool that is used to exchange information. Information transferred via QR codes is encrypted thus making the payment foolproof secure.

What are the benefits of using QR Codes?

➢ **Easy to Set-up-** QR set-up is a relatively straightforward process that only requires a smartphone with a camera and a QR code that is either printed or in the electronic form.

➢ **Instant Payments-** Facilitates quick, convenient and instant payments compared to other modes of payments as it shortens the time taken through which a customer completes their purchase.

➢ **Reliability-** Foolproof payment method as it eliminates the probability of any kind of error.

➢ **Secure-** Payment information scanned through QR codes is encrypted ensuring that your details are safe

Scan to Pay

What is "Scan to Pay"?

This payment feature allows you to pay merchants or receive funds using a QR code without inputting account details.

Can I scan to pay?

Yes, you can Scan a QR code and pay your bill or send money. You can also receive funds using your QR code.

Where can I Scan to pay?

Anywhere there is a QR code.

How do I scan to pay?

How scan to pay:

1. Go to the Hamburger Menu on the Home Page

2. Select Scan to pay
3. Scan the QR code

How do I receive money via "Scan to Pay"?
You can also send or receive through scan to pay by following the below simple steps:
1. Go to the Main Menu on the Home Page
2. Select My QR code
3. Select receive funds
4. Select Set amount
5. Input amount and reason.

CARDS
Ordering
How can I request for a LOOP Card?
Navigate to 'My Card' option on the Homepage and apply for either a virtual or a physical LOOP card.
For a physical card, please select your preferred LOOP Store outlet via the App to process and collect your LOOP personalized card.

Physical/virtual cards
What is the difference between a virtual card and a physical card?
A physical card is a tangible card that can be used to access funds at the ATM or transact at the POS and for e-commerce transactions while a virtual card is only used for e-commerce transactions.
A Physical card is attached to your bank account while a virtual card is attached to your wallet. To be able to qualify for a physical card, ensure you upgrade to LOOP Pro.
A physical card has a validity period of up to 3 years while a virtual card has a 6-month validity period.
Virtual cards are issued active while physical are issued inactive and are activated once you set your PIN.
Can I have both a LOOP virtual card and a LOOP physical card?
Yes, you can apply for both virtual and physical card.
How many LOOP virtual cards can I apply for?
You can apply up to a maximum of 5 LOOP virtual cards.

Linked cards
What is a Linked Card?

A linked card is a Card belonging to your other bank. Upon linking, you can either fund your wallet by pulling funds from the other bank or make payments directly from the card.

How do I link my other bank card to LOOP?

To link your card, log in to the app, my cards, and select others. On the screen select link to other bank cards.

Manually enter your card details, accept the Terms & Conditions, and click link. A notification confirming the card has been linked will be displayed. You can proceed to transact with your other bankcard.

How do I delink my other bankcards from the LOOP?

To delink a bankcard, go to my cards, select others, select the card you would like to delink from the app, and confirm delinking. You should receive a notification confirming the card has been delinked.

How do I set up the PIN for my physical card?

Once you pick your physical card

1. Log in to your APP
2. Select 'My cards'
3. Select 'Bank'
4. On the card image, select 'action required' to set your PIN

I forgot my card PIN, how do I re-set?

If you forget your Loop card PIN, sign in to the App and click on "My Cards" on the Homepage menu, Go to Card Details, then select "Re-set PIN" and set a PIN you can remember.

Blocking/Unblocking

How do I block or unblock my LOOP Card?

In case your card gets lost or stolen, log into the app on the "My cards" menu select the card that you would like to block, click block, and input the reason why you would want to block your card, click confirm and just like that your card is blocked.

To unblock your card login to the app, "My cards", and select the card you would like to unblock, input the reason for unblocking and you can then begin transacting using your card.

Linking/delinking

How do I link or delink my Card?

With the new app, you can now link your other bank card and transact with it on the app. To link your card, log in to the app, my cards, and select others. On the screen select link to other bankcards, enter card details manually accept the Terms and Conditions and click link, you should receive a notification confirming the card has been linked. You can proceed to transact with your other bankcard.

To delink another bank card, go to my cards, select others, select the card you would like to delink from the app, and confirm delinking. You should receive a notification confirming the card has been delinked.

Card Limit

How do I set my card limit?

To set your card transaction limit, sign in to the App and click on "My Cards" on the Homepage menu, Go to Card Details, then select "Set Limit" and set your Daily Transaction Amount Limit and Daily Transaction Count Limit.

LOANS

Available Facility Options

What Loop Loans are available to Loop customers?

The following Loop Credit facilities are accessible to all registered customers:

1. The Loop Loan - This is an unsecured loan that is offered based on your Loop account activity and credit history through a convenient and simplified loan application process; Simply apply in app!

2. Loop Overdraft - Access up to KES. 100,000 with a Loop Overdraft whenever you need to access more than you have in your Loop Account.

3. Buy Now Pay Later (BNPL)-A payment option available to Loop customers enabling you to acquire goods and services on credit.

Term Loan

What are the features of the LOOP Loan?

- Your loan limit is all data driven and is fully dependent on your Loop Activity as well as your credit history.

- Simple Application process - no paperwork, no red tape and is instant!

- Loop term loans will extend unsecured credit from KES 50,000 to KES 3,000,000.

- The repayment period will range from 6 month to 36 months

- The applicable interest rate on Loop Loans will differ from a customer to customer and will be determined by an individual's credit history rating and the tenor of the loan.

What do I need to do to access a Loop Loan?

It is quite simple;

1. Complete your registration on Loop.

2. Make Loop your primary account, channel your salary or proceeds from your business (other earnings) through LOOP, and transact for at least 3 months.

3. If you have a good credit history and we are happy with your transaction activity on LOOP, we will assign you a loan limit.

Loan qualification

How do I qualify for a LOOP loan?

Make LOOP your primary account, channel your salary or proceeds from your business through Loop and transact for at least 3 months.

If you have a good credit history and we are happy with your transaction activity on LOOP, we will assign you a loan limit.

BNPL

What is BNPL?

BNPL {Buy Now Pay Later} is a payment option available to Loop customers enabling them to acquire goods on credit. The Bank shall make full payment for goods to the merchant and charge you with interest over a period.

How does LOOP BNPL work?

We offer you the option of purchasing an item on loan and paying the loan in installments. Through the BNPL offering, you are able complete a purchase from LOOP merchants via your allocated Buy Now Pay Later (BNPL) credit limits.

Overdraft

What is an Overdraft facility?

This short-term credit facility allows you to complete your LOOP transactions even when you have insufficient funds in your account.

What are the features of the LOOP Overdraft facility?

-Pre-approved and advised limit based on activity and utilization of LOOP services
-Repayable monthly
-Fully automated and instant lending process
-All applicable fees Facility, Credit Insurance and Excise duty shall be collected upfront on disbursement.

How do I qualify for a LOOP Overdraft?

-Complete your registration.
-Make LOOP your primary account, channel your business proceeds through LOOP, and transact for at least 3 months.
-If you have a good credit history and we are happy with your transaction activity on LOOP, we will communicate to you your LOOP Overdraft limit.

What are the steps for LOOP Overdraft application?

1. On the Account page
2. Click on the 'Overdraft' menu
3. Accept the terms and conditions
4. Click Activate Overdraft
5. Select the amount you would like to activate
6. Input your 4-digit PIN for authorization

7. Overdraft offer letter will be sent to your either via email, SMS or In-app.
8. Input the offer ref code and accept
9. Input the authorization PIN

What is my Overdraft Limit?
1. On the Account page
2. Click on the 'Overdraft' menu
3. Your available limit will be displayed here.

How do I know my utilized Overdraft amount?
1. On the Account page
2. Click on the 'Overdraft' menu
3. The overdraft screen will appear
4. You should be able to view utilized and available Overdraft

I no longer wish to utilize an Overdraft facility, how do I deactivate it?
1. On the Account page
2. Click on the 'Overdraft' menu
3. Click on Deactivate Service
4. If you have an existing Overdraft, a pop notification will appear requesting to regularize your account. If you have sufficient funds in your wallet click yes. It will automatically pay the utilized overdraft amount and deactivate Overdraft.
5. Input the authorization PIN, you will receive a notification confirming the Overdraft has been deactivated.

SAVINGS AND INVESTMENTS
Saving Goal
What is a Saving Goal Account and its benefits?
A saving goal account feature allows you to set up a target amount for a specific period and contribute towards the goal. You can set up a standing order to conveniently contribute towards your goal.

Is there a maximum loop goal limit?
Yes. The Maximum LOOP goal limit is KES 999,999.

Is it possible to allow overdraft to pay for debit loop goal if my account has insufficient funds?
Yes, it is possible if you have activated an overdraft facility and the amount needed does not exceed the overdraft amount.

What steps should I follow in to set up a saving goal?
To create a Saving Goal:

1. Click on the Saving Goal feature on the Homepage to launch the Loop goals list then click the + button on the Loop Goal list page named 'Create a New Goal'.
2. Enter Goal Name - This field is to help you identify the goal.
3. Goal Purpose - Each goal must be tied to a purpose to identify the type of goal.
4. Goal Target Amount - This is a mandatory field for you to fill in the amount for the goal.
5. Start Date - Should you choose not to give a start date – the current day, month and year is taken as the default.
6. Goal Maturity Date- This is the period of meeting your goal
7. Contribution Frequency- Weekly, monthly, quarterly or annually.
8. Regular Contribution Amount- This amount will be automatically calculated based on the goal target and the maturity date.
9. Goal Initial Amount- The amount that will be initially transferred to your goal account.
10. Payment Source – The source of funds to your goal account; wallet, bank account or linked card.
11. A summary of the goal information will be presented on the screen for your confirmation and PIN authorization.
Loop Invest

What is LOOP Investment Account?

This is an investment option offered to customers that seek to preserve and grow their cash, with a guaranteed rate of return on their invested amount.

How do I load money to my Investment account?

To fund your accounts, you can move funds from either your LOOP current account or your Linked card.

How do I set up an Investment Account?

To set-up a LOOP Investment, follow the 5 easy steps:
1. Go to the Home Page
2. Select 'Investment'
3. Click on Set up Investment then Enter the Investment Title and the amount
4. Select Investment Period of between 3 months to 12 months and select break option.
5. Select the action at maturity either as 'Payout' or 'Re-invest' then Select 'Proceed' to complete set-up.

What do Break-option, Payout and Re-invest options mean to my Investment?

Break option: This option should be set to Y if you think you will need to access the funds invested before the maturity date. This option has a direct impact on the return on investment.

Payout: On Maturity of the investment, we will pay out your Investment amount plus any interest earned to date into your LOOP current account.

Re-invest: On Maturity of the investment, we will re-invest your investment plus interest earned to date for another similar period.

Can I top up my set investment funds time after time, for example on a monthly basis?

For now, there is no option to top up on an already existing Investment. However, you can create up to a maximum of 10 Investment accounts and manage them through the portfolio view.

What is the minimum/maximum amount of money that I can invest?

The minimum amount you can invest is KES 1,000 while the maximum is KES 999,999.

What is the minimum/maximum tenure I can choose to invest?

You can choose to invest for a period of 3 Months, 6 Months, 9 Months or 12 Months.

What interest payouts are available?

Your investment will earn an applicable interest rate that ranges from 6% to 7% depending on your investment tenure and break options you select while setting up your investment.

How do I withdraw my Investment?

The 'Withdraw' option on your specific set Investment allows you to withdraw from your set investment funds after a period. Should you withdraw from your investment and you had not selected a break option, the return on investment rate will be revised downwards to take into account the unexpected request. You will also be able to view your interest earned to withdrawal date. To withdraw funds from your investment account;

1. Go to the Home Page
2. Select 'Investment'
3. A display summary of your Set Investments will appear
4. Choose the specific investment that you would like to withdraw from and click on the 'Withdraw' button at the bottom of screen
5. A notification will appear on the screen for you to confirm your withdrawal request and advice you on the applicable interest rate. If Ok with the terms, your request will be received and the funds availed in your account in 48 hours.

How do I access my Investment details?

View the specific details of the various investments you have in your portfolio. To view your investment details, click on the specific investment from the investment summary.

What will my Investment Summary show?

This is a summary display of your total investments set up on specific projects and their average effective rate of return. You are also able to view your set investments list by name.

Money Pool

What is a Money Pool?

This is a social payments service that allows LOOP customers to collect funds. One can easily set it up on the app and share it with family and friends to contribute funds to their Money Pool account.

How do I set up a Money Pool account?

You have an option of setting up a public or private money pool. For public money pools, you will require specific supporting documents.

Head over to the Money Pool Section and go through the application process.

Once you set up a money pool it will go through the approval process and once approved you can start collecting funds.

What happens when my Money Pool account expires?

Once the money pool expires, the collected funds will be transferred to your LOOP account. Your money pool will expire once the target date is reached or the target amount is achieved.

How do I invite my friends to contribute to my money pool account?

To invite your friends to contribute to your money pool account, select your specific money pool account then click share via social media or with your saved beneficiaries

FRAUD PREVENTION TIPS

DO's	Don'ts
Always examine the purpose of a call/message made on behalf of LOOP before responding to it	Never share your login credentials
Please keep the LOOP contact numbers handy and call the immediately, in case of an unauthorized/fraudulent transaction.	Do not click on websites that ask for sensitive information. Be informed that LOOP does not issue any such communication. These could be look-alike websites created with the intent to

	commit fraud by gathering your sensitive information.
For reporting any fraudulent card transactions, do not disclode the full 16 card number, instead share only the first 6 and last 4 digits of the card number, exact transaction amount, transaction date and time.	Do not store sensitive information such as LOOP PIN, password, Debit card details, etc. on the phone/computer or on paper
Please be alert if your mobile number is de-registered, the mobile connection is lost or you get a call that your mobile connection may be temporarily disabled. This could be a duplicate SIM fraud (someone may be trying to obtain a duplicate SIM). Please contact your mobile service provider immediately	
Update/change LOOP passwords and PIN at regular intervals.	
Check your account statement, usage and transactions periodically.	

Get Support on LOOP
How do I contact the LOOP team in case I have a query?
Sign in to LOOP, access the "Get Support" widget and follow the simple steps to raise a support ticket, request for a call back or skim through our FAQs to get more product information.
You can also visit any LOOP Store or Contact the LOOP Call Centre on **+254 709 714444** or +**254 730 714 444** for all your queries and service requests