Q. How do I apply for a KBZPay Shopper loan?
A.
Step 1: Login to KBZPay application. Available on both Android and iOS

Step 2: Log into your account with One-time Password (OTP). Please NEVER share your OTP or PIN number with anyone.

Step 3: On the KBZPay homepage, click on KBZPay Shopper loan

Step 4: Click on Apply now on the Shopper loan screen

Q. Are there any prerequisites for Shopper loan?

a. You must have a KBZPay Level 2 account. Please visit the nearest branch or agent to upgrade to a Level 2 if you have Level 1 or Level 1.5 account

b. You must have regular salaried income

c. Minimum balance in KBZPay wallet for form fees, if applicable

d. You will need to provide requested application permissions

Q. Are there any service charges when I apply for the loan?

A. No, there are no service charges. However, there will be a form fee during loan application. Please make sure that you have enough balance in your KBZPay wallet when applying for the Shopper Loan. Form fees will be automatically debited from your KBZPay wallet.

Q. Who can apply for the loan?

A. All salaried employees who are KBZPay Level 2 customers can apply for the loan.

Q. Can we use combined salaries with friends, families etc to apply?

A. No. You cannot combine your salary with your parents, in-laws, friends, relatives, colleagues, etc to apply.

Q. Is Shopper loan available in all cities in Myanmar?

A. Currently it is only available in Yangon, Mandalay and Naypyidaw. We will be launching in Bago, Pathein Taunggyi and the rest of the country soon. We will notify customers via our official facebook page. Please follow our facebook page for the latest news on KBZPay.

Q. Which documents do I need to apply?
1) Ward Recommendation
2) Electricity Bill
3) Payslip (or) Salary recommendation letter from employer for the past three months
4) Selfie from your registered address (this will be taken during the application process)

   - Ward recommendation
     a. It is not necessary that purpose mentioned on the Ward recommendation should be for KBZPay Shopper loan. However, it should not be older than one month.
     b. Address on the Ward recommendation should be clearly visible. Address on Ward recommendation should be same as the address registered with KBZPay
     c. Ward recommendation should be stamped by authorities

- Electricity bill
  a. It is not necessary to have the Applicant's name on the Electricity bill. However, the photo of the bill should be most recent.
  b. Address on the Electricity bill should be clearly visible. Address on Electricity bill should be same as the address registered with KBZPay

- Salary slip/Payroll slip or Salary recommendation letter from HR
  a. Monthly Salary slips/Payroll slips should be uploaded for the past three months. It must contain designation/position, salary amount and salary credit date details. If your employer does not provide a Salary slip/Payroll slip, please provide the most recent salary recommendation letter from HR. It should be on the Employer's letterhead and must contain salary, designation/position and length of employment details. KBZ bank will contact your employer to confirm the information you have provided.

- Selfie from address registered with KBZ Pay
  a. Selfie should be captured inside the house. House address should be same as the address registered with KBZ Pay
  b. Provide location permission to KBZ Pay if not already given.
  c. Do not switch off location services while capturing selfie
  d. Use front camera to capture selfie
  e. Selfie should be taken in an environment where there is adequate light
  f. Selfie captured with masks and caps will not be accepted.
  g. Ensure that your face is within the circle while capturing selfie, your face should be clearly visible otherwise it will not be accepted
  h. Please wear appropriate clothes/apparels while capturing selfie
  i. Selfie should not be taken with pets
  j. Selfie should not be taken with family/relatives/colleagues.

KBZ bank may visit this location to verify the information you have provided.

Refer sample photos of the documents for more details.

Q. What are the mandatory steps in KBZPay Shopper loan application?

A. There are seven mandatory steps in Shopper loan application

Step 1: Select loan amount and tenor (Minimum loan amount: 200,000 MMK; Maximum loan amount: 5,000,000 MMK

Step 2: Check your address. Update your address if you have moved since you registered for KBZPay.

Step 3: Fill personal information details

Step 4: Fill Employment information details

Step 5: Upload documents

Step 6: Fill other information fields. These fields are optional

Step 7: Facial recognition using the selfie taken during the application process.

Q. Are there any guarantor requirements?

A. No there are no guarantor requirements, However, we will ask for reference contact details.

Q. How long does it take for my Shopper loan application to be processed?

A. It will take one working day. You will be notified of the status after KBZPay has reviewed your application..

Q. How do I check the status of my loan application?

Step 1: Login to KBZPay

Step 2: Click on KBZPay Shopper Loan on the homepage of the application. On clicking KBZPay Shopper Loan you will see the application status screen.

You will also receive an in-app notification on the status change.

Q. Can I apply for a loan if I was rejected for my first application?

A. You will have to wait for three months before you can apply again. For further information, you can contact KBZPay Call Center

MPT users: +959969963211
Other sim users: 3211

You can also e-mail us on query@kbzpay.com for all your queries and concerns.

Q. What should I do if I receive the message that the status of my loan application is incomplete?
A. It is due to unclear/incomplete documents uploaded.

Step 1: Login to KBZPay
Step 2: Click on KBZPay Shopper Loan on the homepage of the application. On clicking KBZPay Shopper Loan you will see the application status is incomplete.
Step 3: Click on the Upload Document section. Documents which are unclear/incomplete will be highlighted in yellow. Please re-upload clear/complete documents.
Step 4: Submit the application again.

Q. Can I edit my application details once it is submitted?

A. We currently do not allow applicants to edit details.

Q. How do I purchase the product of my choice once my application for Shopper Loan is approved?

A. Step 1: Login to KBZPay

Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper loan you will be able to view the credit limit which can be used at KBZPay partnered merchants.

Step 3: List of participating merchants is visible below the "Enjoy Now" button on the 'Loan application successful' screen.

Step 4: Watch product video to know how the Shopper loan can be managed and to learn about responsible borrowing.

Step 5: Click on "Enjoy Now" on the 'Loan application successful' screen to generate your bespoke QR code. This QR code can be used to purchase products at any participating partner merchants. Please note: do not screenshot or save the QR code as it is dynamic and will update at the moment of purchase.

Step 6: When you are at a partner store, and have chosen your item to buy, show the QR code to the partner merchant when you go to pay. Merchant will scan the QR code and enter details of the product you purchase. Merchant will also take a photo of the invoice and product.

Step 7: You will be notified in your KBZPay app to check the details of the product you are purchasing. Please check if the details and photo entered by the merchant is accurate. If the

amount exceeds your credit limit, you will have to pay an upfront amount to the merchant. Upfront amount is visible on the purchase summary and loan transaction summary screens

Step 8: Select tenor, repayment date of the loan and agree to the terms and conditions

Step 9: Please provide your e-signature for promissory note and loan agreement

Step 10: Enjoy your product purchase!

Q. What should I do after receiving the QR code? Can I buy at any store?
A. You can show the QR code at the participating partner merchant stores only to purchase products. QR code is only valid for one month. List of participating merchants is visible below "Enjoy Now" button on 'Loan application successful' screen

Q. I am having issues applying online. Who should I contact for enquiries?

A. You can contact KBZPay Call Center;

MPT users: +959969963211

Other sim users: 3211

You can also e-mail us on query@kbzpay.com for all your queries and concerns.

Q. If the product I wish to purchase exceeds the credit limit, can I still proceed?

A. Yes, you can pay in cash for the exceeding credit limit. Any amount exceeding the credit limit will be collected by the merchant as an upfront payment. Upfront amount is visible on the order summary and loan transaction summary screens.

Q. If the shopping amount is less than the credit limit, can I use my remaining credit for the next purchase?

A. No, you cannot use the remaining credit limit. You can only have one loan at a time with KBZPay.

Q. Can I choose a loan tenor?

A. Yes, you can choose one of the three tenors. Available tenors are 12 months, 18 months and 24 months.

Q. What are the available monthly repayment dates?
A. Customer has an option to choose any repayment date from 1st – 7th or from 20th to the last day of the month. Minimum of 30 days will be provided to the customer before the first installment falls due.

Q. What is the applicable interest rate for Shopper loan?

A. The interest rate will be mentioned in the loan application at the time of applying a loan against a purchase of product at the merchant. The interest rate will be in adherence with the Central Bank of Myanmar. If you want to check the interest rate charged to your loan account post loan confirmation, please refer to the loan agreement.

Q. How are monthly installments computed?

A. Monthly instalments are computed using the reducing balance method.

Q. How to make monthly repayments?

A. You can select to make the payment at any time you want. The Monthly repayment will be auto debited from the KBZPay wallet on the due date if not paid before the due date.

Q. How to make payments on days other than repayment due date?

If you want to make an ad-hoc payment on your loan account, please follow the below steps:

Step 1: Login to KBZPay

Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper   loan you will see 'You have an existing loan under repayment screen'.

Step 3: Click on the Calendar button on the top right corner of the screen.

Step 4: Select 'Loan payment' option

Step 5: You can click on repay to pay the due amount. To edit repayment amount, click on pencil button

Step 6: Enter PIN to authenticate the transaction

Q. How can I view my loan summary?

A.The Loan summary can be viewed to check the details of outstanding payment left of the loan and the payments made for the loan in the same screen. Follow the below steps in the KBZPay app:

Step 1: Login to KBZPay
Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper   loan you will see 'You have an existing loan under repayment screen'.
Step 3: Click on the Calendar button on the top right corner of the screen.
Step 4: Select 'View loan summary' option

Q. How to foreclose the loan?

A. Loan foreclosure is not allowed within the first 6 months of the loan disbursement. To foreclose

Step 1: Login to KBZPay
Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper   loan you will see 'You have an existing loan under repayment screen'.
Step 3: Click on the Calendar button on the top right corner of the screen.

Step 4: Select 'View loan summary' option

Step 5: Total balance will be visible on the bottom of the screen

Step 6: Click on Pay off
Step 7: Enter PIN to authenticate the transaction

Q. How can I view loan repayment history?

A. To check the history of loan installment payments made, follow the below mentioned steps:

Step 1: Login to KBZPay
Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper

loan you will see 'You have an existing loan under repayment screen'.
Step 3: Click on the Calendar button on the top right corner of the screen.
Step 4: Select 'Loan repayment history' option. Apply tab has details of product purchase/loan creation date. Repay tab consists of history of Shopper loan repayments

Q. Do I have to bear any loan foreclosure charges?
A. Loan foreclosure charges are 3% on the outstanding loan balance.

Q. How can I make my overdue payment?
A. Step 1: Login to KBZPay
Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper   loan you will see 'You have an existing loan under repayment screen'.
Step 3: You can also click on the Calendar button on the top right corner of the screen.
Step 4: Select 'Loan payment' option
Or
You can click on repay now on 'You have an existing loan under repayment screen'

Q. How Overdue payments will be calculated?
A. Overdue payments will be first adjusted against any outstanding late fees, other applicable fees/charges. After the fees and other charges are adjusted, it will be adjusted against outstanding interest penalties and then against outstanding interest. Outstanding principal will be adjusted after all the fees, charges, interest penalties and interest are adjusted.

Q. Is there a late fee or penalty if I do not pay full amount on the monthly repayment date?
A. Yes, there is a late fee of 2,000 Ks on each default. Additionally, penal interest of 12% per annum is applicable on the loan overdue principal and interest.

Q. Do I have to pay any Stamp Duty Fees?
A. As per the local regulations, we will have to pay stamp duty to the regulator for each generated loan. Stamp duty will be collected from customers upfront by the merchant and the amount transferred by KBZ to the merchant will be net off stamp duty. Stamp duty will be 0.5% of the loan amount.

Q. Can I apply for more than one Shopper loan?

A. No, you cannot. You can only have one outstanding loan at a time.

Q. How do I update my Email ID?
A. You can contact KBZPay Call Center from your registered mobile no on the below hotline numbers:

MPT users: +959969963211
Other sim users: 3211

Q. How do I update my Mobile no?
A. You can contact KBZPay Call Center from your registered mobile no on the below hotline numbers:

MPT users: +959969963211

Other sim users: 3211

Q. How do I update my address?
A. You can place a request by writing to us on query@kbzpay.com along with your ward recommendation and electricity bill of the address which needs to be updated. The address gets updated in the system once address verification is completed.

Q. How do I change my monthly repayment due date?
A. We currently do not have an option of changing the monthly repayment due date.

Q. How do I get my Repayment/Amortisation Schedule?
A. If you want to check repayment/amortisation schedule after the loan is confirmed, follow the below mentioned steps:

Step 1: Login to KBZPay
Step 2: Click on KBZPay Shopper loan on the homepage of the application. On clicking KBZPay Shopper   loan you will see 'You have an existing Loan under repayment screen'.
Step 3: Click on the Calendar button on the top right corner of the screen.
Step 4: Select 'View loan summary' option

Q. How do I get my Promissory note and loan agreement?
A. On loan confirmation, we will send you promissory note and loan agreement to your registered e-mail ID. You can also place a request by writing to us on query@kbzpay.com

Q. How can I contact KBZPay?
A. You may contact us through any of our channels mentioned below -

Call Center - Call us on our below KBZPay Call Center from your registered phone number in KBZPay:

MPT users: +959969963211
Other sim users: 3211

Email - Write to us on query@kbzpay.com for all your queries and concerns. Please write from your registered email ID to get a faster response.. Please check your SPAM folder, in case of non-receipt of Email.

Branch - You can visit our nearest branch. Please bring your Valid photo ID card with you.