



## M-JEKI Loan Fact Sheet

This Product Fact Sheet provides you with key information about this product/service. The document should be read in conjunction with the Terms and Conditions of the Product and the Bank's Tariff Guide which is available in our branches. Should there be any aspect of information contained in this document that is not clear to you, please refer to the Business Banker or your Relationship Manager for more information.

### Product Summary

M-Jeki is an automated short-term loan for Safaricom Dealers and Super Agents intended to boost their growing working capital needs. The loan is accessed via short code \*258# without having to visit a branch. The loan disbursement is directly to the dealer portal for Dealers and to the Agent HO for M-PESA Agents.

### Features

- No minimum loan amounts.
- Maximum loan amount - Kes 40 million.
- Loan limit of up to 3 times of average monthly commissions
- Loan types;
  - 7-day M-PESA Float loan
  - 7-day Airtime loan
  - 30-day Devices loan

### Benefits

- Available on USSD \*258# everyday 24/7
- No financials required.
- Available for non-Stanbic customers
- Quick onboarding turnaround times - Maximum of 3 business days on receipt of all documents.

### Eligibility Criteria/Target Market

Available for Safaricom dealers and Super agents (Head Offices).

### Documentation Criteria

A customer accessing this product is required to meet the Bank's "Know Your Customer (KYC)" standards and provide the requisite documentation accompanied with an executed loan contract.

### To Register:

- Visit your nearest Stanbic Bank Branch to fill in the forms
- Dial the short code \*258# to get started on the M-Jeki platform

### To Apply for a Loan:

- Dial the short code \*258# and go to Loans
- Choose the loan type – Float/Airtime/Devices
- Enter Amount and select 1 to Accept the loan
- The loan will be processed, and you will receive an SMS confirmation

For a complete list of the KYC documentation and contract, please refer to the Business Banker or your Relationship Manager.

### Fees and Charges

The loan attracts a service fee of;

- Float 0.245% per week
- Airtime 0.245% per week
- Devices 1.05% per month



“Prime Rate” means the base lending rate computed based on market benchmarks.

“Margin” (Risk based and subject to change from time to time) means a premium to be added to the Prime Rate, calculated by the Bank taking into consideration customer’s risk profile and other loan cost considerations.

### Key Product risk

All products are prone to price fluctuations in line with market forces.

Technology risk (digital loans) – Risk of system error when processing digital loans.

Mitigant: System checks are in place to ensure correct processing of loans. Comprehensive testing is done before products rollout. Systems maintenance is also done regularly.

### Rights and Obligations of the Parties

These are available on the Stanbic Bank Kenya website or through your nearest Stanbic Branch, Universal Banker or your Relationship Manager.

## Complaints Procedure

Should you have any complaint related to this product or any other product or service offered by Stanbic Bank, we welcome you to lodge your complaint in line with our Complaints Procedure. A copy of this procedure is available on our website [www.stanbicbank.co.ke](http://www.stanbicbank.co.ke) or alternatively you can visit your nearest branch.

## Customer Sign-Off

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### For more information or queries, contact us at:

Customer Care Centre (CCC)

Tel: +254 (20) 3268 449

Mobile: 0711 068 449 / 0732 113 449

Email: [customercare@stanbic.com](mailto:customercare@stanbic.com)

Website: [www.stanbicbank.co.ke](http://www.stanbicbank.co.ke)