

**Q. What is the difference between a Nedbank personal loan and this loan offering?**

A. This loan product is the same as our regular personal loan offering. Nedbank now offers customers a personal loan to purchase goods or access cash in minutes, through a range of accredited partners.

**Q. What are accredited partners and how will I know who they are?**

A. Nedbank has partnered with various retailers, selling goods, and finance businesses, offering personal loans for your need. More details on who our accredited partners are can be found at <https://www.nedbank.co.za/website/unmatched/API-Marketplace>.

**Q. How does the process work for purchasing goods?**

A. You will see a new payment option at check-out for you to pay via a Personal Loan. You will complete the simple online application to complete the purchase. Nedbank will pay the Partner store for the goods and your loan agreement will be with Nedbank.

**Q. How does the process work to get cash?**

A. You can apply online through one of our finance partners, if your loan application is approved, you will get the cash deposited directly in to your bank account.

**Q. What are the requirements to apply for a personal loan through the accredited partners?**

A. You will need to be at least 18 years old, have a valid South African ID card or document; be permanently employed and earn a regular net salary of at least R3 500 a month deposited into your bank account electronically. Driving license and passports are not accepted.

**Q. What documents do I need to complete the application?**

A. All you will need is your valid South African identity document or smartcard to upload during the application process, with your permission and through a secure platform we will source your bank statements for you.

**Q. Do I have to be a Nedbank client to apply for a personal loan with accredited partners?**

A. All consumers, regardless of whom they bank with can apply for a personal loan.

**Q. How long does the application process take?**

A. The process takes just a few minutes through a fully digital assessment process. You will need to: verify your personal details; upload your South African identity document/smartcard; confirm your bank account details as well as income and expenses and finally review your loan offer.

**Q. What is a Nedbank ID and why do I need one?**

A. Nedbank ID is your single sign-on which gives you full access to Nedbank's online banking and lifestyle services. Create and manage your Nedbank ID on the Money app, Online Banking and Money App Lite. For more information visit <https://www.nedbank.co.za/website/unmatched/nedbankid>.

**Q. How do I upload my ID onto my application.**

You will need to have a clear image of your green barcoded South African identity book or both sides of your ID smart card saved onto your device for your application. You will be guided during the application process with clear instructions and images to make the process quick and easy for you.

**Q. What should I do if I have a problem during my application?**

A. Email us at [plqueryapi@nedbank.co.za](mailto:plqueryapi@nedbank.co.za) or call us on 0860 103 038, Option1 during business hours.

**Q. If I have more than one bank account, which one should I use?**

A. You need to use the account which your salary is paid into.

**Q. What if the loan amount is not what I am looking for?**

A. You will be able to select the loan amount and term you would like to take the loan over.

**Q. What is Loan protection insurance and is this compulsory?**

A. You need to have loan protection insurance for your personal loan in the case of death, disability and loss of income. Visit <https://www.nedbank.co.za/insurance> for details of our policy.

**Q. How do I repay my loan?**

A. Monthly instalments will be paid via a debit order on your salary date.

**Q. What is Debi check and how does this work?**

A. With DebiCheck you can approve your debit orders electronically to prevent fraudulent debit orders from being processed on your transactional account. Visit <https://www.nedbank.co.za/website/unmatched/Debichack> for more info.

**Q. When will I receive my documentation confirming my completed loan?**

A. Your contract will be e-mailed to you from Nedbank within 24hours.

**Q. How can I cancel my application after I've completed the process?**

A. You can call 0860 555 111 to process a cancellation.

**Q. What happens if I have purchased goods through an accredited partner and need to return them?**

A. If the return is within a valid returns period of the merchant, we will refund the client funds for any partial return and we will cancel the loan for full returns.