



Frequently asked questions

1. Who is eligible for a Weza loan?

- You need to be a DTB customer
- You are registered on mobile banking
- Actively transacting for more than 6 months
- You also need to have a good CRB rating

2. What are the features of the Weza loan?

- Quick access to an unsecured loan
- Loan term of 30 days
- Loan is credited to your selected nominated DTB account

3. How can I access Weza?

M247 app:

- Login to the app - Click on the Weza icon
- Select preferred nominated account
- Accept the terms and conditions
- Authenticate the same by entering your PIN – you will be redirected to the main app screen
- Click on Weza icon – your eligible limit will be displayed on screen for you to start borrowing

USSD code:

- Dial *382# - select option 8 Weza
- Select opt-in then select preferred nominated account
- Accept the terms and conditions -Authenticate the same by entering your PIN
- Dial *382# - select option 8 Weza – Select Loan request (your eligible limit will be displayed on screen for you to start borrowing)

4. I do not qualify / have any limit for a Weza Loan at the moment. What can I do to qualify?

- Ensure you have a good rating at CRB
- Transact more using your DTB account
- Maintain positive balance in your account

5. How do I grow my loan limit?

- Increase activity in your DTB account
- Increase savings in your account

6. What are the Loan Charges?

- Interest is at the prevailing interest rate on loans which is currently at 13% p.a (1.08% pm)
- Loan processing fees at 7% of the loan amount requested
- Excise duty of 20% of the loan processing fees
- All charges are collected upon disbursement of the loan

7. How do I check how much I can borrow?

- Upon opt-in via mobile banking, your eligible limit will be displayed on screen.

8. Can I request for a loan immediately I opt-in?

- Yes. If you qualify, your loan limit will be displayed when you click on the Weza icon, and you can proceed to borrow.

9. Can I have more than one loan at a time?

- No. You have to repay your outstanding loan first before you can borrow another loan.

10. Can I repay the loan using other channels?

- No. You can only repay from your DTB accounts
- However, you have the option of funding the DTB account via different channels i.e., Cash deposit, M-Pesa, Airtel Money, Pesalink etc.

11. Can I change my nominated account?

- Yes. Click on the more button to opt out.
- You can then proceed to opt-in again with your new nominated account.

** You can only opt out of the service if you do not have an existing active loan.*

12. Can you repay your loan partially before the due date?

- Yes. You can prepay the amount you wish from any of your DTB accounts.

13. Can you register with more than 1 line?

- No. Weza is linked to your existing mobile banking profile.
- Should you wish to change your mobile number, you will be required to change the static data details at the branch then proceed to opt-in afresh.

14. If you have not paid your loan within 30 days, what will happen?

- Your loan repayment period will be extended for an additional 30 days, and you will be charged a roll-over fee of 3% on your outstanding loan balance.

15. If you pay your loan before the due date, will you still be charged the loan facilitation fee of 7% on the loan amount?

- Yes, the 7% is a processing cost charged on every loan and Excise duty of 20% of the facility fee.

16. How long does it take for my loan balance to reflect after I've cleared my loan?

- The balance is updated immediately upon repayment of your loan.

17. What is my Weza PIN?

- The Weza loan is accessed via mobile banking therefore your PIN is your mobile banking PIN.
- If you have locked or forgotten your mobile banking PIN, kindly visit any of our DTB branches to get the same reset.

How and where can you channel any Weza queries?

Kindly get in touch with us by visiting any of our branches or reaching our 247-contact centre on 0719031888 / 0732121888 or contactcentre@dtbafrica.com