CLICKEASY FINANCE FREQUENTLY ASKED QUESTIONS AND ANSWERS

SSB LOANS ENQUIRES	
FREQUENTLY ASKED QUESTIONS	**SUPPORT ANSWERS**
1. **How do I get a loan if I work for the government?**	We do support government employees to get short term loans WHO get salaries through SSB. To be assisted we need your ID and Payslip
2. **My Net Salary is USD300, how much do I borrow?**	Use the loan calculator and input the net salary it will show you the maximum loan amount the client can borrow?
3. **If I borrow USD300 or any amount how much would be my instalment?**	Ask client the tenure (how long they want to service the loan) and once confirmed put the amount requested and tenure on the calculator and check the instalment.
4. **If I want to buy a product worth USD500 from the Merchants, how much should I apply?**	Use the Calculator and enter the merchant price and the loan to be applied will be given factoring our upfront administration fees
5. **How long does it take to get my loan?**	Once SSB is open usually from the 15th of every month to the 10th of the following month, do expect the loan to be approved and disbursed within 48 hours.
6. So what should I do now to get the loan?	If you have an ID and Payslip, kindly get in touch with our support team via Call or WhatsApp on **0781 439 260 or 08612000788** for support.
PENSIONERS ENQUIRIES	
FREQUENTLY ASKED QUESTIONS	**SUPPORT ANSWERS**
1. **How do I get a loan if I am a Pensioner?**	We finance pensioners to get short term loans as long as they get salaries through pensions office. To be assisted we need your ID and Payslip
2. **My Net Salary is USD300, how much do I borrow?**	Use the loan calculator and input the net salary it will show you the maximum loan amount the client can borrow?
3. **If I borrow USD300 or any amount how much would be my instalment?**	Ask client the tenure (how long they want to service the loan) and once confirmed put the amount requested and tenure on the calculator and check the instalment.
4. **If I want to buy a product worth USD500 from the Merchant, how much should I apply?**	Use the Calculator and enter the merchant price to get the loan to be applied which factors our upfront administration fees
5. **How long does it take to get my loan?**	Once Pensions Office is open usually from the **15th of every month to the 10th of every month,** do expect the loan to be approved and disbursed within 48 hours.
6. So what should I do now to get the loan?	If you have an ID and Payslip, kindly get in touch with our support team via Call or WhatsApp on **0781 439 260 or 08612000788** for support.
EMPLOYEES OF PRIVATE COMPANIES	
Frequently Asked Questions	**Support Staff Answers**
1. **How do I get a loan if I work for a private company?**	• We do support employees of private companies to get short term loans. • To be assisted we need to enter into an agreement with your employer so that we can arrange if it can deduct repayments off your payslip. • Once we have signed the agreement and they have presented their documents, we can give loans to the employees and deduction would be off your payslip.
2. **What do I need to get the loan?**	You need ID, Payslip, Employer confirmation and we should have signed an agreement with them. You can talk to your HR and then share their contacts with us so we can engage them
3. **My Net Salary is USD300, how much do I borrow?**	Use the loan calculator and input the net salary it will show you the maximum loan amount.
4. **If I borrow USD300 or any amount how much would be my instalment?**	Ask for how long they want to service the debt and once confirmed put the tenure and amount requested on the calculator and check the instalment.
5. **How long does it take to get my loan?** And	Once approved expect the loan to be disbursed within 48 hours.
6. So what should I do now to get the loan?	If you need to speak further to us about loans, kindly get in touch with our support team via Call or WhatsApp on **0781 439 260 or 08612000788** for support