

## **NEED CRB CLEARANCE? HERE'S HOW TO PAY OFF YOUR MOKASH LOANS**

### **1. For Your Active Mobile Number**

- Dial \*165\*40#
- Select "loans" > "pay loans"
- Enter your outstanding loan amount
- Enter your mobile money pin
- Credit Reference Bureau (CRB) updates are made approximately 72 hours after payment.

### **2. For Previously Owned/Number registered Under Your NIN**

- Dial \*165\*40#
- Select "savings" > "deposit"
- Enter the outstanding loan amount (as listed on CRB)
- Enter your mobile money PIN
- Notify NCBA Bank Uganda/MTN after depositing your outstanding loan amount

### **3. On behalf of Another Person**

- Deposit funds into your MoKash savings (as in section 2 above)
- Fill in the third-party repayment form (available at any of the NCBA Bank branches & MTN service centers)
- Attach copies of both parties'/individuals' National IDs
- Submit to NCBA Bank or MTN Uganda

### **Important To Note!**

- CRB (Credit Reference Bureau) tracks loan payment history
- NIN (National ID Number) is found on your National ID
- Clear MoKash loans within 30 days to improve your credit score and loan limit
- Manual loan payments are processed in 48 hours, and CRB updates within 72 hours after payment
- Check/Request for a new CRB report after 72 hours of payment to confirm that your loan status has been updated to fully paid.

For further information, email **[mokash@ncbagroup.com](mailto:mokash@ncbagroup.com)** through your loans office.