USER MANUAL

End-User Michu

Mobile Application

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1. General Information

General Information section explains in general terms the Michu application overview and the sections of the user manual.

1.1 Application Overview

Michu, uncollateralized digital lending for business is a platform that enable business owners to process a loan through mobile application digitally. It creates fast and simple environment for application, disbursement and repayment among customers and stakeholders involved in business sector as well as the bank itself.

1.2 Organization of the Manual

The user manual consists of the following four sections

1. General Information
2. System Summary
3. Awareness Creation and Eligibility Criteria
4. How to Access the Application
5. How to Apply
6. Loan Repayment

2. System Summary

System Summary section explains about the hardware and software requirements for accessing Michu application and user access levels.

2.1 Hardware and Software Requirements

- Requires a smart phone with Android operating system (OS).
- The minimum Android version should be 5 and up to avail all the features in the application.
- To download and use the functionalities of Michu mobile app, you require an Internet connection in your mobile.

2.2 User Types

There are two types of users in Michu application: -

- Michu Field Officer
- Michu Customer

2.2.1 Michu Field Officer

Michu field officer is one who access and uses the field officer application to whitelist the customer recruited by respective Coop branches.

2.2.2 Michu Customer

Michu customer is one who registers himself/herself in the Michu application by filling the registration form. Customer user can apply for loan, accept, or reject the offered loan and repay the loan through the app.

3. Awareness Creation and Eligibility Criteria

If someone wants to process a loan through Michu application, he/she should have to aware about the app and make him/herself ready to fulfill the requirements.

3.1 Awareness Creation

Although the responsibility of awareness creation about michu app goes for all CBO staffs, mainly the person who involves on recruitment process has the duty to aware the customer.

Especially, branches while recruiting their respective customers are expected to create awareness about Michu application that includes the product description, loan type, the benefits that customers grasp from using the app, loan limit, interest rate, fees required to process the loan and the repayment method and etc.

3.2 Eligibility Criteria

Any recruited customers or walking customers should fulfill the following criteria:

3.2.1 Criteria to Process the Loan

3.2.2 Required Documents (for Individual Borrower)

- Smart Phone Android version of 5 and above
- Renewed Trade license

- Tax Identification Number of the applicant and his/her spouse, if any.
- Marital & Non-marital certificate.
- Renewed Identification Card.

3.2.3 Required Documents (For Group, PLC, Enterprise)

- Smart Phone Android Version of 5 above
- Renewed Trade license
- TIN of the Company
- TIN of the manager/member
- Memorandum and Article of association
- Renewed ID card of GM/person authorized to process the loan

4. How to Access the Application

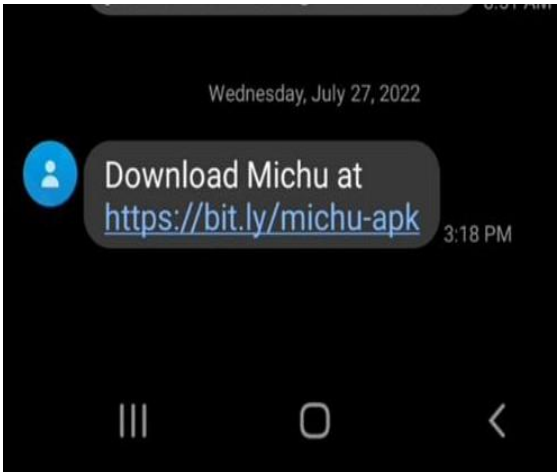
- After the customer is aware of the product, CBO branches will take individual information from the customer and fill the due diligence report to send for respective CRM assigned for the district in which the branch exist.
- The respective CRMs assigned for that district whitelist the customer through Michu Field Officer Application.

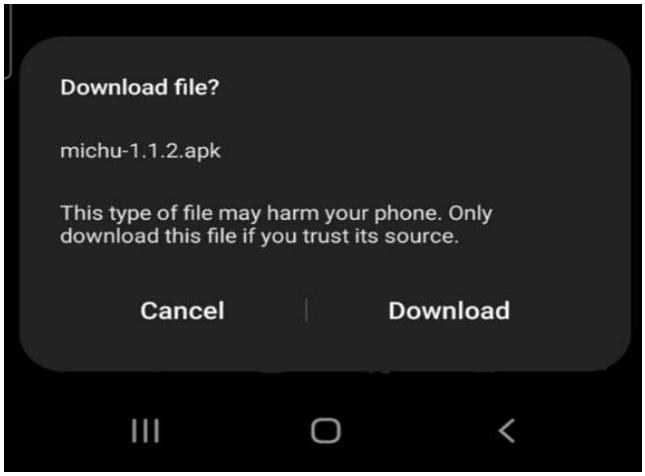
4.1 Whitelisting the Customer and downloading the App

- Customer Relation Managers (CRMs) uses their credential for login michu field officer application to whitelist the customer using customer's mobile phone number and TIN number.
- As soon as the registration completed, the customer will get download link via SMS to his/her mobile phone.

4.2 Download and install the App

Check your SMS to download the app by clicking the link sent to you via SMS and find it in the downloaded file to install.



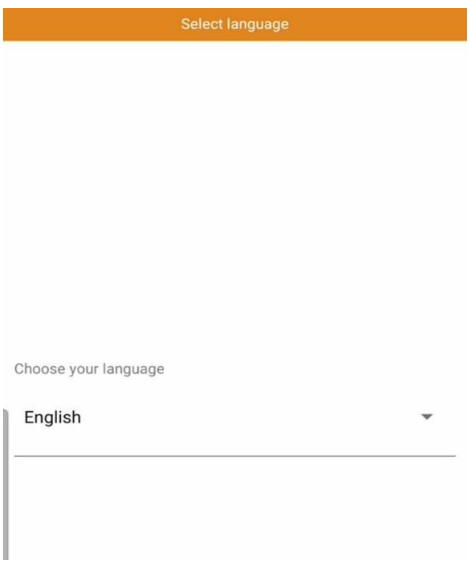


5. Loan Application Process

Once you have installed michu customer applications, you can open it and apply for loans by following the next steps clearly.

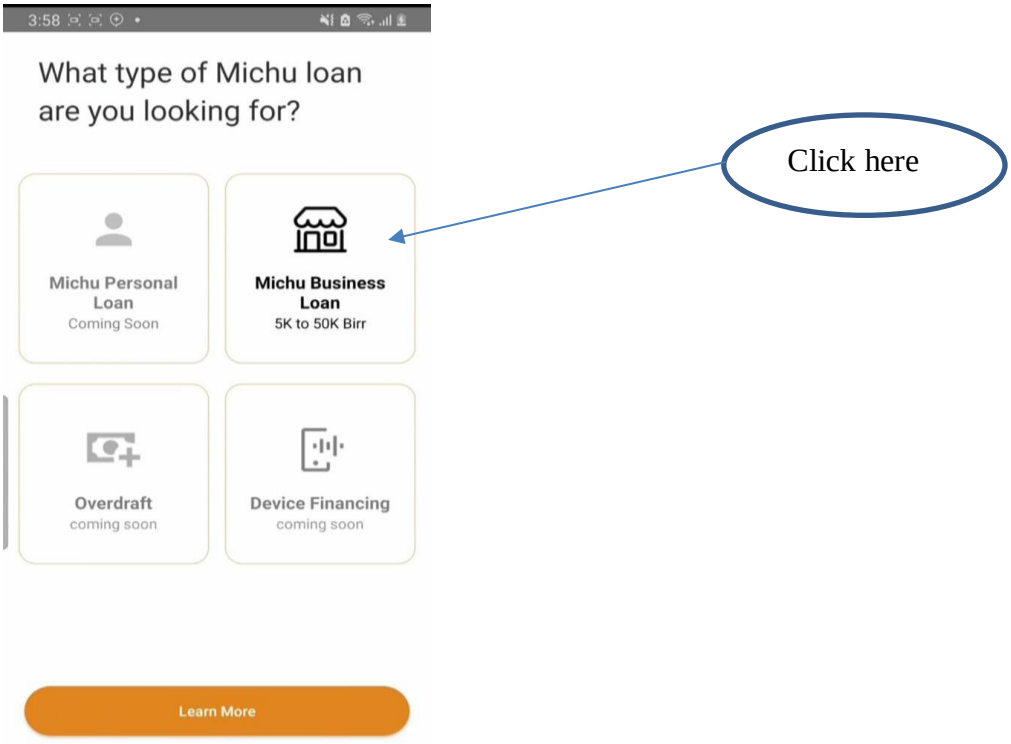
5.1 Choose Preferred Language

After you opened the app, choose your preferred language and continue to the next step.



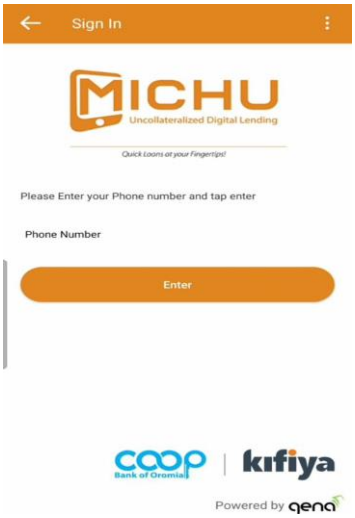
5.2 Select Type of Michu Loan

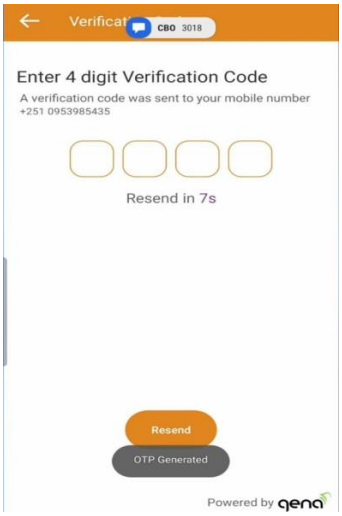
Now choose the type of loan you want among the listed types.



5.3 Sign Up

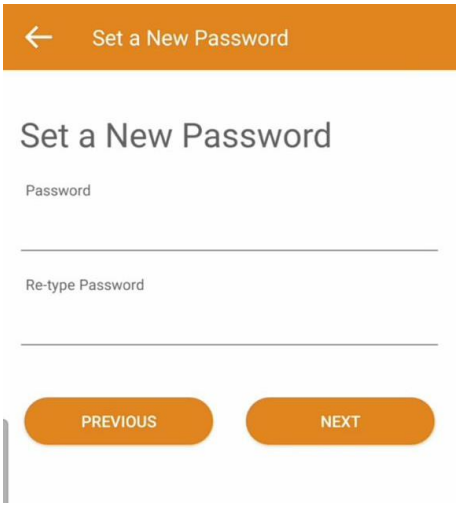
Create an account by entering your phone number on the forms provided and enter the OTP you received through SMS.





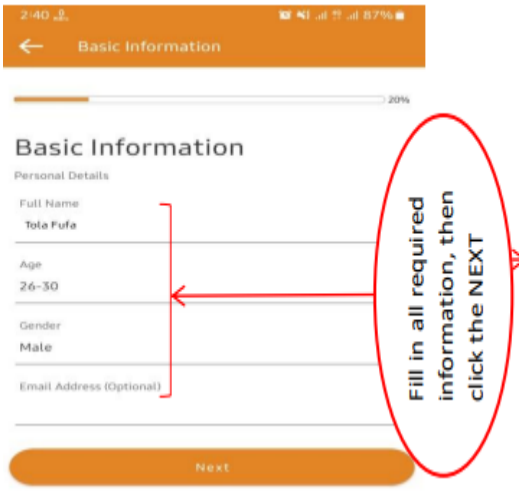
5.4 Create a New Password

Create a strong password for your account, and it has to be confidential.



5.5 Fill Basic Information

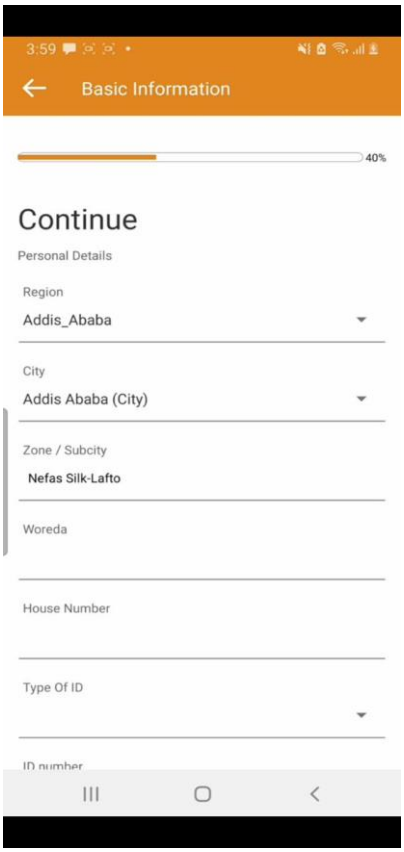
Now, enter basic information in the provided fields accordingly. You can skip the fields that are optional.

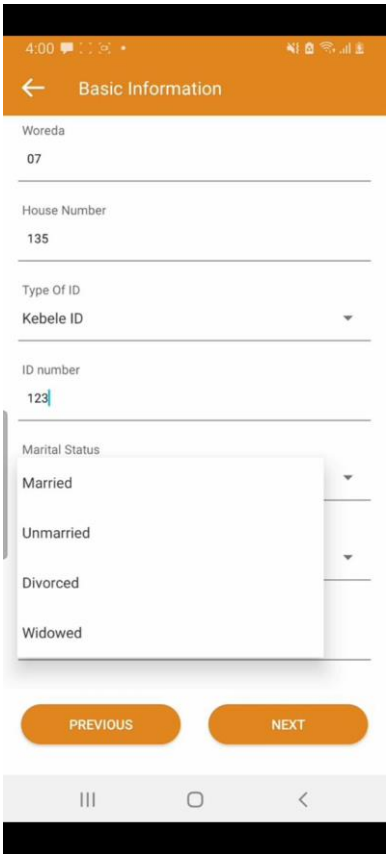


- Age is specified by range, so select the range your age exists between.
- Full name has to be applicants name and must be same with the name in which the applicant opened the bank account at CBO.
- If the applicant is Group/Enterprise/PLC full name must be the organization's name.

5.6 Personal Detail Information

After completing the basic information, you will proceed to the next step where you fill your personal details.

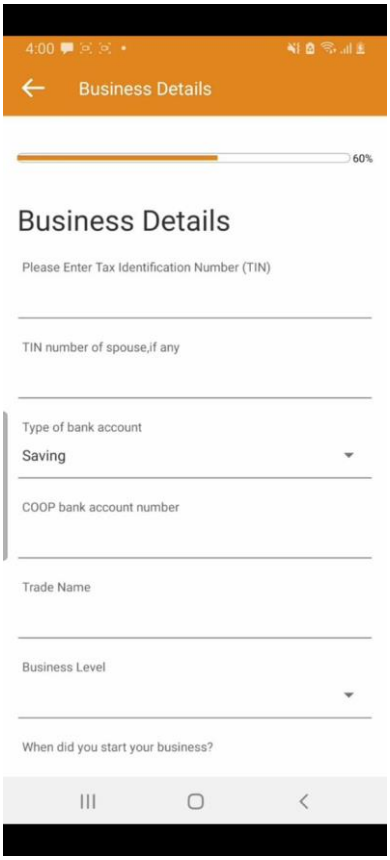


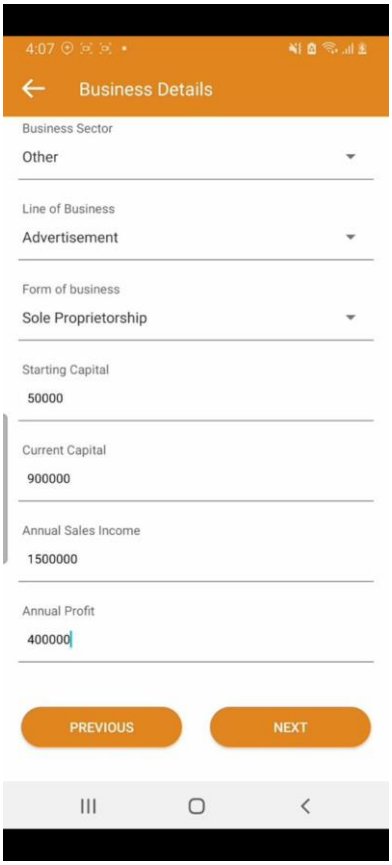


Fields like region, city, type of id, marital status, and educational level are dropdown forms. So, select your respective detail and click next.

5.7 Business Details

In this part, you will provide detail information about your business. Fill all forms accordingly.





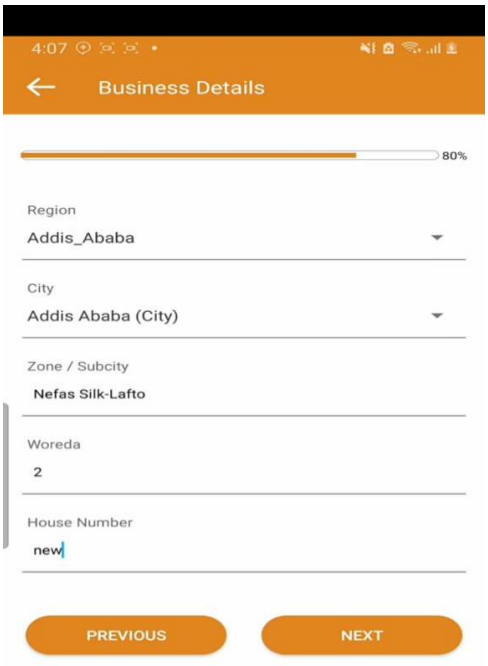
Mandatory fields are:

- TIN Number – if the applicant is a sole proprietor, then he/she should provide his/her own TIN number. Otherwise, if the applicant is a Group/Enterprise/PLC, he/she should provide the company TIN number.
- TIN number of spouse – if the applicant is sole proprietor and married, specify TIN number of spouse. Otherwise, specify TIN number of the General Manager/Member's TIN number if the applicant is Group/Enterprise/PLC as well.
- COOP bank account and its type is mandatory field as well.
- If the applicant is a Group/Enterprise/PLC, company's account number is entertained.
- Fields such as trade name, business level, the day the business started, business sector, line of business and form of business should be filled honestly with manual typing or by selecting the fields with dropdown boxes.

- Starting Capital - field should be the same with the one spotted on your trade license.
- Current Capital - is the estimated total amount of growth that your starting capital and your business brought and currently available. Current capital can be assets that your business brought but, it should be estimated in price. Current capital also has to exceed starting capital.
- Annual Sales – is the total estimated price that the business will provide at the end of the year without calculating expenses. It should be more than annual profit.
- Annual Profit – is the total estimated price that the business will provide at the end of the year with calculating and subtracting expenses. It should be less than Annual sales and Current Capital as well.

5.8 Business Address Details

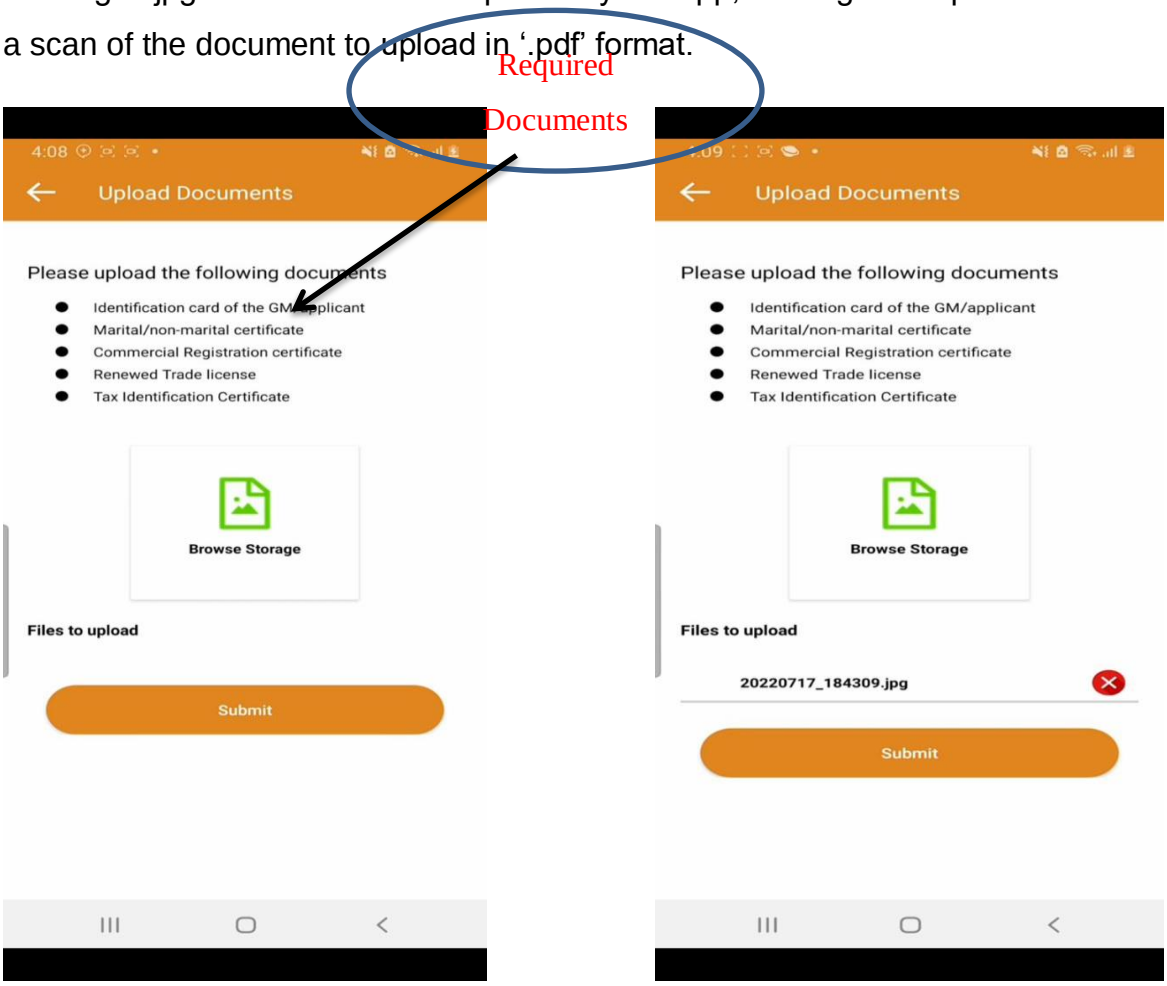
Provide information about the location where your business is found and the click NEXT.



5.9 Document Uploading

At this stage the system verifies information details that the customer entered and transaction that a customer has at coop bank, in order to screen out them. If the customer doesn't even reach a minimum score the system will reject or if the customer reaches score required to process the loan, the system will precede them to document uploading stage.

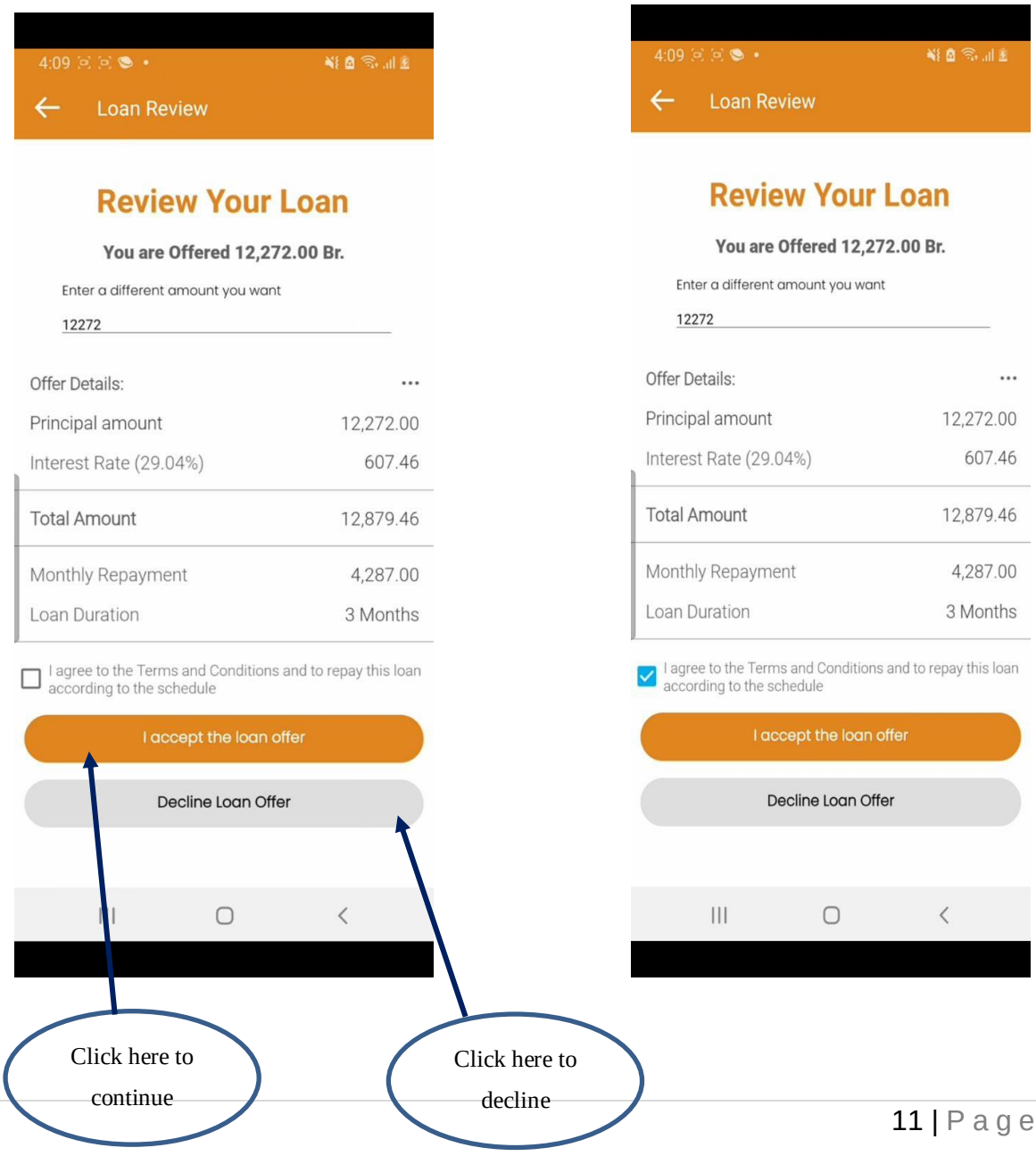
The customer is expected to upload all documents required based on their respective form of business as stated above on eligibility criteria. Those documents should be captured by customers' mobile phone's camera and scanned to make it a '.pdf' file. Although '.jpg' format is also acceptable by the app, it is a good experience that making a scan of the document to upload in '.pdf' format.



Click Browse Storage tab to access your phone's file management and select all required document. After finishing document uploading part click submit to pass into the next stage.

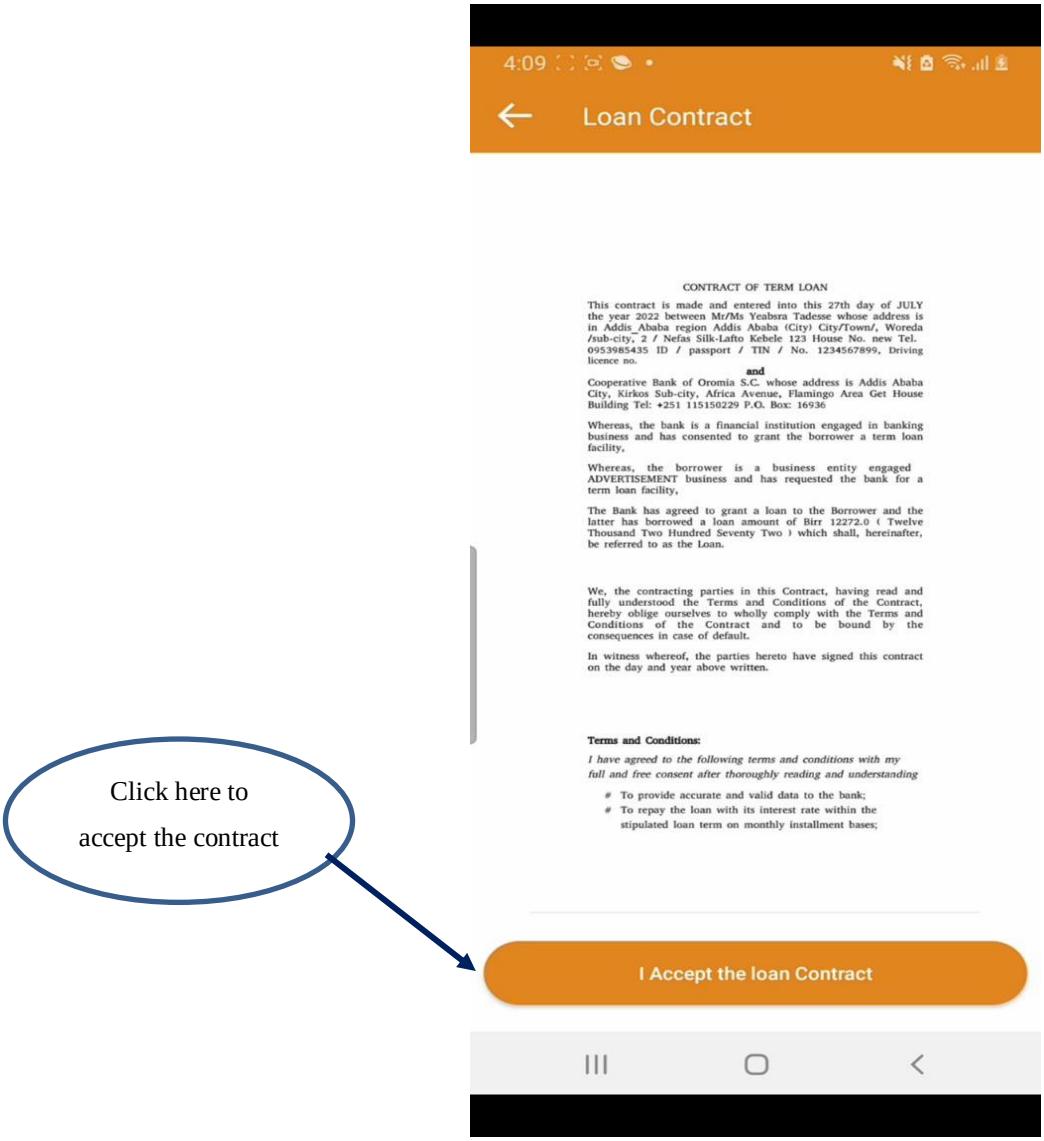
5.10 Review Your Loan

Once you have uploaded all the required documents, check the loan offer details carefully and accept the terms and conditions by ticking the check box. Then proceed by accepting the loan offer.



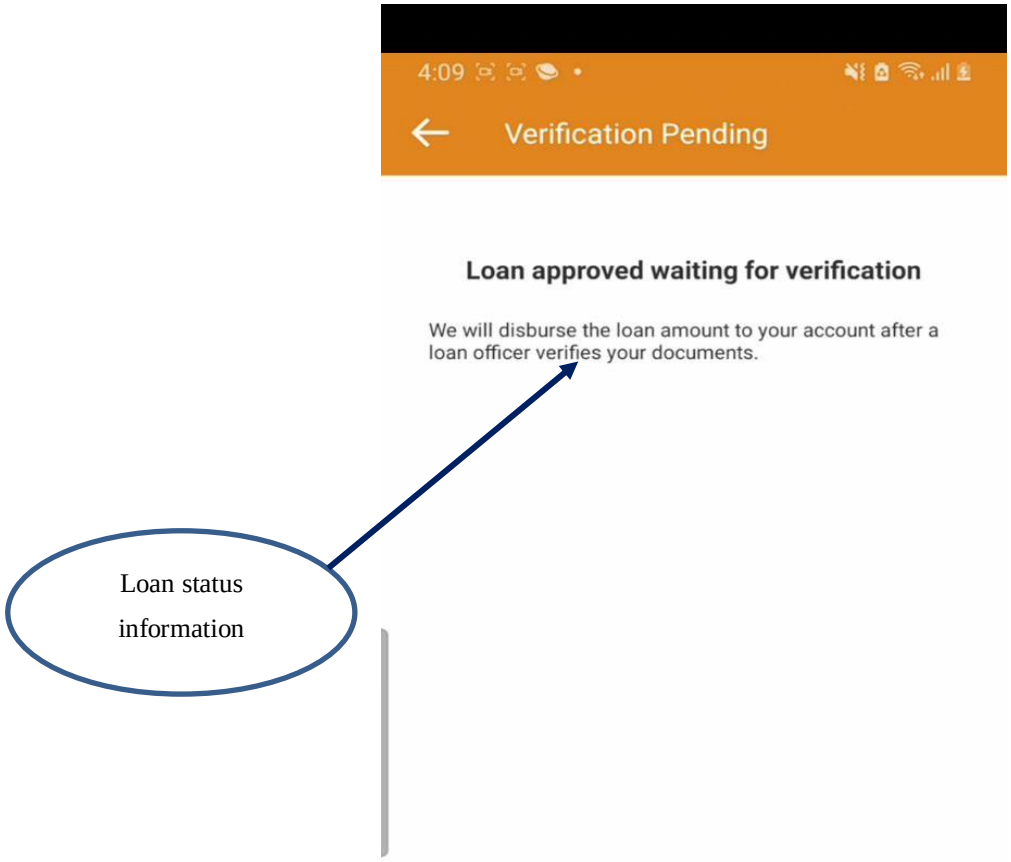
5.11 Review Loan Contract Document

After you have accepted the loan offer, the loan contract document will be displayed. Read the contract document carefully and continue by accepting the contract.



5.12 Loan Verification Status

After you have accepted the loan contract, you will be able to see the status of your loan on this page.



You have now completed all the steps for loan application. Now, your loan will be reviewed by the loan officer for verification. Once your documents are verified, you will be able to receive your loan.

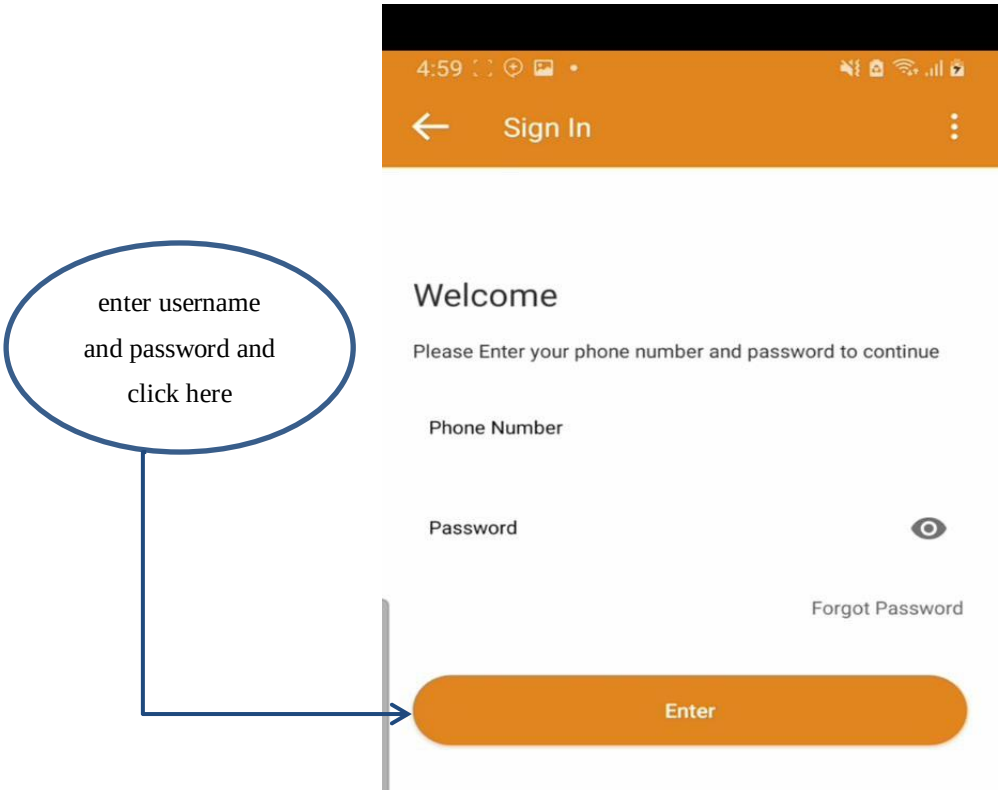
6. Loan Repayment Process

Loan repayment is done after you have successfully accepted the loan offer. It is done according to the repayment terms specified in the offer.

The following steps show how to make loan repayment.

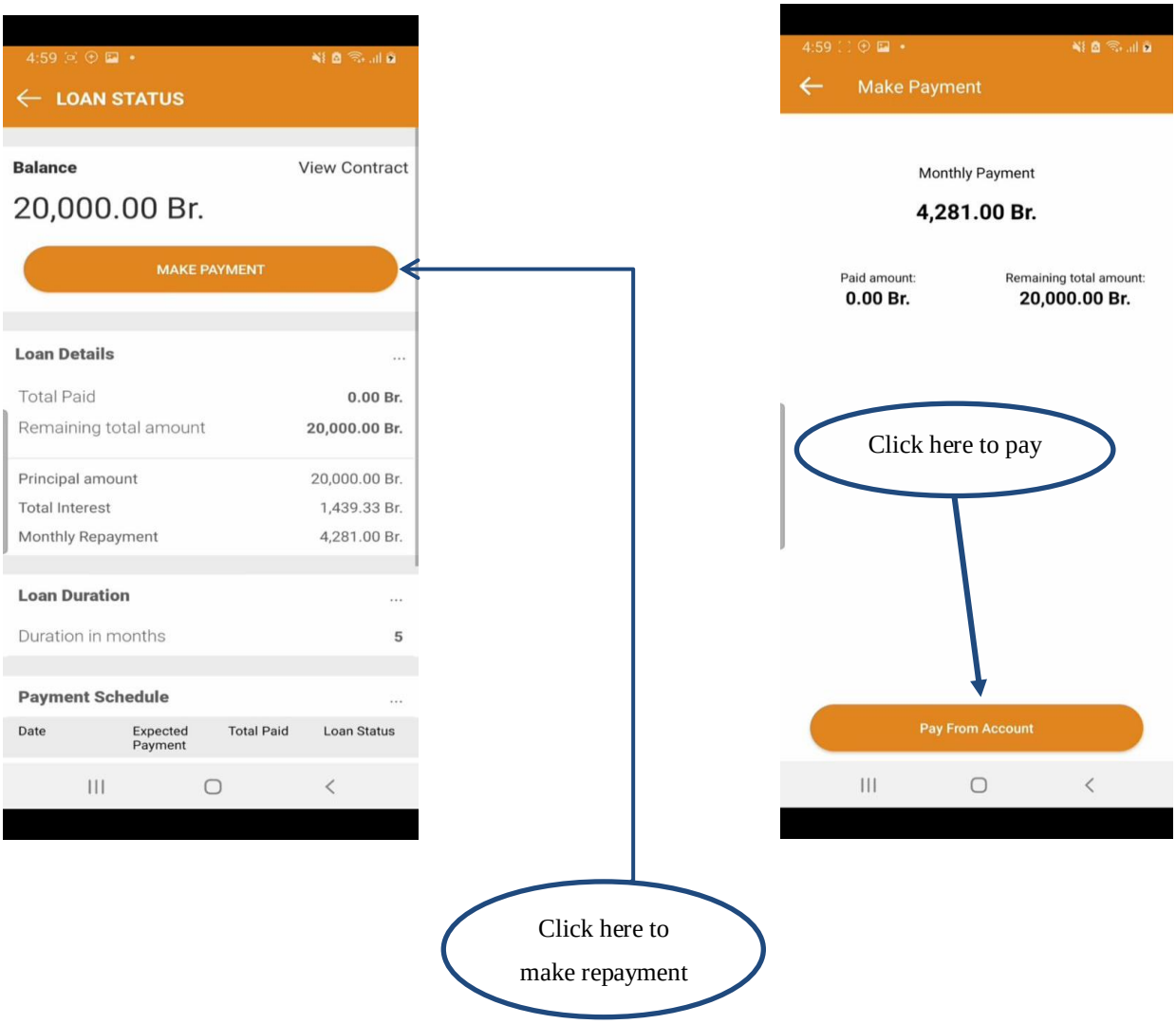
6.1 Login to Your Account

Go to michu application and login using your phone number and password.

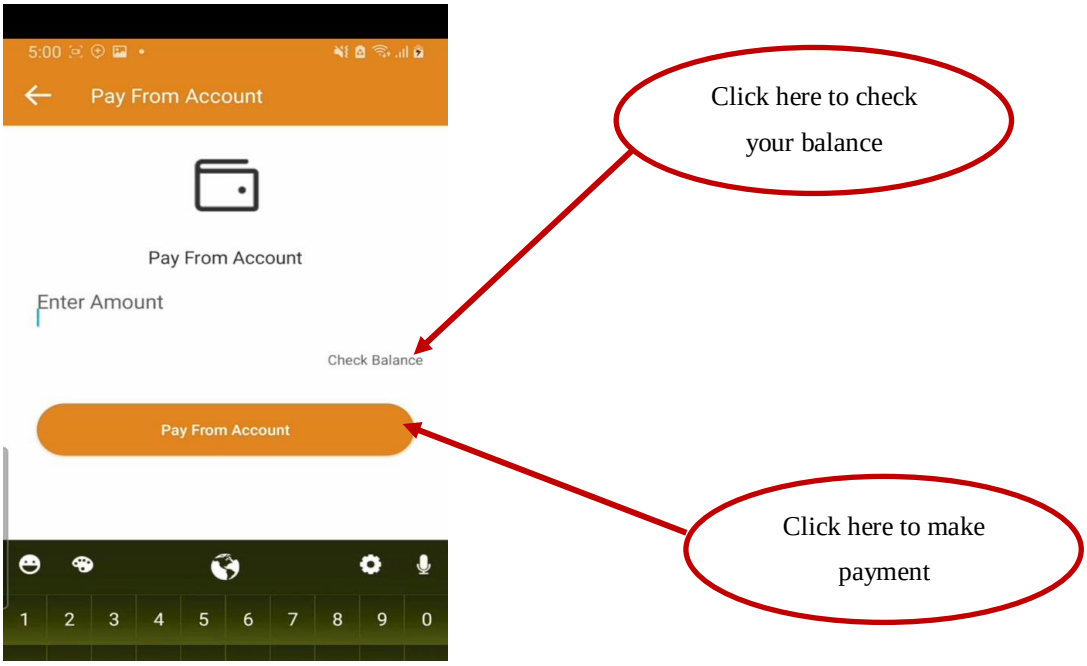


6.2 Check Current Loan Details

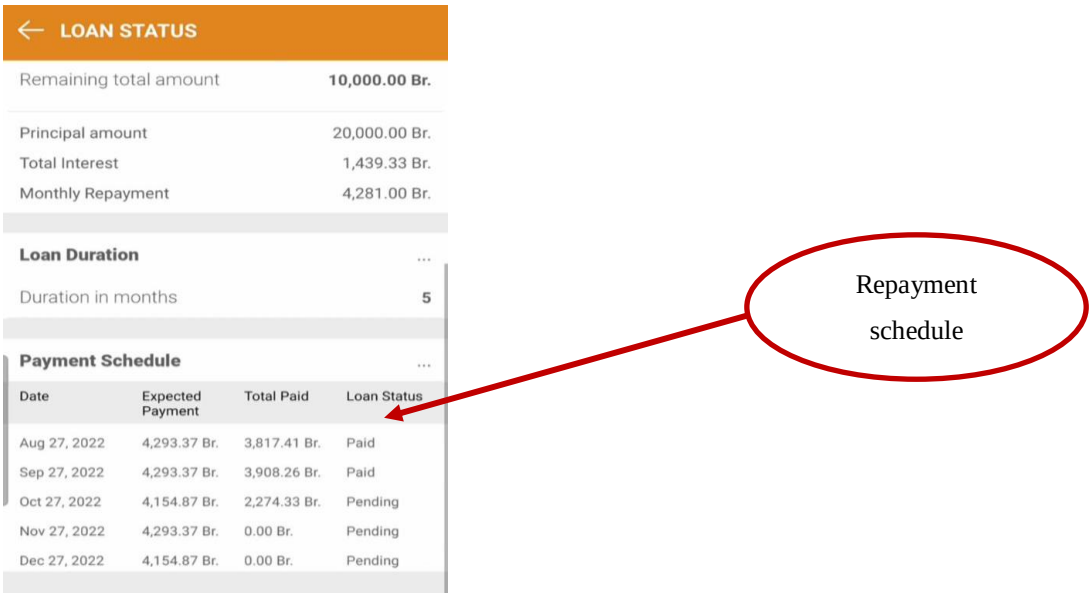
After you are logged in to the app, you can see the current loan details. It shows outstanding balance, interest rate and amount, loan repayment terms in months etc. Check all this information and click on “make repayment” button.



Now, enter the monthly repayment amount and click “pay from account” button.



Now you have completed the repayment process. If you have completely paid the whole loan amount, the app will show you that the payment has been cleared. Otherwise, you will be able to see how much amount of loan repayment is remaining.



This is how loan repayment works. After completing your remaining loan payment, you will be able to apply for a new loan again.