* **What is MTN Ka'Starta Loans?**

Ka'Starta Loans is a digital micro term loan product launched by Emerald Finance Limited in partnership with MTN Zambia (MTN Money) to drive financial inclusion and provide affordable access to credit for MTN Mobile Money subscribers in Zambia.

Our objective is to empower millions of Zambians by bridging the gap between traditional financial services and the underserved population, offering a seamless and accessible solution for instant access to loans via mobile phone under the Ka'Starta brand.

* **FAQ**

**1. Eligibility and Application**

1. **Who is eligible?:** To be eligible for a Ka'Starta loan, an applicant must be a qalifying MTN Mobile Money subscriber in Zambia with a history of prompt repayment for higher limits and must be 18years and above.
2. **How do I apply?:** You can apply via our USSD code as follows;

1. Dial \*115# to access

MTN Mobile Money

2. Select Kongola & Savings 6

3. Select Kongola 2

4. Select Ka'Starta 4

5. Select 1 accept

6. Enter your Mobile Money PIN to opt in and accept the Terms and Conditions to access the cash loans service.

**2.How much can I borrow?**

* Our nano loan amounts typically range from **ZMW 50 to ZMW 1,000,** depending on your credit history, usage patterns, and repayment behavior. First-time users may start with smaller amounts and grow their limits over time.

**3.What are the interest rates and fees?**

* **Ka'Starta Loans** offers transparent and flat fees, typically ranging between 15% to 22% depending on the loan term and amount.
* E.g 7 days =15%, 14days=18%, 21 days = 20% and 30 days= 22%.
* There are no hidden charges all fees are disclosed upfront before confirmation.

**4.a. How do I repay the loan?**

You can repay your loan using MTN Mobile money by following the easy steps;

1. Dial \*115# to access

MTN Mobile Money

2. Select Kongola & Savings

3. Select Kongola

4. Select Ka'Starta

5. Select 2 Repay Loan

6. Enter your Mobile Money

PIN

7. Choose the type of payment you wish to make: full payment or partial payment

● There will be Automatic deductions on the due date (ensure funds are available).

* We will send you reminders before the due date.

**4.b. What happens if I miss my repayment date?**

Late repayment may result in:

* A 4.5% penalty fee will be added to your outstanding balance
* Reduced future loan limits
* Temporary suspension of access to Ka’Starta services
* Potential listing with credit reference bureaus (CRBs)

We encourage early or on-time repayments to maintain a good credit score.

**5. How do I increase my credit score?**

* Payment history significantly impacts your credit score. Ensure you pay every installment on time, as late payments can negatively affect your score. Set up payment reminders to stay on track.

**6. Is my data safe?**

* Yes. Ka’Starta uses industry-standard encryption and security protocols to protect your personal and financial data. We do not share your data with third parties without your consent.

**7. How can I contact MTN Ka'Starta Loans?**

You can reach us through:

● WhatsApp: +260 96873678

● Email: ka'starta@emeraldfinanceltd.com

● Live Chat: Available in our app and website

● Call Center:+260 96873678