

## **Kora FAQs**

Q: Am I entitled to an employee loan?

A: Oh yes, you are! To apply for one, please review the [loan policy](https://docs.google.com/document/d/1nVWB9jjlrFGCERuQDfsJ4avk3VdwsL5A/edit?tab=t.O). Here is the link: <https://docs.google.com/document/d/1nVWB9jjlrFGCERuQDfsJ4avk3VdwsL5A/edit?tab=t.O>.

Once you're satisfied with the terms, you can proceed to apply. Reach out to Teju via Slack or email if you need help.

Q: Received more salary than usual? Received less salary than usual? Yet to receive your salary, and it's past the 25th of the month? Anything related to salary?

A: Please report it immediately. It's likely a general issue. Kindly notify Teju on Slack or via email; she will guide you through the resolution, and it will get sorted swiftly.

Q: I just got registered on the company's HMO. Can I use it right away?

A: Yes, you are fully activated upon registration.

Q: I'm experiencing health issues. What support can I get from Kora?

A: Your health comes first. If escalated through your manager or your people partner, they can coordinate with AXA Mansard to recommend specialist hospitals, update your health plan, or guide you through options.

Q: When will I be confirmed as a full-time employee?

A: Your confirmation is typically due around the 3-month mark for FTE. If overdue, please reach out to Blessing for a status update or check with your Manager.

Q: I feel my OKRs on Leapsome are inaccurate. What should I do?

A: Misalignment can happen. Raise it with your manager first. If unresolved, escalate it to the people team for review and alignment.

Q: I met the promotion criteria but wasn't promoted. What now?

A: Please reach out to their manager. The team will check in with your manager and re-evaluate based on the current promotion policy.

Q: How do I see the training calendar for the year?

A: Your manager will finalise and distribute the training calendar to you. Further details on accessing and completing your required training will be provided at that time

Q: Is the training budget available to all employees?

A: Yes, all employees have an annual training budget. Kindly discuss with your manager on your training needs, and you will be guided accordingly.

Q: How do I understand my career growth opportunities at Kora?

A: Great question! Competency Matrices that cover career growth are on Leapsome and you can also visit the link here: [https://drive.google.com/drive/folders/1BNu3ObNvhx9CndgMuTHNmuQmcCt6gUhc?usp=drive\\_link](https://drive.google.com/drive/folders/1BNu3ObNvhx9CndgMuTHNmuQmcCt6gUhc?usp=drive_link). If you have any questions or need further clarification, please reach out to your Manager or People Partner.

Q: Do I get a birthday voucher?

A: Yes! But you might not always receive an email. Go to your profile on [SureGifts](#). If you do not find the voucher, kindly contact Blessing.

Q: Do I get any support for my wedding?

A: Congrats! Yes, Kora offers a wedding gift. It will be sent after your wedding. For status updates, reach out to Favour.

Q: How do I correct a mistake I made in peer feedback?

A: Unfortunately, you can't edit once it's submitted. However, you can speak directly to the peers involved.

Q: Who decides onboarding champions?

A: Your manager does. If you want to step down, check with them directly. Blessing can also help follow up on this.

Q: I got a 0.00% score for merchant acquisition, but I referred a merchant to Kora. Why?

A: If you referred a merchant and your score remained 0%, your merchant either didn't go live, or your referral wasn't submitted through the correct process. Please check in with Emem to confirm if the referral was properly recorded and if the merchant went live.

Q: How do we offer support through our Employee Assistance Program (EAP)

A: We offer support in partnership with Akoma. Akoma gives you four (4) individual therapy sessions and two (2) couple therapy sessions monthly to support your mental well-being. To learn more, sign up, or schedule a session, please click the link here: <https://app.akomahealth.io/create-account?orgCode=21471907&stage=basic-information>. Or you can reach out to [Adenike](#) for help.

Q: How are Culture Champions picked?

A: Culture Champions are selected by the People Team and rotated periodically to allow more team members to take part. If you'd like to learn more, feel free to reach out to [Adenike](#).

Q: How much interest does Kora charge on employee loans?

A: Most loans are interest-free, but this is decided on a case-by-case basis.

Q: Help! I need to get the contact information of the Chief Security Officer.

A: Emmanuel Dowgo – 08025558390 or 08039568189; Morris Akpata – 08160002244

Q: I was assigned a buddy. What is expected of me?

A: You are a buddy, congratulations! Click this link: [https://docs.google.com/spreadsheets/d/1ifjB5Y2F6x4OY2M\\_bQJ5MSD4oHYJln3snzERNRF4G6o/edit?gid=1477163387#gid=1477163387](https://docs.google.com/spreadsheets/d/1ifjB5Y2F6x4OY2M_bQJ5MSD4oHYJln3snzERNRF4G6o/edit?gid=1477163387#gid=1477163387).

Q: I was assigned a Team Onboarding Champion, but the new hire is yet to be added to Slack. How do I get their contact information?

A: Please reach out to your People Partner or the Talent Acquisition team. They can provide the new hire's contact details or help you connect once they're onboarded.

Q: Please, I need my (or my dependent's) HMO ID

A: Please first look for your enrolment information in your email inbox and spam folder. Our Health Insurance provider would have sent this to you. If you cannot find the email, please contact your People Partner or [Adenike](#) for assistance.

Q: Help, I haven't received my birthday voucher?

A: It's most likely to be in your spam or login to your account.

Q: How do I utilise the Surgifts voucher?

A: This is written on the voucher you received

Q: How do I apply for leave (Annual, Birthday, Sick, etc)

A: Apply on bob, Time > time off > Request leave

Q: How do I add my spouse/child as a dependent on the HMO

A: Please fill out the HMO form

Q: Can I add my parents as my dependents on health insurance?

A: No, we don't offer that at the moment.

Q: Who is my People Partner?

A: To get details on your People Partner, please click this link: <https://www.notion.so/People-Partners-c9baf973672d431da859b12a2315a914?pvs=25>

Q: I have a question about my performance report?

A: Please reach out to your People Partner or Manager.

Q: Why have I not been confirmed?

A: To learn about your confirmation status and any required actions, please contact your People Partner.

Q: I would be relocating outside the country. Is there a process for this?

A: Yes, there is a relocation policy. Click this link: <https://docs.google.com/document/d/1JiumjggidyTryYvRu2XGBpwz kf3VLkKJ/edit>. Notify your People Partner as early as possible so they can guide you through the necessary steps.

Q: Will I still get Kora's health insurance if I relocate outside the country?

A: As our health insurance covers only those in Nigeria, you would be removed from our health plan. Kindly see the documentation at this link: <https://docs.google.com/document/u/0/d/1JiumjggidyTryYvRu2XGBpwz kf3VLkKJ/edit> for more.

Q: How do I refer someone for a job at Kora?

A: Reach out to Yomi via Slack with the CV.

Q: Can I transfer to another team in Kora, as I have been taking courses for a career switch?

A: Department transfers are indeed possible. For detailed information on our transfer process, kindly see our Internal Transfer Policy at this link: [https://docs.google.com/document/d/1UBeOkaunZw7Ua\\_N23SP\\_hUSAw5k3V75/edit?usp=s haring&ouid=111090802356643574835&rtpof=true&sd=true](https://docs.google.com/document/d/1UBeOkaunZw7Ua_N23SP_hUSAw5k3V75/edit?usp=s haring&ouid=111090802356643574835&rtpof=true&sd=true) or contact your People Partner.

Q: Where would I get my NYSC (Acceptance or Clearance) letter?

A: Please reach out to Blessing if you need to make enquiries about this.

Q: Who should I contact with questions or concerns about my monthly Information Security & Compliance training?

A: For any inquiries, please contact [Antonella](#) on the same email trail or reach out on Slack.

Q: What's expected of me during onboarding?

A: You'll go through an induction, assisted by a Buddy, and meet with key members. If anything feels unclear, reach out to Blessing.

Q: My laptop has been giving me issues. What should I do?

A: Report it immediately at this link:  
<https://korahq.atlassian.net/servicedesk/customer/portal/9>.

Q: Pension remittance incomplete? Didn't get a pension? What to do?

A: Send your pension concerns to Adeteju.

Q: How can I report something confidentially?

A: You can report concerns by sending an email to ([whistleblower@korapay.com](mailto:whistleblower@korapay.com)). Your confidentiality is fully protected.

Q: Do we have CUG phone lines?

A: Yes! If you're client-facing, you'll be added to the CUG plan. Contact Frank for any line-related support.

Q: What are culture funds, and how can I use them?

A: Culture funds support team bonding activities or outings. Read more on it at this link  
<https://docs.google.com/document/d/1M1HwCeEVe7inHkShAYhg-JSuTO7dUXc3/edit>.

### **Already on Notion:**

This page is meant as a resource to find answers to questions frequently asked by teammates in the #people-center Slack channel. Below you will find information on topics such as benefits, moving, and more.

**\*\*Q:** I have my HMO number, but where do I find the list of providers?

**\*\*A:\*\*** We got you! Following the plan named on your HMO ID, kindly check [here]([https://drive.google.com/drive/folders/1ml6BxxenKSO8K9uBGq41brqnEtzBsPwK?usp=share\\_link](https://drive.google.com/drive/folders/1ml6BxxenKSO8K9uBGq41brqnEtzBsPwK?usp=share_link)) for the hospitals you can access on your plan.

**\*\*Q:** Am I entitled to an employee loan?

**\*\*A:\*\*** Oh yes, you are! To apply for one, please reach out to Favour or Teju on Slack or email [favour@korapay.com](mailto:favour@korapay.com) and [adeteju@korapay.com](mailto:adeteju@korapay.com)

**\*\*Q:** How are birthdays celebrated in Kora?

**\*\*A:\*\*** On your birthday, we send you a birthday voucher from [SureGifts](<https://suregifts.com.ng/>) for you to pick a gift of your choice. Be sure to check your inbox or spam on your birthday, or reach out to Blessing on Slack.

**\*\*Q:** Emergency Police Contact 🇳🇮

**\*\*A:\*\*** If you are in Nigeria and encounter any \*\*\*"non-criminal"\*\*\* police-related issues ranging from harassment, extortion, intimidation, driving licences, etc., please see our CSO's number below:

\*\*\*Emmanuel Dowgo\*\*\*

**\*\*08025558390 ; 08039568189\*\***

**\*\*Q:** Where can I find all the Company Policies?

**\*\*A:\*\*** Our policies have been made readily available on our numerous platforms; you can read them up here on [notion](<https://www.notion.so/Kora-s-Employee-Handbook-f7d0f5d9493b482699d68807b7b36be6?pvs=21>), on [Google Drive]([https://drive.google.com/drive/folders/1FuZh5PckdLBdDGI8RMxM1hceUFCf3B-G?usp=share\\_link](https://drive.google.com/drive/folders/1FuZh5PckdLBdDGI8RMxM1hceUFCf3B-G?usp=share_link)), or head to Bob and navigate to "Docs".

**\*\*Q:** How do I apply for leave?

**\*\*A:\*\*** Kindly log in to [Bob](<https://app.hibob.com/>) and in the upper right corner, you will find the "Request Time off" button – then select the type of leave. You can also see your leave balances there.

**\*\*Q:** Is there a template for the Leave Handover Note?

**\*\*A:\*\*** Your handover note lists who and how your tasks would be managed in your absence. If you need a guide on how to draw up one, feel free to use this [Leave Handover Template](<https://docs.google.com/spreadsheets/d/1N4GxMzM4GmDksGc7dmGtOarzGVcOPZbnGNPUzy4AtP8/edit?usp=sharing>).

**\*\*Q:** How do I request birthday leave?

**\*\*A:\*\*** Kindly log in to [Bob](<https://app.hibob.com/>) and in the upper right corner, you will find the "Request Leave" button. Then select the type of leave, in this case, "Birthday Leave.". You can also see your leave balances there.

**\*\*Q:** What do I do if I change my house address or any of my personal information?

**\*\*A:\*\*** You will update your address in Bob by following these steps:

- Navigate to "Go to my profile"
- Scroll down to the section you want to have updated and add your updated information
- Do well to notify your [People Partner](<https://www.notion.so/People-Partners-c9baf973672d431da859b12a2315a914?pvs=21>) of this updated so it can be noted

**\*\*Q:** I need a letter from Kora to obtain a visa. How do I request that?

**\*\*A:\*\*** The People team is here to help with this. If you need a letter from Kora to support your visa application, please reach out to Adeteju via email with the purpose of your visit, passport number, travel dates, and other information that might be helpful for her.

**\*\*Q:** What if I have a question that isn't answered here?**\*\***

**\*\*A:\*\*** Post your question into  
[#people-center](<https://join.slack.com/share/enQtNDQ2MDI1ODc2MTk5MC1jNTc0MDQ5NTUwOWY4ZjU2MDhhNDZjMjg5NzFkMzgyODgzZjE0NTQ1NzJiMjg1ZDAxNmVlMDZkZWlxZTIIMjZi>)