**CLIENT**

Do I need to create an account/profile to shop for my project?

Ans: No.

How do I make purchases?

Ans: you can make purchase through the use of VISA, MasterCard and Mobile Money.

How do I edit my profile?

Ans:

How do I contact a vendor/supplier?

Ans: You can contact a vendor or a supplier through a messaging tab provided on the market place interface.

How do I edit my profile?

Ans:

How do I log in and out of my profile/account?

Ans: To login, it requires that you should have sign in first through the self-registered menu to acquire a user ID and a password. If you have already created a user ID and a password, you should go straight to the login tab and provide your login details to access the platform.

What security verifications do I need?

Ans: You need a unique User ID and an alphanumeric password to be able to access the platform.

How do authenticate a vendor/supplier?

Ans: All vendors and suppliers will be vetted before they are accepted on the uBuild platform. And this process is reviewed every six months to ensure that at any point in time all vendor and supplier information on the platform are up to date.

How do I get a vendor for my building project?

Ans: All vendors and suppliers are on our market place portal.

How do I contact a vendor/supplier?

Ans:

Why does U-build need to verify my identity?

Ans: U-Build will not directly verify your identity but U-Build will ensure that KYC is performed on customers who are ready to access a loan to purchase materials for any of the building stages.

What payment options are available?

Ans: The various payments options available include VISA, MasterCard and Mobile Money.

Can I make multiple purchases?

Ans: Yes.

Do I need a GHL Bank account to make a purchase?

Ans: No.

Can I make partial payments and request a loan to pay off?

Ans: Yes, but you will have to check on the loan calculator whether you qualify to access the amount involved.

Can I use my credit card to make a purchase?

Ans: Yes.

What are the requirements to apply for a loan?

Ans: You need to check on the loan calculator to determine whether you qualify for the loan amount you need. You can then proceed to apply for the loan, which will require you to submit some basic information for the credit team to access your application viability. In all these, you will receive a tracking number which would assist you track the progress of your loan application in the system.

Can I schedule payments to be delivered on a future date or set up automatic monthly debits from my account?

Ans: This can only apply to customers who applied for a loan to purchase goods from a vendor.

What do I do if I forget my log in and password?

Ans: You can reset your password yourself or you may contact the Bank on the toll free number for a new password to be generated for you.

Who do I contact if I have concerns not addressed by this FAQ?

Ans: Please call our 24hr contact experience center or call our toll free number on the U-Build portal.