# MOBILE APP FEATURES

Core App

1. Customer to register on the app **– Define registration process including phone number verification.**
2. Secure App to authenticate and validate customer access via credentials.
3. Secure App to be able to change PIN.
4. Secure App, ability to retrieve forgotten PIN.
5. Customer to apply for a loan – **Define loan application process including the types of information to get from the customer.**
6. Loan processing to be automated – **Define loan processing methods. Use Mpesa statements, data collected from customer and digital footprints, this will include mobile data services like Facebook etc.**
7. Customer to see status on approval and if approved to show the amount approved.
8. Customer to see the interest rate for the loan approved in terms of days up to a limit of 30 days. The more the days the higher the interest.
9. Customer to apply for the loan approved and get the loan sent to the M-Pesa account.
10. Customer to be able to repay the loan using a pay bill number.
11. App to update the loan status after the payment.

App features

1. App should have good performance. i.e. very fast in loading
2. App to have a chatting platform for customer care.
3. App to be integrated with an SMS gateway. This is for sending scheduled reminders to the customer on loan repayment.

Features that would need clear definition to implement

1. Loan processing using Mobile data and M-pesa Statement.