

# Autosweep Feature for Loan Repayments Customer **FAQs**



**1. What is the auto sweep feature?**

The auto sweep feature allows you to pay your loan instalment from any of your other funded accounts if the loan settlement account is not sufficiently funded.

**2. Why has the bank implemented this feature?**

This feature is designed to help you avoid missing loan payments, which can negatively affect your credit score and result in penalties. By automatically debiting other accounts, the bank ensures your loan remains in good standing.

**3. Which accounts will the auto sweep feature apply to?**

The feature will apply to any funded accounts under the same customer base number you have with the bank, including savings, current, but will exempt fixed deposit and junior savings accounts.

**4. Will I be notified after an auto sweep occurs?**

Yes, you will receive a notification via SMS after an auto sweep transaction is initiated.

**5. Can I opt-out of the auto sweep feature?**

No, you may not be able to opt-out, as it may increase the risk of missed payments and associated penalties.

**6. What if I don't have enough funds in any of my accounts?**

If there are insufficient funds across all your accounts, the loan payment will remain unpaid, and you may incur late payment fees or penalties.

**7. How will the auto sweep affect my fixed deposit or investment accounts?**

The auto sweep will not affect your fixed deposit or investment accounts. Funds will only be debited from your current or savings accounts.

**8. Will the auto sweep affect my account balances and transactions?**

Yes, the auto sweep will reduce the balance in the debited account. It is important to monitor your account balances regularly to ensure you have sufficient funds for other scheduled transactions.

**9. What if I have multiple loans? How does the auto sweep prioritize payments?**

The system will prioritize loans based on the due date and the loan type. The loan with the earliest due date will be settled first.

**10. How does the auto sweep feature work?**

The system checks the designated loan settlement account for sufficient funds on the payment due date. If the account is not sufficiently funded, the system will automatically sweep funds from other accounts you hold with the bank under the same customer base number.

**11. Why are you debiting my savings account?**

The bank is exercising its right of set-off as embedded in the loan contract arrangement Terms and Conditions.

**12. Is the process automatic?**

Yes, the process is automated and no action will be required from you.

**13. How do I get support in case I need further clarification?**

For queries, please call our NCBA Customer Contact Centre on +254 711 056 444 / +254 732 156 444, WhatsApp: +254 717 804 444, Email: [contact@ncbagroup.com](mailto:contact@ncbagroup.com) or reach out to your Relationship Manager.