SUCCESS BEYOND NUMBERS

FREQUENTLY ASKED QUESTIONS

HOME LOAN AND UNSECURED LOAN

MAY 2022

Home Loan Application

1. How do I apply for a home loan online?

You can apply for an online loan through:

- MCB Website - https://www.mcb.mu/en/personal/loans/home-loan/
- The 'Our Offers' section on MCB Juice.

2. What are the advantages of applying for a loan online?

- You may initiate your application anywhere, anytime and on any device.
- When you apply online, our user-friendly interface will provide you with a full indication of the documents and information required for your application.
- You can adjust your repayment period and loan amount to calculate the repayment amount which best suits your needs.
- You can also review your personal information to reflect recent changes such as salary increases, changes in residential address or contact details.
- You can upload all documents required for your application, or choose to bring the documents to your nearest branch to complete your application.

3. I have just completed an application, what's next?

You will soon be contacted by your Private Banker/Relationship Manager/Relationship Executive or a Bank Officer. For more information, please call us on **202 6060**.

4. I am unable to proceed with my home loan application online, what should I do?

Please contact your Private Banker, Relationship Manager or Relationship Executive or call us on **202 6060**.

5. What are the documents required to apply for a home loan?

The list of documents required will be dynamically displayed to you upon applying for a home loan online.

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9-15 Sir William Newton Street, Port-Louis, Republic of Mauritius T: +230 202 6060 E: contact@mcb.mu
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6. How do I upload the documents required for my application?

The system will prompt you for the documents required for your application. You can browse your folders for the document, or take a picture of the documents (if using a smartphone or tablet). Please ensure that the pictures are of good quality (clear, with all relevant information).

- Click on (↑) to upload a document
- Crop the document where and when required.
- If you need to change a document click on (⋮) to uncover the options
- You may view (👁), download (↓) or delete (🗑) documents
- Click on submit to complete the application.

7. Is it possible to cancel a request?

Yes, and you will be prompted to enter a corresponding reason for cancellation.

8. I have submitted my application, but have some questions (about the rate of interest, repayment modes, etc) and would like to make some amendments to my request. Can I speak to someone before the request is finalised?

A bank officer or your dedicated Relationship Executive/Relationship Manager/Private Banker (same as in question 2) will get in touch with you to fully understand your needs and answer all your questions and queries before finalising your request.

9. I have started my application, but do not have all the information to complete it. I do not want to lose all the information I have input - what should I do?

Simply click on **Save and Exit** to save your application at your current stage. When you are ready to proceed, simply click on “resume application”.

10. Can I resume an incomplete home loan application initiated on MCB Juice from the MCB Website or vice versa?

Yes, you can resume the incomplete application from any two portals.

You will have to click on the home loan product and then apply now. Then sign in to access your loan dashboard. Once on your dashboard, you will be able to resume any incomplete loan application.

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Unsecured Personal Loan Application

General

1. What are the loan purposes available for an unsecured personal loan application?

- Education
- Medical
- Purchase of appliances, furniture, machines, equipment and motor vehicles
- Purchase of bonds, shares and treasury bills
- Renovation
- Travel
- Wedding
- Working Capital

2. May I apply for an unsecured personal loan via MCB Juice?

Yes, you can now apply for your unsecured personal loan on MCB Juice through the 'Our Offers' section on the home page.

Note: You do not need to log in again to start the application when already logged in on Juice.

3. Can I resume an incomplete unsecured personal loan application initiated on MCB Juice from the MCB website or vice versa?

Yes, you can resume the incomplete application from any two portals.

You will have to click on the unsecured personal loan product and then apply now. Then sign in to access your loan dashboard. Once on your dashboard, you will be able to resume any incomplete loan application.

4. Is there a maximum amount I can apply for?

Depending on your revenues and commitments an unsecured personal loan can vary between Rs 25,000 and up to Rs 2,500,000*.

* T&C apply

5. How long will I have to repay my loan?

Our flexible repayment periods offer you up to 84 months* to repay your loan.

* T&C apply

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6. Do I need to provide a guarantor or collateral?

No, unsecured loans do not require a guarantor or collateral.

7. Can non-residents apply for unsecured personal loans online?

Non-residents should liaise with their respective Private Banker/Relationship Manager/ Relationship Executive/Relationship Associate, contact us on **202 6060** or visit **your nearest MCB branch**.

8. Can you apply for a loan for multiple purposes?

No, only one purpose has to be selected. Should you have more than one purpose. Kindly select the main purpose reflecting your needs.

9. May I apply for an unsecured personal loan if I am not an MCB customer?

Yes, our unsecured personal loan is also available to non-MCB customers. Please contact us on **202 6060** or visit **your nearest MCB branch**.

10. Can you apply for an unsecured personal loan if I am a foreigner?

Yes, please contact your respective Private Banker/Relationship Manager/Relationship Executive/Relationship Associate, contact us on **202 6060** or visit your **nearest MCB branch**.

11. What is the preferred browser to use for your application?

Google Chrome, Mozilla Firefox, Edge, Opera and Safari.

Starting an application

1. How to start an application?

To start your application please visit the respective web page here:
https://www.mcb.mu/en/personal/loans/personal/

2. What documents do I need to apply for an unsecured personal loan?

Salaried customer:

- NIC/Passport

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- Payslips for the last 3 months
- Proof of Address (e.g. CEB/CWA/Telecom Bill) dated less than 3 months
- Birth, wedding, divorce certificates where applicable
- Other sources of income documents
- Confirmation letter from employer – if less than 12 months in employment

Self-employed customer:

- NIC/Passport
- Payslips for the last 3 months
- Proof of Address (e.g. CEB/CWA/Telecom Bill) dated less than 3 months
- Birth, wedding, divorce certificates where applicable
- Other sources of income documents
- Tax return
- Permit and/or trade license

Progress of the application

1. How do I know if all the steps in my application have been duly completed when applying online?

No, Following the completion of an application you will be notified by email and SMS. You will also be able to access your dashboard to view the status of your application.

2. I am unable to proceed with my online application. What have I missed and what should I do?

- Check whether you have updated all mandatory fields, indicated by an asterisk (*).
- If you have filled all relevant sections but are still unable to proceed, please contact your respective Private Banker/Relationship Manager/Relationship Executive/Relationship Associate, call on **202 6060** or visit your **nearest MCB branch**.

3. Can I update the information submitted with my application?

You may edit the different fields by clicking on the icon ( ).

4. I am missing information for my application, can I save a draft and complete it later?

Yes, just save your progress and you will be able to continue later.

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Notifications and application completion

1. At what stages will I receive notifications about my application?

You will be notified when your application has been submitted and upon approval.

2. Will I need to go to a branch after completing my online application?

Upon approval, you will be requested to visit a branch for the signature of the agreement with the original documents required.

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