

## LOAN RESTRUCTURE OFFER LETTER

**Private & Confidential**

Date \_\_\_\_\_

Customer Name \_\_\_\_\_

Customer Email \_\_\_\_\_ Customer Mobile Number \_\_\_\_\_

Dear Sir/Madam,

**RE: RESTRUCTURE OF LOOP LOAN REF No. [xxx]**

We refer to your LOOP Loan Restructure Request for {type of restructure} on your existing personal loan and we are pleased to advise having sanctioned the following facility on the Terms and Conditions agreed between NCBA BANK Kenya PLC and {Customer Name} of ID/PP {Identification Number}

### RESTRUCURED LOAN DETAILS

Facility Type	{Product Type}
Amount (KES)	{Loan Amount}
Tenure (in months)	{Tenure}
Interest Rate (% P.A)	{Interest Rate}
Revised Instalment Amount	KES <New Instalment Amount>
Next Instalment Date	Insert Repayment Date

This restructure constitutes an amendment to the terms set out in the Original Loan Agreement and the Original Loan Agreement, as amended by this restructure agreement (the “agreement”), remains and continues in full force and effect, constitutes a legal, valid, and binding obligation of the parties, and is in all respects agreed to, ratified, and confirmed.

Any reference to the Original Loan Agreement after the date of this letter is deemed to be a reference to the existing agreement as amended by this Letter.

In the event of any inconsistency between the provisions of this letter and existing agreement, the provisions of this letter shall govern and control.

## 1. Conditions

The obligation of the Bank to restructure the LOOP Term Loan facility or any part thereof shall be subject to the Borrower having satisfied (in the form and substance satisfactory to the Bank) the following condition that the Borrower must have accepted the LOOP General Terms and Conditions.

Should you fail to observe the terms of this agreement, the terms of the original agreement will remain and this agreement shall be rescinded.

The Borrower acknowledges and agrees that any restructuring, modification, or extension of the Facility, including changes to repayment terms, interest rates, or other terms, is at the sole discretion of the Bank, which is under no obligation to agree to such requests. Any restructuring, if approved, shall be subject to terms determined by the Bank, with all associated costs borne by the Borrower.

## 2. Acceptance

To accept this offer, kindly initiate the following steps

- 2.1. Log into the NCBA LOOP app, with your username and password and proceed to the LOOP loan menu.
- 2.2. Key in the LOOP loan reference number (see the subject heading above) within 7 days of issuance of this facility letter and press proceed to accept this offer.
- 2.3. The amendment to your contract will only be effected after you accept this offer by executing step 2.1 and 2.2 above.

## 3. Validity of the Offer

This offer is valid until 7 days from the issuance of this letter, whichever is earlier.

## 4. Disclaimers and Borrower Acknowledgment

The Borrower confirms they understand the terms and that they waive any prior claims or disputes regarding the original agreement upon acceptance of the restructured terms.

This statement has been generated from NCBA LOOP.

**IMPORTANT NOTICE:** Please examine your statement carefully. If we don't hear from you within 28 days, we shall assume that the details shown on your Account Statement are correct. If, however, you have any query about any transaction on your Account Statement, get in touch with our Contact Centre on **+254 709 714444 / +254 730 714444** or email: **support@loop.co.ke**