

Dear Credit Champions and Merchant Partners.

When connectivity is affected by loadshedding, SMS and USSD is the best way to communicate with Kanga Finance.

New and Repeat Applications:

SMS

ID NUMBER*SURNAME*INITIALS*NETT SALARY* CUSTOMER CELL NUMBER to 42997 (FREE SMS)

Customer details can be SMS'ed, to Kanga Finance and our contact centre will call the customer to process the loan application.

Please remember to send us the customers proof of income documents as soon as the power has been restored.

You can update your contact details via our Support Team below.

Customer Account Queries:

Our USSD Channel can also be used to assist customers with any account queries.

Customers to dial, *134*668#, **from their phone**, and follow the easy prompts to

- Check Balance
- Extend Loan
- View Payment Options
- View Settlement Amount

Upload Proof of Income / Loan Agreements:

Upload proof of income directly from your cell phone **for free!**

You or the customer, can use a cell phone to upload proof of income documents.

Simply go to [Kanga.aat.co.za](https://kanga.aat.co.za), and take a photo of all the documents and send it to us.

You can also upload signed loan agreement here !

Merchant Support:

Please reach out to our support team with any queries relating to:

- Updating your contact details / email address.
- Technical support with Credit Ease or
- Any assistance with a customer application.

WhatsApp – 0735706505

Email - Merchantsupport@Kanga.co.za