



MoKash is a mobile centric banking service offered to MTN Mobile Money customers by NCBA through the MTN mobile channel. MoKash is a suite of banking products that are offered to MTN MOBILE MONEY customers to enhance the MTN Mobile Money value proposition. MoKash offers a Savings and Loan product that is convenient, reliable and cost-effective for making micro-savings and taking micro-loans.

## Customer support



### Face to Face:

Visit any nearest MTN service center and speak to a customer care personnel.



### Telephone:

You can easily reach the MTN customer contact center on: 100.

### Social Media Handle:



Twitter: @NCBABankRw  
@MoMo\_Rwanda



Instagram: @ncbabankrw  
@momorwanda

## Our Promise

ACCOUNT SERVICES		MAXIMUM TIME
1	Account Opening	Instant
2	Mini Statement	Instant
3	Balance Check (Loan or Savings)	Instant
4	Product Information	Instant
5	Account Closure	24 hrs.

PAYMENTS & CASH TRANSACTIONS		MAXIMUM TIME
6	Deposit	Instant
7	Withdraw	Instant
8	AutoSaving's	Instant-Depending on frequency chosen (Daily, Weekly & Monthly)
9	Loan Request	Instant if eligible
10	Loan Repayment	Instant

OTHER SERVICES		MAXIMUM TIME
11	CRB Clearence	48 hrs.
12	Other exceptions	48 hrs.

**Contact Us:** Customer contact center

**Tel:** +250 788 149 500

**Email:** [contact.rw@ncbagroup.com](mailto:contact.rw@ncbagroup.com)