

FAQs for Web Enquiry Form

- 1. I can't sign in. The system shows "Username or password you entered is incorrect. Please double check and try again".**

Please make sure you already make a sign up to create an account first. Please double check typos, input methods of your keyboard. If you cannot find the solution, please contact KBZ customer service.

- 2. I can't create my account. The system shows my NRC is occupied.**

Please make sure you don't have an existing account. If it is not you, contact the KBZ Customer service team to recover your NRC number.

- 3. I can't enter more than 1 Billion (1,000,000,000 MMK) in the "Desired Financing Amount".**

KBZ SME Banking's maximum loan amount is 1 Billion (MMK). Therefore, the maximum loan amount allowed is limited.

- 4. The system mentions "*Desired Loan Amount*" must be less than the "*Estimated cost*" of the investment.**

In the case of "Desired Financing Amount" is equal or greater to the "Estimated Investment Cost" of the investment, the system will reject the desired loan amount because the owner is required to share the investment partially.

- 5. What is the difference between "Registered Company Name" and "Business Name"?**

For some of the companies with multiple investments, "Registered Company Name" and "Business Name" are different. For example- "ABC Business Group" and "ABC Restaurant". For companies or businesses with a single name, simply enter the same name.

- 6. How can I calculate "Business age (Year)"?**

Please start calculating from the operational date.

- 7. Can I use it at "Non-Banking Hours"?**

You can make the Enquiry in any hour from any location with Internet access.

- 8. Can I make multiple Enquiries from a single account?**

Yes, you can. However, only the owner of the business will be able to proceed to the next step regardless of the Enquiry Account owner.

9. Can I use this account for other KBZ products?

Not yet. This is only for the KBZ SME Banking Enquiry.

10. Can I re-register with a new phone number, but with the same NRC information?

Yes, you can. However, you need to contact the KBZ Customer Service team to re-register.

11. Can I apply for the loan from this portal?

You are currently in the process of enquiry. After reviewing the information you have provided, one of KBZ SME Banking's Relationship Manager will contact you for a Loan Application.

12. How long do I need to wait for the reply?

It takes a maximum 2 working business days to process your enquiry.

13. What are the next steps after this process?

One of KBZ SME Banking's Relationship Manager will contact you for a loan Application. He/she will make some visits to your sites and help you collect the required information.