

BALOZI SACCO
FEEDBACK ON FREQUENT ASKED QUESTIONS

Sno	Question	Answer
1	The SACCO is not protecting members on attachment	Loan default remains a thorny issue in the financial sector. Bad loans are recovered from the security attached being guarantors, collateral or both. Balozi, however, makes an effort to follow-up on the defaulters through debt collectors after attachment.
2	If it is a problem getting a guarantor, can one still qualify for a loan x 3 the deposits?	Yes, members are entitled to loans x3 notwithstanding the type of security offered. Members with securities like title deeds are encouraged to use their title deeds as security for their loans. If self-guaranteeing with deposits, the SACCO can give you a loan up to the maximum free deposits available, that is, if your deposit is Ksh 3M and you have guaranteed others upto Ksh 2M, then you can self-guarantee by Ksh 1M
3	What is the difference between dividends and interest?	Dividends are earned on share capital while interest is earned on deposits. Deposits are what you contribute every month and use for loan security while contribution for share capital is periodic.
4	Why don't we guarantee our spouses and children?	Our current credit policy doesn't allow inter guarantorship of family members.
5	Can we apply loans online?	No, the current system does not have this function. The Sacco is however going to implement this functionality in the new system.
6	Can the Sacco buy houses for membership?	Currently the SACCO gives loan to members for their projects which include and not limited to acquiring houses.

	Can the Sacco support in buying an already built house?	The Sacco can only buy for members houses if the member applies for a loan product and directs the Sacco to pay the seller.
7	We need a representative for Diaspora	Diaspora members have a representative. They are grouped together with other agencies namely British Broadcasting Corporation (BBC), Canadian High Commission and Israeli embassy.
8	I finished paying everything for the Isinya plot and the Sacco has refused to give me my title deed	Title deeds are available for collection so long as a member has completed payment. The member is encouraged to contact the office.
9	What is the criteria for grouping people in agencies?	Agencies are grouped as per the criteria provided in the Sacco by-laws.
10	Does this Sacco belong to the US Embassy? They are always given upper hand in everything including high number of representatives	The Sacco was started by employees of the US embassy. The common bond was then opened to other reputable organizations, meaning that the Sacco now belongs to members in all agencies. All members have equal rights notwithstanding the agency they come from. The representation is done according to the provision of the Sacco by- law.
11	Who sets the minimum share capital for members? Is it individual Sacco or it's a requirement by the regulating body (SASRA)?	<p>The Saccos Society Regulatory Authority (SASRA) requires all Saccos under its regulation to meet some prudential ratios which include the core capital ratio amongst others. This ratio is mainly dictated by share capital. The higher the share capital the better the ratio.</p> <p>Individual Saccos must therefore works towards meeting these ratios. As a result, Saccos pass resolutions during their Annual General Meetings (AGM) to adjust members shareholding to achieve these ratios.</p>
12	Is there a way of confirming from the member portal the declared next of kin or dependants?	Members can confirm the records of their dependants through the member portal under the "Reports menu."

13	How do we open the Ekeza account?	To open an Ekeza account, a member is required to duly fill an Ekeza fund form, deposit money to Balozi account through (bank deposit, bank transfer or M-pesa) and send the two (Ekeza form and confirmation of payment) to the Sacco via email (info@balozisacco.com) or WhatsApp
14	Are board members employees of the Sacco? Are they elected or nominated and by who? Please update me on this because they are the same people have always seen since I joined the Sacco.	Board members are not employees of Balozi Sacco but employees in other agencies. They are elected by members from their electoral units as set in the Sacco by-laws. Every year, at least three members of the board retire on a rotational basis and are eligible for re- election. All members in good standing and who meet the requirements of the election and vetting committee chaired by the ministry official are eligible to be elected. Elections are then held during the AGM for the nominated candidates.
15	Can members self-guarantee?	Yes, a member can self-guarantee up to an equivalent of his/her free deposits (amount not guaranteed to others).
16	How do we update the next of kin forms?	You are required to download the form from the Sacco website under application forms. Then duly fill the form and send to the Sacco via email for processing.
17	Can I increase my Ekeza fund at any time or I must wait for the agreed period to elapse?	Ekeza fund can be increased (topped-up) at any time. However, maturity of the funds will be at different intervals since each transaction is treated as a separate contract.
18	What defines an active member?	An active member is one who is current with contribution of the minimum mandatory savings, loans, and benevolent fund.
19	What happens to share capital of members who left and later rejoined?	A member who left and re-joins the Sacco maintains his original member number. This means he will continue building up on his previous share capital; but if the member rejoins and assigned a new member number, then the share in the previous member number is transferred to the new member number.

20	Can one make a one-off deposits contribution for the year?	Yes, the minimum deposit contribution is Ksh. 48,000 per annum
21	Can I guarantee myself using share capital?	No, share capital is not used for securing/guaranteeing loans, neither is it withdrawable but transferable to any existing member of the Sacco.
22	Very inaccurate and different information from different staff on the same thing. Do they work in Balozi. Are we at the mercy of staff or we deserve to be served diligently? Poor or no response to emails and calls to Balozi on the numbers posted for us to use.	Members are entitled to excellent customer service without any discrimination. We sincerely apologize for any shortcoming in the communication. We also encourage members to contact the staff via their official mobile lines indicated against each of them in the Sacco website.
23	Are children who are above 18 years and still students also required to pay the minimum contribution of 4k or are there special rates for them?	All Sacco members have equal rights and are treated equally in everything. The students are all expected to contribute the minimum required amounts (Ksh. 4,000 for deposit and Ksh. 300 for benevolent) or as per the loan banding specifications.
24	Balozi should have a system of assisting members to sell their share capital to other Sacco members	Members who want to sell their shares are encouraged to write to the Sacco and give consent of sharing their contacts with the general membership to find willing buyers.
25	Can one be a shareholder by only paying share capital and no monthly contribution of deposits?	No, members must pay the mandatory contributions of deposit, benevolent and share capital to be in good standing; however, if a member withdraws then the member remains a shareholder in the Sacco until he transfers his shares to another Sacco member.
26	During AGMs Balozi should also provide a report to members on: <ul style="list-style-type: none"> • Loan defaulters • What they have successfully recovered • What they are currently chasing • Systems they have put in place to compel defaulters to pay 	The status of all these listed concerns is always reported during the AGM through the chairperson's report.