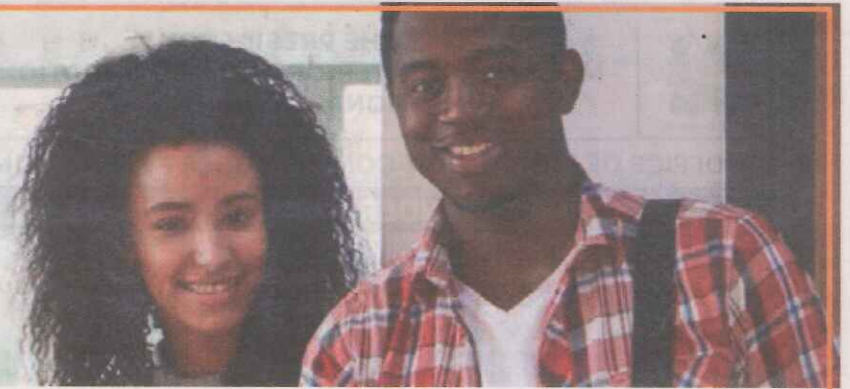




## FIRST TIME UNDERGRADUATE LOAN APPLICATION FINANCIAL YEAR: 2017 - 2018



### 1. Which HELB Loan Application is open?

The Higher Education Loans Board invites applications for the 2017-2018 First Time Undergraduate Loan from Kenyans admitted into Government of Kenya-Sponsored or Self-Sponsored Programs in Public or Private Universities in Kenya that are recognized by the Commission for University Education [CUE]. The closing date for the online loan application is 31st August, 2017.

### 2. Who is eligible?

- Government of Kenya-Sponsored Undergraduate Students placed by Kenya Universities & Colleges Central Placement Service and admitted by the universities.
- Direct Entry Undergraduate Self-Sponsored Students.

### 3. How do you apply?

- Visit [www.helb.co.ke](http://www.helb.co.ke) to register.
- Ensure to read and duly complete the HELB Financial Literacy literature.
- Log in, select and fill in the 2017-2018 First Time undergraduate Loan Application Form from the HELB website.
- Print two copies of the duly filled Loan Application Form.
- Have the form appropriately filled, signed and stamped by the relevant authorities and guarantors.
- Sign the form and attach all the necessary documents as indicated in the checklist appearing on the last page of the Loan Application Form.
- Present one copy of the duly completed Loan Application Form and all the attached supporting documents at any of the following:
  - Select Huduma Centres: Nairobi, Kakamega, Eldoret, Nakuru, Mombasa, Kisumu, Nyeri, Embu, Machakos, Kisii, Bungoma, Turkana, Meru, Kitui, Kericho, Nandi [Kapsabet], Thika, Garissa, Migori, Chuka and Kitale for free and secure delivery to HELB Head Office.
  - HELB Student Centre on Mezzanine One [M1], Anniversary Towers, University Way, Nairobi.
- Retain one copy of the duly filled loan application form.

**Remember: The HELB Loan Application process is free. Do not pay anyone to process your HELB Loan.**

### 4. I don't have an ID card, can I apply for a HELB loan?

Unfortunately this is not possible at the moment. The national ID is proof of attainment of majority age. The HELB Loan Application form is a contract and legally we are not in a position to enter into a contract with a minor.

### 5. Is it compulsory to apply for a HELB loan?

No. You should apply for HELB loan only if you are in need of the funds.

### 6. What is the applicable interest rate and when does it start to accrue?

The interest is currently 4% per annum for direct entry students and 12% for all salaried applicants. The interest will start to accrue immediately after the first disbursement.

### 7. Am I eligible for a loan in 2nd year if I did not apply in 1st year?

Yes you are. However one will be required to apply as a first time applicant during the first time applications window.

### 8. What if I was awarded a loan but it is not enough, can I request for additional funds?

Yes, if you have a genuine need for additional funds, you can appeal amounts awarded to you by completing the appeal form.

### 9. If I discontinue my education, do I have to pay amount awarded to me even if I didn't complete my education?

Once you are awarded a HELB loan, you will be required to fully repay the amount in accordance with the terms & conditions as well as the interest accrued thereafter and penalties incurred [if any].

### 10. I have a sibling who didn't qualify for HELB loan. Can I share the amount I was awarded with him/her then we share repayment?

Tuition is disbursed directly to the loan applicant's learning institution. However, any willing individual can help you repay your HELB Loan.

### 11. What if I can't remember my password for the HELB Online Portal?

Use the "forgot password" option available on the portal to recover your account

### 12. What if I can't see the HELB portal activation link on my email?

Please check your junk or spam emails

### 13. Why is my application form defective?

If any or all of the following are missing then the application is defective:

- MISSING SIGNATURES AND STAMPS:** i.e. applicants' signature, parents/guardian, priest, Chief or Assistant chief, Commissioner of Oaths or Magistrate and bank. Please note that signatures and stamping is A MUST.
- MISSING DOCUMENTS:** i.e. if any of the documents on the checklist haven't been attached then the form will be termed defective, KCSE result slip, Admission letter, copy of the ATM, if orphaned, copy/copies of parent/s death certificate, if sponsored in High school, a confirmation letter from the school or sponsor and a colored passport size photo which is to be attached to the form before submission.
- SCANNED COPIES:** the forms to be submitted should be the original copies and not scanned copies, if one submits the scanned copy then it is termed defective since it's not the original.
- 2nd & SUBSEQUENT LOAN APPLICATION FORMS:** All the subsequent application forms MUST be signed and stamped by the Dean of students.

### 14. Where do I get a bank account number?

Visit your nearest bank branch and open a bank account. Indicate this bank account in your application form and attach a copy of the Debit [ATM] card as you submit your application form.

## EMPOWERING DREAMS

@HELBPAGE | Anniversary Towers University Way  
 contactcentre@helb.co.ke | www.helb.co.ke | +254711 052000