

What do we mean by loan arrears?

Loan arrears are amounts that are overdue after the payment due date for loans.

Does TISA have the right to offset arrears on my loan account using my savings account?

Yes, the TISA Loan Agreement allows TISA to offset loan arrears using member savings or any other deposits held with us should the member fail to repay their loan over a certain period.

Will my savings offset my loan?

No. TISA will only use your savings to offset the arrears on your loan and not the full loan amount.

What is the deadline to pay all my arrears?

Members have until Tuesday 28 May 2024 to settle their loan arrears.

On what amount will TISA offset arrears on my loan?

Arrears exceeding K50 will be offset using members' savings and or deposits held with us. This action will be taken only if the member fails to repay their arrears before 27 May 2024. However, we would like to encourage all members to settle their entire arrears.

Which of my savings accounts will be used to offset my loan arrears?

TISA will use the savings in your General Savings (SI) account or any other savings or deposit accounts you have with us to offset your loan arrears.

I want to voluntarily pay/settle my loan arrears. How can I do that?

You can visit your nearest TISA Branch and use the Eftpos to settle your loan arrears. Our branch staff can assist you.

Will my loan balance change after TISA offsets my arrears?

Yes. Your loan balance will reduce as TISA will offset the loan arrears.

How will I know how much was removed from my savings to repay my loan arrears?

You can check your savings account balance statement through SMS banking, Internet Banking, or through our Contact Center.

For more information, please contact our Contact Center on: