

# AYA SimplePay

Convert your Credit Card purchase into low-interest monthly instalments

## Frequently Asked Questions

### GENERAL

#### 1. What is SimplePay instalment plan?

Convert your Credit Card purchases to SimplePay for low-interest monthly instalment plans. They are fixed monthly payments plans that extends up to 12 months. SimplePay is an instalment Payment Plan (IPP) to use with your AYA Credit Card.

#### 2. How many plans are there?

- 6-Month (6% Interest)
- 12-Month Plan (12% Interest)

There are three types of SimplePay Plans. You can pay off your purchase in For example, if your purchase costs Ks. 120,000 and wish to pay over 12 months, you can choose a 12-Month plan with 12% interest (Ks.14,400). This means you would only pay Ks.11200 per month.

#### 3. For what kind of transactions can I apply for SimplePay?

SimplePay is only applicable for retail transactions of consumer electronics. This excludes Cash Advance, Balance Transfer, Bank Fees and Charges. You can use SimplePay for a purchase of Ks.100,000 and above. Repay any of your local, overseas and online purchases with monthly instalments.

### USING SIMPLEPAY

#### 4. How do I apply for SimplePay instalment plan?

Once you've made a purchase with an AYA Credit Card, you can call us at 09- 458588953 to send us a request to convert your purchase into a SimplePay Plan. This call must be made as soon as possible and especially before you receive your monthly credit card bill.

#### 5. Which POS terminals are applicable for SimplePay Installment Service?

SimplePay service is only applicable for the transactions made through AYA POS Terminals.

#### 6. Does SimplePay boost my credit limit?

No, but once you have converted your credit card purchase into a SimplePay Plan, your credit limit will return to the original amount. For instance, if you originally have a credit limit of Ks. 500,000 and spend Ks.200,000 on buying a TV, you get Ks. 200,000 deducted from your Credit limit. But once you convert your TV purchase to a SimplePay Plan, your credit limit is back to Ks. 500,000 again.

**7. Where do I see my SimplePay Bill?**

Your monthly due payment of SimplePay will be included in your monthly credit card statement.

**8. How many transactions can I convert to at one time?**

You must first pay off your SimplePay Plan to apply for another.

**9. How long will it take for AYA Bank to convert my purchase into SimplePay?**

Immediately. It will be done on the phone call itself.

**10. When do I have to pay for my SimplePay instalment?**

Once you receive your statement, please make your payment before the 20th of each month.

**FEES& CHARGES**

**11. What are the rates and fees for SimplePay?**

For the latest information on SimplePay fees & charges, please refer to our website at [www.ayabank.com/simplepay](http://www.ayabank.com/simplepay)

**12. What if I am late for my SimplePay monthly instalment?**

If you are late for your SimplePay monthly instalment, you will be subjected to your credit card's standard fees and charges which would include your monthly interest of 1.08% interest and 1% Penalty Fee. To avoid this, please pay your credit card always in full. AYA suggests you should pay your full SimplePay Instalment Plan monthly amount at least.

**13. Are there any other fees and charges on top of my SimplePay? What if I am late for my payments?**

SimplePay is a feature you can use on your credit card. As long as you pay on time, there won't be any other fees and charges. However, there will be additional charges if you are late for your credit card payment. Please refer to your credit card fees and charges for this.