



# Frequently Asked Questions

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For your convenience, please use the search bar to quickly navigate our FAQs.

## GENERAL QUESTIONS

**1. Q: What is MYNE LEND?**

A: MYNE LEND is a micro-credit lending company that derived from a partnership between Flow Jamaica and the JMMB Group to offer convenient loan services using a mobile app on an Android smartphone.

**2. Q: Why did I receive a text/message about MYNE LEND and is the communication legitimate?**

A: You received a message because you're a valued subscriber of Flow Jamaica, which has partnered with the JMMB Group to introduce MYNE LEND's services as a new and innovative digital lending solution. This service is part of Flow Jamaica's commitment to providing value-added services to its customers. The message is legitimate only when it comes from the official Flow Jamaica WhatsApp or SMS account.

**3. Q: How does MYNE LEND work and what makes the process different from other loan providers?**

A: MYNE LEND is the first 100% digital lending company that allows customers to apply for a loan using a mobile app and get access to approved funds in as little as 10 minutes using a secure tokenized VISA digital card in the app. Customers are then able to use their digital card anywhere VISA is accepted, including online and Tap-To-Pay using their mobile phone at merchant locations where accepted. Tap-To-Pay will require Nearfield Communication (NFC) feature to be available and enabled on the mobile phone being used to carry out the purchase.

**4. Q: What is NFC and how do I get it?**

A: Nearfield Communication (NFC) is the technology that allows two devices, such as your mobile phone and a payments terminal, to communicate with each other when they are within close proximity. NFC is the technology that enables secure contactless payments. To get NFC capabilities on a device, NFC has to be enabled from the device as most modern smartphones have NFC built-in.

To Enable NFC: If your device has NFC, you may need to enable it in your settings (usually in Settings > Connections > NFC -on>Contactless payment - Myne)

5. **Q: Who can apply for a MYNE LEND loan?**

A: The service is currently available only to subscribers of Flow who **satisfy certain minimum criteria**. However, at the moment we are only reviewing loan applications for existing customers who have satisfactorily paid off one or more loans with us before. Stay tuned to this space for updates on when we will reopen applications to brand new customers.

6. **Q: Is this just for individuals or also for businesses?**

A: Currently, our services are only offered to retail clients (individuals).

7. **Q: What measures are in place to ensure my data is protected?**

A: Flow Jamaica, the JMMB Group, and MYNE LEND prioritize customer data protection; adhering to strict data privacy regulations as stipulated by Jamaica's Data Protection Act. MYNE LEND's digital card systems are certified by Visa and uses tokenization and biometric authentication to secure your payment information. Your card details are not stored on the device nor shared with merchants; ensuring your transactions remain secure and private.

8. **Q: Will the app use my mobile data when transacting?**

A: While the MYNE App does not use any data when making a transaction at a POS machine, general use of the app will consume mobile data. It is important to ensure you have an active data plan to experience the full benefits of the MYNE App.

9. **Q: Can I send money from one MYNE App wallet to another?**

A: No, not at the moment. Customers will be informed about new and exciting product features when the features are rolled out.

10. **Q: Where is my money being held – is it secure?**

A: Your money is securely held on a tokenized digital card at the JMMB Group, which follows strict financial guidelines and protocols that are enforced by Visa.

11. **Q: Is my money guaranteed by the government?**

The funds available on a client's digital card are not guaranteed by the government.

## LOAN RELATED QUESTIONS

**12. Q: What are the types of loans that are offered?**

A: MYNE LEND currently offers an unsecured term loan at a fixed interest rate.

**13. Q: What are the interest rates?**

A: The interest rate is 68% per annum which is applied to your reducing principal balance owing. This reflects an effective rate of 3.4% monthly over a full year. This rate may change from time to time. Use the loan calculator on our website [www.mynelend.com](http://www.mynelend.com) to find out what your monthly payment would be.

**14. Q: How much am I able to borrow?**

A: The loan amount currently ranges from \$10,000 to \$150,000 Jamaican dollars.

**15. Q: How much time do I get to repay the loan?**

A: The loan term ranges from 1 to 12 months. Customers may also choose to pay off their loan ahead of the maturity date with no early-repayment penalties associated.

**16. Q: Can I get a statement on my loan account?**

A: Yes, and at no cost. You may contact us by email at [support@MYNELEND.com](mailto:support@MYNELEND.com) or call or WhatsApp at 876-MYNE (6963).

**17. Q: Do I have to pay for a credit report?**

A: No. MYNE LEND covers all credit report costs for its clients.

**18. Q: Can I use the full amount I was approved for?**

A: Clients will receive the full loan amount, however a nominal processing fee – equivalent to 5% of the approved loan amount - is deducted upfront. The fee is refunded upon full repayment of the loan, subject to the satisfaction of repayment conditions.

**19. Q: What are the repayment conditions to receive the processing fee refund?**

A: Clients' repayments are considered satisfactory once all outstanding amounts are paid in full on or before the loan's maturity date.

**20. Q: What is my account number?**

A: Your account number is your TRN number. You will need this number when login into the APP and when making repayment at Bill Express instore or online

**21. Q: How is the interest calculated and applied to my loan account?**

A: Your loan interest is calculated on the reducing principal balance and applied to your account as part of your monthly due installments.

**22. Q: How do I cash out money from my loan and is there a cost?**

A: You may cash out through the MYNE App by selecting the CASH OUT option on the Home Screen. After specifying your cash out amount a reference number will be sent to your mobile device via SMS. Please present this SMS along with a valid ID to any authorized JMMB Money Transfer agent location island wide to receive your funds. Cash out locations can be found on our website [www.mynelend.com](http://www.mynelend.com).

There is currently no fee applicable for cash out transactions at this time.

**23. Q: How do I make a loan payment and is there a fee?**

A: Loan payments can be made as follows:

**In-Store:** Visit any Bill Express location. Present your account number (which is the TRN) to the teller and advise payment request to a MYNE LEND account. Successful payments are reflected **immediately** in the MYNE App. See payment locations at [www.mynelend.com](http://www.mynelend.com). Other payment points will be added in the near future.

**Online:** Visit [www.billexpressonline.com](http://www.billexpressonline.com). Sign-up and add MYNE LEND as a biller, specify your account number (TRN) and payment amount. Successful online payments are reflected within **24 to 48 hours** in the MYNE App.

**Note** - There is no transaction fee to make a loan payment.

**24. Q: Can I make a prepayment?**

A: Yes, customers may make a prepayment at any time without penalty.

**25. Q: Will my credit score be affected if I miss payments?**

A: Yes. MYNE LEND will provide appropriate reminders and offer convenient payment options to put customers in a position to maintain good standing.

**26. Q: I missed my payment by several days, will a late fee be charged?**

A: There is no automatic late fee charge for missed payments, however MYNE LEND reserves the right to charge clients for collection costs if it believes all reasonable efforts to collect outstanding amounts have been exhausted.

**27. Q: Can I apply for another loan and how do I do this?**

A: Once you have cleared your loan in full, you can then log into the MyneApp and from there you will see the option to apply for a new loan.

**28. Q: I applied for a loan long ago, why haven't I received a response**

A: We currently have a backlog of applications that is leading to delays. We will get to your application as quickly as we can. However, at the moment we are only reviewing loan applications for existing customers who have satisfactorily paid off one or more

loans with us before. Stay tuned to this space for updates on when we will reopen applications to brand new customers.

**29. Q: Why was my loan declined?**

A: Our systems and processes have very specific criteria for loan approvals and it is possible one of more of these requirements were not met.

## **DIGITAL CARD RELATED QUESTIONS**

**30. Q: Is my card a bank card and does it come with a bank account?**

A: No, your card is not connected to a bank account in your name. Your card is a digital payment tool stored in a digital wallet which can be used anywhere VISA is accepted whether online or Tap-To-Pay at a location that has an NFC-enabled point-of-sale device.

**31. Q: What happens to unused money on my card ?**

A: Any unused balance will remain available on the card for use at the client's convenience until the card expires. When the card expires a new card will be issued and any funds will automatically transfer from the expired card to the newly issued card.

**32. Q: Can I buy items online with my card?**

A: Yes, you can purchase any item online using your digital Visa Card in the same way you use a physical card.

We also support **Click to Pay** with Visa for a faster and more secure online shopping experience. Learn more at [visa.com](https://www.visa.com)

**33. Q: Can I use my card abroad?**

A: Yes, the digital card can be used overseas at merchants where contactless payments are accepted, however availability may vary by country and/or merchant. International transaction fees may apply. Please note you will pay for any data used on the app while abroad. Please check Flow Jamaica's roaming rates for more details.

**34. Q: Can I block (or lock) my card and how?**

A: Yes, you can block your card from inside the app.

To lock your card, please log in to the APP, click on the "My Card" button, and scroll down to find the "Lock" toggle switch.

**35. Q: What is Tap-to-Pay?**

A: Tap-to-Pay is a secure wireless technology that allows you to securely pay for goods and services directly from the MYNE App on an NFC-enabled Point of Sale (POS) machine or card reader. Your mobile phone is not required to have NFC capabilities in order for

the APP to be used .

**36. Q: How do you Tap-to-Pay?**

A: Your phone first needs to be Tap-to-Pay ready. See link to instructions below. Once you are Tap ready, open your app to access your digital card, press the green pay button and tap your phone on the merchant's POS device to pay for goods and services. The money is deducted from your account and is paid to the merchant. Your available balance is updated after every transaction.

**37. Q: Is Tap-to-Pay Secure?**

A: Yes, Tap-to-Pay is the securest way to pay for goods and services on an NFC enabled POS machine. MYNE App is certified by Visa and uses tokenization, and biometric authentication to secure your payment information. Your card details are not stored on the device nor shared with merchants, ensuring your transactions and card details remain secure and private.

**38. Q: What happens if the merchant does not accept Tap-to-Pay?**

A: Mobile phone Tap-to-Pay is widely available in Jamaica, however some merchants may opt not to accept this payment method which is beyond our control.

**39. Q: Is there a limit to the number of Tap-to-Pay transactions I can do in 24 hours?**

A: Yes, for your own security, you are limited to 20 transactions a day.

**40. Q: What is the highest amount I can Tap-to-Pay for?**

A: Currently, the highest amount you can tap in a single transaction is JMD\$75,000.

**41. Q: What should I do if my MYNE transaction is declined?**

A: If your transaction is declined, verify your card's expiration date and available balance. If issues persist, ask the merchant to check whether the POS terminal you are using is connected to the internet. You may also contact us by email at [support@MYNELEND.com](mailto:support@MYNELEND.com) or call or WhatsApp at 876-MYNE (6963).

**42. Q: Do I need to have insurance like with other cards?**

A: No. You can review your cardholder agreement at any time for details on the card's term and conditions.

**43. Q: I see a transaction in my card activity that I don't recognize, what should I do?**

A: Please contact us by email at [support@MYNELEND.com](mailto:support@MYNELEND.com). You may also call or WhatsApp at 876-960-MYNE (6963). We will then open a case to review this. If you feel your card details have been stolen, please lock your card from inside the app immediately.

**44. Q: I think someone had access to my phone and stole my card number, what should I do?**

A: If you feel your card details have been stolen, please block your card immediately through the app and then contact us by email at support@MYNELEND.com. You may also call or WhatsApp at 876-960-MYNE (6963).

**45. Q: What if I change my mobile number?**

A: Please contact us by email at support@MYNELEND.com. You may also call or WhatsApp at 876-960-MYNE (6963).

**46. Q: What if I lose my phone?**

A: Please contact us by email at support@MYNELEND.com. You may also call or WhatsApp at 876-960-MYNE (6963).

## **TROUBLESHOOTING**

**47. Q: Why is the app taking a long time to load or not loading at all?**

A: If the app is taking longer than usual to load or isn't loading, it is likely due to a weak or unstable internet connection. Please ensure you have a strong Wi-Fi or cellular data signal and try again. Sometimes switching between Wi-Fi and cellular data helps.

**48. Q: Why is my validation code not working?**

A: If you have multiple Whatsapp accounts, please ensure that the mobile number which received the validation code is what is used in the App when registering. You will also need to receive SMS codes as part of your loan application process in-app so please ensure your SIM card is also active in the device you are using.

**49. Q: Why am I unable to complete transactions or actions in the app?**

A: Inability to complete transactions or actions can often be caused by interruptions in your internet connection or the connection of the POS machine you are using. Please check your connection and ensure it is stable. For the best experience, a strong and consistent connection is recommended.

**50. Q: Why do images or videos fail to load properly in the app?**

A: If images or videos are not loading properly, it may be due to limited bandwidth or a slow internet connection. Try connecting to a stronger Wi-Fi network or checking your data speed to ensure it meets the app's requirements.

**51. Q: Why am I experiencing delays or timeouts while using the app?**

A: Delays or timeouts are often caused by network latency or connectivity issues. This

can happen if you're in an area with weaker reception or if your internet connection is unstable. Please check your network connection and try again.

**52. Q: Why do I keep receiving error messages stating, 'Unable to connect' or 'Network error'?**

A: These error messages typically indicate that the app is having trouble connecting to our servers due to network issues. Please check your internet connection and try restarting the app.

**53. Q: Why is my card grey?**

A: If your device does not have the NFC feature your card will appear grey in the APP as you will be unable to access the Tap & Pay feature. If you have the NFC feature and your card is grey, ensure NFC has been enabled then clear data and cache from the APP and retry.

**54. Q: Without NFC how can I access my funds?**

A: There are two options for you to access your funds if your device is without the NFC feature.

1. You are able to complete online transactions to purchase goods or services anywhere Visa cards are accepted.
2. You can cashout your funds at any JMMB Money Transfer location island wide.

**55. Q: How do I cashout?**

A: To cash out your funds, you will need to login into the app and select cash out, then enter the amount of funds you wish to withdraw. Once you have completed that you will then receive an sms with a reference number you will need to take to any JMMB or Paymaster location along with your government issued ID

**56. Q: Why does the app behave differently on Wi-Fi compared to cellular data?**

A: The app's performance can vary depending on the type and quality of your internet connection. Wi-Fi connections are generally stronger than cellular data, which can vary based on signal strength and network congestion.

**57. Q: Why does the app crash or freeze, especially when switching networks?**

Switching between Wi-Fi and cellular data or experiencing network drops can sometimes cause the app to crash or freeze. For a smoother experience, we recommend using a stable and uninterrupted network connection. Please ensure you have the latest version of the app.

**58. Q: Why might my transaction fail even though my app works offline?**

A: While your MYNE App is designed to complete transactions without internet or mobile coverage, the transaction still depends on the connectivity of the store's point of sale (POS) system. If the POS system at the store is experiencing connectivity issues or is

offline, it may not be able to process your payment. This is because the POS system needs to connect to the payment network to authorize and complete the transaction.

If you encounter this issue, you might want to try an alternative payment method or inform the store staff about the problem so they can resolve any connectivity issues with their POS system.