

# Online Loan Application Frequently Answered Questions



ECAB's Online Loan Application offers the convenience of applying for a loan through our online portal. Here are some frequently asked questions regarding the online loan application process.

## What type of loan can I apply for online?

Our online loan application facilitates the application for Personal Loans. Citizens of Antigua and Barbuda, persons who reside permanently or work in the twin-island state may seek financing for the below online:

- Vehicles
- Education
- Travel
- Land
- Mortgages

## How to I Apply for a Loan Online?

To start your online loan application, visit our website at **www.ecabank.com** and click **"Apply Now"** on any of our Personal Banking product pages.

You will then need to register a valid email and password to commence the online application process. This allows us to secure your information and enables you to securely communicate with ECAB's Message Center.

## Do I Need to Submit Any Documents When Applying for a Loan?

Depending on the type of loan you are applying for, different documents will be requested to verify your eligibility for the loan. Providing documents to show your income, your identity, your current address, employment history, an estimate of amount to be borrowed and (where relevant) a previous or existing bank statement and or reference may be requested.

In the event you are self-employed, you may be asked to provide additional documents to assist with determining your ability to repay the loan.

Ensuring that all requested documentation is provided, will help to speed up your loan process.

## Who Can I Contact if I Have a Question or Problem Completing My Online Loan Application?

Should you have any questions or queries regarding your loan application, feel free to contact us **at onlineloaninquiry@ecabank.com**. A representative is available Monday - Thursday 8:00 a.m. to 2 p.m. and Friday's 8:00 a.m. to 3 p.m.

## Will I Still Need to Come into the Bank When Applying for an Online Loan?

Yes. In order to finalise the loan process, your Loans Officer will schedule a time convenient for you to sign the loan documents to complete the loan process and arrange the disbursement of funds.

### Can I apply for a Loan if I Reside Outside of Antigua?

No. Persons applying for a loan through ECAB's Online Loan Application must either reside permanently in the twin-island state or be a citizen of Antigua and Barbuda.

### Can I apply for a Loan with a Co-applicant?

Yes. You can apply with a co-applicant. The requested documentation for both applicants will need to be provided when completing the loan application\*.

### Can I apply for More Than One Loan?

Yes. You are allowed to apply for more than one loan through our online loan application. Select the type of loan you require and complete the online application process.

### How Long is the Online Loan Application Process?

Applying for a personal loan is an easy process. Once all eligibility requirements and requested documentation is submitted, you can easily apply for a loan online within 5 to 10 minutes.

You will receive a confirmation email from us, confirming receipt of your loan application as well as updates on the status of your loan. Any questions pertaining to your loan application can be sent to through **ECAB's Loan Message Centre at [onlineloaninquiry@ecabank.com](mailto:onlineloaninquiry@ecabank.com)**.

### How Do I know When My Loan has been Approved?

You will receive an email notification if your application has been approved, please ensure to monitor the email address you submitted during reregistration.

### Why was My Loan Application Denied?

If your application was denied, you will receive an email from the Loan Officer with information regarding your denial. If you have additional questions regarding your denial, please contact us at **[onlineloaninquiry@ecabank.com](mailto:onlineloaninquiry@ecabank.com)**.

Our Loan Officers will carefully explain the reason(s) your loan application was denied and which areas should be addressed before you re-apply.

\* *Terms and conditions may apply.*

