Terms and Conditions for MoPay and MoPay Plus Users

MoPay and MoPay Plus are two credit products offered by CIM Financial Services Ltd (“CFSL”), accessible exclusively through the MoFinans mobile application. Customers may apply for either or both products, subject to credit approval. The table below summarizes the key differences between the two products. All other terms apply to both products unless otherwise indicated.

Feature	MoPay	MoPay Plus
Repayment term	5 equal monthly instalments	Up to 12 equal monthly instalments
Interest rate	0%, no interest, no hidden fees	12% per annum
Credit Line	Rs 1,500 to Rs 50,000	Rs 2500 to Rs 150,000
When to Shop?	Everyday purchases at partner merchants. Approved merchants as per list available on MoFinans App.	Larger purchases — travel, electronics, education, healthcare and more. Approved merchants as per list available on MoFinans App.
Validity	2 years, subject to annual renewal	2 years, subject to annual renewal

A. General Terms (applicable to both MoPay and MoPay Plus)

1. Both MoPay and MoPay Plus are accessible exclusively through the MoFinans mobile application and require sign-up, including upload of supporting documents, NIC verification, face verification, address verification, and employment details.
2. The application waiting period is approx. 48 hours from the date application is submitted.
3. Eligibility is restricted to applicants between the ages of 18 and 69.
4. Credit limits are valid for 2 years and are subject to credit approval.
5. The credit limit will be temporarily frozen if any installment is missed and unfrozen once arrears are cleared.
6. Repayments must be made exclusively through MoFinans and using the IPS platform. Payments via cards, internal banking, or cash at counters are not accepted.
7. Contracts are to be signed exclusively within the MoFinans platform.
8. Applicable fees and rates are accessible in the contract.
9. Purchases are restricted to designated merchants and must be completed via MoFinans by QR scanning in store, or by OTP verification at e-commerce checkout. The list of designated merchants is available on MoFinans and the official website.
10. Products may be returned within 21 days of purchase, subject to the merchant’s terms and conditions and approval.
11. Cim Finance will not be held responsible should the customer encounter issues with the products bought.
12. All offers related to MoPay and MoPay Plus are subject to change without prior notice.
13. CFSL holds Credit Finance license No. CF19000015 issued by the Financial Services Commission. CFSL also holds a Payment Service Provider (PSP) license issued by the Bank of Mauritius.
14. For any inquiries, please contact our customer service team on **203 6819**.

B. MoPay-Specific Terms

15. MoPay is a 0% interest product with no hidden fees.
16. Credit limits range from Rs 1,500 to Rs 50,000.
17. Purchases made with MoPay are repayable in 5 equal monthly instalments.

C. MoPay Plus-Specific Terms

18. MoPay Plus is an interest-bearing product. An interest rate of 12% per annum applies to the outstanding balance.
19. Credit limits range from Rs 2,500 to Rs 150,000.
20. Purchases made with MoPay Plus are repayable in up to 12 monthly instalments. The repayment term may be selected by the customer at the point of purchase, subject to product rules.
21. The full instalment breakdown, including total cost of credit, will be displayed to the customer on the MoFinans application before the customer confirms the purchase.

Documents Required (for both products)

1. National Identity Card
2. Proof of address — Utility Bill (CEB, CWA, or Mauritius Telecom landline/Wi-Fi bill). If not under the applicant's name, proof of relationship is required (Birth Certificate, Marriage Certificate, rent book, or reference letter).
3. Last salary slips and/or bank statements.
4. BRN (Self-employed)