LendCore
A Nei Shot WebX product

New Customer Intake Form

Fill this in before your setup call. Sections A and B are all we need to create your account. Everything else can be done during or after the call. Send your company logo to **hello@neishot.com** along with this form.

Prepared for

Date

LendCore reference

What we set up for you on day one

- Your own web address (*yourname*.lendcore.neishot.com)
- A default Personal Loan product at your interest rate
- 8 public pages: Home, About, How It Works, FAQ, Branches, Privacy, Terms, Complaints
- A loan calculator connected to your product
- A place for your borrowers to log in and manage their loans
- Full loan application process - from application through to payout
- NAMFISA compliance calendar with standard deadlines and document templates *(Starter+)*
- Full activity log from the moment your account is live
- 30-day trial with no monthly fee - you only pay per loan you actually pay out
- Staff training records and character assessments pre-loaded *(Starter+)*

Staff logins and borrower logins are separate. Your staff use *yourname*.lendcore.neishot.com/admin. Borrowers use the public portal. The two do not share accounts or passwords.

Your provider accounts are your own. LendCore connects to credit bureaus and payment providers using *your* account with each provider. We do not share access between customers. You apply to each provider directly - we can help with introductions.

Starting on Cash Loan (not yet registered with NAMFISA)? Pages 3 and 4 of this form do not apply to you. Skip straight to Section J on page 4. All your data carries over when you upgrade to Starter once your registration comes through.

Section A — Plan Selection

Cash Loan	Starter	Growth	Scale
☐ **Cash Loan**	☐ **Starter**	☐ **Growth**	☐ **Scale**
N$800 / mo + N$25 / loan	**N$1,500 / mo + N$50 / loan + N$3 / debit-order**	**N$4,500 / mo + N$30 / loan + N$2 / debit-order**	**N$12,000 / mo + N$15 / loan + N$1 / debit-order**
For first-time and informal lenders who pay out cash loans manually. No NAMFISA compliance tools, no credit bureau. Suitable before NAMFISA registration.	Full NAMFISA compliance tools, credit bureau checking, automated payment gateway, and formal loan offer letters. Up to 3 staff.	Adds fraud screening. Up to 10 staff, branch management, borrower portal with your own branding.	Unlimited staff and branches. Referrer connections, custom web address, priority support with 4-hour response.
Once-off setup: N$1,500	Once-off setup: N$2,500	Once-off setup: N$5,000	Once-off setup: custom quote

☐ Pay a year upfront and get **10% off the monthly fee**

☐ Add **SMS notifications - N$500/mo** (1,000 text messages, any plan)

Section B — Business Details required on all plans

Legal registered name *

Trading name if different from legal name

Company / CC registration number *

Business type *

☐ Company ☐ CC ☐ Trust ☐ Partnership ☐ Sole proprietor

Business email *

Business phone *

Website if you have one

Tax reference number

VAT number if VAT registered

Financial year-end date

Bank of Namibia reg. number if applicable

Office address

Street address

City / town

Region

Postal code

Section C — Branding & Public Presence all plans

Your public website and borrower portal go live at *yourname*.lendcore.neishot.com from day one. Growth and Scale customers can use their own web address with their own branding. **Email your logo to hello@neishot.com when submitting this form.** Accepted formats: PNG or SVG with a transparent background. If you do not have a logo yet, we will use your business name as text until you send one.

Preferred web address name * e.g. "abc-finance" → abc-finance.lendcore.neishot.com

Custom domain you already own Growth and Scale only

Main brand colour plain words, e.g. "dark green", "navy blue"

Secondary / accent colour optional, e.g. "orange", "gold"

Contact email shown to borrowers

Contact phone shown to borrowers

Main headline on your public website the first big line visitors see, e.g. "Fast, Affordable Loans in Namibia"

Short description below the headline one or two sentences

Small-print text at the bottom of your borrower portal e.g. "Only borrow what you can comfortably repay."

Section D — First Admin User required on all plans

This is the first staff account we create on your system. They have full access and can add other staff after logging in. We will set a temporary password and share it with you separately. They will be asked to change it on first login.

Full name *

Email address *

Access level

☐ Full admin access ☐ Manager ☐ Loan Officer

Section E — Bank Accounts required on all plans

Give us at least the account you pay loans out from. If you plan to collect repayments through the system, a separate account for that is recommended. Cash Loan customers usually only need one account.

Account 1 — loan payouts (required)

Bank name

Account number

Branch code

Account type
☐ Cheque / Current ☐ Savings

What this account is for
☐ Paying out loans ☐ Collecting repayments ☐ Running costs

Account 2 — repayments (optional)

Bank name

Account number

Branch code

Account type
☐ Cheque / Current ☐ Savings

What this account is for
☐ Paying out loans ☐ Collecting repayments ☐ Running costs

Section F — Default Loan Product required on all plans

We create one default Personal Loan product when your account goes live. You can add more products from your admin panel afterwards. The interest rate must not exceed the NAMFISA maximum for your loan type (3% per month for personal and short-term loans as of June 2026).

Loan product name e.g. "Personal Loan", "Salary Advance"

Monthly interest rate (%)

Smallest loan amount (N$)

Largest loan amount (N$)

Shortest repayment period (months)

Longest repayment period (months)

Apply button text e.g. "Apply Now", "Get a Loan"

Loan type

☐ Personal loan ☐ Short-term ☐ Business ☐ Other

Section G — NAMFISA & Regulatory Details Starter and above

Cash Loan customers: skip this section and go to Section J on page 4. If you are waiting for NAMFISA registration, leave this blank and complete it once your registration arrives.

NAMFISA licence

NAMFISA licence number

Licence type

☐ Microlender ☐ Money lender ☐ Other

Date issued

Expiry date

NAMFISA supervisory registration number

FIA registration number anti-money laundering

Principal officer responsible to NAMFISA for this licence

Full name

Namibian ID number

Email

Date appointed

Compliance officer responsible for day-to-day regulatory compliance

Full name

Namibian ID number

Email

Date appointed

Qualifications or relevant experience

Anti-money laundering programme

Date the programme was put in place

Name of the person responsible

Their email address

Their phone number

We will pre-load your compliance calendar with the standard NAMFISA deadlines, document templates, and staff training records. You can adjust everything after login. Character assessments for your principal and compliance officers, training records, and incident reports are all managed from the compliance section.

Section H — Credit Bureau **Starter and above**

Cash Loan customers: skip this section.

You need your own account with a credit bureau. **LendCore does not sell bureau access** - apply directly to your chosen provider. We will collect your login credentials securely by email before going live. Just tick your provider below.

Which bureau do you use?

☐ **Creditinfo Namibia** (creditinfo.com.na) ☐ **TransUnion Namibia** (transunion.com) ☐ Both ☐ Not yet - will add later

Section I — Automated Payment Processing **Starter and above**

Cash Loan customers: skip this section.

You need your own account with a payment provider. **LendCore does not sell payment provider access** - apply directly to your chosen provider. We will collect your login credentials securely by email before going live. Just tick your provider below.

Which payment provider do you use?

☐ **PayM8** (paym8.com) ☐ **RealPay** (realpaycollect.com) ☐ **Collexia** *(coming soon - register interest)* ☐ Not yet - will add later

How do you want to pay out loans?

☐ Automatically through the payment provider ☐ Staff pay out manually

How do you want to collect repayments?

☐ Recurring debit orders (automatic) ☐ Staff collect manually ☐ Leave off for now

Section J — Features to Switch On

The features below are included in your plan but start switched off (except those marked as always on). Tick the ones you want active when we hand over your account. You can change any of these later from your admin panel.

Feature	Switch on?	Notes
Loan applications and assessment	**Always on**	Cannot be switched off on any plan
Reports	**Always on**	Cannot be switched off on any plan
Public website	☐	All plans. Your branded public site with the loan calculator.
Borrower portal	☐	All plans. Borrowers can log in, check loan status, and upload documents.
Overdue loan management	☐	All plans. Manage overdue accounts and repayment arrangements.
Complaints	☐	All plans. Log, track, and close customer complaints.
Loan offer letters	☐	All plans. Formal offer letter for the borrower to accept before the loan is paid out.
Email notifications	☐	All plans. Automatic emails to borrowers for updates, approvals, and payment reminders.
NAMFISA compliance tools **Starter+**	☐	Regulatory submissions, deadlines, identity checks, and full activity log.
Credit checking **Starter+**	☐	Needs your bureau account (Section H). Creditinfo or TransUnion.
Automated payment processing **Starter+**	☐	Needs your payment provider account (Section I). PayM8, RealPay, or Collexia.
Fraud screening **Growth+**	☐	Automatic fraud checks, risk scores, and watchlists on every application.
SMS notifications **add-on N$500/mo**	☐	Available on any plan. 1,000 text messages per month.

Section K — Notes & Special Requests

Anything else we should know, or any specific requests for your setup call

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