



Borrower FAQs

Who can get a loan with ChangeFund?

ChangeFund provides unsecured personal loans to creditworthy New Zealand resident individuals who have employment. We ensure that loans are only offered to people who have the capacity to service the loan without affecting their quality of life.

What can I get a loan for?

You can get a loan for any worthwhile legal purpose, including debt consolidation, home renovation, weddings etc

How much can I borrow?

ChangeFund offers unsecured personal loans from \$2,000 to \$60,000. The amount you can borrow will depend on your personal circumstances and your ability to service the loan.

What is the length of time I can borrow for?

Loan terms are 3 years and 5 years.

What will my interest rate be?

Your personalised interest rate will depend on your credit history and current circumstances.

Does ChangeFund charge borrowers a fee?

We have an upfront application fee of \$300, added to the loan amount. For our full schedule of fees please [click here](#)

What happens once my application has been approved?

Once your application has been approved and your details are verified, your loan will go live on the ChangeFund platform for funding. Your loan will be settled as soon as it is fully funded, but may be on the platform for a maximum of 14 days.

Why would my loan be declined?

When assessing a loan, there are a number of factors we consider and the most common reason for declining a loan are:

- adverse credit history
- Employment instability
- Not enough income
- Too much debt
- Incomplete documents
- Inconsistencies with your information

What happens if my loan listing is not fully funded?

If your loan is not fully funded within 14 days, your loan listing will be removed from the platform. We will then contact you with your options, which may include withdrawing your listing completely, or relisting the loan for the same or a lesser amount.

Can I pay my loan off early?

Yes you can. You can make a manual payment into the trust bank account. Please ensure that you include your loan identification number as a reference whenever making payments directly. You can find your loan identification number by logging into your borrower dashboard. There are no fees associated with paying early.

What do Lenders know about me?

ChangeFund provides an anonymous service. Lenders don't know anything about you other than a reference number. All credit, affordability and suitability checking is undertaken by ChangeFund and is not displayed on our website.

What happens if I cannot make a payment?

Please contact us immediately. We understand that unforeseen things can occur and we may be able help if we are informed. Our [Financial Hardship Policy](#) and [Collections Policy](#) is available on our website.