Ngychom Lending - User Manual

Ngychom Lending

1. What the platform does

Ngychom Lending serves two borrower segments - personal loans and small business loans - in one application, with a borrower portal and a lender back office. It covers the whole lifecycle: origination, instant rules-based decisioning with an optional bureau score, offers and electronic signature, disbursement, repayment servicing, delinquency and collections, and reporting.

Area	What it means
Borrower portal	Register, complete KYC (BVN/NIN with consent), apply, receive and accept an offer, view the repayment schedule, pay instalments, upload documents, download statements.
Decisioning	Configurable rules (income, DTI, tenure, KYC, watchlist, bureau band) decide auto-approval, referral to underwriting, or decline - plus a bureau score that can override within limits.
Back office	Work queue, application workbench with counter-offers, disbursement, payment posting, delinquency scan, collections log, write-off, products, rules, users, audit.
Money movement	Simulated in this build. The same code paths are used for real integrations (NIP transfer, Paystack, Flutterwave, Mono) once keys are configured.

2. Roles and access

Role	Lands on	Can do
borrower	Dashboard	Own applications, offers, loans, payments, documents and profile. Nothing else.

underwriter	Back office	Pipeline, application decisions, disbursement, payment posting, collections, products, rules, reports.
admin	Back office	Everything an underwriter can, plus Users & KYC, Settings and the Audit trail.
superadmin	Back office	Universal access (workspace convention).

3. Borrower guide

3.1 Register and verify (KYC)

3.2 Apply for a loan

Outcome	What it means
Auto-approved	Every rule passed at a comfortable margin - an offer is generated straight away.
Under review	Referred to a human underwriter, either because a rule flagged it or the amount requires review.
Declined	A hard rule failed (KYC, watchlist, DTI, tenure) - the reason is shown on the application.

3.3 Accept the offer

An offer states the amount, monthly interest rate, tenure, monthly payment, origination fee and total repayable. Accepting is an electronic signature. If underwriting counter-offered (a different amount, rate or tenure), the offer on screen is the one on the table. After acceptance the loan moves to disbursement and a repayment schedule is generated.

3.4 Repay

4. Underwriting guide

4.1 The work queue

The back-office dashboard shows what needs attention: applications under review, offers accepted awaiting disbursement, and loans with overdue instalments. Work them in date order; the queue is the lender’s to-do list.

4.2 Deciding an application

4.3 The rules engine

Rule type	Typical use
Eligibility	KYC status, watchlist, minimum time in business, product limits.

Affordability	Debt-to-income ceiling, minimum declared income, instalment-to-income ratio.
Risk	Bureau score bands, maximum tenure for the amount, loan-to-income cap.
Policy	Auto-approval ceiling - anything above it always goes to a human.

5. Servicing

6. Configuration

Setting	Effect
Module	Personal or business - determines which fields the applicant completes.
Amount / tenure range	Enforced on the apply form and by the rules.
Monthly interest %	Drives the amortisation schedule and total repayable.
Fee % (origination)	Charged once and disclosed on the offer.
Late fee %	Applied per overdue instalment by the delinquency scan.
Active toggle	Withdraw a product from new applications without touching existing loans.

7. Administration

7.1 Users, KYC and watchlist

Under Users & KYC an administrator reviews identity decisions and watchlist flags, and controls who has back-office access. Borrowers only ever see their own loans.

7.2 Settings and data export

Settings holds the display name and the simulated-money banner. The data backup exports the whole book - applications, schedules, repayments, document metadata, consents and the audit trail - as one JSON file, with credentials excluded.

7.3 Audit trail

Every mutation is recorded with actor, role, entity, details and IP, and can be filtered and exported as CSV. Document uploads, decisions, disbursements, payments, write-offs and collection actions are all in the trail.

8. Reports

Report	Use it for
Origination	Applications and approvals by period and module - pipeline health.

Portfolio	Booked principal, active loans and average ticket.
Arrears / delinquency	Overdue instalments and ageing for the credit committee.
Collections	Contact activity and recovery by account.
Audit export	Regulator or internal audit requests.

9. Troubleshooting

Symptom	What to check
No offer appears after applying	The application may be under review or declined. Open it and read the status and rule results.
Instant decline	A hard rule failed - usually KYC not approved, watchlist flag, DTI, or tenure outside the product.
Borrower cannot accept an offer	Offers can expire; check the offer expiry, then re-issue from the workbench.
Payment posted but balance barely moved	Late fees and accrued interest clear before principal - check the payment history allocation.
Instalment sitting overdue	Run the delinquency scan, then log the collection action so the account shows activity.
Need the numbers for a board pack	Reports -> export CSV; the export is recorded in the audit trail.

10. Glossary

Term	Meaning
KYC	Identity verification (BVN/NIN, ID documents, watchlist screening) before credit is granted.
DTI	Debt-to-income - monthly obligations against monthly income.
Bureau score	Third-party credit score used with the rules; may be overridden within limits.
Amortisation	The schedule splitting each instalment into principal and interest.
Counter-offer	Approval on different terms to the request.
Delinquency	Missed or late instalments; flagged by the scan with a late fee.
Write-off	A loan judged uncollectible, removed from the active book and audited.

NDPA	Nigeria Data Protection Act - consent captured before identity or credit checks.