

Cooling-Off Period:

Both fixed deposit products offer a seven-day cooling-off period from the date of account opening. If you have a change of mind and decide to close the account within this period, Letshego will allow withdrawal of funds without any penalty or fee. However, no interest will be paid on the account during this cooling-off period.

Frequently Asked Questions

Q: Can I open multiple accounts?

Yes, you can open multiple accounts across different product types to suit your various savings and investment goals.

Q: How do I make deposits into my account?

Deposits can be made by transferring funds from your nominated bank account to Letshego's designated bank account. You can also set up recurring monthly payments for the Flexi Savings account.

Q: What happens when my fixed deposit matures?

When your Flexi Fixed Deposit or Fixed Deposit matures, you will receive your principal amount plus the accumulated interest. You also have the option to renew your investment at the prevailing interest rate and terms for that product at the time of maturity.

Q: Can I withdraw from my Flexi Fixed Deposit before maturity?

Yes, the Flexi Fixed Deposit allows partial withdrawals of up to 20% of your deposited funds during the investment term. However, withdrawals are limited based on the percentage you specified when opening the account.

Q: What is the difference between Flexi Fixed Deposit and Fixed Deposit?

The main differences are:

- **Interest Payment:** Flexi Fixed Deposit pays interest monthly, while Fixed Deposit pays annually.
- **Flexibility:** Flexi Fixed Deposit allows partial withdrawals and additional deposits; Fixed Deposit does not.
- **Returns:** Fixed Deposit typically offers higher interest rates due to the full commitment of funds

Q: Are my deposits insured?

All Letshego products are regulated by the Central Bank of Lesotho. For specific information about deposit insurance, please contact our customer service team.

