



KEY FACT DOCUMENT



This document sets out specific key facts you need to know regarding various products and services. Please read it in conjunction with our product specific General Terms and Conditions, the Tariff Guide and product brochures found in our branches and on our website www.cibke.com

RETAIL BANKING

CURRENT ACCOUNTS

Premium Individual Current Account

Description	Specially designed for the financially astute employed and self-employed individuals with various income streams looking to grow their investments and businesses.
Key Features & Benefits	<ul style="list-style-type: none"> • Cheque book available • Sweeping arrangements available • Free internal standing orders • Free unlimited internal transfers • Free weekly/monthly/quarterly statements • Access to a wide range of insurance solutions • Tailor made credit facilities • Preferential rate on foreign currency transactions, deposits, and loans • NIL ledger fees for balances above KES. 500,000 • Access to online and mobile banking • Dedicated Relationship Manager • Other trade finance services e.g. guarantee such as letters of credit • Tied Interest payable at prevailing market rates
Terms	<ul style="list-style-type: none"> • Ledger fees KES 2,000, if balance falls below KES 500,000
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> • Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY • All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> • Withdrawal at all CIB Kenya branches • CIB Kenya Mobile app (Mobile Banking) • Internet Banking • Direct deposit to account via Pay Bill number 961610 • Cheque book • CIB Kenya Visa Debit/Credit Card
Requirements	**Refer to general requirements to open accounts

Standard Individual Current Account

Description	This is account that ensures smooth facilitation of individual financial transactions
Key Features & Benefits	<ul style="list-style-type: none"> • Cheque book available • Free internal standing orders • Free unlimited internal transfers • Free monthly statements • Free access to Internet & Mobile Banking • NIL over the counter withdrawal charges • No cash handling fees on deposits • Tied interest payable at prevailing market rates

Terms	<ul style="list-style-type: none"> ledger fees Kes. 20 per transaction, minimum Kes. 500
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> EFT - KES 300 or equivalent in FCY TT - KES 1,500 or equivalent in FCY All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches CIB Kenya Mobile App (Mobile Banking) Internet Banking Direct deposit to account via PayBill number 961610 Cheque book CIB Kenya Visa Debit/Credit Card
Requirements	<p>Refer to general requirements to open accounts</p>

Tajirika Plus- Standard Individual Current Account

Description	This account ensures smooth facilitation of individual financial transactions
Key Features & Benefits	<ul style="list-style-type: none"> Cheque book available Free internal standing orders Free unlimited internal transfers Free monthly statements Free access to Internet Banking NIL over the counter withdrawal charges Tiered Interest earning for balances above KES 1,000,000
Terms	<ul style="list-style-type: none"> Kshs. 20 per transaction, minimum Kshs. 500
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> EFT - KES 300 or equivalent in FCY TT - KES 1,500 or equivalent in FCY All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches CIB Kenya Mobile app (Mobile Banking) Internet Banking Direct deposit to account via PayBill number 961610 Cheque book CIB Kenya Visa Debit/Credit Card
Requirements	<p>Refer to general requirements to open accounts</p>



Tajirika Plus – Premium Individual Current Account

Description	Specially designed for the financially astute employed and self-employed individuals with various income streams looking to grow their investments and businesses
Key Features & Benefits	<ul style="list-style-type: none"> • Cheque book available • Free internal standing orders • Free unlimited internal transfers • Free weekly/monthly/quarterly statements • Access to a wide range of insurance solutions • NIL over the counter withdrawal charges • Access to online and mobile banking • Tiered interest on deposits above KES 1,000,000 calculated at the end of the month • Dedicated Relationship Manager • Other trade services e.g. guarantee such as letters of credit
Terms	<ul style="list-style-type: none"> • Ledger fees KES 2,000, if balance falls below KES 500,000
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> • Outward charge: 1. RTGS – KES 500 or equivalent in FCY <ol style="list-style-type: none"> 2. EFT – KES 300 or equivalent in FCY 3. TT – KES 1,500 or equivalent in FCY • All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> • Withdrawal at all CIB Kenya branches • CIB Kenya Mobile app (Mobile Banking) • Internet Banking • Direct deposit to account via PayBill number 961610 • Cheque book • CIB Kenya Visa Debit/Credit Card
Requirements	*Refer to general requirements to open accounts

CIB Salary Smart Account

Description	Salary Smart Account is a current account in which an employee receives their salary from the employer every month and earns the employee an interest of up to 6% (subject to change based on the CBR revision) on balances of KES 50,000 and above. The interest accrued each month is calculated and credited to the employees' account at the beginning of the following month.
Key Features & Benefits	<ul style="list-style-type: none"> • No monthly maintenance fee. • No account opening balance or minimum balance to maintain. • Earn interest daily on tiered balances • Free standing orders to CIB Kenya accounts. • Free monthly e-statements. • Free debit card issuance (first issuance only). • Access to internet and mobile banking.
Terms	<ul style="list-style-type: none"> • Ledger fees Nil
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> • Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY • All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> • CIB Kenya Visa Debit/Credit Card Withdrawal at all CIB Kenya branches • Internet Banking • CIB Kenya Mobile App (Mobile Banking) • Direct deposit to account via PayBill number 961610 • Cheque book available
Requirements	**Refer to general requirements to open accounts

Tajirika Plus Diaspora Banking Account

Description	This account enables Kenyans abroad to take advantage of opportunities by facilitating financial transactions
Key Features & Benefits	<ul style="list-style-type: none"> • Opening balance: USD 100 or equivalent in FCY/LCY • Accounts available in KES, USD, GBP, EURO • Free access to Internet Banking and Mobile Banking • Tiered Interest Earning accounts* • Remote Account Opening* • Convenient Onboarding • Competitive Interest Rates on Call and Fixed Deposits • Nil Ledger Fees for balances above USD 1,000 (equivalent) • Competitive foreign exchange rates • Dedicated Relationship Manager • Free incoming transfers • Free unlimited internal transfers and internal standing orders • Free monthly statements • Access to a wide range of insurance solutions • Access to secured loans • Interest payable for balances above USD 10,000 (equivalent) • NIL cash handling fees ** Interest to be determined by prevailing market rates
Terms	<ul style="list-style-type: none"> • Opening balance - USD 100 • Ledger fees Nil

Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> Free Incoming Transfers Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ul style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches CIB Kenya Mobile app (Mobile Banking) Internet Banking Direct deposit to account via PayBill number 961610 Cheque book CIB Kenya Visa Debit/Credit Card
Requirements	**Refer to general requirements to open accounts

SAVINGS ACCOUNTS

CIBig (Savings) Account (Applicable for both adults and minors)

Description	This account enables our clients create a stable foundation for children through savings in local and foreign currency at competitive rates
Key Features & Benefits	<ul style="list-style-type: none"> Interest earned at prevailing market rates Free weekly/monthly/quarterly e-statements, online banking Free internal funds transfers One free school fees RTGS/EFT/ Banker's cheque per quarter NIL cash handling fees NIL ledger fees Free access to Internet and mobile Banking No cash handling fees Four free withdrawals per month. Tiered interest payable for KES & USD on all balances at prevailing market rates. Kenya and FCY Shillings interest rate paid
Terms	<ul style="list-style-type: none"> Ledger fees Nil
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ul style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches Internet Banking Direct deposit to account via PayBill number 961610 Cheque book
Requirements	**Refer to general requirements to open accounts



INVESTMENT BANKING

Fixed Deposit Account

Description	This account is designed to facilitate your long term and short-term aspirations.
Key Features & Benefits	<ul style="list-style-type: none"> Available in major currencies KES/USD/GBP/EUR Competitive tiered interest rates payable on all balances at prevailing market rates Fixed Deposits for 1 month, 3 months, 6 months or 1 year Interest paid upon maturity Penalty on interest for liquidation before maturity
Terms	<ul style="list-style-type: none"> Opening balance - KES 100,000
Fees & Charges	All fees and charges are subject to excise duty <ul style="list-style-type: none"> All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches
Requirements	**Refer to general requirements to open accounts

Safe Deposit Lockers

Description	Designed to facilitate safekeeping of valuables
Key Features & Benefits	<ul style="list-style-type: none"> Refundable key deposit of KES 10,000 The Fixed deposit is maintained at 4.5 % interest annually
Terms	<ul style="list-style-type: none"> Tiered annual rent fees depending on the size starting from KSE 10,000
Fees & Charges	All fees and charges are subject to excise duty <ul style="list-style-type: none"> All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf

Locker Size	Refundable Fixed Deposit (KES)	Annual Rent Fee (KES)	Dimensions (Height x Width x Depth) cm
Small	100,000.00	10,000.00	17 x 23 x 47
Medium	250,000.00	15,000.00	29 x 32 x 47
Large	500,000.00	20,000.00	17 x 51 x 47

Banking Channels	Branch Coverage. Safe deposit lockers are available in: <ul style="list-style-type: none"> 1. Westlands Branch 2. Nyali Branch
Requirements	**Refer to general requirements to open accounts

CORPORATE BANKING

CURRENT ACCOUNTS

Corporate Current Account

Description	This account facilitates flawless, timely and effective business financial transactions for companies to maximize opportunities.
Key Features & Benefits	<ul style="list-style-type: none"> • Cheque book available • Free unlimited internal transfers • Free daily/weekly/monthly e-statements and advice • Access to structured insurance solutions at concessionary rates • Access to structured trade finance products and other loan facilities • Personalized cash management services allowing for salaries, supplier payments, treasury and FX trading, trade finance, as well as local and international payments • Preferential rates on foreign currency transactions, deposits and loans • Sweeping arrangements can be set up to transfer funds automatically between your accounts in your CIB Kenya Limited portfolio • Dedicated Relationship Manager • Free access to Internet Banking • Attractive Fixed/Call deposit rates • Tiered interest payable for balances above 1,000,000 at prevailing market rates • Nil ledger fees for balances above Kes 1,000,000 maintained throughout the month.
Terms	<ul style="list-style-type: none"> • Ledger fees - KES. 2,000 If balance falls below KES 1M.
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> • Over the counter (OTC) withdrawal is free. • Cash handling fee of 0.25% for amounts above KES. 5 Million • Cash handling fee of 0.25% for amounts above USD 50,000 or equivalent • Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY • All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> • Withdrawal at all CIB Kenya branches • Internet Banking • Direct deposit to account via PayBill number 961610 • Cheque book
Requirements	**Refer to general requirements to open accounts

Elite Business Current Account

Description	This account ensures effective operations and running of businesses through quick and efficient facilitation of financial transactions.
Key Features & Benefits	<ul style="list-style-type: none"> • Cheque book available • Free unlimited internal transfers • Free daily/weekly/monthly e-statements and advice • Access to Internet Banking • Customized cash management services allowing for salaries, supplier payments, treasury and FX trading, trade finance, as well as local and international payments • Overdraft facilities and other loan facilities offered • Trade services e.g. guarantees (bid bonds, performance bid bonds and financial guarantees) and letters of credit
Terms	<ul style="list-style-type: none"> • Kshs. 20 per transaction, minimum Kshs. 500
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> • Cash handling fee of 0.25% for amounts above KES. 5 Million • Cash handling fee of 0.25% for amounts above USD 50,000 or equivalent • Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY • All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> • Withdrawal at all CIB Kenya branches • Internet Banking • Direct deposit to account via PayBill number 961610 • Cheque book
Requirements	**Refer to general requirements to open accounts

Tajirika Plus – Corporate Current Account

Description	This is an interest-earning current account that facilitates transactions and allows for day-to-day running of businesses with an annual turnover of Kes. 1 billion and above.
Key Features & Benefits	<ul style="list-style-type: none"> • Interest earned daily for balances above Kes. 1,000,000 • Free unlimited internal transfers • Free daily/weekly/monthly e-statements and transaction advice • Preferential foreign exchange rates • Attractive Fixed/Call deposit rates • NIL over the counter withdrawal charges • Secured loans in local and foreign currencies.
Terms	<ul style="list-style-type: none"> • Kshs. 0 to Kshs. 1M - Kshs.2,000 • Kshs. 1,000,001 to Kshs. 5M - Kes1,500 • Kshs. 5,000,001 to Kshs. 20M - Kes1,000 • Above Kshs. 20M - Free - no ledger fee
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> • Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> 2. EFT - KES 300 or equivalent in FCY 3. TT - KES 1,500 or equivalent in FCY • All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> • Withdrawal at all CIB Kenya branches • Internet Banking • Direct deposit to account via PayBill number 961610 • Cheque book
Requirements	**Refer to general requirements to open accounts

Tajirika Plus – Elite Business Account

Description	This is an interest-earning current account that facilitates transactions, enabling the smooth day-to-day operations of businesses with an annual turnover of Kes. 100 million and above.
Key Features & Benefits	<ul style="list-style-type: none"> Interest earned daily for balances above Kes. 1,000,000 Free unlimited internal transfers Free daily/weekly/monthly e-statements and advice Cash Management services: <ol style="list-style-type: none"> Salary payments Supplier payments Treasury & FX Trading Trade finance Local and international payments Secured loans in local and foreign currencies Overdrafts for working capital financing Invoice Discounting – up to 50% Asset Finance facilities on new and used asset classes Back-to-back lending facilities.
Terms	<ul style="list-style-type: none"> Kshs. 0 to Kshs. 1M – Kshs. 500 Kshs. 1,000,001 to Kshs. 5M – Kshs. 350 Kshs. 5,000,001 to Kshs. 20M – Kshs. 250 Above Kshs. 20M – Free – no ledger fee
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> Outward charge: 1. RTGS – KES 500 or equivalent in FCY <ol style="list-style-type: none"> EFT – KES 300 or equivalent in FCY TT – KES 1,500 or equivalent in FCY Salary Processing fee of KES 50 per entry. (Electronic) Salary Processing fee of KES 100 per entry. (Manual) All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches Internet Banking Direct deposit to account via PayBill number 961610 Cheque book
Requirements	**Refer to general requirements to open accounts

Institutional Banking Current Account

Description	This is an account that is specially designed for NGO's, UN bodies, parastatals, schools, churches, temples, hospitals, communities, and Government institutions. The account is available in Kenya Shillings and designated foreign currencies
Key Features & Benefits	<ul style="list-style-type: none"> NIL ledger fees Cheque book available Free unlimited internal transfers Free monthly statements Free access to Internet Banking Free Internal standing orders Nil over the counter withdrawal charges Dedicated Relationship Manager Competitive foreign exchange rates Preferential rates on deposits Sweeping arrangements may be set up to transfer funds automatically between your accounts Access to a wide range of Insurance solutions Availability of personalized cash management services Overdrafts and other loan facilities offered. Personalized cash management services: <ol style="list-style-type: none"> Salary payments Supplier payments Treasury & FX Trading Local and international payments



Terms	<ul style="list-style-type: none"> Interest payable for balances above Kes. 2,000,000 Ledger fees Nil For other Fees / Service charges refer to the bank's Tariff Guide
Fees & Charges	<p>All fees and charges are subject to excise duty</p> <ul style="list-style-type: none"> Outward charge: 1. RTGS - KES 500 or equivalent in FCY <ol style="list-style-type: none"> EFT - KES 300 or equivalent in FCY TT - KES 1,500 or equivalent in FCY Salary Processing fee of KES 50 per entry. (Electronic) Salary Processing fee of KES 100 per entry. (Manual) All other fees & charges will be as per the published tariff guide available on: https://cibke.com/wp-content/uploads/2025/01/CIB-Kenya-Tariff-guide.pdf
Banking Channels	<ul style="list-style-type: none"> Withdrawal at all CIB Kenya branches Internet Banking Direct deposit to account via PayBill number 961610 Cheque book
Requirements	**Refer to general requirements to open accounts

Retail Internet Banking Features

Category	Features
Account Enquires	<ul style="list-style-type: none"> Balance Enquiry Account Management - Mini statements and full statement request with capabilities to download in Excel and PDF
Card Services	<ul style="list-style-type: none"> View all cards (debit and credit) Temporarily block and unblock cards Manage card limits Settle credit card payments Generate real time credit card statements
Loans	<ul style="list-style-type: none"> View loan balances, interest rates, arrears, and upcoming payments.
Transactions	<ul style="list-style-type: none"> Account transfers between own accounts and within CIB Local Bank Transfers - RTGS (FCY and LCY) Local Bank Transfer - EFT (KES only) International Account Transfers (TT) Pesalink Transfers - KES only Transfer to M-Pesa Set preferred transaction limits Bill Payments and airtime purchase (coming soon)
Additional Bank Products	<ul style="list-style-type: none"> Open and fund additional CASA account Open a new fixed deposit
Tax Payments	<ul style="list-style-type: none"> Settle all KRA payments and generate payment receipts
Innovative Features	<ul style="list-style-type: none"> Self-registration capabilities for Retail / Individual customers. Real-time updates and SMS/email alerts for transaction confirmations. Secure two-factor authentication for login and transaction confirmation Capabilities to raise complaints or requests through the platform
Requests	<ul style="list-style-type: none"> Cheque book request Cheque status enquiry Stop cheque payment FX rates request.

Corporate Internet Banking Features

Category	Features
Account Enquires	<ul style="list-style-type: none"> Balance Enquiry Account Management - Mini statements and full statement request with capabilities to download in Excel and PDF
Loans	<ul style="list-style-type: none"> View loan balances, interest rates, arrears, and upcoming payments.
Transactions	<ul style="list-style-type: none"> Account transfers between own accounts and within CIB Local Bank Transfers - RTGS (FCY and LCY) Local Bank Transfer - EFT (KES only) International Account Transfers (TT) Pesalink Transfers - KES only Transfer to M-Pesa Bill payments and Airtime Purchase (coming soon) Joint Approvals Set preferred transaction limits (users with SOLE or EITHER mandates)
Tax Payments	<ul style="list-style-type: none"> All KRA payments with capabilities to generate payment receipts
Bulk / Salary Payments	<ul style="list-style-type: none"> Bulk M-Pesa Payments Bulk EFT Salary and Supplier Payments
Requests	<ul style="list-style-type: none"> Cheque book request Cheque status enquiry Stop cheque payment FX rates request.
Innovative Features	<ul style="list-style-type: none"> Real-time updates and SMS/email alerts for transaction confirmations. Secure two-factor authentication for login and transaction confirmation Capabilities to raise complaints or requests through the platform

Risks associated with products and services offered by the bank

Products	Risk Notice/ Statements
Current Account	Overdrafts, if accessed, may attract interest and penalties if not settled promptly. Customers must secure their banking credentials to prevent unauthorized access and financial loss.
Savings Account	Interest earned may be lower than the inflation rate, potentially reducing the real value of your savings over time. Account terms may restrict withdrawal frequency or balance requirements.
Fixed Deposit Account	Fixed deposits are subject to a set term and early withdrawal may attract penalties or result in forfeiture of interest. Interest rates are fixed and may not keep up with inflation over time. Ensure you can commit funds for the full term before placement.
Safe deposit Locker	The bank does not insure the contents of your locker. Loss or damage arising from natural disasters, unauthorized access, or force majeure events may not be compensated. Customers are advised to insure high-value items independently.
Credit Card	Minimum payments prolong the repayment period and increase total interest paid. Delayed or missed payments may attract penalties, higher charges, and CRB listing. Ensure responsible usage and timely repayments.
Asset Finance	The financed asset may be re-possessed if repayments are not made as agreed. Depreciation of asset value does not reduce the borrower's liability. Insurance is mandatory and must be maintained throughout the facility term.
Term Loans	Non-repayment or delayed servicing of the loan will attract penalties, increased borrowing costs, CRB reporting, and may lead to recovery actions including legal measures. Carefully review your cash flows before borrowing.
Overdraft	This facility is repayable on demand. Excessive or prolonged use may result in high interest charges. Failure to regularize the overdraft may lead to credit bureau reporting, recovery proceedings, and possible cancellation of the limit.
Insurance Premium Financing	Defaulting on this facility may result in cancellation of your insurance policy, exposing you to uninsured risks. You remain responsible for full repayment even if the policy is terminated.
Fully cash-backed facility	In case of default, the bank will recover the outstanding amount from your pledged deposit. This may affect your liquidity or access to the secured funds. Terms and charges still apply.
Foreign Currency Contracts	Foreign exchange markets are volatile. Adverse currency movements may result in losses. You are liable for any shortfalls or obligations under the contract, regardless of market performance.
Letters of Credit	Failure to comply with documentation or terms may result in delays, non-payment, or rejection. You are liable for charges and reimbursements under the LC, including any payment triggered by the beneficiary.
LPO/Contract Financing	Failure to fulfill the underlying contract may affect repayment ability and result in recovery actions. Ensure that contract terms are achievable and that receivables are reliable before accessing this facility.
Invoice Discounting	If your debtor fails to pay, you remain liable to settle the discounted amount. This may impact cash flow and result in recovery measures or CRB listing.
Bills Discounting	Dishonored or unpaid bills must be settled by the borrower. Default may attract penalties and impair your credit standing. Carefully assess the reliability of counterparties before discounting.
Guarantees	If the beneficiary claims on the guarantee, you are obligated to reimburse the bank in full. Failure to repay may result in recovery proceedings and negative credit profiling.

Complaint Handling Procedure

All customers are expected to make a formal or informal complaint through any of the Bank's complaint channels. There are 5 generic steps in complaint resolution:

Complaints Handling Process

Step	Activity	Notes
1	Acknowledgment	All complaints should be acknowledged within 24 hours of receipt, either verbally or in writing.
2	Recording (Logging)	Complaints must be logged into the bank's complaint management system. Details of the complaint, including the customer's contact information, the nature of the issue, and the date of receipt, should be documented
3	Investigation	The bank official will investigate the complaint, gather facts, and assess the validity of the complaint. The customer will be kept informed of the progress, with a target resolution time of 2-14 working days depending on the complexity of the issue.
4	Resolution	Once the investigation is completed, a solution or resolution will be provided to the customer. If the customer is satisfied, the complaint will be closed. If the customer is dissatisfied, the issue will be escalated to a higher level of management or the complaints committee.
5	Escalation and External Redress	Unresolved complaints can be escalated to the Central Bank of Kenya, or the Consumer Protection Authority if needed

Complaint Resolution Timeframes

The Turn Around Time (TAT) for complaints resolution is 7 working days. Complaints resolution timelines however vary based on the severity or complexity.

Complaints Resolution Timeframes

Severity	Examples	Resolution
Simple Complaints: <ul style="list-style-type: none"> Minor issues that can be addressed quickly and usually don't require in-depth investigation or multiple departments' involvement. They are straightforward and may often be resolved on the first contact. 	<ul style="list-style-type: none"> Service-related issues such as delayed response, and minor customer service dissatisfaction (e.g., long waiting times, simple information errors). Transaction errors such as wrong amount credited or debited but easily reversible Account issues like incorrect address details or missed notifications. Clarifications on fees or terms that can be easily explained. 	48 hours
Moderate Complaints: <ul style="list-style-type: none"> Involve more complex issues that may require investigation across multiple departments, but they are not deeply technical or systemic. They require a few days to gather relevant information and provide a resolution but can still be handled relatively swiftly. 	<ul style="list-style-type: none"> Loan issues such as delay in loan disbursement or errors in interest rate calculations. Recurring transaction issues such as failed direct debits or standing orders. Service downtimes like temporary unavailability of mobile or online banking services. Complaints regarding unexpected charges or incorrect application of service fees. 	7 working days
Complex Complaints: <ul style="list-style-type: none"> Involve substantial investigation, multiple departments, and possibly external parties (such as regulatory bodies or third-party service providers). These are often systemic issues, technical malfunctions, or legal matters that require more time for a thorough resolution. 	<ul style="list-style-type: none"> Unauthorized or fraudulent or disputed transactions that require investigation into security breaches or fraud, possibly involving law enforcement. Major banking system errors leading to service disruption (e.g., core banking system failure affecting customer accounts). Complaints involving allegations of regulatory non-compliance, breaches of contract, or data privacy issues. Complex loan disputes or contested investment product outcomes. 	14 working days

Communication of Outcomes

Once a complaint has been resolved, the customer will be informed of the outcome through their preferred communication method (email, phone call, letter, etc.). A written explanation will be provided in complex matters or where the customer demands clarity on the resolution.

Monitoring and Reporting

The bank will maintain the complaints register to monitor trends, resolution times, and common issues. Quarterly reports will be submitted to the Central Bank of Kenya as per regulatory requirements.

Continuous Improvement

The bank will use the complaints data to identify areas for service improvement and implement corrective measures. Periodic reviews of the complaints management process will be conducted to ensure efficiency and compliance with regulatory standards.

Regulatory Compliance

This complies with:

- The Banking Act.
- The Consumer Protection Act.
- Relevant guidelines issued by the Kenya Bankers Association (KBA).

Confidentiality

All complaints will be handled confidentially. Customer information will not be disclosed to unauthorized parties, and complaints data will be used solely to resolve issues and improve delivery service.

Explore more about us?

You can contact us at any time if you would like any further information, or a copy of the current General Individual Terms and Conditions, Corporate Terms and Conditions, Debit Card Terms and Conditions, Credit Card Terms and Conditions; Tariff Guide; Loans Terms and Conditions Mobile and Internet Banking Terms and Conditions: <https://cibke.com/terms-conditions/>

- Call us on: +254 703 053 100 | WhatsApp +254 748 250 250
- Visit our website: www.cibke.com
- Email us via: contactus@cibke.com or
- Visit your nearest branch

Note: This document sets out specific key facts you need to know regarding various products and services. Please read it in conjunction with our product specific General Terms and Conditions, the Tariff Guide and product brochures found in our branches and on our website www.cibke.com