KEY FACT STATEMENT DOCUMENT

THE BANK TO TRUST

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

Everyday Interest Account

Description	Everyday Interest Account is a current Account that provides interest every day, designed for individuals and businesses seeking to grow their deposits while retaining daily access to funds. Interest is calculated daily based on the closing balance and credited daily, enabling real-time compounding. This product stands out in the market due to its unique daily interest crediting feature, offering flexibility and competitive returns.
Key Features & Benefits	· Minimum Opening Balance: KES 2,000 (individuals) (USD20)/ KES 5,000 (SMEs), (USD50) · Minimum Balance to Earn Interest: KES 20,000 (individuals) / KES 50,000 (SMEs). · Interest Rates: Tiered rates (dependent on prevailing market rates) · Daily Interest Crediting · Nil Monthly ledger Fees: Waived for all account types. · Cheque book Available · Debit card Available (for individual/Joint Account) · Additional Features: Free internal transfers, e-statements, and online/mobile banking. · Available in KES and USD
Terms	· Nil ledger fees
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy

Standard Individual Current Account

Description	This is account that ensures smooth facilitation of individual financial transactions
Key Features & Benefits	· Cheque book available · Debit card available · Free internal standing orders · Free unlimited internal transfers · Free monthly e-statements · Access to Internet & Mobile Banking · NIL over the counter withdrawal charges · No cash handling fees on deposits
Terms	· KES 300 (FCY Equivalent). Waived for daily closing balances of Kes.10,000 and above maintained throughout the month
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy
Banking Channels	· 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

Tajirika Plus- Standard Individual Current Account

Description	This account ensures smooth facilitation of individual financial transactions
Key Features & Benefits	· Cheque book available · Debit card available · Free internal standing orders · Free unlimited internal transfers · Free monthly e-statements · Access to Internet Banking · NIL over the counter withdrawal charges · Tiered Interest earning for balances above KES 1,000,000
Terms	· KES 300 (FCY Equivalent). Waived for daily closing balances of Kes.10,000 and above maintained throughout the month
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on:CIB Kenya Tariff guide copy
Banking Channels	· 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	· No monthly maintenance fee. · Free first debit card · 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	· Nil ledger fees · Minimum balance to earn interest is KES 50,000
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy
Banking Channels	· 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	· Opening balance: USD 100 or EURO 100 or GBP 100 or KES 10,000 · Accounts available in KES, USD, GBP, EURO · 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 e-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	· Opening balance - USD 100 · Nil ledger fees
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy
Banking Channels	· 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	· Interest earned at prevailing market rates · Free weekly/monthly/quarterly e-statements · Free internal funds transfers · For minor account holders, enjoy one free RTGS or EFT or Bankers Cheque per quarter · NIL cash handling fees · NIL ledger fees · Access to Internet and mobile Banking · Four withdrawals per month. · Tiered interest payable for KES & USD on all balances at prevailing market rates. · Kenya and FCY Shillings interest rate paid
Terms	· Nil ledger fees
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy
Banking Channels	· 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	· 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	· Opening balance - KES 100,000 (Or USD, EURO, GBP equivalent)
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy
Banking Channels	· 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	· Refundable key deposit of KES 10,000 · The Fixed deposit is maintained at 4.5 % interest annually
Terms	· Tiered annual rent fees depending on the size starting from KSE 10,000
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy

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

Banking Channels	**Branch Coverage.** Safe deposit lockers are available in: · 1. Westlands Branch · 2. Nyali Branch
Requirements	¨Refer to general requirements to open accounts

CIB RETAIL AND SME LOANS

Salary Smart Unsecured personal loan

Description	Designed for salaried employees of approved corporates, providing access to funds for personal use without collateral, with flexible repayment terms.
Key Features & Benefits	· Loan amounts up to KES 3,000,000 · Flexible repayment period of 6 months - 5 years · Credit Life insurance cover to protect outstanding balance · Salary transfer arrangement ensures convenient repayment · Option for loan top-ups and buyouts (subject to policy) · Competitive pricing
Terms	· Age: 24 - 60 years · Minimum net monthly income: KES 350,000
Fees & Charges	· Interest Rate: Base Rate + 4% margin · Late repayment fees applicable · Credit Life insurance premium required (group or individual) · Other charges apply as per published Tariff Guide (available on CIB website)
Banking Channels	· Application and servicing through all CIB Kenya branches · Loan linked to a CIB account with standing order · CIB Mobile App and Internet Banking · Customer care support available via phone, email, and branch
Requirements	· Completed loan application form · Valid National ID (original seen) · KRA PIN certificate · Latest 6 months bank statements · Employment letter · Employer undertaking letter confirming salary transfer · Proof of employment with approved company (minimum 12 months) · Standing order on salary account · Credit Life Cover through bank's insurance partner

Salary Smart Unsecured Credit Card

Description	The Unsecured Credit Card is a collateral-free revolving facility that offers salaried employees of approved corporates convenient access to credit for purchases, cash withdrawals, and bill payments, with flexible repayment options tailored to their income and repayment capacity.
Key Features & Benefits	· Credit limit up to KES 2,000,000 per customer · Revolving facility: repay and reuse credit limit · Cash withdrawals allowed (interest accrues from date of transaction) · Credit Life insurance cover for outstanding balances · Accepted locally and internationally
Terms	· Age: 24 - 60 years · Minimum net monthly income: KES 350,000 · Salary transfer to CIB Kenya account required (minimum 3 months) · Maximum exposure across unsecured facilities: KES 5,000,000 · Card validity: 3 years (renewable if account is in good standing)
Fees & Charges	· Interest charged on unpaid balances (rate as per prevailing tariff guide) · Annual card membership fee (billed yearly) · Cash advance fee & interest from date of withdrawal · Other applicable charges as per Tariff Guide (available on CIB Kenya website)

Description	The Unsecured Credit Card is a collateral-free revolving facility that offers salaried employees of approved corporates convenient access to credit for purchases, cash withdrawals, and bill payments, with flexible repayment options tailored to their income and repayment capacity.
Banking Channels	· Accepted for payments at POS terminals, ATMs, and online globally · Monthly statements accessible via CIB Kenya branches, Mobile App, and Internet Banking · Customer support via phone, email, and branch service centres
Requirements	· Completed credit card application form · Valid Kenya National ID (or Passport & Work Permit for non-citizens) · KRA PIN certificate · Latest 6 months bank statements · Employment letter · Employer Undertaking letter (salary transfer) · Proof of minimum 12 months in employment · Standing order on salary account · Credit Life Cover through bank's insurance partner

SME Loans

SME Business Development Loan

Description	Financing solution designed to support SME expansion, diversification, and working capital needs.
Terms	· Amount: Min KES 300,000 · Tenor: 6 years (Capex) / 3 years (Working capital) · Security: Collateral or 50% guarantee cover (CGS/ATI/AGF)
Benefits	· Flexible repayment structures. · Supports both long-term growth and short-term needs · Access to guarantee schemes · Top-up after 12 clean months
Requirements	· Dully filled in application form · Registered SME (≥2 years) · KRA PIN certificate · 6-12 months bank statements · Collateral or approved guarantee cover · Audited accounts >KES 5M
Fees & Charges	· Insurance: Mandatory on secured facilities · Valuation/legal fees (where applicable) · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Secured Overdraft

Description	Short-term working capital facility linked to current account.
Terms	· Minimum loan amount: Kes 100,000 · Limit: Up to 25% of annual turnover · Tenor: 12 months
Benefits	· Liquidity buffer for day-to-day operations · Interest charged only on utilized amount · Renewable annually
Requirements	· Active business account · 12 months bank statements · Collateral/security documents

Description	Short-term working capital facility linked to current account.
Fees & Charges	· Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Property Finance

Description	Loan to purchase residential or commercial property.
Terms	· Financing: 70-80% of property value (80% for residential property and 70% for commercial units) · Tenor: Up to 25 years (residential property where the director/owner of the business shall reside) Up to 20 years for FCY facilities. Up to 15 years for commercial property. Up to 7 years for purchasing property for residential rental. · Special: 100% SOW requirement · Minimum loan amount: Kes 300,000
Benefits	· Long tenor financing · Enables property ownership for businesses/individuals · Flexible repayment options
Requirements	· Valid property documents · KRA PIN & business registration · Spousal consent where applicable
Fees & Charges	· Valuation & legal costs borne by client · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Equity Release

Description	Loan facility allowing SMEs to access funds from built-up property equity.
Terms	· Security: Existing mortgage · Special: No vacant land accepted · Tenor: 5 years · Minimum loan amount: KES 100,000
Benefits	· Unlocks liquidity tied to property · Flexible use of funds for expansion
Requirements	· Registered title deed · Mortgage documents · Updated valuation report
Fees & Charges	· Valuation & legal costs borne by client · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Plot Purchase Loan

Description	Loan for acquisition of land plots for construction.
Terms	· Amount: Min KES 300,000 · Tenor: 5 years / 60 months · Limit: Maximum 2.5 acres
Benefits	· Supports business land acquisition · Affordable repayment options
Requirements	· Valid sale agreement · KRA PIN & business registration · Collateral documents
Fees & Charges	· Legal & valuation costs apply · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Stock Loans (revolving or non-revolving)

Description	Facility to finance inventory purchases.
Terms	· Tenor: 36 months (12 months revolving) · Disbursement: Direct to supplier · Min amount: Kes 300,000
Benefits	· Ensures steady inventory flow · Supports wholesale/retail businesses
Requirements	· Supplier invoices · Bank statements · Collateral (if required)
Fees & Charges	· Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Stock Finance Loan

Description	Facility to finance inventory purchases.
Terms	· Tenor: 24 months · Disbursement: Direct to supplier · Min amount: Kes 300,000 / Maximum Kes 5M
Benefits	· Ensures steady inventory flow · Supports wholesale/retail businesses
Requirements	· Business must have operated for atleast 2 years · Bank statements/Credit Turnover of not less than Kes 500k per month · Collateral (if required)
Fees & Charges	· Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Auto Equity loan

Description	Loan secured by vehicle value for business expansion or working capital.
Terms	· Loan amount: Up to 50% of car value (per valuation) · Tenor: Up to 36 months (expansion/diversification); Up to 24 months (working capital) · Vehicle age at end of loan: Saloon ≤13 yrs; Pickups/Trucks/School buses ≤10 yrs · Repayment: Monthly installments (principal + interest)
Benefits	· Flexible tenor & repayment options · Unlocks value from owned vehicles · Supports expansion & cash flow
Requirements	· Comprehensive insurance · Valuation by bank-approved valuer (≤3 months old) · Vehicle tracking device (bank-approved) · Business operating ≥2 years with steady cash inflows
Fees & Charges	· Valuation & legal costs borne by client · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Loans Secured by Shares

Description	Business expansion or working capital facility secured by marketable shares.
Terms	· Tenor: Expansion/diversification - up to 36 months; Working capital - up to 24 months. · Lien on listed shares, revalued monthly per CIB Credit Policy.
Benefits	· Access capital without selling investments. · Flexible repayment tied to business inflows. · Leverage portfolio while retaining ownership
Requirements	· Outstanding loan ≤ 50% of current share value. · If value falls, provide more shares or repay within 5 days. · Non-compliance triggers share sale; default >1 month leads to full liquidation. · Pledge covers bonus/split shares (via CDS 5). · Shares held by CIB Securities Ltd.
Fees & Charges	· Valuation & legal costs borne by client · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Agency / Dealer Financing

Description	Facility tailored for dealers/agents to support business expansion and working capital financing
Terms	Dealers as specified per financing scheme · Minimum: KES 100,000 · Maximum: KES 20,000,000 (subject to serviceability and commission levels) · Loan amount: Based on repayment capacity (≤50% of avg. monthly commissions) · Tenor: Up to 24 months · Repayment: Monthly installments
Benefits	· Supports dealership/agency growth · Affordable repayment linked to commissions

Description	Facility tailored for dealers/agents to support business expansion and working capital financing
Requirements	· Active dealership/agency ≥2 years · 12 months bank statements · Proof of dealership/agency contract · Regular commission inflows in last 12 months
Fees & Charges	· Insurance/guarantee where applicable · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Invoice Financing

Description	Short-term loan to finance working capital for ongoing contracts, backed by invoices/certificates.
Terms	· Loan amount: Up to KES 200M (max 80% invoice value) Unsecured up to KES 5M (subject to criteria) · Tenor: Up to 180 days (aligned to invoice cycle) · Repayment: Bullet repayment at maturity; interest/fees payable upfront
Benefits	· Quick access to cash tied in receivables · Improves cash flow for contract execution
Requirements	· Valid contract with approved counterparty · Track record in business line · Invoice ≤30 days old · Relationship with buyer ≥6 months · Invoices payable into CIB escrow account · Receivables free of other charges
Fees & Charges	· Risk Based Pricing Model - Base rate+ Risk Margin · Insurance/guarantee (CGS/ATI/AGF) if applicable
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Digital Loans (Agent/Dealer Finance)

Description	Quick access to financing for agents, merchants, and distributors.
Terms	· Minimum Loan Amount: Kes 1,000 · Maximum Loan Amount: Up to Kes 500,000 (Distributors & Merchant Finance). Up to KES 1M (Agent Finance) · Tenor: 2 months · Repayment: From till collections/commissions
Benefits	· Fast approval via digital channels · No collateral required for some categories · Repayment aligned with business
Requirements	· Active till or agency account · Business registration and KRA PIN · Good transaction history
Fees & Charges	· Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Unsecured Business Loan

Description	Financing solution for SMEs without tangible collateral, based on turnover and cash flow.
Terms	· Min: KES 100,000; Max: Up to KES 6M · 80% share of wallet (SOW) required · Keyman cover mandatory for loans > KES 3M · Credit Guarantee Scheme for loans ≥ KES 5M · Tenor: 36 months (3+ yrs in business), 24 months (<3 yrs)
Benefits	· No tangible security required · Supports growth and working capital · Quick disbursement
Requirements	· Minimum 2 years in operation · 6-12 months bank statements · SOW commitment with CIB
Fees & Charges	· Insurance cover mandatory · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Agribusiness Loan

Description	Loan facility to support farmers and agribusinesses with crop production and related expenses.
Terms	· Min Farm Acreage - 1 acre · Min loan: KES 90,000; Max: KES 6M · Financing: KES 45,000 per acre · Security: Assignment of crop receivables · Insurance: Multi-peril crop insurance required · Tenor: Up to 18 months (aligned to crop cycle)
Benefits	· Tailored for agriculture sector needs · Covers input and production costs · Repayment matched to crop cycles
Requirements	· Registered agribusiness/farmer group · Farm acreage proof · Insurance enrollment
Fees & Charges	· Insurance costs borne by borrower · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Repayment aligned to harvest cycles

Cash-Covered Facilities - Tayari Loans

Description	Loan facility secured by cash deposits or fixed deposits held with the bank.
Terms	· LTV: 90% (LCY deposits) / 80% (FCY deposits) · Auto-renewal on fixed deposits · Approval at branch level
Benefits	· Minimal risk financing · Fast processing and disbursement · Flexible repayment terms
Requirements	· Fixed deposit or cash collateral with CIB · Account opening documents
Fees & Charges	· Variable rate and is linked to the Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Medical Loans (Institutional Loans)

Description	Tailored financing for doctors and hospitals to purchase equipment or expand facilities.
Terms	· Requirement: Minimum 3 years in practice · Special: Equipment buy-back guarantee from suppliers · Tenor: 7 years · Minimum loan amount: Kes 300,000
Benefits	· Supports healthcare sector growth · Competitive pricing · Flexible repayment terms t
Requirements	· MOH/MPDB registration certificate · 3 years proof of practice · Supplier contracts/invoices
Fees & Charges	· Insurance & valuation costs apply · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

School Loans (Institutional Loans)

Description	Loans for registered schools to finance infrastructure, equipment, or working capital.
Terms	· Requirement: MOE registration · Ratio: Max 30:1 student-teacher ratio · Board approval required · Minimum Loan amount: Kes 300,000 · School must not be less than 3 years old.
Benefits	· Long tenor financing · Enables property ownership for business · Flexible repayment options
Requirements	· Valid property documents · KRA PIN & business registration
Fees & Charges	· Valuation & legal costs borne by client · Insurance cover required · Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Disbursement via CIB Kenya branch · Repayment through Mobile App, Internet Banking, Paybill 961610, or standing orders

Temporary Overdraft

Description	Short-term overdraft facility to meet urgent cash flow gaps.
Terms	· Minimum loan amount: Kes 50,000 Maximum loan Amount: Up to KES 2M · Tenor: 30 days, Max 180 days
Benefits	· Quick access to emergency funds · Short processing time
Requirements	· Active business account · Good account conduct · Supporting documentation
Fees & Charges	· Risk Based Pricing Model - Base rate+ Risk Margin
Banking Channels	· Linked to current account directly

CORPORATE BANKING

CURRENT 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	· Nil opening balance · 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	· Kshs. 20 per transaction, minimum Kshs. 500
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: CIB Kenya Tariff guide copy
Banking Channels	· 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-today operations of businesses with an annual turnover of Kes. 100 million and above.
Key Features & Benefits	· 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: 1. Salary payments 2. Supplier payments 3. Treasury & FX Trading 4. 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.

Description	This is an interest-earning current account that facilitates transactions, enabling the smooth day-today operations of businesses with an annual turnover of Kes. 100 million and above.
Terms	· 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	· All fees and charges are subject to excise duty · KES 500 Monthly ledger fee waived when a minimum daily balance ≥ KES 50,000 is maintained · for the month · All other fees & charges will be as per the published tariff guide available on: [CIB Kenya Tariff guide copy]
Banking Channels	· 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	· Nil Opening and Operating Balance · Cheque book available · Free unlimited internal transfers · Free monthly e-statements · 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: 1. Salary payments 2. Supplier payments 3. Treasury & FX Trading 4. Local and international payments
Terms	· Nil ledger fees · For other Fees / Service charges refer to the bank's Tariff Guide
Fees & Charges	· All fees and charges are subject to excise duty · All other fees & charges will be as per the published tariff guide available on: [CIB Kenya Tariff guide copy]
Banking Channels	· 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

CIB CORPORATE LOANS

Loan Type	Features
Term Loans	Unsecured term loans of up to 7 years to finance company's capex plans. Unsecured term loans for qualified customers whose cash flows can absorb loan repayments with efficient security packages
Overdraft & Time Loans	Unsecured Overdrafts & Time Loans to finance company's working capital need. These loans are for qualified customers who have a clear asset conversion cycle that the bank can ring fence and the necessary funds to payback the working capital loans
Insurance Premium Financing (IPF)	Enjoy peace of mind with Insurance Premium Financing (IPF)—get full insurance coverage upfront while spreading your premium payments over time. With flexible financing through the bank, you stay compliant with regulatory requirements while keeping your cash flow intact. **Key Features** · Tenure: Up to 10 months · Interest Rate: 5.69% (equivalent to 15.02% reducing balance) · Target Customers: Insurers, Insurance Brokers, Corporates, SMEs, & HNIs
Tayari Loan - Cash backed loans	Our facilities are fully secured by: · Cash Collateral, Time Deposits · CIB Kenya Certificates of Deposit · Pledged Savings Accounts · Approved Performance Letters of Credit (Guarantees) from CIB Egypt or A-rated banks **Key Features:** · Funds are held under lien in a fixed deposit/cash margin account for the loan's duration. · Same Currency Security: Up to 90% Loan-to-Value (LTV). · KES loans secured by USD deposits: 80% LTV · USD loans secured by KES deposits: 70% LTV
Asset Finance	This facility facilitates your growth by financing both new machinery and equipment, new and second-hand motor vehicles (of not more than 8 years old) **Features** · Financing for movable and immovable readily saleable assets · Free of encumbrances · Purchased from a reputable supplier/ dealer in the industry · Finance for both machinery and equipment · Flexible repayment period · Asset to be fully insured by an insurance company in the Bank's panel · Up to 48 months repayment term
Bills Discounting	· Eases trade cashflow constraints. · 50% discount margin subject to approval. · Fully secured basis · Part of the monies due from debtors for goods supplied/ser-vices offered availed pending receipt of sale proceeds. · Available for discounting invoices to selected blue- chip companies, NGOs and International bodies.
Supply Chain Financing	Through a process of reverse factoring, a buyer facilitates the financing of his suppliers against his own credit with the aim of optimizing cash flow while minimizing risk. · Early access to liquidity. · Non-recourse and/or working capital financing · Cheaper funding (through lower arrangements and monitoring costs for banks). · Better and easier administration.
Pre-Export Financing	This facility enables our exporting clients finance the purchase of raw materials and process/package before shipment to the buyers. · Helps to generate additional working capital to enable the client meet production demands · Flexible security requirements · Cheaper than other borrowing facilities · Can be used on a revolving basis

Loan Type	Features
Post Import Financing	A loan facility given to an importer (customer) to settle trade finance related bills that have matured before the importer (customer) has mobilized adequate resources to settle the same. · Access to more financial resources to clear goods from the port, manufacture, store or arrange for final sale to the end buyer. · Clients can reimburse the suppliers on a sight basis or when the tenor is due. · Lower lending rate and fees charged.
Commodity financing	Available to producers who do not have access to Balance Sheet Lending. · The commodity purchased is the collateral. No need to provide Bank with other security. · Simple operational procedures. · Cheaper additional working capital with simplified security requirements. · Producer obtains liquidity by leveraging his inventories well before the goods are sold on to the market
Documentary Collections	Documentary collections are used to facilitate importation/ exportation of goods between parties and collection of sales proceeds. · Cheaper than LCs in terms of lower bank charges · Easy to establish and operate with shorter processing time - speedy payments · If documents are against acceptance (DA), allows an importer a period of credit and at the same time assuring exporter of payments · Drawee has the flexibility on settlement of bills (especially for documents against acceptance)

Mobile Banking Features

Category	Features
Account Enquires	· Balance Enquiry · Account Management - Mini e-statements and full e-statement request.
Card Services	· View all cards (debit and credit) · Temporarily block and unblock cards · Manage card limits · Settle credit card payments · Request real time credit card statements
Loans	· View loan balances, interest rates, arrears, and upcoming payments.
Transactions	· Account transfers between own accounts and within CIB · Local Bank Transfers - RTGS (FCY and LCY) · Local Bank Transfer - EFT (KES only) · Pesalink Transfers - KES only · Transfer to M-Pesa · Set preferred transaction limits · Bill Payments and airtime purchase (coming soon)
Additional Bank Products	· Open and fund additional CASA account · Open a new fixed deposit
Innovative Features	· 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	· Cheque book request · Cheque status enquiry · Stop cheque payment · FX rates request.

Internet Banking Features

Category	Features
Account Enquires	· Balance Enquiry · Account Management - Mini statements and full statement request with capabilities to download in Excel and PDF
Loans	· View loan balances, interest rates, arrears, and upcoming payments.
Transactions	· 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 (Corporate Only) · Set preferred transaction limits (users with SOLE or EITHER mandates)
Tax Payments	· All KRA payments with capabilities to generate payment receipts
Bulk / Salary Payments	· Bulk M-Pesa Payments (Corporate Only) · Bulk EFT Salary and Supplier Payments (Corporate Only) · Bulk Pesalink
Requests	· Cheque book request · Cheque status enquiry · Stop cheque payment · FX rates request.
Innovative Features	· 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: · 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.	· 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: · 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.	· 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: · 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.	· 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.

Rights and obligations

- Current General Individual Terms and Conditions. https://shorturl.at/505zT
- Corporate Terms and Conditions. https://shorturl.at/Nijfk
- Debit Card Terms and Conditions. https://cibke.com/wp-content/uploads/2024/09/CIB-KE-DEBIT-CARDS-TCs.pdf
- Credit Card Terms and Conditions. https://cibke.com/wp-content/uploads/2024/09/CIB-KE-CREDIT-CARDS-TCs.pdf
- Tariff Guide. https://cibke.com/wp-content/uploads/2026/09/CIB-Kenya-Tariff-guide-September-2026.pdf
- Loans Terms and Conditions. https://cibke.com/wp-content/uploads/2024/09/CIB-KE-LOANS-TCs.pdf
- Mobile and Internet banking Terms and Conditions. https://shorturl.at/EJM6q

Explore more about us?

You can contact us if you would like any further information

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- Visit our website: www.cibke.com
- Email us via: contactus@cibke.com or
- Visit your nearest branch

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