

FAMILY BANK SUPPORT TO FAMILY PESAPAP AGENTS

Dear Family PesaPap Agent,

Family Bank wishes to reassure you of our commitment in offering our continued support during this time, while strictly adhering to the government's directive on curbing and containing the spread of Coronavirus (COVID-19). We are aware that this pandemic has disrupted your daily operations, both at personal and business levels, and as a responsible corporate entity, we have subsequently taken various proactive steps in the interest of all our customers and stakeholders.

1. During this period, we urge you to observe proper hygiene by disinfecting your work areas and make use of hand sanitizers.
2. Ensure that precautionary measures are in place to prevent the spread of COVID-19 in line with the government guidelines and be on standby to incorporate any additional requirements as advised.
3. Our regulator, CBK, has made an appeal that cash received should not be paid out to customers immediately on receipt and should preferably be held for a 7-day cooling-off period. If possible, we request you to observe this.
4. We have waived all charges for balance enquiries and money transfer services between account and mobile money wallets.
5. All KYC and AML requirements still remain in force and must be complied with.

While this crisis remains unpredictable, we promise you of our continued support. For further enquiries regarding your business interaction with us, kindly contact us through our Contact Centre on **0703 095 445** or through any of your respective WhatsApp Groups.

Family Bank Limited
With you, for Life



WhatsApp: +254 701 325 325

+254 703 095 445/ (020) 3252 445

customerservice@familybank.co.ke

www.familybank.co.ke

Family Bank Limited is regulated by the Central Bank of Kenya.