

06th April, 2020

Dear Customer

RE: - Stay Safe with Family Bank

As we continue to adjust to the effects and changes on business environment due to coronavirus (COVID-19), Family Bank would like to inform you that your safety and that of our staff continues to be our priority. Towards this, we have put in place health & safety measures to mitigate against exposure as below:

- Hand sanitizers are available at all our branches and ATMs countrywide.
- Our staff are well trained and equipped to take extra precaution while handling business transactions. This includes, frequent hand washing with soap, wearing of gloves and masks where necessary and maintaining a healthy distance.

To facilitate a seamless banking experience with us, we encourage the use of our digital platforms.

Digital/Internet Banking: Our Digital banking provides an engine to do all your banking transactions without the need to visit a branch.

- **Mobile banking: Transact on Pesapap today and enjoy;** Free Account to mobile money withdrawals
- Free Mpesa to Account deposits on paybill 222111
- Free balance enquiries
- Free Pesalink money transfers
- All Pesapap to wallet transfers are free of charge

Personal, SME & Corporate loan facilities: We continue to provide relief and extension on personal and SME loans based on your individual circumstances during this time. Kindly contact your relationship manager or your nearest branch for assistance.

Please note that Family Bank will meet all the costs of extension and restructuring of your existing facilities subject to negotiations and on a case to case basis.

As earlier communicated, all our offices remain open, however, we have adjusted our operating hours as below:

Monday – Friday

Opening: 9:00am

Closing: 3:00pm

Saturdays

Opening 9:00 am

Closing: 1:00 pm

Sundays and Public Holidays, we shall remain closed

We encourage you to take advantage of our digital banking platforms for your own safety and to protect others.

For further enquiries, kindly reach out to our Contact Centre (available on 24/7 basis) on 0703 095445 or email customerservice@familybank.co.ke

Stay Safe... Go Digital

Yours's sincerely,



Rebecca Mbithi
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