

PUBLIC ANNOUNCEMENT

Dear Esteemed Customer,

The Kenyan economy has been negatively impacted by both global and local factors such as elevated inflation, soaring energy prices, and prolonged drought among others that have put pressure on both businesses and consumers.

As a Bank, we have continued to take up measures to ease the effect of these conditions and support our customers in navigating these challenges. However, the foregoing market conditions and adverse macro-economic factors have lasted longer than anticipated and are expected to continue for the foreseeable future which has necessitated a change to our loan pricing in order to align with the prevailing macro-economic conditions.

We wish to therefore notify our customers that, effective 1st March 2023, the Bank will roll out a Risk-Based Pricing mechanism to guide interest rates levied as approved by the Central Bank of Kenya. The interest rate charged on loans will be arrived at using the Family Bank Reference Rate (FBRR) currently at 12.71% plus a margin based on the risk profile of the specific customer.

Please visit your nearest Family Bank Branch or call our Contact Centre on +254 703 095 445/ +254 703 095 000 should you require any additional information or assistance.

Thank you for banking with us.



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