

KEY FACTS DOCUMENT

DIGITAL FINANCIAL SERVICES AND REMITTANCES

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PRODUCT	WHO QUALIFIES	KEY FEATURES	REQUIREMENTS
INTERNET BANKING	1. Both Retail and Corporate customer 2. Business Accounts 3. Joint Accounts	1. Make multiple payments to any bank 2. Settle local payments through RTGS and EFT 3. Make international transfers across the globe through SWIFT Transfer 4. Make Bill Payments live with KRA 5. Make Purchase of Airtime i.e. Safaricom and Airtel 6. Supports major currencies i.e. KES,USD,GBP and EURO 7. Not bound by bank operational timings. 8. No geographical barriers. 9. Accessable statements of up to 1 year old 10. Simple to use	1. Active Family Bank Account. 2. Valid Email address 3. Valid Mobile phone number
MOBILE BANKING	1. Retail Customers 2. Business Accounts with single or either to sign users.	1. Self-service 2. PesaPap Loans 3. Goals and savings option 4. Available 24/7. 5. Ease of use	1. Valid Mobile phone number 2. Active Family Bank Account

CREDIT CARD	<ol style="list-style-type: none"> 1. A salary customer 2. Business customer (SME / Micro) 3. Corporates 4. High Net worth individuals 	<ol style="list-style-type: none"> 1. Both Classic & Gold card available. 2. Allows Online purchases. 3. Cardholder Insured against death or permanent disability. 4. No joining fee 5. Transacts both locally and abroad. 6. Up to 50 days' free credit days (interest free days). 7. Free lost card insurance 	<ol style="list-style-type: none"> 1. Signed credit card application form 2. Passport photo 3. ID & KRA pin 4. Dully signed Offer letter 5. Certified 3months pay slip (most recent) 6. A letter from employer stating that the applicant is permanent & pensionable. 7. Clean CRB rating 8. Certified Bank statements from Previous Bank if account is less than 12 months in existence in FBL
PREPAID CARD	<ol style="list-style-type: none"> 1. All Family Bank Customers. 2. Non-Family Bank customers. 	<ol style="list-style-type: none"> 1. The Card can be used anywhere where Visa cards are accepted. 2. Cards are more secure than carrying cash around. 3. Available for online payment services 	<ol style="list-style-type: none"> 1. Signed prepaid card application form 2. Original & Copy of National ID 3. KRA pin 4. Passport photo 5. Birth certificate (where a card is issued to High School students below 18 years)
DEBIT CARD	<ol style="list-style-type: none"> 1. Retail Customers 2. Business Accounts with single or either to sign users. 	<ol style="list-style-type: none"> 1. Available for cash withdrawal at the ATM. 2. Available for POS Payments. 3. Available for online payment services. 	<ol style="list-style-type: none"> 1. Active Family Bank Account 2. Signed Debit card application form
AGENCY BANKING	<ol style="list-style-type: none"> 1. Family Bank customers with Retail stores. 2. Sacco's as Super Agents. 	<ol style="list-style-type: none"> 1. Cash Withdrawals 2. Cash Deposits 3. Bill payment solution 4. MPESA CASHOUTS 5. Airtime 6. Account balance enquiry 7. Request for a mini statement 	<ol style="list-style-type: none"> 1. Active Family Bank Account. 2. Application fee: Kes 1,000 3. CBK Fee: Kes 1,000 4. POS Lease Fee: Kes 6,000

ACQUIRING	Business customers both Retail and corporates	1. card Present transactions 2. Key in payments (manual Payments) 3. Servicing both Visa and Mastercards 4. currently using New8210, Pax PDQS 5. to launch Pin-Pads and V73 PDQs for customer experience enhancement 6. servicing both Local and Foreign issued cards	1. Agree on the MSC (merchant service charge) and the Lease fee (KES. 5,000/- per terminal+20%excise duty) 2. Fill the Application Form and have the directors sign as per CR12 and registration certificate. 3. Fill the site inspection form 4. collect KYC documents guided by checklist and do due diligence then apply via TMS
LIPA NA FAMILY/PAYBILLS	Business customers both small sized Retail and corporates	1. LNF Charge is 0.5% per transaction charged to the merchant. 2. Paybills charge is 0.5% charged on either merchant or customer	standard KYC policy by the Bank
LNМ	Business clients for immediate shopping (purchase of goods and services)	1. charge of 0.5% borne by the merchant.	standard KYC policy by the Bank and Safaricom
MONEY REMITTANCES	Money Remittances Offered	Benefits and Features of Money Remittance	Requirements to Use Money Remittance
	➤ Western Union	➤ Simple	➤ Customer can be a Family bank customer or not for services offered at the branch.
	➤ MoneyGram	➤ Safe	➤ Services offered through Mobile, customer is required to have an Account with the Bank.
	➤ Sendwave	➤ Fast	
		➤ Cost effective	
		➤ Convenient	