



Dear Customer,

As the situation with Coronavirus (COVID-19) continues to develop, our entire team is ready and standing by to support you. We appreciate that you rely on us every day for your financial needs, and we're going to continue to provide reliable access to the important services that you count on.

NCBA has taken steps with a view to protecting you during this temporal period of possible hardships associated with the fight against COVID-19.

Our measures that are available to you to help you ride over this uncertain period include:



Waived fees on cashless transactions

On the following channels; PesaLink, Account to M-pesa and Mobile Money transfers. This waiver will be available for a period of 90 days. In addition, transaction limits for mobile money transactions have been increased to KES150,000 (PesaLink limit remains the same).

Also, to ensure that you are able to continue servicing your loans, NCBA will be flexible on request to:



Extend your Loan Repayment Period by up to 12 months.



Restructure your loan.



Any associated Bank restructuring costs will be absorbed by the Bank.

We hope these measures will bring some relief to you and your loved ones as we join together to get over this difficult period. Our teams are ready to listen to your unique needs and provide assistance.

Please call your Relationship Manager or our Contact Center on contact@ncbagroup.com or +254 20 2884444 / 0711056444 / 0732156444 or through the Online chat.

We also commit to support your transactions digitally through Online Banking and our Mobile App.

I want to personally thank you for being a valued client.

Kind Regards

John Gachora,
Group Managing Director

ncbagroup.com **→ Go for it**

NCBA Bank Kenya PLC is regulated by the Central Bank of Kenya