

CUSTOMER NOTICE



NCBA BRANCH CONSOLIDATION: MIGRATION OF CLOSELY LOCATED BRANCHES

At NCBA, your convenience matters to us. We have been pursuing a branch expansion strategy to build a bigger and smarter branch network that brings our services closer to you. In 2021, the Bank opened 12 new branches, and we are on track to open a further 11 new branches in 2022

To support our growth agenda and ensure that our branch network is properly distributed, we will be consolidating some of our branches, which are closely located to each other. However, you will continue to enjoy our services seamlessly as indicated below:

Branch to be consolidated	Consolidation dates	Name of nearest branch to be retained
Karen 1 Hub Mall Branch	31st July 2022	Karen 2 Branch, Karen Office Park
Lavington 1 Green Mall Branch,	31st July 2022	Lavington 2 Branch, Shell Petrol Station Lavington
Kirinyaga Road Branch	31st July 2022	The Branch will be replaced by River Road Branch (which will be opened in H1 2022)
Roselyn Riviera Mall, Limuru Road	1st October 2022	Two Rivers Branch
Junction 1 Branch, Junction Mall First Floor	31st January 2023	Junction 2 Branch, Junction Mall Ground Floor

[Click here](#) to view our branch network countrywide.

We remain committed to offering you uninterrupted services; should you have any queries, kindly call 0711056444 or email contact@ncbagroup.com.

Kind Regards,
NCBA Bank Management