

Dear Valued Customer,

CUSTOMER NOTICE: Update on your Savings Account

As your financial partner, we have a firm commitment to provide banking solutions that financially empower you, ultimately inspiring your greatness which is our brand promise to you. In a bid to help you grow your savings and wealth, we have therefore revised our operational features on the Bank's Savings Account, which will now only allow you to save and not transact on your account.

The changes to the savings account are as follows;

- We have restricted the type and frequency of transactions in your Savings account to one monthly free withdrawal. These changes take effect 30 days from the date of this notice.
- You can only transfer funds to or from yourself, i.e., Current to savings or Savings to current on Internet and mobile banking. All other transactions - bank transfers such as RTGS or Telegraphic to other bank accounts, M-Pesa Transfers will only be processed through an NCBA Current Account.
- If you only maintain a savings account with the bank, we will facilitate the opening of a current account by completing a simple additional account opening form. To access the form, [click here](#). (Please note that transacting in the new current account will not cost you more than the present fee).
- Standing orders set up to transfer funds from your savings accounts to another account will no longer be processed. Please transfer the standing instructions to your NCBA Current account using the standing order amendment form that one can access [here](#).
- Debit cards attached to savings accounts will be delinked for transactions such as Point of Sale.

Please note that you can still make **unlimited deposits, free of charge**, into your Savings account at our Cash Deposit Machines (CDM) and branches countrywide. One can also transfer funds through a standing order to their or other accounts or M-Pesa to a bank account through pay-bill number 880100.

Your savings account will remain with NIL monthly ledger or service fee. Other account terms and conditions, product features and benefits will continue to apply with no change or additional cost.

For more information, kindly contact your Relationship Manager or our Contact Centre by email at contactcentre@ncbagroup.com and telephone numbers **0711 056444 / 0732 056444**.

Please also [click here](#) to view the terms and conditions.

As your preferred financial partner, we continuously improve our solutions and services to support your financial goals.

We take this opportunity to thank you for banking with us.

Yours sincerely,

NCBA BANK