



Happy Hour campaign Customer Frequently Asked Questions (FAQs)

1. What is the Foreign Exchange Happy Hour campaign?

The Foreign Exchange Happy Hour campaign offers exclusive preferential FX rates from 11am to 1pm for customers that initiate conversions via FX NOW every Tuesday and Thursday.

The campaigns preferential rates are limited to conversions involving USD, EUR & GBP against Kenya shillings.

2. What is the FX NOW feature?

The FX NOW feature is a tool within the NCBA NOW Mobile App that allows you to perform foreign exchange transactions quickly and conveniently.

3. Who can access the preferential rates?

Anyone with the NCBA Now App who wishes to do cross currency transfer between their own NCBA Accounts or to another NCBA Account can take advantage of the offer.

4. How do I access the preferential rates?

To access the preferential rates, simply log in to the NCBA NOW Mobile App and use the FX NOW feature to perform your foreign exchange transfer during the Happy Hour period.

5. Which transactions are eligible?

Funds transfers within NCBA Bank either to your own account or another NCBA customer

6. Can I use the preferential rates for multiple transactions?

Yes, you can take advantage of the preferential rates for multiple transactions, provided they are all made within the Happy Hour timeframe.

7. Is there a limit to the amount I can exchange during the Happy Hour?

There is no specific limit mentioned for the Happy Hour, but standard transaction limits and terms apply.

8. Who should I contact if I have issues or questions about the campaign?

If you have any questions or encounter issues, you may reach out to your Relationship Manger, visit your nearest NCBA Bank Branch or contact our Customer Contact Centre on the following: -

Phone: +254711056444 / +254732156444

Email: contact@ncbagroup.com

WhatsApp: +254717804444