

DEBIT CARD HOME DELIVERY VIA G4S



FREQUENTLY ASKED QUESTIONS

1. How will I receive my debit card?

Your debit card will be securely delivered to you by G4S, our approved courier partner, using the contact details and address you provided to the bank

2. Will I be contacted before delivery?

Yes. G4S will contact you to confirm your physical location, as well as the preferred date and time for delivery

3. How do I know my card is safe during delivery?

Our card is packaged securely and delivered under strict security controls. Identification is required before the card is handed over to ensure it reaches the correct customer. Once received, the card must be activated or the PIN reset using our mobile banking platform or at any of our ATMs.

4. What identification do I need to receive my card?

You must present a valid National ID or Passport. The identification details must match the name printed on the debit card

5. What happens if I am not available at the time of delivery?

G4S will make delivery attempts for up to 7 days. If delivery is unsuccessful, the card will be returned to the bank and sent to your domicile branch, where you can collect it later.

6. What should I do if I have not received my card?

If you have not received your card within the expected period, please contact your branch or customer care for assistance. The bank will follow up with G4S on your behalf

7. Can I change my delivery address after the card has been sent?

Yes. When G4S contacts you, you can agree on the most convenient physical delivery address, date, and time

8. Is there a fee for debit card delivery?

No. Debit card delivery via G4S is free of charge to customers

9. What happens if my card is lost during delivery?

In the rare event that a card is lost, the bank will immediately block the card and guide you through the process of getting a replacement.

10. Are all customers eligible for home delivery?

G4S tool delivery is not available for:

- Premier Banking customers
- Customers who have opted for "Do Not Contact" preferences.
- Customers who have selected NCBA branch delivery at the point of order.

Phone: +254711056444 / +254732156444

Email: contact@ncbagroup.com

WhatsApp: +254717804444