

## Transforming new technology exposure into business

Given an opportunity to give one piece of advice to other Kenyans living and working in the Diaspora, Sammy Njoroge would tell them to get as much exposure as possible and bring it home as an investment. It is the same approach he is taking, and therefore he has started on the journey to saving and amassing as much information as possible about his profession and tools of trade.

“When working in these markets, you get exposed to new technologies and learn new skills which are not locally available in Kenya, and these can form the basis of a viable business idea back in Kenya,” says Mr Njoroge an engineer based in Iraq. “Others utilize the opportunity to grow career wise, and it is all a good thing.”

Mr Njoroge gives an example of mechanical engineering where in some developed countries the technology in use is modern and efficient compared to the older technologies in use in Kenya. This could also be the reason some professionals will choose to work abroad, however he says the exposure presents an opportunity to import these technologies and tools, and build a business around them upon one’s return in Kenya.

A father of four, Mr Njoroge made the choice to work in the Diaspora as he pursued opportunities for a good income that he would use to provide his family a good life. Now five years since he started working in Iraq, his dreams to venture into business and be a serious investor keep drawing closer to fruition.

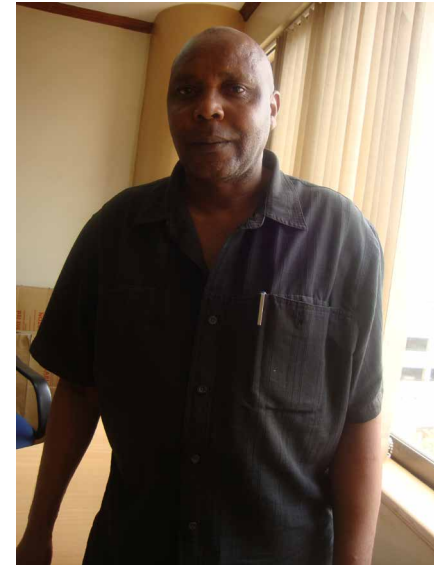
He has already started a transport (matatu) business, operating in

Nairobi, which he is putting plans in place to grow and expand. His next venture is in real estate where he has already begun executing plans to have rental houses in middle class areas in Nairobi. He believes he can borrow ideas from the technologies he is interacting with, to implement the same in Kenya when he chooses to return home.

“As an aspiring investor you need funds, and ABC Bank is easy to talk to if you want support to go into whatever business you want.”

His partnership with ABC Bank he says is crucial in making his dreams a reality. “I have been a customer with ABC Bank for the last five years and I am happy. I realized that they are very flexible to listen to your financial needs and support you,” said Mr Njoroge. “As an aspiring investor you need funds, and ABC Bank is easy to talk to if you want support to go into whatever business you want.”

Amanda Corline, the ABC Bank Head of Retail Banking says the bank has partnered with many Diaspora customers to invest in diverse areas. “We tailor our financial solutions around the needs of the customer and not the other way around,” says Ms Corline. Mr Njoroge looks forward to a time where Kenya will be developed to a level where companies adopt the latest technology in their operations, and professionals can find job satisfaction at home.



Sammy Njoroge  
Diaspora Client, ABC BANK

### We have introduced e-alerts for various banking services such as;

1. RTGS transfers effected
2. Cheque book Collection
3. ATM card (You will get an alert when your ATM card is ready for collection)
4. Account opening notification
5. Cash deposit
6. Cheque deposit
7. ATM withdrawal
8. Over the counter withdrawal

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**Stay up to date with  
your banking activity!**



As your bank of choice, ABC Bank, continues to gain recognition, it won three award in this year's Annual Banking Awards – that of Fastest Growing Bank, Best Bank in Technology Use and Best Bank in Product Innovation. It would not have been possible to achieve this fête without you, and I thank you for your continued support.

This achievement inspires us to aim for more innovation in our delivery to our customers, and this will continue to be witnessed in our products and service levels.

As we achieve this, we understand that it is a dream for anyone working hard for their income to see their worth growing, and as a financial institution of choice ABC Bank continues to make its customers' needs a priority. That is why we have different types of products to accommodate everyone. Our various categories of savings and current accounts, and finance facilities, are flexible for both individuals and businesses; and we continue to review these as our customers' needs and priorities change.

In order to help our customers find opportunities, maximize on them and achieve their wealth creation goals through the Nairobi Securities Exchange (NSE), the ABC Bank Custodial and Financial Services are now more flexible, allowing you to register and transact from the comfort of your house or office. You can open a CDS account, buy and sell shares, transfer from another stock broker or investment bank to ABC Bank, from wherever you are in the world. Our efficient dealers will be happy to take you through the process. (See the details in the Product Focus segment.)

Similarly, we continue to make it easy for our customers whether individuals, Small and Medium Enterprises (SMEs) or corporates to do business; and our asset finance, invoice discounting and Letters of Credit (LCs) products continue to be well received. We have now removed the requirement for cash margins or security on our Bid Bonds, which will allow more flexibility to our customers. Get in touch with us for details.

As usual, your feedback is very valuable so keep it coming.

Enjoy the issue!

**Group Managing Director**

## ABC Bank scoops three banking awards

In yet another year ABC Bank was feted at the Annual Banking Awards 2013, being among the very few banks to win three awards at the gala event.

ABC Bank scooped awards in Fastest Growing Bank (2nd runner up), Best Bank in Technology Use (1st runner up) and Best Bank in Product Innovation (2nd runner up).

“These great wins are a testament that we are moving from ordinary to extraordinary,” said ABC Bank Group Managing Director Shamaz Savani. “They are an encouragement to continue putting our best foot forward in everything that we do.”



- Fastest Growing Bank – 2nd runner up
- Best Bank in Technology Use – 1st runner up
- Best Bank in Product Innovation – 2nd runner up

To be presented the Technology Use award, ABC Bank was recognized for its upgraded internet banking platform which is one of the most secure available in the market, user friendly, offering increased functionality to customers and allowing them to carry out transactions in real time. The bank has also adopted a modern Customer Relationship Management (CRM) system, that include an online chat system which allows customers to have a live chat with an ABC Bank customer relationship officer and have their concerns handled speedily.

The Product Innovation award recognized the bank's revolutionary international money transfer service among other product innovations within the bank.

“It gives me great satisfaction to see the great strides that we continue to make in various aspects of our business,” said Mr Savani as he emphasized that the bank will aim at launch more innovative products and services.

## You can invest in the NSE through ABC Bank

### What is this service about?

ABC Bank Custodial and Financial Services is an ideal partner in your journey towards achieving our customers' investment goals at the Nairobi Securities Exchange (NSE). We assist customers invest and get good returns from their investments in the stock market. Our highly knowledgeable dealers guide them to identify and maximize on opportunities while minimizing risks.

### What is a CDS account?

CDS stands for Central Depository System. This is a computer system operated by The Central Depository and Settlement Corporation (CDSC) that facilitates holding of shares in electronic accounts opened by shareholders, and manages the process of transferring shares traded at the Securities Exchange.

### How does one start trading with ABC Bank?

First they need to open a CDS account (if they do not have one already). Opening an account is free. All they need is to fill a CDS account opening form, attach a copy of their ID or Passport and two passport size photographs. Our customer service team will assist and take them through the process.

### How does one start buying and selling shares?

This is the trading in shares at the NSE. To purchase or sell shares at the NSE, one needs to fill in the share trading order form, and forward it to us with the payment for the shares they want to buy.

### Is there a limit to how much one can invest?

There is no limit as to how much one can invest. An ABC Bank dedicated dealer/account manager is assigned to you and always advises you on the best investment options.

### How does one get the account opening forms?

One can reach our various customer service officers for account opening forms, through our various channels. Tel: +254 20 4263000, Email: [talk2us@abcthebank.com](mailto:talk2us@abcthebank.com), Facebook: [www.facebook.com/abcthebank](https://www.facebook.com/abcthebank), Twitter: [abcbankkenya](https://twitter.com/abcbankkenya) or through our website: [www.abcthebank.com](http://www.abcthebank.com)

### How do I go about trading while I am not in Kenya?

The best news for our customers is that you can enjoy all these services from the comfort of your house or office, wherever you are in the world. This means you can open a CDS account, buy and sell shares, transfer from another stock broker or investment bank to ABC Bank or immobilize their share certificates, simply by filling the necessary forms, and sending us the instructions through email. To get started, all you need is contact us.



Mr Shamaz Savani, the ABC Bank Group Managing Director (left) receives the Fastest Growing Bank (2nd runner up) award the bank won at the Think Business Annual Banking Awards, from David Kabeberi, a Partner at PKF Consulting Limited.

You are the reason we came to work today!

ABC Bank continues to upgrade its communication channels, in order to deliver superior customer service to its customers whenever they are across the globe. Our Instant Chat service serves multiple of customers on daily basis, having their queries addressed instantly, and enabling them to experience stress-free banking with ABC Bank. Customers can access the Instant Chat through our website [www.abcthebank.com](http://www.abcthebank.com). Other customer service channels include: Email, Facebook, Twitter and Telephone. The Bank has a dedicated staff waiting to respond to all customer queries.

#### TALK TO US TODAY VIA:

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Website: [www.abcthebank.com](http://www.abcthebank.com)

Telephone: +254 (20) 4263000



### Don't miss this opportunity

ABC Bank is your ideal partner in your journey towards achieving your investment goals at the Nairobi Securities Exchange (NSE).

LET US HELP YOU CREATE WEALTH TODAY

Get started today!

[talk2us@abcthebank.com](mailto:talk2us@abcthebank.com)



## ABC Bank and Unaitas Sacco partner to offer more services

ABC Bank has entered into a partnership with Unaitas Sacco Society Limited – one of Kenya's largest Saccos with over 140,000 members across the country – which will see the Bank open current accounts for the Sacco members.

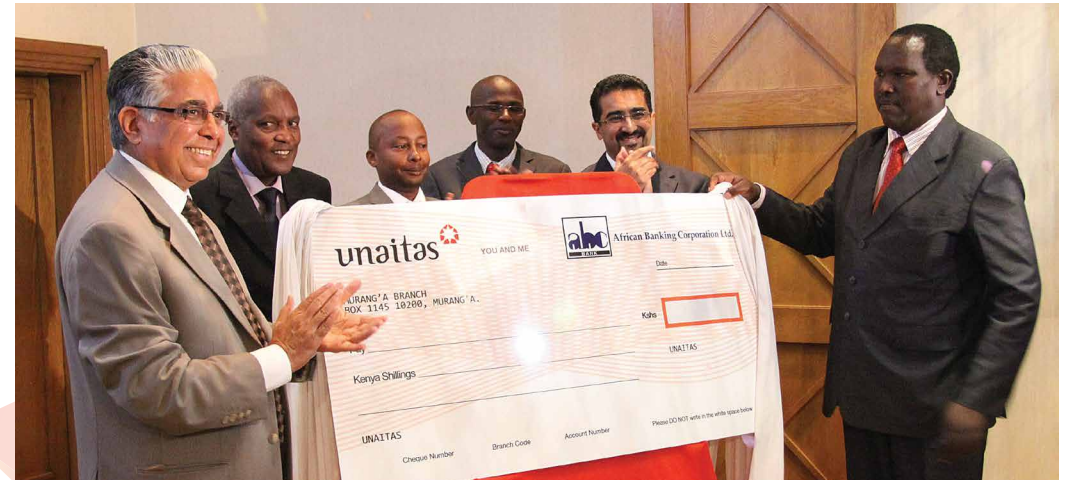
This is part of the Bank's roll out of financial services to Savings and Cooperative Societies (Saccos) and Microfinance Institutions (MFIs), to grow their capacity and facilitate them to offer more services to their customers.

Under the arrangement ABC Bank has been appointed an agent for Unaitas, allowing the Sacco members access to the national payment system. The Sacco members will therefore be issued with cheque books, and will receive cheque processing services from ABC Bank, meaning they can transact using cheques, which would otherwise not have been possible due to legal constraints restraining Saccos from running clearing houses.

"This solution fits in ABC Bank's focus of offering complete and undisputed financial solutions to our customers, whether individual, Small and Medium Enterprises (SMEs) or corporate," said Shamaz Savani the Group Managing Director of ABC Bank. "ABC Bank views Saccos and MFIs not as competition, but as partners, hence the reason for this partnership in which the bank seeks to provide Unaitas with a platform that allows it to optimize its input in the economy."

The partnerships allow Saccos and MFIs to extend more critical financial services to its customers across the country, therefore giving Micro and Small and Medium Enterprises (MSMEs) access to the opportunities arising from the devolved government. Other services offered under the agreement include trade finance services, treasury management services, apex financing and co-financing, agency banking, capital loans and tech loans, and the offering of local and international remittance services among other specially designed financial solutions.

"As ABC Bank we seek to give this sector an advantage to best achieve their business goals, and to their customers to experience financial services that are seamless, convenient and complete," said Mr Savani.



ABC Bank Chairman Ashraf Savani (left) and Unaitas Sacco Chairman Joseph Ngaai (right) unveil the financial partnership between the two institutions. Looking on are (behind, from left to right) Director, Bank Supervision Department at the Central Bank of Kenya Mr Frederick Pere, Unaitas Sacco Chief Executive Officer Tony Mwangi, Sacco Societies Regulatory Authority's (SASRA) Peter Njuguna and ABC Bank Group Managing Director Mr Shamaz Savani.

## ABC Bank cancels security requirement for bid bonds

In an effort to offer more flexibility to its customers, ABC Bank has removed the requirement for cash margin or any other collateral, on its Bid Bonds.

This means that customers will not be required to offer any security as a condition to acquire a bid bond. The bank offers customers bonds ranging between KSh 5,000 to KSh 2 million, at competitive charges.

Bid Bonds are a form of guarantee issued by the bank to various clients. They are instruments used by our customers as an expression of interest in the jobs they tender for with various governmental and Non-governmental bodies.

Bid bonds have become a very important product for many companies, small and big, trading in the Kenyan market.

ABC Bank offers Bid Bond facilities to individuals, Small and Medium Enterprises (SMEs) and corporate organizations. The facility ensures that on acceptance of a bid by the customer, the contractor may proceed with the contract and will replace the bid bond with a performance bond.

To reach our Supply Chain Financing team, write to [talk2us@abcthebank.com](mailto:talk2us@abcthebank.com)



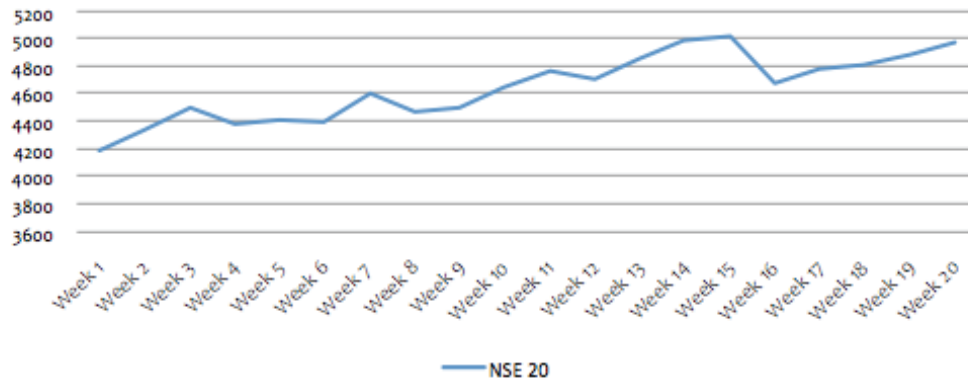
## Nairobi Securities Exchange Overview in the month of May 2013

By Patrick Wairagu, ABC Capital Limited

The first twenty weeks of 2013 has seen the Nairobi Securities Exchange (NSE) continue with its steady growth trajectory. A clear illustration of this is the MSCI Kenya index outperforming other indices to emerge tops with an average return of 27.56% between January and March 2013.

Year to date investor wealth (market capitalization) has risen by 30.7% to KSh 1.72 trillion as at 17th May 2013, the NSE 20 Share index and the Nairobi All Share index gaining 20.5 percent and 33.6 percent respectively.

NSE 20 Share Index

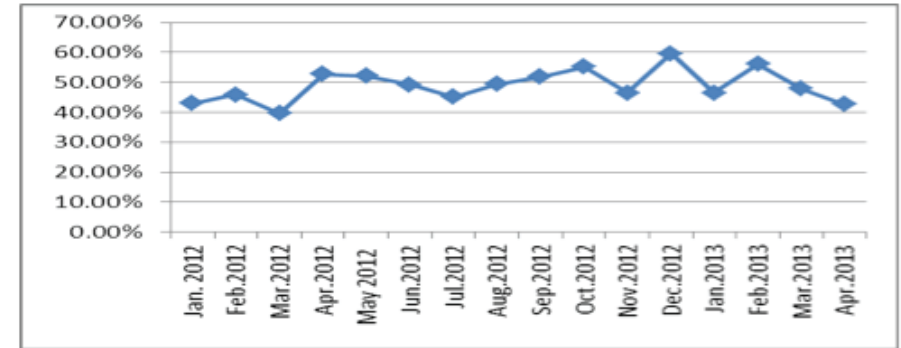


Source: ABCC

This performance has been boosted by companies such as East African Breweries Limited, British American Tobacco, which have touched new highs in-terms of price.

The month has seen full year results from Safaricom being announced with the telecom firm posting records profits of KSh 25 billion. The financial sector has also seen commercial banks release quarter one results with double digit growth been recorded.

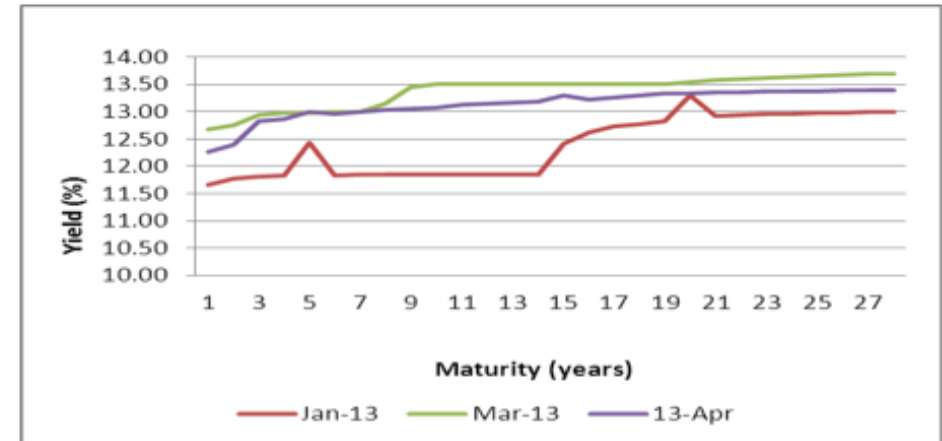
Foreign investor participation has continued to grow, accounting for an average of 48% of overall equity turnover between January and April 2013.



Source: NSE

### Bond market

The bond market has continued to be dominated by government paper. Between January and April 2013, total bonds traded were valued at KSh 102.3 billion compared to KSh 134.9 billion.



Source: NSE

For any questions or comments, email [Patrick.ngugi@abccapital.co.ke](mailto:Patrick.ngugi@abccapital.co.ke)

# INVESTMENT OPPORTUNITIES



## PROPERTY INVESTMENTS



**Kisaju Town, 1/8 acre plots**

Located 100 metres from the tarmac, along Namanga road  
Titles Deeds ready

Usage: Residential though can be commercial in future

**Price: Kshs 850,000**



**Silver Prime, 1/8 acre & 1/4 acre plots**

Located at Kitengela-Kaputiei, the property is 10.9Km from  
Kitengela town along Namanga road and 3.5Km off the  
tarmac road.

Additional value: a borehole, electricity and internal murram  
roads ongoing. Caretaker on site.

The show house construction is ongoing.

**Price: Kshs 750,000.**

Installment payment method also allowed for 6 to 24  
months, at varying rates.





## Hope Gardens, 1/8 acre plots

Strategically located in Kajiado County, the property is 1.8 Km off the tarmac (Namanga highway) and 400 metres off the well murrumed road.

This property is for futuristic investors who envision to realize a speedy capital gain on land investment.

**Price: Kshs 595,000.**

Early bird Offer Price of Kshs 495,000 for cash buyers within 30 days (limited plots). Installments payment method also allowed for 12 months (50% deposit).



## Baraka Business Park, 1/8 acre plots

Located in the heart of Kajiado County headquarters, in one of the most prime areas in the country, touching the great North Highway. It neighbours Masai University, the Governors residence and District Commissioners office.

It is on concept stage and will be completed within a period of three years. Ideal for serious investors who envisions the city in the next 3 -5 years.

**Price: Between Kshs 1.95M to Kshs 1.75M.**

Installment payment method also allowed for 6 to 36 months, at varying rates.



### **Imani Breeze Estate, 1/8 acre plots**

This is a gated community with controlled development located only seven minutes away from Kitengela town. Salient features: Borehole water, water piping system, 24,000L storage tank, three phase power, internal murram roads, caretaker on site, Nature Walk – approx 2 acres of indigenous trees to be planted, and commercial center.

**Price: Kshs 1.265M**

for residential plots, and

**Kshs 1.595M**

for commercial plots.

Installment payment method also allowed for 6 to 24 months, at varying rates.



### **Savanna Gardens, 1/8 acre & 1/4 acre plots**

Located 11 Km from Kitengela town along Namanga road and 1.4Km off tarmac road.

Value addition: borehole for water, electricity and accessible internal murram roads. 7 acres reserved for greening purposes.

**Price: Kshs 785,500.**

Installment payment method also allowed for 6 to 24 months, at varying rates.



# PROPERTY INVESTMENTS

talk2us@abcthebank.com for more information.

## OUR OFFER PRICES

*Once again book now and realize amazing capital growth*

*Plot size: 1/8th acre*

### SILVER PRIME

OFFER	PERIOD	PRICE	DEPOSIT 30%	INSTALLMENTS Per month
Platinum	Cash(within 30days)	750,000		
Bronze	6 months	795,000	238,500	92,750
Silver	12 months	840,000	252,000	49,000
Gold	18 months	885,000	265,500	34,417
Gold Plus	24 Months	930,000	279,000	27,125

### SAVANNA GARDENS

OFFER	PERIOD	PRICE	DEPOSIT 30%	INSTALLMENS per month
Platinum	Cash(within 30days)	785,500		
Bronze	6 months	832,630	249,780	97,140
Silver	12 months	879,760	263,928	51,319
Gold	18 months	926,890	278,067	36,046
Gold plus	24 Months	974,020	292,206	28,409

### IMANI BREEZE ESTATE RESIDENTIAL (Playground, Commercial center, EPZ water and all the above Value additions)

OFFER	PERIOD	PRICE	DEPOSIT 30%	INSTALLMENTS Per month
Platinum	Cash(within 30days)	1,295,000		
Bronze	6 months	1,372,700	411,810	160,148
Silver	12 months	1,450,400	435,120	84,607
Gold	18 months	1,528,100	458,430	59,426
Gold Plus	24 Months	1,605,800	481,740	46,836

# PROPERTY INVESTMENTS

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## OUR OFFER PRICES

*Once again book now and realize amazing capital growth*

### IMANI BREEZE ESTATE - COMMERCIAL PLOTS

OFFER	PERIOD	PRICE	DEPOSIT 30%	INSTALLMENTS Per month
Platinum	Cash(within 30days)	1,595,000		
Bronze	6 months	1,690,700	507,210	197,248
Silver	12 months	1,786,400	523,920	104,207
Gold	18 months	1,882,100	564,630	73,193
Gold Plus	24 Months	1,977,800	593,340	57,686

### HOPE GARDENS – 14 kms from Isinya Town along the Namanga Rd.

OFFER	PERIOD	PRICE	DEPOSIT 30%	INSTALLMENTS per month
Platinum	Cash(within 30days)	495,000.00		
Bronze	6 months	524,700.00	262,350.00	43,725.00
Silver	12 months	554,400.00	277,200.00	23,100.00

### BARAKA BUSINESS PARK- FIRST ROW ON TARMAC

OFFER	PERIOD	PRICE	DEPOSIT 30%	INSTALLMENTS Per month
Platinum	Cash(within 30days)	1,950,000.00		
Bronze	6 months	2,067,000.00	620,100.00	241,150.00
Silver	12 months	2,184,000.00	655,200.00	127,400.00
Gold	18 months	2,301,000.00	690,300.00	89,483.30
Gold Plus	24 months	2,418,000.00	725,400.00	70,525.00
Gold plus plus	36 months	2,652,000.00	795,600.00	51,567.00



## Customer Feedback



**Q1. Is it possible to open an account with ABC Bank while in Europe (France) and how does one go about it?**

Thank you for writing to us, and your interest to be our customer. Yes it is possible to open an account with ABC Bank while in Europe, or anywhere else in the world for that matter. You do so by visiting our website and downloading the account opening forms. Once completed and duly signed, send them back to us to enable us open the account for you. You can also email us on [talk2us@abcthebank.com](mailto:talk2us@abcthebank.com) and we'll send them to you.

Kind Regards, Rosemary Kiboro – Officer Quality Service

**Q2. Please advice on the various personal accounts you have at ABC Bank. Is it possible to switch from one account to another?**

Thank you for writing to us. We have both personal current and savings accounts with different benefits and features. Please access the specific details on our website [www.abcthebank.com](http://www.abcthebank.com). Yes, you can switch



**from one account to an account of your choice, free of charge.**

Kind Regards, Rosemary Kiboro – Officer Quality Service

**Q3. I wish to find out the bank code for ABC Bank since I have got someone I need to transact with**

Thank you for being a valuable customer. The bank code for ABC Bank is 035. Thanks again.

Kind Regards, Rosemary Kiboro – Officer Quality Service

**Q4. I have an account with ABC Bank; how can I check my balance online?**

Thank you for being an ABC Bank valued customer. For you to access your account online you first need to apply for online banking. Please visit our website to download the internet banking and email indemnity form for you to apply for this service.

Kind Regards, Rosemary Kiboro – Officer Quality Service

**Q5: Do you finance purchase of commercial premises?**

Thank you for writing to us. Yes we finance these purchases under our Asset Finance facility, which is flexible and accommodative. Our customer service officers



will be happy to take you through the process. Please send us your contacts through [talk2us@abcthebank.com](mailto:talk2us@abcthebank.com) and we will contact you for discussion

Kind Regards, Rosemary Kiboro – Officer Quality Service

**Q6. Hello, I need to apply for a loan from ABC Bank; kindly advise me how to go about it.**

Thank you for writing to us, and we'll be happy to offer you the service. As a first step we require to know details on: the purpose of the loan, source of repayment, repayment period and security for the loan. Our customer service officers will be happy to receive these details, and take you through the process.

Kind Regards, Rosemary Kiboro – Officer Quality Service



**You are the reason  
we came to work today.**

Dear Customer,  
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