

This Diaspora newsletter helped me invest!

Many Kenyans living in the Diaspora have not fully exploited the huge investment opportunities available in the country. This according to David Losengeli, a Kenyan based in the United States, is largely because of limited information available on viable investment opportunities in Kenya.

For him however, things changed when he started banking with ABC Bank in January 2012. He was attracted to the Bank by its foreign currency accounts that offered him a perfect solution to send money back home to support his family, pay bills and invest.

And with enough savings in May of the same year, he saw in the Bank's newsletter sent to Diaspora customers, plots of land in Kisaju (Kitengela) that were on sale, and immediately got in touch with his family back home. He started the process of procurment then paid a down-payment for the plot to secure it and since he visits his family twice in a year, in one of those visits he paid the balance. At the time of publishing this story, Mr Losengeli has already gotten his title deed.

"I plan to develop the plot once the area is connected to the national electricity grid," says Mr Losengeli who works with a cruise company in the US. "I am very happy of this investment, and it is just a beginning of the many plans I have."

Still relatives are not the best guide to one's investment decision-making because getting accurate information from a lay person is a challenge, and whatever advice one may get from such a person it is very hard to figure out the extent of risks it entails, he says.

Mr Losengeli is looking forward to receiving more information and guidance from the Bank, as he pursues achievement of his financial and investment goals. He praises his working relationship with the Bank. "The customer service team has been very helpful in guiding me on my financial needs," says Mr Losengeli. One of his favourite services is the recently launched Upgraded Internet Banking service, which allows him higher flexibility and gives him more control over his money.

ABC Group, a one-stop-shop financial services provider in the East African region, has already put in place measures to assist Mr Losengeli and other Kenyans in the Diaspora achieve their financial and investment goals. The Bank has increased the amount of information on investment opportunities it is availing to the Diaspora clients.

"The customer service team has been very helpful in guiding me on my financial needs."

The launch of ABC M-Transfer a revolutionary money transfer service that allows Diaspora customers to send money to their loved ones back home for FREE, was another feather in the cap of the Bank's raising profile as the bank of choice.

ABC Bank Head of Retail Banking Ms Corline Amanda says the Bank has a complete package to cater for the financial and investment needs of its Diaspora customers. Aside from customized current and savings accounts, and loan facilities, the bank continues to invest in ICT infrastructure to increase flexibility and convenience in receiving services. "Our Custodial services also assist customers invest in the Nairobi Stock Exchange (NSE), therefore diversifying their investment portfolio."

The Bank's social media sites are also utilized to inform customers of its daily foreign exchange rates, which are also available live on its website.

As he concludes this interview Mr Losengeli has a few words of advice to other Kenyans living in the Diaspora: save as much as you can and invest back home.



David Losengeli, an ABC Bank customer based in the United States

INTERNET BANKING

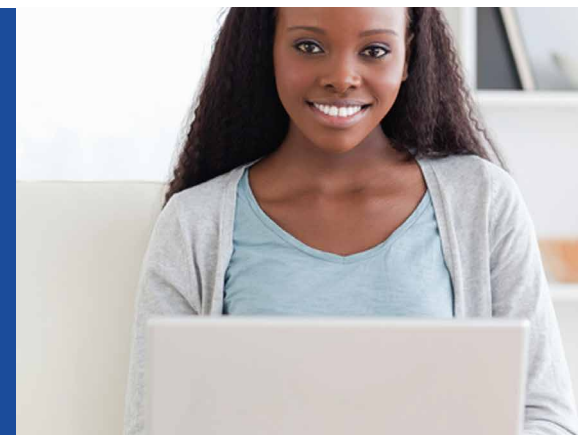
It's better, it's safer, it's easy to use, it can do much more!



We are glad to introduce to you our upgraded Internet Banking service. This new technology offers enormous benefits for all our customers, whether Corporate, Retail or SME.

Sign up today and enjoy the freedom of banking wherever you are in the world!

For more information : talk2us@abcthebank.com





It is always a pleasure addressing you every month through this newsletter, and sharing with you new initiatives we are embarking on at ABC Bank to best satisfy your specific banking needs.

This month we have special news for you our Diaspora customers – our Upgraded Internet Banking platform is now live. This is a highly upgraded platform that allows you to do so much more, making your banking experience so enjoyable. It is easy to use, very secure and you can use it to securely do your banking 24 hours a day, 7 days a week, at the comfort of your home, office or while on the go.

I encourage you to sign up today and enjoy the freedom of banking wherever you are in the world! And as you take full advantage of the service, as usual give us your feedback or ask us any questions you may have to enable you maximize on its benefits. Our customer service officers are always happy to receive your emails through talk2us@abcthebank.com or call on +254 20 4263000.

Also utilize our social media pages on Facebook and Twitter. You can also chat with us live – find the link on our website www.abcthebank.com.

It is always encouraging to know that we have positively impacted our customers' lives in one way or another, through our service provision. That is why a talk with one of our Diaspora customers, David Losengeli, as shared in this Issue, was quite encouraging. Mr Losengeli has benefited from taking advantage of the Properties section of the newsletter, and is truly on his way to achieving his financial and investment goals. You too can share stories of your experiences banking with us; just send them to us and we will share with others to be inspired.

We have also been receiving a lot of positive feedback regarding ABC M-Transfer service, among our other money transfer services. We are glad that you are enjoying these services, and will continue to upgrade them to continuously meet your changing needs. Many customers have so far made use of ABC M-Transfer and continue to enjoy sending money home for Free, from various parts of the country.

Thank you and enjoy the issue!

Group Managing Director

ABC Bank Upgraded Internet Banking goes live!

It is here! A platform that is sure to transform ABC Bank customers banking experience into fun and convenience.

ABC Bank's Upgraded Internet Banking service is now live. This new offering that takes the Bank's customer service to a new level is supported by a world class platform that is convenient, easy to use and allows customers to securely do their banking 24 hours a day, 7 days a week, at the comfort of their home, office or while on the go.

This upgrade to the Bank's existing internet banking comes with enormous benefits to customers – whether individual or business. It is better, safer, easy to use and can do much more! These new features of the Internet Banking service make banking even more enjoyable:

- 1. Transfers** - transactions are carried out in real time. Customers can make EFT/RTGS transfers between own accounts, to third parties within the Bank and other local banks in Kenya.
- 2. Account Information** – Customer can view account balance, account details, transaction history and online transaction status.
- 3. User Options** - they can personalize their account as well as maintain their beneficiary list.
- 4. User Tools** - Access exchange rates and loan calculator
- 5. Orders** – Place standing orders, fixed deposits, stop cheque instructions, cheque book orders and banker's cheque requests.

It comes with many benefits, including:

1. SMS and email alerts for every transaction a customer makes
2. Enhanced security of access and transactions – the Bank has invested extensively to ensure that the system is secure.
3. Ease of use – this new system is user friendly with easier navigation. It also comes with an online help/user manual at the click of a button.
4. Customers can operate the service from their mobile phones through the website as long as it is internet enabled

How to register

To register, existing customers are required to visit the Bank's website www.abcthebank.com and click on the Internet Banking link on the left side. A login screen will appear in which they provide the personal details requested. On successful completion, they will receive a notification that their password has been sent to their email address, and the account will be set up within five working days.

Alternatively customer can visit any of ABC Bank branches with the identification documents they used to open their account i.e. national identity card or a valid passport, and they will be assisted to complete the registration form by the Bank's Customer Service Officers.

Kindly note that the internet banking platform is supported by the following browsers, which one will need to use to access the service:

- **Internet Explorer:**
- **Win-XP: IE8**
- **Win-Vista/7/8: IE9**
- **Mozilla Firefox: Latest versions 18 and 19**
- **Chrome: Latest versions 24 and 25**
- **Opera: Latest version 12**
- **Safari: Latest version 6**



Land purchase loans as easy as ABC

ABC Vision's Q & A with David Mburu, Head of Diaspora Banking

Who are these loans targeted for?

Loans for purchase of land target individuals or companies who wish to acquire plots for present or future development. The development can be either residential or commercial.

Expound on the features of ABC Bank's land purchase loan?

Some of the features a customer will need to know are that the Bank extends 70 percent financing of the specified land purchase, and the repayment period is 36 months. The loan is self secured by the property to be purchased.

What are the requirements for this loan?

One is required to present a duly filled Mortgage Loan Application Form, six months current bank statements, 3-months current pay slip as well as evidence of their 30 percent contribution to the land purchase. They will also need to have valuation of the property done by a valuer approved by ABC Bank.

What are the requirements for a company applying for this loan?

In addition to the above documents, the company will also need to present 3-years audited accounts and current management accounts.

What would you caution a land buyer as some of the things they need to do before securing a loan to purchase land?

It is very important to read and understand the Terms and Conditions of the loan before accepting them. This ensures that you are well informed of all the details of the loan, including the repayment plan and you can therefore organize yourself well to maximize on the benefits of the loan. On our end as a bank, we also review all the documents submitted to us by a customer before we can approve the loan. It is advisable to engage your Relationship Manager well and ask for any clarification you need. ABC Bank values entering into mutually beneficial partnerships with its customers, and serving their specific needs best.

How do I apply for this loan?

You can send us an email through talk2us@abcthebank.com or call us on **+254 4263000** with the request to start the process of applying for the loan. We will be very happy to serve you.

How else does ABC Bank assist customers to further their investment goals, especially in land purchase?

We are very happy to help our customers identify good investment opportunities in Kenya, and that is why we partner with reputable property agents, and also share viable properties on sale in this newsletter. Our Diaspora team is also very knowledgeable to guide you in any other form of investments you'd like to exploit. You can also reach this team directly through diaspora@abcthebank.com or telephone: **+254 (20) 4263000 ext 1103 or 1190.**



Act before your share certificates become worthless



The Nairobi Securities Exchange (NSE) and Central Depository & Settlement Corporation (CDSC) are phasing out paper certificates, with the aim of completely doing away with them after November 30th, 2013.

Thereafter you will not be able to deal with the certificates in any way unless they are converted into electronic form.

Convert your certificates into the required electronic format (Dematerialization) for free before the due date with ABC CAPITAL LTD and avoid the last minute rush

In case you have lost your share certificate, you can visit the registrar of the company or companies in whose shares you have invested with a police abstract to obtain an indemnity of lost share certificate

For assistance and further clarification, please call Nancy Mutisya on:

 **254-20-2246036/2242534**  **headoffice@abccapital.co.ke**

Diaspora banking unit moves offices

We would like to let you know that the Diaspora banking team has now moved from the 3rd floor of ABC House, Westlands head office, Nairobi, to the 1st floor of the same building. We are always happy to see you! So pay us a visit when you are in the country, and we can interact and respond to any of your questions over a cup of coffee.

Talk to us on:

Email: talk2us@abcthebank.com or diaspora@abcthebank.com

Facebook: www.facebook.com/abcthebank

Twitter: www.twitter.com/ABCBankKenya

Website: www.abcthebank.com

Telephone: +254 (20) 4263000 ext 1103, 1190

Live Chat through our website



ABC Bank launches collection solution

ABC Bank has launched a robust, multi-channel Collection Solution, which will give enormous value to customers, especially by increasing their revenue collection and significantly reducing the cost of doing business.

Dubbed 'ABC Collect' it is a highly customizable in-branch collection solution that helps the Bank to effectively render customized collection services on behalf of organizations to their cherished customers. The solution is able to capture any specific details as required by a customer organization due to their internal Management Information System (MIS) reporting needs. Authorized personnel at the customer organization will be able to monitor payments as they happen and real-time reports sent to authorized corporate personnel.

The first customer on the platform is Kenya Revenue Authority (KRA). ABC Bank has entered into a partnership with the KRA, which will see the Bank act as KRA's collection agent. This means that tax payers can now file their taxes in any of the Bank's branches countrywide – under KRA's newly launched online tax payment system dubbed 'iTax', which allows tax payers to register and pay their taxes online, as a way of increasing efficiency in tax collection. This is a break from the past where tax payers manually filed their returns at KRA offices.

This comes as good news to business owners and other investors who need to file tax returns. Wherever they are in the world they can direct their business managers to file tax returns at any ABC Bank branch. At the same time the bank can structure a flexible collection solution that relieves an organization of the administration task of collecting payments from customers.

Currently the KRA iTax system accepts payment of domestic taxes (Value Added Tax (VAT) and Pay As You Earn (PAYE). With time other tax brackets under Customs and road transport will be added. As part of the service delivery, the bank will also be assisting customers to register with the KRA iTax system.



Grace Njoroge, a Financial Accountant at Lanor International (2nd right) is welcomed to ABC Bank Westlands branch to make tax payments, by the Bank's E-Products Manager John Mukono (right), Head of IT James Kariuki (left) and Head of Operations Joseph Nyaga (2nd left).

Email security: keeping your information safe

Social engineering is the art of manipulating people so that they give up confidential information. Criminals use social engineering tactics because it is usually easier to exploit a human being's natural inclination to trust than it is to discover ways to hack your software.

Beware of these two common Social Engineering attack types:

1. Email from a friend

If a criminal manages to hack or socially engineer one person's email password they have access to that person's contact list – and because most people use one password everywhere, they probably have access to that person's social networking contacts as well.

Once the criminal has that email account under their control, they send emails to all the person's contacts or leave messages on all their friend's social pages, and possibly on the pages of the person's friend's friends.

These messages may use your trust and curiosity, and could contain the following:

- Contain a link that you just have to check out – and because the link comes from a friend and you are curious, you will trust the link and click – and be infected with malware so the criminal can take over your machine and collect your contacts info and deceive them just like you were deceived.
- Contain a download–pictures, music, movie, document, etc., that has malicious software embedded. If you download–which you are likely to do since you think it is from your friend–you become infected. Now, the criminal has access to your machine, email account, social network accounts and contacts, and the attack spreads to everyone you know.

These messages may create a compelling story or pretext:

- Urgently ask for your help – your 'friend' is stuck in country X, has been robbed, beaten, and is in the hospital. They need you to send money so they can get home and they tell you how to send the money to the criminal.
- Asks you to donate to their charitable fundraiser, or some other cause – with instructions on how to send the money to the criminal.

2. Phishing attempts

Typically, a phisher sends an e-mail, IM, comment, or text message that appears to come from a legitimate, popular company, bank, school, or institution.

These messages usually have a scenario or story like the ones below:

- The message may explain there is a problem that requires you to "verify" of information by clicking on the displayed link and providing information in their form. The link location may look very legitimate with all the right logos, and content (in fact, the criminals may have copied the exact format and content of the legitimate site).

These types of phishing scams often include a warning of what will happen if you fail to act soon, because criminals know that if they can get you to act before you think, you're more likely to fall for their phish.

- The message may notify you that you're a 'winner'. Maybe the email claims to be from a lottery, or a dead relative, or the millionth person to click on their site, etc. In order to give you your 'winnings' you have to provide information about your bank routing so they know how to send it to you, or give your address and phone number so they can send the prize, and you may also be asked to prove who you are often including your Social Security Number.

These are the 'greed phishes' where even if the story pretext is thin, people want what is offered and fall for it by giving away their information, then having their bank account emptied, and identity stolen.

- The message may ask for help. Preying on kindness and generosity, these phishes ask for aid or support for whatever disaster, political campaign, or charity is hot at the moment.

Stay Safe!



Have you immobilized your share certificates?

By Patrick Ngugi

The Nairobi Securities Exchange (NSE) and the Central Depository & Settlement Corporation (CDSC) are undertaking the process of converting paper certificates into electronic form, otherwise known as dematerialization, and have set a deadline of end of November 2013.

If you are investor at the NSE, please note this process affects you. The dematerialization process will apply to all securities quoted at the NSE. Ownership of securities will be in electronic holdings maintained in the Central Depository System (CDS) operated by the CDSC.

Investors who will not have immobilized their share certificates by the dematerialization date of 30th November 2013 will have their shares reflected as a record in the depository in the shareholders' name pending the opening of a CDS account. This means that they cannot trade (buy or sell shares), or even pledge their shares to get a loan.

The dematerialization process will be undertaken in three tranches. Quoted companies in Tranche 1 which will be declared materialized by 1st September 2013 are:

	SECURITY	REGISTRAR		SECURITY	REGISTRAR
1	KENOLKOBIL	Deloitte – Livingstone Reg	9	E.A. PORTLAND	Haki Registrars
2	KPLC	KPLC	10	EAAGADS	Deloitte – Livingstone Reg
3	LONGHORN KENYA	Deloitte	11	EVEREADY	Image Registrars
4	MUMIAS SUGAR	Image Registrars	12	HFCK	Comprite
5	PAN AFRICA INSURANCE	Image Registrars	13	JUBILEE HOLDINGS	Jubilee
6	REA VIPINGO	C & R	14	KAKUZI	C & R
7	SAFARICOM	Image Registrars	15	KAPCHORUA TEA	Williamson Tea K Ltd
8	TRANS-CENTURY	Co-op Bank	16	KENYA AIRWAYS	C & R

Source: ABC Capital

Market Performance

The Month of July witnessed a milestone in the history of the NSE with the listing of the first company on the newly launched Growth Enterprise Market Segment (GEMS).

Home Afrika Limited listed by introduction on the GEMS of the NSE, of up to 405 million shares, at an introductory price of Kshs 12 per share. The real estate firm's share has traded at a high of Kshs 25.00 and touched a low of Kshs 20.50.

The NSE 20 Share index gained upward traction after reaching a 19 week low at the beginning of the month to close week 29 at 4,807.53 points with the NASI at 124 points. Market capitalization stood at Kshs 1.73 trillion.

Chart: NSE 20-share index performance (week 1 – week 29) 2013



[ABC Capital](#)

For any questions or comments write to patrick.ngugi@abccapital.co.ke

ABC Bank staff donate blood to save lives



ABC Bank staff donated blood, during a blood donation drive held at the Bank's head office in Westlands, Nairobi, conducted by Bloodlink Foundation. The activity was part of the bank's Corporate Social Responsibility (CSR) efforts aimed at supporting nationwide blood mobilization to boost the low levels at the country's blood bank.

INVESTMENT OPPORTUNITIES



PROPERTY INVESTMENTS



Neema Gardens, 1/8 acre plots

The property is 10.9 Kilometers from Kitengela town along Namanga road and 3.5 Kilometers off tarmac road.

The area is growing at an amazing rate and is in the vicinity of institutions such as Makerere University, Mazingira Sacco, Kenya Power Sacco and the proposed Asili Housing project.

Price: Kshs 750,000

You can also access a flexible payment plan



Imani Breeze Estate, 1/8 acre plots

Imani Breeze Estate is a gated community with controlled development located only 7 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 centre

Price: Kshs 1.29M

You can also access a flexible payment plan

talk2us@abcthebank.com for more information.



Hope Gardens, 1/8 acre plots

The property is strategically located in Kajiado County.

Hope Gardens neighbors a well recognized high cost International School offering both International and 8-4-4 curriculum, better still the Kilimanjaro water (main pipe that supplies water in Kajiado) bypasses this very prime property. In addition the railway line that connects Kajiado to Nairobi city is a stone throw from the project.

Price: Kshs 495,000

You can also access a flexible payment plan



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

The property is located 11 Kilometers from Kitengela town along Namanga road and 1.4 Kilometers off the tarmac road. The plots are offered at a very attractive rate considering the development in the neighbourhood and value addition.

Price: Kshs 785,500 (1/8 acre)

Price: Kshs 1.57M (1/4 acre)

You can also access a flexible payment plan



Tumaini Gardens-Commercial 1/8 acre plots



Dalex Gardens, 1/4 acre plots

Tumaini Gardens is a fundamental investment set at the heart of Kajiado County. Kajiado is the third fastest growing county in Kenya.

**Tumaini Gardens - 1/8 acre
FIRST ROW ON TARMAC**

Price: Kshs 1.49M

**Tumaini Gardens - 1/8 acre
SECOND ROW ON TARMAC**

Price: Kshs 1.24M

**Tumaini Gardens - 1/8 acre
THIRD ROW ON TARMAC**


Price: Kshs 995,000

You can also access a flexible payment plan

This project is 7 km from Kitengela town. The project started from the bare land three years ago & today is rated as one of the best place to live in Kitengela. The water has completely transformed the estate. The 35 investors who bought here have set up state-of-the-art houses.

Price: Kshs 3.5M



 Q1: I would like to deposit money into my ABC Bank account, please advise what the procedure is.

Thank you for banking with us and for your enquiry. We have several options for you to deposit money into your account while you are out of the country. You can use our various money transfer services including ABC M-Transfer, Instant Cash or Western Union. Please do not hesitate to get in touch with us should you require further information.

Kind Regards, Rosemary Kiboro – Officer Quality Service

Q2: Can I use ABC M-Transfer to transfer money from abroad to Kenya and between my bank accounts (in Kenya)?

Thank you for being our customer and for writing to us. Please note, you can use ABC M-Transfer only to make transfers from outside Kenya to Kenya and vice versa, but you cannot make transfers of the same currency in the same country. This therefore means that you cannot make a transfer from your Kenya Shilling or Dollar account held at ABC Bank to another similar account in the Bank.

Kind Regards, Rosemary Kiboro – Officer Quality Service



Q3: How much are the charges of transferring money from one account to another?

Thank you for writing to us. You do not incur any charges to transfer money from one ABC Bank account to another, however we charge Kshs 500 to transfer money from your ABC Bank account to another bank within the country. We also offer "Account Deposit via M-Pesa" service where you can transfer money from your M-Pesa account straight to your ABC Bank account. The charges vary with the amount you want to deposit.

Kind Regards, Rosemary Kiboro – Officer Quality Service

Q4: If I open an ABC M-Transfer account, how long does it take to have it activated? Also how long does a money transfer take to get effected?

Thank you for writing to us. It takes up to 12 hours to activate the account if you have provided us with all the necessary requirements i.e. for Kenyans living abroad you will be required to provide us with proof of address that shows your current area of residence and a copy of your passport. It takes a maximum of 48 hours for a transfer to be effected and transaction completed. Please do not hesitate to contact us should you require further information.

Kind Regards, Rosemary Kiboro – Officer Quality Service



Q5: I'd like to sign up for the personal Pay Bill number. What do you require from me?

Thank you for your enquiry, we are always happy to hear from you. You can easily get a Pay Bill number for your company from ABC Bank. All you need to do is write to us with the request; we will get one for you and inform you of the details. Once your customers pay you using the same number, the funds will be transferred to your ABC Bank account where you can access them at your convenience.

The beauty of this service is that it is safe, convenient and hassle free, freeing you of time to think of other important issues concerning your business. We also send you statements and all relevant information that make your account reconciliations easy. Please let us know should you require further information or clarification.

Kind Regards, Rosemary Kiboro – Officer Quality Service



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

Dear Customer,
Are you in Kenya or in any other country in the world? No matter where you are, you can now easily send us your complaints, compliments and queries. We are all ears on:

 +254 (20) 4263000

 talk2us@abcthebank.com

 www.facebook.com/abcthebank

 [@abcbankkenya](https://twitter.com/abcbankkenya)

 www.abcthebank.com