

I love working abroad for its experience and financial advantages

If there is one thing that Ashford Nganga values about working in a foreign country it is the opportunity to work in a professional international working environment.

We caught up with him for an update of his experiences in Somalia where he is based.

"I have gained a lot of useful experiences and valuable knowledge from world-class experts and colleagues who come from different countries," he says.

Mr Nganga has been working in Somalia since 2011, having opted for the move when he got a desirable employment opportunity there. And he is not wasting the opportunity. While he is saving to invest big in real estate, he is already investing in farming and rental houses. "So far I find the farming and rental houses investments convenient for me as I am able to run and manage them even when I am in Somalia," says Mr Nganga.

He makes use of social media channels like Skype, Facebook, Twitter, as well as telephone to communicate and conveniently keep in touch with family at home.

For his investment ventures and to take care of his family back at home, having a reliable bank is indispensable. "Since October 2011 when I opened an account at ABC Bank, my experience has been the best especially with the transfer of funds to my family," he says. "I have a standing order and the funds are normally transferred automatically to my beneficiary without any inconveniences."

Corline Amanda, the Head of Retail Banking at ABC Bank says the bank has in place a range of financial services that guarantee convenience to clients in the Diaspora. While it provides an array of credit facilities to boost those seeking to invest, other facilities like Real Time Gross Settlement (RTGS) and Electronic Funds Transfer (EFT) facilities and Standing Orders make it easy for customers to transfer funds while still abroad.

"To top it up, the bank launched an upgraded internet banking platform which

now allows customers to virtually do any transaction, except cash based, from the comfort of their homes, offices or while on the go – from anywhere in the world," says Ms Amanda.

"I believe ABC Bank is the best option for Diaspora customers, since it has a good history of managing our finances," says Mr Nganga.

The Bank also has a customer service department whose role is to respond to any queries or comments from customers through different channels – Chat, email, phone or on the bank's social media pages Facebook and Twitter. Customers can also apply for SMS and email alerts, to receive notifications whenever a transaction in their account is completed.

"I believe ABC Bank is the best option for Diaspora customers, since it has a good history of managing our finances," says Ms Nganga. His advice to other Kenyans seeking jobs abroad is that while it not always a smooth ride it is enjoyable when you are open minded. "Jobs are out there, one just needs to keep on searching and once they make the breakthrough, make wise decisions with your money," he says.

Some of the challenges he says include language barrier, racial conflicts and contradictions and discriminations on racial, religious and gender lines, and even danger.

That said, he appreciates the opportunity for its various advantages. For instance, the opportunity to learn international languages as he interacts with native speakers. "Living in a foreign country has made me more confident and independent," he says. "I also get to save money and once I am home I do a major project without any shortfall of resources."



Ashford Nganga
ABC Bank customer based in Somalia

Manage your money.

Stay in touch with your account via SMS/E-mail alerts

For more information : talk2us@abcthebank.com





It is yet another month and as always it is a joy addressing you through this newsletter.

ABC Bank is always keen to update you, our customer, on the new happenings not only in the Bank but in the industry as well, which affect you. In recent days we have updated you on the latest developments in the industry, including reduction of cheque clearing timelines, and the new Excise Duty regulations. We have captured the same in this newsletter in case you missed the communications, and I encourage you to engage your Branch Manager, Relationship Manager or get in touch with our Customer Service Officers through talk2us@abcthebank.com should you have any queries.

ABC Insurance Brokers' product targeted for you our Diaspora customer is here, and you do not want to miss out on the exciting benefits. It is a big step towards providing our customers a complete array of innovative financial solutions to meet their every day financial needs. With this insurance product, called abcD' Bouquet, you can rest easy with an

assurance that your loved ones back at home are well covered against unfortunate events such as medical crisis or demise. Please read the article for details. For more information or to sign up get in touch.

I note with great happiness the remarkable number of customers who have already signed up for our Upgraded Internet Banking. I trust that you are enjoying yourselves, and we will be happy to facilitate you in any way should you have any challenges. Are you yet to sign up? Please do, to avoid missing out on the enormous benefits of this revolutionary service. In this platform you can conduct virtually all your banking services, except cash transactions, easily and conveniently from the comfort of your home, office or while on the go.

As always the feedback you send us is very important in enabling us understand your specific banking needs, even as we seek to provide you with more tailor-made services, so keep this coming.

Enjoy the issue!

Thank you.

Group Managing Director

ABC launches an attractive array of insurance covers



ABC Bank customers now have an opportunity to take care of and protect their families back at home, even when they reside in another country.

ABC Insurance Brokers has launched abcD' Bouquet, which gives Kenyans living in the Diaspora an array of attractive and critical insurance policies, to protect them and their families against various risks. Customers have an option to either receive a value added Medical Insurance package; or an all inclusive Insurance Package designed to provide Medical, Pensions and Life Insurance covers. The insurance policies are offered in partnership with APA Insurance, one of the largest insurance company in Kenya and the most innovative in product offering.

The all inclusive Insurance Package allows a customer to choose from an assortment of benefits including:

- 1. Diaspora Return Ticket:** This covers up to a maximum of five of the Assured member's next of kin (parents, spouse, children or siblings) living in Kenya, in the unfortunate event of their passing away. With this cover, they can purchase a travel ticket and make contributions towards the funeral expense of the departed. The amount is payable once, on the first demise of any of the above dependents during the insurance period.
- 2. Diaspora Funeral Expense:** This cover caters for the last expense to ensure that Kenyans and their families living in the Diaspora receive a dignified funeral and return home in the unfortunate event of death. It also covers repatriation of the body back home. This covers the Assured member and his/ her family living in the Diaspora.
- 3. Diaspora Life:** Upon loss of life of the Assured member (in the Diaspora) the next of kin in Kenya will receive payment of either Kshs 100,000 per month for 12 months or Kshs 50,000 for 24 months.
- 4. Individual Pension Plan:** This allows a member to plan for their retirement with only Kshs 1,500 monthly contributions. This is an investment accumulation account that is simple, secure and flexible.

Customers interested in medical insurance only can pick abcD' Bouquet's all inclusive medical insurance cover, which offers Kenyans living in the Diaspora an assortment of benefits including outpatient and outpatient covers among an array of additional benefits.

The additional benefits include cover for pre-existing medical conditions, maternity related complications, dental, last expense, rescue and evacuation, post hospitalization cover among others. All these are however subject to terms of the policy.

In addition customers can make use of a 24 hour emergency line and a dedicated relationship officer. APA Insurance has a countrywide network of service providers for easy access.

Customers can sign up or enquire about the product by sending an email to talk2us@abcthebank.com



With ABC Bank mortgages: an easy way to own a home

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

Q: Who are these loans targeted for?

A: This product is among ABC Bank's array of financing solutions aimed at assisting individuals realize their dream of owning property. It is targeted at those people who would like to own a home in Kenya, or property for rental or for sale.

Q: What are the key features of ABC Bank's mortgages?

A: The Bank finances 70 percent of the property purchase price, and the loan is self secured by the property financed. The repayment period is limited to 10 years, and the property being financed needs to have a valid Title Deed issued by the Ministry of Lands.

Q: What are the requirements for an individual to access the mortgage?

A: The individual needs to fill and sign an application form, and in addition provide some documents including: 6 months current bank statements, 3 months current pay slip and evidence of their own contribution to the project. There also needs to be a professional valuation of the said property (for purchase) by a valuer approved by ABC Bank. The Bank then does a credit appraisal before approving the loan.

Q: Can self employed people and companies also secure a mortgage with ABC Bank?

A: Yes they can. After filling and signing the application form, we require them to submit six months current bank statements, evidence of their own contribution to the project, and three-years audited accounts and current management accounts.

Q: Why would a customer come to ABC Bank to acquire a mortgage as opposed to another bank?

A: ABC Bank offers its customers personalized services, including a Relationship Manager (RM) to lead them through the application process and even repayment. The RM is also available at all times to answer to any queries or concerns the customer may have. In addition the bank has a fully fledged customer service department where a customer can call, email or even Chat live with a customer care attendance to have their queries responded to.

Q: How can a Diaspora customer be sure that they will be guided through the process?

A: The Bank has a fully fledged department focused on serving Diaspora customers, backed by an able customer service team. In addition to the above benefits, the Diaspora department also partners with reputable property agents, to provide customers an array of viable and affordable housing projects from across the country, which they can pick from if they like. This lessens the time and effort a customer may need to go through to source and secure a property. It also helps them avoid falling into the trap of fraudulent sellers. Some of these properties are covered in this newsletter.

Excise Duty now applicable on bank charges

ABC Bank joined other banks to comply with directives of the recently enacted Finance Act 2012 and the amendments contained in the Finance Bill 2013, that requires a 10 percent Excise Duty (Tax) be levied on service fees charged by banks.

The service fees now taxed include fees and commissions charged on money transfer services and other bank fees, charges and commissions, excluding interest. Implementation of this tax commenced on 1st August 2013.

Customers are advised that this is by no means an increase of ABC Bank's charges, but merely an implementation of a new tax that the government introduced, which the industry is complying with as guided by the Kenya Bankers Association (KBA). The excise duty on all such service fees will be payable to the Kenya Revenue Authority (KRA).

Should you require any clarifications please do not hesitate to write to us on talk2us@abcthebank.com or call us on +254 20 4263000.

ABC BANK SPONSORS MEDICAL CAMP



Patients receive medical attention at a free medical camp ABC Bank recently sponsored in partnership with the University of Nairobi's College of Health Sciences at Kawangware, Nairobi. Over 400 patients from the surrounding underprivileged Kawangware neighbourhood were attended to, as services like diagnosis, medication, testing, de-worming and public health education on various subjects like hygiene and disease control were provided.



Update your bank details and enjoy internet banking

Have you signed up for internet banking yet?

ABC Bank's Upgraded Internet Banking has truly made banking for customers, especially those in the Diaspora, much easier and enjoyable, evident from the high number of customers already using it in their day to day banking.

To enjoy the full advantages of the service, customers are requested to update their bank details, including their email address and mobile numbers to ensure they are correct.

By signing up for internet banking customers get to automatically update their details. Alternatively they can sign up for email and sms alerts or simply write to talk2us@abcthebank.com.

The internet banking platform takes ABC Bank's customer service to a new level, giving them convenience by allowing them to easily and securely do their banking 24 hours a day, 7 days a week, at the comfort of their homes, offices or while on the go.

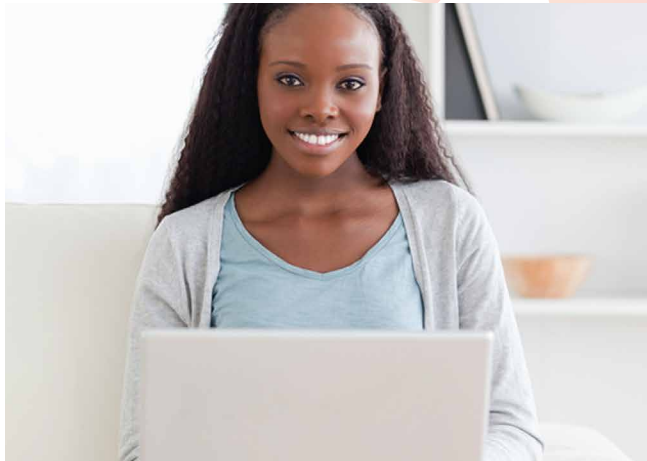
Customers are able to carry out transfers in real time to third parties within the Bank or other local banks in Kenya. They can also place Orders (Standing Orders, Fixed Deposits, stop cheque instructions, cheque book orders and banker's cheque requests); access their account information, personalize their accounts and access tools like exchange rates among other uses.

The Bank has invested to make the platform highly secure and easy to use. Customers can also operate it from their internet connected mobile phones, and can receive SMS and email alerts for every transaction they make.

How to register

To register, existing customers are required to visit the Bank's website 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 48 hours.

Alternatively customers can visit any of ABC Bank branches with the identification document (ID or valid passport) they used to open their account, and they will be assisted to complete the registration form by the Bank's Customer Service Officers.



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

Cheques payment period reduced

Customers are now receiving payment of their cheques faster, following commencement of a new cheque clearing cycle across the banking industry.

With the new cycle (known as T + 1), the time it takes for banks to process interbank charges has been reduced by a day compared to the previous cycle. Customers now receive funds on the third business day following the banking of a cheque. For example for a cheque banked on Monday the funds are available on Wednesday morning. A customer will however need to bank the cheque before the cut off time of 4pm, for it to follow through these timelines.

This comes as good news to customers who can enjoy the reduced timelines. However the shortened timelines mean that decisions on whether to honour or dishonor cheques received by the Bank will be made within a very short period, leaving the Bank no time to call customers to verify any cheque details or to advise the customer to fund the account before paying or returning a cheque.

Customers have been advised to contact their Branch Managers or Relationship Managers and make early arrangements to secure any facilities they may need to ensure that their cheques are honoured as and when they are presented. ABC Bank also sends out SMS and email alerts which customers sign up on, to receive notifications whenever their cheque clears, among other alerts.

ABC BANK HOSTS CUSTOMERS FOR BOWLING



Customers enjoy a game of bowling, when ABC Bank recently hosted its customers to an evening of bowling and networking at Nairobi's Village Market Superbowl Centre.

ABC BANK STAFF VISIT CHILDREN'S HOME



ABC Bank staff Leah Wangechi (left), joins children of the Kayole Street Children's Rehabilitation Home as they admire books the bank's staff donated to the Home. ABC Bank staff visited the children centre which provides a home to over 95 former street children; and donated food stuff, clothing, toys and books.



The basics of investing in shares

By Anthony Kariuki

Most of us want to save for the future to achieve an important life goal or ambition – for example buying a new home, sending children to college, or the promise of an early retirement. Knowing your objectives for the future is the starting point in determining the type of investment you make today, and more and more of us are realizing the importance of investing directly in shares.

Not so long ago, owning shares was something many people thought was beyond their reach. Thankfully times have changed and the tremendous opportunities created by shares ownership are now within the grasp of everyone. In fact, investing in shares can be one of the most flexible, lucrative and rewarding forms of investment.

You may already be an owner of shares without even knowing it – perhaps through a company or Personal Pensions scheme or an endowment mortgage. You may have participated in a privatization or been a beneficiary of a building society conversion and found yourself joining the ever-increasing numbers of the shareholding public.

This article is designed to inform you of the benefits of becoming a more active investor.

You will not only find information on how the stock market works, but also find out how the stock market can work for you. It gives you a greater understanding of the basics of buying and selling shares, and tells you how to match your personal investment preferences to market opportunities. It will help you realize your savings and investment growth potential.

Shares and the economy

There is a saying that ‘money makes the world go round’. It certainly makes a big difference to most of our lives – and it is no different with companies. By and large, it is companies that create wealth in the global economy. But in order to generate that wealth and take advantage of new opportunities, companies require funding.

Some companies choose to borrow and pay interest on loans. Others give up a degree of ownership in the company and issue shares (or equity). Those companies that choose to offer their shares to the public are known as public companies, and these shares are bought and sold on various stock exchanges throughout the world E.g The Nairobi Securities Exchange (NSE).

Rewards of shares ownership

The wealth generated by public companies over the past decade has been staggering. Owning shares gives you a direct stake in this wealth generation process and the opportunity of a healthy return on your investment.

Shareholders generally expect two types of return on their investments; capital gains and dividends.

Capital Gains: You gain from investing in shares when the price of that particular share rises. E.g If you buy a share at Kshs 10 and it rises to Kshs 13 you can sell to make a profit.

Dividends: Dividends represent the distribution of the company’s profits to shareholders.

Risks of shares ownership

Of course, share prices are not guaranteed to always go upwards, and every purchase involves a degree of risk. Whatever your personal appetite, there is a lot you can do to limit your exposure to risk.

The risks in holding shares can be divided into two categories – market risk and unique risk.

Market risk relates to factors that affect the market as a whole – for example a general rise in interest rates would typically hurt companies across all sectors. There is little you can do to counter this kind of risk. Another good example can be the political scenario of a country, for example in Kenya pre and post elections period.

Unique risk, on the other hand, relates to a specific stock. For example, if you have invested in a petroleum company whose performance is declining due to increased competition then the risks of holding that particular stock to the exclusion of all others would be large. This is because the value (price) will continue to decline and you might be forced to sell at a lower price, therefore a loss.

Sensible investors and portfolio managers minimize their unique risk by a process known as diversification: simply spreading their portfolio across a range of stocks in a range of sectors. Putting all your eggs in one basket may be foolish; it is certainly risky – just as a pharmaceutical company dependant on a single, unproven product is a far riskier prospect than a company with a broad range of established products.

Factors moving share prices

The companies listed on, say, the Nairobi Securities Exchange (NSE) includes many recognizable household names. The general share price performance of the companies as a group is tracked by indices such as the NSE Index. Individual share prices vary enormously between companies.

Share price movement is caused by a number of factors both within and outside the company. These include:

- The general view on the economy as a whole,
- The conditions related specifically to the company’s particular industry sector and
- The performance of the company itself

Of course, how these factors are viewed is rather subjective. Your decision to buy or sell a company’s share will be based on your own view of its prospects relative to its market peers.

You may feel that a particular share is under-priced or overpriced and act accordingly. You may be prompted to act based on something you have read – perhaps a newspaper article or ABC Bank’s research report. Or you may have built up a particular knowledge of the industry or company in question that enables you to form your own opinion.

Want to get started? Got any questions?

Contact Anthony Kariuki on Anthony.kariuki@abcthebank.com or Purity Muriuki on Purity.Muriuki@abcthebank.com

INVESTMENT OPPORTUNITIES



PROPERTY INVESTMENTS



JUJA SOUTH ESTATE - EXECUTIVE HOUSING

Juja South Estate is designed tastefully allowing you to enjoy a lifestyle of elegance. This is a true example of where housing innovation has reached in this age and time.

2-Bedroom apartment **Price: Kshs 6 Million**

3-Bedroom penthouse **Price: Kshs 8.9 Million**

3-Bedroom townhouse **Price: Kshs 11.5 Million**

4-Bedroom townhouse **Price: Kshs 12 Million**



KISUMU NYALENDA PLOTS

21 PLOTS IN NYALENDA, DUNGA BEACH AREA-KISUMU,
FOR SALE

The plots are Less than 15 minutes drive from Kisumu town
centre, with the following description;

1/8 Acres | Ready Titles deeds

Well Serviced | Dunga beach View | Lake View

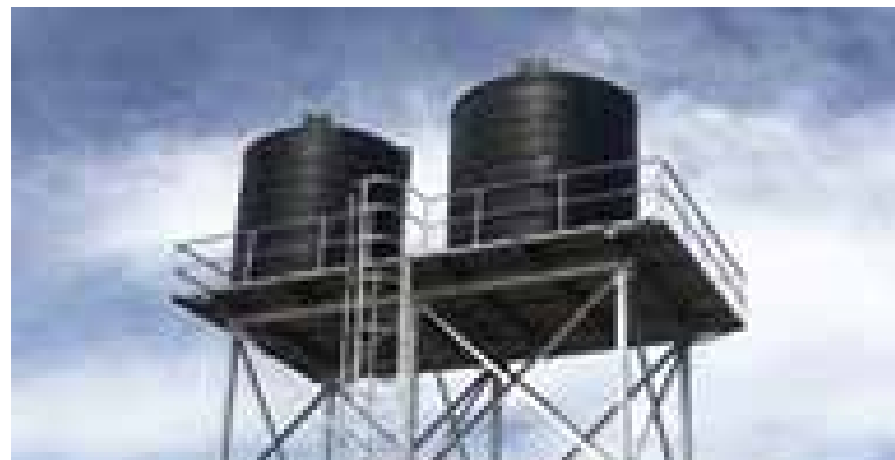
Price: Kshs 800,000



SUNSET PARK ESTATE

Centrally located 2km from the Thika Super-highway and 30km from Nairobi City, the Sunset Park estate comprises spacious plots measuring 50 by 100 ft. ideal for both residential and commercial development. The estate is surrounded by adequate social amenities like schools, dispensary, community hall and police post.

Price: Kshs 2M



NEEMA GARDENS

The property is 10.9km from Kitengela town along Namanga road and 3.5km off the 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.
1/8 acre plots on sale

Price: Kshs 750,000

You can also access a flexible payment plan



TUMAINI GARDENS

Tumaini Gardens offers you a valuable investment opportunity 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



HOPE GARDENS

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 away from the project.

1/8 acre plots on sale.

Price: Kshs 495,000

You can also access a flexible payment plan



Q: I would like to know the difference between ETF & RTGS transfers and the meaning.

A: Thank you for writing to us. RTGS stands for Real Time Gross Settlement while EFT stands for Electronic Funds Transfer. RTGS transfers take one working day to be effected while an EFT takes three working days to be effected because it will have to go through a clearing process.

Thank you so much for banking with us.

Kind Regards, Rosemary Kiboro – Officer Quality Service

Q: I have seen you have upgraded to a new internet banking system, do I use my old login details that I used to use on the old system?

A: Thank you for your query. Please note that you will be required to fill in new internet banking forms, which can be downloaded on the Bank's website www.abcthebank.com.

Once you have completed them, kindly scan and send them back to us together with an attached copy of your National ID or valid passport. We will set you up and send you new login details via email. I will be looking forward to hearing from you soon.

Thank you.

Kind Regards, Rosemary Kiboro – Officer Quality Service



Q: Am I currently able to use the new internet banking platform to do a transfer to another bank, and how long does it take for the recipient to get the cash?

A: Thank you for writing to us. You can use the new internet banking platform to do a transfer. However please note the following:

- Transfers from one ABC Bank account to another is almost instant
- Transfers from ABC Bank to an account in other banks through EFT takes two to three working days for your beneficiary to receive the funds, depending on the banking institution you are sending the money to.
- Transfers from ABC Bank to other account through RTGS take one working day for your beneficiary to receive the money.

Kind Regards, Rosemary Kiboro – Officer Quality Service

Q: I would like to know how the new excise duty on bank charges affects my accounts, in terms of charges going up and by how much, so as to aid me plan my money transfers accordingly.

A: The 10% Excise Duty relates only to the charges that the Bank levies on your account, not to amounts banked, withdrawn or transferred. For example, should you chose to transfer funds from your account to another bank, the Bank has been charging Kshs 500 for this service, therefore going forward, the Bank will now charge Kshs 550, being Kshs 500 for the transfer + Kshs 50 Excise duty that is remitted to the Kenya Revenue Authority (KRA). Excise duty applies on all fees and commissions charged by Kenyan banks except interest charges. I hope this clarifies your query. Please do not hesitate to contact us should you require further information.

Kind Regards, Rosemary Kiboro – Officer Quality Service

Customer Feedback



Q: Is it possible to send funds directly from my account through the Upgraded Internet Banking without having to fill in the forms for transfers and indemnity?

A: Thank you for your interest in our upgraded Internet Banking service. Through this service, you will be able to do your own transactions online hence do not need to send in any transfer documents. To get started, you will need to sign up for the Internet Banking service, by filling a registration form (which can be downloaded on the Bank's website), scan and send it to us. Your credentials will be sent to the email address or the mobile number you will have provided.

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