

Keyless lock: An SME's quest to curb theft of cargo in transit

Concerned for the safety of his family members while working in Canada, Mr. Razhick Amiro developed a tracking system, which would be used to monitor their movement. He felt it would be ideal to use a tracking device making it possible for him to quickly initiate a rescue plan should need arise.

"The device alerted me faster and more discreetly than a family member calling me (on mobile phone) in case he or she was in distress," said Mr Amiro, who is a software engineer. It is this system he wanted to put into wider use upon returning to Kenya in 2009. After trying to sell his idea to several security companies, KK Security agreed to allow him to use their control room to facilitate rescue services for his clients and family members using the system.

After working for some time as an independent consultant, Mr Amiro and a co-director, Mr Peter Akunga, incorporated Spotted Anywhere Ltd in December 2011. The firm specialises in tracking services,

"ABC Bank has been very helpful to us, especially by offering us up-to-date professional advisory services to support our business growth efforts."

siren alarm padlock and home and office security services. As part of its growth plan and in response to a growing demand, they are investing in systems aimed at increasing safety in the goods on transit business. Mr Amiro says hiring a chase car to escort such cargo is costly while installing a GPS tracking device comes with its risks.

"Your tracking device will show you where the vehicle is but it will not tell you if the rear cargo door is open, who or where it was opened," he says.

"If the driver is forced to release the keys by an armed gang, you, as a business owner, will lose your money and reputation," he adds. These shortcomings have seen the firm designing its latest gadget, a keyless lock.

"The keyless lock is a game-changer in the transport industry because you could be anywhere in the world and still monitor the movement of your cargo as well as lock or unlock the door of the vehicle transporting it," he says. Also, he says, you would instantly know who, when (date and time) and where the lock was opened. But it has not been smooth sailing for the entrepreneur. The quality of internet services in Kenya has been a major challenge since its instability affects the desire to provide round-the-clock emergency services. This has forced them to locate their server in the US where the internet service is much more reliable. Such moves definitely drive up the cost of doing business for a firm, which is trying to strike a balance between providing affordable and quality services to their clients without hurting its earnings. He says sound cost management and continuous innovation has enabled them to offer their customers competitive prices. He has been an ABC Bank customer for the last three years.

"ABC Bank has been very helpful to us, especially by offering us up-to-date professional advisory services to support our business growth efforts," he said.



Mr. Razhick Amiro and (Arrow pointing) a keyless lock mounted on a cargo vehicle's door

Keyless lock's advantage & features

- It is placed on the inside of the cargo vehicle's doors.
- You will receive a SMS in case of opening or closing of the door.
- Automated intrusion alert to multiple mobile phone numbers.
- Siren to warn intruders that a security system is in place.
- Online monitoring wherever there is an internet connection.
- Open cargo door only upon the vehicle's arrival at its destination.

Interested in the keyless lock? [Contact us on talk2us@abcthebank.com](mailto:talk2us@abcthebank.com)

Your old newspapers could change someone's life!



The Cluster Foundation (TCF), a non-governmental organisation, is recycling old newspapers to produce eco-pencils.

The pencils are sold to the public and corporates to raise funds to support assisting people with spinal cord injuries (paraplegics) through various activities.

ABC Bank has joined forces with the Foundation by donating all its old newspapers quarterly. The Bank donated the first batch of the old newspapers on June 13, 2012. It will be making the next donations this month and in December 2012.

We invite you to be part of this worthy cause by:-

- Bringing us any old newspapers you may have lying at home or your place of work
- Bundling together your organisation's newspapers and send them to ABC Bank marketing department or any ABC Branch near you

Together let's make a difference!

For further details, contact us via talk2us@abcthebank.com

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I hope this issue of our newsletter for the fourth quarter of 2012 finds you well.

As we head towards the end of this year, I wish to express our sincere gratitude for your goodwill and loyalty to the ABC family.

Your support enabled us to perform well over the period ending June 30, 2012 in the face of a tough operating environment – high interest rate

regime, volatile exchange rate, and subdued business environment. The tough times notwithstanding, our balance sheet grew to Sh12.5 billion from Sh9.8 billion in June 2011 while profit before tax increased to Sh234 million from Sh225 million over the same period last year.

The feedback – suggestions, complaints, complements etc – we continue to receive from you through our various customer engagement channels has enabled us to innovate, design and roll out products and services geared towards facilitating you to meet your financial needs. Thank you for your valuable input.

For instance, in response to your feedback, we have recently launched our salary advance product, which allows our salaried customers access to cash in between pay cheques. This is our way of reaffirming our commitment to facilitating you to meet your financial commitments at all times.

We have also launched our School Collection Account to enable schools to track school fees payments. The features within this product eliminate the headaches of reconciliation, allowing schools to spend time on the core business of teaching.

For our ‘serious’ savers, we have revamped the Pure Savers account, allowing you the opportunity to earn up to 9.25% p.a. interest on your account balances. We are pulling out all the stops to provide incentives to save, even during these tough economic times.

Lastly, we are working round the clock to ensure that in a few months, our MasterCard and upgraded Internet banking services are available to all our customers.

And as our Change Management programme, Nyota Mpya (Swahili for New Star) picks up steam, we will have a lot more in store for you thereafter. So stay tuned!

I wish you happy and peaceful year end festivities.

Thank you.

Group Managing Director



Ms. Hilda Gikera (L), Corporate Relationship Manager, ABC Bank Libra Branch, welcomes the branch's new neighbour, Tusky's Supermarket, by presenting a gift to Mrs. Hannah Wamaitha Kamau, the wife of the founder of the retail chain, the late Joram Kamau. This is after the supermarket opened its Tusky's Chap Chap Libra House Branch on July 19, 2012.



The Westlands Branch team led by branch manager, Ms. Lydia Ngarama Mbiyu (2nd R), presents a cheque to Mr. Sam Mwangi (4th L), the head teacher of Sathya Sai School, Uthiru, which takes care of orphans and children from poor families. The donation, which the team made on September 21, 2012, will go towards sponsoring some of the children. As part of its corporate social responsibility programme, the Bank encourages its staff to assist the needy.



Mr Samuel Njuguna (R), ABC Bank Head of Trade Sales, shares a light moment with Mr Rohit Patel (C) and Mr P Dhanani (L), both of Bosky Industries Ltd, during an interactive outdoor cooking session, "Koroga", which the Bank organised for its corporate clients. The event was held at the Mystique Gardens in Nairobi's Westlands Shopping Centre on August 24, 2012. The Bank will be holding regular cocktails as part of its customer engagements initiatives.



Chief Justice Dr Willy Mutunga signs the visitors book at ABC Bank's desk during the Law Society of Kenya (LSK) Annual Conference held on August 16-18, 2012 at the Leisure Lodge, Mombasa. Looking on is LSK Chairman Mr. Eric Mutua (on CJ's left facing camera) and Mr Samuel Hawala (in white shirt) of ABC Bank. The Bank sponsored the Conference, the biggest event on the lawyers annual calendar, with an amount of Sh500,000 for the second year in a row.

ABC Bank: Why we are the ideal partner for SMEs

A Q&A with Mr Deviinder Gupta, ABC Bank Group Chief Executive Officer

Q: What would you say is your strongest point that makes you stand out in the banking sector as a great supporter of the small and medium enterprises (SMEs) sector?

A: We have a special focus on our SME customers since we believe they have unique needs. This focus is characterised by close working relationships we have built over time. It is based on the understanding that we gain more by working together as partners. This is why we have a flexible system in which we do not view SMEs as one uniform entity seeking a one size-fits-all type of solution. Instead, we view each SME as unique and we always want to help each business grow by understanding its unique financial needs.

Q: How does this focus on SMEs reflect on your relationship with your customers?

A: We don't just give out (SMEs) loans. We work with each SME individually to evaluate its specific financial needs, which we then structure in such a way that the customer gets optimum value out of the financing within our wide range of product offering. For instance, we could advise an exporting SME in the business of supplying to go for a letter of credit (LC) instead of taking a loan, which is much cheaper. Ultimately, however, it is the customer, and not us, who makes the final decision after we advise him or her.

Q: SMEs face many challenges in their quest to survive and grow, key among them, being lack of financial access to fund their growth. How are you assisting them to overcome this challenge?

A: We have developed innovative products for our SME customers. These products are suitable for different needs of individual SMEs. They include supply chain financing, asset financing, commercial loans, overdrafts, invoice discounting,



Mr. Deviinder Gupta, ABC Bank Group CEO, addresses the Bank's staff during the launch of the Bank's Change Management programme, Nyota Mpya (Swahili for New Star), whose key pillar is customer centricity through efficient service delivery and tailor-made products. The event was held on September 15, 2012 at the Crowne Plaza, Nairobi.

local cheque discounting, local bills discounting, trade finance and business advisory, among others. We offer SMEs holistic solutions and in a structured manner after discussing in great detail with the customer.

Q: The high interest rates charged on loans is another challenge SMEs have to contend with. What has ABC Bank done to mitigate their (high rates) impact on SMEs?

A: As explained above, we are in constant touch with our customers to assist them to understand their financial needs and advise them on the most cost-effective structure of financing they should take. We have also made efforts to access affordable financing internationally so that we can lend to our SME customers at competitive rates. For instance, the credit facility we secured from the European Investment Bank (EIB) early this year means our SME customers can access loans in Kenya shillings, Euros and US dollars, at very competitive pricing and for a longer tenor, at fixed and floating rates. Above all, even after we finance the customer, we are in constant touch with them, ready to guide them in case they run into any challenges. This is why we are the ideal partner for SMEs in their contribution towards the economic development in this country.



EXPAND, UPGRADE OR RELOCATE YOUR BUSINESS NOW



Talk to us today to take advantage of our wide range of SME solutions tailor made to suit your specific business needs.

For further details, contact us via



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Pure Savers Account: Here's how you can achieve your goals sooner!

ABC Bank's Pure Savers Account is specifically designed for clients to save and enjoy superior rates as their savings grow. "This account also instills discipline in our clients as it limits the number of withdrawals they can make from their accounts," said Ms. Amanda Corline, ABC Bank Head of Retail Banking. She said the competitive interest rates on this account also ensure the client gets full value for his or her savings.

Key features

- Minimum account balance is Ksh.5,000
- Minimum interest earning balance is Ksh 20,000
- No cheque book is issued to the holder of this account
- Attractive tiered interest rates of up to 9.25% as account balances grow

Benefits

The account holder is allowed a maximum of one free withdrawal per month. This means that, although the account holder is limited on the number of times he has access to his money, he still has room to access it in case of an emergency in which he needs cash.

"This account instills discipline in our clients as it limits the number of withdrawals they can make from their accounts"

School Collection Account: Your solution to managing your fees payment plan efficiently

ABC Bank has launched a revolutionary account, which enables schools to electronically monitor their students' fees payment status.

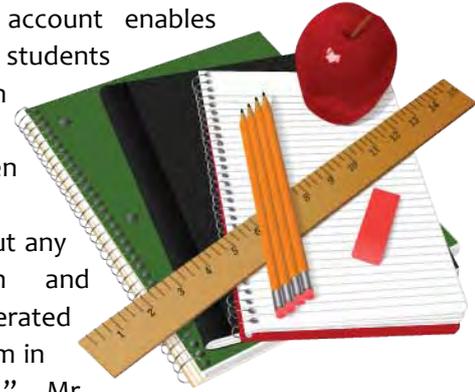
ABC Bank School Collection Account, which is part of the Bank's efforts to facilitate growth of the country's education sector, saves learning institutions from the tedious manual fees payment and reconciliation process.

This is because the account enables schools to track which students have paid fees, when the fees was paid and what amount has been paid.

"This is possible without any manual reconciliation and reports are generated directly from our system in form of statements," Mr.

Deviinder Gupta, ABC Bank Group Chief Executive Officer.

The account does not require a minimum or opening balance, charges only a Sh500 maintenance fee per month, does not levy any transactional charges and schools will receive monthly statements at no extra cost.



Interested? Write to us at talk2us@abcthebank.com



Start saving for your future today with
the ABC Pure Savers Account.

We know how important achieving your goals is to you. Our Pure Savers Account is a high interest earning account designed to ensure that we offer you a simple, convenient avenue to save, whilst paying higher rates of interest as your balances grow. What's more, we have tailored the account to ensure limited access to your funds, because we know that even serious savers sometimes need help to stay on track with their goals.

So whether you are saving for school fees, a house, a car, your dream holiday, or just a rainy day, allow us to make your journey easier. At ABC, we are with you all the way.

Still holding share certificates? Here's why you need to talk to us

The Nairobi Securities Exchange (NSE) is phasing out hard copy share certificates from November 30, 2012.

ABC Bank is giving you a chance to convert your certificates into the required electronic format (immobilise) conveniently before the November 30 deadline.

"To avoid the last minute rush and its challenges, we are offering both our account holders and non-account holders a chance to immobilise their share certificates across our branch network," said Mr. Geoffrey Nyambane, Head of Alternative Channels at ABC Bank.

Besides immobilising their certificates through the Bank's Custodial and Financial Services department, the clients would also access the service through the Group's affiliate company, ABC Capital Ltd, which is a member of the NSE.

"We are offering both our account holders and non-account holders a chance to immobilise their share certificates.

For a customer to immobilise his/her share certificates, he/she will need to produce:-

- A certified copy of your ID/passport, PIN certificate, a dividend notice, a utility bill bearing your names, a recent bank statement and the original share certificate or lost share certificate indemnity form
- In the event that you have lost that 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 the lost share certificate.

"This is part of the many value added services we are offering our customers as we continue innovating on how best to serve them even better," he said.

ABC Bank Group registers business growth in a challenging environment

ABC Bank Group weathered a challenging operating environment in the first six months of 2012 to record growth across all its business lines.

The period under review was characterised by a high interest rate regime and a volatile foreign exchange market. Nevertheless, Group's customer deposits grew by 27.5 per cent to Sh12.5 billion for the period ending June 30, 2012 up from Sh9.8 billion recorded in June 2011.

"We are pleased with the relationship we have built with our customers over the years. It enabled us to closely work with them in determining their financial needs during the period and guiding them on how cost-effectively we could finance them. This cushioned them against the prevailing market challenges," said Mr. Shamaz Savani, the Group Managing Director.

During the half year, the Group's profit after tax increased to Sh163 million for the first six months of this year up from Sh153 million in 2011. Mr. Savani said they are satisfied with the performance because the Bank invested heavily in its growth programme during the period.

"We consider this year a transition period because of the various growth initiatives we have invested in so far and intend to make before the close of the year. We expect these initiatives to start bearing fruit in the years to come," said Mr. Savani.

During the period, among others, the Bank invested in improving its systems and processes as well as increasing its service delivery channels.

Of note, is the opening of ABC Bank Lamu Branch given the key role the Coastal region is expected to play in linking up the East and West African economies. The Bank also upgraded its IT system to widen its range of services and refocused its staff to meet growing customer demand, especially for the small and medium enterprises (SMEs). He said the Bank would continue with its growth programme and investment in IT and alternative delivery channels as it expands its suite of products and geographical reach in the region.

SMEs: Why worry about risk?

ABC Insurance Brokers Ltd, an affiliate company of ABC Bank, is happy to help you mitigate your risks leaving you to concentrate on your core business.

We are offering you ABC Privilege, a single policy covering your different risks at very competitive premium rates and friendly terms.



Police confront rioters: SMEs face risks from such riots

For further details, contact us on:-

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

The risks covered under the policy include:-

- Fire and Perils /Burglary
- SME Continuity: Loss as a result of being unable to do business or use property due to occurrence of the insured risk e.g. fire, burglary or theft
- Work Injury Benefit Act (WIBA): Cover for employer's liability to employee for death, bodily injury or illness arising out of and in course of employment.
- Public Liability: Covers any awards of damages given to members of public due to injury or damage to their property by clients or their business.
- Fidelity Guarantee: Covers employers against financial loss on account of forgery and other fraudulent acts by employees.
- Computers, including Laptops.

Benefits

- Premiums: The package comes at competitive rates.
- A single policy: No need for you to take many policies for your different risks.
- Renewal date: You will not be stressed with different dates for renewal of your policies for your different risks. This is because you have a single renewal date for all the risks under the policy package.

ABC Bank supports the Sacco sector



Mr. Kennedy Chemitei of ABC Bank consults Mr P. Bii, Sot Tea Growers Sacco Ltd secretary, during the Sacco education day on May 5, 2012 in Bomet County. Also in the picture is (seated L-R) Hon. Beatrice Kones, Home Affairs assistant minister (4th), the Sacco's chairman, Mr. Z arap Sang (3rd) and CEO Mr. L Sang.

ABC Bank Group fully appreciates the co-operative sector's contribution to Kenya's socio-economic development, ABC Bank Group Managing Director, Mr Shamaz Savani, has said.

He said the sector has created thousands of jobs for Kenyans while offering an effective framework for resource mobilisation in the country. For instance, according to the latest government statistics, the sector, particularly through its Sacco sub-sector, mobilised over Sh. 230 billion.

"We, at ABC Bank, have always viewed Saccos as our partners in the financial sector, with whom we can tap each other's strengths to enable more Kenyans access to financial services," said Mr Savani.

This has seen the Bank supporting Saccos through various initiatives. For example, it is presently working with a number of Saccos in the Rift Valley by, among others, assisting them to bridge their working capital requirements by extending to them short-term loans.

The Bank is also facilitating them to improve their operational efficiency and thereby increasing their revenue by financing some of their projects, offering them a wide range of innovative products to meet their banking needs and assisting them to embrace and invest in information and communication technology (ICT).

On a wider scale, the Bank is supporting Sacco education programmes, sponsoring awards and other projects geared towards promoting the good work of the sector.

For instance, the Bank sponsored the 'Most Innovative SACCO' Prize during this year's Ushirika Day (International Co-operative Day) held on July 7, 2012 in Nairobi.

"We aspire to continue working with the Saccos in their various endeavours for the benefit of their members and development of this country," he promised.



Act before it's too late. Convert your share certificate now!

The Nairobi Securities Exchange (NSE) expects you to have converted your (hard copy) share certificate to the electronic format by November 30, 2012.

Let us assist you to convert your certificate.

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Passion: A key ingredient to your business success

By MUNGAI KIHANYA | info@mungaikihanya.com

I had a discussion with some insurance professionals recently and they explained to me that their services are very difficult to sell. The challenge is that many prospective customers do not appreciate the value of insurance – they see it as a waste of money!

Our discussion then progressed into the question of the purpose of a business and they maintained the popular notion that business is all about profit. One person explained that "the more profit it makes, the more successful the business is".

But is this really true? Is profit the primary purpose of business? To get some insight, I asked the insurance professionals why they had chosen to trade in a product that they find very difficult to sell. Why not unga or sukumawiki? These staple foods must be easier to sell than insurance!

What comes out is that there must be something else more important than profit that keeps people in their chosen line of business. This is what defines the mission of the enterprise – the reason why it was started. Therefore, I believe that any business that is started for the sole purpose of making profits will soon close down, or (at best) stagnate.

The mission (or purpose) of a business is derived from the passion of the founder. This passion may come from the desire to do something that no one else is doing, or to do it better than everyone else.

If there is no passion, then the business will not survive during hard times – especially in the early years after formation. So, before you venture into business, asks yourself why you are choosing a particular line. And if you are already in business, do you know why you ended up in it?

Mr Kihanya, who is an independent trainer on management, planning and leadership, currently writes a weekly column in the Sunday Nation headed "The World of Figures", which looks at common everyday phenomena from an analytical angle.

Our Locations:-

ABC Bank - Kenya

Head Office	ABC Bank House, Woodvale Grove, Westlands
Koinange Street Branch	Koinange Street, Nairobi
Westlands Branch	ABC Bank House, Woodvale Grove, Westlands
Libra House Branch	Libra House, Mombasa Road
Industrial Area Branch	ABC Bank Building, Dar es Salaam Road

Mombasa Branch	Shariff Nasser Investment Building, Moi Avenue
Nakuru Branch	Saifee House, Kenyatta Avenue, Nakuru
Eldoret Branch	Zul Arcade, Oginga Odinga Road, Eldoret
Meru Branch	Moi Avenue, Meru
Kisumu Branch	Jubilee House, Oginga Odinga Road, Kisumu
Lamu Branch	Sea front, Lamu

ABC Capital Ltd. 5th Floor, IPS Building, Kimathi Street, Nairobi

ABC Insurance Brokers Ltd. 3rd Floor, ABC Bank House, Woodvale Grove

ABC Capital Bank Ltd. - Uganda
 Pilkington Road Branch Plot 4, Pilkington Road, Kampala
 Luwum Street Branch 1st Floor, Avemar Shopping Center, Kampala

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