

## John Mwangi Maina is now focusing on investing for his future

Many people dream of and work towards a better future for themselves and their families. This is the same motivation that drove John Mwangi Maina to relocate to Afghanistan in 2011 in search of a living. When he moved there, it was his first time in that country and it was challenging at first.

He is one of the many Kenyans who are currently working for multinational contractors brought into the country soon after the US-led invasion and subsequent war that ended with the Taliban being defeated and a change in government.

However, the war also resulted in extensive damage to infrastructure and crippling of the economy. The rebuilding efforts forced the Afghan government to outsource many crucial services to outsiders and there was high demand for quality workforce to undertake the reconstruction. Mr Maina jumped at the opportunity.

"I wanted to improve my living standards and that of my family. Though I knew moving to Afghanistan would come with its own risks, I decided to take the chance and relocate. My major goal was to earn and save enough money to invest back home," says Mr Maina.

So, has the few years he has worked there justified his decision to relocate outside the country? Mr Maina answers that his is a long journey towards self-actualization, but that he is getting there: "It is not easy living abroad as many people back home think. There is work pressure, dealing with a different culture and homesickness. But the relatively better pay makes it all worth-

while."

Mr Maina, who has been an ABC Bank customer for the last 3 years, says that for him, the biggest difference he has noted between working in Kenya and working abroad are the long working hours in Afghanistan. He says ABC Bank has been a dependable financial partner in his journey to realize his dreams.

"I am a regular user of ABC Bank Internet Banking platform which was recently upgraded. It is convenient for me because I can access my account at any time here in Afghanistan. ABC Bank has enabled me to save and plan for my future," says Mr Maina.

ABC Bank's planned launch of the MasterCard Debit Card will be a bonus for Diaspora customers, he asserts. "I will gladly use the service when it is

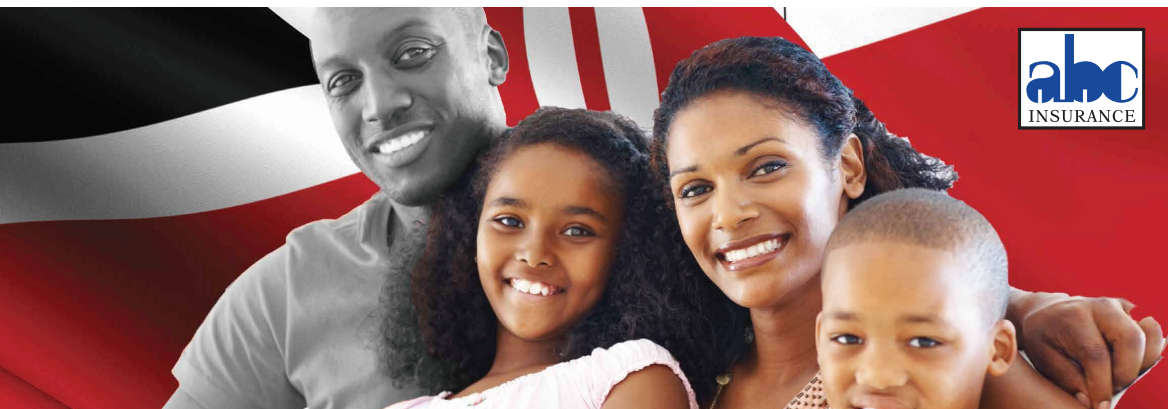
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rolled out. I am actually looking forward to it and hope to be the first customers to be enrolled," he says.

Mr Maina plans to come back to Kenya by end of 2014 after finding a suitable investment. He is working hard to save for his future business, he says.



John Mwangi Maina, an ABC Bank customer currently working in Afghanistan, says he wants to reinvest his savings back home in Kenya



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Seasons greetings, ABC Bank customers!

As we start the month of December, we say goodbye to this year and hopefully welcome a new one. I would like to take this opportunity to extend my greetings and wishes for a cheerful holiday season to all of you. As you make your holiday plans for this festive season, be it to travel or spend time with family and friends, I wish you every success and enjoyment: Merry Christmas and a happy and prosperous 2014!

The curtains close on a year that brought with it some of the most memorable events for the bank. One of these is, of course, the ABC Bank Baringo Half Marathon that took place

in the first week of November. This event shall remain a key highlight for the year and one of the most notable to look forward to every year henceforth for the foreseeable future. It is an investment in the country's future athletes and world champions.

We are also proud of the accolades that we won during the annual banking awards in April and the Champions of Governance (COG) in November that served to show our collective resolve to take this bank to the next level. We appreciate the input of each and every member of the team and that of all our stakeholders to make our long term vision come to fruition. We dedicate these awards to all our customers. Furthermore, we hope that next year, we shall do even better than we did this year to win more accolades and enhance the status of the bank nationally and regionally. It is a journey that we invite you, our customer, to take with us as we strive to grow together!

This is the last issue for 2013 of our monthly Diaspora newsletter. We have new products lined up for you, specifically the ABC Bank MasterCard Debit Card that will make transactions easier for all our customers. We shall be highlighting the yet to be rolled out facility and its potential benefits in this issue. It is particularly relevant for our Diaspora clients because it enables you to pay for goods and services online and at all Points of Sale through your ABC Bank account from wherever you may be across the world. The service is in the final testing phase and we shall update you accordingly once it is finally rolled out, so watch this space for that development.

We urge you to continue according us the support you have given us all along and we promise to make the quality of our service delivery and that of our products even better. We believe that, together, we can achieve the extraordinary and scale new heights of achievement. We affirm our commitment to serve you to the best standards possible because we consider our customers to be the most valuable part of this organization.

*Merry Christmas, once again and a prosperous 2014!*

**Group Managing Director**

## ABC Bank MasterCard Debit Card,

The ABC Bank MasterCard debit card is almost here! The product is in its final testing phase and will be launched very soon. The debit card will allow customers to buy goods and services online from a wide array of international vendors as well as Points of Sale that accept the MasterCard logo. Enjoy a wide range of services in schools, hospitals, supermarkets and many more using the ABC Bank MasterCard Debit Card! Below is a breakdown of what debit cards are and how they work:

### What is a debit card?

Debit cards are issued by the bank for purchase of goods and services through direct access to the customer's own funds. The card is branded between the bank and a payment system such as MasterCard and can therefore be used anywhere that particular consortium is accepted. The bank will accept and process transactions done on its ATM's by MasterCard branded cards issued worldwide.

### Debit cards at a glance:-

- Debit cards are linked to instant access accounts such as savings, current, and salary accounts
- Debit cards are used at a point of sale and give access to customers own funds at the ATM's
- Debit cards do not compete with credit cards as funds used belong to the customers whereas credit cards funds used belong to the bank

**How debit cards work:** Debit cards are linked to a source of funds so that when a customer withdraws or makes a purchase, the funds are deducted from the account. Cardholders pay as soon as they transact from the account "Pay Now" option. It is therefore difficult for a cardholder to overspend.

**Where are debit cards used?** They are used for everyday purchase at merchant locations such as supermarkets, hospitals, schools, petrol stations and everywhere else the particular type of debit card brand is accepted. Logos for acceptance are usually displayed at merchant locations.



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## ABC Bank wins in 2013 Champions of Governance (COG) awards

ABC Bank emerged second runners-up in the Financial and Investment Sector in the 2013 edition of the Champions of Governance awards, which took place at the Intercontinental Hotel on 8th November.

The Bank won the award at a gala dinner hosted by the Institute of Certified Public Secretaries of Kenya (ICPSK). ICPSK inaugurated the COG Awards in November 2010.

Lauding the development as a milestone achievement for the bank, ABC Bank Group Managing Director, Shamaz Savani said the Bank was committed to the principles of good corporate governance to ensure value to its stakeholders.

"By successfully participating in the COG Awards, we have shown our commitment to entrenching good corporate governance in our business practices. This achievement signifies the dedication and hard work we continue to put in," he said.

This year's event was the fourth edition of the annual awards which were established to encourage companies to adopt the practice of good corporate governance through benchmarking and rewarding best practices.

Participating companies are grouped in 10 categories according to different sectors, including Finance and Investments, Agriculture, Commercial and Services, Industrial and Allied, and Statutory Bodies.

Other sectors are; Small and Medium Enterprises, Local Authorities and Co-Operatives sector. Awards are also given to the Company Secretary of the Year and the Best Governed Company Overall.

This year's COG Awards also marked the launch of ICPSK's Champions of Governance Index, a development that is likely to raise the profile of the award and set a foundation for stricter guidelines and benchmarks for corporate governance in the country.



ABC Bank Company Secretary, Victoria Muya (second from right) receives an award from the Executive Committee member for Public Works, Roads and Infrastructure at the Nairobi County Government, Evans Ondieki. Looking on are ICPSK chairperson Catherine Musakali and the institute's Chief Executive Officer, John Murugu.

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## The ABCs of investing in the NSE

Investing in the NSE can be very profitable so long as one possesses basic knowledge of the stock market and how it works. When run properly, an investment in the stock market is a lucrative venture. What is more, one can invest in multiple markets, both increasing their revenue streams as well as spreading their investment risks at the same time. Such multiple investments build what is known as a portfolio. Below are a few tips on how to go about investing in the stock market.

### 1. What is the NSE?

The Nairobi Securities Exchange is a stock market and is commonly known as the NSE. It is the biggest securities exchange in the East African region.

### 2. What products are traded at the Nairobi Securities Exchange?

The products traded at the NSE are shares and bonds. Shares and bonds are money or financial products. Another name for shares is equities, while bonds are also known as debt instruments.

### 3. What Amounts Can an Investor Buy?

An investor can buy as little or as much as he or she can afford. It is also possible to invest very little money in groups of small investors pooled together by money managers in the market.

Minimum number of shares. Shares are bundled in minimum lots of 100 shares and above in the main market boards. Fewer shares than 100 are available on the odd lots board.

Minimum number of Bonds.

Bonds are sold in minimum bundles of KShs. 50,000.00. Small investors can pool their money together and buy a bond with the help of a money manager.

### 4. What are the qualities of a good share?

- Frequent and generous dividends
- The company is managed productively, transparently and is accountable to shareholders

- No wastage in the use of resources
- Respect of shareholders and their opinions
- Shares that are easy to buy and sell quickly in the market
- The company abides by the rules, regulations and laws

## 5. Understanding terms applied in the capital market

a. Bonus issue- These are additional shares issued to existing shareholders without further payment on their part.

b. Dividend - This is payment made by a company to its shareholders for providing share capital and is paid in proportion to the number of shares held.

c. Rights issue: This is when a company sets out to raise additional funds from existing shareholders. It is an offer to existing shareholders to buy new shares in proportions to their existing holdings at a reduced price.

d. Share split: This is the reduction in the face value or nominal value of the company's shares and simultaneous exchange of a multiple number of new shares for each existing share. For instance, company XYZ's shares are trading at KES 300. It may offer to split its share price five times and simultaneously increase the number of its shares five times. Therefore a shareholder with 1000 shares at KES 300 will end up having 10,000 and the share price will be KES 60. This will be the number of shares available in the securities exchange and make the share affordable.

### Got questions or want to start investing?

Contact Purity Muriuki on [Purity.Muriuki@abcthebank.com](mailto:Purity.Muriuki@abcthebank.com) or  
Anthony Kariuki on [Anthony.Kariuki@abcthebank.com](mailto:Anthony.Kariuki@abcthebank.com)

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# INVESTMENT OPPORTUNITIES



## PROPERTY INVESTMENTS



**SAVANNA GARDENS**

Location: 11 km from Kitengela  
Town along Namanga Road 1.4 km off tarmac road  
Size: 1/8th acre  
Other: Serviced land – roads, water power connection

**Price: Sh864,050**



**NEEMA GARDENS**

Location: Kitengela-Kaputiei, 10.5 km from  
Kitengela town along Namanga road  
Size: 1/8th acre

**Price: Sh825,000**



**GLORY GARDENS**

Location: 900 off Kajiado town on  
Namanga highway

Size: 1/8th acre

Other: Value additions - well developed murram roads, a  
gate and secure fence

**Price: Kshs 1,495,000**



**IMANI BREEZE**

Location: 7 minutes from Kitengela town

Size; 1/8th acre

Other: gated community with controlled development

**Price: Kshs 1,424,500**





**HOPE GARDENS**

Location: Kajiado County, 1.8 km off tarmac  
Size: 1/8th acre

**Price: Kshs 540,000**



**TUMAINI GARDENS**

Location: Kajiado town, borders Governor's  
residence and Maasai University  
Size: 1/8th acre  
Other: Value additions include resting park, well developed  
murram roads, gate and secure fence

**Price: Kshs 1,645,000**



**Q. How can i transfer money from your bank to directly another bank?**

A: For you to be able to transfer you must add and save a beneficiary.

To add a beneficiary, please go to 'user options' and select 'maintain beneficiary list.' When on that screen, click on 'add new beneficiary' then click save.

Ensure to only add details on the mandatory fields marked in red.

After you have added your beneficiary details, please select 'add new account' button to add account; you will notice two fields marked in red 'Account Alias' (here you only put one name) and then on account please add your account number. Go to swift/bic screen go to 'bank type' and select to 'bank type' then search. Do not put any name it will populate a list of banks.

Once you get to the bank it will give you the swift code. Select and save then save changes. After saving please proceed to 'transfers' button where you will select depending on the type of transfer you want to do.

I look forward to hearing from you soon.

*Thank you so much for banking with us.  
Have a nice day.*



**Q. I am making an inquiry on the Target Account. Do I need to make it clear the length of time I need to have my money held?**

A. Yes you have to give us the length of time you want to open it for. If you require to save again you will require to open another target account. Once a target account period matures it is closed because each target account is tailored for each period. The Kes 1000 is not a charge this is a monthly contribution meaning you can be saving as little as this amount every month.

**Q. Hello. I have tried the password but it's not going through. I am using the old user ID together with the new password but I am still unable to access the new internet banking. Kindly assist.**

A. Thank you for writing to us. Our upgraded Internet Banking platform does not allow users to log in with the old user name.

Kindly please confirm if you may have received it through junk/spam folder from Administrator.

Once you have received it please copy and paste your login credentials on your login screen for precision.

*Thank you so much for banking with us.  
Have a nice day.*

## Customer Feedback



**Q. My account has been dormant for quite some time now and I would like to revive the account. However, I am currently out of the country and am not sure when I'll be coming back to Kenya. I would like to keep my account and I don't know how to go about it. Kindly assist in this matter.**

A. You can activate your account while you are away by completing the attached forms. Once you have completed, kindly scan and send it back to us so that we can reactivate your account. I will be looking forward to hearing from you soon.

*Thank you so much for banking with us.*

**Q. I have a problem logging into my upgraded internet account. I have tried like three times and it's now showing " Your password is locked please contact support." Kindly assist.**

A. We will unlock your password for you in the course of the day. And once it has been unlocked please copy and paste your login credentials on your login screen for precision.

*Thank you so much for banking with us.  
Have a good afternoon.*



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

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