

## Entrepreneur finds treasure in books

It takes a strong entrepreneurial acumen to spot an opportunity and correctly project its profit potential as well as anticipate possible challenges. That is what one Kiautha Arithi did two decades ago and has never regretted. He and his wife Zipporah were running a salon-cum-boutique near the Meru bus stage when they saw the struggle by many pupils and parents looking for stationery enroute to school; they would venture into town to look for books, sometimes with heavy luggage, and in some cases miss their transport in the process.

They then acquired a small bookshop at the Meru bus stage and put in their first stock. The couple has grown the business in leaps and bounds to become a major supplier of stationery to institutions ranging from schools to banks in Meru, Makutano, Timau and Nkubu towns.

"With the support of ABC Bank, we have been able to expand from one to seven bookshops in and around Meru town," says Mr Kiautha, adding that the business has been a reliable source of income for the family. The Kiautha's could no longer manage the work load on their own, so



*Mrs. Kiautha (Right) with some of her employees inside one of the Briaton stationery shops in Meru town.*

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today they have over 20 employees who are well trained to give each customer a personalized experience hence cutting a niche for them in the industry and differentiating themselves from other businesses. Running their business is not without challenges such as late payments from creditors, introduction of new taxation laws and

changes in syllabus which means they have to restock their books. Delays in disbursement of free primary education funds from government also means delayed payments by institutions they have supplied. However, this has not been a major challenge for Briaton Agency since ABC Bank has always been by their side. Now they have an ambitious expansion plan that will see them grow their revenues by venturing to other regions.

Kiautha's greatest satisfaction is being able to make an impact on future generations by supporting the enrichment of their education by supplying necessary resources.

"ABC Bank has been with us on this journey and we look forward to bigger and better opportunities to work together," he concludes.



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**Greetings to you esteemed ABC Bank customers!**

It's always a pleasure updating you on what we have been up to since the last issue of this newsletter. The last quarter has been a momentous one for us as we have made significant steps towards enhancing our service offering to ensure you enjoy a more convenient and friendly banking experience.

Firstly, we launched our Agent Banking to give you more points to access our services. We have partnered with Postbank whose 99 branches across the country are now our agent outlets from where you can deposit into, or withdraw from, your ABC Bank account as well as make balance enquiries. This partnership is crucial for us as it is part of the strategic direction that we have been pursuing for the last couple of years. It reinforces our determination to increase and improve our channels to provide more touch points for our customers to access our services and is part of the bank's growth and expansion plans.

Secondly, we have launched our Account-to-Mpesa money transfer solution that will allow you to move funds from your ABC Bank account to any Mpesa account using our Internet Banking platform anytime from wherever you are. This is a revolutionary service that adds peace of mind to your banking experience by reducing your trips to the ATM or bank branch.

As part of our strategic plan to grow and expand the business, we floated a Kes. 1 Billion private bond which was oversubscribed by 57 percent. This is a demonstration of the confidence investors have in us and has given us a fresh impetus to aggressively pursue our strategic objectives including providing superior quality service to you. With the funds raised through this bond, we will support our customers to reach their potential for growth and achieve success.

Finally, we are always enthusiastic about strategic partnerships with like-minded institutions to enable us become more competitive. We have partnered with Postbank to enable them issue cheque books to their customers, especially SME customers. By giving them cheques, Postbank will provide these SMEs an additional transaction solution that will help them streamline their operations and make them more competitive and successful. Their cheques will be cleared through ABC Bank.

This is the third such partnership we are entering into. We have signed similar partnerships with Unaitas and Fortune Saccos, to enable these institutions offer their clients services they could not provide before, such as current account services and cheque books and thus facilitate more of their members to optimize their business potential.

**Wishing you well,**

*Shamaz*

**Shamaz Savani, Group Managing Director.**



ABC Bank Group MD Shamaz Savani (L) and Postbank MD Nyambura Koigi look at a map with access points for Agent Banking. ABC Bank customers will now access banking services at all 99 Postbank branches countrywide.



Head of Finance Geoffrey Nyambane talks to ABC Bank sponsored students Jesse and Marygoretti in his office when they visited the Bank in April



ABC Bank Group CEO Sridhar Natarajan speaks at the prize-giving ceremony during the ABC Bank Golf Day in Eldoret. The Bank hosted the event to appreciate and interact with customers.



Head of Retail Banking Corline Amanda presents a gift pack to athlete Caroline Kipruto, who is one of the 12 young athletes sponsored by the bank to train to participate in the upcoming ABC Bank Baringo Half Marathon. The ABC Bank team had visited them in Iten



## ABC Bank provides Postbank SME customers with cheque clearing solution



From left, ABC Bank Group MD Shamaz Savani, Postbank MD Nyambura Koigi and Investment Secretary at National Treasury Mrs. Esther Koimett who was the chief guest at the launch.

Over two million Postbank customers will now access cheque books and cheque clearing services through ABC Bank following the signing of a deal between the two banks.

The new solution will be available through the Postbank Cheque Account, which will enable Postbank SME customers obtain cheque books and process their cheques through ABC Bank's clearing house. This will give these SME customers with an important payment instrument that will help streamline their business transactions but will also help Postbank introduce the culture of savings to other market segments.

"The launch of this solution means much more to us than just a new product; it means a new solution, more opportunities and more possibilities for us and for Postbank. Postbank customers will now have the added benefit of getting cheques books, an important tool in business transactions", said Postbank MD Dr Nyambura Koigi during the launch.

Postbank has not been issuing cheque books because it was established as a savings bank. However, through the partnership with ABC Bank it can now offer cheque clearing as an additional service to its customers.

ABC Bank has also launched an agency banking channel with Postbank as its agent in a bid to deepen its reach and enhance ease of access to services to its customers countrywide. The partnership will allow ABC Bank customers across the country to withdraw and deposit cash to their ABC Bank accounts through Postbank 99 outlets countrywide.

"This partnership is crucial for ABC Bank as it is key to the strategic direction we have been pursuing for the last couple of years. It reinforces our determination to increase and improve our channels to provide more touch points for our customers to access our services", said Mr. Savani, adding that the partnership is part of the Bank's growth and expansion plans.

ABC Bank will utilize 99 of Postbank's outlets across the country to offer its customers normal banking services such as cash deposits and withdrawals, and balance enquiry. In addition, the deal will enable ABC Bank reach new customers and increase product penetration and uptake.

## ABC Bank awarded 2nd place in Internet Banking

ABC Bank has added another feather to its cap by emerging 2nd in the Best Bank in Internet Banking during the Think Business Banking Awards gala held on April 30th at the Safari Park Hotel.

"This award is especially meaningful for the Bank, as it is a validation of the strategic direction we chose two years ago. It reinforces our resolve to increase and improve our channels to provide more touch points for our customers to access our services," says ABC Bank Group Managing Director Shamaz Savani.

Savani adds: we understand that online banking is no longer the future of banking; it is the way to bank.



This win demonstrates our commitment to excellence and innovation to align ourselves with emerging trends in service delivery in line with our culture of professionalism and customer-centricity,"

ABC Bank this year upgraded its Internet Banking platform to 2nd Level Authentication to assure customers security of their accounts and online transactions. 2nd Level Authentication is currently the most secure online banking system available in the market, is user friendly, and offers increased functionality to customers, including allowing them to carry out transactions in real time.

The 2nd Level Authentication is an enhanced security feature for internet banking to protect clients from any possible fraudulent activities on the web. A customer will now be required to key in a Transaction Authentication Number (TAN) before carrying out any Payment/Transfer instructions online.

To sustain business competitiveness, it is imperative to shift from the traditional approach of bricks-and-mortar into a clicks-and-mortar, added Savani, noting that adoption of technology has now become an essential measure of efficiency and success of any business.

Through its free-of-charge internet banking, ABC Bank customers can now access their accounts and perform online transactions without visiting a banking hall, making it very easy and convenient for customers to manage their bank accounts.

## Deposit and withdraw cash at any Postbank branch countrywide



### Agent Banking



To bring our services closer to you, we have now rolled out our agent banking channel in partnership with Postbank. You can now deposit and withdraw cash from your ABC Bank account as well as get your balance statement in the 99 Postbank branches countrywide.

Reconciliation and settlement of transactions done over the Postbank counters will be completed through the Kenswitch network and will follow the current process for ATM reconciliation and settlement.

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ABC Bank will also utilize Postbank's outlets across the country to reach new customers and increase product penetration and uptake.

## ABC Bank-sponsored students visit

Two students sponsored by ABC Bank, Walter Okombo (St. Mary's School Yala) and Marygoretti Atieno (Moi Girls High School - Eldoret) visited the bank in April to meet and greet their sponsor as well as receive guidance and mentorship from ABC staff.

The two form three students were taken on a tour of the Bank and met various employees who spent time advising them on career choices and life skills. Their visit culminated with a meeting with the Group Managing Director Shamaz Savani. Shamaz advised the two to become all-rounders while at the same time giving special attention to their studies.

The bank has fully sponsored the two for their school fees and upkeep as part of its corporate social responsibility program.



ABC Bank Group MD with the sponsored students Jesse Walter and Marygoretti

## ABC Bank gives budding athletes Kes. 0.5 Million

Budding athletes in Iten received a boost from ABC Bank in support of their training. This is part of the bank's community relations strategy that is expected to nurture more young talented sportsmen and women in various disciplines to become world champions.

'We are committed to supporting young talent in athletics and other sports disciplines so that this country continues to produce world champions' said ABC Bank Group CEO Sridhar Natarajan when presented the cheque to the Paul Tergat Foundation.

The athletes were picked for intense training in various training camps in Iten after they posted impressive performances in the ABC Bank-sponsored Baringo Half Marathon last year.

Receiving the donation, Simon Chebon who is in charge of programs and administration at the Paul Tergat Foundation said the contribution will go in to facilitating the coaches and athletes in local events, purchase of kits and partly pay for school fees for some of the junior athletes.



ABC Bank Group CEO Sridhar Natarajan (L) presents a cheque to Paul Tergat Foundation General Manager Simon Chebon (R) and Coach William Tomno (C)



ABC Bank Group CEO Sridhar Natarajan and other Bank staff pose for a group photo with the athletes and their coaches



## ABC Bank Golf Day wows Eldoret customers

ABC Bank customers and other golf lovers flocked to the Eldoret Club for the Swing into Action Golf tournament sponsored by the Bank in April.

Led by the ABC Bank Group CEO Sridhar Natarajan and Eldoret Branch Manager Kipkosgey Rogony, the Bank used the opportunity to appreciate and interact with customers as well as make new contacts with prospective clients.

Speaking during the prize giving ceremony, Mr. Natarajan pledged the Bank's support and commitment to fostering lasting relationships.

He added that sports is a great way of pulling the youth away from the arresting power of the internet and other technological obsessions and make them world champions.

The Eldoret Club Captain Anand Lakhani narrated how ABC Bank sponsored a young caddy Ernest Mutema 10 years ago by opening for him an account with a deposit of Kes 25,000. Using the seed money, Mutema acquired his first golf kit and partly paid for his college fees. Today Mutema is not only a professional golfer but also a professional architect. This demonstrates why the Bank continues to affirm its commitment to supporting young people to pursue their dreams.



Head of SME Banking at ABC Bank Lee Gachomba (L) presents a prize to Mr. Sagoo.



12 year-old Rishabh Sagoo with his prize after posting 44 points to clinch the top position

## DAL showcases posh homes in Juja



Exterior view of the 4 bedroom show house



The furnished show house

Developing Afrika Ltd (DAL) held its open day on Saturday, 26th April 2014 to showcase a new housing project- Juja South Estate. DAL used the opportunity to get interested buyers to book the houses in phase one of the project, which are nearly complete. ABC Bank is the mortgage finance partner for the project.

Speaking during the well attended open day, DAL CEO Patricia Githu said they intend to put up 257 units in two phases. Phase one of the development comprises of 112 units: 70 two bedroom apartments, three bedroom penthouses, three and four bedroom town houses. About 54 percent of the units in the project have been sold out, according to Patricia.

The gated community complex sits on a 30 acre piece of land situated half way between Nairobi and Thika town. Each unit sits on an eighth of a quarter and has a spacious servant quarter and a state-of-the-art waste management system (bio-digester) that automatically recycles all household liquid waste. Once complete, the housing complex will have a commercial centre, a school, swimming pool, club house and borehole as an alternative water source.

For enquiries, please contact: Nyambura or Paul on Tel: +254 20 232 5041. Email: [info@dalafrica.com](mailto:info@dalafrica.com) website: [www.dalafrica.com](http://www.dalafrica.com)

### ABC Bank Cash Ready- Cash at hand for SMEs

At ABC Bank, we understand that our clients need a flexible cash flow solution to ensure their businesses run smoothly. For this reason we now have an amazing invoice financing solution that will keep the wheels of your business running smoothly as you wait for payments for goods or services you supplied to clients.

Usually, most companies or business pay their suppliers after 30 or 60 days after delivery of goods or services. This means the supplier's money is held up, yet they need to keep supplying other customers.

This solution allows you to draw money against sales invoices, enabling you to bridge your cash-flow deficit. You can draw up to 80 percent of your invoiced amount within 48 hours of approval of your application by the bank.

The Solution targets small and medium traders, manufacturers and service companies who have trade transactions with well-known and reputable buyers. It is also available to suppliers of major mid-sized companies already maintaining accounts with ABC Bank, and government suppliers as well.

#### *What are the benefits of invoice discounting?*

Discount amount 80% maximum of invoiced amount exclusive of VAT.

Discounting period/ tenor is 90 days maximum or as per invoice terms whichever is lower.

- Affordable commission charges based on discounting tenor.
- No appraisal fees charged.
- Low interest rates

#### *How does invoice discounting work?*

- The Supplier sends in an invoice to an approved Buyer.
- The Buyer receives and approves for payment as per the agreed credit terms
- The Supplier assigns the invoice to ABC Bank with an acceptable undertaking to channel payments to the discounting account.
- The Supplier presents the application with all documents to ABC Bank.
- ABC Bank confirms with the Buyer and credits the funds to the clients account.
- Upon expiry of the discounting period, the buyer pays to the account with ABC bank and the facility is fully settled.

#### *Who qualifies for the product?*

The Solution targets traders, manufacturers and service companies within the SME cluster who have trade transactions with well-known and reputable buyers. It is also available to suppliers of major mid-sized companies already maintaining accounts with ABC Bank, and government suppliers as well.

#### *What are the requirements to access?*

- Fill a CashReady application form
- Complete current account opening documentation
- Copy of 6 months bank statements for the business (if not already banking with ABC Bank for this period).
- A set of the Business' last 3 years audited accounts.
- Copy of supporting sales contracts with identified buyers.
- Copy of invoices to be discounted, bearing the original stamp of the Buyer.
- Evidence of at least 3 successful past supplies to the identified Buyer, in the last 18 months.

Contact your nearest ABC Bank branch for an application or write to us on [talk2us@abcthebank.com](mailto:talk2us@abcthebank.com).

### No more trips to the ATM or Bank branch

Are you tired of going to the ATM or bank branch every time you need cash? Well, we have good news for you! You can now move money from your ABC Bank Kenya shilling account to any M-Pesa account. This is a service, offered in conjunction with Safaricom that allows you (whether in the diaspora or in Kenya) to carry out account to M-Pesa transfers using our Internet Banking platform.

You have the option to use our Internet Banking platform or the mobile application to carry out these transactions. Each transaction will be charged a flat fee of Kes 80+ 10% excise duty. Transaction amounts are subject to M-Pesa transaction and daily limits which are; Kes 70,000 per transaction and Kes 140,000 per day. Please note that the maximum one can hold in their M-Pesa account at any one time is Kes 100,000.

### Visit any of our branches:

#### **NAIROBI**

- Koinange Street - Koinange Street, Nairobi
- Westlands - Woodvale Grove
- Libra House - Mombasa Road
- Industrial Area - Dar es Salaam Road

**Mombasa** - Moi Avenue

**Lamu** - Seafront, Lamu town

**Meru** - Moi Avenue

**Nakuru** - Kenyatta Avenue

**Eldoret** - Oginga Odinga Road

**Kisumu** - Oginga Odinga Road

#### **OPENING HOURS:**

MON - FRI : 8:30am - 4:00pm

MON - FRI : 8:30am - 7:00pm

(Westlands, Koinange, Eldoret)

SAT: 9:00am - 1:00pm

### For more information contact us



**+254 (20) 4263000**



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