



Dear Esteemed Customer,

We thank you for walking the transition journey with us and hereby write to guide you on how to access our banking services.

Following the acquisition of certain assets and assumption of certain liabilities of Chase Bank (Kenya) Limited (In Receivership) (CBLR) your account has since moved to SBM Bank (Kenya) Limited (SBMK).

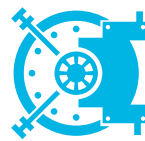
In order to enhance safety of your funds and ensure compliance to local and international regulations, the bank is required to update and maintain comprehensive Know Your Customer (KYC) records. We therefore request you to submit the enhanced KYC requirements as follows:

1



If you have been transacting frequently in the past 6 months you will have 60 days from 20th Aug 2018 to provide any missing requisite documentation.

If you have not been transacting on your account for the past 6 months, you will be required to provide all the requisite documentation to ensure access to your funds as a valid account holder activation.



2

Once our Customer Service teams are in receipt of all the required documents, your account will be made compliant within 48 hours



3



A bank representative will contact you to pick your SBM chequebook and/or debit card

4



You will be able to enjoy all the banking services that SBM Bank offers

Further queries on your funds transferred to SBM Kenya can be directed to atyourservice@smbank.co.ke or call **0709 800 000 / 0730 175 000** .