



Key Facts Document: Jivunie current Account

This document sets out specific key facts you need to know regarding **SBM Jivunie current account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Jivunie Account is a pay as you go current account for individuals. Pay as you go means that you are charged per transaction as you transact rather than at the end of the month. Use and what you need, only when you need it.
Key features & Benefits	<ul style="list-style-type: none"> • Free first debit card. • Available in multiple currencies • Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking • Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money.
Terms	<ul style="list-style-type: none"> • Charges per transaction
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Debit Card replacement Kes. 500.00 • Standing Order Kes. 300.00 • Bankers Cheque Kes. 400.00 • Counter Withdrawal Kes. 200.00
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • KRA PIN • Indication of next of Kin • Utility bill • Proof of source of funds <p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyans living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest rate payable on savings account products are subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Instant saver Account

This document sets out specific key facts you need to know regarding **SBM Instant saver Account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Instant Saver Account is a stand-alone savings account, for anyone looking to open one interest earning individual account.
Key features & Benefits	<ul style="list-style-type: none"> • NIL monthly ledger fees • Available in all major currencies: KES,USD,GBP,EUR • Interest, credited quarterly. • Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking • Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money
Terms	<ul style="list-style-type: none"> • Minimum Opening Deposit Kes.2000 or FCY equivalent
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Standing Order Kes. 300.00 • Bankers Cheque Kes. 400.00 • Counter Withdrawal Kes. 200.00
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • KRA PIN • Indication of next of Kin • Utility bill • Proof of source of funds <p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyans living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest rate payable on savings account products are subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Pebble savings Account

This document sets out specific key facts you need to know regarding **SBM Pebble savings Account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Pebble savings account is an interest earning account, for anyone looking to open one individual account for persons under the age of 18
Key features & Benefits	<ul style="list-style-type: none"> • NIL monthly ledger fees • Available in all major currencies: KES,USD,GBP,EUR • 1 free bankers cheque per quarter • Interest, credited quarterly. • Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking • Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money
Terms	<ul style="list-style-type: none"> • Minimum Opening Deposit Kes.2000 or FCY equivalent
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Standing Order Kes. 300.00 • Bankers Cheque Kes. 400.00 • Counter Withdrawal Kes. 200.00
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • KRA PIN • Indication of next of Kin • Utility bill • Proof of source of funds <p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyans living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest rate payable on savings account products are subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Aspire Current Account

This document sets out specific key facts you need to know regarding **SBM Aspire current Account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Aspire current account is tailor made for salaried individuals to manage their monthly transactions.
Key features & Benefits	<ul style="list-style-type: none"> • Free first ATM card • Free SBM Bank ATM transactions • Access to cheque books. • Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking • Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money
Terms	<ul style="list-style-type: none"> • Available in KES only
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Debit Card replacement Kes. 500.00 • Monthly ledger fee Kes. 99.00 • Standing Order Kes. 300.00 • Bankers Cheque Kes. 400.00 • Counter Withdrawal Kes. 200.00
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • KRA PIN • Indication of next of Kin • Utility bill • Proof of source of funds <p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyan living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest rate payable on interest earning products are subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Aspire plus current Account

This document sets out specific key facts you need to know regarding **SBM Aspire plus current account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Aspire plus current account is tailor made for individuals who transact a lot across all channels
Key features & Benefits	<ul style="list-style-type: none"> • Free first ATM card. • Free SBM Bank ATM transactions • One free Telegraphic Transfers (TTs) per month. • One free RTGS per month • Access to cheque books. • Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking • Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money
Terms	<ul style="list-style-type: none"> • Available in KES only
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Debit Card replacement Kes. 500.00 • Monthly ledger fee Kes. 899.00 • Standing Order Kes. 300.00 • Bankers Cheque Kes. 400.00 • Counter Withdrawal Kes. 200.00
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • KRA PIN • Indication of next of Kin • Utility bill • Proof of source of funds <p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyans living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest rate payable on interest earning products are subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Elite current Account

This document sets out specific key facts you need to know regarding **SBM Elite current account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Elite current account is a transactional account designed for high transacting individuals who have high volumes of transactions across all channels both locally and internationally.	
Key features & Benefits	<ul style="list-style-type: none"> • Free first ATM card • Free local SBM Bank ATM transactions • Free Telegraphic Transfers (TTs) • Free Real Time Gross Settlements (RTGS) • Free first cheque book • One local and one foreign Banker's Cheque per month • Seamless "Branchless banking" experience through alternative channels: ATM's, POS, mobile, online and agency banking • Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money 	
Terms	<ul style="list-style-type: none"> • Available in KES only 	
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Debit Card replacement Kes. 500.00 • Monthly Ledger fee Kes. 1899.00 • Standing Order Kes. 300.00 • Bankers Cheque Kes. 400.00 • Counter Withdrawal Kes. 200.00 	
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • KRA PIN • Indication of next of Kin • Utility bill • Proof of source of funds 	<p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyan living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>	
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest rate payable on interest earning products are subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation. 	
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya 	



Key Facts Document: Baraka collection Account

This document sets out specific key facts you need to know regarding **SBM Baraka collection account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Baraka collection Account is a pay as you go current account for businesses. Pay as you go means that you are charged per transaction as you transact rather than at the end of the month. Use what you need, only when you need it.
Key features & Benefits	<ul style="list-style-type: none"> No minimum opening balance No minimum operating balance Available in multiple currencies Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money.
Terms	<ul style="list-style-type: none"> Charges per transaction
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> Corporate Debit Card issuance/ replacement Kes. 500.00 Standing Order Kes. 300.00 Bankers Cheque Kes. 400.00 Counter Withdrawal Kes. 200.00
Requirements	<ul style="list-style-type: none"> Original and copy of certificate of Incorporation/ Certificate of Registration. Compliance certificate issued by Registrar of Companies - for companies incorporated outside Kenya Original and copy of the Memorandum & Articles of Association/(CR1, CR2, CR8) CR 12 (valid 90 days) or Annual returns Latest audited financial statements Sealed & duly signed Board of Directors Resolution to open an Account, A/C signatories & signing mandate Company & Directors KRA PIN Copy of National ID /Passport of Directors & Signatories Passport size colored photos for Director and account Signatories. Valid Business Permit. License from governing body (e.g. mining, IRA, SASRA etc.) Fully completed and signed FATCA & CRS certification Forms for Kenyan nationals residing abroad Additional KYC may be required as per the nature of the institutions.
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Interest rate payable on interest earning products are subject to review depending on market forces Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: smbankkenya Facebook: smbankkenya



Key Facts Document: Plus current Account

This document sets out specific key facts you need to know regarding **SBM Plus current account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	The plus current account is designed for enterprises with a lot of transactions across all channels
Key features & Benefits	<ul style="list-style-type: none"> No minimum opening balance No minimum operating balance Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money.
Terms	<ul style="list-style-type: none"> Available in Kenya Shillings only
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> Corporate Debit Card issuance/ replacement Kes. 500.00 Monthly ledger fee kes.350.00 Standing Order Kes. 300.00 Bankers Cheque Kes. 400.00 Counter Withdrawal Kes. 200.00 Per Transaction fee applied after 14 transactions Kes 25.00
Requirements	<ul style="list-style-type: none"> Original and copy of certificate of Incorporation/ Certificate of Registration. Compliance certificate issued by Registrar of Companies - for companies incorporated outside Kenya Original and copy of the Memorandum & Articles of Association/(CR1, CR2, CR8) CR 12 (valid 90 days) or Annual returns Latest audited financial statements Sealed & duly signed Board of Directors Resolution to open an Account, A/C signatories & signing mandate Company & Directors KRA PIN Copy of National ID /Passport of Directors & Signatories Passport size colored photos for Director and account Signatories. Valid Business Permit. License from governing body (e.g. mining, IRA, SASRA etc.) Fully completed and signed FATCA & CRS certification Forms for Kenyan nationals residing abroad Additional KYC may be required as per the nature of the institutions.
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Interest rate payable on interest earning products are subject to review depending on market forces Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: smbankkenya Facebook: smbankkenya



Key Facts Document: Business Plus current Account

This document sets out specific key facts you need to know regarding **SBM Business Plus current account**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	The plus current account is designed for medium to large enterprises with a high number of transactional requirements across all channels both locally and internationally.	
Key features & Benefits	<ul style="list-style-type: none"> No minimum opening balance No minimum operating balance Seamless “Branchless banking” experience through alternative channels: ATM’s, POS, mobile, online and agency banking 	<ul style="list-style-type: none"> Access to multiple money transfer channels like Telegraphic Transfers (TTs), RTGS, MoneyGram, Transfast, Zoom, Mukuru and Xpress Money.
Terms	<ul style="list-style-type: none"> Available in Kenya Shillings Only 	
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> Corporate Debit Card issuance/ replacement Kes. 500.00 Monthly ledger fee Kes.1,250.00 Standing Order Kes. 300.00 Bankers Cheque Kes. 400.00 Counter Withdrawal Kes. 200.00 Per Transaction fee applied after 50 transactions Kes 25.00 	
Requirements	<ul style="list-style-type: none"> Original and copy of certificate of Incorporation/ Certificate of Registration. Compliance certificate issued by Registrar of Companies - for companies incorporated outside Kenya Original and copy of the Memorandum & Articles of Association/(CR1, CR2, CR8) CR 12 (valid 90 days) or Annual returns Latest audited financial statements Sealed & duly signed Board of Directors Resolution to open an Account, A/C signatories & signing mandate Company & Directors KRA PIN Copy of National ID /Passport of Directors & Signatories Passport size colored photos for Director and account Signatories. Valid Business Permit. License from governing body (e.g. mining, IRA, SASRA etc.) Fully completed and signed FATCA & CRS certification Forms for Kenyan nationals residing abroad Additional KYC may be required as per the nature of the institutions. 	
Process information	<p>Withdrawal: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p> <p>Deposit: available at all SBM Branches, Mfukoni mobile and online banking and Agency banking</p>	
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Interest rate payable on interest earning products are subject to review depending on market forces Additional regulations in the industry could lead to the Bank requesting for additional documentation. 	
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: sbmbankkenya Facebook: sbmbankkenya 	



Key Facts Document: Term and call deposits

This document sets out specific key facts you need to know regarding **SBM term and call deposits**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	For customers that need to invest money for a specific period of time and get guaranteed returns.	
Key Features and Benefits	<ul style="list-style-type: none"> Minimum deposit amount is Kes 50,000/- and FCY Equivalent 	
Terms	Fixed Deposit <ul style="list-style-type: none"> Minimum term - 1 month Max term- 36 Months Fixed - Interest is paid at end of term. 	Call Deposit <ul style="list-style-type: none"> Minimum term for a Call deposit- 1 Week Call- Can be liquidated any time at no fees Call- Interest is paid on liquidation.
Fees and Charges	<ul style="list-style-type: none"> Interest applied is per the banks card rate and is available on request If the deposit is liquidated earlier than scheduled, the customer foregoes the interest. 	
Requirements	<ul style="list-style-type: none"> Available to SBM bank customers Filled and duly signed deposit booking form 	
Process Information	<ul style="list-style-type: none"> Rollover of the deposit will be advised by the customer at the end of the term. 	
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Interest rate payable on interest earning products are subject to review depending on market forces Additional regulations in the industry could lead to the Bank requesting for additional documentation. 	
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: smbankkenya Facebook: smbankkenya 	



Key Facts Document: Personal unsecured Loan

This document sets out specific key facts you need to know regarding **SBM Personal unsecured Loan**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	These are unsecured personal loans for salaried clients where salary is used to gauge debt service capability.
Key features & Benefits	<ul style="list-style-type: none"> • Flexible repayment terms • Competitive interest rates. • Quick turnaround time
Terms	<ul style="list-style-type: none"> • Available for scheme (MOU) clients only with basic pay of kes 30,000.00 • Salaried employees who are employed on permanent basis. • Client needs to avail statements evidencing salary for the last 6 months. • No unauthorized overdrawn positions. • No unpaid items. • DIR 50% maximum of net pay for private institutions and a maximum of 67% of gross income for government institutions. • Maximum tenor is 72 months. • Lending against check off • Maximum qualifying amount is Kshs. 5Million.
Fees and Charges	<ul style="list-style-type: none"> • Processing commission of 2% collected upfront. • Interest is pegged on bank base rate + 4%with a floor rate of 13%p.a.
Requirements	<ul style="list-style-type: none"> • Must be employed on permanent basis • Must have been with current employer for more than 6 months.
Process information	Filled and duly signed application forms
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest payable is subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • WhatsApp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: ASSET FINANCE

This document sets out specific key facts you need to know regarding **SBM Asset Finance**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	The product allows consumers to own movable long-term assets e.g. vehicles where the bank pays the dealer or manufacturer in lump sum while allowing clients to pay in installments. This facility is available for retail, SME and corporate Clients.
Key features & Benefits	<ul style="list-style-type: none"> Competitive interest rates Quick turnaround time
Terms	<ul style="list-style-type: none"> Basic pay is kes 30,000/= Max loan depends on value of the vehicle and ability to pay. Consistent turnovers for minimum 12 months. Maximum tenure of 60 months for used and new vehicles Maximum tenure of 48 months for used vehicles For used vehicles, the age of the vehicle should not exceed 7 years. The customer contributes a portion of the purchase price (a minimum of 20% for used and 10% for new vehicles).
Fees and Charges	<ul style="list-style-type: none"> Interest is pegged on Bank base rate + 4%p.a.with a base rate of 13% calculated on reducing balance. Processing fees of 3% Credit Life with retrenchment cover rider.
Process Information	<ul style="list-style-type: none"> Duly filled application form. Current valuation of the asset to be purchased. Joint Registration of the assets between the bank and the individual/entity.
Requirements	<ul style="list-style-type: none"> Not negatively listed on CRB Sale agreement or Proforma invoice vehicle to be registered in joint names Valuation report for used vehicle Bank statement for the last 6 months (12 months bank statements for unemployed clients). 3 months latest pay slip
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Interest payable is subject to review depending on market forces Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbbank.co.ke Twitter: smbbankkenya Facebook: smbbankkenya



Key Facts Document: Insurance Premium Financing

This document sets out specific key facts you need to know regarding **SBM INSURANCE PREMIUM FINANCING**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	Insurance Premium Financing is a loan product designed to finance payment of non-life insurance premium due, to an insurance company from the insured
Key features & Benefits	<ul style="list-style-type: none">• Competitive interest rates• Quick turnaround time
Terms	<ul style="list-style-type: none">• Maximum tenure of 10 months.
Fees and Charges	<ul style="list-style-type: none">• Interest is pegged on bank base rate +4% depending on the tenure
Process Information	<ul style="list-style-type: none">• A duly executed IPF Forms must be signed by the customer and the underwriter and stamped by the underwriter.
Requirements	<ul style="list-style-type: none">• Must demonstrate ability to pay• Not negatively listed on CRB• Must deposit fund equivalent to 1st instalment
Disclaimers	<ul style="list-style-type: none">• Charges indicated on the products are subject to review by the Bank• Changes in the industry could lead to amendments in the operation of certain products• Interest payable is subject to review depending on market forces• Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none">• Phone: +254 709 800 000 +254 730 175 000• Whatsapp Chat: +254 773 758 196• Email: atyourservice@smbank.co.ke• Twitter: smbankkenya• Facebook: smbankkenya



Key Facts Document: Overdraft

This document sets out specific key facts you need to know regarding **SBM overdraft**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	These are advanced to clients to meet working capital requirements and urgent cash flow needs. They are disbursed as limits marked on the client's account that allows the client to withdraw more money than they have in the account up to a specified negative balance (limit).
Key features & Benefits	<ul style="list-style-type: none"> • Interest is calculated based on the amount accessed by the applicant. • Competitive interest rates • Quick turnaround time
Fees and Charges	<ul style="list-style-type: none"> • Interest rate pricing for Kenya Shilling denominated facilities should be linked to the bank base rate + 4 % while that of US \$ denominated facilities should be linked to the 3 month LIBOR. • Processing Fees of 3%
Collateral	<ul style="list-style-type: none"> • The collateral to be obtained should be as per the list of acceptable collateral and discounted accordingly
Process information	<ul style="list-style-type: none"> • Duly filled and signed application form.
Terms	<ul style="list-style-type: none"> • Maximum qualifiable amount is 25% of total annual turnovers • Account should not have unauthorized overdrawn positions or unpaid items over the last six months • Maximum tenure is 12 months • Not negatively listed on CRB • Facility should not fall under the banks list of prohibited business
Requirements	<ul style="list-style-type: none"> • Available to both existing clients and new to bank.
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest payable is subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Term Loan

This document sets out specific key facts you need to know regarding **SBM Term Loan**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	These are term facilities with fixed regular repayment installments normally on a monthly basis, but may be quarterly, half yearly or even annually depending on the cash flows of the borrowing entity. They are used to finance acquisition of assets or working capital.
Key features & Benefits	<ul style="list-style-type: none"> • The tenure may be short term, for working capital facilities, or medium to long term depending on purpose and nature of business. • Competitive interest rates • Quick turnaround time
Fees and Charges	<ul style="list-style-type: none"> • Interest rate pricing for Kenya Shilling denominated facilities is linked to the bank base rate+ 4% margin, FCY denominated facilities are linked to the 3 month LIBOR. • Processing Fees of 3%
Collateral	<ul style="list-style-type: none"> • The collateral to be obtained should be as per the list of acceptable collateral and discounted accordingly
Process information	<ul style="list-style-type: none"> • Duly filled and signed application form.
Terms	<ul style="list-style-type: none"> • Account should not have unauthorized overdrawn positions or unpaid items over the last six months • Maximum tenure for retail and SME Loans should be 5 years. • Not negatively listed on CRB • Facility should not fall under the banks list of prohibited business
Requirements	Available to both existing customers and new to bank
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest payable is subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Structured Term Loan

This document sets out specific key facts you need to know regarding **SBM Structured Term Loan**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	These are loans advanced for customers for a specific undertaking e.g. to facilitate development of residential or commercial properties.
Key features & Benefits	<ul style="list-style-type: none"> • The loan repayment is structured in line with the project cash flows and may including a period of moratorium on principal loan repayments before project cash flows are realized. • Competitive interest rates • Quick turnaround time
Fees and Charges	<ul style="list-style-type: none"> • Interest rate pricing for Kenya Shilling denominated facilities is linked to the bank base rate + 4% margin, while that of FCY denominated facilities is linked to the 3 month LIBOR. • Processing Fees of up to 3% • Credit Life or Key man insurance.
Collateral	<ul style="list-style-type: none"> • The collateral to be obtained should be as per the list of acceptable collateral and discounted accordingly
Process information	<ul style="list-style-type: none"> • Customer on-boarding standards should be observed • Duly filled and signed application form. • Appropriate documentation e.g. county approvals, engineers certificates, BQs etc. to be provided
Terms	<ul style="list-style-type: none"> • Owners contribution where necessary to be sighted/determined. • Feasibility study report where applicable to be obtained. • Account should not have unauthorized overdrawn positions or unpaid items over the last six months • Maximum tenure of 15 years. • Not negatively listed on CRB • Facility should not fall under the banks list of prohibited business
Requirements	<ul style="list-style-type: none"> • Available to both existing customers and New to bank. • 12 months bank statements • Projected cash flows • Audited accounts for the last 3 years
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest payable is subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Crop Loan

This document sets out specific key facts you need to know regarding **SBM Crop Loan**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	These are structured loans under existing schemes arranged by the bank with crop marketing companies. The targeted customers are farmers under Memorandum of Understanding (MOUs) with the crop purchasing companies.
Key features & Benefits	<ul style="list-style-type: none"> • Purpose is to finance purchase of farm inputs. • Principal + Interest to be repaid in bullet. • Competitive interest rates • Quick turnaround time
Fees and Charges	<ul style="list-style-type: none"> • Processing Fees of 3% • Credit Life on principal at 0.35%
Collateral	<ul style="list-style-type: none"> • The collateral to be obtained should be as per the list of acceptable collateral and discounted accordingly
Process information	<ul style="list-style-type: none"> • Customer on-boarding standards should be observed • Duly filled and signed application form.
Terms	<ul style="list-style-type: none"> • Undertaking from the marketing company to route payments through a Loan repayment account at SBM bank. • Farmers must have adequate experience. • Account should not have unauthorized overdrawn positions or unpaid items over the last six months • Not negatively listed on CRB • Facility should not fall under the banks list of prohibited business
Requirements	<ul style="list-style-type: none"> • Available to both existing customers and New to bank. • Account statements for the last 12 months.
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest payable is subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Invoice Discounting/Local Purchase Order/Contract Financing

This document sets out specific key facts you need to know regarding **Invoice Discounting/Local Purchase Order/Contract Financing**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<p>These are working capital facilities that may be used in place of overdrafts. They enable controlled use of funds.</p> <p>a) Invoice discounting - a product meant for customers in the supplies sector by using a company's unpaid accounts receivable.</p> <p>b) Local Purchase Order (LPO) enables clients to receive funds and facilitate supplies awaiting payments from counter parties.</p> <p>c) Contract Financing enable clients to access funds to perform contracts. This is mostly for clients in construction industry.</p>
Key features & Benefits	<ul style="list-style-type: none"> Competitive interest rates Quick turnaround time
Fees and Charges	<ul style="list-style-type: none"> Competitive interest rates Processing Fees of up to 3% Credit Life or Key man insurance cover.
Collateral	<ul style="list-style-type: none"> The collateral to be obtained should be as per the list of acceptable collateral and discounted accordingly
Process information	<ul style="list-style-type: none"> Customer on-boarding standards should be observed Duly filled and signed application form.
Terms	<ul style="list-style-type: none"> Undertaking from the counterparties to route payments through a Loan repayment account at SBM bank. Qualifying clients should have at least two other running contracts and have relevant experience of having completed 5 other such projects/ contracts. Account should not have unauthorized overdrawn positions or unpaid items over the last six months Maximum tenure of the line is 12 Months. Not negatively listed on CRB Facility should not fall under the banks list of prohibited business
Requirements	<ul style="list-style-type: none"> Available to both existing customers and new to bank. Account statements for the last 12 months. Counter parties must be credible.
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Interest payable is subject to review depending on market forces Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: smbankkenya Facebook: smbankkenya



Key Facts Document: Credit Cards

This document sets out specific key facts you need to know regarding **SBM Credit card**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<p>This product allows the cardholder to make payments at merchants or draw cash in advance at any visa branded ATM or POS.SBM Bank Credit cards are products are targeted at the following.</p> <ul style="list-style-type: none"> • Self-employed Individuals with regular income. • Registered businesses – sole proprietorships, Partnerships and companies. • Salaried employees of reputable organizations.
Key features & Benefits	<ul style="list-style-type: none"> • Up to 50 days interest free credit on your purchases • Flexible repayment options for as low as 10% of your outstanding bill • Up to 50% of your credit limit in cash from any ATM displaying a VISA logo • Free SMS alerts • Free e-statements
Terms	<ul style="list-style-type: none"> • For salaried individuals, maximum qualifying limit is KES 2.5Million • For businesses, maximum qualifying limit is KES 500,000/- • Available to both existing clients and New to bank. • DIR 50% maximum of net pay for walk-ins and 67% for scheme and High Net Worth. • Minimum average monthly turnovers of kes 200,000/= for non-salaried clients • Minimum Gross pay for salaried is KES 30,000/-
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Joining Fee Free • Annual Fees KES. 3000 • Card Replacement Fee KES. 1000 Per card • PIN Replacement KES. 500 Per PIN • Cash Advance Fees 6.00% Per Withdrawal • Over Limit Fees KES. 1000 Per Limit Excess • Late Payment Fees KES. 1000 Per Month • Interest rate is 13%. • Supplementary Card KES. 2000 Per Card
Process Information	<ul style="list-style-type: none"> • Duly filled and signed application form
Requirements	<ul style="list-style-type: none"> • Salaried customers/ individuals with regular income • 6 months statements for non-salaried clients • 1 month latest pay slip (provide 2 if salary differs from bank statement) • KYC documents • Latest 3 months bank statements original/certified copies
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Interest payable is subject to review depending on market forces • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: sbmbankkenya • Facebook: sbmbankkenya



Key Facts Document: SBM Bank Debit Cards

This document sets out specific key facts you need to know regarding **SBM Bank Debit Card**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<p>Card issued by a bank to access cash available in their bank account. Customer must hold a bank account with the SBM Bank.</p> <p>This product allows the cardholder to make payments at merchants accepting visa or Union pay payments or draw cash at any visa/Union Pay branded ATM or Point of Sale.</p>
Key features & Benefits	<ul style="list-style-type: none"> • Available in VISA and UnionPay Schemes • Convenience in customers everyday transactions • Cards are acceptable in over 150 countries world wide • Cards are more secure than carrying cash around • Free SMS alerts
Fees and Charges	<ul style="list-style-type: none"> • First Debit Card is Free. • Replacement/Renewal fee – Kes 500/- • Withdrawal fees as per the bank tariff guide
Terms	<ul style="list-style-type: none"> • Card holder must hold an account with SBM bank.
Process Information	<ul style="list-style-type: none"> • Duly filled and signed application form
Requirements	<ul style="list-style-type: none"> • Must be an SBM Bank account holder
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenyaFacebook: smbankkenya



Key Facts Document: SBM Bank Prepaid Cards

This document sets out specific key facts you need to know regarding **SBM Bank Prepaid Card**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<p>Card issued by the bank to that allows customers to deposit/ load funds directly to the card for use.</p> <p>This product allows the cardholder to make payments at merchants accepting Visa or Union pay payments or draw cash at any Visa/Union Pay branded ATM or Point of Sale.</p>
Key features & Benefits	<ul style="list-style-type: none"> • Available in Dollar and Kenya Shilling • Convenience in customers everyday transactions • Cards are acceptable in over 150 countries world wide • Cards are more secure than carrying cash around • Free SMS alerts
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <p>Issuance and Replacement</p> <ul style="list-style-type: none"> • VISA Card Issuance fees - USD 3 • If initial load of USD 22 is made, the card issuance fee is waived. • VISA Card Replacement fees – Kes 1000/- or USD 10/- • Union Pay Card Issuance fees – Kes 300/- • If initial load of Kes 2500/- is made, the card issuance fee is waived. • Union Pay Card Replacement fees – Kes 500/-
Process information	<ul style="list-style-type: none"> • Duly filled and signed application form
Terms	<ul style="list-style-type: none"> • Customer does not need to hold a bank account.
Requirements	<p>To get an account, you will need the following:</p> <ul style="list-style-type: none"> • Completed Account opening form • National ID, Passport or Alien ID • 2 Passport size photos • Indication of next of Kin • Utility bill <p>In addition for foreigners:</p> <ul style="list-style-type: none"> • Signed FATCA or CRS forms (Kenyans living abroad and foreigners) • Visa, Work Permit, Alien Cert (foreign nationals)
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Enquiry procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Guarantee & Bonds

This document sets out specific key facts you need to know regarding **SBM Guarantees and Bonds**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<ul style="list-style-type: none"> The bank guarantee means a lending institution ensures that the liabilities of a debtor will be met.
Key features & Benefits	<ul style="list-style-type: none"> The facility targets individuals and businesses that are looking to tender for or do business which you might have previously considered out of reach, they can improve the terms of your tenders and they can help you negotiate better terms on contracts. Bank guarantees protect both parties in a contractual agreement from credit risk
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> Issue of bonds and bank guarantees Bid bonds 1% Flat with min charge of KES 5,000 Performance Bond 1% per quarter min KES 5,000 Advance Payment Guarantee 1% per quarter min KES 5,000 Immigration/Customs/Insurance/ Transit Guarantee 1% per quarter min KES 5,000 Payment/Financial/Demand Guarantees 1% per quarter min KES 5,000 Cancellation of Uncollected Guarantees KES 5,000 Amendment fee KES 1,000
Terms	<ul style="list-style-type: none"> As per customer requirements
Requirements	<ul style="list-style-type: none"> Account must have operated for at least six months at SBM Bank Not negatively listed on CRB
Process information	<ul style="list-style-type: none"> Filled and duly signed application forms
Disclaimers	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: smbankkenya Facebook: smbankkenya



Key Facts Document: Letters of Credit

This document sets out specific key facts you need to know regarding **SBM Letters of Credit**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	A letter issued by a bank to another bank (especially one in a different country) to serve as a guarantee for payments made to a specified person under specified conditions
Key features & Benefits	<ul style="list-style-type: none"> Your supplier (Both Local or overseas) may require you to provide an irrevocable letter of credit in their favor to secure a trade transaction. Our network of correspondent banks enables us issue Letters of Credit to beneficiaries in virtually all countries worldwide and in all freely convertible currencies.
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> Letter of Credit Opening Corporates 0.5 % for per quarter minimum KES 3000 MSMEs 1.0 % for per quarter minimum KES 3000 L/C Amendment Commission KES 2000 flat L/C Acceptance Commission 0.5% per quarter minimum KES 3000 Settlement Commission 0.25% minimum KES 3000 Shipping Guarantee 0.5 % for per quarter minimum KES 2000 Endorsement Fees on bills of lading/airway bills made to the order of SBM Bank KES 3000 Closure of unutilized Letters of Credit KES. 5,000 Documents Examination KES 3,000 SWIFT Charges KES 2000
Terms	<ul style="list-style-type: none"> As per customer requirements
Requirements	<ul style="list-style-type: none"> Account must have operated for at least six months at SBM Bank Not negatively listed on CRB
Process information	<ul style="list-style-type: none"> Filled and duly signed application forms
Disclosures	<ul style="list-style-type: none"> Charges indicated on the products are subject to review by the Bank Changes in the industry could lead to amendments in the operation of certain products Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> Phone: +254 709 800 000 +254 730 175 000 Whatsapp Chat: +254 773 758 196 Email: atyourservice@smbank.co.ke Twitter: smbankkenya Facebook: smbankkenya



Key Facts Document: Telegraphic Transfers (TT)

This document sets out specific key facts you need to know regarding **SBM Bank Telegraphic Transfers**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	A telegraphic transfer (TT) is an electronic method of transferring funds utilized primarily for overseas wire transactions. It can be used by both individual and non-individual customers.
Key features & Benefits	<ul style="list-style-type: none"> • This can be done at a branch or by internet banking. • As it is the faster way of transferring money, chances of getting affected by exchange rate fluctuations are low. • Convenient way of transferring funds overseas. • Competitive forex exchange rates • Quick turnaround time
Terms	<ul style="list-style-type: none"> • The funds must be sent through an SBM bank account
Fees and charges	<ul style="list-style-type: none"> • All fees and charges are subject to 20% excise duty: • Outgoing Telegraphic Transfers - KES SWIFT 1500
Process Information	<ul style="list-style-type: none"> • Dully filled application forms.
Requirements	<ul style="list-style-type: none"> • Must be an SBM Bank customer • Supporting documents for amounts above KES 1 Million.
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya



Key Facts Document: Real Time Gross Settlement (RTGS)

This document sets out specific key facts you need to know regarding **SBM Bank RTGS**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	A telegraphic transfer (TT) is an electronic method of transferring funds utilized primarily for local wire transactions. It can be used by both individual and non-individual customers
Key features& Benefits	<ul style="list-style-type: none">• This can be done at a branch or by internet banking.• Competitive forex exchange rates• Quick turnaround time
Fees and charges	<ul style="list-style-type: none">• All fees and charges are subject to 20% excise duty:• Outgoing RTGS transfers (USD, KES, GBP, EUR, TZS, UGX, RWF) - KES 500 per item
Terms	<ul style="list-style-type: none">• Funds are sent the same day if instructions are submitted before 2.30pm
Process Information	<ul style="list-style-type: none">• Duly filled application forms.
Requirements	<ul style="list-style-type: none">• Must be an SBM bank customer• Supporting documents for amounts above KES 1 Million.
Disclaimers	<ul style="list-style-type: none">• Charges indicated on the products are subject to review by the Bank• Changes in the industry could lead to amendments in the operation of certain products• Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none">• Phone: +254 709 800 000 +254 730 175 000• Whatsapp Chat: +254 773 758 196• Email: atyourservice@smbank.co.ke• Twitter: smbankkenya• Facebook: smbankkenya



Key Facts Document: SBM Mfukoni Mobile Banking.

This document sets out specific key facts you need to know regarding **SBM Bank Mfukoni**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<p>SBM Bank's secure Mobile Banking application that gives you 24hrs control of your bank account.</p> <p>This can be accessed by:</p> <ul style="list-style-type: none"> ✓ Downloading SBM Mfukoni App
Key features & Benefits	<ul style="list-style-type: none"> • Funds transfers • Standing orders setup • Account to M-PESA transfers (self and to others) • View, download and print for free statements • Loan request • Credit card and debit card request • Cheque status, cheque book request • Request for bankers cheque • Mfukoni online application can be through Mfukoni mobile
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Mfukoni (MPESA to Bank Account) - Free • Mfukoni (Account E-Statements Service) - Free • Mfukoni (Funds Transfer) <ul style="list-style-type: none"> ✓ SBM Account to SBM Account free SBM to Local Bank (RTGS) KES 500 per transaction ✓ SBM to Local Bank (EFT) KES 150 per transaction ✓ SBM to International Bank KES 1,500 per transaction
Process information	<ul style="list-style-type: none"> • Duly filled application forms.
Requirements	<ul style="list-style-type: none"> • Supporting documents for amounts above KES 1 Million.
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@smbank.co.ke • Twitter: smbankkenya • Facebook: smbankkenya

Key Facts Document: SBM Mfukoni Online Banking.

This document sets out specific key facts you need to know regarding **SBM Bank Mfukoni**. Please read it in conjunction with our Products specific General terms and Conditions, the tariff Guide and product brochures.

Description	<p>SBM Bank's secure Mobile Banking application that gives you 24hrs control of your bank account. This can be accessed by:</p> <ul style="list-style-type: none"> ✓ SBM Bank's secure online banking platform can be accessed by logging in into www.sbmbank.co.ke/onlinebanking
Key features & Benefits	<ul style="list-style-type: none"> • Funds transfers • Corporate bulk EFT's transfer • Standing orders setup. • View, download and print for free statements • Loan request • Credit card and debit card request • Cheque status, cheque book request, • Request for bankers cheque
Fees and charges	<p>All fees and charges are subject to 20% excise duty:</p> <ul style="list-style-type: none"> • Mfukoni (MPESA to Bank Account) - Free • Mfukoni (Account E-Statements Service) - Free • Mfukoni (Funds Transfer) <ul style="list-style-type: none"> ✓ SBM Account to SBM Account free SBM to Local Bank (RTGS) KES 500 per transaction ✓ SBM to Local Bank (EFT) KES 150 per transaction ✓ SBM to International Bank KES 1,500 per transaction
Process information	<ul style="list-style-type: none"> • Duly filled application forms.
Requirements	<ul style="list-style-type: none"> • Supporting documents for amounts above KES 1 Million.
Disclaimers	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Changes in the industry could lead to amendments in the operation of certain products • Additional regulations in the industry could lead to the Bank requesting for additional documentation.
Complaint procedure	<p>In case of any complaints you may visit your branch or reach the contact center between 7:00am and 10:00pm weekdays and 8:00am - 3:00pm weekends on the following contacts:</p> <ul style="list-style-type: none"> • Phone: +254 709 800 000 +254 730 175 000 • Whatsapp Chat: +254 773 758 196 • Email: atyourservice@sbmbank.co.ke • Twitter: sbmbankkenya • Facebook: sbmbankkenya