



FROM THE OFFICE OF THE CEO/MANAGING DIRECTOR

DIB – Committed and connected to you, always!

Dear Valued Customer,

You are a valued customer at DIB Bank Kenya and your health and safety is important to us. Here at DIB Bank Kenya, we have been taking measures to minimize the impact of Coronavirus on you our customer, our staff and the communities we serve. We appreciate that you rely on us every day for your financial needs, and we're going to continue to provide reliable access to the important services that you count on.

Precautions Taken: We are closely monitoring the situation and adopting precautionary measures to ensure everyone's well-being. As a precaution, we have installed hand sanitizers at various customer touch points including ATMs and banking halls across our branches for use by customers and staff. We have also ensured that these touch points are constantly sanitized to prevent the spread of the virus. Please use them before you use any of these customer touch points.

Our members of staff have been sensitized in order to adopt preventative hygiene and will be granted the necessary care should any symptoms of coronavirus be identified.

During this period, we urge you to take advantage of our digital banking channels to transact.

ATM Withdrawal: You can withdraw from any of the DIB Bank ATMs located in Eastleigh, Upperhill, Goodman (Westlands), Bondeni and Kilindini Branches. You can also withdraw cash at all Visa and Verve Branded ATMS.

DIB Mobile Banking: You can transact anytime, from anywhere by using our DIB mobile banking app or by dialing *278#. You can;

- Transfer funds to/from Mpesa/Airtel mobile free of charge
- Do Interbank or within DIB Bank account transfers
- Pay bills - DSTV, Internet, Electricity, Water, Buy airtime
- Deposit cash by using paybill 342342 to deposit funds into their accounts.

Bank account to Mpesa or Airtel Money: For the next 3 months, all transfers from your DIB Bank account to any mobile money provider will be free of charge. The daily transaction limit for mobile money has been increased to Kes.300,000 with a maximum of Kes. 150,000 per transaction. For all balance enquiry requests, this will be free during this period.

DIB Visa Debit Card: You can Swipe your DIB Visa Debit card to pay for all your purchases or bills where Point of Sale (POS) machines are available.

We assure you of our commitment to continue serving you while still caring for your well-being.

How to reach us: Our Call Center is there to assist you. For further information regarding the measures we are undertaking to manage the spread of coronavirus, kindly reach us at contactus@dibkenya.co.ke or +254 709 913000. Alternatively, you may also reach out to your Relationship Manager in case of further enquiries.

I want to personally thank you for being a valued customer.

Kind Regards,

Peter Makau
CEO/Managing Director