



**DIB Bank Kenya**

A subsidiary of Dubai Islamic Bank

**Product Fact Sheet**

**DIB CONNECT**

At DIB Bank, ensuring that you have a better banking experience is at the core of everything we do. Which is why, DIB Connect offers banking at your fingertips anywhere, anytime - giving you a banking experience that's convenient, secure and state-of-the-art. This is the better way to bank.

**PRODUCT SUMMARY:**

❖ **Features and Benefits**

Account Related Transactions

- View Statements/Download
- View Cheque Status/Image
- Update Deposit Maturity Instructions
- Open Investment Deposit Account: KES/USD/GBP/EUR
- Request for a Cheque Book
- Financial Access Rights on Joint Accounts

Fund Transfers

- Transfer Funds Between Own Accounts
- Transfer to Other DIB Account
- Domestic Transfers (Within Kenya)
- International Transfers
- Transfer from/to FCY Accounts
- Manage Beneficiary list
- Schedule Recurring transfers
- Transfer History/ Swift Advice View
- Transfer History/SWIFT Advice

Miscellaneous

- View Exchange Rates
- View Past Profit Rates
- Update Personal Information
- Secured Mailbox Security
- Change Security Settings
- Change User ID
- Account Access Management
- Apply Country Restrictions

❖ **Fees and Charges**

- Account Statement - Free
- Open New Term Deposit - Free
- Own Account Transfer - Free
- Internal Transfer - Free
- Domestic Transfer (EFT) - KES. 150

- Domestic Transfer (RTGS) - KES. 250
- International Transfer (SWIFT) - KES. 1500
- Standing Order Set up - KES. 250
- Stop Cheque Request - KES. 500
- Other Tariff charges apply

All charges are subject to Excise Duty (10%)

This document should be read in conjunction with the Terms and Conditions of the Product and DIB Bank Kenya Tariff Guide which is available in our branches and our website [www.dibkenya.co.ke](http://www.dibkenya.co.ke). The Bank shall be entitled to vary these Conditions from time to time. Notification of any such variation shall be given to you either in writing or by publication thereof by such means as the Bank may select and a variation so effected shall be binding to you.

**COMPLAINT PROCEDURE:**

Should you have any complaint related to this product or any other product or service offered by DIB Bank Kenya, we welcome you to lodge your complaint through the nearest DIB Bank Kenya Branch or our Contact Centre through:

**Tel: +254 709913000/+254 205131300**

**Email: [contactus@dibkenya.co.ke](mailto:contactus@dibkenya.co.ke)**

**ACCEPTANCE:**

**I/ We confirm that I/ We have understood all the charges related to the Bank's products. I /We confirm that the accounts will be used for legal purpose as outlined in the laws of Kenya. I/ We confirm that I/ We have been provided with a copy of the Products Facts Sheet which has been explained to me and which I have read and understood.**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_