



DIB Bank Kenya

A subsidiary of Dubai Islamic Bank

Product Fact Sheet

DIB MOBILE

The new DIB Mobile App makes it incredibly easy to carry out your daily banking needs. This easy-to-use service is highly secured and available to all DIB bank personal account holders.

PRODUCT SUMMARY

❖ Features and Benefits

- **Accounts**
View and check your available balances and mini statement.
- **Payments**
Make payments to service providers like utility companies, government entities, airlines etc.
- **Transfers**
Make quick and easy transfers to other DIB Bank Accounts
- **Lifestyle**
Chat, get real time traffic updates,
- **And More...**
You can download your DIB Bank Kenya app on your smartphone from App Store or Google Play Store.

❖ Fees and Charges

- Balance Enquiry - Kes. 10

- Cheque Book request - As per Tariff
- Mini Statement - Kes. 10
- Change PIN - Free
- Internal Funds Transfer - Kes. 20
- EFT - Kes. 150
- RTGS - Kes. 250

All charges are subject to Excise Duty (20%)

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. 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: +254 709 913 000/+254 20 513 13 00

Email: 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 _____

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