



## Diaspora Pay As You Go Current Account Fact Sheet

This Product Fact Sheet provides you with key information about this product/service. The document should be read in conjunction with the Terms and Conditions of the Product and Stanbic Bank's Tariff Guide which is available in our branches. Should there be any aspect of information contained in this document that is not clear to you, please refer to the Customer Consultant or your Relationship Manager for more information.

### Product Summary

Enjoy transactional banking which will enable you to make your payments by cheque, bank transfers, debit card payments, drafts or online transfers and only pay when you transact. As a Diaspora Banking customer you will be entitled to

#### Features

- Minimum opening balance of Kes. 1,000
- Instant ledger fee of Kes. 40 for every transaction (plus transactional fees where applicable)
- No minimum operating balance
- Can be opened for both local and foreign currencies

#### Benefits

- Free monthly e-statements upon signing up
- Free internet banking access from anywhere in the world
- Ability to make internal and interbank payments via internet banking
- Mobile banking linked to your account
- Ability to deposit funds via M-PESA
- Access to a cheque book
- No minimum operating balance

#### Eligibility Criteria/Target Market

- Individuals

#### Documentation Criteria

A new customer should bring the below documents for account opening

- ID copy
- 1 passport size photo
- Proof of residence (utility bill or lease agreement)
- 1 month latest payslip/current bank statement
- Existing customers to fill in the secondary account application form (available at the branch)
- KRA PIN required

#### Accessing this Product

- Complete the account opening form and sign the Terms and Conditions
- Provide the KYC documentation required
- Deposit the initial deposit as indicated above

#### Fees and Charges

- Minimum opening balance as indicated above
- Minimum monthly service fee applicable as indicated above

**For a complete list of our fees and charges, please refer to our Tariff Guide under the Pay As You Go column which is available in our branches.**



## Complaints Procedure

Should you have any complaint related to this product or any other product or service offered by Stanbic Bank, we welcome you to lodge your complaint in line with our Complaints Procedure. A copy of this procedure is available on our website [www.stanbicbank.co.ke](http://www.stanbicbank.co.ke) or alternatively you can visit your nearest branch.

## Customer Sign-Off

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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### For more information or queries, contact us at:

Customer Care Centre (CCC)

Tel: +254 (20) 3268 888 / +254 (20) 3268 999

Mobile: 0711 068 888 or 0732 113 888

Email: [customercare@stanbic.com](mailto:customercare@stanbic.com)

Website: [www.stanbicbank.co.ke](http://www.stanbicbank.co.ke)