

STATEMENT BY STANBIC BANK KENYA ON DIGITAL CUSTOMER CHANNELS

Nairobi, 30th January 2023- We wish to notify the public that earlier today, we experienced system disruptions on our digital customer channels affecting Mobile banking App, USSD, Internet Banking and Omni Channel.

We have since restored services on our USSD and Omni Channel and are working with our service partners to resolve the mobile banking app disruption in the shortest time possible.

We have contacted the affected customers and would like to re-assure our customers and the public that their data is safe, as we bring mobile banking app back online. We will continue to update customers on the progress to restore services. We apologize for any inconvenience caused.

For any queries, please contact our customer care lines, visit any of our branches or social media handles for assistance. For more information, our contact centre +254(020)32680000 or our Twitter and Facebook social media pages @StanbicKE.

ENDS

Issued by Africa Practice on behalf of: Stanbic Bank Kenya

Notes to Editors:**About Stanbic Bank Kenya**

Stanbic Bank Kenya is a member of the Standard Bank Group, Africa's largest bank by assets.

Standard Bank Group's largest shareholder is Industrial and Commercial Bank of China (ICBC), the world's largest bank, with a 20.1% shareholding. Standard Bank Group has direct, on-the-ground representation in 20 African countries.

Stanbic Bank Kenya provides the full spectrum of financial services. Its Corporate and Investment Banking division serves a wide range of requirements for banking, finance, trading, investment, risk management and advisory services. Wholesale delivers this comprehensive range of products and services relating to investment banking; global markets; and global transactional products and services.

Stanbic Bank's Corporate and Investment Banking expertise is focused on industry sectors that are most relevant to emerging markets. It has strong offerings in oil, gas and renewables, power and infrastructure and agriculture.

About the Business and Commercial unit, Stanbic Bank Kenya offers banking and other financial services to medium-sized enterprises and high-value small businesses. This unit serves the increasing need among Africa's small businesses and individual customers for banking products that can meet their shifting expectations and growing wealth.

Stanbic Bank also offers Wealth services and product offerings, including insurance, investment, fiduciary, bespoke banking and multi-generational wealth preservation solutions to high-net-worth individuals, retail, business, commercial, and corporate clients across the Bank's footprint.