



## Electronic Billboard 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 the 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 your relationship manager, business banker or our customer care team on [customer care@stanbic.com](mailto:customer care@stanbic.com) or +254711068100 for more information.

### Product Summary

EBB is an online settlement platform for the tea sector in Kenya developed, owned and supported by Stanbic Bank (K) Limited. It brings together, Producers, Brokers, Buyers and Warehouses who are members of East Africa Tea Trade Association.

### Features

- EBB is accessible using this link anywhere anytime. The bank facilitates the creation of users as instructed by East Africa Tea Trade Association.
- Ability for Brokers to upload catalogues and invoice buyers after the auction.
- Buyers select the invoices to pay for and generate a payment instruction (E-Slip)
- E-Slip number/ reference is quoted when paying to the Tea sales Collection account at Stanbic Bank for auto reconciliation.
- Tea release document is sent to all players as proof of payment upon successful payments.

### Payment options

- RTGS
- Telegraphic Transfer (TT)
- Cash and Cheque deposits at any of Stanbic Bank branch countrywide

On all payment channels ensure you quote the E-Slip number.

### Benefits

- Fast and convenient
- Safe and secure
- Easy access
- Available around the clock
- Keep track of your activity
- Auto reconciliation of invoices and payments

### Potential risks associated with product

Payment Risk: The client could underpay for the product thus have the product withheld. This is mitigated by ensuring that an e-slip is generated for the amounts due and the e-slip is pre-validated at the point of payment to ensure that the amount being paid ties to the amount expected by the E-Slip.

### Rights and obligations of parties

Client has a right to have their payment obligations via an E-Slip self-reconcile and marked as paid as long as they make payment against a pre-validated e-slip

### Eligibility Criteria/Target Market

1. Current Account
2. Buyer, Broker, Producer or Warehouse and a Members of East Africa Tea Trade Association

### Documentation Criteria

Available for Members of East Africa Tea Trade Association. The bank facilitates the creation of users as instructed by East Africa Tea Trade Association.

### Fees and Charges

Service is available for free. For a complete list of our fees and charges, please refer to our Tariff Guide 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)