



SMART DIRECT 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 do payments through cheques, bank transfers, debit card payments, drafts or online transfers and only pay when you transact. As a Smart Direct customer you will be entitled to

Features

- For a fee of Kes. 100 per month you will access income protect insurance cover
- 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
- Access to loan facilities including salary advance for customers on payroll
- 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 cheque book
- No minimum operating balance

Eligibility Criteria/Target Market

- Individuals

Documentation Criteria

A new customer is to bring the below documents for account opening

1. ID copy
 2. 1 passport size photo
 3. Proof of residence (utility bill or lease agreement)
 4. 1 month latest payslip/current bank statement
 5. KRA PIN required
- Existing customers to fill in the secondary account application form (available at the branch)

Accessing this Product

1. Complete the account opening form and sign the terms and conditions.
2. Provide the KYC documentation required.
3. Deposit the initial deposit as indicated above.

Fees and Charges

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



Potential risks associated with product

- Penalty Interest: Where a client account is not funded for bank charges and account gets overdrawn by charges or by reversal of amounts resulting in the account being overdrawn without arrangement, the account will attract debit interest and penalty for being overdrawn.

Rights and Obligations of Parties

- These are available on the Stanbic Bank Kenya website www.stanbicbank.co.ke or through your nearest Stanbic Bank Branch, Universal Banker or your Relationship Manager.

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 or alternatively you can visit your nearest branch.

Customer Sign-Off

Name: _____ Signature: _____ Date: _____

*Terms and Conditions apply

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
 Website: www.stanbicbank.co.ke

