Issuer Services 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, or our customer care team on customercare@stanbic.com or +254711068100 for more information.

Product Summary

Issuer Services is the collective name for post issuance administrative services, provided in support of raising capital, predominantly debt capital, private placements, new equity and Exchange Traded Fund (ETF) listings, and Initial Public Offerings.

Our Core Functions of Issuer Services include:

- Paying Agent
  - Acts as an intermediary and accepts funds (coupon, dividends) from the Issuer of a security and distributes them to the security's investors
- Calculation Agent
  - Responsible for calculating and confirming interest and coupon amounts between the CSD, the Issuer and the Investors
- Settlement Agent
  - Electronic deposit and withdrawal instructions to CDSC and CSD
  - Managing normal, early and partial redemptions
- Registrar
  - Maintain record of ownership transfers
  - Coordinate registration, transfer and exchange of issued securities
- Communication such information between Issuer, CSD and Custodians
  - Dispatch of information between Issuer, investors and CSD
  - Maintenance of information memorandum including pricing supplements and constitution documents
- Regulatory reporting

Who can apply/Target clients:

Issuer Services is offered to select corporate clients seeking to raise capital primarily through debt from the public or via private placements

Eligibility Criteria

- Clients are required to maintain a disbursement cash account with us and must complete all account opening documents.
- In addition, fiscal agency agreement which details all relevant Terms and Conditions and the Schedule of Charges is executed
- For a complete list of the KYC documentation, please refer to your Relationship Manager.

Fees and Charges
- The fees charged by Custodians vary, depending on the core functions of the issuer services required by the Client
- For further information on the fees, please contact your relationship manager

Potential Risks
- Issuers are required to meet their funding obligations within the pre-agreed timelines failing which a default event can be instituted and the penalties as prescribed in the information memorandum will apply

- For capital raising initiatives which are approved by the Capital Markets regulator we are obligated to adhere to the reporting obligation failing which the resultant regulatory penalties / fines will be passed on the Issuer.

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Rights and Obligations

To the extent that clients enter into Issuer Services arrangement with Stanbic Bank, it will be within the general terms and conditions of the bank www.stanbicbank.co.ke which are available from our Investor Services product team and the negotiated facility / agency agreement and other contractual documentation as may be prescribed. These will govern the product engagements during the life of the contract.

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: _____

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

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

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