



E-ALERTS 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 customercare@stanbic.com or +254711068100 for more information.

Product Summary

E-Alert is a service that the bank provides to all account holders across CIB, PBB and Wealth. The service entails transmission of e-statements and e-notifications for all transactional activities the client executes in the bank.

Features

e-Notifications	Alerts Configuration	
	Cash Management & Transactions	Cash Debit & Credit
		Cheque Debit & Credit
		EFT Debit & Credit
		SWIFT Debit & Credit
		Unpaid Cheques
		Unpaid Direct Debits
		Unpaid Standing Orders & EFTs
	Account Management	Call Deposits
		Booking
		Rate Change
		Liquidation with WHT Certificate
		Fixed Deposits
		Booking
		Maturity with WHT Certificate
		Call Accounts
	Trade Finance	WHT Certificate
		Export LCs
		Advice of acceptance
		Advise of payments for export bills
		Cheques for Collection
Cheques for Collection paid		
Expired GBBS		
Export LC acceptance		
Export LC compliant docs		
Export LC discrepant docs		
Export LC payment		
Import LC amendment		
Import LC payments		
Inward Docs payment		
Outward docs		
Files and E-statements	Via Email	XML, CSV, PDF
	Via SFTP	XML, CSV, PDF

Benefits

- Client is informed on all transactional activities within a few minutes of the completion of the transaction
- Client gets proof of payment for all payments that are effected from their accounts
- Near Real time Confirmations of Bookings for call accounts, fixed deposits, trade finance
- Delivery of e-statements and transactional confirmations in the format preferred by the client.

Potential risks associated with product

Information Risk: The notifications could be delivered to a wrong party. This is mitigated by maintaining the email addresses for the consignees of the notifications as completed in the opt in form.

Rights and obligations of parties

The client has a right to receive notifications that they opt in for at their preferred frequency as supported by the solution

Eligibility Criteria/Target Market

Corporate, PBB and Wealth clients

Documentation Criteria

A customer accessing this product is required to meet the Bank's "Know Your Customer (KYC)" standards and hold an account with the bank. Further, they must have executed a duly completed E-Statement and E-Alert Application form.

Fees and Charges

For a complete list of our fees and charges, please refer to our Tariff Guide which is available in our branches
For a complete list of the KYC documentation, please refer to the Business Banker or your Relationship Manager.



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)

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Mobile: 0711 068 888 or 0732 113 888

Email: customercare@stanbic.com

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