

OUR PURPOSE

Transforming lives, giving dignity and expanding opportunities for wealth creation.

OUR VISION

To be the champion of the socio-economic prosperity of the people of Africa

OUR MISSION

We offer integrated financial services that socially and economically empower consumers, businesses and communities

PRODUCTS AND SERVICES

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Equity Ordinary Account is your perfect medium for your personal deposits, daily business transactions and receipt of remittances like pension, salary, agricultural produce and other payments.

Key Features:

- · No minimum operating balance.
- · Earn interest monthly on balances kept above Ksh. 10,000
- · No monthly charges.
- · Full access to mobile banking and internet banking.
- Customers can choose a payment card that best suits their needs. They Include: prepaid cards, debit cards and credit cards.
- · Cash and cheque deposits.

Benefits:

- No maintenance fees.
- · No ledger fees.
- · Customers can access accounts from any of the countries Equity Bank Operates in.
- 24hour support through 0763063000 and/or info@equitybank.co.ke
- Instant Mastercard or Visa Card issued on application
- Access the account through Equitel, Equity Mobile App, *247#, Equity Online, agents, ATM, and branches countrywide
- Free funds transfer to other Equity accounts (On Equitel)
- · Free standing order set-up and transactions

Ideal for:

- Individuals (singly or jointly)
- Groups –Groups and registered entities be separated from the individual.
- · Registered entities

Requirements:

- Individuals (singly or jointly) -Original Identification document & KRA Pin
- Registered Groups Registration Certificate, Constitution, minutes of resolution to open account certified by the District Social Development officer (DSDO).
- · An introduction letter from the DSDO
- · Registered Business- see account opening requirements for different entities.

Charges:

- · Over the counter cash withdrawal charge
- · Agency banking withdrawal charge
- · ATM withdrawal charge
- · Third-party charges apply e.g. Swift, Pesalink
- · Free periodic and email statements. Additional printed are chargeable
- Payment card issued at Ksh. 600

Your PIN Your Secret

- To safeguard funds in your account, do not share your PINs with anyone.
- When making payments using your card, be sure the card stays in your sight. If you lose your card, communicate to the bank to block it.
- If you suspect any of your PINs is known by others, please change it immediately.

Transaction Process

Cash transactions happen on a real-time basis.

This is a convenient and flexible medium for a range of transactions. With this account you can make deposits, receive money, make payments, make withdrawals and set up standing orders.

Key Features:

- No minimum opening balance.
- · No minimum operating balance.
- · No monthly charges.
- · Full access to mobile banking.
- Customer can choose a payment card that best suits their needs. They Include: prepaid cards, debit cards and credit cards.
- · Cash and cheque deposits.
- · Access to a cheque book when required

Benefits:

- · No maintenance fees.
- · No ledger fees.
- Customers can access account from any of the countries Equity Bank Operates in.
- 24hour support through 0763063000 and/or info@equitybank.co.ke
- · Free monthly statements and internal standing orders
- Free funds transfer to other Equity account (On Equitel)
- This account can be operated in KSh, USD, EURO or GBP
- · Instant Mastercard or Visa Card issued on application
- · Online banking and mobile banking available
- · Access to overdraft facilities

Ideal for:

- Individuals (singly or jointly)
- Groups
- Registered entities Groups and registered entities be separated from the individual.

Requirements:

- Individuals (singly or jointly) -Original Identification document & KRA Pin
- Registered Groups Registration Certificate, Constitution, minutes of resolution to open account certified by the District Social Development officer (DSDO).
- An introduction letter from the DSDO
- Registered Business- see account opening requirements for different entities.

Charges:

- · Over the counter cash withdrawal charge
- Agency withdrawal charge
- · ATM withdrawal charge
- Cheque book at KSh17.50 per leaf
- Third-party charges apply e.g. Swift, Pesalink
- · Free periodic and email statements. Additional printed are chargeable
- Payment card Ksh. 600

Your PIN Your Secret

- To safeguard funds in your account, do not share you PINs with anyone. When making payments using your card, be sure the card stays in your sight. If you lose your card, communicate to the bank to block it.
- If you suspect any of your PINs is known by others, please change it immediately.

Transaction Process

· Cash transactions on account happen on a real-time basis.

This account is ideal for investing in your child's future. The account is opened in the child's name and is operated by the parent / guardian on behalf of the minor (0-12yrs).

Benefits

- · No minimum operating balance
- · No monthly charges or ledger fees
- · No account maintenance fees
- · No cash or cheque deposit charges
- · Free Equity to Equity account money transfers
- One free withdrawal every three months (quarterly)
- · Free internal standing order into the account
- · Home bank issued upon depositing KShs 1000 in the account
- Interest paid every guarter for amounts above KShs 10,000
- Free Junior Member financial literacy training
- · Free e-birthday cards
- · Free e-statements
- Access the account through Equitel, Equity Mobile App, *247#, agents, ATM and branches countrywide

Requirements

- Parent's / guardian Original and copy of National ID.
- (Guardian to provide proof of legal guardianship i.e., letter of administration)
- Parent's / guardian KRA PIN
- Original and photocopy of child's Birth Certificate/Birth Notification



A savings culture instilled early in a child sets a foundation for future financial discipline. This account provides teens aged 13-17 years with a safe avenue to save their money.

Benefits

- Affordable: low account opening balance of KShs 200
- · No account maintenance fees
- Free financial educational booklet
- Free financial education every quarter
- Free e-statements
- · Two free withdrawals in a year. Additional withdrawals are charged at KShs 200 plus excise duty
- · Free entry to Teen Member open days
- · Equity Card i.e., prepaid or debit card issued instantly
- Access the account through Equitel, Equity Mobile App, *247#, agents, ATM and branches countrywide
- The account will be opened under the teen's name.

Requirements

- Original and copy of Parent's/Guardian's National Identity Card/Passport and KRA PIN
- Original and copy of teen's Birth Certificate
- An account opening and operating balance of KShs 200 will be required.

Providing a convenient and friendly transactional account for students in tertiary institutions, colleges and universities aged 18-24 years.

Benefits

- · No minimum operating balance
- · No monthly charges or ledger fees
- · No account maintenance fees
- · Free Equity to Equity account money transfers
- · Account can be operated in KShs, USD, EURO, or GBP
- 50% discount on the student Equity card
- · Equity Prepaid card issued instantly on application
- · Access the account through Equitel, Equity Mobile
- App, *247#, Equity Online, agents, ATM, and branches countrywide
- · Account converted into Equity ordinary account when the student turns 25 years old

Requirements

- Original Student ID/ institution's letter of admission
- National ID and photocopy
- · Passport, student pass or alien ID for non-Kenyan students



This account offers parents /guardians a safe avenue to save school fees for their children. Account can be opened by an individual or jointly

Benefits

- No minimum operating balance.
- · No monthly charges or ledger fees.
- · No account maintenance fees.
- · Free Equity to Equity account money transfers
- 3 free banker's cheques in a year for school fees payment.
- It encourages disciplined savings towards a goal (school fees).
- Access the account through Equitel, Equity Mobile App, *247#, Equity Online, agents, ATM, and branches countrywide
- · Interest paid every quarter for amounts above KShs 10,000
- Account

Requirements

Parent's or guardian's original & copy of National ID and KRA PIN



A call and fixed deposit account gives you an opportunity to invest a lump sum amount of money for fixed period or term at a guaranteed interest rate allowing you to know exactly what the return on your money will be by the end of the term. A fixed account has a fixed date of maturity.

A call account on the other hand is more flexible and allows you to save but also access your money for everyday banking. The account has no fixed maturity date and a customer can withdraw the funds anytime and also make additional deposits in the account.

Benefits

- · No account maintenance fees
- · Negotiable interest rates on the savings
- Minimum fixing amount of KShs 50,000
- Minimum fixing period of one (1) month
- Access to instant loans of up to 90% of your savings at competitive rates
- · Premature withdrawal of deposits allowed

Requirements

Original Identification document and KRA PIN



EazzySave Account helps you accumulate savings towards realizing your goals. The account is ideal for individuals and groups

Benefits

- No minimum operating balance
- · No monthly charges or ledger fees
- · No account maintenance fees
- · One free withdrawal every month
- Free Equity to Equity account money transfers
- Interest paid annually for amounts above KShs 20,000
- Access to instant loans up to 90% of your savings at affordable interest rates
- Access the account through Equitel, Equity Mobile App, *247#, Equity Online, agents, ATM, and branches countrywide

Requirements

- · Original & copy of Identification document and KRA PIN
- Registered groups Registration Certificate, Constitution, Minutes of resolution to open account certified by the District Social Development Officer (DSDO) and Introduction Letter from the DSDO



This account allows you to save small fixed amounts to build a lump some that will enable you meet your investment goals.

The account can be opened by an individual or jointly

Benefits

- · No monthly charges
- No ledger fees
- · No account maintenance fees
- Minimum saving peroid is 6 month, the funds can only be accessed after the indicated period has lapsed
- · Account opening balance of KShs 300.
- Minimum monthly contributions of KShs 300.
- · Minimum lock operating period of 6 months with no partial withdrawal
- · Free internal standing orders to this account
- Interest paid half yearly for amounts above KShs 3,000
- Free F-statement.
- · Access to instant loans up to 90% of your savings at competitive rates

Requirements

· Original & copy of Identification document and KRA PIN



This account enables institutions dealing in non-profitable ventures such as churches, public schools, hospitals and self-help groups manage their funds efficiently.

Benefits

- · No account opening balance
- · No monthly charges
- No ledger fees
- · No account maintenance fees
- · No withdrawal charges
- · Free monthly statements
- · Free internal standing order to the account
- · Free inward and outward cheque clearance
- One free cheque book per year (100 leaves)
- · Access to customized loans at a competitive interest rate
- Enhanced security through a multiple approval feature that requires all the account signatories to approve withdrawals
- Access the account through Equity Online or Eazzybiz and branches countrywide
- Churches are issued with Point of Sales (POS) to aid in collection of payments
- Access to a simplified avenue of collecting payments through the Equity Biller code that offers a
 unique reference number for each payment

Requirements - Public School Account

- · School Registration Certificate from the Ministry of Education
- An Introduction Letter duly signed by the Deputy County commissioner for education
- School Board of Governors resolution to open an account and signing mandate signed by Deputy County Commissioner for Education

Requirements - Self-Help Group Account

- · Group's Registration Certificate
- Group's Constitution District Social Development Officer (DSD0).
- Minutes of the meeting where a resolution was passed to open an account with Equity Bank duly certified by the District Social Development Officer (DSDO).
- An Introduction Letter from the DSDO
- Group KRA PIN



This account provides an avenue for collection of offering, tithe, grants and other church revenues.

Benefits

- · No account opening balance
- No monthly charges
- · No ledger fees
- · No account maintenance fees
- · No withdrawal charges
- Free monthly statements
- Free internal standing order to the account
- · Free inward and outward cheque clearance
- One free cheque book per year (100 leaves)
- · Access to customized loans at competitive interest rates
- Enhanced security through a multiple approval feature that requires all the account signatories to approve withdrawals
- · Access the account through Equity Online or Eazzybiz and branches countrywide
- Churches are issued with Point of Sales (POS) to aid in collection of payments
- Access to a simplified avenue of collecting payments through the Equity Biller code that offers a
 unique reference number for each payment

Requirements

- · Original & copy of Identification document
- Original & copy of Certificate of Registration
- · An Introduction Letter duly signed by the pastor/vicar/father in charge/registered church official.

The CDSC Account is an electronic account that holds your shares and manages the process of transferring shares that are traded in the NSE (Nairobi Securities Exchange).

You may open a CDSC Account through a stockbroker, Investment Bank or Custodian (Equity Bank) authorized by Central Depository and Settlement Corporation, the entity that facilitates holding of shares in electronic accounts opened by shareholders.

CBK CDSC Account

This is an electronic account managed by the Central Bank of Kenya that holds an investor's Treasury Bills and Treasury Bonds and manages the purchase and sale of the securities.

FEATURES OF CDSC ACCOUNT.

- · It allows immediate transfer of shares upon purchase or sale.
- There is no paperwork involved during the transfer of shares from buyer to seller.
- · Account automation eliminates risks of forgery, damage to documents, clerical errors etc.
- An investor's shares are held in one account making it easy for management.
- The investor receives an electronic statement of his/her account holdings.

FEATURES OF C.B.K CDS ACCOUNT.

- The account is for trading in treasury bills and treasury bonds only.
- · The account is opened by the Central Bank of Kenya on behalf of investors.
- The investor receives an electronic statement of his/her CDS account holdings.

Benefits:

- This account enables the consolidation of your assets.
- With this account you get to enjoy professional expertise available from Equity Bank.
- With this account, you are assured of security for your investments.
- We ensure timely collection of dividends, interest, bonuses and rights for your investments.
- Regular investment reports will be made available to you.
- You are provided the chance to diversify your investment portfolio efficiently and affordably.
- · Get to enjoy fast, efficient and all-round friendly service.
- We provide a smooth succession avenue for your investments.
- · Service for account holders is available in all our branches countrywide.
- No ledger fees.
- Customers can access account from any of the countries Equity Bank Operates in.
- 24hour support through 0763063000 and/or info@equitybank.co.ke Instant Mastercard or Visa Card issued on application
- · Online banking and mobile banking opt in optionNo maintenance fees.

Ideal for:

- · Individuals (singly or jointly)
- Groups
- · Registered entities

Requirements:

- · An Equity Bank Account.
- A copy of your Kenyan ID/Passport, a passport size photo and your KRA PIN.
- · A fully executed and signed CDS 1 form.
- Registered Business- see account opening requirements for different entities.

Transaction Process

• Visit any of Equity Bank branches to fill CDSC forms, share purchase or sell form and the bank will facilitate the transactions for you.

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- · We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.





SMALL BUSINESS LOANS





This is a loan facility that enables business people to grow their businesses by meeting their working capital needs.

Key Features

Loan amount of Kshs. 5,000 - Kshs. 10,000,000

Repayment period

- · Up to 12 months for unsecured facilities
- Up to 18 months for facilities secured by Motor vehicles.
- Up to 24 months for facilities secured by land.

Collateral.

· Biashara Imara Loans will have flexible security requirements.

Benefits

- · Financing to boost your stock to enable you continue running your business
- You will also qualify for a loan facility based on your transactions through the One Equity Till Number
- · Flexible Repayment terms

Ideal for

· Micro and Small business enterprises

Requirements

- The Borrower must be 18 years and above
- · Ability to repay the loan bust be clearly demonstrated.
- Business must be in operation for at least one year.
- · Character based lending.

Charges

- Interest rate As per Bank Approved rate
- Insurance fees of Kshs.0.675% Pa
- LACE Fully Secured 3.5%; Partially Secured 4%; unsecured 5%

Transaction Process

- The customer visits the branch, maKsh the application though the filling in of the loan application form.
- The application is then approved as per the sanctioning authorities' mandates.
- The product will be managed by the Branch Relationship officers/Managers.
- The Relationship officers/Managers have adequate training to enhance their knowledge on the Product.

- T & Cs of products are available on website and as part of loan application opening form.
- Data privacy policy included in customer onboarding and account opening forms

This is a loan facility that enables business people to grow their businesses by meeting all their Capital expenditure needs

Key Features

Loan amounts.

• Loan amount of Kshs. 100,000 - 10,000,000

Repayment period

- Up to 12 months for unsecured facilities
- Up to 18 months for facilities secured by Motor vehicles.
- Up to 24 months for facilities partially secured by title deed, logbook and Chattels.
- Up to 60 months for facilities fully secured by Title deed subject to the purpose

Collateral.

· Micro Business Loans have flexible security requirements.

Benefits

- · Business Expansion financing.
- Purchase of used Motor Vehicles that do not fit under Asset-based Financing products Creditors Financing.
- Purchase of other Movable and Non-Movable assets
- · Development & plot purchase financing
- · Flexible Repayment terms

Ideal for

· Micro and Small business enterprises

Requirements

- The Borrower must be 18 years and above
- Ability to repay the loan bust be clearly demonstrated.
- · Business must be in operation for at least one year.
- Character based lending.

Charges

- Interest rate As per Bank Approved rate
- Insurance fees of Kshs. 0.675% Pa
- LACE Fully Secured 3.5%; Partially Secured 4%; unsecured 5%

Potential Risks

- Default
- Diversion of funds.
- · Business failure.

Transaction Process

- The customer visits the branch, maKsh the application though the filling in of the loan application form.
- The application is then approved as per the sanctioning authorities' mandates.
- The product will be managed by the Branch Relationship officers/Managers.
- The Relationship officers/Managers will have adequate training to enhance their knowledge on the Product.

- T & Cs of products are available on website and as part of loan application opening form.
- · Data privacy policy included in customer onboarding and account opening forms

This is a loan facility targeted at individuals within small micro enterprises and are within groups, with the purpose of meeting home improvement needs

Key Features

- Loans of Kshs. 1,000 Kshs. 2,000,000
- · Maximum repayment period 36 months
- · No access to cash-its either bank transfer or bankers' cheque

Benefits

The product will provide loans for home improvement.

- · Bills: Pay school fees & pay medical bills
- · Purchase household chattels
- · Electricity installation
- Clean water and sanitation-buying tanks, piping, digging well, water piping costs, water purifiers, connection fees, building latrines, water pump.
- · Technology gadgets
- · Clean energy products; Solar panels, solar lamps, aquarium, Biogas, jiko koa

Ideal for

· Men and women above 18yrs who are in small micro enterprises and are within groups

Requirements

A flexible three tire system will be used as follows: -

- · Individual Member and Group Savings 20%
- Co-guarantee from all members -70%
- Household Chattels and business assets -10%
- · Weekly group meeting attendance

Charges

- Registration fee Kshs.500/= Renewable annually
- Interest payments as per bank approved rate
- Insurance fees of Kshs.0.675% Pa
- LACE 5%

Potential Risks

- Group disintegration
- · Funds diversion

Transaction Process

 Loan is disbursed to customer's KYC account, then a bankers cheque is drawn or a funds transfer form executed.

- T&Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

This is a loan facility designed to support individuals in small micro enterprises within the Agricultural sector, and are within Groups.

Key Features

- Minimum Kshs.1,000 Maximum Kshs.10,000,000 /-
- Start-up loan-Maximum 100,000/-

The Graduation Principle will be based on:

- · Ability to repay
- · Group Approval
- Approval is decentralized as per branch approved limit

Benefits

To support the farmers in groups to

- · Purchase farm inputs
- · Meet working capital and farm development needs
- · Acquisition of farm machinery and equipment.

Ideal for

• Targets men and women above 18yrs who are in small micro enterprises in agriculture sector and are within groups.

Requirements

- All members/ shareholders must be 18 years and above
- Registered groups with proof of existence for at least 2years.
- · Weekly meeting attendance
- · Loan repayment on a weekly basis

Charges

- Registration fee Kshs.500/= Renewable annually
- · Savings 20% of Loan Amount
- · Interest payments as per bank approved rate
- Insurance fees of Kshs.0.675% Pa
- LACE 5% unsecured and 3% for secured facilities

Potential Risks

- · Group disintegration
- Default
- · Diversion of funds

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

PAMOJA INSURANCE PREMIUM FINANCING

This is a loan that will help cushion our clients against unexpected risks like fire & burglary, Motor vehicle covers, health Insurance premiums to cater for medical services and last expense funeral costs.

Key Features

- Loans of Kshs. 5.000 Kshs. 1, 000,000
- · Maximum Repayment Period of up to 10 months

Scope

- · Micro Health Insurance Premium
- · Last Respect Insurance Premium
- · Other Insurance Premiums

Ideal for

- · Micro group customers with the sole intention of availing of decent and
- · more affordable insurance products through payment of insurance premiums.

Requirements

- All members/ shareholders must be 18 years and above
- · Registered groups with proof of existence for at least 2 years.
- · Weekly meeting attendance
- · Payment of insurance premiums with Equity Insurance and ELAK

Charges

- Interest rate As per Bank approved rate.
- Insurance fee 0.675%
- Commission 500

(The above charges to be loaded and recovered up front just like IPF)

Potential Risks

- · Group disintegration
- Default

Transaction Process

- Client gets a quotation from Equity Insurance on Insurance Policy required though the Relationship Officer
- · Client approaches the bank for the loan through the group.
- · Appraisal done by a Relationship Officer
- · Business and residential visit is conducted.
- Loan Request Presented to Branch Credit Committee for approval

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

This is a loan facility is designed to support individuals in small micro enterprises and are within Groups to meet working capital and business expansion needs-

Key Features

- Minimum Kshs.1,000 –Maximum Kshs.100,000 /-
- · Startups- small amount loans are encouraged.
- The Graduation Principle will be based on: Ability to repay

Group Approval.

Maximum repayment period up to 12 months

Benefits

- · Opportunity to build savings culture
- Relationship management/ advisory services available
- · Access to 24 hours banking via Equitel through multiple approval option
- Access to business development advisory services (BDS)
- · Access to E-Banking

Ideal for

• Men and women above 18yrs who are in small micro enterprises and are within groups.

Requirements Group:

- · Registered with the relevant Government Departments
- Membership: 10 30 Members
- Group registered with Equity Bank
- Group members must undergo Financial Literacy, BDS and entrepreneurship Trainings offered by Equity Foundation

Individual Members:

- · Be 18 years and above.
- · Participate in weekly Meetings,
- · Weekly Savings of 100 Shillings Minimum,
- · Guarantee loans taken by members of the group.

Charges

- Registration fee Kshs.500/= Renewable annually
- Passbook- Kshs.100
- · Savings 10% of Loan Amount
- · Interest payments -As per bank approved rate
- · Insurance fees of Kshs.0.675% Pa
- LACE 5%

Potential Risks

- · Group disintegration
- Default
- · Diversion of funds

Transaction Process

Loan is disbursed to customer's KYC account.

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

A product targeting Kenyan Diaspora who are in groups/SACCOs/Co-operatives and wish to invest collectively to address the gap in the market by providing an attractive investment vehicle to groups/SACCOS/Co-operatives, and investment clubs

Its main objective is to Finance the groups for:

- · Project financing and development purposes e.g. buying land and real estate development
- Insurance premium financing

Key Features

- 75% or more of the members must be Kenyan Diaspora. Those that are not Diaspora must be Kenyan locals. Membership by foreigners is not allowed
- All members/ shareholders must be 18 years and above
- Registered groups/SACCOs/Co-operatives with proof of existence for at least 2 years
- · Be registered with the relevant registration agencies in Kenya
- New or existing Equity Bank Group account; for new accounts, bank statements for current/prior accounts held in other financial institutions is required
- Members must receive financial literacy, entrepreneurship, and digital training from Equity Group Foundation (EGF) prior to loan disbursement
- Minimum membership -5

Benefits

- · Opportunity to build savings culture
- Relationship management/ advisory services available
- · Access to 24 hours banking via Equitel through multiple approval option
- Access to business development advisory services (BDS)
- · Access to E-Banking

Ideal for

 An organized group of Kenyan diaspora who are incorporated/registered as associations, SACCOs, or Cooperative Societies in Kenya

Requirements

- 75% or more of the members must be Kenyan Diaspora. Those that are not Diaspora must be Kenyan locals. Membership by foreigners is not allowed
- All members/ shareholders must be 18 years and above
- Registered groups/SACCOs/Co-operatives with proof of existence for at least 2 years
- Be registered with the relevant registration agencies in Kenya
- New or existing Equity Bank Group account; for new accounts, bank statements for current/prior accounts held in other financial institutions is required
- Members must receive financial literacy, entrepreneurship, and digital training from Equity Group Foundation (EGF) prior to loan disbursement
- Minimum membership-5
- Maximum 60 months (5 years) for loan amounts up to Ksh 5M
- · Maximum 120 months (10 years) for loan amounts above Ksh 5M

Charges

- LACE: 3%
- Interest: 10% per annum for foreign-denominated facilities (USD and GBP) and the prevailing rate per annum for Ksh facilities
- Registration Fees: Ksh 1,000 per Chama/ Investment Group per annum

Potential Risks

- · Group disintegration
- Default
- · Diversion of funds

Transaction Process

· Loan is disbursed to customer's KYC account

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.





This is a check-off facility offered to salaried employees whose institutions have an MOU with the bank.

Key Features

- It's only advanced to staff whose employers have a MOU with EBL.
- It's both short- and long-term advance.
- Its target group is the salaried clientele.
- It's mostly for development purposes but can also be used to cater for short-term needs such as school fees.

Benefits

- Customers can access large sums of money without security to borrow to develop themselves, i.e. build a house, buy a plot.
- · They can access the loans to raise the deposits required for
- development loans, i.e. 30% of the amount required to develop, asset finance contributions.
- The majority have no savings, and it might take longer to raise the fund for developments.

Ideal for

- · Customers whose employers have an existing MOU with the customer's employer.
- · Holders of salary account
- · Salaried individuals.
- Individuals whose salary is paid through the EBL account for between one to six months depending on the MOLI

Requirements

- · Three original pay slips
- · 2 Copies of the ID & Pin certificate.
- An introduction/Appointment/Confirmation letter from the employer.
- · Duly signed authorization forms.

Charges

- · Interest rate depends on the Employer.
- LACE fee 2.5% to 3% (as per the MOUs engagement)
- Insurance fee 0.625%
- Job loss insurance- 0.1%

Potential Risks

- Overcommitment to other financial institutions
- Under deductions due to introduction of Statutory deductions (Housing Levy, SHIF etc.)
- Layoffs
- · Resignations
- Demotions
- Legal Suits
- Absconding duty
- Instalments variations due to malpractices by payroll staff
- Death
- · Permanent incapacitation
- · Salary diversion
- · Withdrawal of hardship allowances upon transfer
- Early retirement
- Delayed loan remittance
- Delayed loan booking
- · Erroneous capture of loan details

Transaction Process

- 1. The customer opens the savings account and has his/her salary channeled through the account between one to six months depending on the (See the list of employers attached).
- 2. Customer presents the requirements for the loan product application.
- 3. A customer fills in a loan application form and the bank official witnesses the same.
- 4. The Bank credit committee maKsh recommendations and if they recommend for approval, the client then signs a pre-signed offer letter.
- 5. The client's file is then sent to head office to seek approval from Head Office, Credit Risk.
- 6. Feedback is then given back to the branch (Approval, Decline or Pended).
- 7. If it is an approval, then credit risk forwards the file to central disbursement.
- 8. In central disbursement the loan is maintained, verified, and disbursed.
- 9. The recoveries team then produces a report on all disbursed cases and advice the respective employers on the booking for a check-off to be affected on the client's pay slip.
- 10. If the booking is successful the employer remits either a cheque, an EFT or an RTGS of the total advice done in a month.
- 11. The check-off will continue until the loan is fully paid.

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



This is a check-off loan facility offered to employees working under US Embassy

Key Features

- · It's only advanced to staff working under US Embassy.
- · It's a long-term advance.
- Its target group is the salaried clientele under the US Embassy.
- It's mostly for development purposes but can also be used to cater for short-term needs such as school fees.

Benefits

- Customers can access large sums of money without security to borrow to develop themselves, i.e. build a house, buy a plot.
- They can access the loans to raise the deposits required for development loans, i.e. 30% of the amount required to develop, asset finance contributions.
- · The majority have no savings, and it might take longer to raise the fund for developments.

Ideal for

- · Holders of salary account and maintain an Escrow
- Must be salaried and working under US Embassy.
- Must have the ability to pay.

Requirements

- · Three original pay slips
- · 2 Copies of the ID & Pin certificate.
- An introduction/Appointment/Confirmation letter from the employer.
- · Duly signed authorization forms.

Charges

- · Interest rate: As per the Banks Recommended rate.
- 4% + Libor rate for secured Dollar loans.
- LACF fee 3%

- Insurance fee 0.625%
- Job loss insurance- 0.1%

Potential Risks

- Overcommitment to other financial institutions
- Under deductions due to introduction of Statutory deductions (Housing Levy, SHIF etc.)
- Lavoffs
- Resignations
- · Demotions
- · Legal Suits
- Absconding duty
- Instalments variations due to malpractices by payroll staff
- Death
- · Permanent incapacitation
- · Salary diversion
- · Early retirement
- Delayed loan remittance
- · Delayed loan booking
- · Erroneous capture of loan details

Transaction Process

- The customer opens the savings account and has his/her salary channeled through the account for between one to six months.
- Customer presents the requirements for the loan product application.
- A customer fills in a loan application form and the bank official witnesses the same.
- The Bank credit committee maKsh recommendations and if they recommend for approval, the client then signs a pre-signed offer letter.
- · The client's file is then sent to head office to seek approval from Head Office, Credit Risk.
- Feedback is then given back to the branch (Approval, Decline or Pended).
- If it is an approval, then credit risk forwards the file to central disbursement.
- In central disbursement the loan is maintained, verified, and disbursed.
- The recoveries team then produces a report on all disbursed cases and advice the respective employers on the booking for a check-off to be affected on the client's pay slip.
- If the booking is successful the employer remits either a cheque, an EFT or an RTGS of the total advice done in a month.
- · The check-off will continue until the loan is fully paid.

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

This is a short term loan facility offered to all salaries customers whose salary is remitted through an Equity Account account

Key Features

- · This is a short-term loan.
- Its target group is the high-end salaried clientele.
- It's meant to meet short term needs such as emergencies, medical bills, school fees etc.

Benefits

- Customers can meet their emergency needs since the product can be accessed in the comfort of their homes.
- Customers whose employers are unwilling to sign MOUs with the bank can benefit from this
 product.
- · The access to ups as many times as possible in a year.

Ideal for

- · Holders of salary account.
- Must be salaried.
- · Must demonstrate adequate ability to repay loan amount.
- Salary must have been remitted through EBL account for at least 6 Consecutive times.

Requirements

- Three most current original pay slips
- 1 Copies of the ID & Pin certificate.
- An introduction/Appointment/Confirmation letter from the employer.

Charges

- Interest rate: As per the Banks Recommended rate.
- LACE fee: 5% with a minimum of 300 whichever is lower.
- Insurance fee 0.625%
- Job loss insurance- 0.1%

Potential Risks

- · Salary diversion
- · Loss of employment
- Overcommitment
- Death
- · Salary stoppage for casual workers
- Refusal of client to pay due to character issues.

Transaction Process

- Customer opens the savings account and has his/her salary channeled through the account at least three times.
- · Customer presents the requirements for the loan product application.
- A customer fills in a loan application form and the bank official witnesses the same.
- The customer fills the "letter of irrevocable instruction to the
- employer" in duplicate instructing him to forward his/her earnings to Equity Bank Ltd.
- The Branch credit committee then maKsh recommendations (Approval, Decline or Pended).
- If it is an approval the Branch, then forwards the letter of irrevocable instructions to the employer's authorized personnel preferably the payroll department. /HR Department.
- The employer's authorized personnel signs as an acknowledgment of the letter of irrevocable instruction.
- · The authorized letter of irrevocable instruction is sent back to the branch and a copy is filled in the

- client's personal file at the employer for their future reference.
- The branch then proceeds to prepare the offer letter for the customer's signature.
- · The Customer signs the letter of offer.
- · Loan is maintained, verified & disbursed
- Recovery begins from the next immediate salary credit and subsequent ones until the loan is repaid
 in full.

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms



This is a long term loan facility designed for salaried individuals working for institutions that are not able to sign an MOU with the bank. These are listed blue chip companies, Parastatals and Government agencies, NGOs, and UN bodies

Key Features

- Salaried customers acquiring assets / properties
- Applicants must be over 18 years.
- · Must have channeled the salary through the EBL account for at least three months.

Benefits

- The employees can enjoy long-term loans despite their employers having no MOUS with the bank.
- The employees can meet both short-term and long-term goals.
- · Recovery is made from the account, and employees can enjoy other loans too.

Ideal for

 Salaried clients from listed blue chip companies, Parastatals and Government agencies, NGOs, and UN bodies whose organizations lack the check off arrangement

Requirements

- An undertaking from the applicant that he/she will channel his/her salary for the period that the loan will be outstanding.
- An undertaking from the employer that the respective applicant will not be allowed to change his
 pay point from Equity Bank Ltd until clearance is sought from Equity Bank.
- Three most current original pay slips
- 1 Copies of the ID & Pin certificate.
- An introduction/Appointment/Confirmation letter from the employer.

Charges

- · Interest rate: As per the Banks Recommended rate.
- · LACE fee: 3%
- Insurance fee 0.625%
- Job loss insurance- 0.1%

Potential Risks

- Layoffs
- Resignations
- Demotions
- · Legal Suits
- · Absconding duty
- Death
- · Permanent incapacitation

- · Salary diversion
- · Early retirement
- · Delayed salary remittance
- Overcommitment to other financial institutions

Transaction Process

- Customer opens the savings account and has his/her salary channeled through the account for three months or one month's salary with three months Bank statement from former Bankers.
- · Customer presents the requirements for the loan product application.
- A customer fills in the loan application form.
- The customer fills the "letter of irrevocable instruction to the employer" in duplicate instructing him
 to forward his/her earnings to Equity Bank Ltd.
- The Bank official witnesses the letter of irrevocable instructions and seeks approval from Head Office, Credit Risk.
- Feedback is given back to the branch (Approval, Decline or Pended).
- If it is an approval the Branch, then forwards the letter of irrevocable instructions to the employer's authorized personnel preferably the payroll department /HR Department.
- The employer's authorized personnel signs as an acknowledgment of the letter of irrevocable instruction.
- The authorized letter of irrevocable instruction is sent back to the branch and a copy is filled in the client's personal file at the employer for their future reference.
- The branch then proceeds to prepare the offer letter for the customer's signature.
- · The Customer signs the letter of offer.
- · Verification and Disbursement.
- Recovery begins with the next immediate salary credit and subsequent ones until the loan is repaid
 in full.

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms



It's a product designed for retired individuals who are earning pension that is paid through Equity

Kev Features

- · Pension remittance for at least three months.
- · Must have the ability to repay.
- Accessible to only principal pensioners previously working for the government and receiving
 monthly remittances from the Ministry of Finance Pension Department, Lap-trust and any other
 private pension scheme.
- Applicants must be equal to or below 70 years of age.

Benefits

- Retired individuals can continue with their project even after retirement.
- · Retirees can meet their short- and long-term goals.
- The loans can be accessed from digital platforms hence meet emergency needs.

Ideal for

Pensioners earning pension.

Requirements

- 2 un-dated pension GP7 forms/ irrevocable instruction to the Pension Scheme Manager.
- · A letter from the Treasury indicating the pension number.

Charges Interest rate: As per the Banks Recommended rate.

- LACF fee: 3%.
- Insurance fee 0.625%

Potential Risks

- · Death.
- · Pension diversion.
- · Over funding for system generated facilities.

Transaction Process

- The customer opens the savings account and has his/her pension channeled through the account for three months.
- · Customer presents the requirements for the loan product application.
- A customer fills in the loan application form.
- The customer fills the "letter of irrevocable instruction to the pension scheme or GP 7" in duplicate.
- The branch then proceeds to prepare the offer letter for the customer's signature.
- The Customer signs the letter of offer.
- · Verification and Disbursement.
- Recovery begins with the next immediate pension credit and subsequent ones until the loan is repaid in full.

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



This is a mobile loan for all active Equity customers where the limits are assigned based on the customers transactional behavior of their operative accounts in the bank.

Key Features

The minimum amount you can borrow is Ksh 100 and the maximum amount is dependent on the customers' loan amount and credit limit.

- The maximum is Ksh 3.000.000.
- The loan is payable for between 1-12 months depending on the customer's profile.
- Interest Rate: As per the Banks Recommended rate, with Lace of 5%, Excise duty of 20% of LACE and Insurance 1%.

Benefits

- · No quarantors
- · No penalty for early repayment
- · Flexible repayment terms
- Available 24/7
- No forms
- Accessibility through multiple channels eg *247#, Equitel, Equity Mobile App

Requirements

- Registered Mobile channel- *247#, Equitel, Equity Mobile App, Equity Online
- · Active equity account

Charges

- · Interest rate: As per the Banks Recommended rate.
- One off fee of 5%
- Insurance fee 1%
- · Excise duty: 20% of LACE

Potential Risks

· Loan default in case of inability to pay

Transaction Process

- Equitel STK: My Money>Eazzy Loan>Get Loan>select account> (One Month Loan/Instalment Loan/ Other Loans) Enter PIN
- USSD: Dial *247#>Borrow>Get Loan>Eazzy Loan >One Month Loan/Instalment Loan/Salary Advance/Pension> Enter PIN
- Equity Mobile App/WEB: Go to Borrow>Get Loan>Apply Now> One Month Loan/Instalment Loan/ Salary Advance/Pension

Rights and Obligations

- T & Cs of products are available on borrow journey on all mobile channels
- · Data privacy policy included in customer onboarding and account opening forms



This is a mobile short term loan for all active Equity customers where the limits are assigned based on the customers transactional behavior of their operative accounts in the bank and used for purchase of Eco friendly Merchandize such as Jiko koa, from whitelisted Equity Merchants

Key Features

The minimum amount you can borrow is Kshs. 1,000 and the maximum amount is dependent on the customers' loan amount and credit limit.

- The maximum is Ksh 300.000.
- The loan is payable for up to 12 months depending on the customer's profile.
- Interest Rate: As per the Banks Recommended rate with Lace of 5%, Excise duty of 20% of LACE and Insurance 1%

Benefits

Any customer who has a need financing to purchase eco-friendly products

Ideal for

- · Salaried Customers
- · Dairy/Milk Farmers
- Tea Farmers
- · Business customers

Requirements

- Registered Mobile channel *247#, Equitel, Equity Mobile App, Equity Online
- · Active Equity account

Charges

- Interest rate: As per the Banks Recommended rate.
- · One off fee 5%
- · Insurance fee 1%
- Excise duty: 20% of LACE

Potential Risks

· Loan default in case of inability to pay

Transaction Process

- Equitel STK: My Money>Eazzy Loan>Get Loan>select account>Other Loans> Eco Moto >Enter PIN
- USSD: Dial *247#>Borrow>Get Loan>Eazzy Loan >Eco Moto> Enter PIN
- Equity Mobile App/WEB: Go to Borrow>Get Loan>Apply Now> Eco Moto

Rights and Obligations

- T & Cs of products are available on borrow journey on all mobile channels
- Data privacy policy included in customer onboarding and account opening forms



This is a mobile short-term loan for all active Equity customers where the limits are assigned based on the customers transactional behavior of their operative accounts in the bank and used for purchase of Eco friendly water tanks and construction Materials, from whitelisted Equity Merchants

Kev Features

- The minimum amount you can borrow is Khs 1,000 and the maximum amount is dependent on the customers' loan amount and credit limit.
- The maximum is Ksh 300.000.
- The loan is payable for up to 12 months depending on the customer's profile.
- Interest Rate: As per the Banks Recommended rate with Lace of 5%, Excise duty of 20% of LACE and Insurance 1%.

Benefits No guarantors

- · No penalty for early repayment
- Flexible
- Available 24/7
- · No forms
- Accessibility through multiple channels eg Equitel, *247#

Ideal for

- · Salaried Customers
- Dairy/Milk Farmers
- · Tea Farmers
- · Business customers

Requirements

- Registered Mobile channel- *247#, Equitel, Equity Mobile App
- · Active equity account

Charges

- Interest rate: As per the Banks Recommended rate.
- One off fee 5%
- Insurance fee 1%
- · Excise duty: 20% of LACE

Potential Risks

- · Loan default in case of inability to pay
- Equitel STK: My Money>Eazzy Loan>Get Loan>select account>Other Loans> Maji Loan >Enter PIN
- USSD: Dial *247#>Borrow>Get Loan>Eazzy Loan >Maji Loan> Enter PIN
- Equity Mobile App/WEB: Go to Borrow>Get Loan>Apply Now> Maji Loan

Rights and Obligations

- T & Cs of products are available on borrow journey on all mobile channels
- · Data privacy policy included in customer onboarding and account opening forms



This is a mobile short-term loan for all active Equity customers where the limits are assigned based on the customers transactional behavior of their operative accounts in the bank and used for purchase of Mobile Phones from selected Equity Merchants

Key Features

- The minimum amount you can borrow is Kshs. 1,000 and the maximum amount is dependent on the customers' loan amount and credit limit.
- The maximum is Ksh 300.000.
- The loan is payable for up to 12 months depending on the customer's profile.
- Interest Rate: As per the Banks Recommended rate. With Lace of 5%, Excise duty of 20% of LACE and Insurance 1%.

Benefits No guarantors

- · No penalty for early repayment
- Flexible
- Available 24/7
- No forms
- · Accessibility through multiple channels

Ideal

Any individual who has need for financing to buy a phone (Above 18 years)

Requirements

- Registered Mobile channel *247#, Equitel, Equity Mobile App
- · Active equity account

Charges

- Interest rate: As per the Banks Recommended rate.
- · One off fee 5%
- Insurance fee 1%
- · Excise duty: 20% of LACE

Potential Risks

- · Loan default in case of inability to pay
- Transaction Process Equitel STK: My Money>Eazzy Loan>Get Loan>select account>Other Loans> Simu Loan >Enter PIN
- USSD: Dial *247#>Borrow>Get Loan>Eazzy Loan >Simu Loan> Enter PIN
- Equity Mobile App/WEB: Go to Borrow>Get Loan>Apply Now> Simu Loan

- T & Cs of products are available on borrow journey on all mobile channels
- · Data privacy policy included in customer onboarding and account opening forms



This is a one-month facility that allows Equity customers to facilitate fulfilment of a payment transaction in case of insufficient funds.

Key Features

- The minimum amount is Ksh 100
- The maximum is Ksh 100,000 (based on Johari limit as per the customer's monthly affordability)
- Interest Rate: As per the Banks Recommended rate, Lace of 5%, excise duty of 20% of lace and Insurance 1%.
- · The loan is unsecured
- · It is currently available all channels

Benefits

- · No guarantors
- · No penalty for early repayment
- Flexible
- · Ease to access
- · instant & convenient
- · Accessibility through multiple channels
- Available 24/7

Requirements

- · Registered Mobile channel- Equitel STK. Ussd. Equitel Mobile, Web
- · Active equity account

Charges

- Interest rate: As per the Banks Recommended rate.
- · Lace: 5% of applied amount
- · Insurance fee 1%
- · Excise duty: 20% of lace

Potential Risks

- · Loan default in case of inability to pay
- Fraud in cases of compromised mobile banking

Transaction Process

- When you run low on funds when making a payment, sending money, Buy goods&services, Paybill transactions or buying airtime using *247#, Equitel , Equity Mobile App or Web:
- You will receive a Boostika prompt displaying your loan limit, and the deficit required to complete
 the transaction
- You will be required to accept the Boostika limit to proceed as well as and the terms and conditions.
- An SMS notification will then be sent to you to confirm and complete the transaction.

- T & Cs of products are available on borrow journey on all mobile channels.
- Data privacy policy included in customer onboarding and account opening forms

PWE MERCHANT LOAN/ TELCO FLOAT LOAN

The Merchant Loan is an unsecured facility that allows all merchants with till numbers to draw funds for working capital requirements, quickly and conveniently as and when required for a short tenure

Key Features

- The minimum amount you can borrow is Ksh 1,000 and the maximum of Ksh 300,000.
- The loan tenure is up to 7 days; however one can repay the loan before the due date and borrow again
- · A charge of 3% which comprises of the LACE, insurance fee & Excise Duty on amount requested.
- Interest rate is as per the Banks Recommended rate. (Applicable only when the merchant does not pay within 7 days)
- Equity Bank recovers the loan from the Merchants transacting account on maturity date (7 days)

Benefits

- · It provides an audit trail and ease of reconciliation
- · working capital available to all scored merchants when in need
- Available 24/7
- Pre scored limits determined by the till transactions
- · No guarantors
- · No forms
- · Self-service available for loan payments

Ideal for

· Equity merchants with active till numbers and Billers

Requirements

- · Active equity account
- · Active till and Biller
- Registered for mobile banking

Charges

- Interest Rate: As per the Banks Recommended rate.
- · Commission: 3% (LACE, Insurance, Excise Duty)
- · Penal interest: As per the Banks Recommended rate

Potential Risks

· Loan default in due to inactive till

Transaction Process

USSD: Dial *247#>Borrow>Get Loan>Merchant Loan > Enter PIN

Complaints handling Process

- Lodge complaint at any of our branches, via call center, info@equitybank.co.ke or website: https://equitygroupholdings.com/ke/ We will record your feedback and issue you with a reference number.
- We will acknowledge you feedback within 48hours.
- If we cannot resolve the complaint immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve the complaint within 7 working days. However, should we require more time to it, we will keep you updated with progress every 7 days until the complaint is resolved.
- · Should the resolution not meet your satisfaction, feel free to get back to us
- · with your concerns and we will review the issue and resolution and revert back to you.

- T & Cs of products are available on borrow journey on all mobile channels.
- Data privacy policy included in customer onboarding and PWE /Biller form

This is an Overdraft facility that is available to Equity Bank Agents which allows them access funds up to a certain pre-approved limit for float management by enabling them complete transactions

Key Features

- The minimum amount an agent can borrow is Ksh 5,000 and the maximum amount is dependent on an Agent limit.
- However, the maximum is Ksh 3,000,000.
- The loan tenure is up to 5 days however one can repay the loan before the due date and borrow again
- A charge 1% which comprises of the commission & Excise Duty.
- Equity Bank recovers the loan from the agent's transacting account (flagged for the purpose) on the facility maturity date (5 days)

Benefits

- · Existing pre-approved limits
- · Minimum paperwork on Onboarding
- Accessible on various channels (POS/STK)
- · Increase income from fees charged.
- · Increase wallet share especially deposits
- · Instant availability of float on need basis

Ideal for

· Equity Agents

Requirements

- · All Active Equity Bank Agents for the last 6 months.
- Agents with an Equity account and must have operated it for more than 6 months.
- Agent must have Capital Injection on their operating account for the last 6 months.
- Agent's account must be under Scheme Code SB126 or CA 207
- · Limits will be determined by the customer's capital injected and turnover, reviewed after 3 months

Charges

- One Off fee: 1% of the daily drawn facility
- Penal interest: As per the Banks Recommended rate

Potential Risks

- Fraud
- · Default incase of closure of the business

Transaction Process

Go to your Agent Equitel Line > Select My Account > Select Balance Inquiry > Enter PIN and you will
receive an SMS confirmation with your loan limit.

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and agent onboarding forms

This is a facility that is availed to all pre-approved stockists/retailers/distributors of authorized Anchors under Ecosystem Banking to access funds for stock financing

Key Features

- The minimum amount a stockist can borrow is Ksh 1000 and the maximum amount is dependent on their limit
- · However, the maximum is Ksh 20M
- The loan tenure is up to 7 -60 days however one can repay the loan before the due date and borrow again
- Charges include, commission of 0.42%-3% of the amount applied for with no interest charged if loan is paid by due date.
- · Penal Interest as per the Banks Recommended rate is charged after maturity if loan is not fully paid.
- Equity Bank recovers the loan from the agent's transacting account (flagged for the purpose) on the facility maturity date

Benefits

- · Increased cash flow
- · Flexible repayment options
- · Stock financing available when needed
- · Minimum paperwork to onboard
- Available 24/7
- · Pre scored limits

Ideal for

All scored stockist/retailers under authorized anchors

Requirements

- · Equity account
- Registered for mobile banking
- To be under a registered/authorized anchor

Charges

One Off Commission:0.42-3% per) per drawdown

Penal interest:

As per the Banks Recommended rate

Potential Risks

Default

Transaction Process

- Volume of Trading Analysis for each Retailer/Stockiest
- · Bank Allocates Loan Limit
- Equitel STK: My Money>Eazzy Loan>Get Loan>select account> Other Loans>Ecosystem> Enter PIN
- USSD: Dial *247#>Borrow>Get Loan>Ecosystem Loan>Select Anchor> Enter PIN
- Equity Mobile App/WEB: Go to Borrow>Get Loan>Apply Now> Ecosystem Loan
- Loan disbursed Funds Simultaneously credited to customer's account and autoswept to Anchor's Account

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

Tea Bonus Loan is a digital loan product which targets Equity Bank tea farmers who are affiliated to KTDA and other Private Tea companies (as the Anchors).

Key Features

- The minimum amount you can borrow is Ksh 5,000 and the maximum of Ksh 2M
- The loan tenure is up to 12 months pegged to the date when Anchor pays the bonus. Payable as a bullet
- Charges include An Interest rate recommended by the bank, Lace 4%,Insurance 1%pa and exercise duty of 20%
- · Equity Bank recovers the loan from the transacting account on maturity date
- · Can borrow as many times as they want as long as they have not exhausted the limit

Benefits

- · No monthly payments
- · Flexible repayment options
- Available 24/7
- · Pre scored limits
- · Available on all channels

Ideal for

All farmers affiliated with KTDA

Requirements

- · Equity account
- · Registered for mobile banking
- · Receive the main bonus from KTDA through equity account

Charges

- · Interest Rate: As per the Banks Recommended rate
- Lace 4%
- · Insurance 1%pa
- · Excise duty of 20% of lace

Potential Risks

Default

Transaction Process

- Equitel STK: My Money>Eazzy Loan>Get Loan>select account> Other Loans>Ecosystem> KTDA >Enter PIN
- USSD: Dial *247#>Borrow>Get Loan>Ecosystem Loan>KTDA> Enter PIN
- Equity Mobile App/WEB: Go to Borrow>Get Loan>Apply Now> Ecosystem Loan>KTDA
- · Loan disbursed Funds Simultaneously credited to customer's account

- T & Cs of products are available on website and as part of the account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



This is a loan facility specially designed towards purchase of commercial properties.

Features & Benefits

- Loan amount of from 1,000,000m to 200,000,000m
- Flexible repayment period of up to 10 years with 40% customer contribution and 5 years with 30% contribution of the property amount
- Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- · Dully completed mortgage application form
- · Latest Three (3) months pay slips
- · Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- · Proof of availability of applicant's contribution
- · CRB Report to be obtained by the bank
- Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- Valuation Report (to be obtained on approval of mortgage) for the property
- · Self Employed Persons, Partnership, Companies
- · Dully completed mortgage application form
- · Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration
- Memorandum and Articles of Association
- Partnership deed for Partnerships
- Certified copies of business licenses for the last 3 years
- Bank statements for the last 12 months the business.
- · Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- Valuation Report (to be obtained on approval) for the property

Charges

· LACE 3% Interest rate EBRR+Margin

Potential Risks

Default risk

Transaction Process

- The borrower identifies their preferred property
- The borrower approaches a vendor
- The borrower negotiates and agrees with the vendor on desired specifications, price and payment terms.
- · The vendor and borrower signs a sale agreement or intent to sell
- The borrower applies for a loan from EBKL and provides all the required loan application documents.

- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan to the vendor, upon confirmation of payment of the borrower's contribution
- · Post disbursement and regular monitoring continues until the loan is repaid in full



This is a loan facility whose purpose is to undertake development projects for amounts less than Kshs. 5.000.000.

Features & Benefits

- Loan amount of from Kshs. 1,000,000m to Kshs.5,000,000m
- Flexible repayment period of up to 5 years
- · Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- · Dully completed mortgage application form
- · Latest Three (3) months pay slips
- · Letter of introduction from Employer- stating income, retirement age and Emoluments
- · Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- Proof of availability of applicant's contribution
- · CRB Report to be obtained by the bank
- · Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- · Valuation Report (to be obtained on approval of mortgage) for the property

Self Employed Persons, Partnership, Companies

- Dully completed mortgage application form
- · Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration
- · Memorandum and Articles of Association
- · Partnership deed for Partnerships
- · Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- · Valuation Report (to be obtained on approval) for the property

Charges

LACE 3% Interest rate EBRR+Margin

Potential Risks

· Default risk

Transaction Process

- The borrower identifies their preferred property
- The borrower develops a budget/BQ
- The borrower seeks all the necessary approvals
- The borrower applies for a loan from EBKL and provides all the required loan application documents.
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan to the vendor, upon confirmation of payment of the borrower's contribution
- · Post disbursement and regular monitoring continue until the loan is repaid in full



This is a loan facility that enables you to borrow funds equivalent to the value of your commercial property. The rental income must be consistent at the desired rate depending on the market demand/occupancy level within the vicinity of the property.

Purpose of the loan

- · Renovation of existing commercial property
- · Paving access road
- Creating extensions/additions as approved to the existing property
- · Building a perimeter wall
- · Any other viable value addition to an existing property
- · Undertaking construction of another commercial property

Features & Benefits

- Loan amount of from Kshs. 1,000,000m to Kshs.200,000,000m
- Flexible repayment period of up to 10 years
- Insurance of the property
- Competitive interest rates
- · Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- Dully completed mortgage application form
- · Latest Three (3) months pay slips
- Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- · Proof of availability of applicant's contribution
- · CRB Report to be obtained by the bank
- Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- Valuation Report (to be obtained on approval of mortgage) for the property

Self Employed Persons, Partnership, Companies

- Dully completed mortgage application form
- · Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration

- · Memorandum and Articles of Association
- Partnership deed for Partnerships
- · Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- · Valuation Report (to be obtained on approval) for the property

Charges

LACE 3% Interest rate EBRR+Margin

Potential Risks

Default risk

Transaction Process

- The borrower approaches seek the necessary approvals
- The borrower applies for a loan from EBKL and provides all the required loan application documents.
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan to the vendor, upon confirmation of payment of the borrower's contribution
- Post disbursement and regular monitoring continues until the loan is repaid in full



This is a medium-term loan facility that enables you to borrow funds towards purchase of a plot

Features & Benefits

- Loan amount of from Kshs. 300,000 to Kshs.200,000,000m
- Flexible repayment period of up to 5 years, with customer contribution of 30% of the property amount
- Insurance of the property
- · Competitive interest rates
- Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- Dully completed mortgage application form
- Latest Three (3) months' pay slips
- · Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- · Proof of availability of applicant's contribution
- · CRB Report to be obtained by the bank
- Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- Valuation Report (to be obtained on approval of mortgage) for the property

Self Employed Persons, Partnership, Companies

· Dully completed mortgage application form

- · Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration
- · Memorandum and Articles of Association
- Partnership deed for Partnerships
- Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- Bank statements for the last 12 months for the Director's personal accounts
- · Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- Valuation Report (to be obtained on approval) for the property

Charges

LACE 3% Interest rate EBRR+Margin

Potential Risks

Default risk

Transaction Process

- · The borrower identifies their preferred plot
- · The borrower approaches a vendor
- The borrower negotiates and agrees with the vendor price and payment terms.
- · The vendor and borrower signs a sale agreement or intent to sell
- · The borrower applies for a loan from EBKL and provides all the required loan application documents.
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan to the vendor, upon confirmation of payment of the borrower's contribution
- · Post disbursement and regular monitoring continues until the loan is repaid in full



This is a loan facility specially designed to cater for construction/structural development needs.

Features & Benefits

- Loan amount of from Kshs. 5,000,000 to Kshs.200,000,000m
- Flexible repayment period of up to 10 years, with customer contribution of 30% of the property amount
- Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- Dully completed mortgage application form
- Latest Three (3) months' pay slips
- Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- Proof of availability of applicant's contribution

- · CRB Report to be obtained by the bank
- Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- · Valuation Report (to be obtained on approval of mortgage) for the property
- Obtain approved architectural and structural design.
- Bills of Quantities. Obtain quotation from a qualified and practicing quantity surveyor to establish the total cost of the project.
- If the building is commercial and multi-floored obtain a NEMA license.
- NCA certificate for the contractor appointed to carry out the work. They must be qualified and should be licensed by the National Construction Authority {NCA}.

Self Employed Persons, Partnership, Companies

- Dully completed mortgage application form
- Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration
- Memorandum and Articles of Association
- · Partnership deed for Partnerships
- · Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- · Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- Valuation Report (to be obtained on approval) for the property
- · Obtain approved architectural and structural design.
- Bills of Quantities. Obtain quotation from a qualified and practicing quantity surveyor to establish the total cost of the project.
- If the building is commercial and multi-floored obtain a NEMA license.
- NCA certificate for the contractor appointed to carry out the work. They must be qualified and should be licensed by National Construction Authority {NCA}.

Charges

· LACE 3% Interest rate EBRR+Margin

Potential Risks

- Default risk
- · Construction Risk
- · Change of scope
- Delay in completion of projects Transaction Process

Transaction Process

- The borrower identifies their need construction
- The borrower seeks the necessary approvals to commence construction
- The borrower applies for a loan from EBKL and provides all the required loan application documents.
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan in tranches upon confirmation of payment of the borrower's contribution
- · Post disbursement and regular monitoring continues until the loan is repaid in full

This is a loan facility specially designed to enable you borrow funds towards purchase of own residential property

Features & Benefits

- Loan amount of from Kshs. 300,000 to Kshs.200,000,000m
- Flexible repayment period of up to 10 years, and 15 years under an MOU or ecosystem
- Customer contribution 20% of the property payment
- Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- · Dully completed mortgage application form
- · Latest Three (3) months' pay slips
- · Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- Proof of availability of applicant's contribution
- · CRB Report to be obtained by the bank
- Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- · Valuation Report (to be obtained on approval of mortgage) for the property

Self Employed Persons, Partnership, Companies

- Dully completed mortgage application form
- · Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration
- · Memorandum and Articles of Association
- Partnership deed for Partnerships
- Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- · Valuation Report (to be obtained on approval) for the property

Charges

LACE 3% Interest rate EBRR+Margin

Potential Risks

Default risk

Transaction Process

- The borrower identifies their need-construction or purchase or release.
- The borrower approaches a vendor
- The borrower negotiates and agrees with the vendor on desired specifications, price and payment terms.
- · The vendor and borrower signs a sale agreement or intent to sell

- The borrower applies for a loan from EBKL and provides all the required loan application documents.
- · EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan to the vendor, upon confirmation of payment of the borrower's contribution
- · Post disbursement and regular monitoring continues until the loan is repaid in full

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



This is a facility designed to support small and medium-sized enterprises in managing their operational expenses and business growth. These financing options helps businesses maintain liquidity, cover short-term costs, and sustain daily operations.

Key Features

- · Loan amount of Ksh 1,000,001 Ksh 200,000,000, depending on the customers' needs and credit limit
- Repayment period of 1-36 months depending on the customer's profile.
- The current prevailing Interest rate of 21.10%, with Lace of 3%, Excise duty of 20% of LACE and Insurance fee: 0.675% but an exposure of more than Ksh: 5 M subjected to medical checkup

Benefits

- · Ability to meet working capital need
- · Improved cash flow for your business

Requirements

- An active Equity Account
- · KYC Documentation
- Copy of Logbook For loans secured by logbooks
- Valuation Report For logbook-secured loans
- Title Deed Copies and Valuation Report Required upon approval
- · Financial Statements
- · Other Supporting Documents As applicable
- · Current CRB Reports
- · Call Report For site visits and additional verification
- · Additional Documents Depending on the borrower's loan purpose

Charges

- Interest rate: Current prevailing rate: 21.10%
- · One off fee 3%
- Insurance fee: 0.675% but an exposure of more than Ksh: 5 M subjected to medical checkup
- Excise duty: 20% of LACE

Potential Risks

· Loan default in case of inability to pay

Transaction Process

Application, Credit review & Approval, Offering, Security perfection, Disbursement, Monitoring



This is a facility designed to support small and medium-sized enterprises in managing their operational expenses and business growth. These financing options help businesses maintain liquidity, cover short-term costs, and sustain daily operations.

Key Features

- · Loan amount of Ksh 1,000,001 Ksh 200,000,000, depending on the customers' needs and credit limit
- Repayment period of 1-12 months depending on the customer's profile and security
- The current prevailing Interest rate of 21.10%, with Lace of 3%, Excise duty of 20% of LACE

Benefits

- · Ability to meet working capital need
- Improved cash flow for your business

Requirements

- · Active Equity Account
- KYC Documentation
- · Copy of Logbook For loans secured by logbooks
- Valuation Report For logbook-secured loans
- · Title Deed Copies and Valuation Report Required upon approval
- · Financial Statements
- · Other Supporting Documents As applicable
- Current CRB Reports
- · Call Report For site visits and additional verification
- · Additional Documents Depending on the borrower's loan purpose
- Charges
- Interest rate: Current prevailing rate:21.10%
- · One off fee 3%
- Insurance fee Nil%
- · Excise duty: 20% of LACE

Potential Risks

· Loan default in case of inability to pay

Transaction Process

Application, Credit review & Approval, Offering, Security perfection, Limit Marking, Monitoring



This is a Short-Term facility granted to SME Customers with emerging urgent cash need over and above existing facilities that they would be having within the bank.

Key Features

- Loan amount of Ksh 1,000,001 Ksh 5,000,000, depending on the customers' needs and credit limit
- The loan is payable for between 30 days after drawdown

Benefits

- Ability to meet working capital need
- Improved cash flow for your business

Requirements

- · Active equity account
- · Prescored monthly limit as per the scoring rules

Charges

- Interest rate: Penal interest in late payments of 3%
- Lace:2% of per draw down
- · Insurance fee NIL%
- · Excise duty: 20% of lace

Potential Risks

· Loan default in case of inability to pay

Application Process

Credit review & Approval, manual onboarding, Verifications, Monitoring

This is a facility granted to schools utilized for working capital and short-term urgent needs etc.

Key Features

- Loan amount of Ksh 1,000,001 Ksh 200,000,000, depending on the customers' needs and credit limit
- Repayment period of 1-36 months depending on the customer's profile
- The current prevailing Interest rate of 21.10%, with Lace of 3%, Excise duty of 20% of LACE and Insurance fee: 0.675% but an exposure of more than Ksh: 5 M subjected to medical checkup

Benefits

- · Ability to meet working capital need
- · Improved cash flow for your business

Requirements

- · Active Equity Account
- KYC Documentation
- Copy of Logbook For loans secured by logbooks
- Valuation Report For logbook-secured loans
- · Title Deed Copies and Valuation Report Required upon approval
- Financial Statements
- · Other Supporting Documents As applicable
- · Current CRB Reports
- Call Report For site visits and additional verification
- Additional Documents Depending on the borrower's loan purpose
- Board minutes & county education office consent for public institutions, student population records.

Charges

- Interest rate: Current prevailing rate: 21.10%
- One off fee 3%
- Insurance fee: 0.675% but an exposure of more than Ksh: 5 M subjected to medical checkup.
- · Excise duty: 20% of LACE

Potential Risks

- Loan default in case of inability to pay
- · Institution closure
- · Reduced number of students

Transaction Process

· Application, Credit review & Approval, Offering, Security perfection, Disbursement, Monitoring



With Asset Financing, Equity Bank will help your business in its journey to achieve its bottom line by providing loans towards acquisition of personal vehicles, commercial trucks, PSV's and equipment.

Key Features

- Up to 95% financing
- Repayment period of up to 72 Months
- Minimum loan amount of Kshs. 300.000

Benefits:

- Allow businesses to acquire necessary assets (such as equipment, machinery, or vehicles) without having to pay the full cost upfront.
- · Preserve working capital

Requirements

 KYC documentation, proforma Invoice/Sale Agreement, copy of logbook – for used assets, Valuation Report – for used assets, Financials, Other Support documents, Current CRB reports, Call report for visit and any other depending on borrower and asset purpose.

Charges

Interest rate-EBRR+Margin, LACE-1%-2%

Potential Risks

· Default, unpaid insurance claims or depreciation

Transaction Process

- Application, Credit review & Approval, Offering, Security perfection, Disbursement, Monitoring.
- · Rights and Obligations
- T & Cs of products are available in the loan offer letter issued to the client upon approval.
- Data privacy policy included in customer onboarding and account opening forms.



Paying insurance premiums can be a challenge. That's why Equity offers Insurance Premium Financing. It provides a financial boost to individuals, traders, institutions, and limited companies to enable them pay their insurance premiums with ease.

Key Features

- Financing up to 100%
- · Repayment period of up to 10 months.
- Minimum loan amount of amount Kshs. 5,000
- Flexible repayment terms

Benefits

· Preserve working capital for corporates with multiple insurance needs.

Ideal for

Everyone in need of an insurance cover-motor, medical, theft & burglary e.t.c

Requirements

· Premiums debit notes, insurance cover details.

Charges

Interest rate- EBRR+Margin, LACE-1%-2%

Potential Risks

· Default, full cover utilization before full repayment.

Transaction Process

 Application, Credit review & Approval, Offering, Security perfection, Disbursement, paying underwriter, Monitoring.

Rights and Obligations

- T & Cs of products are available in the IPF application form,
- Data privacy policy included in customer onboarding and account opening forms



An asset finance facility to learning institutions utilized for acquisition of assets i.e. school bus/van, generators, printers etc.

Key Features

- · Repayment is on a termly basis
- Up to 100% financing
- · Repayment terms of up to 72 Months

Requirements

- KYC documentation
- Proforma Invoice
- · Financial statements
- · Board minutes & county education office consent for public institutions
- · Student population records

Charges

Interest rate- EBRR+Margin, LACE-1%-2%

Potential Risks

· Default, unpaid insurance claims, institution closure, reduced number of students.

Transaction Process

Application, Credit review & Approval, Offering, Security perfection, Disbursement, Monitoring.

Rights and Obligations

- T & Cs of products are available in the loan offer letter issued to the client upon approval.
- Data privacy policy included in customer onboarding and account opening forms



This is a hybrid product that combines LC features with normal asset financing and provides clients with an avenue of acquiring moveable Capex assets sourced from outside the country directly from the manufacturer or vendor.

Key Features

- Financing of up to 90% financing for amounts of Kshs. 2,000,000 million and above
- · Repayment terms of up to 60 months

Benefits

- · Access to international assets & high-quality Equipment.
- · Ease in importing assets
- · Ideal for Customer Sourcing Assets abroad.

Requirements

- KYC documentation
- · Foreign commercial invoice
- · Quotation for clearing charges
- · Financial statements
- Current CRB reports,
- · Call report for visit and any other depending on borrower and asset being imported.

Charges

Interest rate- EBRR+Margin, LACE-1%-2%

Potential Risks

• Default, delivery of wrong assets, forex fluctuations, political instability in the country of origin.

Transaction Process

• Application, Credit review & Approval, Offering, Security perfection for LC, opening LC, security perfection upon arrival of asset, Disbursement, Monitoring.

Rights and Obligations

- T & Cs of products are available in the loan offer letter issued to the client upon approval.
- Data privacy policy included in customer onboarding and account opening forms



This is financing for assets in support of an operating lease contract, between a lessor (owner) and a lessee (user).

Key Features

- Financing of up to 100%
- · Repayment period of up to 60 months.
- Payments structured as per the rental schedules' payable by the lessee, product only processed at Head
 office.

Benefits

- · Access to high quality assets by lessee without purchase
- · Predictable costs by lessor
- · Risk mitigation by lessee, Ideal for Leasing companies & corporates

Requirements

- · KYC documentation for lessee & lessor
- · Leasing contract
- · Rental schedules
- · Financial statements
- · Current CRB reports
- · Call report for visit and any other depending on lease contract

Charges

Interest rate- EBRR+Margin, LACE-1%-2%

Potential Risks

· Default, unpaid rentals by lessee.

Transaction Process

• Application, Credit review & Approval, Offering, Security perfection for lessor, Review of lessee at the point of drawdown, perfection, disbursement, monitoring.

Rights and Obligations

- T & Cs of products are available in the loan offer letter issued to the client upon approval.
- Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- · We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require
 more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



LOAN FACILITIES FOR WOMEN IN BUSINESS

Every woman has a dream. A dream to grow, to nurture, to make a mark and leave a legacy!

Our Fanikisha solution is tailor-made to power your dreams and enable you to explore new opportunities.

Whether you're looking to start or scale your business, grow your wealth, or secure your legacy. Here are tailor made solutions for you at every stage of your journey:

A. FANIKISHA SHABA

Ideal for women running a business that has been in existence for 3-12 months and has a turnover of Kshs. 5 million and below

With Fanikisha Shaba you enjoy:

Access tailored loans

- Business/personal loans of up to Kshs 10 million
- Access to LPO financing to enable you to grow your business
- Instant mobile loans of upto 3 million via your Equitel line, Equity Mobile App or *247*6#
- · Health cover for you and your family with contributions from as little as Kshs. 999 per month.
- Loan guarantee: 100% cash security either through cash deposit or a guarantee provided by other individuals, philanthropists, or signed MOUs
- Debit card services: get a Visa or Mastercard Classic card, the card that is accepted domestically
 and internationally. Enables you to shop online and get local card offers
- Mobile banking: 24hrs access to your account through Equitel line, *247#, Equity Mobile App.
- PayPal Withdrawal services -Link your account with PayPal and withdraw PayPal funds into your Equity Account
- Receive payments from Mobile money wallets (MPESA, Airtel), other Banks & Equity bank channels through One Equity Till Number
- Free business and entrepreneurship training
- Free mentorship and networking opportunities, along with chances to learn from top performers in key sectors like agriculture, health, education, and more
- · Opportunity to graduate to the next level

B. FANIKISHA DHAHABU

Ideal for women managing a business that has been in existence for over 12 months and has a turnover of between Kshs. 5 million Kshs. 50million:

With Fanikisha Dhahabu you enjoy:

Access tailored loans

- Business/personal loans of up to Kshs 10 million
- Access to LPO financing to enable you to grow your business
- Get instant mobile loans via your Equitel line, Equity Mobile App or *247*6#
- Loan guarantee: 6 months bank statement from Equity, any other bank or mobile money
- · Health cover for you and your family with contributions from as little as Kshs. 999 per month.
- Premium card services: get a Mastercard Platinum card that comes with basic international travel benefits, shopping benefits and local card offers
- Credit card services: get a Visa credit card with a credit limit of up to Kshs 300,000
- Mobile banking: 24hrs access to your account through Equitel line, *247#, Equity Mobile App
- PayPal Withdrawal services -Link your account with PayPal and withdraw PayPal funds into your Equity Account
- · Receive payments from Mobile money wallets (MPESA, Airtel), other Banks & Equity bank channels

- through One Equity Till Number
- · Free business and entrepreneurship training
- Free mentorship and networking opportunities, along with chances to learn from top performers in key sectors like agriculture, health, education, and more
- · Opportunity to graduate to the next level

C. FANIKISHA ALMASI

Ideal for women managing a business that has been in existence for more than 24 months with a turnover of between Kshs. 50 million to Ksh 800 million per annum

With Fanikisha Almasi you enjoy:

Access to tailored loans:

- Maximum unsecured supply chain finance of up to Kshs. 250 million
- Unsecured working capital of up to Kshs. 10 million
- Get instant mobile loans up to Kshs. 3 million via your Equitel line, or Equity Mobile App.
- Access ecosystem financing (Eazzy Stock) through partnerships, such as credit lines for your suppliers, distributors, or retail partners, to help your entire business network
- · Loan guaranteed through 12 months bank statement from Equity, any other bank or mobile money
- Get unsecured bid bonds of upto 10 million processed within 1 Hr
- · Health cover for you and your family with contributions from as little as Kshs. 999 per month.
- Premium card services: get a Mastercard World premium Card that comes with additional benefits: Limited Airport Lounge access, Airline booking discounts, accommodation: discount, Travel benefits and shopping benefits, Multi-Trip Travel Insurance and local card offers
- Credit card: get an Equity American Express Green card with a credit limit between Kshs 301,000 -Kshs 3 million
- Online banking: 24hr access your account through Equity Online (Retail) platform
- PayPal Withdrawal services -Link your account with PayPal and withdraw PayPal funds into your Equity Account
- Receive payments from mobile money wallets ((MPESA, Airtel), other Banks & Equity bank channels through the Equity Biller code and reconcile your payment easily
- · E-commerce Access Jenga Payment Gateway & APIs to enable you receive payments seamlessly
- Explore new markets through international trade missions and unlock exciting business opportunities abroad
- · Opportunity to graduate to the next level

D. FANIKISHA PLATINI

Ideal for women managing a business that has been in existence for more than 24 months with a turnover of over Kshs. 800million

With Fanikisha Platini you enjoy:

Access to tailored loans:

- · Unsecured loan limit determined by business turnover
- Unsecured working capital of up to Kshs. 10 million
- Get instant mobile loans up to Kshs. 3 million via your Equitel line, or Equity Mobile App
- Access ecosystem financing through partnerships, such as credit lines for your suppliers, distributors, or retail partners, to help your entire business network
- · Loan guaranteed through 12 months bank statement from Equity, any other bank or mobile money
- · Get unsecured bid bonds of upto 10 million processed within 1 Hr
- Health cover for you and your family with contributions from as little as Kshs. 999 per month.
- **Debit card:** get a Mastercard World Elite Card -the card comes with additional benefits: JKIA and other Airport Lounge access, Airline booking discounts, accommodation: discount, Travel benefits

- and shopping benefits, Multi-Trip Travel Insurance and local card offers
- Credit card: get Equity American Express Gold Card with a credit limit between Kshs 301,000 -Kshs 3 million
- Online banking: 24hr access your account through Equity Online (Retail) platform
- PayPal Withdrawal services -Link your account with PayPal and withdraw PayPal funds into your Equity Account
- Receive payments from mobile money wallets ((MPESA, Airtel), other Banks & Equity bank channels through the Equity Biller code and reconcile your payment easily
- · E-commerce Access Jenga Payment Gateway & APIs to enable you receive payments seamlessly
- Explore new markets through international trade missions and unlock exciting business opportunities abroad
- · Visit any Equity Branch near you to get started.

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- · We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavour to resolve any complaint within 7 working days. However, should we require
 more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



IMPORT/EXPORT DOCUMENTARY COLLECTIONS

This solution facilitates the handling of documents in accordance with instructions received (collection instruction) from the remitting bank on behalf of the drawer (Exporter) in order to obtain payment or acceptance from the drawee (Importer).

Key Features

 Collection is for any amount as there is no undertaking from the bank. However, KYC must be always observed.

Payment Terms can be:

- · DAP (Documents against Payment) Or Sight
- D/A (Documents against Acceptance) meaning payment later, as per accepted Bill of Exchange or Promissory Notes.
- Mixed Payment (1 & 2)
- · No security is required unless avalisation facility is requested
- · Fees and commission chargeable as per tariff guide

Any Export/Import documents received at any branch must be forwarded to Trade Finance Operations for processing.

Benefits

- · Cheaper than LCs and with no impact on Customer's credit lines
- · Easy to establish, operate & shorter processing time- speedy payments
- If documents are against acceptance (DA), it allows an importer a period of credit and at the same time assuring exporter of payments
- Drawee has the flexibility on settlement of bills (esp. for docs against acceptance)

Ideal for

Documentary collections are used to facilitate trading goods between parties and collection of the resultant sale proceeds or acceptance arising thereof, both locally and internationally.

- · Collections are used by parties with an established relationship e.g. between Subsidiaries.
- It is available to customers/non- customers who are involved in import and export as well as local traders
- Documentary collections are governed by Uniform Rules for Collections No.522, published 1995 by International Chamber of Commerce.

Requirements

Requirement for Import documentary Collections:

- Customer's instructions to debit his/her account for payment of import collections on Documents Against Payment (DAP).
- · Accepted Bill of Exchange or Promissory note for usance bills.

Requirement for Export documentary Collections:

- Customer's cover letter with collection instructions clearly indicating:
- The documents included, preferably on a table.
- Full address of the Buyer & Buyers Bank where documents to be delivered.
- Payment Terms (such as DAP, D/A with number of days indicated.
- Accompanying Bill of Exchange (B/E) for usance bills.
- Account number for crediting export proceeds & collection of charges.

Charges Import documentary Collections

- Document Handling 500
- Amendment 2.000
- Retirement commission 0.25% minimum 2,000 max 10,000
- · Avalising of Bills 1% per quarter or part thereof minimum 2,000
- Swift Charges 1,500

Export Documentary Collection

- · Document Processing at Kshs. 2,000
- Courier charges Actual courier charges min. Kshs. 4,000
- Retirement commission 0.25% minimum 2,000 max 10,000
- Discounting Commission 1% per quarter or part thereof minimum 2,000 plus applicable interest Swift Charges 1,500

Potential Risks

Risks for the Importer

- Non-performance Risk failure by the exporter to ship goods.
- Wrong Goods or Quality Issues risk of receiving substandard or incorrect products.
- Fraudulent Documents potential for falsified documents.
- Delayed document delivery errors or delays in document transmission can cause customs clearance problems or demurrage charges.

Risks for the Exporter

- · Non-payment Risk refusal to pay.
- Documents delay or rejection delay in acceptance disrupting delivery timelines or refusal to accept the documents.
- Political Or Currency Risks unstable or economic conditions.

Transaction Process

- Agreement between the Buyer and Seller on payment via Documentary collections.
- The terms can be either Documents Against Payment (D/P) or Documents Against Acceptance (D/A).
- Exporter ships the goods and submits the shipping documents (Commercial invoice, Bill of Lading, certificate of Origin etc) to Importers bank along with collection instructions.
- · Importers bank receives the documents via courier, reviews them and the collection terms.
- Bank notifies the importer to accept or pay to receive the documents.
- D/P Terms: Importer pays before documents are released
- D/A Terms: Importer accepts a draft (promise to pay on a future date) & receive documents.
- After payment/acceptance, the bank releases the shipping documents to the importer.

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

IMPORT/EXPORT LETTER OF CREDIT

A Letter of Credit is an undertaking issued by a bank (Issuing Bank) for the account of the buyer (the applicant) to pay the beneficiary (the seller), provided that the terms of the Letter of Credit are complied with. It is generally used to facilitate importation / Exportation of goods and services as well as local trade.

LCs are governed by the Uniform Customs and Practice for Documentary Credits, 2007 Revision, ICC Publication no. 600 ("UCP600")

Key Features

- Non-funded based facility
- Must be secured by cash or collateral e.g. legal charge over property, motor vehicles, chattels
 mortgage on stocks, shares from quoted companies, life policy with surrender value or other
 acceptable collateral to the bank
- Attracts fees and commission (as outlined below)
- Maximum L/C period of One Year (renewable)

Benefits

- Payment is guaranteed by both the issuing bank and the confirming bank as long as compliant documents are presented
- Mitigates the buyer / country risks
- · Can allow multiple/ continuous shipments
- · Allows access to other products e.g. pre-shipment finance and structured finance
- · Quality of products and price guaranteed by an independent pre-shipment inspection company
- · Ensures delivery is done within schedule
- · Payment date is fixed

Ideal for

- · Sellers requiring secure payment terms
- Trading with unfamiliar or High-risk partners
- Cross border transactions
- · Buyers in countries with currency or transfer restrictions
- Large value or capital-intensive deals
- · Transactions involving pre-shipment conditions i.e. Inspection certifications

Requirements

- LC application form duly completed and signed by the customer.
- Proforma invoice from the seller or provider of services
- Copy of Import Declaration Form (IDF) issued by Kenya Revenue Authority
- · Certificate of insurance or copy of Marine Insurance policy
- Offer Letter accepted by the customer with all conditions of sanctions fulfilled and proof provided (Memo from Credit-SDU)
- Accepted Draft LC
- · Account funded with charges

Charges Pricing for Import LCs

- Opening Commission 1% per Quarter or part thereof minimum Ksh. 2,000
- Swift charges Ksh. 3,000 for long message and Ksh.2,000 for short message
- Postage Actual Courier Charges plus Ksh. 50
- Amendment Ksh.2,000 plus swift charges
- Increase in Amount of the credit 1% per quarter or part thereof minimum Ksh 2,000
- Extension of L/C validity 1% per guarter or part thereof minimum Ksh 2,000
- Retirement Commission 0.25% minimum Ksh 2000.00 max Ksh 10,000
- Acceptance commission 1% per quarter or part thereof
- Post Import Finance Commission 0.5% per quarter or part thereof plus applicable interest.

- Extension of maturity of bill -L/C 1% per quarter or part thereof
- L/C discharged unutilized Ksh. 2,000

Pricing for Export LCs

- Advising Commission Ksh. 2,000
- Confirmation commission 0.5% per quarter or part thereof Minimum Ksh. 2,000
- Amendment Ksh 2,000
- Extension Commission Confirmed L/C 0.5% per Quarter or part thereof Minimum Ksh 2,000
- Extension Commission Unconfirmed L/C Ksh 2,000
- Increase of Amount Confirmed L/C 0.5% per Quarter or part thereof Minimum Ksh 2,000
- · Postage Actual Courier Charges plus Ksh. 50
- Acceptance Commission Confirmed L/C 0.5% per quarter or part thereof Minimum Ksh. 2,000
- Acceptance Commission Unconfirmed L/C 0.25% per quarter or part thereof Minimum Ksh. 2,000
- Retirement Commission 0.25% minimum Ksh 2,000 max Ksh 10,000
- Discounting of bills 1% per quarter or part thereof Minimum Ksh 2,000plus applicable interest

Potential Risks

- Documentation risk minor errors or discrepancies can lead to rejection of payment.
- · Fake or forged documents.
- Political risk political instability or regulatory changes.
- · Country risk can lead to non-payment, currency restrictions or delays in movement of documents.
- Currency/Exchange rate risk fluctuations in exchange rates during the LC period.
- Performance risk goods may not be shipped or delivered on time.
- Legal/Regulatory risks compliance with local & international guidelines.
- Transport/Delivery risk goods lost or damaged in transit.
- Force majeure events natural disasters, wars, pandemics or port striKsh.

Transaction Process

- Importer and Exporter agree on terms of sale & payment via an LC.
- Importer applies for an LC from their Bank on the sanctioned LC limit.
- The bank issues the LC and sends it to the exporter's bank (Advising Bank) via swift.
- The Advising Bank informs the exporter that an LC has been issued in their favor.
- · Exporter reviews the LC terms for workability.
- Exporter ships the goods and prepares the shipping documents e.g Bill of lading, Commercial invoice, Certificate of Origin etc.
- Exporter submits documents to their bank for verification & if compliant the Advising bank sends them to Issuing bank.
- Issuing bank checks documents against LC terms & if compliant payment/acceptance is made to the Advising bank.
- · Importers account is debited or financing arranged.

Below are some of the products used in conjunction with an Import Letter of Credit & provided for on the Letter of offer:

- Post Import Financing
- STTL (Short Term Trade Loan)
- LC/Bills Discounting
- · Import Based Asset Financing

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms



A written irrevocable undertaking issued by the bank to pay to the beneficiary a specific sum of money on demand in the event that its customer (applicant) has not fulfilled his contractual obligations (defaults), within the validity of the guarantee. Guarantees can be local or foreign. It helps to ensure that customers meet their performance obligations under contracts with their clients. Accessible to Equity Bank customers who require a guarantee/bond from the bank.

Guarantees are governed by the Uniform Rules for Demand Guarantees, ICC Publication no. ("URDG 758") Guarantees are subject to the Laws of Kenya.

Types of Guarantees:

- 1. Bid/Security Bonds
- 2. Performance Guarantees (PBG)
- 3. Advance payment Guarantees (APG)
- 4. Customs Bonds (CBG)
- 5. Immigration Bonds
- 6. Payment Guarantees
- 7. Shipping Guarantees (SHG)
- 8. Standby Guarantees (SBLC)
- 9. Retention Guarantees
- 10. Financial Guarantees
- 11. Any other as per the purpose

Key Features

- Non-funded based facility
- Must be secured (Bid bonds unsecured up-to Ksh 10Mn)
- · Attracts a fee and commission

Benefits

Simple requirements.

- · Risk mitigation protects parties from financial loss due to non-performance or default
- · Builds trust between parties.
- Enhances creditworthiness beneficiary reassured of payment in case of default.
- · Protects advance payments ensures the buyers money is protected if the supplier fails to deliver.
- Encourages international contracts/cross border trade.

Ideal for

- · Securing contractual obligations
- · High value or High-Risk transactions
- New or unfamiliar trading relationships
- Government and Public Sector contracts
- Projects requiring advance payments
- · Cross-border transactions
- · Importers and Exporters in volatile markets

Requirements

- · Guarantee credit facility or cash margin
- · Duly signed Bank Guarantee Application forms.
- Cash covered Loan application & Offer acceptance form for cash covered facilities.
- · Guarantee Format if not the standard bank format to be approved by Legal services
- Support documents i.e. copy of Tender document/contract, Award letter etc

Charges

- Bank guarantees 3% per annum min Kshs. 5,000
- Bid bonds 1% per annum min Kshs. 2,500

- Performance bonds 3% per annum min Kshs. 5,000
- Extension (bid bond) beyond one year 1% per annum min Kshs. 2,500
- Extension (other guarantees) beyond one year 3% per annum min 5,000
- Amendment (all Guarantees) Kshs.1,000
- Custom Bonds 3% per annum min Kshs. 5,000
- Cancellation guarantee if not returned Free
- · Cancellation of returned guarantees Free
- Swift Charges Kshs. 1,500 for short message and Kshs. 3,000 for long message

Potential Risks

- Legal & Regulatory risks varying laws on how guarantees are enforced, sanctions & embargoes.
- Operational risks fraud/forged documents, documentation errors making guarantees ineffective or void.
- Compliance risks a quarantee might expire before goods are delivered or payment made.
- Financial risks default or insolvency of the guarantor (Bank) or the buyer. Also, currency fluctuations if the guarantee is denominated in foreign currency.

Transaction Process

- 1. Application by the Applicant the applicant requests a guarantee from the bank to support a trade transaction or contract.
- 2. Bank Evaluation the bank assesses the applicant's creditworthiness and approves a limit.
- 3. Issuance of Guarantee once approved, a copy of the offer letter plus the guarantee application and the other documentations should be forwarded to Trade Finance Department for processing. The bank issues the guarantee to the beneficiary.
- 4. Contract Execution the applicant proceeds with fulfilling the contract. The guarantee remains valid until the contract is completed or the guarantee expires.
- 5. Claim process if the applicant fails to meet obligations, the beneficiary can invoke the guarantee. The bank pays the stated amount to the beneficiary & seeks reimbursement from the applicant.

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



This entails giving value to customer's invoices before maturity at an agreed fee and commission. The facility will be applicable to customers who normally trade on credit terms. Invoices to be discounted must be from reputable institutions to curb abuse the facility. The bank has recourse to the client in case of non-payment.

Key Features

- The product has a maximum tenor of 90 180 days.
- The facility needs to be fully secured.
- The facility is self-liquidating from the proceeds of the Invoices.
- Maximum discount 80% of the Invoice amount subject to negotiation
- Commission will be charged as per the bank's tariff, plus the prevailing rate for the discounted period (subject to negotiation).

Benefits

- · Immediate access to the proceeds of sales
- Simple operational procedures
- · Cheaper additional working Capital
- · Simplified security requirements

Ideal for

· Businesses needing immediate cashflow.

- Exporters/Sellers with long payment terms.
- · Businesses needing fast, flexible financing.
- · Companies with reliable creditworthy customers.
- · Businesses with efficient credit control.

Requirements

- Must be a bank customer with proven track record.
- · An invoice discounting facility.
- · Agreed invoices.
- · Letter of assignment of accounts receivables with recourse.
- · An undertaking to pay EBKL directly by the drawee.

Charges

- · Commission will be charged at 1% flat plus interest at 18% p.a for the discounted period
- · This product is available to clients who have proven track record and trading with reputable institutions
- The maximum discount period is 90 days

Potential Risks

- Non-payment risk
- · Credit risk of debtors your customers not financially sound or delays payment
- Cashflow mismanagement receiving early payments may lead to poor budgeting or excessive spending
- Limited Invoice eligibility not all invoices may qualify
- Contractual/Legal issues some customer contracts may restrict assignment of receivables
- Over-reliance on the facility leading to long term liquidity issues.
- · Confidentiality breach customers may discover the financing arrangement if mishandled

Transaction Process

- Buyer Seller agreement an invoice is issued with clear payment terms & conditions.
- · Application for Invoice Discounting facility seller applies to the bank.
- Credit assessment & approval the bank evaluates the creditworthiness of the seller, quality & reliability of the debtors. If acceptable the bank approves the facility.
- Submission of invoices the seller submits eligible invoices for discounting which must be undisputed, within agreed credit terms & assigned to the bank.
- The bank disburses a maximum of 80% of the invoice value to the sellers account.
- On or before maturity the buyer pays the full invoice value to a designated collection/escrow account.
- The bank liquidates the loan and credits any surplus to the sellers account.

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

This is a loan facility given by the bank to an importer (customer) to settle bills of exchange that have matured, and the importer (customer) has not mobilized adequate resources to settle the same. Equity Bank therefore allows its client an additional credit period, which is undisclosed to the seller. The facility is usually granted for bills drawn under an import letter of credit.

Key Features

- · The bank charges fees, commission, and interest.
- The product has a max, tenor of 90 days.
- · The facility needs to be fully secured as per credit risk approval.

Benefits

- Extended payment terms
- · Improved cash flow management
- · Currency risk management
- · Ensures timely payment to suppliers avoiding penalties & delays
- · Sales proceeds realized before making payments.

Ideal for

- Importers needing extra time to pay
- · Clearing goods without immediate funds
- · Capital constrained or growing businesses
- · Businesses avoiding long term debts
- · Importers facing port or demurrage charges

Requirements

- Must be a customer with Equity Bank for at least six (6) months.
- · Customer's letter of request

Charges

- Processing appraisal fee 2%
- Kenya shillings disbursement 18%;all the other currencies will be based on Prevailing SOFR plus a margin of 6% and re-priced every 90 days.

Potential Risks

- Repayment risk failure to repay within the agreed tenor
- Interest rate & Fee risk increased cost of financing
- · Foreign exchange risk -

Transaction Process

- The importer places an order with an overseas supplier on LC payment terms
- Goods are shipped by the supplier & submits shipping documents to importers bank.
- The importer requests Post Import Finance from the bank to settle the LC.
- Bank settles the obligation by creating a short term Post Import Finance facility.

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

Facility offered by the bank to the customer to purchase inputs for the production process of goods which are for onward sale/export. The facility helps to generate additional working capital to enable client meet production demands and it must be backed by an export LC or a confirmed export order.

Key Features

- The product has a maximum tenor of 90 days to 180 days.
- The facility is secured as per credit risk approval.
- · Flexibility will be allowed when financing is supported by an Export letter of credit.
- The facility is self-liquidating from the export proceeds.
- The bank charges appraisal fee as per the tariff and interest at the prevailing rate; subject to negotiation.

Benefits

- Provides additional working capital with flexible security requirements.
- · Enables taking of large orders.

Ideal for

- Exporters fulfilling large or advance orders
- · Manufacturers with long production cycles
- · SMFs with limited internal cash flow

Requirements

- The client must have operated their account for at least six months.
- Credit approval
- · The Export letter of credit must be confirmed by and available with Equity Bank.

Charges

- Processing appraisal fee 2%
- Kenya shillings disbursement 18%; all the other currencies will be based on the prevailing SOFR plus a margin of 6% and re-priced every 90 days.

Potential Risks

- · Non-performance risk
- Order cancellation or buyer default
- · Exchange rate fluctuation
- · Political & country risk
- Shipping or logistics delays
- Quality/Compliance issues
- Diversion of funds
- · Fraud risk forged export documents submitted to obtain finance

Transaction Process

- The Exporter receives a confirmed export order or a letter of credit from an overseas buyer.
- Exporter approaches the bank for a pre-shipment facility. A formal loan application is submitted.
- · Bank conducts evaluation & if acceptable approves a pre-shipment credit facility.
- Funds are then disbursed to the exporters account.
- Exporter completes manufacture or sourcing of goods and ships. The shipping documents are submitted to the bank.
- On maturity, the buyer remits payment to the exporters account.
- The repayment of the loan happens and any surplus paid into the exporters account.

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

LPO (LOCAL PURCHASE ORDER) FOR GOODS, LSO (LOCAL SERVICE ORDER) FOR SERVICES/CONTRACTS

This is financing offered to suppliers with above instruments from reputable companies, to enable them to execute their customers' orders when they do not have the required funds.

Maximum loan - 70% of the value of the instrument less the bank's charges.

These are Trade loan products designed for Suppliers of goods, service providers and contractors and vendors of reputable organizations to enable them to execute work and local purchase orders from their respective clients

Key Features

- Maximum tenor of 90 days
- · Cheaper additional working capital
- Maximum discount amount of 70% of the LPO/LSO/Contract amount

Benefits

- · An undertaking to pay to Equity Bank directly by the drawee.
- Assignment of proceeds by the Drawer (Customer)
- Immediate access of funds to execute the order in a simple operational procedure.
- · Cheaper working capital solution
- · Simplified security/ collateral arrangement

Ideal for

- SMFs & Contractors with confirmed orders
- Businesses with limited access to traditional loans
- · Suppliers of goods or services with tight timelines
- Firms dealing with Government or NGO tenders
- Distributors & resellers
- · Businesses needing short term financing

Requirements

- · An Equity Bank customer with a proven track record
- Approved LPO/LSO/Contract from a reputable institution
- Letter of assignment of account receivables with recourse
- An undertaking to pay Equity Bank directly by the drawee
- · Issuer confirmation that the Trade instrument is valid.

Charges

Commission will be charged at 1% flat plus interest at 18% p.a for the discounted period

Potential Risks

- · Fake or fraudulent LPOs
- Non-payment by the buyer
- Delivery failure by the supplier
- · Diversion or misuse of funds
- · Cash flow mismatch
- · Dependence on a single buyer
- · Legal & contractual risks disputes over LPO terms

Transaction Process

- A reputable buyer issues an LPO/LSO/Contract.
- · Borrower applies for financing
- Credit assessment & verification of the LPO/LSO/Contract is carried out.
- Facility is approved and funds disbursed directly to the supplier of goods/services to reduce misuse.
- The borrower procures the goods using the financed amount & delivery made as per the LPO/LSO/

Contract terms.

- Buyer pays the supplier through the designated account.
- · Upon receipt of payment, the loan is liquidated.

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



This is financing offered to Importers of all kinds of acceptable asset by use of trade instruments earlier mentioned that crystallize to a self-securing asset finance/hire purchase facility.

Key Features

Assets Financed

All types of Motor Vehicles, Construction Equipment, Industrial Plant and machinery, Medical Equipment, Agricultural Equipment, Office and IT Equipment, Mining Equipment.

Finance percentage

- Finance will be based on a maximum of 80% of Total Project Cost i.e. Asset Cost, IDF,
 Freight, Marine insurance, Port, Clearing, duties, transport and any registration fees.
- Clients' contribution to be held in an escrow account at Equity Bank Kenya Ltd or client should provide documentary evidence to support contribution incase advance payment has been made to the seller

Minimum loan

· Minimum LC's value - Ksh. 5 million

Tenor & Age of Asset

As per the Current Asset Finance Terms

Security

- Joint registration of logbook between the bank and the borrower for vehicles.
- · Original invoices addressed to the bank with clear description of assets purchased.
- Original import and title documents will be consigned to the bank for control.
- Original Import documents for Equipment (non-registered assets) will be retained in the Bank's custody.
- A Hire Purchase/ Chattels Agreement executed by the borrower.
- An Agency Purchase Form to be signed by the client (To be provided)
- An Agency Purchase Invoice to be signed by the client. (To be provided)
- For companies Borrower's Resolution to borrow & Directors' personal guarantees.
- Offer letter signed under seal and witnessed by an advocate.
- · LC form signed as per the mandates held.

Benefits

- · Self-securing asset
- · Movable security easy to liquidate
- Assignment of proceeds by the Drawer (Customer)
- · Cheaper working capital solution
- Simplified security/ collateral arrangement

Requirements

- · An Equity Bank customer with a proven track record and trading with reputable institutions
- · A secured Financing facility for indicated instrument.
- · Agreed, current and valid Trade instrument.
- Issuer confirmation that the Trade instrument is valid.

Charges

- LC commission will be charged as per the bank's tariff,
- Asset finance interest rate will be the prevailing interest rate subject to negotiation
- Forex rates will be hedged for LC amounts above Kshs. 50M (or equivalent).
- · Blanket waiver for Credit Life Insurance.

Potential Risks

- · Delivery & shipping risks
- · Supplier performance risk
- Asset obsolescence or technological risk
- · Foreign exchange risk
- · Customs & regulatory risks clearance issues at port, changes in Port laws or additional taxes.
- Repossession & resale risk immovable asset difficult to recover or lacks resale value.
- · Insurance risk -asset is not properly insured.

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms



Commodity trade finance may be defined as providing the financing to bridge the purchase of the commodity, e.g. by a trader, till the sale of the underlying commodity by the trader to e.g. a processor.

Many parties across the value chain may be a beneficiary or user of commodity finance and this could be a producer, processor, distributor or traders.

It should be noted that commodity Trade Finance does not necessarily involve actual funding but can be structured in the form of a contingent instrument, the most common of which are letters of credit.

The strength of the borrower's governance, financial position and the type of commodities flow handled determines the structures applied. In general, the weaker the position, the tighter the controls applied.

Key Features

- The structures may generally be classified as being one of the following: -
- Pre- Export Facilities
- Borrowing base Facilities
- · Receivable Finance
- Warehouse / Inventory finance

Benefits

- Self-securing asset
- · Movable security easy to liquidate

Ideal for

- · Commodity traders
- · Importers & exporters of bulk commodities
- Agribusinesses/Exporters and Processors
- Manufacturers & processors for procurement of raw materials
- · Warehouse receipt holders farmers or traders holding commodities under warehouse receipt.

Requirements

- · An Equity Bank customer with a proven track record and trading with reputable institutions
- A secured Financing facility for indicated instrument.
- · Agreed, current and valid Trade instrument.
- Issuer confirmation that the Trade instrument is valid.

Charges

- LC commission will be charged as per the bank's tariff,.
- Forex rates will be hedged for LC amounts above Kshs. 50M (or equivalent).
- Processing appraisal fee 2%
- Kenya shillings disbursement 18%; all the other currencies will be based on the prevailing SOFR plus a margin of 6% and re-priced every 90 days.

Potential Risks

- Price volatility -fluctuation of commodity prices due to market conditions, global demand, weather or
 political instability.
- Quality & Quantity risk actual quantity or quality of the commodity may differ from what was declared or expected.
- · Theft, pilferage or fraud.
- Storage & deterioration risk improper storage leading to commodity damage.
- Collateral control risk inadequate oversight or weak collateral management systems.
- · Default by borrower
- · Political & regulatory risks changes in government policies
- · Weather & natural disaster
- Currency & FX risks
- Reputation & ESG risk financing commodities linked to deforestation, child labor or conflict zones.

Transaction Process

- Borrower signs a purchase or sales contract for specific commodities
- · Borrower approaches the bank for commodity financing.
- Bank performs a due diligence & risk assessment.
- · Facility structuring & approval
- Documentation & security setup i.e. loan agreements, pledge of inventory/receivables, warehouse receipts.
- · Disbursement of funds
- Good s are shipped and upon receipt stored in approved warehouses
- · Bank monitors status through a collateral manager
- · Good s are sold to domestic buyers and proceeds paid to an escrow account
- · On maturity, the loan is repaid from the escrow and any surplus credited to the clients account.

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

This is a term used to describe various financing techniques or even restructuring techniques i.e., any structure that isolates the asset being financed from the originator and used to support the financing being raised as collateral/ source of disbursement. Each structured trade finance deal is different from the other as each deal is tailored to meet individual customer needs. The facility is available to facilitate underlying transactions that are self-liquidating. Common structured trade finance deals include:

Some of the most common structured trade finance deals include

Stock Financing Facility

This is available to producers who do not have access to Balance Sheet lending. Pre-requisite is to have all risk insurance and an assignment of proceeds. Producer obtains liquidity by leveraging his inventories well before the goods are sold onto the market

Warehouse Finance Facility

Facility enables the borrower purchase raw materials for processing, grading, packing and export. There is ready market for such goods.

Structured Pre-shipment Finance

Client receives funds to purchase inputs to the production process. Facility is secured by the receivables accruing based on firm export contracts backed by LC, CAD, insurance etc.

Back to Back Letter of Credit

Provided to customers who are beneficiary of a letter of credit (Master L/C) and willing to offer the same as security for establishment another $L/C(Baby\ L/C)$ usually in favour of his supplier. Primary source of repayment for EBL is from the proceeds received from the Master Credit.

Key Features

- If there is disbursement of funds interest will be charged the applicable interest
- For non-fund-based facility applicable rates for LC or guarantees applies.
- Minimum/maximum amount will be based on the underlying transaction.

Benefits

- · Access to financing where no other financing is in place.
- Financing facilities are matched to the producer's production and trade cycle.
- Supports clients' liquidity/cash flow using non-funded techniques.
- · Allows producer to benefit from his track record in a reduced risk environment.

Ideal for

- · Commodity traders dealing in bulk items
- · Exporters to high risk markets

Requirements

· Tailor made deals that will be based on customer's needs.

Charges

LC commission will be charged as per the bank's tariff,.

- Forex rates will be hedged for LC amounts above Kshs. 50M (or equivalent).
- Processing appraisal fee 2%
- Kenya shillings disbursement 18%;all the other currencies will be based on the prevailing SOFR plus a margin of 6% and re-priced every 90 days.

Potential Risks

- Performance risk
- · Commodity price fluctuations

- Counterparty risks
- · Political & regulatory risks
- FX & transfer risks
- Reputational risk involvement in deals linked to e.g. money laundering

Transaction Process

- Exporter & Importer enter a sales contract
- · Borrower approaches the bank for financing
- The bank evaluates the application & structures a tailored STF solution such as Pre-export finance, Inventory finance, Warehouse receipt finance etc.
- · Legal agreements executed such as Tripartite agreements, Collateral managers appointed etc
- · Goods shipped with the bank taking control of goods in warehouse or in transit

Rights and Obligations

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- · We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



EazzyFX is an electronic dealing platform that enables our business clients, (Existing and/ or New to the bank) settle their business FX obligations in a more convenient, fast, and secure way.

Key Features

- · Real time streaming of rates across various currency pairs.
- · Easy access via Web.
- · Straight through Processing (STP).

Benefits

- Best deals and competitive market price.
- · Settlement in real time.
- · Access a full trade history.
- · More secure and convenient conversions.

Ideal for

· Corporates and SMEs.

Requirements

- · Business Foreign currency accounts.
- · A duly signed EazzyFX Dealing Mandate in Foreign Exchange form.

Charges

· No charges.

Potential Risks

· Do not share Login credentials with unauthorized users.

Transaction Process

· EazzyFX transactions are real time.

Rights and Obligations

• T & Cs of the product are available on the platform and as part of the EazzyFX Dealing Mandate in Foreign Exchange form.



This is a foreign currency deal whose settlement date is two working days from the deal/transaction date. It facilitates easy transaction of cross-border settlements.

Key Features

- Settlement date is within 2 working days.
- · Trades conducted under standard market guidelines.
- · Wide currency pair availability.
- Executable via channels such as EazzyFX, Branch, Online and Mobile Banking.

Benefits

- Competitive Rates.
- · No limits on amounts traded subject to CBK guidelines.
- · Same day processing is possible.
- · Supports timely settlement of international payments, and trade obligations.

Ideal for

 This product is suitable for both exporters and importers who have requirements to fund and/or sell respective foreign currencies during their business transactions.

Requirements

 Available to both customers and non-customers. However non-customers will have to fulfil the KYC (Know your customer) documentation.

Charges

- No Charges on Equity-to-Equity accounts, standard charges apply to any other.
- · Unwinding cost in case of non-delivery

Potential Risks

- Price Risk: Since spot transactions happen at current market prices, there's a risk of unfavorable price movements between the decision to transact and execution.
- · Settlement Risk: Failure to deliver due to delay in payment systems
- Operational Risk: MistaKsh in transaction details, payment instructions, or system errors could cause financial loss or delays.

Transaction Process

· Branch operations procedures apply can be executed on Eazzybiz, Equity online, mobile or on z.

Rights and Obligations

• T & Cs of the product apply as per the Dealing Mandate.



These are binding contracts to buy or sell a given amount of currency for delivery at a specific future date to facilitate customer / bank to hedge against adverse foreign exchange fluctuations

Key Features

- Settlement date Any period after two working days to a maximum tenure of 1 yr.
- Pricing A function of the "spot price" and the "cost of carry".
- Variable tenors as per customer needs.

Benefits

- · Competitively priced forward points
- Enables customer/bank to hedge against adverse foreign exchange fluctuations.
- No extra charge and tenures available for up to 1 Year.

Ideal for

• This product is suitable for both exporters and importers who require to fund and/or sell respective foreign currencies for a specified future date using the current rates. It's also ideal for paying for foreign supplies or individuals who have received remittances from overseas.

Requirements

- · Available to both customers and non-customers.
- A dealing mandate to be completed for all eligible customers.
- · Customer is required to have limits marked for specific contracts.

Charges

No charges

Potential Risks

· Counterparty risk.

Transaction Process

- Issue settlement instructions to the branch for execution
- · Or settle via Eazzybiz
- · Or settle via EazzyFX platform

Rights and Obligations

• T & Cs of the product apply as per the FX Agreement.



This is a transaction where two parties agree to exchange two currencies (USD/Kshs.) for an agreed period (1, 2, 3 Months etc) where the said currencies are re-exchanged at a future date. It is priced mainly as a factor of interest rate differential between two currencies.

Key Features

- The price is a feature of the spot rate, tenure & interest rates of the base & quoted currency interest rate
- FX swaps allow parties to lock in future exchange rates, reducing exposure to exchange rate volatility.
- Manage cash flows across borders or to temporarily access foreign currency without affecting their FX exposure long term.

Benefits

- No extra charge and tenures available for up to 1 year.
- · Competitively priced swap points.

Ideal for

• Suitable for companies with short-to-midterm currency mismatches.

Requirements

- · Customer is required to have limits marked for specific contracts
- · A direct dealing mandate to be completed for all eligible customers

Charges

· No charges.

Potential Risks

· Counterparty risk.

Transaction Process

- · Issue settlement instructions to the branch for execution
- · Or settle via Eazzybiz
- · Or settle via EazzyFX platform

Rights and Obligations

• T & Cs of the product apply as per the FX Agreement.

FOREIGN CURRENCY BUREAU SERVICES

Foreign Exchange Bureaus is the media for transacting in any foreign currency other than the local currency. The rates are pegged to rates as transacted at the respective international currency centers. It provides an opportunity to buy and sell foreign currency at competitive rates.

Key Features

- · No Commissions charged
- Buy/Sell Margins Pegged at max Ksh. 2.50.

Benefits

- · Competitive pricing pegged to inter-bank rate.
- · No hidden charges for both withdrawals and deposits.
- · Convenient can be obtained over the counter. No rigorous screening and account opening process.
- · Dedicated counters at the branches.
- State of the art verification channels.

Ideal for

Individuals and institutions that deal in foreign currency on a regular basis e.g., Tourists and
other players in the hospitality industry, travelers in transit, international business traders,
international organizations, international students, NGO's, members of the diplomatic community
and a host of retail customers.

Requirements

- · Available to both non-customers and customers.
- · Non-customers must complete the KYC documentation.

Charges

· No charges.

Potential Risks

· Fake currency.

Transaction Process

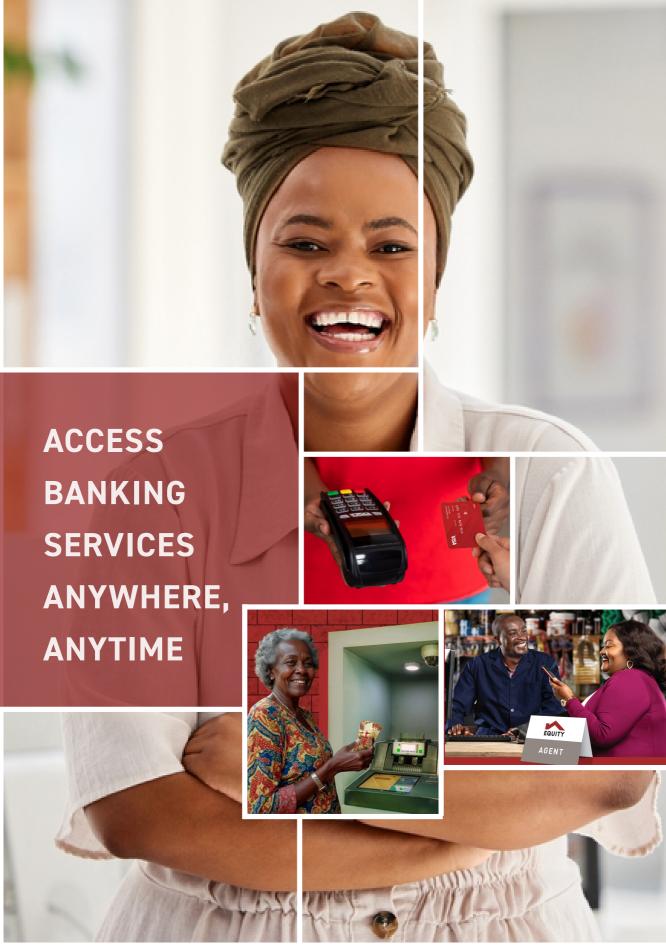
Branch Operations Procedures apply.

Rights and Obligations

T & Cs of the product apply

CUSTOMER SUPPORT

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- We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



CLASSIC VISA AND MASTERCARD DEBIT CARDS



These are VISA and Mastercard branded debit classic cards linked to the customer's bank operative account.

Key Features

- · PIN for POS & ATM transactions
- · Contactless for ease of making payments
- · 3Dsecure for Ecommerce transactions
- · Instantly printed at branch

Benefits

- Offers convenience in making payments No need to carry cash.
- 24 hours access to your account through POS, Ecommerce, Agency banking & ATM machines
- · Worldwide acceptance
- · SMS alerts for card transactions.
- · More secure than carrying cash

Ideal for

- Equity account holders whose accounts mandate allow operation by either or one signatory.
- Customers who do local and international transactions.

Requirements

- · Existing Equity account
- KRA PIN
- Original and copy of national ID /passport.

Charges

- Ksh 600 card issuance/application fee
- Ksh.200 annual fee
- · Ksh.30 cash withdrawal fee (Equity ATM)
- Ksh 200 cash withdrawal fee (Non-Equity ATM)
- · Agency fees apply for agent transactions
- No charges for POS and ecommerce transactions.

Transaction Process

· Card transactions are real time.

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

PREMIUM VISA AND MASTERCARD DEBIT CARDS











These are VISA and Mastercard branded premium debit classic cards linked to the customer's bank operative account. Premium cards allow you to access money from your bank account instantly, making payments for products and services smooth and seamless, locally and globally.

Key Features

- · PIN for POS &ATM transactions
- · Contactless for ease of making payments
- 3Dsecure for Ecommerce transactions
- Embossed

Benefits

- Offers convenience in making payments-No need to carry cash.
- 24-hour access to your account through Agency banking ATM machines
- Additional card benefits to the cardholders.
- · International acceptance
- · More Secure than carrying cash

Ideal for

- Equity account holders whose accounts mandate allow operation by either or one signatory.
- · Premium Customers who travel frequently and have high spend volumes.

Requirements

- · Existing Equity account
- KRA PIN
- Original and copy of national ID /passport.

Charges

- Ksh 600 application fee for Ksh. denominated Cards and \$8 for the USD denominated card.
- Ksh.200 annual fee for Ksh. denominated Cards and \$3 for the USD denominated card.
- Ksh.30 cash withdrawal fee for Ksh. denominated Cards and \$3 for the USD denominated card. (Equity ATM)
- Ksh 200 cash withdrawal fee for Ksh denominated cards and USD \$3for the USD denominated card (Non-Equity ATM)
- Agency fees apply for agent transactions (tiered)
- · No charges for POS and Ecommerce transactions.

Transaction Process

· Card transactions are real time.

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

EQUITY PROPRIETARY DEBIT CARDS





These are Equity only branded debit classic cards linked to the customer's bank operative account allowing you to access money from your bank account instantly, making payments for products and services smooth and seamless, locally and anywhere where Equity has presence

Key Features

- · PIN for POS &ATM transactions
- · Contactless or ease of making payments
- Instantly printed at branch /indented.
- · Locally accepted as well as across all subsidiaries where Equity has presence

Benefits

- · Offers convenience in making payments-No need to carry cash.
- · 24-hour access to your account through POS, Ecommerce, Agency banking & ATM machines
- Affordable
- · SMS alerts for card transactions.

Ideal for

- Equity account holders whose accounts mandate allow operation by either or one signatory.
- · Equity account holders who frequently transact at ATMS, Agents and POS Locations locally and regionally.

Requirements

- · Existing Equity account
- KRA PIN
- Original and copy of national ID /passport.

Charges

- · Ksh 400 application fee
- Ksh.100 annual fee
- Ksh.30 cash withdrawal fee (Equity ATM)
- Ksh 200 cash withdrawal fee (Non-Equity ATM)
- · Ksh 400 card replacement fee
- · Agency fees apply for Equity agent transactions (tiered)
- No charges for POS and Ecommerce transactions.

Transaction Process

· Card transactions on debit cards are real time.

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

EQUITY USD GOLD DEBIT CARD



These are VISA-branded Debit Cards linked to the customer's USD operative account in the bank. Key Features

- · PIN for POS &ATM transactions
- Contactless for ease of making payments
- 3D secure for Ecommerce transactions.
- Embossed
- · Internationally acceptance

Benefits

- · Offers convenience in making payments
- Worldwide acceptance
- · SMS alerts for card transactions

Ideal for

· Customers with USD Accounts

Requirements

- KRA PIN
- Original and copy of national ID /passport.

Charges

- Application fees of \$8 + excise duty (\$8.4).
- Annual fees of \$3.6 inclusive of tax.
- FREE to make payments (online & offline)
- \$3 Cash withdrawal on Equity ATMs
- \$3 Cash withdrawal on Other banks ATMs.

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms











These cards allow the cardholder to top up first then use the money on card. They are not linked to the bank operative account rather a virtual account is opened in the bank.

Key Features

- · PIN for POS &ATM transactions
- · Contactless for ease of making payments
- 3Dsecure for Ecommerce transactions
- Indented
- · Loadable you need to load money to use the card

Benefits

- 24-hour access to your account through POS, Ecommerce, Agency banking & ATM machines
- · Convenient for Online transactions
- Companion for debit card therefore reduces account exposure to many transactions.
- Worldwide acceptance
- · SMS alerts for card transactions.

Ideal for

· Both Equity and non-Equity account holders.

Requirements

- KRA PIN
- Original and copy of national ID /passport.

Charges

- · Ksh 500 application fee
- · Ksh 300 card replacement fee
- Ksh.30 cash withdrawal fee (Equity ATM)
- Ksh 200 cash withdrawal fee (Non-Equity ATM)
- Agency fees apply for agent transactions.
- · No charges for POS and Ecommerce transactions.

Transaction Process

· Card transactions on prepaid cards are real time.

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



Equity Credit Cards offer you a fast and secure way of transacting and paying for goods and services, locally & globally. Visit any Equity Bank branch countrywide to apply for one.

EQUITY VISA CREDIT CARDS







These are VISA branded credit cards that allow the cardholder to utilize the assigned/approved bank credit limits.

Kev Features

- · PIN for POS &ATM transactions
- · Contactless for ease of making payments
- 3D secure for Ecommerce transactions.
- Embossed
- Internationally acceptance

Benefits

- Offers convenience in making payments and access to cash for 24 hours.
- · Worldwide acceptance
- · Utilize bank approved credit limits.
- · Flexible repayment plans
- · SMS alerts for card transactions

Ideal for

- · Equity bank customers with existing credit limits or who are willing to offer cash cover as security.
- Customers who need credit cards for business or leisure/personal use.

Requirements

- · Existing approved credit limit or cash cover.
- KRA PIN
- Original and copy of national ID /passport.

Charges

- Annual fees; Classic Ksh 2,500 and Gold Ksh 4,500
- Joining fees; Classic Ksh 4,500 and Gold Ksh 7,500
- Card replacement fee; Classic- Ksh.1,000 Gold Ksh1,500
- 6% ATM On us withdrawal fee and 10% Off us ATM withdrawal fee
- · No charges for POS and Ecommerce transactions.
- Insurance: Classic -Ksh 303, Gold Ksh.963
- · Overlimit fee -4%
- Late payment fee -6%
- Interest -3.5% per month.

Transaction Process

Real time Credit cards transactions for approved transactions. Billed later on the credit card statement.

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms

EQUITY AMEX CREDIT CARDS





Equity Bank is the exclusive issuer and acquirer for American Express in Kenya. You can get your Equity Bank American Express® Green Card at any Equity Bank Branch in Kenya or Apply Here: https://mycardaccount.equitybankgroup.com/apply.jsp to enjoy a convenient cashless experience coupled with rewards & benefits.

Key Features

- · PIN for POS &ATM transactions
- Contactless
- · 3D secure for Ecommerce transactions.
- Embossed

Benefits

- Offers convenience in making payments and access to cash for 24 hours.
- Worldwide acceptance
- · Utilize bank credit limits.
- · Flexible repayment plans
- · SMS alerts for card transactions.

Ideal for

- Equity bank holders with existing credit limits /willing to offer cash cover.
- Customers who need credit cards for business or leisure/personal use.

Requirements

- · Existing credit limit assigned or cash cover.
- KRA PIN
- Original and copy of national ID /passport.

Charges

- · Annual fees; Green -Ksh 3,500 and Gold -Ksh 7,000
- · No Joining fees.
- Card replacement fee: Ksh Green -500 and Gold -Ksh 1.000
- 6% ATM On us withdrawal fee and 10% Off us ATM withdrawal fee
- · No charges for POS and Ecommerce transactions.
- · Insurance: 0.2% of credit limit
- · Overlimit fee -4%
- Late payment fee -6%
- Interest -3.5% per month.

Transaction Process

• Real time Credit cards transactions for approved transactions. Billed later the credit card statement.

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms





These are Mastercard branded credit cards issued to corporates and SMEs

Key Features

- PIN for POS &ATM transactions
- · Contactless for ease of making payments
- · 3D secures for Ecommerce transactions.
- Embossed
- · International Acceptance

Benefits

- Offers convenience in making payments and access to cash for 24 hours.
- · Worldwide acceptance
- · Utilize bank approved credit limits hence cashflow management for corporates &SMEs.
- · Email alerts for card transactions

Ideal for

· Corporates & SMEs.

Requirements

- Credit limits assigned on turnovers / existing securities in the bank and /or cash cover.
- · KRA PIN for directors and cardholders
- Original and copy of national ID /passport for directors and cardholders.
- · Business permits ®istration documents.
- · Must have been in business for at least 2 years and banked with Equity Bank for at least 1 year.

Charges

- · Annual fees; Ksh 4,000
- · Joining fees; Ksh 5,000
- · Card replacement fee; Ksh.1,000
- 6% ATM On us withdrawal fee and 10% Off us ATM withdrawal fee
- No charges for POS and Ecommerce transactions.
- Overlimit fee -4%
- Interest -13% per annum.

Transaction Process

 Real time Credit cards transactions for approved transactions. Billed later on the credit card statement.

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

Mobile channels are available channels for clients to access banking services on their phones without visiting a branch which include Equity Mobile App /Equity Online, USSD (*247#), STK (Equitel) and Eva chat bot.

Key Features

- Multi-Channel Access Equity Mobile App/online, USSD (*247#), STK (Equitel) and Eva chat bot.
- User-Friendly Interface
- · SMS Alerts on transactions
- · Account & Service Management, account balance, statements, manage cards, borrow and save & invest
- Self-Service Options password and PIN reset
- · Integration with Other Services
- · Multilingual Support
- Multiple approval

Benefits To Customers:

- 360* degree view of bank account accounts and bank account management
- · Real -time processing of payments
- · Comparatively low costs
- · Time saving
- · 24-hour access to banking
- · Supports Financial Inclusion

Ideal for

All customers including jointly owned accounts

Requirements

· Bank account and Mobile phone

Charges

· A percentage merchant service commission is charged

Potential Risks

· Always remember Your PIN, Your Secret. Never share with anyone

Transaction Process

· Customer initiates all transaction through their phone and with their own login credentials.

Rights and Obligations

- T & Cs of products are available during onboarding and others as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

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- We will acknowledge your feedback within 48hours.
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- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.



EazzyBiz is a robust, secure, and comprehensive online banking solution for SMEs, Large Enterprises, Corporates, Financial and Public Institutions that allows you to;

Manage your accounts conveniently

- Have 360 degrees/unified view of all your accounts held within the Bank
- · Download your statements in a format of your choice
- Make service requests e.g. Cheque books, stopping Cheques etc.

Make your payments with ease

- Pay your suppliers, employees, bills (water and electricity) and statutory payments like PAYE, NHIF, NSSF etc. at your comfort
- Funds transfers to Equity Bank accounts, other Bank Accounts and Mobile Wallets
- · Credit card payments etc.

Liquidity Management

- · Manage shortfalls and excess funds across multiple accounts
- · Manage credit and debit balances, cash flows across multiple accounts & currencies

Sales Reconciliation & make customized reports

You get a complete view of sales and collections as per the designated business hierarchy, divisions
or locations.



A self-service banking machine providing a range of banking services, such as cash withdrawals, deposits, and balance inquiries.

Key Features

- Transactions processing (withdrawals and deposits etc.)
- · Balance inquiry and Mini statements
- · Bill payments

Benefits To Customers

- 24/7 access to banking services without needing to visit a branch
- · Quick and easy access to cash.
- Convenient locations for access (e.g., branches, malls, airports).
- · Cheaper to transact compared to over the counter.

Ideal for

- · Customers with active accounts with the bank.
- Customers with valid ATM cards (e.g. debit, credit or prepaid cards)
- · Equity customers can withdraw using bio functionality, no need of ATM card
- Accepts Visa, MasterCard, Proprietary and Amex both for local and international banks
- · Accepts mobile wallet holders i.e. Mpesa and Equitel

Requirements

- · Valid active Equity bank account
- Card and Mobile PIN for Card and Mpesa withdrawal respectively
- · Updated fingerprint for Equity uncarded customers
- · For deposits, valid Equity account number and account name

Charges

- · Ksh.30 cash withdrawal fee (Equity ATM)
- · Free to deposit
- · VAT charges apply

Potential Risks

· Do not share PIN with anyone.

Transaction Process

· All transactions are real time and reflect instantly

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



Agency Banking is a banking service that allows third-party agents to perform transactions and various operations on behalf of the bank, bringing banking services closer to customers and enhancing financial inclusion.

Key Features

- Basic banking (Cash deposits, withdrawals, balance enquiries etc.)
- · Bill payments (Utility, School fees, rent etc.)
- · Accounts Origination
- · International money transfers
- · Products partnerships.
- Payment for Statutory Services (NSSF, SHA etc.)
- Other services as per the bank's directives.

Benefits To Agent:

- · Additional revenue streams.
- Increased foot traffic to their business.
- Brand affiliation.

To Customers:

- Increased accessibility to banking services.
- · Convenience of performing transactions.
- · Extended service hours.
- · Quick and efficient service delivery.

Eligibility to be an Equity Agent

- · Should have Operated a legal business for at least 12 months.
- Should hold a valid business permits and operate in a permanent, secure structure.
- Should comply with regulatory requirements, including tax and KYC.
- · Must have no criminal record.
- · Should demonstrate financial ability to hold sufficient float to serve customers.

Requirements

- KYC documents
- · Business legal documents
- · Certificate of good conduct
- · Financial statements
- Referees
- · Bank pays commissions to agents.

Charges/commissions

	Transaction range	Transaction fee (Inclusive of 15% Excise Duty)	Agent commission
Cash Withdrawal	2,500 and Below	28.75	15
	2,501-5,000	51.75	25
	5,001-10,000	86.25	35
	10,001-20,000	166.75	60
	20,001-35,000	195.5	70
	35,001-50,000	224.25	90
	50,001-100,000	258.75	120
Cash Deposit		Transaction fee	Agent Commission
	100 – 5,000	0	10
	5,001 -10,000	0	15
	10,001-16,000	0	20
	16,001- 21,000	0	25
	21001 - 27,000	0	30
	27001 - 31,000	0	35
	31.001 - 40,000	0	40
	40,001 - 51,000	0	50
	51,001 - 62,000	0	60
	62,001 - 73,000	0	70
	73,001 - 84,000	0	80
	84,001 - 95,000	0	90
	95,001 – 100,000	0	100
Airtime	Equitel		10%
sales	Safaricom		6%

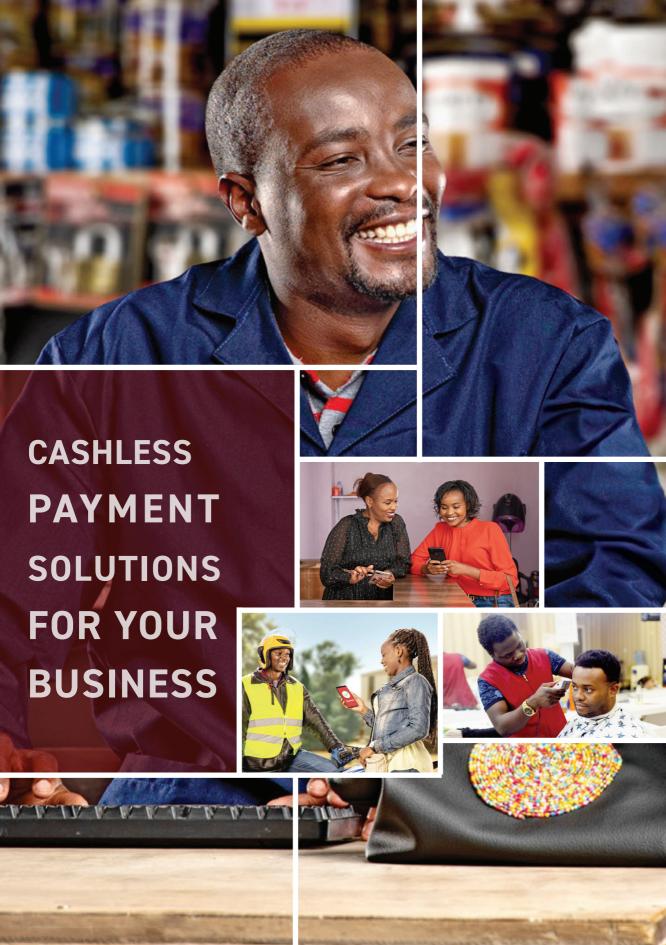
Potential Risks

- Fraud and Security Risks: Risk of electronic fraud from external fraudsters and agent employees.
- Regulatory and Compliance Risks: Lack of compliance to regulatory and bank policies may lead to penalties and contract termination.
- Operational Risks: Lack of compliance to operational policies may lead to financial loss to bank, agent and customer.
- Reputation Risks: Negative customer experiences involving agents can damage the reputation of the agent and bank, leading to loss of customers and erosion of brand trust.
- Agent Mismanagement: Poorly agency business management may result to poor customer experiences and service delivery issues.

Transaction Process

- · Select customer menu
- Select service
- · Enter customer details.
- Confirm customer details
- Enter amount
- · Complete transaction through pin

- T & Cs of products are available on website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms



Pay with Equity Merchant Till is a payments channel that enables customers to pay for goods and services easily and conveniently from a mobile phone/device to a merchant's Till Number.

Key Features

- · Real time settlement
- Interoperability accepts payments from multiple mobile money wallets
- · Zero Merchant Service Commission charges
- Notifications for payments

Benefits

- · Receive payments conveniently on mobile
- · Inter-operability: one till for all mobile wallets
- · Real Time Settlement
- · No transaction charges
- · Easy onboarding you only require an Equity account & running business

Ideal for

• All business owners wishing to receive payments from multiple sources

Requirements

- · The applicant must have a running business
- · The applicant must maintain a collection account with Equity
- · The applicant must fill in and sign the Pay With Equity merchant application form
- · The applicant must read and accept the Pay With Equity terms and conditions

Charges

- There are no charges for receiving payments via PWE Merchant till
- Equity customers paying via Equitel & Mobile App are not charged. Other mobile providers' tariff charges apply

Potential Risks

· None, as the merchant is settled to their bank account in real time

Transaction Process

- Equitel: Menu > My Money > Pay for goods & services
- Equity App: Equity Mobile App > Log in > Pay for goods & services
- Mpesa: Lipa na M-Pesa > Paybill 247247 > Business No. 247247 > Enter Account No (Till No.)
- Airtel: Airtel Memu > Make Payments > Paybill 247247 > Enter Ref. Number
- · Pesalink: Pesalink Menu > Send to Phone > Enter Equity Till Number

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

Pay Bill is a mobile money service that enables subscribers to pay for goods and services easily and conveniently from a mobile phone to a Biller (Pay bill owner).

Key Features

- · Cashless payments to support cash management
- Interoperability pay bill, multiple mobile money wallets
- · Real time settlement
- No transaction fees for biller owner
- No application fees
- · Validation Capabilities
- Instant Notifications both to the biller and customer.
- Capability to capture payee details.

Benefits (to Billers)

- · Safety and convenience due to cashless payments
- Real time settlement and ease of reconciliation.
- · No commission charges
- · Data insights (audit trail)
- · Validation & System integration
- · Improved Customer experience

Ideal for

· Retail market

Requirements

- · Active Equity account
- · Running business
- · Filled in application and T&Cs forms

Charges

• None

Potential Risks

Customer may key in wrong pay bill number thus paying to an unintended number

Transaction Process

· Bill payment options

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



Merchant acquiring enables merchants to accept cashless payments by providing Point of Sale terminals and infrastructure that supports card payments.

Key Features

- · Safe to process payments _EMV compliant infrastructure
- · Merchant settlement by the following working day.
- Capable of using the internet and wireless technology (GPRS, Wi Fi) and is Portable
- Accepts all major cards _ American Express, Union Pay International, Diners Club, Discover, JCB, MasterCard and Visa, which are authorised online real time.
- Processing of both PIN enabled and signature-based payments
- · Reporting available at terminal level

Benefits To merchants:

- · Increased sales
- · Customer stickiness to merchant due to the facility
- · New business prospects
- · Reduces overhead cost and risk associated with handling of
- Guaranteed payment from Equity Bank
- Hassle free payment no looking for change/coins
- · Enhances accountability and maintains audit trail

To Customers:

- · Safety no risks involved as in carrying cash
- · No extra charges for paying by card
- · Enhances accountability
- · Convenience and ease of use anywhere, anytime

Ideal for

· All businesses wishing to accept card payments

Requirements

· Depends on the business registration

Charges

· A percentage merchant service commission is charged

Potential Risks

· No specific risks due to EMV compliance; general card payments related risks may occur e.g. fraud

Transaction Process

 Customer hands the card to the merchant staff/cashier who will enter the amount > Customer enters PIN to authorize payment > transaction is processed

- T & Cs of products are available on website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



We have entered into partnerships with leading international money transfer partners to provide you with fast, effective, convenient and secure ways to transfer money locally and internationally.



Small World Financial Services enables you to receive money sent from the UK and Europe to Kenya. You can send money via Small World to your receiver's bank account or mobile wallet.

Key Features

Customers in Kenya can receive money sent from the UK via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)
- Fast Instant or same day service to over 90 countries worldwide.

Requirements

- For senders signing up on the APP available on Playstore or Appstore and providing all the required KYC details.
- For receivers sharing valid mobile or account number details with the sender.

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

- · Sign up on the Smallworld APP available on Playstore or Appstore and key in valid KYC information.
- Provide details of the transfer and preferred mode of collection by receiver (Mobile or Bank account)

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contacts the Smallworld customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Smallworld customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.



Transfast is a global cross-border payments network provider that covers over 125 countries across Asia, Europe, Africa, Americas, and Australia.

To receive money via Transfast from abroad via the cash pick up option, request for the transaction PIN from the sender and visit any Equity Bank Branch to pick up your cash. You will need to provide the PIN and valid identification documents. Funds may also be credited directly to your Bank account.

Key Features

Customers in Kenya can receive money sent from USA and the Middle East via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)
- · Customers can also visit any Equity Bank branch to receive funds sent via the cash pick up option.

Benefits

 Service easily accessible to senders via an APP. Senders are not required to visit a physical location to send money.

- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.
- Customers can also receive cash instantly via any Equity Bank branch for transfers sent via the cash pick up option.

Requirements

- For senders visit an exchange house with Transfast services
- For receivers sharing valid mobile or account number details with the sender. For the option to receive funds via cash pick up, receiver should visit any Equity Bank branch and provide a valid transaction reference number sent to them by the sender.

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

- Sender visits any exchange house with the Transfast service to send money.
- Sender shares the receiver destination, amount, name of receiver and the sender's ID/Passport.
- Provide details of the transfer and preferred mode of collection by receiver (Mobile or Bank account or cash pickup)
- For customers receiving funds via the cash pick up option, visit any Equity Bank branch and provide valid KYC documents along with the transaction reference number shared by the sender to cash out the transfer.

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contact's the Transfast customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Transfast customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.

SENDWAVE

SendWave provides an efficient and affordable funds transfer option from the United States (USA) to your loved ones in Kenya.

To transfer funds, download the SendWave App on your Android or IOS device. Follow the simple steps as prompted.

Key Features

Customers in Kenya can receive money sent from the USA via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)

Benefits

- Service easily accessible to senders via an APP. Senders are not required to visit a physical location to send money.
- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.

Requirements

- For senders signing up on the Sendwave APP available on Playstore or Appstore and providing all the required KYC details.
- For receivers sharing valid mobile or account number details with the sender.

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

- Sign up to the SendWave APP on your android or IOS device and key in valid KYC information.
- · Follow simple steps as prompted.

Complaints Handling Process

- · Receiver contacts the sender. The sender in turn contact's the Sendwave customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Sendwave customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.



NALA app helps users to make secure and reliable payments from the UK, the USA and the EU to your loved ones in Kenya.

How to Download It

- Go to the app/play store (Available on IOS and Android) and search for NALA OR.
- · Use this link to download the app in your phone.

How to Use It

- Go to the send money screen and click on recipient name
- · Click on Create New Recipient to make a transfer
- · Click on recipient's name and bank details
- Save to proceed with the bank transfer

Requirements

- For senders signing up on the Nala APP available on Playstore or Appstore and providing all the required KYC details.
- For receivers sharing valid mobile or account number details with the sender.

Charges

· Beneficiaries are not charged to receive funds

Benefits

- Service easily accessible to senders via an APP. Senders are not required to visit a physical location to send money.
- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.

CUSTOMER SUPPORT

- · Receiver contacts the sender.
- The sender in turn contact's the Nala customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Nala customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.



Remitly is a global remittances partner that allows you to send money from Australia, U.S.A, Canada, the Eurozone, and the U.K to Kenya. You can send money via Remitly to your loved one's Bank account or mobile wallet. To start sending money, download Remitly App on Play Store or App Store.

Key Features

Customers in Kenya can receive money sent from Australia, U.S.A, Canada, the Eurozone, and the U.K. via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)

Benefits

- Service easily accessible to senders via an APP. Senders are not required to visit a physical location to send money.
- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.
- Senders have access to competitive FX rates.

Requirements

- For senders signing up on the Remitly APP available on Playstore or Appstore and providing all the required KYC details.
- For receivers sharing valid mobile or account number details with the sender.

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

- Sign up to Remitly either through the Remitly Mobile App or Website.
- Provide details of the transfer; how much you'd like to send. Remitly will display the current exchange rate and amount the receiver will get back in Kenya.
- Key in a few basic details of the receiver, e.g., name, address, amount.
- · Submit your payment information. You can pay for the transfer with a debit, credit, or prepaid card.

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contact's the Remitly customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Remitly customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.



Ria is a global remittances partner and currently serves more than 146 countries worldwide.

Ria allows you to send a cash transfer for pick up to your loved ones. Visit any Equity Bank branch to receive or send money via Ria.

Key Features

 Customers in Kenya can receive money sent to them from over 165 countries globally by visiting any Equity Bank branch.

Benefits

- Service easily accessible to senders via an APP, online via the Ria Website, or by visiting over 600,000 Ria locations across the globe in over 165 countries.
- · Speed of delivery: Receivers in Kenya can visit any Equity Bank branch to receive cash sent to them.
- Senders have access to competitive FX rates.

Requirements

· Receivers should provide valid KYC documents

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

 Receivers should visit any Equity Bank branch and present the transaction reference number shared by the sender alongside valid KYC document.

CUSTOMER SUPPORT

- Customer visits any Equity Bank Branch. Bank Customer Service officer raises the issue, detailing the necessary information regarding the dispute.
- · IMT officer receives the issue.
- If the issue should be resolved by the partner, IMT officer escalates to the Ria customer support mail group for resolution.
- A case number is assigned for the raised issue, and this may be used for following up. Issues are acknowledged by the Ria support team within 24 hours and resolved within 48 hours.
- Upon resolution of issue, IMT officer relays feedback to Customer service officer at the branch via CRM. Customer service office informs the customer.



Funtech provides you an efficient funds transfer experience, whilst ensuring that you save on costs and instantly send money from UK to your loved ones in Kenya. You can send money directly to a Bank account or mobile wallet via Funtech.

Key Features

Customers in Kenya can receive money sent from the UK via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)

Benefits

- Service easily accessible to senders via the Funtech APP.
- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.

Requirements

- For senders signing up on the Funtech APP available on Playstore or Appstore and providing all the required KYC details.
- For receivers sharing valid mobile or account number details with the sender.

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

- · Sign up on the Funtech APP available on Playstore or Appstore and key in valid KYC information.
- Provide details of the transfer and preferred mode of collection by receiver (Mobile or Bank account)

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contact's the Funtech customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Funtech customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.



Customers can access Al Fardan Exchange services by visiting any of their branch across the UAE or by downloading their App **Alfapay** to access any remittance service.

Equity customers can send money from UAE to Kenya and Tanzania to both Mobile wallet and Bank Account.

Al Fardan Exchange currently has 90 branches in the UAE and a standard service charge of AED 15 is levied to send any amount to mobile wallets and Bank account.

Key Features

Customers in Kenya can receive money sent from the UAE via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)

Benefits

- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.
- Service easily accessible to senders via the Al Fardan Exchange Alfapay APP. Al Fardan Exchange also have 90 branch locations spread across the UAE where senders can access their services.

Requirements

- For senders signing up on the Alfapay APP available on Playstore or Appstore and providing all the required KYC details. Services also accessible via the Al Fardan branch locations
- For receivers sharing valid mobile or account number details with the sender.

Charges

· Beneficiaries are not charged to receive funds

Transaction Process

- · Sign up to the Alfapay APP and key in valid KYC information.
- Provide details of the transfer and preferred mode of collection by receiver (Mobile or Bank account)
- Alternatively, visit any Al fardan branch to receive assistance in processing the transfer.

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contact's the Al Fardan customer Support team.
- If the issue requires resolution in collaboration with the Bank, the Al Fardan customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.



SWIFT Transfer brings value to you and your business by enabling you to send fast, predictable, cost effective and secure cost border payments anywhere in the world directly from your bank account. SWIFT enables seamless, frictionless and instant transactions from your account to another, anywhere in the world. For more details and transactions visit https://www.swift.com/

NAME	SWIFT CODE	CURRENCY	BENEFICIARY BANK	BENEFICIARY SWIFT CODE	CREDIT TO
USD (UNITED STATES DOLLAR) NEW YORK	CITIUS33	USD	Bank: Equity Bank Ltd	EQBLKENA	Customer's A/C No, A/C Name and Branch)
NEW YORK	CITIUS33	USD (United States Dollar)	Equity Bank Ltd	EQBLKENA	Customer's A/C No, A/C Name and Branch)
LONDON	CITIGB2L	GBP (STERLING POUNDS)	Equity Bank Ltd	EQBLKENA	(Customer's A/C No, A/C name and Branch)
FRANKFURT	CITIDEFF IBAN: DE48 5021 0900 4116 9310 07	EUR (EURO)	Equity Bank Ltd	EQBLKENA	(Customer's A/C No, A/C name and Branch)
JOHANNESBURG	SBZAZAJJ	ZAR (RAND)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
JPY (YEN)	CITIGB2L, Correspondent Bank: Citibank N.A. London, BNF Bank Account GB06CITI18500817461658	JPY (YEN)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
CAD (CANADIAN DOLLARS)	CITIGB2L, Correspondent Bank: Citibank N.A. London, BNF Bank Account GB81CITI18500817461666	CAD (CANADIAN DOLLARS)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
AUD (AUSTRALIAN DOLLARS)	CITIGB2L, Correspondent Bank: Citibank N.A. London, BNF Bank Account GB59CITI18500817461674	AUD (AUSTRALIAN DOLLARS)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
CHF (SWISS FRANCS)	CITIGB2L, Correspondent bank: Citibank N.A. London, BNF Bank account CH9789095000017461690	CHF (SWISS FRANCS)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
SEK (SWEDISH KRONER)	CITIGB2L, Correspondent bank: Citibank N.A. London, BNF Bank account GB03CITI18500817461712	SEK (SWEDISH KRONER)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
NOK (NORWEGIAN KRONER)	CITIGB2L, Correspondent bank: Citibank N.A. London, BNF Bank account GB37CITI18500817461682	NOK (NORWEGIAN KRONER)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)
DKK (DANISH KRONER)	CITIGB2L, Correspondent bank: Citibank N.A. London, BNF Bank account GB25CITI18500817461704	DKK (DANISH KRONER)	Equity Bank Ltd	EQBLKENA	(Customer's a/c no, A/C name and Branch)



MoneyGram allows you to conveniently send or receive money globally with a network of over 350,000 locations. Money sent from abroad can be collected free of charge at any of our Equity bank branches and selected Equity Agents countrywide. The service is available to both Equity bank account holders and non-account holders.

Ideal for

- Receiving money from over 200 countries via cash pick up instantly at any Equity Bank branch or select Equity agent locations. Service ias also accessible to non-Equity customers.
- · Sending money to over 200 countries via any Equity Bank branch.

Requirements

- · Valid KYC documents
- Receivers should present a reference number received from the sender to cash out funds at any Equity Bank Branch or select Equity agent locations.

Charges

- · Beneficiaries are not charged to receive cash.
- Charges associated with the send service are dependent on the receiver's country.

Benefits

- Service easily accessible to senders via the MoneyGram APP, or by visiting over 3500,000 locations
 across the globe spread out in over 200 countries.
- Speed of delivery: Receivers in Kenya can visit any Equity Bank branch or select Equity agent locations to instantly receive cash sent to them.

CUSTOMER SUPPORT

- · Customer Visits any Equity Bank Branch.
- Bank Customer Service officer raises the issue, detailing the necessary information regarding the dispute.
- IMT officer receives the issue. If the issue should be resolved by the partner, IMT officer escalates to the MoneyGram customer support mail group for resolution.
- · A case number is assigned for the raised issue, and this may be used for following up.
- · Issues are acknowledged by the MoneyGram support team within 24 hours and resolved within 48 hours.
- · Upon resolution of issue, IMT officer relays feedback to Customer service officer at the branch via CRM.
- Customer service office informs the customer



Western Union is now available on Equity Mobile and Equity Online. You can send and receive money from your phone or personal computer. One of the most overarching money transfer platforms, Western Union, provides vast reachability and reliability allowing you to perform your financial transactions with minimal geographical limitation. With over 500,000 agents spread out in more than 200 countries, millions of people can enjoy the convenience. Its fast and simple, available to both Equity bank account holders and non-account holders alike.

Advantages of Using Western Union on Equity Online & Mobile.

- · Fast: Send or receive money in minutes
- · Convenient: Transact anywhere, anytime from your phone or PC.
- User-friendly experience: Easy to navigate and use.

Western Union Services

- Inbound/receive money: Transfer of money from outside the country into Kenya.
- Outbound/send money: Transfer of money from within Kenya payable to any Agent location
- Local: Transfer of money from one town to another within Kenya payable in any of our Western Union locations.
- Western Union Quick Pay: This is a service that allows customers to send money to companies that are already listed in the western union service and money is deposited into their accounts.
- D2B (Direct to Bank) Western Union APN service: This is a service that allows customers to send
 money to companies that are already listed in the western union service and money is deposited
 into their accounts.
- · Pay at Amazon: This service allows customers to pay for goods purchased online via Amazon.

Requirements

- · Valid KYC documents.
- Receivers should present a 10-digit reference number received from the sender to cash out funds at any Equity Bank Branch.

Charges

- · Beneficiaries are not charged to receive cash.
- Charges associated with the send service are dependent on the receiver's country.

CUSTOMER SUPPORT

- · Customer Visits any Equity Bank Branch.
- Bank Customer Service officer raises the issue on CRM, detailing the necessary information regarding the dispute.
- IMT officer receives the issue. If the issue should be resolved by the partner, IMT officer escalates to the Western Union customer support mail group for resolution.
- · A case number is assigned for the raised issue, and this may be used for following up.
- Issues are acknowledged by the Western Union support team within 24 hours and resolved within 48 hours.
- Upon resolution of issue, IMT officer relays feedback to Customer service officer at the branch via CRM.
- Customer service office informs the customer.
- · You can still enjoy western union services across our Equity branches countrywide.



PesaLink enables individuals or businesses to move money instantly from one bank account to another

Benefits

- · It is instant Money reflects in your Bank Account in real time.
- Pay for goods and services Customers linked to PesaLink can pay for goods and services in any
 outlet displaying the Pay with Equity sign. *Equity Till Number accepts payments from both
 Equity Bank and non-Equity Bank customers registered on PesaLink.
- Enables cash transfers from Kshs10 to Kshs 999,999.
- Enables transfer of foreign currencies.
- Available 24 hours a day 7 days a week.
- Allows you to receive money into your account using your phone number.



WorldRemit is a leading global payments company, that offers a safe, fast, and affordable money transfer service. Through WorldRemit, you can send money from over 150 countries.

- To send money to your loved ones in Kenya, visit the World remit website or download the Mobile app. Select the payout option (cash pickup, Bank Deposit or Mobile Money). Key in the details as receiver's prompted.
- To receive money via WorldRemit from abroad, request for the transaction reference number from the sender and visit any Equity Bank Branch to collect the cash. You will need to provide the reference number and valid identification documents. Funds may also be credited directly to your ank account.

Benefits

- Service easily accessible to senders via an APP. Senders are not required to visit a physical location to send money.
- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya.

Charges

· Beneficiaries are not charged to receive funds

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contacts the WorldRemit customer Support team.
- If the issue requires resolution in collaboration with the Bank, the WorldRemit customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.

hellopaisa

Hellopaisa international money transfer service allows you to send cash to countries across the world, in a manner that is fast, affordable, safe, and easy to use.

Key Features

Customers in Kenya can receive money sent from South Africa and the UAE via below channels:

- Bank account (Equity accounts or third-party Bank accounts)
- Mobile Wallet (M-Pesa or Airtel Money)
- Customers can also visit any Equity Bank branch to receive funds sent via the cash pick up option.

Benefits

- Service easily accessible to senders via an APP. Senders are not required to visit a physical location to send money.
- Speed of delivery: Service allows instant transfers to mobile wallets, Equity Bank accounts and same day delivery to other Banks in Kenya. Customers can also receive cash instantly via any Equity Bank branch for transfers sent via the cash pick up option.

Requirements

- For senders signing up on the APP available on Playstore or Appstore and providing all the required KYC details.
- For receivers sharing valid mobile or account number details with the sender. For the option to receive funds via cash pick up, receiver should visit any Equity Bank branch and provide a valid transaction reference number sent to them by the sender.

Charges

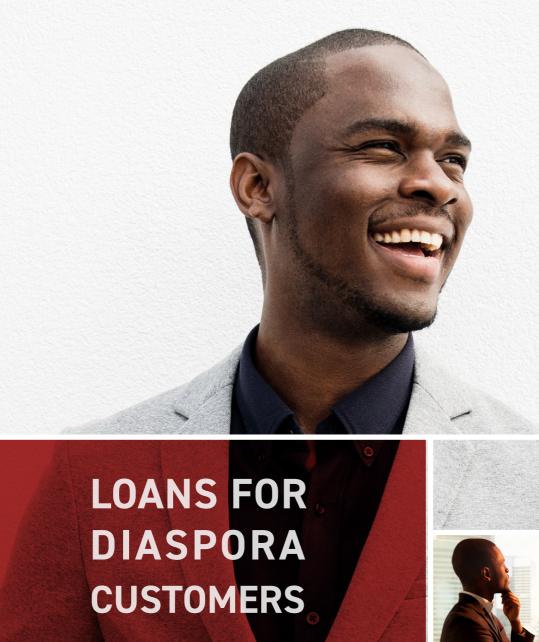
• Beneficiaries are not charged to receive funds

Transaction process

- Sign up on the APP on your android or IOS device and key in valid KYC information.
- ANDROID APP Select the SEND CASH tab and select the "ADD" button in the top right corner.
- IOS APP Select "Recipients" on the home screen and then click on the add recipient icon in the top right corner. Select the nationality Kenya, and pay-out method. Complete the recipient's details and click on "Save".
- FREE USSD Dial the *130*43556# and select the "Add Recipient" option from the menu.
- Sender visits any exchange house with the Hellopaisa service to send money. Sender shares the receiver destination, amount, name of receiver and the sender's ID/Passport.

CUSTOMER SUPPORT

- Receiver contacts the sender. The sender in turn contact's the HelloPaisa customer Support team.
- If the issue requires resolution in collaboration with the Bank, the HelloPaisa customer support team contacts Equity support team via MoneyTransfer@equitybank.co.ke for resolution.









This is a loan facility whose purpose is to undertake development projects for amounts less than Kshs. 5,000,000.

Features & Benefits

- Loan amount of from Kshs. 1,000,000m to Kshs.5,000,000m
- Flexible repayment period of up to 5 years
- Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement

Eligibility & Requirements

Salaried Individuals

- Dully completed mortgage application form
- Latest Three (3) months pay slips
- Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- · Proof of availability of applicant's contribution
- · CRB Report to be obtained by the bank
- · Dully signed sale agreement for the property being acquired
- · Copy of title and search certificate on the title
- · Valuation Report (to be obtained on approval of mortgage) for the property

Self Employed Persons, Partnership, Companies

- Dully completed mortgage application form
- · Business profile
- · Audited Reports and Accounts for the last 3 years
- · Certificate of business registration
- · Memorandum and Articles of Association
- · Partnership deed for Partnerships
- · Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- · Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired
- · Copy of title and Search certificate
- · Valuation Report (to be obtained on approval) for the property

Charges

· LACE 3% Interest rate EBRR+Margin

Potential Risks

Default risk

Transaction Process

- The borrower identifies their preferred property
- The borrower develops a budget/BQ
- The borrower seeks all the necessary approvals
- The borrower applies for a loan from EBKL and provides all the required loan application documents.
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable and proceeds to disburse the loan to the vendor, upon confirmation of payment of the borrower's contribution
- Post disbursement and regular monitoring continue until the loan is repaid in full

This is a medium-term loan facility that enables you to borrow funds towards purchase of a plot in Kenya

Features & Benefits

- Loan amount of from Kshs. 300,000 to Kshs.200,000,000m
- Flexible repayment period of up to 5 years for amounts below Kshs. 5,000,000 and 10 years for amount above Kshs. 5,000,000
- · Customer contribution of 30% of the property amount
- Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement
- · Can access the loan in Ksh, USD, EUR and GBPC currencies

Ideal For

- Ideal for Kenyan Diaspora who are defined as non-resident Kenyans i.e. Kenyan citizen living outside Kenya, Kenyans sent on foreign missions abroad, and Kenyans with dual citizenship.
- Small Medium Enterprises (SME) Self Employed Persons, Partnership, Companies, An SME borrower in International Banking is defined as entity registered in Kenya and owned by at least one person or individual business who is registered as a Kenyan diaspora client.

Eligibility & Requirements

Salaried Individuals

- · Mortgage Application form duly completed
- · Local CRB Report to be obtained by the bank
- Copy of Identity Card, Valid passport and PIN Certificate
- Latest Three (3) current pay slips
- Current tax return for the last three financial years from their country of residence
- Credit report from their country of residence
- Letter of employment stating terms of employment, income, retirement age and Emoluments (where applicable)
- · Bank statements for the last 6 months where the salary is remitted
- Proof of availability of applicant's contribution
- · Sale Agreement for the property being acquired duly signed
- · Copy of title and Search certificate on the title
- Valuation Report (to be obtained on approval of mortgage) for the property

Self Employed Persons, Partnership, Companies

- · Mortgage Application form duly completed
- · Profile for Business
- · Audited Reports and Accounts for the last 3 years
- · Certificate of registration
- · Memorandum and Articles of Association
- · Partnership Deed for Partnerships
- Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- Bank statements for the last 12 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- · Current tax return for the last three financial years from their country of residence
- · Credit report from their country of residence
- Sale Agreement for the property being acquired
- Copy of title and Search certificate
- Valuation Report (to be obtained on approval) for the property

Charges

· LACE 3% Interest rate EBRR+Margin

Potential Risks

Default risk

Self Employed Persons, Partnership, Companies

- The borrower identifies their need-construction or purchase or release.
- · The borrower approaches a vendor
- The borrower negotiates and agrees with the vendor on desired specifications, price and payment terms.
- · The vendor and borrower signs a sale agreement or intent to sell
- The borrower applies for a loan from EBKL and provides all the required loan application documents. (Physically at any Branch or soft copy via the indemnified email address)
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable, clients meet all the conditions
 of sanction and proceeds to disburse the loan to the vendor, upon confirmation of payment of the
 borrower's contribution
- Post disbursement and regular monitoring continues until the loan is repaid in full



This is a loan facility specially designed to cater for construction/structural development of projects within Kenya

Features & Benefits

- Loan amount of from Kshs. 5,000,000 to Kshs.200,000,000m
- Flexible repayment period of up to 10 years, with customer contribution of 30% of the property amount
- Insurance of the property
- · Competitive interest rates
- · Fast processing and disbursement
- Project progress evaluation by the Bank Project management team
- · Can access the loan in Ksh, USD, EUR and GBPC currencies

Ideal For

- Kenyan Diaspora who are defined as non-resident Kenyans i.e. Kenyan citizen living outside Kenya, Kenyans sent on foreign missions abroad, and Kenyans with dual citizenship.
- Small Medium Enterprises (SME) Self Employed Persons, Partnership, Companies, An SME borrower in International Banking is defined as entity registered in Kenya and owned by at least one person or individual business who is registered as a Kenyan diaspora client

Eligibility & Requirements

Salaried Individuals

- Dully completed mortgage application form
- Latest Three (3) months' pay slips
- · Letter of introduction from Employer- stating income, retirement age and Emoluments
- Copy of employment contract (if it applies)
- · Copy of Identity Card and PIN Certificate
- · Bank statements for last 6 months for Equity customers and 12 months for other customers
- · Proof of availability of applicant's contribution
- CRB Report to be obtained by the bank
- Dully signed sale agreement for the property being acquired
- Copy of title and search certificate on the title

- Valuation Report (to be obtained on approval of mortgage) for the property
- Obtain approved architectural and structural design.
- Bills of Quantities. Obtain quotation from a qualified and practicing quantity surveyor to establish the total cost of the project.
- If the building is commercial and multi-floored obtain a NEMA license.
- NCA certificate for the contractor appointed to carry out the work. They must be qualified and should be licensed by the National Construction Authority {NCA}.

Self Employed Persons, Partnership, Companies

- Mortgage Application form duly completed
- Profile for Business
- · Audited Reports and Accounts for the last 3 years
- · Certificate of registration
- · Memorandum and Articles of Association
- Partnership Deed for Partnerships
- Certified copies of business licenses for the last 3 years
- · Bank statements for the last 12 months the business
- Bank statements for the last 6 months for the Director's personal accounts
- Proof of availability of applicant's contribution
- Current tax return for the last three financial years from their country of residence
- · Credit report from their country of residence
- · Copy of title and Search certificate
- · Valuation Report (to be obtained on approval) for the property
- Obtain approved architectural and structural design.
- Bills of Quantities. Obtain quotation from a qualified and practising quantity surveyor to establish the total cost of the project.
- If the building is commercial and multi-floored obtain a NEMA license.
- NCA certificate for the contractor appointed to carry out the work. They must be qualified and should be licensed by the National Construction Authority {NCA}.

Charges

· LACE 3% Interest rate EBRR+Margin

Potential Risks

- Default risk
- · Construction Risk
- Change of scope
- · Delay in completion of projects Transaction Process

Transaction Process

- The borrower identifies their need-construction or purchase or release.
- · The borrower approaches a vendor
- The borrower negotiates and agrees with the vendor on desired specifications, price and payment terms.
- · The vendor and borrower signs a sale agreement or intent to sell
- The borrower applies for a loan from EBKL and provides all the required loan application documents.(Physically at any Branch or soft copy via the indemnified email address)
- EBKL evaluates the borrower's application and if satisfied, issues the borrower with an offer letter.
- The borrower accepts the offer and provides collateral documents as applicable.
- EBKL through its lawyers registers securities where applicable, clients meet all the conditions
 of sanction and proceeds to disburse the loan to the vendor, upon confirmation of payment of
 the borrower's contribution
- · Post disbursement and regular monitoring continues until the loan is repaid in full

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- · Data privacy policy included in customer onboarding and account opening forms



The product targets organized groups incorporated / registered as limited companies, SACCOS, Cooperatives and Associations.

The product is meant to address the gap in the market by providing an attractive investment vehicle to groups and investment clubs.

Key Features

- Loans of Kshs.100,000 100,000,000 /-
- · Maximum Repayment Period 120 Months based on purpose and ability
- Property acquired forms part of security 80%
- Personal Guarantee of Individual members/Shareholders 20%
- Or Directors personal guarantee-20%

Purpose

To finance the groups for:

- Project development purposes e.g. buying land, Lease, real estate development,
- · Movable Asset finance for group projects
- · Working Capital needs
- · Assignment of a dedicated Relationship officer who will be responsible for account management
- Free financial literacy training: financial entrepreneurship, Value chain management, project management, institution management

Ideal for Individuals in organized groups with an aim of acquiring short, medium, and long- term assets. The product will:

- · Enhance cost management in terms of operational costs.
- Enhance business efficiency and output.
- · Provide financial and non-financial services.
- · Targets new and existing groups
- Most customers do not have adequate funds to meet the full cost of assets and therefore this facility comes in to close this gap.

Requirements

- All members / shareholders must be 18 years and above
- Registered groups with proof of existence for at least 2 Years.
- Be registered with the relevant registration agencies in Kenya Cooperatives, Sacco, Incorporated as Company, Church Associations.
- Property acquired forms part of security 80%
- Personal Guarantee of Individual members/Shareholders 20%
- OR Directors personal guarantee-20%

Charges

- · Savings Zero
- LACF 3%
- · Interest rate -As per bank approved rate
- Reg. fees 1,000 per Chama/ Investment Group

Potential Risks

- · Group disintegration
- · Funds diversion

Transaction Process

Loan is disbursed to company account

Rights and Obligations

- T & Cs of products are available on the website and as part of account opening form.
- Data privacy policy included in customer onboarding and account opening forms

CUSTOMER SUPPORT

- For support, please call 0763 000 000, write to us on info@equitybank.co.ke or visit https://equitygroupholdings.com/ke/
- · We will acknowledge your feedback within 48hours.
- If we cannot resolve your query immediately, we will advise on the next cause of action and when to expect feedback from us.
- We will endeavor to resolve any complaint within 7 working days. However, should we require more time, we will keep you updated with progress every 7 days until the complaint is resolved.
- Should the resolution not meet your satisfaction, feel free to get back to us with your concerns and we will review the issue and resolution and revert back to you.

Our Vision

To be the champion of the socio-economic prosperity of the people of Africa