KEY FACTS DOCUMENT

Consolidated Bank of Kenya

Consolidated Bank House

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NAIROBI

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Consolidated Bank's Key Facts document (KFD) has been created to enable all existing and potential borrowers understand the key issues of the Bank's lending products before making a loan application. These facts have been developed in line with the Risk Management Guideline on Credit Risk Management as well as Central Bank of Kenya's Prudential Guidelines on Consumer Protection.

The table below outlines the Costs or Charges for each Product. Actual rates may differ from product to product and they are subject to change at the Bank's discretion. The Interest rate is a variable interest rate as per the Bank's loan pricing policy and is calculated on monthly reducing balances. It comprises of the Bank's risk based pricing. The Bank reserves the right to vary this rate from time to time pursuant to the Lending terms and conditions which should be read together with the Letter of offer. A variable interest rate is an interest rate that fluctuates from time to time depending on the prevailing economic conditions.

DEPOSITS

A. CURRENT ACCOUNTS

1. Pay-as-you-go Current Account

Description	Current account targeted at businesses, designed to provide quick and easy access to funds and convenient receipt and making of payments.
Key Features & Benefits	• Customer is charged when they transact on the account • Free monthly statements • No cash handling fee for withdrawals below Kshs. 750,000 • Unrestricted cash and cheque deposits and withdrawals • Cheque books available on request • Access to Internet and Mobile Banking services • Opening balance of Kshs. 2,500 • Debit card available at Kshs. 400
Charges	• No ledger fees • No monthly service charge • Kshs. 400 for debit card • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking • Internet Banking
General Requirements	• Duly completed account opening form and signed Terms and conditions • Registration Certificate / Certificate of Incorporation • Copy of ID for the directors

	• Copy of KRA PIN for the directors and the business • Passport photographs for the directors • Business registration / incorporation / partnership documentation where applicable • Proof of residence and business location where applicable • Board Resolution for limited companies where applicable

2. Salary Account

Description	Current account targeted at salaried employees.
Key Features & Benefits	• Free cash deposits • Free cheque deposits • Cheque book available on request • Free internal standing orders • Free internal funds account transfers • Access to Internet and Mobile Banking services • No monthly ledger fee
Charges	• Kshs. 30 per debit entry • Kshs. 400 for debit card • No monthly ledger fee • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking • Internet Banking
General Requirements	• Duly completed account opening form and signed Terms and Conditions • Copy of ID • Copy of KRA PIN • Introduction letter from employer

3. Vuna Chama Current Account

Description	Current account tailored to investment groups / Chamas.
Key Features & Benefits	• Available to incorporated and informal groups • Minimum opening balance of Kshs. 2,000 • No operating balance • Access to Internet and Mobile Banking services • Cheque book available on request • Members' contributions can be sent via M-Pesa to the account
Charges	• Other fees and charges as per the Bank's tariff

Transactions / Access	• Consolidated Bank branches • Mobile Banking • Internet Banking
General Requirements	•Duly completed account opening form and signed terms and conditions •For groups/Chamas: registration certificate, group constitution and minutes appointing the group's bankers •Copy of ID for the officials and appointed signatories •Copy of KRA PIN for the officials and appointed signatories

4. Account 99 (Students Account)

Description	Affordable account designed for students aged 18 to 26 years.
Key Features & Benefits	• Opening balance of only Kshs. 99 • No ledger/monthly fees • Kshs. 400 for debit card • Free banker's cheque for school fees • Access to Internet and Mobile Banking services • Unrestricted cash deposits and withdrawals • Free annual bank statement
Charges	• No ledger/monthly fees • Kshs. 400 for debit card • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking • Internet Banking
Requirements	• Duly completed Account opening form and signed terms and conditions • Student ID / official transcript / introduction letter from school • Copy of ID • Copy of KRA PIN, where applicable

5. Foreign Currency Current Account

Description	Current account for individual and business customers who transact in foreign currency. Available in USD, EUR and GBP.
Key Features & Benefits	• Free monthly statements • Unrestricted cash and cheque deposits and withdrawals • Cheque books available on request

	• Access to Internet Banking services • No ledger fees • Opening balance equivalent to Kshs. 2,000
Charges	• No ledger fees • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • Internet Banking
Requirements	• Copy of ID / company documentation as applicable • Copy of KRA PIN • Duly completed Account-opening form and signed terms and conditions

B. TRANSACTIONAL ACCOUNTS

1. Solid Plus Account

Description	Transactional account offering convenient access to funds.
Key Features & Benefits	• Minimum opening balance of Kshs. 2,000 • Unlimited withdrawals and deposits • No monthly charge if Kshs. 20,000 is maintained in the account • Free bank statements provided semi-annually • Access to Internet and Mobile Banking services
Charges	• Monthly charge of Kshs. 105 • No monthly charge if Kshs. 20,000 is maintained • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking • Internet Banking
Requirements	• Copy of ID • Copy of KRA PIN • Duly completed Account-opening forms and signed terms and conditions

2. E Cash Account

Description	Account for individuals in business seeking a convenient of transacting.
Key Features & Benefits	• No monthly / ledger fees • Low opening and operating balance of Kshs. 500 • Unrestricted cash deposits and withdrawals • Access to Internet and Mobile Banking services
Charges	• No monthly / ledger fees • Transaction fees and charges as per the Bank's

	tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking • Internet Banking
Requirements	• Duly completed account opening form and signed terms and conditions • Business registration/ Trading license • Copy of ID • Copy of KRA PIN

3. Collection Account

Description	Account targeted at institutions such as schools, landlords and hospitals that receive payments regularly. May be tagged to a Paybill for ease of depositing by customers.
Key Features & Benefits	• Nil opening and operating balance • No ledger fees and transaction charges • Interest paid on balances above Kshs. 500,000 • Mobile phone solutions for school fees payment • Free Internet Banking • Salary processing fees for employees from Kshs. 100 per staff
Charges	• No ledger fees and transaction charges • Salary processing fees from Kshs. 100 per staff • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • Mobile Banking • Internet Banking • Paybill where applicable
Requirements	• Duly completed Account opening form and signed terms and conditions • Business / institutional registration documents as applicable • Copy of ID / KRA PIN

C. SAVINGS ACCOUNTS

1. Junior Saver Account

Description	Children's savings account offering rewards and benefits to the child and parent/guardian.
Key Features & Benefits	• Minimum opening and operating balance of Kshs. 1,000 • No charges levied on the account • Free banker's cheque for school fees every term

	• Interest earning account • Four free withdrawals per year, once per quarter • Free home bank on account opening • Birthday card every year for the child • Provides an early banking experience for children
Charges	• No charges levied on the account • Other applicable fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking / Internet Banking where applicable
Requirements	• Copy of child's Birth Certificate • Copy of parent/guardian ID • Duly completed Account opening form and signed terms and conditions

2. Dream Saver Account

Description	Savings account that provides an opportunity to build savings to the desired level.
Key Features & Benefits	• Minimum opening and operating balance of Kshs. 1,000 • Interest accrued monthly and paid yearly • One free withdrawal per month • Free half-yearly statements
Charges	• Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking / Internet Banking where applicable
Requirements	• Copy of ID • Copy of KRA PIN • Duly completed Account-opening form and signed terms and conditions

3. Diamond Saver Account

Description	Savings account for premium savers offering additional benefits.
Key Features & Benefits	• Minimum opening balance of Kshs. 100,000 • Free Personal Accident Insurance cover up to Kshs. 2,000,000 • Interest accrued monthly and paid yearly • Interest paid on the lowest balance of the month • One free withdrawal per quarter

Charges	• Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • ATMs within the network • Mobile Banking / Internet Banking where applicable
Requirements	• Copy of ID • Copy of KRA PIN • duly completed Account-opening forms and signed terms and conditions

4. Vuna Chama Savings Account

Description	Savings account tailored to investment groups / Chamas, including incorporated and informal groups.
Key Features & Benefits	• Tiered interest rates earned on the account • Monthly bank statements • Free financial advice • One free withdrawal per quarter • Minimum opening and operating balance from Kshs. 2,000 • Members' contributions can be sent via M-Pesa to the account
Charges	• Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • Mobile Banking • Internet Banking
Requirements	• For groups/Chamas: registration certificate, constitution and minutes appointing the group's bankers • Duly completed Account-opening form and signed terms and conditions

5. Foreign Currency Savings Account

Description	Savings account for customers who transact in foreign currency denominations. Available in USD, EUR and GBP.
Key Features & Benefits	• Free monthly statements • Unrestricted cash and cheque deposits • One free withdrawal per quarter • No ledger fees • Opening balance equivalent to Kshs. 2,000
Charges	• No ledger fees • Other fees and charges as per the Bank's tariff
Transactions / Access	• Consolidated Bank branches • Internet Banking

Requirements	• Copy of ID / company documentation as applicable • Copy of KRA PIN • Duly completed Account-opening form and signed terms and conditions

D. FIXED DEPOSITS

Fixed Deposit

Description	High-interest-bearing account in which funds are held for a specific period at a fixed rate of interest. Available to individual and business customers.
Key Features & Benefits	• Funds fixed for 1, 2, 3, 6 or 12 months, or on call • Attractive interest rates; interest calculated monthly and paid only on matured deposits • Confirmation of deposit receipts provided on placement and maturity • Mandatory written instructions to withdraw or increase deposit • Deposit may be used to secure loans and overdrafts
Charges	• Interest rate and other applicable fees/charges as per the Bank's prevailing terms and tariff
Transactions / Access	• Consolidated Bank branches
Requirements	• Duly completed Account Opening Form and signed terms and conditions • Introduction letter from employer for salaried customers • National ID of customer/company directors • KRA PIN certificate • Passport photograph • Business registration / incorporation / partnership documentation where applicable • Proof of residence and business location where applicable • Board Resolution for limited companies where applicable

DIGITAL BANKING PRODUCTS

1. Mobile Banking – My ConsoApp and USSD

Description	Mobile banking services available through USSD and the My ConsoApp mobile application.
Key Features & Benefits	• Balance inquiry • Mini statements • Internal bank transfers • PesaLink transactions to and from other banks

	• Transfer funds to M-Pesa • Transfer funds from M-Pesa to Bank Account • Pay Nairobi Water, DSTV, GoTV and Zuku bills • Purchase Safaricom and Airtel airtime
Charges	• Applicable charges as per the Bank's prevailing tariff
Transactions / Access	• USSD • My ConsoApp
Requirements	• Customer account and applicable digital banking registration requirements

2. Internet Banking

Description	Online banking platform providing account enquiry and transactional services.
Key Features & Benefits	• Balance inquiry • Full statements • Internal bank transfers • Interbank RTGS transfers • Pay Nairobi Water, DSTV, GoTV and Zuku bills • Purchase Safaricom and Airtel airtime
Charges	• Applicable charges as per the Bank's prevailing tariff
Transactions / Access	• Internet Banking
Requirements	• Customer account and applicable Internet Banking registration requirements

CREDIT PRODUCTS

Only credit products approved by the Bank will be offered to target customers. Each product is governed by the applicable product manual and lending terms and conditions.

1. Asset Finance

Description	Financing for customers purchasing specific assets such as motor vehicles, equipment, plant and machinery.
Key Features & Benefits	• Second-hand vehicles should not exceed 8 years at the time of borrowing • Second-hand machinery should not exceed 5 years at the time of borrowing • Certain vehicle/asset models may not be financed where resale ability is considered difficult • Financing up to 90% of price for new motor vehicles • Financing up to a maximum of 100% of price for school buses • For second-hand and imported vehicles, financing

	up to 80% of value or price, whichever is lower • Scheme loans may be available at preferential terms as agreed between institutions
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application documentation • Proof of income • National ID and KRA PIN • Proforma invoice / sale agreement as applicable • Security and other documents as required by the Bank

2. Business Term Loans

Description	Financing for working capital and capital expenditure within the SME sector.
Key Features & Benefits	• Financing stock purchase • Working capital • Purchase of business assets • Bridging finance • Financing of operating expenses
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application documentation • Business registration documents • KRA PIN • Proof of income / business performance • Bank statements and other credit assessment documents as required

3. Overdrafts

Description	Short-term facility to meet working capital needs and timing differences. Not intended for capital expenditure or long-term funding requirements.
Key Features & Benefits	• Purpose is to bridge working capital requirements • Minimum amount of Kshs. 50,000 • Facility available for 12 months
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application documentation • Business and financial information • Security and other documents as required by the

	Bank

4. LPO / LSO Financing

Description	Financing of local purchase/service orders from reputable organisations pre-vetted by the Bank.
Key Features & Benefits	• Facility limited to 60% of LPO/LSO cost • Repayment restricted to customer's trading cycle • Customer must demonstrate technical capacity to perform the order/contract • Customer must have banked with the Bank for at least 6 months • Security required; facilities must be adequately secured • Maximum period of 6 months, subject to contract period
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• LPO/LSO and underlying contract • Evidence of capacity to perform • Banking relationship of at least 6 months • Security documentation and other credit assessment documents

5. Invoice and Bills Discounting

Description	Discounting of invoices from reputable organisations pre-vetted by the Bank.
Key Features & Benefits	• Facility repayable in 60 days • Bank discounts up to a maximum of 60% of invoice amount • Customer must have banked with the Bank for at least 6 months • First-time customers must provide security • Financing above Kshs. 500,000 must be adequately secured • Facility available for a maximum period of 6 months, subject to contract period
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Invoice and underlying contract • Evidence of capacity to perform • Banking relationship of at least 6 months • Security documentation where applicable

6. Bank Guarantees

Description	Guarantees issued by the Bank on behalf of customers to third parties as a form of surety, including supplier guarantees, bid bonds, performance bonds and advance payment guarantees.
Key Features & Benefits	• Usually available for up to 12 months and reviewed/renewed at expiry • Open-ended guarantees generally avoided except qualifying government/quasi-government guarantees supported by underlying contracts/performance and not expected to exceed 2 years • Bid bonds may be unsecured subject to applicable limits and assessment • SME bid bonds: up to aggregate Kshs. 15,000,000 at any one time based on account conduct and capacity • Corporate bid bonds: up to aggregate Kshs. 20,000,000 at any one time based on account conduct and capacity • All guarantees other than bid bonds should be fully secured
Charges	• Commissions, fees and charges as per Bank tariff and approved terms
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Underlying contract / tender documentation • Security documentation where applicable • Evidence of capacity to perform obligations guaranteed

7. Letters of Credit

Description	Facility supporting customers to import goods or services.
Key Features & Benefits	• Customer must demonstrate capacity to pay the facility at maturity from own resources or an existing overdraft/loan facility • Commissions based on the Bank's tariff • Any concessions require approval at the requisite level
Charges	• Commissions, fees and charges as per Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Import / trade documentation • Evidence of capacity to pay • Security and other documents as required by the Bank

8. Personal Loans

Description	Personal financing for employees of reputable institutions and/or employers with check-off facilities with the Bank.
Key Features & Benefits	• May finance personal expenses such as medical costs, school fees and purchase of household goods • Available to employees of companies with an MOU with the Bank and repeat customers with good credit history • Government/quasi-government check-off: maximum Kshs. 6,000,000 • Non-government institution: maximum Kshs. 3,000,000 • Walk-in customers: maximum Kshs. 2,000,000 unless secured • Repayment up to 60 months for non-MOU/check-off loans, subject to retirement age/contract period • Up to 120 months or longer depending on MOU terms for eligible employer arrangements
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application • National ID and KRA PIN • Proof of income / payslips • Employer introduction/check-off documentation where applicable • Other credit assessment and security documents as required

9. Emergency Loans

Description	Short-term emergency facility for eligible salaried customers.
Key Features & Benefits	• Employer must have an MOU with the Bank and an irrevocable authority to remit the employee's salary to the Bank • Applicant's salary must have passed through a CBKL account for at least 3 months • Maximum advance is half of average net pay for the last 3 months passing through the Bank • Minimum amount Kshs. 3,000 • Maximum amount Kshs. 50,000 • Recovered within one month with the next salary
Charges	• Interest, fees and charges as per approved product

	terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application • Proof of salary through CBKL • Employer MOU / irrevocable salary remittance authority • National ID and KRA PIN • Other credit assessment documents as required

10. Mortgages

Description	Financing for purchase or construction of residential or commercial property, purchase of plots, equity release and project finance.
Key Features & Benefits	• Nairobi properties: up to 80% of OMV • City properties (Mombasa, Kisumu): up to 75% of OMV • Major county headquarters (Nakuru, Eldoret, Nyeri, Meru, Machakos, Kericho, Thika): up to 70% of OMV • Other county headquarters and major towns: up to 60% of OMV • Rural market properties: up to 55% of OMV • Commercial agricultural properties: up to 50% of OMV • Rural agricultural properties: up to 45% of OMV • Leasehold properties must have at least 25 years remaining at loan maturity • Residential property repayment period up to 15 years • Commercial property repayment period up to 10 years • Plot loans up to 5 years • Construction mortgage moratorium as agreed with the customer
Charges	• Interest, fees and charges as per approved mortgage terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application • Sale agreement and copy of title for property purchase • Approved building plans for construction mortgages • Proof of income and other credit assessment documents • Valuation and security documents as required

10A. Construction Mortgage – Single Dwelling Development Loan

Description	Loan for construction of a single house. During construction, the facility is treated as a construction loan and, upon completion and confirmation of fitness for occupation, converts to a mortgage.
Key Features & Benefits	• Bank advances funds during construction and takes financial responsibility over construction payments • Upon completion and confirmation of fitness for occupancy, construction loan converts to a mortgage • Mortgage repayment period after conversion is negotiated but not more than 15 years • Construction repayment period of up to 10 years
Charges	• Interest, fees and charges as per approved mortgage terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Loan application • Approved building plans • Property title / sale documentation as applicable • Valuation, proof of income and other security/credit documents

10B. Project Finance – Build-to-Sell Residential/Commercial Properties

Description	Construction financing for residential or commercial developments intended for sale to final owners upon completion.
Key Features & Benefits	• Disbursements aligned with project implementation, mainly against certificates of works completed • During construction, only interest is payable; principal is not payable during construction • Maximum tenor of 24 months with a moratorium during construction
Charges	• Interest, fees and charges as per approved project finance terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Project proposal and feasibility information • Approved building plans • Certificates of works completed • Security, financial and other credit assessment documents as required

10C. Project Finance – Build-to-Rent Residential/Commercial Properties

Description	Financing for developers constructing commercial buildings for own use or multiple units for rental income.
Key Features & Benefits	• Principal repayment starts upon commencement of commercial operations / completion and occupation • Construction facility converts into a mortgage upon commencement of commercial operations • Repayment period up to 10 years with a moratorium during construction
Charges	• Interest, fees and charges as per approved project finance terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Project proposal and feasibility information • Approved building plans • Evidence of project progress/completion • Security, financial and other credit assessment documents as required

11. Insurance Premium Financing

Description	Financing designed to help customers pay insurance premiums in monthly instalments instead of a lump sum.
Key Features & Benefits	• Easy application process • Competitive pricing • Quick response to applications • No hidden charges • Payments made directly to the insurance company to facilitate immediate issuance of insurance cover • Flexible repayment in 4–10 equal monthly instalments
Charges	• Interest, fees and charges as per approved product terms and Bank tariff
Transactions / Access	• Branches and applicable Bank channels
Requirements	• Duly completed loan application form • Introduction letter from employer for salaried customers • National ID of customer/company directors • Recent passport photograph • Business registration / incorporation / partnership deed where applicable • Memorandum & Articles of Association where applicable

	• Board resolution to borrow for limited companies • KRA PIN certificate • Proof of income: last 3 months' payslips for salaried customers / audited accounts for last 3 years for limited companies • Cash-flow projections for limited companies • Bank statements for last 6 months

GENERAL ACCOUNT-OPENING REQUIREMENTS

- Duly completed and signed Account Opening Form and terms and conditions
- Introduction letter from employer for salaried customers
- National ID of customer/company directors
- KRA PIN certificate of customer/company directors
- One recent passport photograph of customer/company directors
- Next of KRA PIN details
- Business Registration Certificate / Certificate of Incorporation / Partnership Deed
- Memorandum & Articles of Association
- Proof of residence – utility bill in the name of customer/company directors
- Proof of business location for SME customers
- Board Resolution to open account for limited companies
- For Groups/Chamas: registration certificate from Ministry of Culture & Social Services, group constitution and minutes appointing the group's bankers
- For students: Student ID / official transcript / introduction letter from school
- For children: copy of Birth Certificate and parent's ID

Consolidated Bank is regulated by the Central Bank of Kenya