

## **National Bank of Kenya FAQs**

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### **1. What is the future of NBK following acquisition by KCB Group?**

- Though it is now a subsidiary of KCB Group Plc, our intention is for NBK to continue operating as it has always done. Being part of the group bestows the advantage of a bigger stronger family. NBK now enjoys advantages on the back end – in terms of synergies and technology and capital.
- NBK will continue delivering different financial services solutions to customers from branches, ATMs and other channels.
- We are in the process of integrating NBK into KCB Group. This is a complex process involving many aspects, ranging from operational to contractual. We continue to serve our customers from the various branches, ATMs and other channels, as we did before.

### **2. Do you plan to close any NBK branches?**

- We are in the process of conducting a review of our branch network to determine the best model. The process will be conducted seamlessly in a manner that causes minimal or zero disruption to the lives of our customers or the staff members who work in the various branches.

### **3. What happens to NBK customers now?**

- We will continue to serve them in all NBK branches, ATMs and other touch points, as usual. We intend to continue delivering the quality of service while innovating in line with their dynamic needs.

#### **4. Can NBK customers now enjoy KCB products?**

- Though it is now a subsidiary of KCB Group, NBK will continue separately, as it has always done providing its products and services.

#### **5. What is the state of the NBK business?**

- The recovery process is on course. We are putting in place requisite initiatives to shore up the business. This constitutes – but not limited to - capital injection, aggressive loan recovery and business momentum.
- We expect the ongoing integration to lead to significant cost-reduction since NBK can now enjoy a larger overheads cover. Significantly, NBK will also enjoy KCB Group's stability.

#### **6. Do you intend to conduct staff rationalization? Will I still find my favourite relationship manager at the branch?**

- We will in due course review the business and workforce proposition to arrive at the most ideal model. The immediate focus is on turning around the bank's fortunes.

#### **7. What happens to NBK shareholders?**

- KCB Group received consent to acquire 87.7% shares of NBK. The shares have now been listed in the Nairobi Securities Exchange.

#### **8. What about challenges which NBK faced in the past?**

- We are in the process of cleaning this up as part of the turnaround process. Key among this is the loan book that we are reviewing for recovery purposes.