Key Facts Statement

Account Services

**Product/Service**
Citi provides both local and foreign currency transaction accounts to manage collections and payments.

**Product/Service Key Features**
- Citi Kenya can open accounts in Kenya for all major currencies including: KES, USD, EUR, GBP, RWF, SSP, TZS, UGX, ZAR, ZMW.
- Account services incorporates the following Liquidity Management offerings:
  a. **Time Deposits**: Local and foreign currency deposits are offered with interest paid at maturity.
  b. **Target Balancing**: Physical Movement of funds from transaction accounts to a main/header account to concentrate funds. Sweeps parameters are flexible and can be customized to client needs, e.g., two-way sweeps, zero-balance sweeps, etc.

**Target Clients**
Institutional Clients.

**Product/Service Cost**

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Opening</td>
<td>Waived</td>
</tr>
<tr>
<td>Account Maintenance (Monthly Fee)</td>
<td>KES 400/USD 5</td>
</tr>
<tr>
<td>Account Closure</td>
<td>Waived</td>
</tr>
<tr>
<td>Statements (online)</td>
<td>Waived</td>
</tr>
<tr>
<td>Interim Statement Copies (printed)</td>
<td>KES 500</td>
</tr>
</tbody>
</table>

**Key Product/Service Risks**
Risk of human or system error occurring during account opening, maintenance and entitlement process. – Mitigant: Both manual and systemic maker-checker processes are in place. System testing is completed on a regular basis including entitlement checks.
Risk of exposing client sensitive data internally and externally. – Mitigant: Adherence to Data Privacy Policy.

**Rights and Obligations**
Governed by the account terms and conditions.

*Note: All Bank charges are subject to 20% excise duty*
## Key Facts Statement

### Payments Solutions

**Product/Service**

Citi’s provides a convenient, fast, reliable and secure way to make disbursements to suppliers, vendors, shareholders, employees, other companies and individuals through its Payments solutions offering. Payments solutions are delivered through our online banking channels, CitiDirect BE and CitiConnect.

**Product/Service Key Features**

The following payment instruments are available to clients:

- Electronic Funds Transfer (EFT)
- Real Time Gross Settlement (RTGS)
- Mobile Payments through M-PESA
- Cross-Border Funds Transfers (CBFT)
- PayLink Managers Cheques
- PesaLink instant payments

**Target Clients**

Institutional Clients.

**Product/Service Cost**

<table>
<thead>
<tr>
<th></th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Funds Transfer – ACH/EFT:</td>
<td>KES 105</td>
</tr>
<tr>
<td>Domestic RTGS – Local Currency:</td>
<td>KES 105</td>
</tr>
<tr>
<td>Domestic RTGS – Foreign Currency:</td>
<td>KES 200</td>
</tr>
<tr>
<td>Mobile Payments:</td>
<td>KES 100</td>
</tr>
<tr>
<td>Tax Payments (For payments into KRA account at Citi):</td>
<td>Waived</td>
</tr>
<tr>
<td>Paylink Cheques – Banker’s Cheques on CitiDirect BE:</td>
<td>KES 105</td>
</tr>
<tr>
<td>Cross Border Funds Transfer (CBFT):</td>
<td>0.5% min KES 1,000 max 2,750</td>
</tr>
</tbody>
</table>

**Key Product/Service Risks**

- **Systems Risk (Technology Risk):** the risk of loss due to IT systems inability to transmit information on outgoing payments and/or telecom connectivity. — **Mitigant:** Regular testing where results are monitored and any issues addressed in a timely manner, Redundancy built on infrastructure, system robustness.
- **Fraud Risk.** — **Mitigant:** Straight through Processing. Fraud/theft errors on payments is addressed in relevant product fraud management processes.

**Rights and Obligations**

Governed by the account terms and conditions.

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*Note: All Bank charges are subject to 20% excise duty*
Key Facts Statement

Receivables Solutions

Product/Service
Citi Receivables solutions offer a host of traditional and digital collection channels across 100+ markets globally. The solutions enhance client’s cash flow by making funds collected readily available in their Citi accounts within the shortest possible time.

Product/Service Key Features
The following collection methods are available to clients:
- Cash and Cheque collections
- Correspondent Bank Collections
- Automated Banking Machines
- Mobile Money Collections
- EFT and RTGS Collections
- Direct Debits
- PesaLink

Target Clients
Institutional Clients.

Product/Service Cost

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming Domestic Transfer:</td>
<td>Waived</td>
</tr>
<tr>
<td>Direct Debit Collections:</td>
<td>Waived</td>
</tr>
<tr>
<td>Incoming Telex Transfer (SWIFT):</td>
<td>KES 1,300 ($13)</td>
</tr>
<tr>
<td>Incoming MPESA via Paybill (excludes Safaricom charges):</td>
<td>Waived</td>
</tr>
<tr>
<td>Cheque collection:</td>
<td>Waived</td>
</tr>
<tr>
<td>Automated Banking Machine:</td>
<td>Depends on machine size</td>
</tr>
</tbody>
</table>

Key Product/Service Risks
Systems Risk (Technology Risk) – the risk of loss due to IT systems inability to transmit or receive information on incoming or outgoing payments and/or telecom connectivity. – Mitigant: Regular testing where results are monitored and any issues addressed.

Fraud Risk. – Mitigant: Solution is automated. Fraud/theft errors on collections is addressed in relevant product fraud management processes.

Rights and Obligations
Governed by the account terms and conditions.

Note: All Bank charges are subject to 20% excise duty
Key Facts Statement
Commercial Cards

Product/Service
Citi offers a wide range of commercial card products which deliver significant value and benefits.

Product/Service Key Features
The following card products are available to clients:
- Travel & Entertainment (T&E)
- Central Travel Account
- Purchasing Card
- Meeting Card
- Virtual Card Account
- Virtual Card Account for Accounts Payable

Target Clients
Institutional Clients.

Product/Service Cost
- Annual Fee: KES 5,000
- Cash Advance/ATM Fee: 6.5% of the cash advance amount
- Return Payment Fee: KES 2,250
- Payment Due Date: Payment is due to be received by the bank 25 days after billing statement date.
- Late Payment Fees: If payment is not received by the payment due date, 10% of the outstanding balance on which payment is due will be charged each month until paid in full.
- Minimum Monthly Payment: 100% of invoiced amount.
- International Transaction Fee: A composite mark-up will be applied to each transaction not incurred in the account Billing currency as follows: (i) Citibank's own mark-up currently set at 2.0%; and (ii) the percentage charge (if any) levied against Citibank by the relevant card association for that transaction, to give the billing amount.

Key Product/Service Risks
Fraud Risk. Mitigant: Solution is automated. Fraud/theft errors are addressed in Citi's Wholesale Cards Fraud Risk Management Policy Manual.

Rights and Obligations
Governed by the account terms and conditions and Cards Agreement.

Note: All Bank charges are subject to 20% excise duty