

## Amended

8th April 2020

Dear Customer,

We do hope that you and your family are safe, healthy and adhering to the measures to reduce the spread of COVID -19. We would like to take this opportunity to assure you of our commitment and duty to support our customers, even when times are difficult.

Aware of the seriousness of the current economic situation and our willingness to support the economy, we have adopted the following measures to assist you during this period:

### Individual Customers:

- **One (1) month Overdraft:** You can request in writing for a one-month salary advance and is renewable every month for 3 months.
- **Three (3) months Deferral:** You can request in writing for the bank to offer you a grace period of 3 months (Suspended monthly repayments principle plus interest). This is renewable once for a similar duration.

### SME and Enterprise Customers:

- **Request for credit:** You can request in writing for a loan to support your business needs.
- **Working capital needs:** You can request in writing the extension of current transaction e.g. LCs, current refinancing, spots, etc. In addition, you can receive a 1 /12 overdraft per month of working capital renewable every month.
- **Deferring of monthly loan repayments for existing facilities:** You can request in writing, the postponement of the payment of the maturities of your medium - and long - term loans, for a period of 3 months which is renewable for a similar period.

In addition, your relationship managers will be proactively reaching out to you to understand your needs and find out how we can help you manage the economic impacts caused by the COVID-19 pandemic.

### Digital platforms:

In line with the government directive, we have:

- Waived fees for transfers through our Bmobile.
- Given free access to BOAWeb.
- Increased the limit for Bmobile transactions to Kshs.150,000 per transaction and Kshs. 300,000 per day.

We encourage you to use your BOA(K) VISA cards at points of sale to make payments or for online purchases. Please note our ATMs remain available 24 hours a day for cash withdrawals.

Also, through our paybill number 972900, you can deposit cash directly to your BOA account real time.

### FX services:

In order to continue offering you excellent FX services, our opening hours remain. Monday to Friday - 9.00am to 3.00pm.

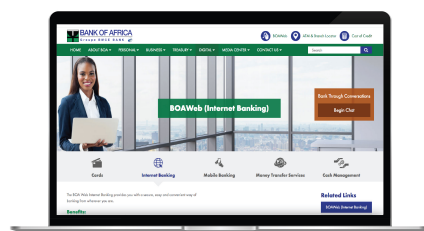
### Vendors support:

To assist our vendors during this pandemic period, we have revised our vendor payment terms until 30th June 2020 to support our vendors with cash flow requirements.

To continue supporting SME's, we aim at enhancing operational efficiencies in transfers and cash collections for companies operating across the region. In addition, we are working to churn out appropriate digital solutions to enhance customer efficiencies and service experience. We shall continue to monitor and evaluate the situation in partnership with the Central Bank of Kenya and responsible Government agencies and will keep you updated.

In meantime; Stay safe, stay home and go digital. Thank you for your continued partnership. For more information, kindly call us on 0703058120 or email [yoursay@boakenya.com](mailto:yoursay@boakenya.com)

Kind regards,  
Bank of Africa Kenya



BOAWeb



BMobile



VISA card

Terms and conditions apply.

Bank of Africa – Kenya is regulated by the Central Bank of Kenya.

