

DATE: 23<sup>rd</sup>, March 2020

Dear Esteemed Customers,

**RE: MANAGEMENT OF CORONAVIRUS (COVID 19) PANDEMIC**

KWFT as a responsible corporate citizen, commits to take proactive measures to prioritize safety and wellbeing of our staff, customers and the general public during this crisis of the Coronavirus Disease (COVID-19) which is a global pandemic that has disrupted personal and business activities.

KWFT encourages everyone to be extremely vigilant to control the spread of the disease by observing basic health guidelines as have been advised by the Ministry of Health. We remain open to serve the public and the Institution has taken various measures to prevent the spread of COVID -19 as per the Ministry of Health and Central Bank of Kenya guidelines. They include:

- Enhanced high hygiene standards at all our offices and branches, this includes the provision of alcohol based hand sanitizers for all and regular cleaning and sanitizing of common surfaces.
- Encouraging use of digital banking i.e. Mobile Banking, Electronic Funds Transfer (EFT), Real Time Gross Settlement (RTGS), ATMs and Agency Banking, as well as payment of utilities using mobile payment systems.
- We encourage social distancing practice and limiting non-essential travel.
- KWFT urges our clients to remain cautious of perpetrators of fraud from people who may want to gain unauthorized access to their account.
- KWFT urges everyone to stay safe and be responsible by taking personal initiative to adhere to the health precautions as advised by the Ministry of Health.
- In case of flu-like and fever symptoms, to report to the nearest health facility for checkup.
- We request all our stakeholders to only share credible information on Covid -19 to avoid being prosecuted.

KWFT values the health of all our stakeholders and will continue supporting businesses amidst this crisis.

For more enquiries regarding your banking needs, kindly contact us through our 24/7 call centre on 0703067700 / 0730167000 or through any of our branches countrywide.

Yours Sincerely,



**MWANGI GITHAIGA**  
**MANAGING DIRECTOR**