



Instant Payments (PesaLink) Fact Sheet

This Product Fact Sheet provides you with key information about this product/service. The document should be read in conjunction with the Terms and Conditions of the Product and the Bank's Tariff Guide which is available in our branches. Should there be any aspect of information contained in this document that is not clear to you, please refer to your relationship manager, business banker or our customer care team on customercare@stanbic.com or +254711068100 for more information.

Product Summary

Instant payment (PesaLink) enables customers to make payments between banks in real-time, around the clock, without having to go through intermediaries. The peer-to-peer (P2P) product (Pesalink) is offered by Integrated Payments Limited (IPSL) a subsidiary of KBA.

Features

- PesaLink is real-time,
- Available 24/7
- One can transfer from as low as KES 10 to as high as KES. 999,999.
- Transfer to a bank account or a phone number mapped to an individual's account

Benefits

- You can transfer money into and out of any Stanbic account in real time/ instantly.
- This service is available 24/7 throughout the year (including public holidays)
- It's very affordable; you can transfer as little as KES 10 up to KES 999,999 at an extremely low cost of KES 0 to KES 200, depending on the amount you transfer.
- Pesalink currently available on mobile banking via *208#
- Simply dial *208#, select PESALINK, and link your Stanbic Bank accounts to your mobile number. Linking your accounts is Free Of Charge.

Potential risks associated with product

Payment to wrong parties: This is mitigated by ensuring that the client maintains beneficiary details on Business Online which is a maker checker process.

Rights and obligations of parties

1. Beneficiary should receive the credit in their bank account 24/7 and within 45 seconds
2. Any unapplied payment must be unpaid back to the remitters account within 45 seconds.

Eligibility Criteria/Target Market

Individuals/ SME/ Corporates

Documentation Criteria

A customer accessing this product is required to meet the Bank's "Know Your Customer (KYC)" standards and provide the requisite documentation below:

- Hold a Stanbic Bank account

Fees and Charges

For a complete list of our fees and charges, please refer to our Tariff Guide which is available in our branches

For a complete list of the KYC documentation, please refer to the Business Banker or your Relationship Manager.



Complaints Procedure

Should you have any complaint related to this product or any other product or service offered by Stanbic Bank, we welcome you to lodge your complaint in line with our Complaints Procedure. A copy of this procedure is available on our website - www.stanbicbank.co.ke or alternatively you can visit your nearest branch.

Customer Sign-Off

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

For more information or queries, contact us at:

Customer Care Centre (CCC)

Tel: +254 (20) 3268 888 / +254 (20) 3268 999

Mobile: 0711 068 888 or 0732 113 888

Email: customercare@stanbic.com

Website: www.stanbicbank.co.ke