

## AIB CAPITAL COVID PREPAREDNESS AND CLIENT SERVICE STATEMENT

This is a challenging time here in Kenya and around the world and we understand that you may have some concerns. As we monitor the developments in regard to the Coronavirus (COVID-19), we assure all our clients that measures are being taken to minimize disruptions to our service delivery.

To ensure smooth service delivery for all our esteemed clients during this time, we encourage our clients to use our electronic payment channels:

- Any funds remitted may be sent through RTGS, MPESA or bank transfer (Kindly note that MPESA limits have been increased to 150,000 per transaction and 300,000 per day).
  - [Click here](#) for our Bank account and MPESA details.
- Cheques and cash banked in our accounts will require a deposit slip to be scanned and sent.

We further encourage our clients to take advantage of our fully automated online trading platform 'AIB DigiTrader'. Simply register on any of the platforms:

- AIB DigiTrader Mobile App (Windows, Iphone or Android)
- The online platform: <https://onlinetrading.nse.co.ke/TradeWeb101/login.aspx>
- Our USSD \*543#

We have introduced remote working for our staff from Monday 30<sup>th</sup> March 2020 due to the need for the organization to drastically reduce employees physical contact in work places.

We have introduced remote staff working; and although our official email 'info@aibcapital.com' will continue to be active, communications will **not** continue to be received on our official phone lines. However, do not hesitate to contact us with any queries during this time through the following contact points:

Phone
0733918825 - Veronica
0720362885 - Mercy
0723732480 - Elizabeth
0708146946 - Regina
0732238864 - Esther


Kindly call during our working hours (8-4PM ; Weekdays).

AIB Capital is dedicated to continue to serve our clients as the COVID -19 situation continues. We continue to evolve for your welfare; while keeping you informed of the latest developments. Stay safe and we thank you for your continued support.

Follow us on our Twitter, LinkedIn, Facebook, Instagram or YouTube channel for regular updates.


Click this link to join our Telegram group:


<https://t.me/AIBresearchbroadcast>




## COVID-19 TIPS FROM AIB


**EMOTIONAL HEALTH TIP:**  
Stay connected. Keep up with friends, colleagues and family through video chats, messages and calls. Share how you are feeling and encourage others as well; especially those who are alone.




**PHYSICAL HEALTH TIP:**  
Exercise regularly during this period. Find online activity guides, play with your children, run around the house, just keep moving!

**MENTAL HEALTH TIP:**  
Stick to routine or start new ones, get up and go to sleep at a regular time. Involve the children so that you have a family plan.



**FINANCIAL HEALTH TIP:**  
Keep up with regular updates on the Stock market or the Global and Local economy from the AIB Research team.

**OBSERVE SOCIAL DISTANCING | BREAK THE CHAIN OF INFECTION**



Regards  
AIB Customer Care