



PRIME NEWS

INSIDE

PRIME BANK
WELCOMES NEW
SHAREHOLDERS

BANK EXPANDS NATIONAL
FOOTPRINT TO MOUNT
KENYA REGION

BANK HOSTS
SHAREHOLDERS AND
CUSTOMERS IN UKUNDA

THE DAWN OF
A NEW ERA



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The Dawn of a New Era for Prime Bank



Welcome to the 28th Edition of Prime News magazine. This issue is a special one as it captures events that have ushered in a new era for our great Bank. This edition is specifically dedicated to shade more light on events that

shaped the last quarter of the year 2018. To begin with, we take an indepth look at our partnership with private equity funds Afric Invest and Catalyst Principal Partners through their joint acquisition of a minority stake in Prime Bank. Through a KShs. 5.1 billion capital injection, AfricInvest and Catalyst have acquired a 24.2 per cent stake in the Bank.

Prime Bank welcomes this new partnership with AfricInvest and Catalyst, which further strengthens our capital base in order to carry out strategic plans which include institutionalising the governance and shareholding, expanding locally and regionally, optimising services, offering new products, and further digitalising operations while continuing to provide enhanced services to our customers. In line with the Bank's business model which emphasizes on the need for further expansion, Prime Bank has issued a private placement which was successfully taken up by longstanding customers and long serving staff. The successful


take-up raised over KShs.2 Billion.

In this issue, we also look at the Bank's expansion of its local network through venturing into the Mount Kenya region with the opening of a branch in Meru County. The opening of the branch is a clear intention of tapping into new markets across the region with emphasis on farming and agri-businesses.

The importance of customer service in any organization cannot be overemphasized. In this issue we also focus on the Bank's efforts in leveraging superior digital channels coupled with world class Customer Experience to ensure our customers' interaction with all our channels creates a positive and enjoyable experience.

Throughout our history, we have maintained active engagement with the communities through our corporate social responsibility programs. We continue to deepen our partnerships and extend our support to a diverse range of community activities. It is for this reason that we have to strengthen our foundation in the communities in which we do business. This issue highlights our Corporate Social Initiatives within communities we operate in.

To further strengthen operations across all our delivery channels, we have a newly created position of a Chief Operations Officer and a new General Manager – Mr Jagannathan and Dr. Swaraj Bose respectively. I take this opportunity to congratulate them as they assume their new roles.

As always, enjoy this issue of Prime News. And please share your feedback through marketing@primebank.co.ke. 

Bharat Jani
Managing Director

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AfricInvest and Catalyst Invest in Prime Bank



Prime Bank Chairman Dr. Rasik Kantaria (centre) with Mr. Skander Oueslati, the Chief Investment Officer for AfricInvest signing the acquisition documents. Looking on are Mr. Biniam Yohannes, the Managing Director of Catalyst Principal Partners (far left), Prime Bank Executive Director Mr. Amar Kantaria, and Managing Director Mr. Bharat Jani.



Private equity funds Afric Invest and Catalyst Principal Partners have acquired minority stake in Prime Bank. Through a KShs. 5.1 billion capital injection, AfricInvest and Catalyst have acquired a 24.2 per cent stake in the Bank.

Commenting on the acquisition, Prime Bank Chairman Dr. Rasik Kantaria said the deal marked a major milestone in the Bank's 25 years of operations.

"The time has come for the Bank to expand and move to tier one and capital is key to this transformative growth strategy," he added.

Mr. Bharat Jani, Managing Director of Prime Bank commented, "Prime Bank welcomes this new partnership with AfricInvest and Catalyst, which further strengthens our capital base in order to carry out strategic plans which include institutionalising the governance and shareholding, expanding locally and regionally, optimising services, offering new products, and further digitalising operations while continuing to provide enhanced services to our customers."

Mr. Amar Kantaria, Executive Director added, "The investment

is a significant milestone in Prime Bank's journey towards becoming one of the leading banking groups in the region and we are excited about the prospect of working together with our new partners in carrying out the bank's vision."

Mr. Biniam Yohannes, the Managing Director of Catalyst Principal Partners said the deal will strengthen the Bank's balance sheet as well as facilitate its growth aspirations both in Kenya and regionally.

"Our approach has always been to work with credible companies, shareholders and experienced man-



Mr. Biniam Yohannes shaking hands with Mr. Bharat Jani after the signing of the acquisition.

Meeting underway after the signing.




A toast to mark private equity funds Afric Invest and Catalyst partnership with Prime Bank.



expertise in these types of transactions.”

AfricInvest and Catalyst are private equity funds with interests in the region and beyond, are backed by various institutional investors including DFIs such as AfDB, BIO, CDC, DEG, IFC, Finnfund, FMO, IFU Norfund, Proparco and Swedfund amongst others, as well as North American, European, Asian and local institutional investors, pension funds and family offices.

The transaction follows Prime Bank’s recent fully-subscribed private placement, the acquisition of a majority stake in Tausi Assurance and the opening of several new branches throughout Kenya and represents another significant investment in East Africa by AfricInvest. It follows several previous successful investments in the region through predecessor funds. 

agement teams and in the case of Prime Bank, we believe our capital injection will also deepen its product and service offering” he added.

Mr. Skander Oueslati, the Chief Investment Officer for AfricInvest commented, “We are pleased to be partnering with Prime Bank in its transformative strategy to become a key player in East Africa’s finan-

cial ecosystem. The transaction is reflective of the type of investments AfricInvest pursues, with an emphasis on sustainable growth, regional expansion, innovation, strong management capacity, and clear visibility on stakeholder value creation. We are excited about being part of this journey and will be fully supportive by leveraging our network and

Private Placement Successfully Taken Up

By Victor Mukele

Primé Bank has issued a private placement which was successfully taken up by longstanding customers and long serving staff. The successful take-up raised over KShs.2Billion.

Commenting on the private placement, Managing Director Mr. Bharat Jani said the Bank's business model has always emphasized on the need for further expansion and to fully achieve that, it had embraced a massive transformational journey.

"Bearing in mind that mergers and acquisitions have enabled financial institutions to reap the benefit of economies of scale, we embarked on strengthening our capital base through bringing new investors on Board," he said.



KSH2BN
AMOUNT THAT WAS
RAISED IN THE
SUCCESSFUL PRIVATE
PLACEMENT



Executive Director Mr. Amar Kantaria (left) and Company Secretary Mr. Arun Shah signing share certificates for shareholders. Looking on is Managing Director Mr. Bharat Jani.



Mr. Jani with Director Business Development Mr. Vijay Kantaria handing over a share certificate to Mr. Pradip Shah.

Mr. Manoharlal Aggarwal receiving his share certificate.



Mr. Dilash Bhayani



Director S.K. Shah with Executive Director Amar Kantaria presents the share certificate to Mr. Bimal Shah, Mr. Bejul Shah and Mr. Hiten Shah.



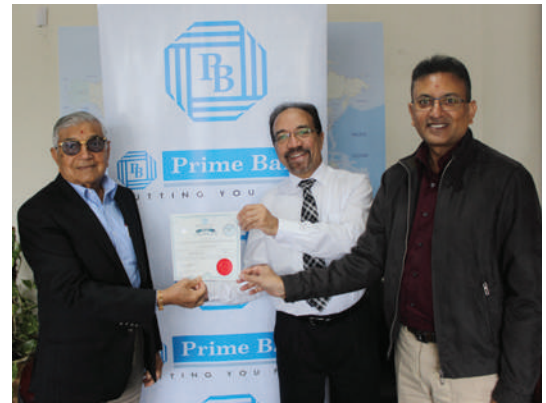
Mr. Jagdish Patel



Mr. George Mungai



Mr. Rahim Dharani



Mr. Gopal Vishram Patel and Nitin Gopal



Mr. Durgesh Shah



Mr. Harjinder Panesar



Mr. Nilesh Dave

Mr. Umesh Chandraia

1.



Executive Director Mr. Amar Kantaria with Managing Director Mr. Bharat Jani leading customers and staff in a cake cutting ceremony during the opening of the branch.

Bank Expands National Footprint with Entry into Mt Kenya Region

By Victor Mukele


Primé Bank has expanded its local network through venturing into the Mount Kenya region with the opening of a branch in Meru County.

Managing Director Mr. Bharat Jani said the move was backed by the need

for the Bank to increase its customer base through a well covered network of branches across the country.

“The opening of the branch is a clear intention of tapping into new markets across the region with emphasis on farming and agri-businesses,” said Mr. Jani during the official opening of the branch.

“The new branch takes us closer to our target customers. It will be complemented by the ongoing digitization of our services to put the bank in every customer’s hands,” said Prime Bank Director of Business Development Mr. Vijay Kantaria.

Meru Branch is conveniently situated in the robust Njuri Njeke Street. 



THE OPENING OF THE BRANCH IS A CLEAR INTENTION OF TAPPING INTO NEW MARKETS ACROSS THE REGION WITH EMPHASIS ON FARMING AND AGRI-BUSINESSES

Prime Bank
Meru Branch
located
along Njuri
Njeke Street.

Prayer session.



Management, staff, and customers pose for a photo after the branch officially opened.

Prayer session.



Always Ready and Happy to Serve You



By Catherine Kiriba,
Head of Quality
Assurance

Our 2019 strategic focus is, “to leverage on our superior Digital channels coupled with world class Customer Experience” this will ensure that your interaction with all our channels creates a positive and enjoyable experience, which is embodied in our tagline of “PUTTING YOU FIRST”

Customer Experience is one of our key competitive advantages as we focus on providing a seamless journey as you bank with us. The provision of service has transitioned from Customer Service to Customer Experience. These may seem interchangeable. Yet, the first is a single touch point with a brand, while the latter impacts feelings, emotions and encompasses the entire customer journey and that is what Prime Bank endeavours to achieve. We want you to love our brand as much as we love you.

We have gone the extra mile, to ensure the service we provide is top of class. Below are some of the initiatives we have taken:

Customer Promise

We have defined a Simple and Clear Customer Experience approach that is in line with our Vision “To be the financial service provider of first choice”

WE drive our customer promise



through our core values of; Integrity, Respect, Teamwork, Quality and Social Responsibility. This has lead to a solid culture of Customer Centricity.

Our staff mantra at Prime Bank is, WE:

- Say Thank You
- Share Credit
- Listen Attentively
- Humbly ask Questions
- Acknowledge Others
- Smile

We Know and Understand You

We have taken a deliberate effort of knowing your needs and expectations from a Bank. This has helped us serve you better. With these insights we are able to continuously develop products and services customized just for your needs and expectations. As a bank, we are constantly learning and developing various customer journeys, so as to have a clear understanding of your needs and expectation as you interact with us.

We continuously engage with our customers through telephone, emails



WE ALSO ENSURE THAT OUR SERVICE PROVISION IS MONITORED AGAINST SET INDUSTRY STANDARDS

and customer visits to understand any areas we need to improve on. This has enabled us build a strong connection with our customers as we always await and address feedback on any issue arising.

Quality Services

To ensure delivery of standardized services across the various customer touch points, we have embarked on aggressive staff trainings and skill enhancement forums. We also ensure that our service provision is monitored against set industry standards.

We Connect with You Emotionally

According to the “Journal of Consumer Research”, more than 50% of experience is based on emotions, as emotions shape the attitudes that drive decisions. Customers become loyal because they are emotionally attached and they remember how they feel when they use a product or service.

At Prime Bank, we go out of our way to ensure, that you feel loved and cared for. This was well put into practice as we celebrated Customer Service Week in October 2018 (*see story and photos on pages 18 and 19*)

“Every great business is built on friendship.” – J.C. Penney

Bank Welcomes New Directors

P rime Bank has appointed Mr. Biniam Yohannes and Mr. Skander Khalil Oueslati to its board. This is in line with the Bank's high standards of corporate governance and regular review of our corporate governance structures. The two bring on board extensive experience in investment management, private equity, as well as investment banking and emerging markets.



Mr. Skander Khalil Oueslati
Director

Mr. Skander K. Oueslati joined Prime Bank Board on 8th February 2019. He holds a Master's degree from Massachusetts Institute of Technology, USA, and Engineering degrees from France's Ecole Polytechnique and Ecole Nationale des Ponts et Chaussées.

Prior to joining AfricInvest Group as a Senior Partner to oversee investments in Africa, he worked for BMCE Bank International in London and the International Finance Corporation in Washington DC, USA. Mr. Oueslati has extensive investment management experience as well as board experience, the latest being his nomination to the board of Tausi Assurance Co. Ltd.



Mr. Biniam Yohannes
Director

Biniam Yohannes joined the Prime Bank Board on 8th February 2019. He has over 18 years of experience in private equity, investment banking and emerging markets.

He is the Managing Director of Catalyst Principal Partners, a private equity fund that invests across eastern Africa. Biniam previously worked as a Vice President at Goldman Sachs focused on the infrastructure, technology, media, telecom and project finance sectors.

He holds a Bachelor of Arts in Mathematics from Saint Anselm College, a Bachelor of Engineering and Masters of Engineering Management from Dartmouth College.

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PrimeMobi
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Prime Bank Hosts Shareholders and Customers in Ukunda

Primé Bank hosted the 2018 Annual Retreat and Gala Night at the Leisure Lodge Resort in Ukunda, Diani from 16th to 18th November 2018.

The three day event brought together over 200 partners, shareholders and customers of the Bank.

Friday night began with a cocktail session under the stars along the sandy beaches of the Mnazi Cove.

Guests enjoyed the opportunity to network, while enjoying an evening of fun, delicious food and entertainment by the Safari Sound Band and the Acrobatic Show.

The G 10 Disco headlined a spectacular Beach Party dubbed “Karamu Ya Waswahili” with a fusion of ‘golden oldies and new age hits.

On Saturday, golfers took to the course where a team of four players each played nine holes, while others took to water polo at the Bahari and Baobab pools.

The Art of Living (AOL) Kenya offered stress elimination and self development course through the three pillars breathing viz, techniques, meditation, and yoga.

The two day course focused on stress management, diet and health through the three pillars and was conducted by a certified International Teacher Nitin Dawar.

In the afternoon most guests enjoyed strolls along the beach, while others engaged in a beach volley ball match and a tug of war.

The Gala Night was characterized by music and glamour as guests were treated to an impressive performance by a popular dance group called the Galaxy Cabaret Troupe backed by Jambo Africa Band.

In his closing remarks to the guests, the Bank’s Managing Director Mr. Bharat Jani said this year’s retreat was a landmark celebration because it marks the beginning of a new era.

“We embarked on strengthening our capital base through bringing new investors on board,” he added.

The Mehfil session was conducted by Indian Musician Upma Joshi who stole the show with her heart warming renditions of Indian classical music. 🎵

Board of Directors, Management and shareholders join the Chairman Dr. Rasik Kantaria in a cake cutting ceremony to mark the 2018 Annual Retreat.



Management and staff pose for a photo at the gala dinner during the 2018 Annual Retreat.



The acrobatic show



Some of the customers who attended the retreat.



Meditation and yoga session conducted by The Art of Living (AOL) Kenya.



Bank customers follow proceedings at the gala dinner.



Dr. Mohan Lumba giving his remarks at the gala dinner.


CUSTOMER APPRECIATION

Bank Holds Cocktail for Newly Opened Branch

P rime Bank hosted a cocktail and dinner for the newly opened branch in Meru.

The event brought together over 200 bank's existing and potential customers from the greater Mt Kenya region who also had the opportunity to network and interact with Prime Bank staff.

Speaking during the event, Managing Director Mr. Bharat Jani said the cocktail and dinner provided the Bank with an excellent opportunity to introduce the brand, team, and our Bank to the region.

In attendance were North Imenti MP Hon. Rahim Dawood, Executive Director Mr. Amar Kantaria, prominent businessman Mr. Solomon Muthamia among others. 

THE EVENT BROUGHT TOGETHER OVER 200 BANK'S EXISTING AND POTENTIAL CUSTOMERS FROM THE GREATER MT KENYA REGION WHO ALSO HAD THE OPPORTUNITY TO NETWORK AND INTERACT WITH PRIME BANK STAFF.





1. Executive Director Mr. Amar Kantaria welcomes North Imenti MP Hon. Rahim Dawood to the cocktail reception to mark the opening of Meru branch.
2. Managing Director Mr. Bharat Jani welcomes a guest to the cocktail and dinner.
3. Prime Bank client Mr. Jagdish Patel gives his remarks at the dinner.
4. Prime Bank's management and clients interacting.
5. Clients interacting.
6. Mr. Amar Kantaria, Mr. Bharat Jani with Mr. and Mrs. Solomon Muthamia during the cocktail.
7. The management and staff of the Bank are joined by customers for a cake cutting ceremony to officially open the Meru branch.



The Nairobi skyline, a drop in credit to the private sector is prompting a rethink of the Interest Rate Cap.

THE CASE FOR A REVISED INTEREST RATE CAP

By Zeus Media Research Team

More than two years since Kenya introduced an interest rate capping law to rein on banks' pricing trend that had made borrowing expensive over time, a new amendment is now in the offing.

Gatundu South member of Parliament has proposed to give banks a wider margin to price the loans above what the Banking (Amendment) Act, 2016 set to save the banks from advancing cheap loans to even risky borrowers.

"I wish to introduce an amendment to the Banking Act to introduce a risk negotiation window of up to six percent above the lending cap for SMEs and unsecured individuals to negotiate pricing

based on their risk profile and on a willing buyer, willing seller basis," Mr Kuria wrote to National Assembly Speaker in January 2019.

Kuria's argument had been the main defence by banks against the law that came into force on September 14, 2016. The lenders have always argued that the pricing of no more than four per cent above the Central Bank base rate does not make business sense when dealing with borrowers whose risk profiles are high.

The law which also set the minimum interest rate granted on a deposit held in interest earning accounts with commercial banks to at least seventy per cent of the same rate has not been a favourite of the banks' regulator, the

Central Bank of Kenya.

CBK has continuously argued that the rate cap law has only had a reverse effect from what it was intended to achieve; slowing lending by banks and boosting domestic borrowing by the government.

In a report released last year outlining the impact of interest rate capping on the Kenyan economy, the regulator blamed lesser lending to the private sector, less profits for banks and fiscal instability of the small banks on the rate capping law.

According to CBK, the rate capping law has even slowed down economic growth since banks lent less to the MSME who account for approximately 28.4 percent of GDP according to official data.

The latest profitability reports by banks may however paint a different picture, the local lenders' total pre-tax profits hit a record high of Sh152.3 billion in 2018. They made more money than their peak before the interest rate capping was introduced.

After the two years of grant stand-




THE DIFFICULT PART IN THE IMPLEMENTATION OF KURIA'S PROPOSAL IS ON HOW TO RATE BORROWERS' RISKS

ing between the proponents of the law and those against and looking at the reduced drive to lend small businesses, many may find in the new proposal, the needed truce to unlock lending to the SMEs, a critical component of the larger economic engine.

The difficult part in the implementation of Kuria's proposal is on how to rate borrowers' risks. As much as there are credit rating agencies for individual borrowers in Kenya, there have not been very credible ratings for SMEs.

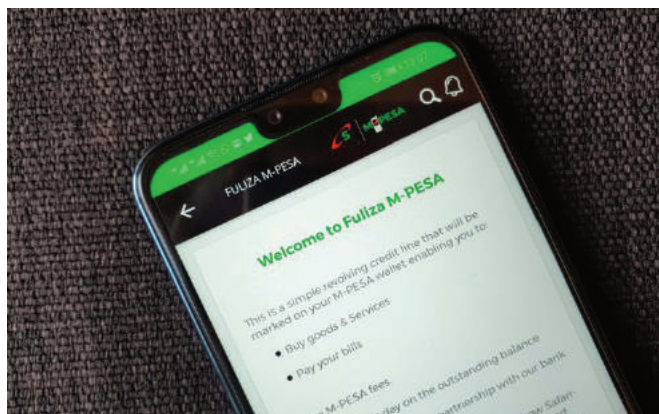
The law may also be the beginning of risk-based lending regime, one that has always been left out; lumping even good borrowers together with defaulters into the punitive interest rates as banks strive to provide for risks of defaults.

It is also feared that the leeway to go beyond the four basis points above the CBR may give banks the loophole to increase interest rates to the maximum allowable and still keep off the 'risky' SMEs since the lenders have seemingly devised new survival measures to make profits going by the latest profitability report.

Should the law fail to sail through, Kenya will be back to the drawing board for another fix on the interest rate control which has refused to settle since September 2016. The status quo will also retain the dilemma of making loans cheaper while making accessibility a pipe dream for small businesses. 



Mobile Loans Growth Beckons New Digital Era



When Kenya Commercial Bank announced its 2018 results, mobile loans advances grew 84 percent. Close to 90 percent of the bank's transactions were done outside the branches. Mobile phones accounted for 45 percent of all the transactions.

The 14 percent drop in teller transactions between 2017 and 2018 may not be as significant as the billions in loans that now flow through mobile phones.


It is not official just how mobile applications assess the borrowers, but all ride on customer history through the use of mobile money to determine how much in can be lent.

Hard hit by fraud and sometimes high default rates, the mobile lending channels have disrupted the traditional visit to the banks to fill forms, seek guarantors to get credit. The apps have also found an easy ride on lax regulations.

The consumer appetite remains very high. In February, Safaricom customers borrowed Sh6.2 billion in one month after the firm launched an overdraft facility called Fuliza.

The borrowing rate translates to an average of more than Sh200 million every day and is estimated to hit some Sh200 billion by the close of the year, rivalling top tier banks asset books.

Banks have already followed suit, most banks like Kenya Commercial Bank and Equity Bank now offer varied credit products through their USSD and mobile applications.

The speed and convenience through which these apps have opened access to credit has sent banks back to the drawing board to reform their lending bureaucracies amidst concerns that the traditional brick and mortar banking is slowly being phased out. 



By *B.V. Rajkumar,*
Head of Treasury

A hike in interest rate tends to boost the currency, as it is understood as a sign of a healthy inflation. A rate cut, on the other hand, is seen as a sign of economic and inflationary woes and, therefore, tends to weaken the currency.

When interest rates increase, there are real-world effects on the ways that consumers and businesses can access credit to make necessary purchases and plan their finances.

For instance, the rise in the Fed funds rate will likely cause a ripple effect on the borrowing costs that want to access credit based on the U.S. dollar. If rates remain unchanged, attention turns to the tone of the FOMC statement, irrespective of whether the tone is hawkish, or dovish over future developments of inflation.

In 2018, the Federal Reserve raised interest rates by 25 basis points, the highest recorded since April 2008. On January 30, 2019 the Federal Reserve said it would keep its target range for its benchmark interest rate at 2.25% to 2.5%, the range it had announced at its meeting on December 19, 2018.

The action of central banks and their decision to increase or decrease in interest rate and liquidity in the market determines the interest rates and impacts the future cash flows of a business entity.

Why Hedging?

Hedging is a risk management strategy. It deals with reducing or eliminating the risk of uncertainty. The aim of this strategy is to restrict the losses that may arise due to unknown fluctuations in the interest rates and to lock the profits



Hedging Risk —a Management Tool

therein. It works on the principle of offsetting i.e. taking an opposite and equal position in two different markets.

Interest Rate Risk – Hedging

Interest rate movement also pose a significant impact on any business on their borrowing or investment. The adverse impact could be minimized through hedging tools:

- Forward rate agreement (FRA)
- Interest rate swaps (IRS)
- Interest rate cap and floor (Options)

A Forward Rate Agreement (FRA) is similar to fx forward contracts. This is an agreement between two parties to protect themselves against future movements in interest rates.

The parties lock in an interest rate for a specific period of time starting on a future settlement date, based on a specified notional principal amount.

The buyer of the FRA enters into the contract to protect itself from a future increase in interest rates.

This occurs when a business entity or an individual believes that interest rates may rise and wants to fix its borrowing cost today.

The seller of the FRA wants to protect itself from a future decline in interest rates. This strategy is used to hedge the return on a future deposit.

There are no principal flows. The FRA is a very flexible instrument and can be tailored-made to protect the parties against the volatility of interest rates which affect their future borrowings or investments.

If the interest rates rise above the agreed rate, then the seller pays the buyer the differential increased on the notional amount agreed and vice-versa, if the interest rate falls. In our next issue, we will look at the Interest Rate Swap.

Emerging Risks in Banking - an Audit Perspective



By Neekita Solanki,
Head of
Audit

When I was growing up, the level of sophistication in weather predictions seen today was a distant dream. From a hill top, one would predict a potential storm by the look of the clouds gathering on the horizon. Nowadays there is the use of digital satellites and Doppler radar to monitor cloud movements and data analysis in super computer to correctly predict storms before they materialize. Financial institutions need to move from the hill top to modern technologies to forecast emerging risks beyond the immediate future. There exists the need to have one eye on existing as well as any emerging risk to have an effective risk management framework. Emerging risks facing financial institutions include:

Technology advancement Digital risks

The rapid change in technology has led to consumers gradually shifting allegiance from physical locations to digital channels such as mobile and internet banking.

However, new digital programs, products and processes carry significant risk not only during their inception but also continued use. There is need for internal audit to understand the tools used to automate the processes and control to assess their integrity better and provide sound assurance.

Cyber security

In the past, bank major concern in regards to cyber risk was to comply with the regulator in areas such as information technology security, data privacy as well as business continuity.

Recent breaches of information systems have shown that compliance with

the regulatory requirement is just a bare minimum to adequate cyber risk management. In addition, migration to cloud computing and extension of internet of things to physical objects such as IP camera and printers, creates an unfamiliar territory in risk management.

While compliance with the regulator is an important aspect of cyber security, the 'tick-the-box' approach has shown some serious limitations.

To address this glaring gap, internal audit ought to change the decade old custom of giving compliance related assurance and embrace a broader view, since cyber-security risk are not limited just to actions from external aggressors.

Dynamic business environment

Third party risks

Banks have always engaged third party service providers to help in streamlining

certain sections of business processes. However, the adoption of untested technologies in automating business functions by third party service providers poses a new risk to banks.

This calls for internal audit to understand the entire approach the organization uses in third party through the assessment of third party contracts. This will help create a valuable extension in the enterprise-wise risk management by uncovering risks hidden in third-party ecosystem.


Big data

Business processes automation has enabled financial institutions to handle volumes of transactions with great level of efficiency in service delivery. This has in turn generated massive data which the internal auditors need to scale down to provide a comprehensive assessment and analysis in the context of risk and control. In the absence of data analytics tools, this can be a slow process which in hindsight may offer little organizational value.

Regulatory volatility

The banking industry has faced drastic changes in laws and regulations touching on taxations, capping of interests, money laundering and terrorism financing among others whose non-compliance carries heavy sanctions from the regulator.

This creates the need for internal audit to have an excellent understanding of ever dynamic regulations relating not only to the local jurisdiction but other multiple jurisdictions as well.

Internal audit which serves as the third line of defense can help an organization understand emerging risks and to ensure that control mechanisms are in place to mitigate them. 

FEATURE

CUSTOMER SERVICE WEEK



RIVERSIDE DRIVE BRANCH
CUT CAKE WITH ONE OF
THEIR OLDEST CUSTOMERS
TO MARK THE CUSTOMER
SERVICE WEEK.



MOBASA BRANCH



NAKURU BRANCH



KAMUKUJI BRANCH

**RANGASSURANCE,
HUMAN RESOURCES,
AND RECONCILIATION
DEPARTMENTS**



KISUMU BRANCH



CAPITAL CENTRE BRANCH



IT DEPARTMENT



PRIME | UPDATES MARATHON



Prime Bank staff who took part in the marathon.

General Manager Mr. Jagannathan hands over a cash prize to the men winner Mr. Benjamin Mwiti.



Chairman Dr. Rasik Kantaria addressing participants of the mini marathon at Parklands Sports Club.



Dr. Kantaria and Managing Director Mr. Bharat Jani (both holding flags) flagging off the marathon.

MBITHE AND MWITI SHINE AT THE FOURTH PRIME MARATHON

By Victor Mukele

Prime Bank once again sponsored the Fourth Annual Parklands Sports Club Mini Marathon on September 2nd 2018 at the Parklands Sports Club.

The Mini Marathon under the theme 'Putting Your Fun and Fitness First' featured 6 and 15 kilometre races with exciting prizes up for grabs for the winners. The marathon was flagged off by Chairman Dr. Rasik Kantaria and

Managing Director Mr. Bharat Jani.

From Prime Bank participants, Ms. Esther Mbithe, of Card Centre won the ladies 15 kilometers race and Mr. Benjamin Mwiti from Customer Service Department won the Men's 15 kilometers race.

The event attracted over 400 elite runners, members of the club and general athletics fraternity with over 50 members of Prime Bank staff participating in the 6, 10 and 15 kilometers races. 🏃‍♂️



Mr. Jagannathan during prize giving ceremony.

CSR: JGF PARTNERSHIP

JUNIOR GOLF FOUNDATION ANNUAL GALA



Cheque presentation.

By Victor Mukele

The 2018 Junior Golf Foundation Annual Gala was held in December at the Sigona Golf Club.


Windsor's Taimur Malik and Ashley Awuor of Golf Park are this year's boys' and girls' Junior golf champions.

During the event, Prime Bank took the opportunity to present a cheque of KSh. 1Million as proceeds of the partnership with JGF and KGU through the Prime Visa Golf Card for the year 2018.

Prime Bank partnered with Kenya Golf Union, Junior Golf Foundation, and Visa to launch the first ever golf

card in Kenya – the Prime Visa Golf Card. This unique concept of a core-branded Visa golf card is geared towards developing talent and making golf courses accessible to the youngsters.

This golf credit card has a twin ef-

fect in that it is specifically designed to enable golfers enjoy a wide range of benefits on and off the course at the same time making funds available for JGF. For each golfer who signs up for the card, Prime Bank donates KSh 2,000 to JGF. 

Prime Bank staff receive plaque in appreciation of their support from Junior Golf Foundation officials.



Bank Celebrates Dawn of New Year



1.

Prima Bank celebrated the 2018 Diwali Festival with various activities and events. Led by the Chairman Dr. Rasik Kantaria, the management and staff of the bank joined the celebrations by lighting a lamp across all the branches with prayers and exchanges of goodwill.

Other activities to mark the dawn of a new year included sponsorship of the Annual Prime Bank Diwali Golf Tournaments in Nairobi and Kisumu.

At Sigona Golf Club Nairobi, Handicap 18 golfer Mr. Rajesh Shah beat a big field of 210 golfers at the tough course, to

clinch the overall title in the 2018 held on Saturday 10th November. Eunice Migwi posted 37 points to take the ladies' first prize. Speaking at the event Prime Bank General Manager Mr. Jagannathan said



OTHER ACTIVITIES TO MARK THE DAWN OF A NEW YEAR INCLUDED SPONSORSHIP OF THE ANNUAL PRIME BANK DIWALI GOLF TOURNAMENTS IN NAIROBI AND KISUMU.

this annual event signified the long term friendship and continued partnership the Bank has with Sigona Golf Club and its members.

"I thank all the club officials – past and present - who have made this event one of the annual golfing hallmarks of the Club," he added.

In Kisumu's Nyanza Golf Club, Bank's customers were treated to a sumptuous lunch after the Prime Bank Diwali Golf Day edition.

Handicap 10 golfer Mr. Wycliffe Nyambogo took home the overall prize after firing 37 points. 🏆

2.





1. Chairman Dr. Rasik Kantaria lighting the lamp at the Riverside Drive Branch Nairobi.
2. Head Office staff during the lighting of the lamp.
3. Assistant General Manager Mr. Suresh Sheth (far right) addressing customer during the luncheon to mark Diwali celebrations in Kisumu at Nyanza Golf Club. Along with him are staff drawn from Kisumu Branch and Head Office.
4. Executive Director Mr. Amar Kantaria holing out during the 14th edition of Prime Bank Diwali Golf Tournament held at Sigona Golf Club.
5. Mr. Rajesh Shah receives the overall winner prize from Mr. Jagannathan.
6. General Manager Mr. Jagannathan addressing golfers during the prize ceremony after the Prime Bank Diwali Golf Tournament at Sigona Golf Club.
7. Prime Bank staff led by GM Mr. Jagannathan receive a token of appreciation in form of a plaque for the sponsorship of the 14th edition of Prime Bank Diwali Golf Tournament held at Sigona Golf Club from the club's chairman Mr. Sailesh Shah (centre).
8. Mr. Wycliffe Nyambogo (right) receives the overall winner prize from Prime Bank Business Development Manager Mr. Jessee Mungai.

Staff End the Year in Style

The Bank hosted its staff year end party at the Goan Gymkhana grounds on 15th December 2018. The party saw staff look back on the year as those who had excelled in the year were awarded while those who were exemplary in their work were promoted.

Executive Director Mr. Amar Kantaria took the opportunity to announce to the staff changes in the shareholding structure and the performance of the Bank.

Mr. Jagannathan was promoted to the newly created position of Chief Operating Officer as Dr. Swaraj Bose took over as the General Manager. Ms. Alka Shahi (Credit), Ms. Neekita Solanki (Audit), Ms. Hasu Silveira (Mombasa Branch), and Mr. Peter Kabi (Accounts) were promoted to the position of Assistant General Manager.

Ms. Jayshree Bala Kumar (Reconciliation) and Mr. Joseph Nyaga (Operations) were also promoted to the position of Chief Manager.

Mr. Jani thanked staff for their hard work and challenged them to do even more in 2019.

To bid 2018 good-bye, staff led by Mr. Amar, Mr. Jani, and Mr. Jagannathan and Mr. Vijay sealed off the day with amazing dance moves to their favorite tunes. 🎵



Staff making their entry to the event.



MC Josephine Macharia and Dennis Muchiri perform a duet during the party.





Prime Bank choir performing at the party.



Dance session by staff.



Managing Director's address.

Executive Director's address.

ANNUAL PERFORMANCE AWARDS



PRIME BANK ANNUAL STAFF PARTY

1. Last year, Prime Bank acknowledged employees who have diligently served the Bank for 20 years. They were from left Mr. Dennis Malimbi, General Manager Mr. Jaganathan, and Executive Director Mr. Amar Kantaria. Managing Director Mr. Bharat Jani (second left) presented them with a plaque as a token of the Bank's appreciation for their dedicated service.
2. Hurlingham branch took home the winner prize. Mr. Amar and Mr. Jani presented the prize to the branch head Mr. Vishal Kantaria.
3. Nakuru branch took the first runner-up prize. Mr. Vijay Kantaria (centre) presented the prize to the branch Manager Mr. Suraj Rawal (second left).
4. Riverside Drive Branch emerged second runner up in the best performing branch category during the 2018 awards.
5. Accounts and Risk departments tied to take home the winner prize for the 2018 best department award.
6. Clearing and Card Centre departments emerged first runner – up in the category.
7. Ms. Anne Muragu of Parklands Branch took home a television set.
8. Ms. Catherine Korir of Head office took won the most coveted prize of the raffle – a fridge.
9. Ms. Bhaveshri Hirani of Parklands won a microwave in the raffle draw.
10. In the best performing department category, Information and Technology department, took home the second runner-up award.





PRIME | UPDATES EVENTS CORNER

SHARING CHRISTMAS WITH NYUMBANI CHILDREN'S HOME

As it has always been its tradition during the festive season, Prime Bank staff paid a visit to Nyumbani Children's Home in Nairobi, interacted and shared special moments with the children through various activities including singing and dancing and sharing a meal in a true reflection of the Bank's spirit of caring for the communities in which we operate.

The staff, led by Director Business Development Mr. Vijay Kantaria, shared a Christmas cake and served lunch to the children to celebrate the festive season.

"On a personal level am so glad to have interacted and shared special moments with the children through various activities including singing and dancing and sharing a meal. This is indeed a true reflection of the Bank's spirit of caring for the communities in which we operate," said Mr. Vijay.

Business Development Mr. Vijay Kantaria and Nyumbani Childrens Home Executive Director Sister Mary Owens help children from the home in cutting cake to mark the start of the festive season.



Foodstuffs presentation.



Prime Bank staff joined the children in various sporting activities.



Bank staff serving lunch.



NOTICEBOARD

"If you're offered a seat on a rocket ship, don't ask what seat! Just get on."

— Sheryl Sandberg

"A man is but the product of his thoughts what he thinks, he becomes."

— Mahatma Gandhi

"There is only one boss. The customer. And can fire everybody in the company from the chairman on down, simply by spending his money somewhere else."

— Sam Walton, Walmart Founder

"Don't let the fear of losing be greater than the excitement of winning."

— Robert Kiyosaki

You can waste your life drawing lines, or you can live your life crossing them."

— Shonda Rhimes

"Challenges are what make life interesting and overcoming them is what makes life meaningful."

— Joshua J. Marine

"It's not just about being better, it's about being different. You need to give people a reason to choose your business."

— Tom Abbott

Extended Business Hours

NAIROBI

CAPITAL CENTRE

Weekdays: 9.00 a.m. – 4.30 p.m.
Saturday: 9.30 a.m. – 2.00 p.m.
Sunday: 10.30 a.m. – 1.00 p.m.
Telephone: +254 20 655 2190/4391
Mobile: 0728 604 399/0733 600 530

KAMUKUNJI BRANCH

Weekdays: 9.00 a.m. – 5.00 p.m.
Saturday: 9.00 a.m. – 3.00 p.m.
Telephone: +254 20 806 8522/3
Mobile: 0729 110 891

PARKLANDS BRANCH

Weekdays: 9.00 a.m. – 7.00 p.m.
Saturday: 9.00 a.m. – 3.30 p.m.
Sunday: 9.30 a.m. – 1.00 p.m.
Telephone: +254 20 375 3791/374 9733
Mobile: 0724 253 287/0733 611 446

GARDEN CITY MALL BRANCH

Weekdays: 9.30 a.m. – 4.30 p.m.
Saturday: 9.30 a.m. – 2.00 p.m.
Sunday: 11.00 a.m. – 2.00 p.m.
Telephone: +254 20 4343526/7
Mobile: 0702 997 590

TWO RIVERS BRANCH | NEW

Weekdays: 9.30 a.m. – 4.30 p.m.
Saturday: 9.30 a.m. – 2.00 p.m.
Sunday: 10.00 a.m. – 1.00 p.m.
Telephone: +254 20 244 4500/1
Mobile: 0798 499 352

UAP TOWERS BRANCH | NEW

Weekdays: 9.00 a.m. – 4.00 p.m.
Saturday: 9.00 a.m. – 12:00 noon
Sunday and Public Holidays: Closed
Telephone: +254 20 240 0862/63
Mobile: 0742 990 419

LANGATA | NEW

Weekdays: 9:00 am – 4:30 pm
Saturday: 9:30 am – 2:00 pm
Sunday: Closed

NYALI, MOMBASA

Weekdays: 9.00 a.m. – 4.30 p.m.
Saturday: 9.30 a.m. – 2.00 p.m.
Sunday: 10.30 a.m. – 1.00 p.m.
Telephone: +254 41 4470 678
+254 41 4470 679
Mobile: 0702 908 184/0799 447 136

ELDORET

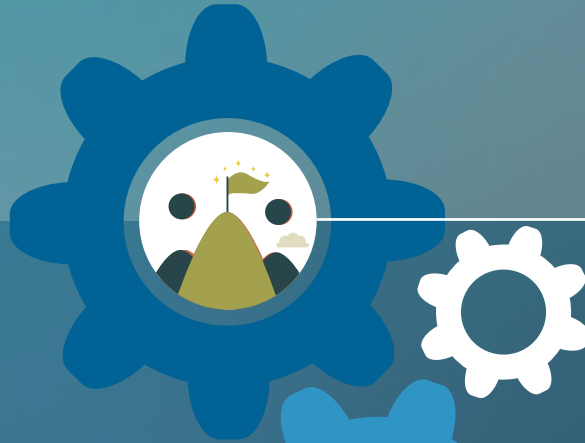
Weekdays: 9.00 a.m. – 4.30 p.m.
Saturday: 9.30 a.m. – 2.00 p.m.
Sunday: 10.30 a.m. – 1.00 p.m.
Telephone: +254 53 203 2476/488/532
Mobile: 0703 791 988/0717 718 666



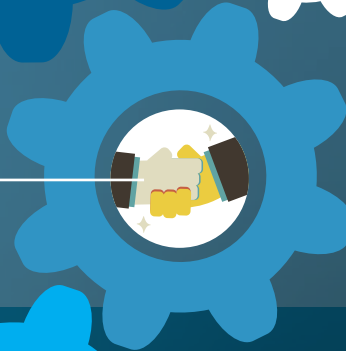
BANKING ON GROUP STRENGTH



CAPITAL INJECTION



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