



PRIME NEWS

INSIDE

EXPERIENCE THE
NEWLY UPGRADED
PRIMEMOBI

26TH ANNUAL
GENERAL
MEETING

ANNUAL RETREAT
CELEBRATED
IN DIANI

MORE SPACE
TO SERVE
YOU BETTER



Prime Bank

PUTTING YOU FIRST

**WITH PRIMEMOBI,
NOW I CAN...**

**Transact Anywhere,
Anytime!**



Head Office - Riverside Drive, Nairobi
Pilot Line: (020) 420 3000 /
0719 090 000
Customer Care: (020) 420 3222



Prime Bank

PUTTING YOU FIRST

customercare@primebank.co.ke | www.primebank.co.ke

Transformation: The Journey Has Begun



Hello and welcome to a new year and a new decade. In our effort to inform, involve, and nurture long term partnerships with our customers, shareholders and staff, I am pleased to present to you the 29th edition of the *Prime News*.

This edition highlights the Bank's major developments that shaped the last half of 2019, as well as industry news. In this issue, we take a look at our exciting partnership with Toyota Kenya to introduce the New Drive Loan Facility, which will enable members of the Association of Insurance Brokers to get up to 100% financing towards the purchase of select Toyota Kenya vehicles.

This issue also focuses on the Bank's expansion drive, from expanding the reach of our unique and innovative service – "Bank on Wheels" to the Lake Basin Region, to the relocation of our Westlands Branch to a bigger and more spacious premises.

In the course of last year, the Bank inaugurated the state of the art digital hub to boost its digital banking platforms to develop innovative solutions to improve the Bank's digital platforms PrimeMobi and PrimeNet.

Through this issue, I am pleased to inform our readers that we have revamped our digital banking platform PrimeMobi. In

fulfillment of our commitment to our customers to sustainably grow returns on shareholders' investment, the Bank announced payment of an interim dividend of KShs. 47 per share to shareholders in the course of last year.

Early last year, we embarked on an ambitious journey to consolidate our niche market and at the same time transform ourselves into the financial solutions provider of first choice.

The transformation journey started with a detailed diagnostics phase which was conducted by an independent consultant, with a view to identifying opportunities for improving our operational efficiency, enhancing customer experience and ultimately scaling our business.

The New Year gives us yet another opportunity to further pursue the implementation of our transformation journey. This year, we have also undertaken to refine our Wide range of Visa Debit and Credit cards to allow you more benefits and services with the access of your money 24/7 across the globe and the launch of a multicurrency prepaid card for the convenience of our customers.

What will the New Year bring? Will it bring the U.S. its 46th President, or will the 45th President of the U.S. be elected for another term?

No one can say with certainty what 2020 will bring, but the New Year will have its ups and downs like any other year.

I hope you will enjoy reading our magazine and feel free to share your feedback through marketing@primebank.co.ke for your thoughts and comments. 📧

Bharat Jani
Managing Director

PRIME NEWS UPDATES

P2 Prime Bank, Toyota Kenya launch vehicle finance scheme for AIB members



P4 Prime Bank Sets Up Mobile Truck Unit for Kisumu Customers

P6 More Space To Serve You Better
P8 Experience the Newly Upgraded

P9 PrimeMobi
P10 26th Annual General Meeting
P12 Seventeenth Annual Retreat Marked in Ukunda
P12 Prime Bank Supports Freedom for Girls Sanitary Towels Project for 11 Years Running
P14 Prime Bank Responds to Hunger Aid Appeal
P16 Hedging Risk – a Management Tool

EVENTS CORNER

P17 Charity Golf Day for Cataract Operations
P18 Annual Performance Awards 2019
P20 Bank Hosts Customers for

P22 Cocktail and Dinner Attendo and Dixit Shine as Mwiti Retains Title During Fifth Prime Marathon



P24 Pomp and Color as Bank Marks Diwali
P26 Behind the Smile: Bank Marks Customer Service Week

TOYOTA PARTNERSHIP



Prime Bank, Toyota Kenya, launch vehicle scheme for AIB members

P rime Bank and Toyota Kenya launched a motor vehicle scheme for Association of Insurance Brokers members. In a bid to encourage the uptake of brand new vehicles in the country, Toyota Kenya and Prime Bank have introduced the New Drive Loan Facility, which will enable members of the Association of Insurance Brokers to get up to 100% financing towards the purchase of selected Toyota Kenya vehicles.

Through the partnership, insurance brokers will enjoy a competitive



Prime Bank and AIBK teams during the event.



Toyota Kenya Managing Director Mr. Arvinder Reel, with Mr. Nelson Omolo and Ms. Connie Kirika.



Mr. Reel takes Mr. Omolo through the specs of one of the vehicles on offer.

loan facility when purchasing various models that include the Toyota Rush, RAV4, Fortuner and the Suzuki Eriga, repayable over a period of 36 months.

Speaking at the signing ceremony of the financing agreement, Prime Bank Executive Director, Amar Kantaria said the partnership between Toyota Kenya and Prime Bank is part of the Bank's plan to expand its asset finance portfolio.


"We have specifically tailor made this product for insurance brokers with up to 100% financing and a very



WE HAVE SPECIFICALLY TAILOR MADE THIS PRODUCT TO INSURANCE BROKERS WITH UP TO 100% FINANCING AND A VERY CONVENIENT REPAYMENT PLAN COUPLED WITH A COMPETITIVE INTEREST RATE

convenient repayment plan coupled with competitive interest rate," he added. On his part, Toyota Kenya Managing Director Arvinder Reel

lauded the continued support financial institutions have been according motor vehicle distributors in helping grow the number of Kenyans acquiring brand new vehicles.

"We believe that these units offer stronger value proposition to customers due to the guarantee of long-term quality performance from the unit as well as the added benefits of a three-year warranty or 100,000km use. Partnerships with institutions like Prime Bank make this process more favourable for the potential consumers." 

Prime Bank Sets Up Mobile Truck Unit for Kisumu Customers

By Victor Mukele

P rime Bank has introduced the mobile banking unit “Bank on Wheels” to customers in Kisumu and its environs.

Speaking during the commissioning of the new truck at Prime Bank Kisumu Branch, Head of IT Mr. Gouri Shankar Sharma said the move was part of the Bank’s strategic plan of taking services closer to its customers.

The lender’s Business Development Director Mr. Vijay Kantaria opines that the Cash-in-Transit (CIT) service will help Bank’s clientele operating retail chains, restaurants and fuel stations in Kisumu in easing the cost and burden of handling large amounts of cash that is ferried to be deposited in the Bank.

“This comprehensive and secure banking experience will come in handy for our customers operating businesses with various outlets in Kisumu, Maseno, Ahero, Vihiga, Mbale and other centers in the region as the truck



5 TRUCKS

THE BANK CURRENTLY OPERATES FIVE BANK ON WHEELS TRUCKS ACROSS THE COUNTRY SERVING OVER 30 BUSINESS OUTLETS.

will be moving to business outlets allowing customers to deposit large sums of cash in a secure environment in the comfort of their business premises,” he added.



Bank on Wheels truck at the Bank’s Kisumu Branch.

This unique innovation has enabled the Bank tap in to new business segments such as supermarkets, eateries and restaurants, fuel stations, hospitals and other retail outlets which



The flagging off of the truck.



Mr. Gouri Shankar Sharma, head of IT taking through Kisumu branch customers on how the Bank on Wheels operates.

Mr. Vipul Buch, head of Kisumu branch addressing customers and Bank's staff during the launch of Bank on Wheel at the branch.

deal with large sums of money. These businesses have found the service convenient and secure as banking has now been brought to their doorsteps.

"This Banking at your Doorstep model offers convenience to our business as banking services are availed at our doorsteps enabling us to make cheque deposits, account enquiries, receive statement of accounts, directly bank money in the automated Cash Deposit Machine (CDM) that will automatically generate statements confirming banking," says Mr. Paul


Smith, Java House Africa's Chief Executive.

"The service has drastically reduced our Cash in Transit related charges as once we deposit cash in the CDM, the Bank assumes the cost of transporting the cash to the Bank, huge savings from costs spent safeguarding the cash as well as funds spent securing safe passage to their respective banks," says Mrs. Shreena Shah, Director of Broadway Petroleum.

The truck has been installed with a Cash Deposit Machine (CDM), security

and network equipment, facility for Bank staff to work from the vehicle with Laptop/Printer/Cheque scanner and a counter for customers to carry out banking services.

The Bank currently operates five Bank on Wheels trucks across the country, serving over 30 business outlets.

Other outlets near businesses utilizing the service have come on board as a result of the convenience and security being experienced by them. 

PRIME | UPDATES

EXPANSION



By Victor Mukele

Primé Bank has expanded its local network footprints with the opening of its 21st branch at Lavington Mall. In line with its strategic plan, the expansion drive will complement Bank's ongoing digitization of services to boost delivery channels to the convenience of its customers.

"The new branch has brought us closer to our target customers. It will be in line with its growth plan that seeks to expand its local network and relocate some branches to bigger and spacious premises," said Bank's Managing Director Mr. Bharat Jani during the opening ceremony of the branch which is located on the first floor of Lavington Mall.

At the same time, Prime Bank relocated its Westlands Branch from Krishna Centre to Sarit Centre.

Speaking during the opening of the branch at Sarit Centre, Prime Bank Chairman Dr. Rasik Kantaria said the relocation of some of the Bank's

branches was informed by the need to add banking convenience to customers in strategic locations where the bank operates.

In 2016, the Bank embarked on moving some of its branches to bigger and spacious premises with the intention of providing better ambience to its customers.


This expansion drive has also seen the Parklands branch in Diamond Plaza move to Doctors Park along 3rd Parklands, while Nyali Branch in Mombasa has been relocated to Palm Breeze along Links Road, Nyali. Eldoret branch has also been moved from Eldo Centre to more spacious premises along Makasembo Road.

Meanwhile, the Bank inaugurated a state of the art digital hub with the aim of boosting its digital banking platforms.

The Digital Hub located at Delta Annex in Westlands, will stimulate the development of innovative solutions to improve the Bank's digital platforms PrimeMobi and PrimeNet.

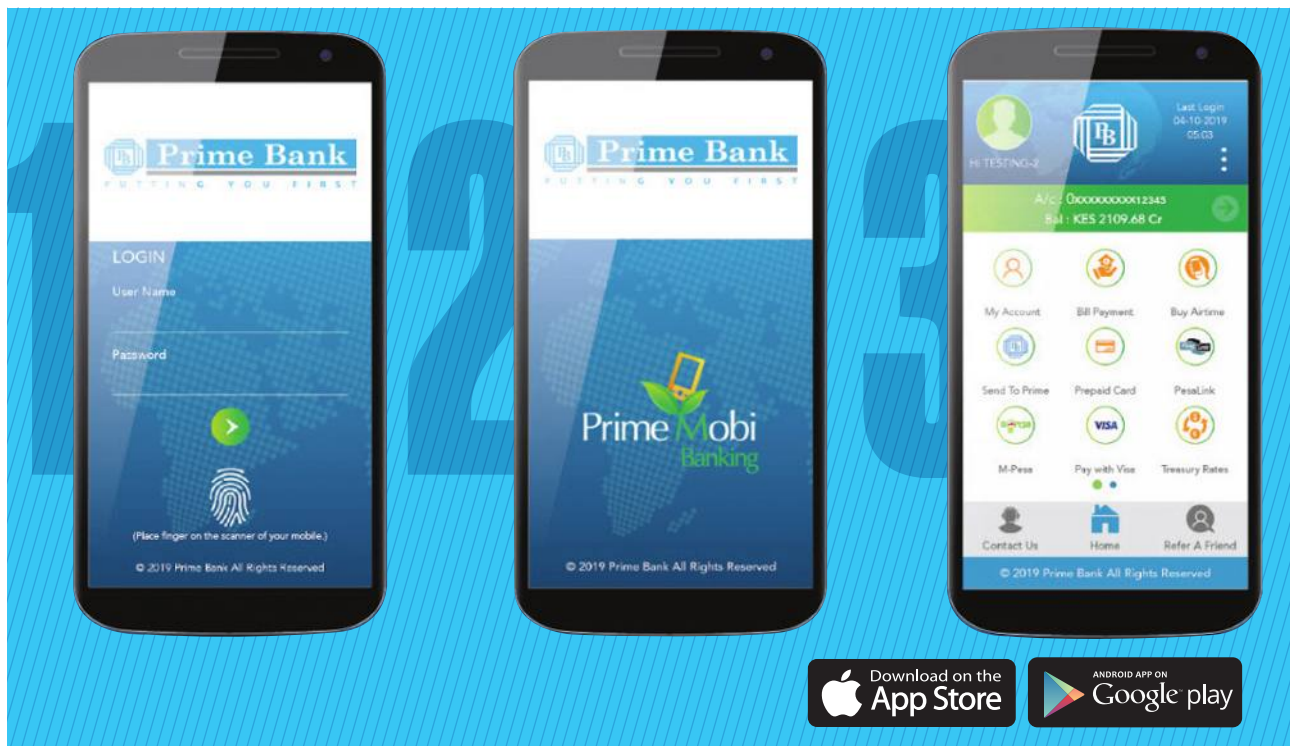
"In the long run, the hub aims to enhance customer experience through the facilitation of development of digital products with the collaboration of our digital partners, says Mr Vijay Kantaria, Director, Business Development.

Prime Bank has also broadened ATM network with the adoption of intelligent ATMs with multi-function capabilities which will allow our customers services such as cash deposit and withdrawal, cheque deposits at any time, day or night, bill payment for utilities among others.

The Bank has also introduced Cash Deposit Machines (CDM) in strategic locations that will allow customers to deposit cash directly into their account either using their ATM Card or by inputting the account number. 



1. Chairman Dr. Rasik Kantaria (third from left) leads Prime Bank executives and staff in the opening ceremony of Lavington Branch which was held on 11 December 2019.
2. Management, staff and customers pose for a photo in the new premises of Westlands branch at Sarit Centre.
3. State-of-the art board room in the newly opened Digital Hub.
4. Westlands branch at Sarit Centre.
5. Prayer Ceremony for the opening of the Digital Hub at the Delta Annex in Westlands.
6. Prayer Ceremony for the shifting of Westlands Branch.
7. Prime Bank Digital Hub opening ceremony.
8. Prayers at Westlands branch premises.
9. Management, staff and customers pose for a photo in the newly opened Digital Hub.



Experience the Newly Upgraded PrimeMobi

P rime Bank customers will now enjoy a wide range of mobile banking services with the newly upgraded mobile banking App Prime Mobi.

The upgrade of the platform guarantees easy navigation, secure and sleek design with additional functionalities.

The new app eliminates the possibility of entering a wrong number for MPESA payments by enabling the user to easily make payments by tapping on the contacts icon to access the phone directory. The user is also able to directly send money to his own number. The user's mobile number is set as default since it is already linked to the Account. This eliminates the process of manually inputting own number.

The app has options available to choose how to login to PrimeMobi.

By selecting the Enable/Disable Fingerprint option under "Privacy Settings", the user will be able to setup their fingerprint for a more secure and faster Login if the mobile phone supports fingerprint login.

PrimeMobi users can now save a biller under 'Favorites' and initiate transactions from favorites in future. This option is available for all transactions in PrimeMobi including Funds Transfer to Other Account (Prime Bank), PesaLink (Send to Phone and Send to Account), and MPESA, (Account to MPESA).

Under Privacy Settings, the user can enable or hide their account balance by selecting the Show or hide Balance option.

To enjoy the above services and much more, please download the new app from Play store and Apple Store.

KEY FEATURES

- Faster navigation with automated transactions.
- An automated back end to your contact lists.
- Fingerprint registration as an additional security.
- Access to our branch locator and ATM guide.
- Personalization of your profile.

THE UPGRADE OF THE PLATFORM GUARANTEES EASY NAVIGATION, SECURE AND SLEEK DESIGN WITH ADDITIONAL FUNCTIONALITIES

26TH ANNUAL GENERAL MEETING



An auditor from Deloitte and Touche (front, first on the right) reads out minutes from the previous meeting.

P rime Bank's 26th Annual General Meeting was held on August 21st 2019 where the Bank confirmed payment of an interim dividend of KShs. 47 per share to shareholders.

Bank shareholders present during the meeting approved the re-election of Mr. Amar Kantaria and Mr. Terry Davidson to serve as board members for a period of 7 years.

The meeting was attended by Chairman Dr. Rasik Kantaria, Vice Chairman Mr. S.K. Shah, Directors Mr. Terry Davidson, Mr. Farid Mohamed, Mr. David Hutchison, Mr. Skander Oeslati, Mr. Biniam Yohannes, and Managing Director Mr. Bharat Jani, and Company secretary Mr. Arun Shah. 



Some of the shareholders follow proceedings during the 26th Prime Bank Annual General Meeting held on 21st August at the Southern Sun Hotel.

ANNUAL RETREAT

Prima Bank hosted the 2019 Annual Retreat and Gala Night at the Leisure Lodge Resort in Ukunda, Diani from Friday 20th to Sunday 22nd September 2019.

This year's three day retreat brought together over 200 partners, shareholders and customers of the Bank.

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

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 Band.

Addressing 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 by bringing in new investors on board," he added.

Indian Musicians Sodhi Sigh and Shainul Ramji wrapped up the evening with the Mehfil session with heartwarming renditions of Indian music. 🎵



Management and staff pose for a photo during the retreat.

Seventeenth Annual Retreat Marked in Ukunda



Managing Director Mr. Jani with Chief Operations Officer Mr. Jagannathan welcoming guests at cocktail and dinner dubbed 'Karamu ya Waswahili'.



Gala Dinner.





Customers join Swahili traditional dancers for a jig.



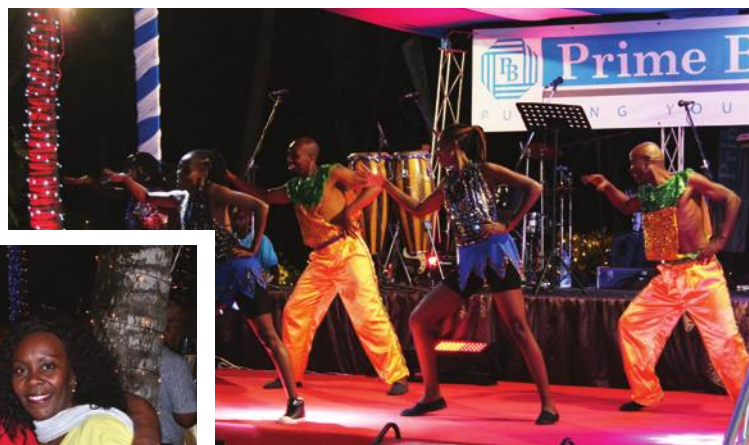
Executive Director Mr. Amar Kantaria with Mr. and Mrs. Arun Kantaria when they arrived at the Leisure Lodge Resort in Ukunda for the Prime Bank Annual Retreat 2019.



The acrobatic show.



'Karamu ya Waswahili'



Cabaret dancers entertain guests during the gala dinner.



Chairman Dr. Rasik Kantaria poses for a photo with clients during the retreat.



Mr. Jani's address during Gala Dinner.

Prime Bank Supports Freedom for Girls Sanitary Towels Project for 11 Years Running

FFG project Ambassador Dr. Rakhee Kantaria giving her remarks.



From left Prime Bank Managing Director Mr. Bharat Jani, Mrs. Usha Kantaria, Prime Bank Chairman Dr. Rasik Kantaria, Chief Guest, the High Commissioner of India to Kenya, His Excellency Rahul Chhabra (centre), President and Executive Director of HEART Foundation Dr. Vikkie Winkler, and Ms. Rakhee Kantaria with some of the beneficiaries of this year's sanitary towel project from Cheleta Primary School.

Prime Bank has donated a full year's supply of sanitary towels, undergarments and health education booklets to 2,727 orphaned girls.

In one of its flagship Corporate Social Responsibility (CSR) projects – Freedom for Girls, the Bank for 11 years running donated KShs. 1.5 Million towards ensuring girls do not miss school during their monthly cycle.

Speaking during the event held at the Southern Sun Mayfair Hotel, Chief Guest and Indian High Commissioner to Kenya H.E Rahul Chhabra commended

Prime Bank Chairman Dr. Rasik Kantaria (right) with his wife Mrs. Usha Kantaria (second left) and Managing Director Mr. Bharat Jani during presentation of yearly donation cheque to Dr. Vikkie Winkler (centre).





Founder, President and Executive Director of HEART Dr. Vickie Winkler sharing the milestones of FFG project with guests.



Guests follow proceedings at the event.



Master of Ceremony for the event Rotarian Isaac Gitohi.



The Chief Guest, Indian High Commissioner to Kenya H.E Rahul Chhabra addressing guests at the event.

Prime Bank and the HEART Foundation for the noble cause.

“It is heartening to know the CSR activities of Prime Bank to support Kenyan girls as India is also engaged in supporting the endeavors of Kenyan Government to help its people through various schemes, grants and concessional loans offered by Government of India,” he added.

Also speaking during the event, founder, President, and Executive Director of HEART Foundation, Dr. Vickie Winkler said over 900,000 girls lose 4 to 5 days of school every year during their monthly cycle.


“Over 240,652 packages have been distributed since 2008 in various counties through our partnership with Rotary, Lions and HEART and the sponsorship from Prime Bank,” added Dr. Winkler.

Prime Bank Managing Director Mr. Bharat Jani said the Bank has consistently remained committed in maintaining the Bank’s corporate value of caring for the society.

“In line with the Bank’s CSR policy, we have always endeavored to improve healthcare, education, support to the

needy, and nurture talent through sports in communities we operate within,” he added. Since its inception, Prime Bank has so far donated KShs. 12 Million hence ensuring 27,171 girls are guaranteed full year’s supply of sanitary towels and undergarments.

Freedom for Girls (FFG) is a sanitary towel project that was initiated in the year 2008 by Rotary District 9212, Lions International, and Health Education Africa Resource Team (HEART) as the implementing partner. The objective of the project is to ensure vulnerable adolescent girls are provided with a year’s supply of sanitary towels (12 packets), 4 pairs of undergarments, a booklet on hygiene and HIV prevention education.

The event was also attended by philanthropist and Prime Bank Chairman Dr. Rasik Kantaria, Chief Operating Officer Mr. A Jagannathan, philanthropist Dr. Ellen Bowman, Lions Hospital’s Dr. Manilal Dhodia, MP Shah Hospital’s Dr. Manoj Shah, Leisure Park Developments’ Dr. Rakhee Kantaria and Nyumbani Children’s Home Executive Director Sister Mary Owens among others. 

Prime Bank Responds to Hunger Aid Appeal

Prime Bank in conjunction with Sunrise Walkers Group, Lions Loresho Sight First Eye Hospital, Rotary Districts of Nairobi, MP Shah Hospital, and Parklands Sports Club joined together in aid of Kenyans afflicted by starvation due to drought, by donating 500 metric tonnes of famine relief food.

Under the umbrella of Famine Relief Activity Initiative, the group flagged off over 40 trucks of relief food to be distributed to those affected, to supplement the Society and government's efforts to alleviate the situation.

The Kenya Red Cross Society on 21st March 2019 launched a campaign to appeal for aid to help people afflicted by starvation as a result of drought in the country.

According to the Society, over one million Kenyans are facing starvation in parts of Wajir, Tana River, West Pokot, Tharaka Nithi, Samburu, Nyeri, Marsabit, Laikipia, Mandera, Lamu, Kitui, Kilifi, Isiolo, Garissa, Embu, Baringo and Turkana counties.

Speaking during the flagging off of the trucks at Parklands Sports Club, the initiative's Ambassador and Prime Bank Chairman Dr. Rasik Kantaria urged all communities, institutions, individuals and friends of Kenya to join in helping fellow Kenyans in dire need of food relief.

"Individually and collectively let us all join hands in making a difference in the lives of our brothers and sisters who are suffering in the arid and semi-arid




The flag off of over 40 trucks of relief food for distribution.

parts of our beloved country. They are in dire need of food and nutrition because drought has ravaged their source of livelihoods. Children, lactating mothers and the elderly are the ones who are severely affected," he added.

Kenya Red Cross Society Secretary-General Abbas Gullet appealed to corporate institutions to adopt areas that are constantly affected to bring a long lasting solution to the perennial problem.

"Sadly, drought relief initiatives have become an annual event. Every year we have to call upon you to assist drought

stricken areas. If each company present here was to adopt a village in their corporate social initiatives, then we would be addressing the problem on long term basis," he added.

Other groups which contributed to the cause include Hindu Council of Kenya, Tausi Assurance, Shree Jalaram Satsang Mandal, Hotpoint, and SBM Bank among others. The Kenya Red Cross will oversee the distribution of the 500 tonnes of foodstuffs and cereals to reach out to at least 100,000 affected people, mainly in Turkana and Baringo counties. 

Prime Bank staff during the event.



From Left: Prime Bank Chairman Dr. Rasik Kantaria, Company Secretary Mr. Arun Shah, Managing Director Mr. Bharat Jani, and Vice Chairman Mr. Shantil Shah during the flagging off of the foodstuffs and cereals to reach out to families affected by famine in Turkana and Baringo counties.



Kenya Red Cross Society Secretary-General Mr. Abbas Gullet during the event.



Famine Relief Activity Initiative Dr. Rasik Kantaria receives a donation towards the initiative from Ms. Liz Ayany.



By B.V. Rajkumar,
Head of Treasury

An Interest Rate Swap (IRS) is another contractual agreement between two counterparties to exchange cash flows on particular dates in the future. The IRS is mainly used to hedge the floating-to-fixed or fixed-to-floating interest rates and to hedge the basis-risk.

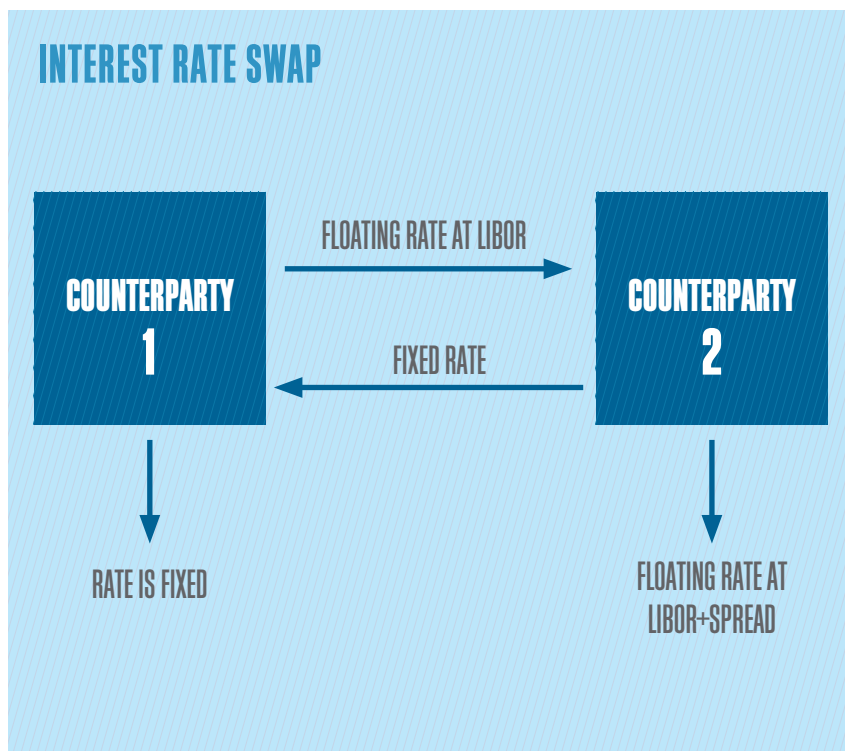
A floating rate payer makes a series of payments that depend on the future level of interest rates (for instance indexed benchmarks like LIBOR or EURIBOR), IRS stipulates all of the conditions to administer the swap including the notional principal amount, fixed coupon, accrual methods, day count methods, effective date, terminating date, cash flow frequency, compounding frequency, and basis for the floating index.

An interest rate swap is priced by first calculating the present value of each leg of the swap (using the appropriate interest rate curve) and aggregating thereafter.

This swap will hedge the borrower or investor interest-rate risk from the future movement of interest rates and ascertain the future cash flows towards borrowing or investment.

An Interest Rate CAP is a hedging tool like an option, where the buyer receives payments at the end of each period when the interest rate exceeds the reference strike rate. Whereas an Interest Rate FLOOR is a similar hedging tool, where the buyer receives payments at the end of each period, when the interest rate is below the reference strike rate.

Interest rate caps are used as a hedging tool by the borrowers to protect from the increased financing costs that would



Hedging Risk – a Management Tool

result from a rise in interest rates and the associated risk. The buyer gets a payment when the underlying interest rate exceeds a specified strike rate. Like other options, the buyer pays a premium upfront to mitigate the interest rate risk. Caps are also called ceilings as the buyer is protected on interest rate above strike rate on the reference.


Interest rate Floors set a minimum interest rate payment because if interest rates fall below the strike rate on the reference, the buyer of floor is protected. Floors set a minimum interest rate payment, payments are calculated the same as caps.

Most business entities are in the business of manufacturing or retailing or wholesaling or providing a service and may not have particular skills or expertise

in predicting variables such as interest rates, exchange rates and commodity prices. It may be argued that it makes sense to hedge the risk associated with these variables as they arise.

The business entities can then focus on their main activities, in which these entities have particular skills and expertise. The hedging can avoid unpleasant future surprises.

It is important to note that a hedge using various available tools can result in a decrease or increase in a company's profits relative to the position it would conduct business with no hedging.

HEDGING reduces risk for the business entities, however it may increase risks for the business entity if the stakeholders do not fully understand what is being done. 

CORPORATE SOCIAL RESPONSIBILITY

Golfers proceed
after teeing
off during the
tournament.



CHARITY GOLF DAY FOR CATARACT OPERATIONS

By Victor Mukele

P rime Bank and Tausi Assurance in partnership with Kings Collections sponsored a Charity Golf Tournament at the Vet Lab Sports Club on 24th February 2019 with the aim of raising funds to enable elderly patients receive free cataract operation.

Through this project, over 18,000 free cataract operations have been undertaken in Kisumu, Kisii, Nyamira, Siaya, Migori, Uasin Gishu, and Nandi Counties since its inception.

The Rotary Club of Nairobi has been running the Kenya Rural Blindness Eradication Program that performs cataract operations to the less fortunate in the society for the past 30 years.

Over KShs.900,000 was raised through the charity tourney.



Prize
giving
session.



Prime Bank Head
of SME channel
Ms. Sarah Kiptoo
addressing golfers.
Standing next to
her is Head of Golf
Mr. Jessee Mungai.

ANNUAL PERFORMANCE AWARDS 2019

1.



4.



Annual Performance Awards 2019

The Bank hosted its staff end year party at the Goan Gymkhana grounds on 20th December 2019. During the party, Branches and Departments which had excelled in the year were awarded while those who were exemplary in their work were promoted.

1. Risk Departments took home the winner prize for the 2019 best department award and Managing Director Mr. Bharat Jani presented the prize money to the team led by General manager Dr. Swaraj Bose.
2. Card Centre emerged first runner – up in the Best Department category and the Chief Operating Officer Mr. Jagannathan presented the prize money to the team led by Ms. Ratna Abdulatif.
3. Finance Department emerged second runner – up in the Best Department category and the Director, Business Development Mr. Vijay Kantaria presented the prize money to the team led by Assistant General Manager Mr. Peter Kabi.
4. Thika Branch took home the winner prize. Executive Director Mr. Amar Kantaria Mr. presented the prize to the team led by the Branch Head Ms. Julia Maina.
5. Westlands Branch took the first runner-up prize.
6. Kenindia Branch emerged as joint second runner up in the Best Performing Branch category during the 2019 awards.
7. Riverside Branch also emerged as joint second runner up in the Best Performing Branch category.
8. Ms. Catherine Korir of Head Office won the most coveted prize of the raffle – a dining table set.
9. During the event, Mrs Rose Mwaura who has served the Bank for 20 years was presented with a plaque as a token of appreciation for her dedicated service.
10. During the event, (second right), General Manager Dr. Swaraj Bose Assistant General Manager Mr. Uma Shankar, and Head of Legal Ms. Caroll Wangari, were feted a plaque as a token of appreciation their 10 years of service.

2.



3.




7.

8.

5.

9.

6.

10.


BANK HOSTS CUSTOMERS FOR COCKTAIL AND DINNER

Prime Bank hosted clients for a cocktail and dinner for various branches in the course of the year. On 3rd May, in appreciation of its customers, Kisumu branch hosted them at the Acacia Premier Hotel.

During the event, Managing Director Mr. Bharat Jani took the opportunity to officially welcome Mr. Vipul Buch who took over as the Head of the Branch from Mr. Suresh Sheth who was transferred to Industrial Area branch in Nairobi.

In Nairobi, Industrial Area, Capital Centre, and UAP Tower branches jointly hosted their clients for cocktail and dinner on 18th July at the Radisson Blu Hotel, Upperhill.

During the event, management changes in Industrial Area and capital Centre branches were announced by Mr. Jani.

Mr. Zahid Khan who was heading the Industrial Area branch moved to Capital Centre branch while Ms. Reshma Budhdev, who headed the Capital Centre branch took up a new role at our Riverside Drive Branch.

Mr. Ernest Njiru was also introduced as the new head the UAP Tower branch.

On 24th October, Karen Country Club played host to Karen branch customers who were hosted to a cocktail



Chief Operations Officer Mr. Jagannathan welcomes a customer during Karen branch cocktail and dinner at the Karen Country Club.



and a sumptuous dinner.

During the event, customers and staff took the opportunity to bid farewell to Ms. Esther Kimani, the immediate former Head of the Branch. Ms. Kimani was replaced by Ms. Suzanne Kinoti. 📍

Mr. Ernest Njiru (right) engaging with customers.

Ms. Reshma Budhdev and Mr. Zahid Khan with Mr. Harjinder Singh, right.





Customers follow proceedings during the cocktail and dinner held at Acacia Premier Hotel.

Mr. Jani welcoming customers during Karen Branch Cocktail and Dinner.



Mr. Jani addressing customers during Industrial Area, Capital Centre, and UAP Tower branches' cocktail and dinner at the Radisson Blu Hotel, Upperhill.



Mr. Amar Kantaria interacting with customers during Kisumu branch cocktail and dinner at the Acacia Premier Hotel in Kisumu.

Mr. Amar Kantaria and Assistant General Manager Mr. Suresh Sheth (far left) interacting with customers during the cocktail and dinner event at the Radisson Blu Hotel, Upperhill.



Industrial Area, Capital Centre, and UAP Tower branches' cocktail and dinner.

FEATURE MARATHON



Prime Bank staff who took part in the marathon.



Attendo and Dixit Shine as Mwiti Retains Title During Fifth Prime Marathon

Mr. Chrispin Attendo of Two Rivers Branch emerged winner of the 21 Kilometre race as Ms. Trupti Dixit of Industrial Area Branch took home the 15 Kilometre ladies prize during the Fifth Annual Prime Bank Parklands Sports Club Mini Marathon held on September 1st 2019 at the Parklands Sports Club.

The Mini Marathon under the theme 'Putting Your Fun and Fitness First' featured 6, 10, 15, and 21 Kilometre races.

Mr. Benjamin Mwiti from Customer

Service Department retained his title as the Men 15 Kilometre race champion while Mr. Andrew Karanja of Risk Department emerged second.

The marathon was attended by Chairman Dr. Rasik Kantaria and flagged by Managing Director Mr. Bharat Jani with Assistant General Manager Mr. Uma Shankar.

The event attracted over 200 elite runners, members of the club and general athletics fraternity with over 40 staff of Prime Bank staff participating in the 6, 10 and 15 Kilometre races.



Prime Bank Managing Director Mr. Bharat Jani (left) and Assistant General Manager Mr. Uma Shankar (both holding flags) during the flagging off of the marathon.



Mr. Benjamin Mwiti receives his prize for retaining the 15 kilometre men race title.



Mr. Andrew Karanja receiving his prize after emerging second in the Men's 15 kilometre race.



Chairman Dr. Rasik Kantaria addressing participants during the fifth Annual Prime Bank Mini Marathon at Parklands Sports Club.



Mr. Chrispin Attendo receives his prize for winning the 21 kilometre race from Mr. Jagannathan and Security Manager Mr. Ephantus Njiru.



Ms. Trupti Dixit (left) receives a prize and certificate from Chief Operations Officer Mr. A. R. Jagannathan and Assistant Manager Ms. Anamika Ghosh for winning the 15 kilometre ladies race.

Prime Bank Chairman Dr. Rasik Kantaria (in a tie) leads management and staff in lighting a diya to mark Diwali Festival at the Riverside Branch.



Pomp and Color as Bank Marks Diwali


P rime Bank Chairman Dr. Rasik Kantaria led management and staff in celebrating the 2019 Diwali Festival with various activities and events. These included lighting a lamp across all the branches with prayers and exchanges of goodwill for the New Year.

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

Over 200 golfers turned up to participate in the 16th edition of Prime Bank Diwali Golf Tournament. The one

day 18-hole tournament was held on Saturday 9th November at the Sigona Golf Club

The tournament also provided an opportunity for the Bank to interact with its customers and get their feedback on the range of services that it offers

During the prize giving ceremony, the Bank's Chief Operating Officer Mr. Jagannathan noted that the annual event reinforces the Bank's the long term friendship and continued partnership with Sigona Golf Club and its members. 

Golfers register to take part in the 16th edition of Prime Bank Diwali Golf Tournament which was held on 9th November at Sigona Golf Club.



Prime Bank's Kisumu Branch Manager Mr. Vipul Buch (leaning forward) during Diwali Celebrations in Kisumu.





Prime bank Head Office staff.



Biashara Branch.



Some of the golfers who participated in the 16th edition of Prime Bank Diwali Golf Tournament.



Mr. Jagannathan presenting a prize to one of the winners of the tournament.



Chief Operating Officer Mr. Jagannathan addressing golfer during prize giving ceremony after the conclusion of the tourney.

CUSTOMER SERVICE WEEK



Capital Centre branch.



Mombasa branch



Hurlingham branch



Riverside Drive branch appreciated one of their long standing client Mr. M.P. Sheth (second left).



BEHIND THE SMILE: BANK MARKS CUSTOMER SERVICE WEEK

This year's National Customer Service Week was held from 7th to 11th October. Under the theme "Behind the Smile", various activities lined up by branches to demonstrate to customers what exists behind smiles by serving them with a personal touch and thanking them for doing business with the Bank in line with the Bank's mantra- 'Putting You First'.



Parklands branch



Nyali branch.



Eldoret Branch with their Prime Junior Savings Account holders.



Westlands branch.



Kenindia branch

Kamukunji branch

PRIME | UPDATES EVENTS CORNER

FUN DAY FOR SPECIAL NEEDS CHILDREN

Prime Bank in partnership with Lions Club of Nairobi sponsored the 10th Annual Sports and Fun Day for Special Needs Children which was held on Sunday 17th February at SSD Sports Grounds. Bank staff took part in various sports games and fun activities including, athletics, football, singing and dancing. They also interacted with the children to make the day memorable.



BANDA IAPS NETBALL TOURNAMENT 2019

In line with its corporate social citizenship principle of promoting sports and nurturing talent, Prime Bank once again sponsored the Banda International Association of Preparatory Schools Netball tournament which took place on 15th June.



BURSARIES FOR DESERVING STUDENTS

Shree Cutch Sastang Swaminarayan celebrated its 5th Annual School Day on September 28th with pomp and color. Speaking during the event, the Guest of Honour and Prime Bank Chairman Dr. Rasik Kantaria said the Bank will continue to support deserving students to attain education through its Corporate Social Initiatives.

AIBK PAYS A COURTESY CALL TO PRIME BANK



The Association of Insurance Brokers of Kenya (AIBK) paid a courtesy call to Prime Bank in the course of the year. The team had a fruitful discussion with Executive Director Mr. Amar Kantaria on ways the two organizations could partner.



FIRST LADY HALF MARATHON

The Fourth Edition of the First Lady Half Marathon (FLHM) was held on 10th March 2019 at the Nyayo Stadium and First Lady Margaret Kenyatta led runners in 10km stretch. Prime Bank staff joined more than 20,000 participants in the event in a bid to support the enhancement of provision of quality health care for mothers and newborn children around the country.



DONATION TO LIONS CLUB PWANI

Prime Bank's Mombasa branch took part in a fundraising charity walk organized by the Lions Club of Mombasa – Pwani. The Bank donated KShs. 600,000 for the fundraising.

NOTICEBOARD



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

LAVINGTON BRANCH | NEW

Mon – Fri: 9:00 AM – 4:00 PM

Saturday: 9:00 AM – 12:00 Noon
Telephone: +254 20 800 0395

WESTLANDS BRANCH

Sarit Centre, New Wing, Lower Ground Floor,

Mon to Fri: 9:00am to 6:00pm
Saturday: 10:00am to 2:00pm
Sunday: 10:00am to 1:00pm
Telephone: +254 20 800 0393/394
Mobile: +254 735 720 264 / 724 253 284

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

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

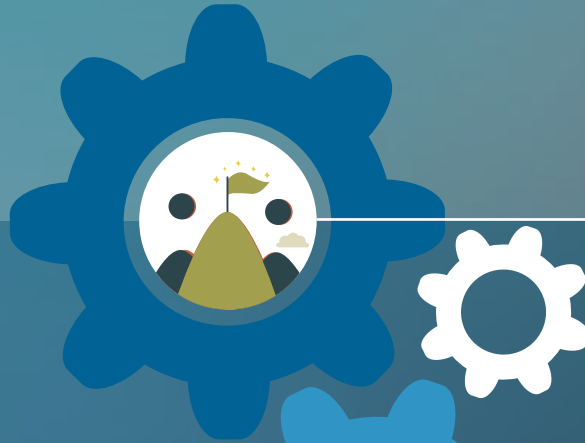
Weekdays: 9.00 a.m. – 4.30 p.m.
Saturday: 9.30 a.m. – 2.00 p.m.
Sunday: 10.30 a.m. – 1.00 p.m.
Telephone: +254 53 203 2476/488/532
Mobile: 0703 791 988/0717 718 666



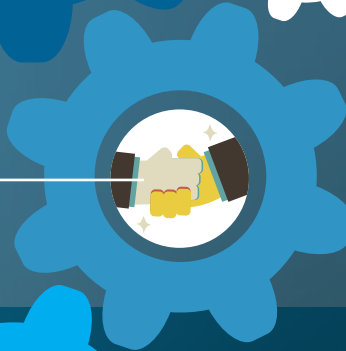
BANKING ON GROUP STRENGTH



CAPITAL INJECTION



**TAUSI
ACQUISITION**



**REGIONAL
EXPANSION**



**BRANCH
GROWTH**



**SUPERIOR
PRODUCTS &
SERVICES**



Comments and feedback to:

Email: marketing@primebank.co.ke

Call: +254 20 420 3294/122/178



Prime Bank

PUTTING YOU FIRST

www.primebank.co.ke