

MIGRATION OF SPIRE BANK'S ACQUIRED CUSTOMERS TO EQUITY

FREQUENTLY ASKED QUESTIONS

Equity Bank (Kenya) Limited (Equity Bank) has acquired certain assets and liabilities of Spire Bank Limited (Spire Bank). In the acquisition, approximately 20,000 customers & 3700 loan customers will be migrated to Equity Bank.

The migrated customers will now access banking services at any Equity Bank branch and other channels such as ATMs, mobile banking channels, Equity agents and merchant outlets among others.

Welcome to Equity Family! We're happy to walk with you in your journey of realizing your financial dreams. Karibu Member!

ACCOUNTS

1. With this migration, what happens to my Spire Bank account?

Your Spire account no longer exists. You are now an Equity Bank customer and you have been issued a new account number with Equity Bank where your balance will be transferred.

2. I have a salary account with Spire Bank. Can my employer continue to pay me via this account?

Your Spire Bank account will no longer be active from 1st February 2023. Please update your employer with your new Equity Bank account number.

3. Will my Spire Bank account number change?

Yes, you now have a new account number from Equity Bank

4. What happens if someone sends money to my Spire Bank account?

Any funds sent to a Spire Bank account after midnight 31st January 2023 will not be successful.

5. How do I access funds from my Spire Bank account?

All your funds in Spire Bank have been transferred to your new account at Equity Bank. You can now access these funds from your new Equity account.

6. I have Spire Go Mobile App can I use it to access my Spire Bank account?

No. The Spire Bank mobile app and accounts will not be operable from 1st February 2023. You may access your new Equity Bank account at any Equity branch and through the Equity digital channels (*247#, Equity Mobile app, Equity Online, WhatsApp Banking on 0763000000 or by obtaining an Equitel line)

7. I have a Spire ATM card. Can I use it in Equity channels?

No. Please visit your respective new Equity Bank branch to obtain your new ATM Debit card. You can also register for our digital channels to access your account.

8. Can I still use my Spire bank ATM card to do transactions?

Please visit your respective new Equity Bank branch to obtain your new ATM Debit card.

9. I have a Spire Bank Credit card; can I continue to use the card?

Yes. You can continue using your credit card until to 28th February 2023 when you should have applied and been issued with another credit card from your respective Equity Bank branch

10. I have a Spire Bank cheque book. Can I continue to use the cheque book?

Yes, there will be a grace period up to 28th February 2023 for use of Spire Bank cheque books as we work on issuing you with a new Equity Cheque book.

11. I have issued a Spire Bank cheque. Will it be cleared?

Yes, the cheque will be cleared. This will continue for the cheque book grace period up to 28th February 2023.

12. I issued a Spire Bank post-dated Cheque. Will it be processed?

Yes, the cheque will be cleared. This will continue for the cheque book grace period up to 28th February 2023.

13. I have Standing Order Instructions with Spire Bank. What happens to the order?

The standing order will no longer be active from 1st February 2023. You will be required to initiate fresh instructions with Equity Bank

14. My account has a lien, what happens to the lien?

The lien will be carried over to your new Equity Bank account

15. I have shares with Mwalimu Sacco, has this been moved to Equity?

There will be no changes to shares held with Mwalimu Sacco.

16. If I want details about my Spire Bank account, who do I contact?

You can visit any Equity Bank branch or call our contact centre 0763 000 000 for any assistance.

17. Will Spire Bank still be in operation?

No. Your bank operations will now be available at Equity Bank.

18. How do I know my new Equity Account Number?

You can get your new Equity Bank account number from your respective Equity Bank branch.

19. How do I know my new Equity Branch?

You have been matched to your nearest Equity branch. See below table.

	Spire Branch Name	Equity Branch Name	Equity Branch Location
1	Hurligham	Kilimani Retail	Global Center Building opposite Yaya Centre, Argwings Kodhek Rd, Nairobi
2	Mombasa	Mombasa Moi Avenue	UTC Building, Mai Avenue, Mombasa
3	Chester	Kenyatta Avenue	Caxton House, Kenyatta Avenue, Nairobi
4	Waiyaki Way	Westlands	Arnold Plaza Building, Woodvale Groove, opposite City County Market, Nairobi
5	Kakamega	Kakamega	Abwere Building, along Kakamega Mumias Road
6	Eldoret	Eldoret Market	Equity Eldoret Market Branch Building opposite Turin Supermarket
7	Kisumu	Kisumu Angawa	Equity Building, along Ang'awa Street opposite Sportsground, Kisumu
8	Industrial Area	Enterprise Road	Along Enterprise Road, Next to Hydromatics Ltd Nairobi
9	Nakuru	Nakuru West side Mall	Nakuru Westside Mall, Kenyatta Avenue Street, Nakuru
10	Machakos	Machakos	Kinyali House, Mbolu Malu street, Machakos

20. How can I access my new Equity Bank account?

You can access your new Equity Bank account at any Equity branch and through the Equity digital channels (*247#, Equity Mobile app, Equity Online, WhatsApp Banking on 0763000000 or by obtaining an Equitel line)

21. How do I check my Equity Bank account balance?

You can check your Equity Bank balances from the nearest branch or Equity digital channels: Equitel, Equity mobile app, ATMs, Eva (0763 000 000) on WhatsApp and *247# on all telcos. Alternatively, account statements are sent daily to respective account emails.

22. Can I access my Equity Bank account at an Equity Agent?

You can access Equity Agent services using your new Equity Bank debit card, Equitel Line ,USSD *247# or Equity Mobile App . You can obtain a debit card or Equitel Line at any Equity branch. Dial *247# from any network to register or Download the Equity Mobile App from Play Store or App Store..

23. If I have a query on my Equity bank account, who can I contact?

You can visit any Equity Bank branch or call our contact centre 0763 000 000 for any assistance.

24. Can I access banking services from Equity Bank channels? Which channels are open for me to use and what are the charges?

You can access banking services through all Equity channels. The tariff guide is available on the website through this link: <https://equitygroup Holdings.com/ke/images/docs/tariff-guide.pdf>

25. Can I visit any Equity bank branch and be served?

Yes, you can be served from any Equity Bank branch near you.

26. How can I access my bank statement from Equity Bank?

You can acquire bank statements dated from 1st February through Equity. Any statements before that can be obtained from Spire Bank.

27. What other services will I enjoy from Equity bank?

Equity will provide you with all the financial services you require: transactional and savings accounts, investment management, insurance products and financial support through our loan products to enable you to grow your wealth.

28. I have a loan with Spire Bank. How do I access my loan statement?

If your loan is part of the loans that were acquired by Equity Bank, you will be able to access your statements through any Equity Bank branch or on the Equity channels once you have registered. You can visit your Equity Bank branch for any assistance.

29. I have a loan with Spire Bank. How do I pay my loan instalments?

If your loan is part of the loans that were acquired by Equity Bank, all your loan instalments should be paid to Equity Bank through your new Equity Bank Account. You can visit your Equity Bank branch for any assistance

30. After migration from Spire Bank to Equity Bank what happens to my loan(s)?

Nothing happens to your loan(s). You will continue to service your loans through Equity Bank.

31. I have a loan with Spire Bank, will the loan terms change?

Loan terms will remain the same as they had originally been agreed.

32. I would like to apply for a top-up Loan. How do I apply?

You may apply for a loan top-up through any Equity Bank branch.

33. I would like to offset my loan, how do I offset the loan?

You can offset your loan by making the payment through any Equity Bank branch.

34. Does Equity offer mobile loans?

Yes, Equity offers various digital loan products. Once you have been migrated, Equity Bank will evaluate your account and issue you with a pre-approved limit that you will be able to access through the digital channels.

35. How can I access a loan?

You can access a loan through our digital channels or by visiting any Equity Bank branch.

36. Can I access my new Equity Bank account through my mobile phone?

Yes, you can access your new equity account through Equity digital channels (USSD - *247#, Equity Mobile app, Equity Online, WhatsApp Banking on 0763000000 or by obtaining an Equitel line)

37. How do I get an Equitel Line?

You can get an Equitel line from any Equity Bank branch near you.

38. How can I contact Equity Bank?

You can visit any Equity Bank branch or call our contact centre 0763 000 000 for any assistance.

SECURE BANKING TIPS

Digital banking has become a banking lifestyle for many of us. We pay bills, goods and services as well as send & receive money at a click of a button. Unfortunately, there are some people who have taken advantage of this convenience to defraud customers. We encourage you to be vigilant so that you do not fall prey to these fraudsters. See below some tips:

- REMEMBER your CODE or OTP is your secret. DO NOT share with anyone or allow anyone to assist you to perform any transaction from your phone. You can do all your transactions yourself.
- DO NOT save your PIN, Banking Details on your phone. NEVER share personal details especially your IID number/ Account Number via SMS or call with anyone.
- Contact the Bank immediately if you lose your Equitel line, Equity Payment Card or phone so that the cards and digital banking solutions are blocked.
- Avoid using passwords or PINs that are easy for someone else to guess e.g. sequence number 7777, your year of birth, current year, your ID number, etc
- All official calls from Equity will only come from ONE Number 0763 000 000. Kindly DO NOT engage anyone who calls you from any other number other than 0763 000 000.
- Remember no Equitel or Equity Staff will ever call to ask you for your CODE, OTP, ID Number or any other personal details.
- Should you ever receive a call where you are asked for your CODE, OTP, or input your PIN, immediately terminate the call and forward the phone number used to reach you to 333 via SMS.
- Always note that all messages from EQUITEL (Finserve) or EQUITY, shall have a sender's title reference "EQUITEL" or "EQUITY". You will NEVER receive SMSs from Equitel or Equity using personal lines or personal numbers.
- If you receive a text message informing you that your account has been BLOCKED, SUSPENDED, DEACTIVATED etc. because of one reason or another or due to KRA PIN or linked to another account, please do not call that number.
- At Equity, we do not block your accounts and will not require you to call us to unblock your account.
- Should you come across anyone purporting to be Equity/Equitel (Finserve) employees, pretending to be testing for Equitel network signal do not give them your phone or engage with them.
- Avoid participating in any promotions that are purported to be from Equity or Equitel. Our promotions will never ask you to send money in order to participate nor will it be communicated through personal numbers.
- Some fraudsters also impersonate Equity sales agents for SIM Cards, phones or technicians checking signal strength. Please note that all Equitel SIM Cards and phones are only sold at branches and selected Equity agents. If you meet such people, please ignore them and contact us immediately. Avoid direct confrontation.
- Delete all text messages from the Bank especially before you share or sell your device. Whenever in doubt, please contact us through the official contact centre number 0763 000 000 or visit the nearest Equity Branch. Our lines are open 24 hours a day, 7 days a week.
- Do not reply to SMS messages offering soft loans, informing you that your account has a problem or you have won a competition that you did not participate in. Ignore, and report that number by sending it via SMS to 333.
- Always keep your Equity Card with you. Again, do not share your PIN with anyone. When making transactions at an agent or at a merchant (paying for goods and services at hotels, supermarkets) ensure that you can always see your card at all times, and that the Agent only records your account number.
- Ensure you log out from your online banking platforms and check that your password is not autosaved by your browser or phone. If you have any questions or clarifications, we advise you to:
 - o Visit any Equity branch or any branded Equity Agent near you
 - o Call 100 from your Equitel line for free
 - o Call 0763 000 000 from any other mobile network.
 - o Inform the village elders or authorities when you spot these fraudsters.

DISCLAIMER

Kindly note that the above tips are among many other ways that a fraudster might use to defraud the Customer, therefore the advice is not limited to the above mentioned.