

CASH MANAGEMENT – Frequently Asked Questions

ABOUT CASH MANAGEMENT

1. What is the role of Cash Management at CBA?

Cash Management department comprises of Product Specialists providing tailor made solutions for E-channels, Collections (Account Receivables), Payments (Accounts Payable) and Liquidity Management

2. Which customers do you serve?

Cash Management caters for all the bank's customers; but with a focus on Corporate and Business Banking (SME) customers

3. My company is based upcountry. How can I access Cash Management services?

Cash Management leverages on technology and partnerships in order to offer solutions and products to our customers irrespective of location and branch presence.

4. What areas are covered by Cash Management Products?

- Collection Solutions
- Payment Solutions
- Liquidity Management
- E-Channels

PAYMENT PRODUCTS

5. What options are available to make payments to my staff or suppliers?

- **Online Bulk Payments:** This is an internet based solution designed to handle numerous transactions/payments to different beneficiaries in a single batch. With a single debit to your account payments will be made to multiple beneficiaries either via EFT, Banker Cheques, Cash, Mobile Money, RTGS
- **Corporate ATM's:** This solution is targeted at corporate customers who have a large number of employees in a particular location e.g. Farms, Factories etc. The solution entails installing ATMs at your premises and providing the technical support for managing the ATMs. Staff members will then have cards which they use at the ATM's to withdraw their wages, view their balances etc. The ATM's are located at your premises and are accessible to the staff to withdraw the wages paid to them at any time of the day leaving more time for productive work.
- **Wage Packeting:** This solution involves packaging money in predefined denominations and amounts, delivering and distributing these packets to the beneficiaries. It is a service ideally suited for customers with large numbers of wage earners like farms and factories and with beneficiaries receiving low value payments. The solution will not require any capital investment and is offered in conjunction with a reputable Security Services provider
- **Standing Orders:** This solution allows for preauthorized, recurring, fixed amount payments out of your account. You will instruct us to pay a specified amount, directly from your account, to a

named party on a regular basis, for a stated period. This will usually be payments like; Insurance premiums, Loan repayments, Annual Subscriptions, sometimes even salaries.

- **Mobile Payments:** This solution allows you to make payments directly from your corporate current account to beneficiaries on their Mobile Money accounts (e.g. M-Pesa) on their handsets. We have partnered with Mobile Network Operators to ensure seamless transfers to the beneficiaries.

COLLECTION SOLUTIONS

6. What options are available to manage my receivables?

- **Valuables in Transit (VIT):** Using a reputable service provider, we offer secure transit of valuables through to and fro your premises either on an adhoc or scheduled frequency. Available to Corporate & SME customers, this service includes the following solutions:
 - Cash/Cheque Collection
 - Cash Delivery
 - Onsite tellers
- **In-Branch Collections:** This solution will enable you collect funds from your distributors, agents, students into one centralized account using our branch network. We will ensure data capture at our branches for any information that you require that will aid in reconciliation to your accounting system. Where required we will also provide customized deposit slips that aid the person depositing funds to capture all the relevant information.
- **Mobile Collections e.g. M-Pesa Paybill:** We have partnered with Mobile Network Operators to allow you receive funds directly into your bank account from payer's mobile money wallets (e.g. M-Pesa). This solution is ideal for high volume, low value transactions and captures all the relevant depositor information directly onto your account statement, which is then accessible via our online banking platform. This product allows a wide geographic reach without you or us having to be everywhere.
- **Direct Debits:** Direct debits are an easy and convenient way to collect regular and scheduled payments from your customers. It is regular and automated and gives you control over your receivables. You do not need to spend huge resources following up on regular payments, thereby freeing up time for your employees to concentrate on building relationships and significantly eases the financial management process.
- **M-Pesa Super Agency:** As the M-Pesa network continued to grow; M-Pesa chose to partially outsource the float (e-value) management function by licensing Super Agents. We have been appointed by Safaricom as one of their super agents. We acquire float from M-Pesa and interact with the agents by either selling the float to them or redeeming the their float for cash, reducing the turnaround time for receipt of float

- **Post Bank Collections:** CBA has partnered with Post Bank to offer corporate customers the ability to make deposits and payments from any Post Bank branch countrywide. This partnership ensures that customers can access branch services in areas where CBA is not represented by a branch.

LIQUIDITY MANAGEMENT PRODUCTS

7. How do I consolidate my funds across my various accounts?

- **Auto Sweep:** Cash pooling is important to a company's financial management strategy. It allows companies to maximize both the current credit and debit positions so that the corporation receives the most benefit from those positions. The most popular approach to cash pooling is the concentration of cash into one central account. The company will maintain enough money in a current account to cover working capital requirements, with all excess funds moved to an interest earning account in order to generate some interest income from the balance using the Auto Sweep solution.
- **Reporting Solutions:** Reporting is a key function of every company and we provide a number of options customized to fit your requirements. We currently offer the following solutions: Mail Collection and Delivery for printed statements, Real Time account Information via CBA Internet Banking, Account Statement extracts (CSV,PDF, HTML, XML) allowing seamless reconciliation on your chosen accounting system.

8. What e-channels can I access through Cash Management?

- CBA Internet Banking
- Mobile Banking
- ATMs

CBA INTERNET BANKING

9. What is Internet Banking?

With CBA Internet Banking you can transform your home or office computer into a complete personal financial management centre. To deliver on this, we have developed a secure, fully transactional, Internet-based banking platform. This gives you the freedom to access your accounts and transact at your convenience. All you need is a stable Internet connection.

10. What services can you access on CBA Internet Banking?

Customer Information	Payments	Card Services	Customer Services Requests
<ul style="list-style-type: none"> ▫ Account Balances ▫ Account Details ▫ Transaction History ▫ Loan Details 	<ul style="list-style-type: none"> ▫ To your own CBA accounts ▫ To any other CBA accounts 	<ul style="list-style-type: none"> ▫ Access Card ▫ Transaction Details ▫ Card Account 	<ul style="list-style-type: none"> ▫ Cheque Book ▫ Bankers cheque request

<ul style="list-style-type: none"> ▫ Deposit Details ▫ Download statements in pdf , csv and xml formats ▫ Print Statements and transaction advises 	<ul style="list-style-type: none"> ▫ To other local Banks ▫ To Mobile Money Accounts e.g. MPESA ▫ To International Banks ▫ Maintain a register of regular beneficiaries ▫ Urgent payments (RTGS) ▫ Bankers checks ▫ Standing Orders <ul style="list-style-type: none"> ○ Initiate and amend ▫ Direct debits ▫ Sweeps <ul style="list-style-type: none"> ○ Initiate and amend 	<ul style="list-style-type: none"> Balances ▫ Request to change your billing dates ▫ Request to change your card limits ▫ Pay your card account ▫ New card request 	<ul style="list-style-type: none"> ▫ Stop Payments ▫ New Account request ▫ Loan request ▫ Deposit initiation ▫ Statement request
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In addition to the above, Corporate customers can access the following services:

Trade Finance	Bulk payments
<ul style="list-style-type: none"> ▫ Initiate, amend or cancel Letters of Credit ▫ Initiate, amend or cancel Guarantees ▫ Make enquiries 	<ul style="list-style-type: none"> ▫ Local funds transfer ▫ RTGS ▫ International payments ▫ Mobile Money e.g. MPESA ▫ Bankers Checks ▫ Direct debits

MOBILE BANKING

11. What services can I access on Mobile Banking?

Information	Funds Transfer	Credit Card Information	Customer Service Requests
<ul style="list-style-type: none"> ▫ Balance enquiry ▫ View mini-statement ▫ Branch locations ▫ ATM locations ▫ Foreign exchange rates ▫ Contact details 	<ul style="list-style-type: none"> ▫ To M-Pesa ▫ Between your CBA accounts ▫ To any other CBA accounts ▫ To other local Banks 	<ul style="list-style-type: none"> ▫ Available balance ▫ Amount due for payment ▫ Payment date 	<ul style="list-style-type: none"> ▫ Adhoc statements ▫ Banker's cheques ▫ New PIN (Card or internet banking) ▫ Airtime Purchase

12. How do you register for the service?

Visit any of our branches and fill in the Electronic Banking Form available at our customer service desks. You can also download the application forms on our website www.cbagroup.com and drop them off at a CBA branch near you once they are complete.

13. How will you access CBA Mobile once registered?

Once registered you will receive a confirmation SMS containing your PIN and an additional 3 messages that contain the links to download the CBA mobile banking application depending on your phone make and model. There are 3 links for the 3 operating systems currently being supported. i.e.

- Java (All Nokia, Samsung, LG etc.)
- Android (phones with Android software e.g. new generation Samsung handsets)

- BlackBerry for all BlackBerry phones.

Click on the appropriate link depending on your phone type and wait for the application to be downloaded. Once it has downloaded, you will be requested to launch the application; which will bring you to the log in screen. Input your registered mobile number (the one indicated on the form) and PIN as received on SMS to access Mobile Banking services.

14. How do you access if your mobile phone is not Internet enabled?

You can access the service by dialing *654# currently on Safaricom & Airtel lines only.

15. How do you register for mobile banking?

Visit any of our branches and fill in the registration form.

16. Are there any charges for the registration for mobile banking?

There are no charges to register for mobile banking. However, once registered, normal charges are levied on your transactions

NB: Normal mobile network operator charges will apply for Internet services where using the CBA mobile application.

17. What do you do if you forget your PIN?

Please call our Customer Contact Centre on +254 711 056 444 to request for a new PIN. Your PIN will be sent to you via SMS and you have the option of changing your PIN once you log-in.

18. Will you be able to access all your accounts?

You can access all your accounts apart from your loan accounts.

Funds transfer services however, are currently only accessible for the Kenya Shilling current accounts

19. How do I get started?

Simply contact Cash Management on cashmanagement@cbagroup.com, your Relationship Manager, or the nearest CBA branch. You can also call the Contact Centre on +254 2884444