



PARAMOUNT BANK

Enabling You To Reach Your Peak

Key Facts Document

We encourage all our clients to read this document in order to ensure that you are utilizing all services available.





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To All Our Esteemed Customers,

Paramount Bank would like to thank all our existing customers for their confidence and trust in our products and services offered. We also welcome new customers to the Paramount Bank family that is built on a foundation of mutual respect and care. In accordance with the Banking Charter, we have provided below key facts regarding all our products and services. We encourage you to go through these key facts so that you continue your relationship with the bank in a transparent and open manner. Please note that the fact sheet is general in nature and we encourage you to read the specific products 'General Terms and Conditions'.

Thank you.

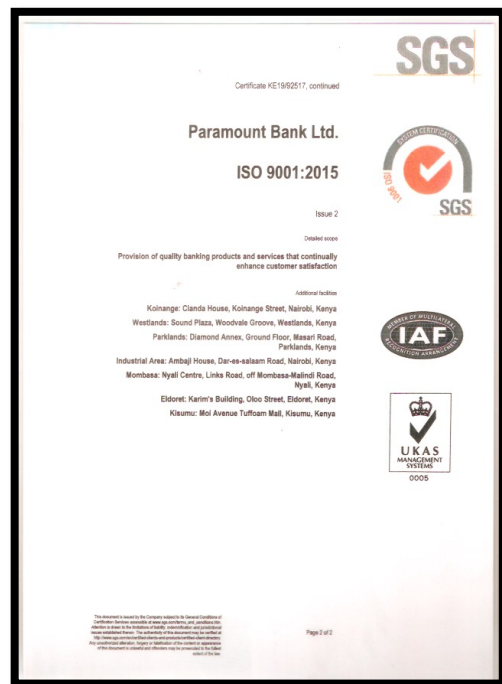
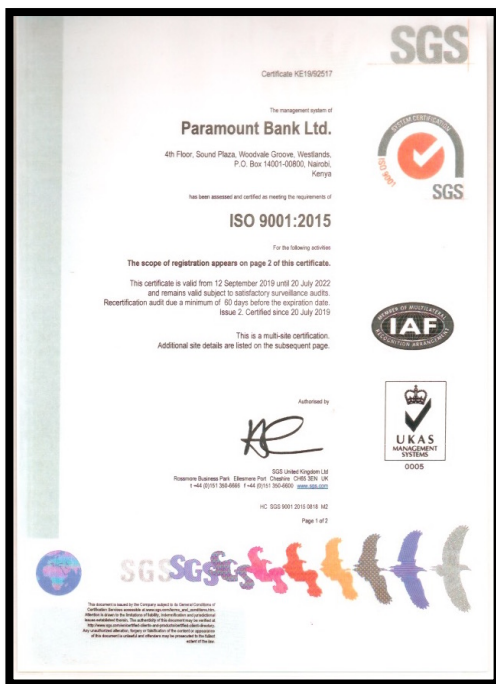
Best Regards,
Paramount Bank Limited

Paramount Bank ISO Certification

Paramount Bank Ltd attained the **ISO Standard 9001:2015** in September 2019.

ISO 9001 is an international standard that specifies requirements for a Quality Management System (QMS). Organizations use the standard to demonstrate the ability to **consistently provide** products and services that meet customer and regulatory requirements. Achieving **ISO 9001:2015** certification means that Paramount Bank Ltd has demonstrated the following:

- Follows the guidelines of the **ISO 9001** standard
- Meets customer, statutory and regulatory requirements
- Maintains relevant documentation as per the requirements of the standard



For Any Further Enquiries

If you need any further information on the products and services offered by Paramount Bank, you can do so by:

- Visiting our website at www.paramountbank.co.ke
- Emailing us at customerservice@paramountbank.co.ke
(Subject line must read: Products & Services)
- Call us on: +254 709 935 000
- Visit any one of our branches near you

(Please see Branch Network attached at the end of document)

Types Of Accounts

Types Of Accounts	Target Clientele	Benefits
Personal Checking Account	This account is designed for individuals' personal needs , with Cheque Book issuance.	<ul style="list-style-type: none"> • UNLIMITED deposits and withdrawals (First 16 transactions free) • Issuance of Cheque Book • FREE Monthly E-Statements on demand • Mobile & Internet Banking access • Cash or Cheque deposits/withdrawals at any Branch • SAME DAY clearing for PBL drawn cheques from any branch. • NO cash-handling fee. • Standing orders • Banker's cheque (Local & foreign currency) • Incoming & Outgoing international transfers
Current Account (KES)	These accounts are flexible and designed to suit individuals, companies, societies, NGO's, partnerships, clubs, churches, etc. Popular due to ease and speed of access . Holders can deposit or withdraw funds without notification or limit on the amount to draw .	<ul style="list-style-type: none"> • SAME DAY clearing for PBL drawn cheques from any branch. • NO cash-handling fee. • Cheque book issuance • Standing orders • Banker's cheque (Local & foreign currency) • Incoming & Outgoing international transfers • Internal account transfers • FREE Monthly E-Statements on demand • Internet and Mobile Banking access • Min ledger fee (KES 250/-) • Max ledger fee (KES 1,000/-)
Current Account (Fx) (USD, GBP, EURO)		<ul style="list-style-type: none"> • SAME DAY clearing for PBL drawn cheques from any branch. <p>For a monthly fee of USD \$5 and/or equivalent:</p> <ul style="list-style-type: none"> • Standing orders • Cheque book issuance • Bankers Cheque (local & foreign currency) • Incoming & Outgoing international transfers • Internal account transfers • Monthly account E-Statements • 1% charge on Fx cash withdrawals

Paramount Junior (PJ) Account	This account is dedicated for our young angel's savings , where parents look to secure their future.	<ul style="list-style-type: none"> • NO charges • COMPETITIVE Bi-annual interest earning • UNLIMITED free deposits • FREE bankers cheque for school fees • FREE internal transfers within the branch network • Mobile & internet banking access • FREE GIFT!!
Fixed (Term) Deposit Account	This account is specifically tailored for the saver who wishes to have a continuous saving scheme .	<ul style="list-style-type: none"> • Competitive rates of interest • Account can be opened for a fixed term of a minimum period of one month, extendable at your discretion • SELECT the most favorable deposit rate with the term that suits your needs • Fixed deposit receipt provided • Penalty on premature withdrawals
Call Deposit Account	This account allows the saver flexibility on access to funds whilst earning interest .	<ul style="list-style-type: none"> • Competitive Interest paid on daily balance • NO charges on account • Minimum period of 7 days • Withdrawals with no notice period required • Receipt provided
Special Time Deposit Account	This account also allows the saver flexibility on access to funds whilst earning interest .	<ul style="list-style-type: none"> • Interest earning account. • NO charges on account • Interest paid monthly • ACCESS to your Special Time Deposit Account from any of our branches
Risks	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • All charges are subject to further government taxes and levies. • Interest rate payable on all deposit account products are subject to change. • Additional regulations in the industry may lead to the Bank requesting for additional documentation. 	
Documentation Required (Where applicable)	<ul style="list-style-type: none"> • Completed Account opening form • Copy of the National Identity Card • Copy of PIN Certificate • Birth Certificate (For Paramount Junior Account Only) • Letter from employer confirming terms & conditions of employment (if applicable) • Utility Bill or any other proof of residential address • 2 Passport Size photos • Company Certificate registration • Company Memorandum & Articles of Association • Company Board Resolution • Next of Kin Details • Source of Funds • PBL internal documents (Internet & Mobile Banking Application Forms etc.) 	

(For all charges regarding our products and services, visit www.paramountbank.co.ke and) download our 'Tariff Guide.'

Loans

We offer **affordable** personal and business loan facilities with a **flexible repayment period**. These facilities have a **simple and straightforward** application process, and are available to individuals, joint account holders and corporates.

Loan Type	Features
Business Loan	<ul style="list-style-type: none"> • Medium/Long term loan • Easy and affordable monthly installments • Repayment is on installment date • Interest on loan balance is accrued daily • Available in BOTH Local and Foreign Currencies • Available for Sole Proprietorships / Companies
Daily Balance Loan (DBL)	<ul style="list-style-type: none"> • Short/Medium term loan • Easy and affordable monthly installments • Deposit to loan account is open at anytime • Interest on loan balance is accrued daily • Available in BOTH Local and Foreign Currencies • Available for Individuals / Corporates
Ordinary Loan	<ul style="list-style-type: none"> • Short/Medium term loan • Easy and affordable monthly installments • Repayment is on installment date • Interest on loan balance is accrued daily • Available in BOTH Local and Foreign Currencies • Available to Individuals / sole proprietorships
Insurance Premium Financing (IPF)	<ul style="list-style-type: none"> • 10 months term loan • Easy and affordable equated monthly installments • Repayment is on installment date • Flat rate interest collected upfront • Available for both Individuals and Companies
Overdraft	<ul style="list-style-type: none"> • Renewable every 12 months • Interest on debit balance is accrued daily and debited monthly • Available in BOTH Local and Foreign Currencies • Available for BOTH Individuals and Companies
Mortgage Loan	<p style="text-align: center;">This facility enables Clients the ability to purchase a home of their choice at competitive market rates of interest and Flexible terms of re-payment.</p> <ul style="list-style-type: none"> • Quick disbursement • Affordable market interest rate • Flexibility on repayment terms and conditions

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Value-Added Products

Value Added Products	Target Clientele	Benefits
<p>Paramount Bank Mobile App</p>	<p>Fast, Easy, Convenient and Secure way to access your bank account.</p> <p>Download the PARAMOUNT BANK APP from the App/Play Store</p> <p>Alternatively: Dial *356# (Safaricom Only) to access mobile banking services.</p>	<ul style="list-style-type: none"> • Balance Enquiry • Account Summary • Funds Transfer (Between Paramount Accounts) • Mobile Airtime Top-up (Safaricom, Airtel and Orange) • Utility Bill Payment (KPLC, Zuku, DSTV, GOTV, Nairobi Water, etc...) • Email Alerts for account transactions • Lifestyle Features (Traffic Cameras, Business tools and extras) • Paramount Account to M-Pesa Transfers (or Vice Versa) • Local banks fund transfer services available (Pesalink)
<p>Internet Banking</p>	<p>A convenient way to access and manage your bank account 24/7.</p>	<ul style="list-style-type: none"> • Internal Funds transfer services • Cheque book request • Transaction Query • View Account Information • Print detailed account statements • Paramount Account to M-Pesa Transfers (or Vice Versa)
<p>SMS Alerts</p>	<p>You can now receive SMS alerts or notifications for transactions done on your account(s). Simply subscribe for our SMS alerts service:</p> <p style="text-align: center;">To subscribe, visit www.paramountbank.co.ke, download: 'SMS Alerts Application Form'</p>	
<p>Risks</p>	<ul style="list-style-type: none"> • Charges indicated on the products are subject to review by the Bank • Use of services is entirely at your own risk. • Information and materials contained on the products are subject to change at any time • Additional regulations in the industry may lead to the Bank requesting for additional documentation. 	

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Money Transfer Services

Money Transfer	Target Clientele	Benefits
Pesalink	New interbank service that enables transfer of funds from one bank account to another in real time, (24/7).	<ul style="list-style-type: none"> • Available on Paramount Bank APP ONLY • Send or Receive: (Ksh 10/- upto Ksh 999,999/-) <p>Simply 'Link your Phone' and be able to:</p> <ol style="list-style-type: none"> 1. Send/Receive money to Phone 2. Send/Receive money to Account 3. Send/Receive money to Card
MoneyGram	Safe, Fast way to send and receive money Worldwide!	<ul style="list-style-type: none"> • Has over 200,000 agents worldwide • Money spent will be received within 10 MINUTES anywhere in the world • Able to personalize messages • Service available to anyone; you do not need to have a bank account
Real-Time Gross Settlement & Electronic Fund Transfer (RTGS & EFT)	<p>This is the local transfer of money from one bank account to another. It is a QUICK, EASY and SECURE service.</p> <p>To utilize these services, visit www.paramountbank.co.ke and download: 'Local Electronic Funds Transfer Form'</p>	
Society For Worldwide Interbank Financial Transactions (SWIFT)	<p>This internationally money transfer service offers highly secure transfers between local and international bank accounts, providing the speed and accuracy desired by the customers.</p> <p>To utilize this service, visit www.paramountbank.co.ke and download: 'Foreign Exchange Form'</p>	
M-PESA	<p>Simply use Paramount Bank's Paybill number 907950 and receive payments from M-Pesa, transferred instantly and directly to your bank account.</p> <p>Instructions:</p> <ol style="list-style-type: none"> 1. Go to 'LIPA NA MPESA' 2. Enter PAYBILL Number 3. Enter 12-Digit Paramount Bank Account Number 4. Enter Amount & Pin <p>Amount transferred directly to the respective Paramount Bank account!</p> <p style="text-align: center;">Alternatively: (For Safaricom Users)</p> <ul style="list-style-type: none"> • DIAL *356# • Follow instructions to transfer 	

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Card Centre

	Target Clientele	Benefits
Credit Cards	<p>With our international MasterCard credit cards, our customers have a convenient and secure way to live their everyday lives.</p> <p>These cards include the GOLD/TITANIUM and STANDARD credit cards, which are accepted in ALL MasterCard branded local and international locations.</p>	<ul style="list-style-type: none"> • FREE SMS & email notification on all card transactions • FREE SMS & email reminder on statement amount due and due date • FREE real-time online card account access • FREE email statement of accounts • Cash advance at all MasterCard branded ATMs and locations • International & Domestic Use • Ease of payment through auto-debit • Supplementary card for spouse & children • Corporate card issuance • 24/7 Multi-lingual Customer Service (English, French, Arabic) • 3-D Secure Feature when using card online
Risks	<ul style="list-style-type: none"> • The Bank may demand at its discretion any amounts due on the Card Account if there is any breach of the Agreement herein by the Principal Cardholder. • The Bank Card Centre must be notified in writing of any change in the Cardholder's address. Any notice or correspondence sent by the Bank or its advocates to the Cardholder at the address last notified to the Bank by the cardholder shall be deemed duly served. 	

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Treasury and Trade Finance

Treasury Products	Target Clientele	Benefits
Trade Finance: Letters of Credit & Guarantees	<p>LC's: We have a well-established portfolio of correspondent banks that enable us to offer an efficient Trade Finance Service to our clients. This facility caters to both Exporters and Importers.</p> <p>Guarantees: Our Corporate Guarantees are in both LOCAL and FOREIGN currency.</p>	<p>LC's: We offer Documentary Letters of Credit to all customers engaged in international business.</p> <ul style="list-style-type: none"> • Competitive charges/rates • Effective Service including: <ul style="list-style-type: none"> - Import LC's - Export LC's <p>Guarantees:</p> <ul style="list-style-type: none"> • Competitive commission rates • Speedy issuances
Terms and Conditions	<p>Letters Of Credit</p> <ul style="list-style-type: none"> • In consideration of opening a Documentary Letter Of Credit, all clients must read carefully the 'Terms and Conditions' before applying for the service. • The 'Terms and Conditions' can be found attached to the application form. • It is understood and agreed that all risks, including exchange risks, arising out of or consequent on the issue of this letter of credit are to borne by me/us alone and that the bank and /or its agents are not to be held responsible for any errors or delays on the part of the postal system or telex or cable companies or authorities in the transmission of any instructions or correspondence regarding this letter of credit. 	
Documentary Collections and Foreign Exchange	<ul style="list-style-type: none"> • The Bank undertakes Documentary Collections on behalf of its Clients engaged in Import (Inward Collection) and Export (Outward Collections) Trade. • We have a live connectivity to the Bloomberg Dealing System to facilitate the provision of competitive Foreign Exchange Rate. • We offer both SALE and PURCHASE of Foreign Currency in USD, GBP, EUR, CAD, AED, CHF, JPY, CNY and INR and a full range of Forex Banking Products. • Transactions handled include SPOT and FORWARDS. 	
Risks	<ul style="list-style-type: none"> • Foreign Exchange rates are subject to market conditions and fluctuate from time to time. • The bank is not responsible for any exchange rate loss incurred by clients on account of market volatility. 	

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BRANCH NETWORK

<p>HEAD OFFICE Sound Plaza - 4th Floor, Woodvale Grove, Westlands P.O. Box 14001 - 00800 Nairobi- Kenya Email: info@paramountbank.co.ke</p>	<p>Telephone: (+254)20 444 9266/ 7/ 8 0709 935 000 / 0723 564 254 / 0734 258 020 / 0735 445 506 / 0735 445 507</p> <p>Priority Line: 0709 935000</p>
<p>CARD CENTRE 24 Hours Customer Service Email: cardcenter@paramountbank.co.ke</p>	<p>Telephone: (+254)20 4444751</p>
<p>MOBILE/INTERNET BANKING Email: customerservice@paramountbank.co.ke</p>	<p>Telephone: (+254)707 446 277 Priority Line: 0709 935 000</p>
<p>WESTLANDS BRANCH Sound Plaza - Ground Floor, Woodvale Grove, Westlands P.O. Box 14001 - 00800 Nairobi, Kenya Email: westlandsbranch@paramountbank.co.ke</p>	<p>Telephone: (+254)723 564 254 0734 258 020 / 0735 445 506 0735 445 507</p> <p>Priority Line: 0709 935 000</p>
<p>PARKLANDS BRANCH Diamond Plaza, New Wing-Ground Floor, Masari Road, Highridge P.O. Box 13677 - 00800 Nairobi, Kenya Email: parklandsbranch@paramountbank.co.ke</p>	<p>Telephone: (+254)724 2553 25 0733 600 119 / 0724 255 325</p> <p>Priority Line: 709 935 000</p>
<p>KOINANGE BRANCH Cianda House, Ground Floor, Koinange Street, City Centre Opposite the old location P.O. Box 42363 - 00100 Nairobi, Kenya Email: koinangebranch@paramountbank.co.ke</p>	<p>Telephone: (+254)20 2215468/ 9/ 70 0732 445 508/90</p> <p>Priority Line: 0709 935000</p>
<p>NYALI BRANCH Nyali Center - Ground Floor, Links Road, Mombasa P.O. Box 88775 - 80100 Mombasa, Kenya Email: msabbranch@paramountbank.co.ke</p>	<p>Telephone: (+254)41 2319635/ 6/ 7 0738 998 976 / 0728 606 652</p> <p>Priority Line: 0709 935 000</p>
<p>ELDORET BRANCH Karim's Building - Ground Floor- Oloo Street P.O. Box 4362 - 30100 Eldoret, Kenya Email: eldbranch@paramountbank.co.ke</p>	<p>Telephone: (+254)704 385 731 0736 445 507 / 0738 445 507 Priority Line: 0709 935 000</p>
<p>INDUSTRIAL AREA BRANCH Ambaji House - Ground floor, Dar es Salam Road P.O Box 14001 - 00800 Nairobi, Kenya. Email: industrialarea@paramountbank.co.ke</p>	<p>Telephone: (+254)723 564 254 0734 258 020 / 0735 445 506 0735 445 507</p> <p>Priority Line: 0709 935 000</p>
<p>KISUMU BRANCH Tuffoam Mall P.O Box 3788 - 40100 Kisumu, Kenya. Email: kisumubbranch@paramountbank.co.ke</p>	<p>Telephone: (+254)709 935 000 (+254)20 4449266/ 7/ 8</p> <p>Priority Line: 0709 935000</p>