



## Customer Notice

Dear Valued Customers,

### **CORE BANKING SYSTEM UPGRADE - STANBIC BANK**

Please be informed that Stanbic Bank will be upgrading its Core Banking System from **18th October 2024 to 21st October 2024**.

During this period:

- **Branch Closure:** All bank branches will be closed from **18th October 2024, 1700 hours** and will resume operations on **22nd October 2024, 0800 hours**.
- **Digital Banking Channels Unavailability:** Digital banking services will be temporarily unavailable starting from **18th October 2024, 2130 hours** until **21st October 2024, 2130 hours**.

We kindly advise **Kargo Pay** users to fund their wallets in advance to avoid any disruption. The bank will continue to support you in clearing any movement of funds during this period.

For assistance, please reach out to the Credit Control office on email: [creditcontrol@kpa.co.ke](mailto:creditcontrol@kpa.co.ke) and or by phone at **041 2113736**.

We sincerely apologize for any inconvenience caused and appreciate your understanding as we work to enhance our services.

Thank you for your cooperation.

A blue ink signature of Capt. William K. Ruto, consisting of stylized initials and a surname.

PP Capt. William K. Ruto, AFNI, MBS

**MANAGING DIRECTOR**