

KIB MONTHLY

BANKERS JOURNAL

MAY 2022 EDITION



KIB Wins Continental Award

KIB 2.0

New . Energized . Innovative

Upcoming Interbank Sports

The Interbank Sports is a flagship event that is planned and organized by the Kenya Institute of Bankers. It is a galvanizing event that brings together all the staff members of various banks, for a full week of sporting events that are essential to the strengthening of the common goals and aspirations shared across board, both for posterity and growth.

The Interbank Sports 2022, which is scheduled for October 22th – 29th, 2022 at the Kenya School of Monetary Studies [KSMS], will equally be held at a **regional** level in Kisumu and Eldoret. The Kisumu Interbank Sports 2022 is scheduled for September 10th - 17th, 2022. The Eldoret edition is scheduled for September 5th - 11th, 2022. These two events at the regional level will mirror the main event in Nairobi, and will be a precursor to the latter.

There is an array of sporting activities in which bank employees and representatives can register to participate. The Interbank Sports is a signature event for the Kenya Institute of Bankers, and has been running for over two decades.

Sporting events categories

1.	Football [men & women]	14.	Table Tennis (Men)	27.	400 metres (women)
2.	Basketball (men)	15.	Darts	28.	800 metres (men)
3.	Basketball (women)	16.	Snooker	29.	800 metres (women)
4.	Squash (men)	17.	Draughts	30.	4 x 100 metres (men)
5.	Squash (women)	18.	Chess	31.	4 x 100 metres (women)
6.	Badminton	19.	Handball	32.	4 x 400 metres (men)
7.	Volleyball(Men/Women)	20.	Scrabble	33.	4 x 400 metres (women)
8.	Swimming (men)	21.	100 metres (men)	34.	1500 metres (men)
9.	Swimming (Women)	22.	100 metres (women)	35.	Golf
10.	Netball	23.	200 metres (men)	36.	Table Tennis(Women)
11.	Tug-of-War	24.	200 metres (women)	37.	Corporate Run
12.	Lawn Tennis (men)	25.	400 metres (men)	38.	CEO's Run
13.	Lawn Tennis (women)	26.	400 metres (women)		

Editorial Board

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Chief Executive Officer:	Julias Alego
Governing Council Chair:	John Rioba
KIB Patron:	Dr. Patrick Njoroge

POINTERS



Training

Several Banks are currently undergoing different comprehensive trainings facilitated by KIB.



Leadership

KCB Group appointed a new Chief Executive Officer.



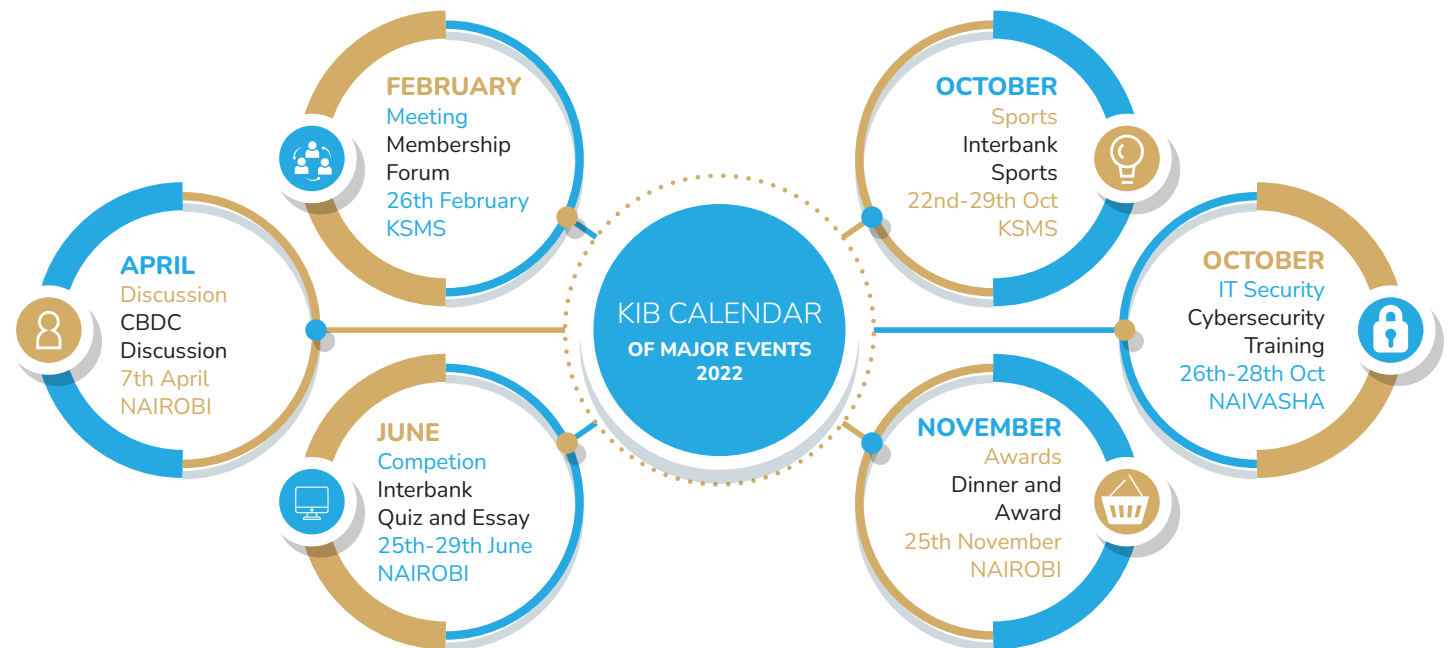
eLearning

The Training team was able to develop an AML E-learning Resource.



Award

KIB was feted at a major African Bank Summit.



The Chairman's Note



The month of May has been a remarkable one for the entire KIB fraternity. On behalf of the Governing Council, allow me to report that the Institute continues on a steady trajectory to improve service delivery and develop a stronger value proposition for its members.

In the past one month, the Governing Council has continued to revamp the key undertakings of KIB through various sub-committees that were established to run the affairs of the Institute.

One undertaking which is critical to KIB is the Review of the current constitution in order to draft a new one. That exercise is already ongoing, and there is tremendous progress so far, with the teams involved taking time to assess the document through our legal and administrative departments. Through this process, we hope to come

up with a document that will serve the Institute for the next foreseeable future.

We have also had working engagements to plan for the forthcoming Interbank Sports that is scheduled for October 2022. We urge all the members of KIB to sign up and begin registering for individual participation in the various sporting disciplines that are listed for the event.

We also seek to broaden our partnership with various institutions that may want to sponsor the event for greater traction in regards to their businesses. We look forward to partnering with you on this event.

Last but not least, we are delighted that through our Patron, Dr. Patrick Njoroge, we are gaining a lot of traction from the support he has afforded us so far. We look forward to great days ahead as we seek to serve you better.

John Rioba

Chair of the Governing Council

KIB Pillars



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From the CEO's Desk



The month of May was eventful for KIB. We participated at the 8th Africa Bank 4.0 Summit, which was held at the Movenpick Hotel from May 23, 2022 to May 27, 2022.

KIB was an event partner for the organizers, and participated in the continental event as the lead banking institute. It was a great honor that we rose to the occasion on the African continent, by helping to host the event.

I'm happy to report that we were feted at the event for our positive impact on the community in terms of Banking. KIB was feted therefore for **Outstanding Contribution to the Banking Community in Kenya**.

We wish to dedicate this Award to our Patron, Dr. Patrick Njoroge, who is the Governor of the Central Bank of Kenya, the entire KIB Governing Council, the Secretariat, our corporate and individual members, and all our partners who have stood with us throughout the years. We wouldn't have done it without you. We look forward to involving most of you in the coming editions of the Africa Bank 4.0 Summit, which is held annually across the African continent.

As we extend gratitude to members of the Institute for this outstanding support, we wish to duly report that we are now fully on track to recover, as we focus all our efforts on the Transformation Agenda at KIB, which is institutionalized in the Five-Pillar Strategy.

We are also well-poised to hold the Banking Essay and Quiz in June, the Interbank Sports in October and the Annual Dinner, which this time round will feature the newly-introduced KIB Banking Awards, which seeks to celebrate individual bankers for their exemplary work and contribution to the financial sector.

We have also revamped our training agenda to feature several banking and finance-related trainings, which we couldn't do last year due to Covid-19. A detailed training Agenda, as well as an Events Calendar, available to all our members.

Allow me to report that we have most recently developed an AML Virtual Learning Platform for all our members who may wish to take the course on a self-study mode and graduate. It is available on KIB Website for consideration, and our team will always be on hand to assist those who may want to enroll for this self-study.

Further afield, we are in the process of evaluating our Academic department to address the changing needs and demands of the banking sector in the 21st century. In this regard, we have re-constituted the Academic Board, and are the process of reviewing and adopting a new curriculum for the institute.

We are also delighted by the successful registration of the KIB School of Banking & Finance, which will take over all the Academic undertakings at the Institute from this year. These are important engagements that will not only give us the impetus we need for success, but will also enable us to serve banking sector professionals better, and with greater competency and efficiency.

It is our hope that this copy will truly enrich you. Thanks for your support always.

Julius Alego

CEO, Kenya Institute of Bankers



Section 1: Training News and Developments

The KIB training Department has had numerous developments in the past month, which we seek to report on herein.

Virtual training of KCB Group staff

KIB conducted a successful virtual training for KCB Group staff members, during which the bank employees acquired vital knowledge in the area of Laws Relating to Banking.

There was a 100 per cent completion rate for this programme, which was later crowned with a virtual Graduation, which was happening for the first time at KIB. While noting the great achievement, KIB Training and Consultancy Lead, Margaret Munene, extended gratitude to KCB Group leadership for trusting KIB with this crucial training engagement.

“It was truly an honor to do this

training engagement,” Margy says. “The KCB Group staff were exceptionally cooperative and eager to learn, that is why there was a one hundred per cent completion rate. We look forward to more trainings of this nature.”

AML E-learning Resource

Recently, through the ICT Department, the Training team was able to develop an AML E-learning Resource that is now available for banking sector professionals. The Course is purely online, and once done, ends with a Certificate issuance from the Institute.

The Department is in the process of developing several other such online courses to cater for the needs of banking professionals who might be too busy to attend physical trainings organized by KIB on various topics of courses of interest. Equally, the department has received a significant boost

from the management through the enhancement of internet capacity, which would help with online trainings through webinars e-learning portals available at KIB.

Banking 101 for Prime Bank

Prime Bank had a remarkable one week of training at the Emory Hotel in Kileleshwa, Nairobi, led by KIB trainers who spent the entire week building capacity in the team.

The staff members who took the training had positive feedback, reporting through the KIB training feedback mechanism, that the undertaking met and exceeded their expectations.

The team leaders at Prime Bank noted KIB’s rejuvenated efforts to provide the industry with significant value in training that is equal to the challenges of the 21st Century. Prime Bank leadership also reported that

they would do more trainings with KIB in the coming weeks and months.

Banking 101 for SBM Bank

SBM Bank has trained several Cohorts through KIB in the last two months alone, and there are more cohorts lined up for the coming weeks. The bank's staff have truly benefited greatly from the training, which they say has equipped them better for the day-to-day emerging practice on the banking scene.

SBM Bank is one of the

institutions that have leveraged greatly on the available trainings at KIB to improve and equip its staff members with the skills upgrade needed to remain competitive in a modern banking scene.

Other recent training engagements

The Training department has conducted various trainings with different institutions for good measure in the past weeks. The following are some of the trainings that have been conducted so far;

- Mayfair-CIB Bank – Induction of Directors
- ABC Bank – Cashiers Training
- DTB – Compliance in Banking Operations Training
- DTB – Credit Training
- Bank of Baroda – Corporate Governance Training for Directors

Participants in these trainings have expressed their satisfaction with KIB's new and Transformative approach to training, which includes the



Prime Bank Staff display their Certificates after successful completion of the Comprehensive Banking 101 Training

use of highly effective, appealing and presentable presentations; as well as the use of new training techniques which make the sessions lively, proactive and engaging.

KIB is keen to maintain and improve on its training methods and approach in order to meet the changing demands in the financial sector, which is rapidly affected by technological advancement.



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Other training areas, for which KIB Training Department is fully equipped to handle include the following;

- Anti-money laundering (AML) & Know Your Customer (KYC)
- Customer Relationship Management
- Liquidity Management Training
- Personal Development Simplified: Be the best version of yourself
- Employee Transition Training
- Credit Appraisal Techniques & Analysis
- Cyber-crime & Information Security Risk Management
- International Trade Finance (ITF)
- Wealth Management Training
- Impactful Presentation Skills
- Personal Financial Management
- Trainer of Trainers Course



SBM Bank Staff pose for a group photo during the Comprehensive Banking 101 Training

Training Calendar for 2022

The Department has developed a three-month training Calendar which is hereby shared for your planning and participation;

KIB TRAINING CALENDAR: MAY -JULY 2022

SN	Course Title	Target Audience	Start-End Date	Duration	Mode
1	Principles of Banking Course (Introduction to banking)	Entry Level	16th May-20 th May 2022	5 days	Blended/In Person
2	Anti-money laundering (AML)&Know Your Customer (KYC)	All staff levels	23 rd -24 th May 2022	2 Days	Blended/In Person
3	Customer Relationship Management	All Staff levels	25 th -27 th May 2022	3 days	Blended/In Person
4	Liquidity management training	Middle-Senior staff Levels	30 th – 31 st May 2022	2 days	Blended/In Person
5	Personal Development simplified: Be the best version of yourself	All staff levels	2 nd -3 rd June 2022	2 days	Blended/In Person
6	Employee Transition training	All staff levels	5 th -9 th June 2022	5 days	In person
7	Credit appraisal techniques &analysis	Operations, front facing& Credit Department	13 th -16 th June 2022	4 days	Blended/In Person
8	Cyber-crime &information security risk management	All staff levels	21 st -24 th June 2022	4 days	Blended/In Person
9	International Trade Finance (ITF)	Trade Finance staff, Relationship officers& Managers	27 th -1 st July 2022	5 Days	Blended/In Person
10	Wealth Management Training	Relationship officers& Managers	4 th -6 th July2022	3 Days	Blended/In Person
11	Impactful presentation skills	All staff levels	11 th -14 th July 2022	4 Days	In person
12	Personal Financial Management	All staff levels	18 th -19 th July 2022	2 Days	Blended/In Person
13	Training of trainers (TOT)	Subject matter experts, HR personnel, team leaders & training coordinators	25 th -26 th July 2022	2 Days	In Person

For Bookings to participate, you may contact us through; training@kib.co.ke or thebanker@kib.co.ke.

Or Call: 0202160317. Head of Training, Margaret Munene, can be reached on 0723441378. You may log onto our website www.kib.co.ke for more information as well.



Section 2: KIB Events Schedule Across the Year

The KIB Signature events are scheduled already, and will take place across the year as planned. The event schedule will be shared herein for our appreciation.

However, some of the events that have already taken place include the following;

- **Africa Bank 4.0 Summit 2022:** KIB was a key partner at this year's Africa Bank 4.0 Summit 2022, during which the institute was in charge of not only marshalling its members to attend, but equally the KIB CEO Julias Alego played a crucial role in the Conference as a Speaker.

Mr. Alego made a powerful case for banks in Kenya, who have taken a very central role in the quest for sustainable management of fintech in the country. He said Banks had taken the lead by providing mobile money and transactions across board to their clients, which engagement had been lacking almost 10 years ago. In a panel that featured several CEOs from across Africa, Mr. Alego stood out for his appeal to all in the financial sector to embrace technology in this digital age that is fast moving away from the Brick-and-mortar model of banking.

At the end of the event, KIB was awarded for its unique Contribution and Impact in the Banking Community in Kenya.

- **CBDC Discussion Forum at Movenpick Hotel:** Bank executives gathered in Westlands to give their views, contributions and concerns on the Central Bank Digital Currency proposals. KIB organized the event, and successfully uploaded the outcome of the event onto KIB Website, as the same information was transmitted to the Central Bank of Kenya for consideration.

The other events that are lined up across the year include;

- Corporate Governance Breakfast Event for June 6, 2022
- The Banking Quiz & Essay, slated for June 23-27, 2022
- The Interbank Sports, scheduled for October 22-29, 2022
- Cybersecurity Conference, slated for October 26-28, 2022
- Annual Dinner & Awards Gala, which is scheduled for November 25, 2022



Section 3: Industry News and Updates

KCB Group Appoints Paul Russo as MD & CEO



KCB Group has a new boss. Paul Russo, who until his appointment as the Chief Executive Officer and Managing Director of the Bank, was the captain of National Bank of Kenya, took over the reins at one of Kenya's biggest banks, from former CEO Joshua Oigara, who stepped down at the end of May 2022, after serving for about 10 years at the helm of the lender.

The lender said Joshua Oigara will remain for a period of time to support the transition.

Joshua was appointed CEO of KCB on January 1, 2013, and his tenure comes to an end on December 31 this year. He joined KCB in November 2011 where he previously served as Chief Financial Officer and Member of the Board of Directors.

KCB completed the acquisition of National Bank in 2019 and Paul Russo was tasked to lead NBK in the transitional 2-year period of its integration into KCB.

"The appointment follows a competitively run selection process that kicked off in March 2022. Paul, who takes over from Mr. Joshua Oigara, brings a wealth of experience in banking, operational management, people management, strategy, and a sharp business acumen. His most recent role in the group has been that of

Managing Director National Bank of Kenya and the KCB Group Regional Business Director." The bank said in a statement.



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Equity Introduces a Virtual Assistant ChatBot on Social Media Platforms



Equity Bank has introduced its Equity Virtual Assistant (EVA), the Bank's chat banking platform on social media platforms including WhatsApp, Facebook Messenger, and Telegram.

EVA chatbot offers digital banking and customer support services to existing and new customers and can simulate a conversation (or a chat) with a user.

Under the platform, customers can manage their accounts on EVA and engage with the virtual assistant to make transactions like buying airtime, sending money, buying goods and services, paying bills, viewing account balances, and getting a statement anytime anywhere within their social media platform of choice.

During the release of Q1 2022 results, the firm's Managing Director and CEO James Mwangi said the bank will continually invest in technology and products that are designed to give our customers more freedom of choice, ease of access, convenience, and control.

EVA chatbot offers digital banking and customer support services.

Mobile Money Transactions Hit Ksh1.82 Trillion in Q1 2022-CBK

Kenya's mobile money use hit a new high of Sh1.82 trillion in the first quarter of 2022 as businesses fully recover from the effects of the Covid-19 pandemic, according to the latest data released by the Central Bank of Kenya.

The usage is an increase from Sh1.6trillion transacted during a similar period in 2021. Citizens transacted Sh687.3billion on the platforms in March, the highest amount ever in a month, the regulator noted.

Most businesses in the country, including public transport vehicles, have increasingly adopted cashless transactions and e-commerce, giving a huge boost to the service with most transactions being conducted through mobile phones.

According to CBK during the quarter, the number of registered mobile money users stood at 69 million as the

number of agents employed to offer the service rose to 302,837, up from 299,860 in December 2021.

Absa Bank Kenya customers to access over 2200 Kenswitch ATMs

Kenswitch Kenya Limited and Absa Bank Kenya Plc have signed a partnership that will allow the bank's customers to access over 2200 ATMs on the Kenswitch network.

Under the partnership, over 10 million Kenswitch member bank customers can also transact on Absa's ATM network countrywide.

Kenswitch is a registered limited company that was set up by a consortium of banks under the National Payments Systems modernization and reform process of the Central Bank of Kenya. Its terms of reference are to allow participating financial institutions to share payment infrastructure like Automated

Teller Machines [ATMs] and Point of Sale [POS] terminals so as to avoid the duplication of scarce resources.

Kenswitch's interoperable network provides over 2,200 ATMs, 20,000 plus Agency Banking outlets and over 15,000 merchant POS outlets. Kenswitch has 26 member banks connected to its local network.

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Cyber Attacks Remain Key Risk in Online Banking – CBK

A new survey by the CBK dubbed “the banking sector innovation survey” shows that commercial banks have identified cyberattacks as a key risk to online banking innovation as they continue to inch towards digitalization.

The survey conducted noted that 92 per cent of banks and 86 per cent of microfinance banks(MFBs) identified cyber-

risks as one of the top three innovation-related risks.

The cyber risks in banks target data privacy and threaten data security for the bank customers and the safety of their funds.



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