

Message from the Chief Executive Officer



Chief Executive Officer
N. Sabesan

It is my pleasant privilege to once again interact with you through this Newsletter.

I am pleased to say that the performance of the Bank in 2016 and the first half of 2017 was steady. We maintained strong liquidity and compliance of regulatory requirements under CBK prudential guidelines. Despite the increase in non-performing advances in the industry, I am happy to note that Guardian Bank reduced its portfolio of NPA's to one of the lowest in the industry with good control and management of the accounts.

We are always grateful to our customers and staff for their continued support and to you all we say 'Asante Sana!

This newsletter highlights the activities over the past year and Guardian's initiative to embrace technology by being one of the first Bank's to roll out the new product - "Pesalink" launched by KBA early this year.

Wishing you all a very healthy life!



2017 Award Ceremony

As is the tradition of the Bank, we recognize the efforts of individual branches and branch managers performance during the annual staff luncheon. The 2017 luncheon was a colourful affair held at Haandi Restaurant in Westlands.

..... and the winners were.....



BEST BRANCH 2016 – BIASHARA STREET BRANCH – Headed by the Assistant General Manager - Ms. Lorraine Miranda



RUNNERS UP BRANCH 2016 – ELDORET BRANCH – headed by the Regional Manager - Mr. G.S.Matharu



Highlights of the party



Our Chairman Dr. M. M Chandaria with His Excellency Mr. Narendra Modi.



Financial Highlights as at 30th June 2017 (unaudited) Kshs'000

| | |
|-------------------|------------|
| Total Assets | 15,271,509 |
| Total Deposits | 12,760,867 |
| Gross Advances | 10,338,684 |
| Core Capital | 2,188,169 |
| Profit before Tax | 135,628 |



BEST BRANCH MANAGER 2016 – Ms Sonal Parmar

AT A GLANCE

“A picture can paint a thousand words”

CSR Activities

“The best way to find yourself is to lose yourself in the service of others” Mahatma Gandhi



In the Christmas spirit of sharing the Biashara team visited a children’s home - “The Nest” and donated various items that the home required. The Children enjoyed the Christmas party and the team spent the afternoon singing Christmas Carols with them.



The Biashara Team also donated various items to the Mother Theresa home in Kasarani. Sr. Marisel thanked the team and gave an inspiring talk about being grateful for all we have.



GBL Eldoret Staff during their CSR activity at Eldoret Rescue Centre Children’s home.



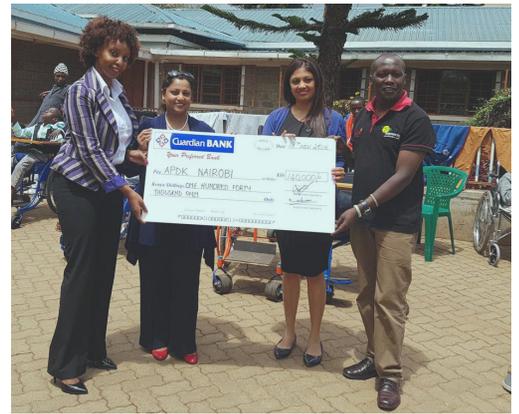
The Mombasa Team donated food and water to the Mombasa Children’s home.



Westlands Branch visited Mogra Children’s home with donations of various items as part of their CSR activity.



Guardian Bank donated 7 specially designed wheelchairs to the Mother Teresa Home in Kasarani for Children suffering from Cerebral Palsy.



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“Guardian Goes Green – with Save our Environment projects”



The team from Mombasa Road branch doing their part to save the Nairobi National Park. They planted trees and gave a donation towards the Green Belt Movement.



Staff from Westlands branch plant Trees at Karura Forest.

ACTIVITIES OVER THE YEAR

Customer Service Week

The Customer Service Week is an international celebration held every first week of October to celebrate the importance of customer service and of the people who serve and support customers on a daily basis. It is a recognition of the important role that customer service plays in every organization's successful business practice and it reinforces our commitment to customer satisfaction.



Biashara Street Branch



Ngong Road Branch



Eldoret Branch



Mombasa Road Branch

Breakfast Get Togethers

Breakfast get togethers organised by the Branches provide excellent occasions for the bank to show appreciation, express gratitude and thank each client individually for their continued support.



Biashara Street Branch



The Biashara Street Branch Staff during a team building activity at Karura Forest.



Our Non Executive Director Mr. Ajay Shah receiving a token of appreciation for hosting the golf tournament at the Eldoret Club.



Westlands Branch pray for peace in the nation during and after the general elections.



Christmas Celebrations



Changing Face of Banking around the World

The digital age has dawned on the world and the banking industry has not been left behind. Mobile and virtual monies have ushered in the age of digital money and so far it has been a success.

Financial inclusion has significantly increased and the unbanked population can now enjoy services that were previously only available for the limited few.

Transacting has never been simpler and banking clients are now enjoying services that are only a click of a button away.

At Guardian, we have the M-Guardian mobile application which can be accessed via USSD, android, iphone, blackberry and windows platforms. Clients enjoy a variety of services like funds transfer, airtime purchase, utility payments, tax payments and so much more.

Apart from the mobile application, we also have internet banking services. With the online application, clients can view statements, order cheque books, view transactions, give standing order instructions at their comfort without having to visit the bank.

We are proud to be giving our clients services that can be accessed anywhere, any time at minimum costs.

All in all, the face of banking is changing around the world and we are glad to be changing with it.

Unlike most mobile systems in which transaction amounts are capped below Kenya Shillings 100,000/-, through PesaLink you can transfer any amount from Kshs 10 to Kshs 999,999/= on a real time basis under the inter-bank transaction framework. Both the remitter and beneficiary receive alerts of the transaction.

The system is secure and you are able to track your expenditure through the feature "Enter reason for payment" which must be completed before the transfer is effected.

Looking at the future of Banking, PesaLink could soon replace the cheque clearing system which has been operational in the banking industry for many years.

Cost of Credit

The Central Bank of Kenya (CBK) and the Kenya Bankers Association (KBA) officially launched the Cost of Credit website in June 2017. The website provides information on fees and charges relating to loan products offered by commercial banks and microfinance banks; specifically, personal secured loans, personal unsecured loans and mortgage loans. The aim of this initiative is to promote greater transparency and enhance competition in the banking sector. The cost of credit website can be accessed through this link: <http://www.costofcredit.co.ke>



Tips for a Healthy Happy Life

- 1 Make healthy food choices, eat mindfully, chewing your food thoroughly assists the digestive process. Cut down on saturated fat and sugar. Eat less salt.
- 2 Keep hydrated - Maintaining hydration can have a profound influence on our vitality and energy levels, including mental alertness.
- 3 Get enough sunlight - vitamin D is associated with a wide spectrum of benefits for the body including a reduced risk of several forms of cancer, heart disease, multiple sclerosis and osteoporosis, as well as improved immune function.
- 4 Get enough sleep - Sleep has the ability to optimise mental and physical energy, and optimal levels of sleep (about eight hours a night) are linked with reduced risk of chronic disease and improved longevity.
- 5 Walk/exercise regularly - exercise is associated with a variety of benefits for the body and the brain, including a reduced risk of chronic diseases, anti-anxiety and mood-enhancing effects. Aim for a total of about 30 minutes of brisk walking every day.
- 6 Engage in some resistance exercise - resistance exercise helps to maintain muscle mass and strengthens the body. This has particular relevance as we age, as it reduces the risk of disability and falls.
- 7 Practice random acts of kindness which are good for givers and receivers alike.
- 8 Practice the art of appreciation - modern-day living tends to be aspirational and we can easily find ourselves chasing an ever-growing list of goals, many of which can be material. Some of us could do with spending more time focusing not on what we don't have, but on what we have. Our mood can be lifted by giving thanks for anything from our friends and family to a beautiful landscape or sunset.

Product Focus: PesaLink



Kenya Bankers Association (KBA) launched an interbank money transfer system dubbed PesaLink in February this year. Mr. Habil Olaka, KBA Chief Executive Officer who announced the roll out of the product recapitulated the need of the banking industry to embrace technology which would allow faster and more efficient provision of financial services in the industry.

Nearly ten years after its launch, M-Pesa finally has what could be a major competitor in the multi-billion shilling mobile money transaction business. PesaLink is not only cheaper than the mobile transfer systems but can also be used to transfer larger amounts of money making it more convenient.

PesaLink has already moved Kenya Shillings 8 billion in the first five months since its launch.

Guardian Bank was one of the first of a batch of 12 Banks to intergrate this system with its mobile banking platform. The PesaLink system embedded on our M-Guardian mobile application allows real time money transfer from one bank account to another bank account across the country with a maximum transaction cost of Kenya Shillings 35/- per transaction. The system has a feature that enables you to link your mobile phone to your bank account. For individuals having several bank accounts, you will have to select one to be the primary account.

Stay Safe – Stay Secure

Internet Banking precautions, tips to secure your computer, laptop and smart gadgets

- Do not download or install unknown or pirated software's, music, e-books etc
- Avoid visiting sites that you are not aware of
- Lock / Log-off / shut down your computer when it's not in use
- Do not disclose your personal details on social networking sites
- Avoid accessing your Internet Banking account from a cyber café or a shared computer. If you do, as soon as possible change your password using your personal computer
- Never click any email or web page link to access the Bank's website. Always type the Bank's website address into your browser URL bar – www.guardian-bank.com
- Do ensure that "https://\" is visible in the URL bar when making online transactions
- After every online banking session, LOG OUT and CLOSE the browser

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