



Guardian News

Volume 11 | April 2022

Message from the ED

A Tribute to the Founders of Guardian Bank Limited *Dr. M.M Chandaria and Mr. Dinesh Chandaria*

First and foremost, it is my pleasure to say how proud I stand today with Guardian Bank Limited having celebrated its 25th Silver Jubilee in the year 2021. It is an honor to see Guardian Bank, a member of Dinesh Maganlal Chandaria Group of Companies (DMC Group) soaring so high; from the humble beginnings of a Finance Company to what is today known as a reputable and well established fully fledged Commercial Bank. From the word go, when I joined Guardian Bank, 19 years ago, I was entrusted with responsibilities over things I had never done before. Looking back, I want to thank my heroes, my father Mr. Dinesh Chandaria and my grandfather Mr. Maganbhai Chandaria - "Thank you for the trust and the belief that I would not only be able to deliver but raise the bar where and when necessary to drive the Bank to greater heights."



Believe me when I say it is rare to find someone you can be truly inspired by. Someone that you can learn from on a daily basis. Someone that challenges you to bring out the best in yourself. Someone that is so good at what he does, it seems effortless. The reality is that, at Guardian Bank Limited we all found ourselves with two of these people and it is truly impressive what they achieved and the legacy that they have left for us to take forward. These two gentlemen are absolute legends and iconic personalities. They built a reputation both locally and internationally for their contributions in business and the society and because of this, today I wish to thank them and give you some personal insight into what made them so special.

Over the years, as Guardian Bank grew, so did the name and legacy of the late Dr. M.M Chandaria as the Chairman of the Bank. My late father, Mr. Dinesh Chandaria, ably supported and played a pivotal role to steer the Group and today, the Group has interests in many sectors. Maganbhai was not only known as a businessman but also as a philanthropist. He received award upon award for Lifetime Achievements among others. The icing on the cake was when Guardian Bank bagged the Best Commercial Bank Award under the International Banker Award in 2019.

The Bank over the last 25 years has grown from strength to strength. We have focused on quality and not quantity, and it is this approach that has enabled us to maintain a very strong balance sheet, with strong liquidity and asset quality. This has been made possible because of commitment, dedication and focus from the entire team at Guardian Bank and I would like to take this opportunity to express my sincere appreciation to all who have played a role in the success of this wonderful institution.

Today, Guardian Bank has taken giant footsteps forward and grown by leaps and bounds into the digital space with Internet Banking & Mobile Banking and our soon to be launched Visa Cards.

It has been an amazing journey from where we started 25 years ago to where we are today. No words can express my gratitude to all our customers and well-wishers for all their support and loyalty over the years. We at Guardian Bank assure you the best of our service and full support always.

To our founders, once again, we thank you for everything you did for us and the inspiration you gave us. Your leadership has given us the strength to take the Bank to greater heights and we are confident to fulfil your vision and dreams.

With Best Regards
Sincerely Yours,
Hetul Chandaria

Message from the CEO

The Guardian Bank as I see it today...

As I look back at the journey that I have made alongside the Bank, since I joined, many interesting visuals cross my vision!

I distinctly remember the day in 1999 I met the founding fathers of this great Institution that had just taken the initiative to take over two other banks. I was really happy to join their vision for this Bank which was to move ahead and help the members of the public to improve their lot by availing the services of the Bank! Until then, Guardian Bank was a unit Bank, with one branch in Viewpark Towers in one wing and the administrative office in the other!

With the acquisition of the two Banks, Guardian Bank got representation in major cities of the Country; Nairobi, Mombasa, Kisumu and Eldoret with a total of 5 branches.

It remained so until 2010, when Mombasa Road Branch opened, taking the total of branches to 6 and branches in Nairobi to 3! Thereafter, at measured intervals, the Bank opened 3 more branches taking the tally to 9 that remains so till date.

During these slightly over 2 decades of my association with the Bank, I learnt a lot, especially for one who came after spending over two and half decades in a public sector environment, on how a private sector investor viewed his business investments.

I must confess here that I was very fortunate to have come under the influence of our (late) Chairman, Dr. M.M Chandaria and the (late) Group Managing Director, Mr. Dinesh M. Chandaria. These two personalities presented a different style of functioning but with a common focus of the Bank's growth and its place in the Banking Industry – Chairman adopted a 'leisurely' approach to decision making while the former M.D took brave and quicker decisions without jeopardizing the very interest of the Bank; they posed a formidable combination of wisdom and wizardry. Had it not been for the fateful exit of Mr. Dinesh M. Chandaria, I am quite sure the Bank would have climbed many notches above where we are now! It was a big loss to all in the Guardian Family.

Nevertheless the Chairman never lost his nerve to steer the Bank to fulfill the vision of his son through his grandsons.

The Bank became more robust and the Management has undergone major re-engineering over these last 25 years. New initiatives and new ideas were brought in to widen the customer base and product offering. The Bank business model changed and the persons with varied field experience at the top level joined the Bank's Board of Directors. The Bank went into digital banking and is shortly entering the Club of Banks offering VISA branded Credit and Debit Cards.

When I look back, I am awed at the amazing transformation that happened right in front of me! I wish and compliment the promoters and the entire family of employees for the yeomen service rendered to put the Bank where it is now!

Best Regards
Sincerely Yours,
Narayanamurthi Sabesan



Financial Highlights as at December 2021

AUDITED FINANCIALS AS AT 31ST December 2021

	Kshs. "000"
Total Assets	17,736,400
Total Liabilities	14,747,350
Gross Advances	7,665,047
Total Shareholders Funds	2,989,050
Net Profit	155,033



Guardian Bank ~ 25 Years of Making a Difference!

The late Dr. M.M Chandaria and his son, the late Mr. Dinesh Maganlal Chandaria, opened the doors of their Finance Company to the public in January 1992. Challenges in accessing finance and even opening a simple bank account experienced by the astute entrepreneur when he ventured into business, in Kenya, impelled the late Dr. M.M Chandaria to take on the challenge and follow his dream by converting the Finance Company into a fully-fledged Commercial Bank - Guardian Bank Limited. This dream was achieved when his business empire was established, as he believed that people deserve a better banking experience. Having started with one branch in View Park towers, 25 years down the road, Guardian Bank stands strong with 9 branches in the major towns of Kenya, endeavouring to better the banking experience of each and every one of its clients.

Banking has come a long way over the last 25 years yet there are still significant challenges that banks face in developing markets. Banking and Financial services have always been a conservative sector. If history is to be taken into account, Banks do not implement a technology until and unless it's functionality, safety and security are thoroughly established. Banks also face a very tough regulatory environment and high levels of bureaucracy and this for sure hinders the process of change.

The story of Guardian however, attests to how a bank can weather the storms of the industry and achieve success amidst various challenges, while delivering the best customer-service experience to its clients in an accountable and responsible manner.

The strategic policy adopted by Guardian Bank revolves around three pillars: good governance with strong adherence to Know-Your-Customer (KYC) and Anti-Money Laundering/Counter Financing of Terrorism (AML/CFT) policies; personalized, efficient services delivered by a loyal and dedicated workforce; and integration of practices that support sustainable development.

Good governance is not just a survival tool but also the key to sustainable success for any company with a social commitment. Despite several market shocks over the years that have seen many institutions collapse, Kenya still has one of the most dynamic and vibrant banking sectors on the continent. The most resilient lenders have weathered these storms by maintaining high moral, financial and legal integrity in management. The stable financiers in Kenya have continued to grow and consistently post good results, even in years when the industry and economy at large were struggling from unforeseen shocks. Knowing Your Customer is critical to the banking industry and we pride ourselves in knowing each and every customer personally.

Having a loyal and dedicated workforce over the years has created resilient staff on which the Bank depends. Our staff are able to ensure personalized customer service, seamless client experience and transactions that are of good intention. To us, a client is not just a number but an individual who has aspirations and dreams of which we as a Bank endeavour to financially empower to achieve.

Besides conducting business in an ethical manner, we go the extra mile to care about the society in which we operate by implementing policies that consider both the community and the environment around us. Taking care of the environment and community had always been a fundamental principle that our founders valued.

The future of banking will be a revolution of the past. The scope and speed of evolution in regulation, customer expectation and technology, coupled with the emergence of new competitors will change banking as we know it, providing both opportunities and challenges for financial institutions. Developing markets have a way of compelling banks to be more innovative in how they conduct their business. As the banking ecosystem expands beyond traditional banking services, new products will be developed.

Technological innovation has been fueling development in our markets and new technologies are transforming banking as we know it. Bank operations are being recast through digitalization. Revenue growth has become more challenging with the strategy of cutting costs having run its course. Banks and other financial institutions are playing catch up from a technology perspective at a time when consumer expectations are increasing exponentially. Failing to respond could lead to the demise of less agile organizations. The industry now has new competition in the form of telecommunication companies that are providing financial services to the general public. Long gone are the days of queuing in banking halls to transact. Banks can overcome this only by adopting the latest technologies and giving their clients mobile apps that are efficient and reliable and linked to their bank accounts. At Guardian, we recently upgraded our Mobile Banking app and launched our new Internet Banking platform. The new and improved "M-Guardian" and "Internet Banking" are expected to give customers better experiences, moving customers to easier and more convenient ways of banking - away from the traditional banking halls.

While innovation and new technologies disrupt the market, they also open multiple opportunities for financial-service providers to reinvent themselves and thrive. Guardian has ensured continuous upgrading of its systems to stay relevant and provide better service and experience to both customers and employees while increasing the range of products available to our clients.

Guardian Bank has created its own niche by striking a balance between digital engagement and physical or personal engagement with our customers to give them the best of both worlds and looks forward to what the next 25 years has in store!

Staff who have been with the Bank for 25 years

Congratulations to Guardian Bank on this auspicious occasion of its Silver Jubilee. Anniversaries are the opportunities to reflect on the years gone by and to cherish them again.

I am proud to be part of an institution founded on integrity, drive, innovativeness, hard work and respect. It takes something special for a business to keep its doors open for a quarter century, especially in a rapidly evolving and competitive industry like ours. When I joined the Bank, Google did not exist and mobile phones were the size of bricks. The Chairman, Board, Management and Staff have determined the strength and power of the Bank and our customers the success. It is a matter of great pride to see how Guardian has grown over the years fulfilling the vision of its founders.

I would like to express my gratitude to all who have supported me over the years and as we celebrate these last 25 years, we look

Lorraine Miranda



forward to the years that lie ahead, to many more anniversaries, success stories and achievements to come. There is no alternative to high aspirations, courage, confidence and excellence in execution, in competing with the best in a sustainable manner to leave a better society for the generations to come. As they say "those who dream big, achieve big". So let's not stop ourselves from dreaming, let's not settle for less and let's not restrict ourselves to what is conventional as we take the Bank to greater heights. May we all continue to grow and prosper with the Bank and I pray that the years ahead will be fruitful for all. Cheers to many more years!

God Bless you all.

Take care and stay safe.

Warm Regards,
Lorraine Miranda
Deputy General Manager.

I joined Guardian Bank in 1996 when it had a single branch at View Park Towers.

Through the efforts of the Chairman, Board of Directors, Senior Management and dedicated staff, the Bank has grown over the period and is currently operating 9 branches countrywide.

The growth has enabled the Bank to reach out to our various clients and serve them with ease and preferential service.

The Bank has grown from the analog times to digital banking and now offers a wide range of products to our clients i.e. Debit cards, M-Guardian services, Internet Banking and soon will be introducing Visa card services to its clients.

I take this opportunity to congratulate our Chairman, Board of Directors, Senior Management and all the staff of Guardian Bank as we celebrate the Silver Jubilee occasion.

To our clients, thank you and let's continue patronizing Guardian Bank.

Kennedy Shitakha



Eric Wangio



I sincerely congratulate the Bank on this auspicious occasion of its Silver Jubilee celebrations.

I have been with the Bank for the last 25 years and I have witnessed the Bank growing from strength to strength to the extent of winning the International Bankers award.

I wish the Bank the best in the years to come.

Staff who have been with the Bank for 25 years

Joyce Kimondo



As we celebrate Guardian Bank's Silver Jubilee, I can't help but reminisce on how far we have come.

25 years of building relations and building community with our esteemed stakeholders.

I have been privileged to watch Guardian Bank expand and open new branches, introduce Mobile Banking and Automated Teller Machine cards and offer a variety of products such as the Golden Account, Current Account, Chemi Chemi Savings Account and Tamu Tamu Junior Account. We value our esteemed clients and take them into consideration to serve them as best as we can. Guardian Bank is now a household name known to many, that is a testament in itself.

Here's to 25 years.

Best wishes.

First of all let me convey my heartiest congratulations to Guardian Bank Limited for completing 25 glorious years of success. You have always been on the top of the list in providing financial services to our customers. You started small, but today you have grown over the years to be among the top companies in the region. Congratulations on all your efforts and achievements!

To our most Valued Customers:

You are the reason why we are celebrating this special day in our company. Without you as a customer, we would not be where we are today. Happy 25th anniversary.

To the Management:

Your support, guidance, encouraging words, friendly work environment have made us work harder. Congratulations to you, you are the best!

To the Guardian Team:

Congratulations to you on this big milestone. It has been a fulfilling journey. Let us all look forward to doing our best in the coming years.

I am proud to be part of Guardian Bank, it has made me who I am today and I wish you success for the many, many more years to come.

HAPPY 25TH ANNIVERSARY.

Alice Mwangangi



Hamida Awadh



Having worked with Guardian Bank for over 25 years, my journey in life has been smooth having my financial guardian by my side.

The Bank became the preferred bank for my entire family.

Joyce Jefwa



I have worked at Guardian Bank Mombasa Branch since 1996. I am thankful to God and the Management for the opportunity to serve the organization for 25 years and work with the great GBL Family.

Board of Directors and Senior Management 2022

Chairman
Executive Director
Non-Executive Director
Independent Non-Executive Director
Independent Non-Executive Director
Independent Non-Executive Director
Independent Non-Executive Director
Chief Executive Officer
Deputy General Manager

Mr. Vasant K. Shetty
Mr. Hetul Chandaria
Mr. Bhavnish Chandaria
Mr. Raj Sahi
Dr. Shantilal Shah
Mr. Ajay Shah
Dr. Samson Ndegwa
Brig (Rtd.) Wilson A. C. Boinett
Mr. Narayanamurthi Sabesan
Ms. Lorraine Miranda

Recognizing and Appreciating Staff Loyalty - 25 Years of Service



Lorraine Miranda



Grace Nyende



Joseph Wachira



Joyce Kimondo



Alice Mwangangi



Eric Wangio



Joyce Jefwa



Hamida Awadh



Kennedy Shitakha

Good Morning ~ By K. R. Sahas



The first lesson on conduct/behaviour taught in pre-school is to stand up and say 'good morning teacher' when the teacher enters the classroom. The tiny tots have their own rhythm and vocal tone of saying this. The response from the teacher often varies from day to day depending on the state of mind of the teacher on any particular day.

It is a little different in today's times, where the teacher stands at the gate to welcome the pupils with a 'good morning' and a practiced broad smile. But the tradition continues.

Somehow, we all continue this tradition of saying good morning from our pre-school days. In earlier times, this ritual was done as a compulsion to greet superiors in the office or persons of importance to us, whichever the case, we seldom mean it when we greet each other.

With the advent of mobile phones and the availability of various social forums, saying good morning to each and every person we meet is not only a routine but a compulsive habit. Some innovative minds say it with graphics, pictures and anything that they think goes well with the 'good morning'.

Even though we practice this as a habit, there is someone who really craves for your good morning wishes and attention every day and every minute. Do you have an idea of who this could be?

It is your 'body and soul.'

The body and soul are two totally separate beings. Otherwise, the body would not be discarded once the soul leaves it.

Think about it, how many of us ever ask our body and soul "how are you today?"; the phrase we often speak or hear every morning. Somehow we have never considered that our bodies and souls are important until we have a problem that will keep our mind and soul occupied, or perhaps some bodily ailment which will put a break in our routine.

We often have this excuse that we do not have time to speak to ourselves, while we spend hours on end asking the same question to people known and unknown to us.

Why is it important to ask yourself this question? When you approach a doctor, say for a stomach disorder, the doctor asks you many questions like, when and what you ate last, your dietary habits, your sleeping habits etc. and we gladly respond to all these questions.

Try this exercise on yourself - ask each and every part of your body how it is doing, if it has any issues and if it is comfortable being a part of you. This process does not require more than 10 minutes of your time from the 24 hours that make your day.

What you need to do, is sit quietly, preferably in the early morning hours, in an open space (people who are fortunate to have a park can use it). Take a deep breath and feel the fresh air filling your lungs. Fill your lungs to full capacity and without holding the air inside start exhaling slowly, again feeling the flow of air through your nostrils. Repeat this several times until you feel a semblance of calmness engulfing you. Continue the cycle of deep breathing, concentrating

on your brain, imagining the shape of the brain and visualising the fresh air along with the blood in your body rushing to your brain and activating it. In the process, ask your brain if there are any unwanted thoughts or issues clogging it. Remove all the thoughts that have no relevance to you (which you however still carry!) or issues which are beyond your capacity to resolve. Following the same process, move to each and every part of your body. Do you feel pain in any of your body parts - in the shoulder joint or calf muscle? Visualise the deep breaths you are inhaling reaching the point of pain and exhale removing the pain from that point.

There is no rocket science to what I am trying to say. It happens every day in our life without us noticing it. Think about it this way; when you get shocked by seeing something scary or you narrowly escape getting knocked down on the road, your heart beats faster. Also, when you are cheerful and in a happy mood, you will feel yourself glowing all over. To put it bluntly, we all have experienced the reaction of the body when we attain "nirvana", a transcendent state in which one feels at peace with himself/herself. These are unconscious reactions of the body. What we are then trying to do is to awaken those reactions in the body consciously and with a purpose. This will help manage your body and soul in a better manner.

Do this only if you believe in the power of nature. Otherwise it is a futile exercise.

Next time we can consider learning how to talk to our soul.

25 Simple Ways to Relieve Stress This Year

Taking care of your long-term mental and physical health is an important part of stress management. However, there isn't always time to take a nap, a long drive or re-watch your all time favourite movie. All hope is not lost though, if you are looking for a quick fix to the situation, then you should definitely consider any of these 25 ways to reduce stress in five minutes or less.

1. Deep Breaths: This can help lower blood pressure and heart rate. Try pranayama breathing, a yogic method that involves breathing through one nostril at a time to relieve anxiety and further balance your mind and body.

2. Listen to Music: Sometimes belting out the lyrics to your favorite tune makes everything seem all right. If you're in a public place, just listening to music can be a quick fix for a bad mood.

3. Take a Quick Walk: When you are feeling overwhelmed or having trouble concentrating, go for a quick stroll around the block. You will get the benefits of alone time, physical activity and a few minutes to gather your thoughts.

4. Find the Sun: On a sunny day, go outside for an easy way to lift your spirits. Bright light can be an effective treatment for people who suffer from depression and can even cheer up otherwise healthy people.

5. Give Yourself a Hand Massage: Try a hand massage for instant relaxation that can calm a pounding heart. Hands in general can carry a lot of tension. Apply some lotion and start kneading the base of the muscle under the thumb to relieve stress in the shoulders, neck and head.

6. Count To Ten: When worries are running rampant, try slowly counting to 10 to calm down.

7. Stretch: Standing up for a quick stretch can relieve muscle tension and help you relax during a stressful day. Try a shoulder roll-out or a chest-opening stretch right from the desk chair.

8. Rub Your Feet Over a Golf Ball: You can get an impromptu, relaxing foot massage by rubbing your feet back and forth over a golf ball.

9. Close Your Eyes: Take a quick break from a busy office or a chaotic household by just lowering your eyelids. It's an easy way to regain calm and focus.

10. Squeeze a Stress Ball: On days when you want to strangle a colleague or the driver in the next lane, squeeze a stress ball instead. It is an easy, portable and non-violent way to relieve tension.

11. Try Progressive Relaxation: Feeling anxious? Progressive relaxation involves tensing the muscles in one body part at a time to achieve a state of calm. Just squeeze, release and repeat.

12. Be Alone: Five minutes of alone time can help you collect your thoughts and clear your head.

13. Get Organized: Clutter could be contributing to your stress. Take a few minutes to reorganize your space, leaving just what you need.

14. Do Some Yoga: Put your feet up against the wall. This Vipariti Kirani yoga pose not only gives the body a good stretch, but also helps create peace of mind.

15. Eat Some Chocolate: Just a square of the sweet stuff can calm your nerves. Dark chocolate regulates levels of the stress hormone cortisol and stabilizes metabolism.

16. Meditate: Five minutes of peace is all it takes to reap the benefits of meditation. There's evidence that just two quick bouts of silent meditation per day can relieve stress and depression. Find a comfortable spot in a quiet place, focus on your breath and feel those anxieties start to disappear.



17. Cuddle With a Pet: After a rough day, snuggle up with a pet. Pets can boost self-esteem and even ease the sting of social rejection.

18. Write It Down: Putting your emotions on paper can make them seem less intimidating.

19. Sip Green Tea: Green tea is a source of L-Theanine, a chemical that helps relieve anger. Boil the water, make a cup of tea and take a soothing sip.

20. Laugh: Laughter is one of the simple ways to beat stress, but there's a science behind it. A fit of hysterics can increase blood flow and boost immunity. Check out a hilarious YouTube video for a quick pick-me-up.

21. Drip Cold Water On Your Wrists: When stress hits, head for the bathroom and drop some cold water on your wrists and behind your ear lobes. There are major arteries right underneath the skin, so cooling these areas can help calm the whole body.

22. Create a Zen Zone: Make (or find) a space that is completely free of stress where you can go to relax. Set up a comfortable chair or light some incense and disappear there for a few minutes until the tension dissipates.

23. Chew Gum: This is a surprisingly quick and easy way to beat stress. A few minutes of chewing can actually reduce anxiety and lower cortisol levels.

24. Slurp Some Honey: Drown that stress in sweetness with a spoonful of honey. Besides being a natural skin moisturizer and antibiotic, honey also provides compounds that reduce inflammation in the brain, meaning it fights depression and anxiety.

25. Talk to a Friend: When something is really bothering you, it can help to share your feelings with a buddy. In fact, more talkative folks tend to be happier in general. So vent to a colleague, friend or family member.

Department of the Quarter - Q3 2021



Grace



Lily



Devdatt



Caroline



Pamela

I.T and Projects Team

The quarter three award went to a team that has adopted a structured approach to their tasks, with clear goals and focus to achieve these goals where in their control within the set deadlines. They continue to embrace the Bank's values and habits in their daily work.

Employee of the Quarter - Q4 2021

Edith Iminza



There was a tie for Employee of the fourth quarter October – December 2021. The award went out to Edith Iminza Mayodi of Mombasa Road Branch & Jasbir Juttla of Biashara Street Branch.

Both staff received the awards for excelling under four main categories "embracing the Bank's culture, values and habits in their daily work, focusing on business development by canvassing a good number of accounts, focusing on good customer service & general housekeeping as well as having demonstrated good knowledge of the Bank's products & internal processes."

Jasbir Juttla



25 Years Of GBL Family - By Rina Khiroya

In the year 1996, Japan which is one of the most developed countries in the technological world, launched the first DVD technology which saw the number of internet users rise from one million to ten million.

We as Guardian Bank are also honored to celebrate our 25th Anniversary in advancement of technology. 2021 marks our Silver Jubilee, the year in which we have successfully revamped our Mobile Banking services and also launched our Internet Banking services.

We started with a few but now we are many, not only in numbers but also in Talents, Creativity, Technology and Growth.

A Trip Down Memory Lane



Can you identify Guardian Centre in this photo from the early 60s?
You got that right! It is the building previously known as Hemraj Bharmal Limited.

History

1. We started as a single unit in 1994 trading as Euro Finance, based at Hamilton House Wabera Street.
2. In 1996 Euro Finance converted to a Bank and the trading name was changed to Guardian Bank Limited. Our operating office was moved to the 6th Floor in View Park Towers.
3. Guardian Bank merged with The First National Finance Bank Limited in 1999 and continued operations as Guardian Bank Limited.
4. Through this merger Guardian acquired its first Branches in Westlands and Mombasa.
5. Our Kisumu and Eldoret branches were also opened in 1999.
6. In 2000 Guardian Bank took over Guilders International Bank Limited and transferred its operating office from View Park Towers to Guilders Centre, Moi Avenue, which then served as the main branch.
7. 2002 saw us transfer our Head Office operations to Ruaraka.
8. Our main branch was relocated to the Guardian Centre premises in the year 2005.
9. In 2009 the Head office was transferred to Guardian Centre, Biashara Street.



On Biashara Street previously known as the Indian Bazaar lies Guardian Centre which houses both the Head Office and the Biashara Street Branch having relocated to the building in 2005.



Did you know that Mombasa Town once reigned supreme as the capital city of Kenya? In this culturally rich coastal town, Guardian Mombasa Branch at Oriental Building, Nkrumah Road was established in 1999.



Previously a residential neighborhood during the colonial period, Westlands has since the early 90s seen more businesses relocate to the area as the CBD has become more saturated. Guardian Westlands Branch welcomed its customers during the year 1999 at Brick Court House, Mpaka Rd.



The city that was privileged to host the first air flight in East and Central Africa, is home to our Guardian Bank Kisumu Branch at Amalo Plaza, Ground Floor Oginga Odinga Road, Central Square, having relocated to the premises in 2011.



The name Eldoret comes from a Maasai word "eldore" meaning "stony river"; a reference to the bed of the Sosiani River - a tributary of the Nile. In this beautiful town, Guardian Eldoret Branch at Biharil House, Uganda Road, was inaugurated in 1999.



Along the main road between Nairobi and Mombasa, Guardian Mombasa Road Branch which stands proudly at Tulip House, Ground Floor, started serving customers in 2010.



Our Guardian Nyali Branch at Links Plaza, Ground Floor, Links Road was opened in 2012 - in the area known for the high-class hotels, long white sandy beaches and calm blue waters that attract high tourist activities.



Approximately 6km from the Nairobi CBD, lies The Greenhouse on Ngong Road where Guardian Bank Ngong Road Branch commenced operations in 2012.



Northwest of Nairobi in the Great Rift Valley lies Nakuru town, home of our youngest branch Nakuru Branch which opened in 2012 at Parana House, Ground Floor, Kenyatta Avenue.



Guardian Bank Limited Founding Fathers:
The late Dr. M.M Chandaria and the
late Mr. Dinesh Chandaria

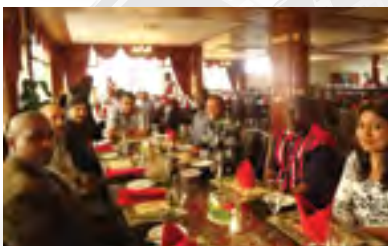


2005: Guardian Centre before the Bank
acquired the building.

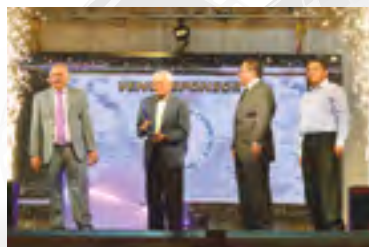


2005: Biashara Street Branch interior before refurbishing
to the current branch.

A Trip Down Memory Lane - Trainings, Meetings and Awards



2013: The late Dr. M.M Chandaria conferred with Honorary Doctorate of Humanities Degree by the United College of Seminary of USA, at Lions SightFirst, Loresho. | **2018:** Lifetime Achievement Award from Visa Oshwal Community Nairobi during the Oshwal Awards. | **2018:** Honorary Degree, Doctor of Science (Honoris Causa) by Moi University, Eldoret. | **2020:** Shree Visa Oshwal Community celebrating 75 Years, where all past Chairmen were awarded.



Celebrating the International Banker Award - Best Commercial Bank in Kenya 2019.



Good Old Days - Annual Staff Parties



Good Old Days ~ Annual Staff Parties



Cherished Memories ~ Team Building



Various Promotions Over The Years



Unforgettable Moments



CSR Activities Over The Years



CSR Activities Over The Years



"Until you dig a hole, you plant a tree, you water it and make it survive, you haven't done a thing. You are just talking."
Wangari Maathai

Birthday Celebrations Over the Years for our Late Chairman



Addressing Climate Change Challenges

In 2021, world leaders gathered for the COP26 summit in Glasgow to act together to limit temperature rises and climate change. The main objectives of the meeting were to commit to more ambitious targets to reduce greenhouse gas emissions by 2030 and discuss measures to adapt to the inevitable impacts of climate change. It was noted that people across the world need to work together to protect and restore ecosystems, build resilient infrastructure and agriculture to avoid loss of homes, livelihoods and even lives.

We at GBL aligned our CSR activities with the goals of this conference. In line with protecting and restoring our ecosystems, the Head office team successfully planted trees in Karura Forest – the lungs of our city. Head

office also teamed up with Mombasa Road, Ngong Road & Biashara Street Branches to plant trees in the Nairobi National Park. This was done with the aim of helping to restore the green line between the Southern bypass and the Park, it will also help to enhance the biodiversity in the National Park. The funds put together from the 4 teams were used towards purchase of a solar pump and panels to be used for drip irrigation in the park to ensure survival of the trees. The Nairobi Branches further contributed towards recycle dustbins which were set up in various locations.

Team Eldoret arranged for a tree planting activity at the Sosiani River Forest and invited their customers to join them in the activity, while team Nakuru planted 150 Fruit Trees in 3

primary schools. They additionally donated food rations to Q K Children's home in the outskirts of Nakuru City. The team at Kisumu planted over 60 trees and donated a 5000 litre water tank to be fitted with gutters and output pipes for rain water harvesting at Obwolo Chief's camp while Team Mombasa/Nyali donated 30 water tanks, maize and beans to residents of Kaloleni. The Westlands crew gave LED lights to a children's home in addition to planting trees in Karura forest.

The successful execution of the initiatives can be seen in the vibrant pictures on the next pages.

2021 Bank CSR Initiatives Across Branches and Head Office



Handover of recycle dustbins sponsored by Biashara Street, Mombasa Road, Ngong Road and Westlands Branches.



Team Nakuru at Jamhuri Primary School in conjunction with the Fruity Schools organization, accompanied by the Chairman of the Kenya Primary Schools Association.



Nakuru Branch with donations at Q K Children's home which cares for children ranging from age 1 to 17 years.



Westlands Branch planting trees at Karura Forest.



Mogra Children's Home receiving LED lights from Westlands Branch.

2021 Bank CSR Initiatives Across Branches and Head Office



Head Office, Mombasa Road, Ngong Road and Biashara Street Branches - tree planting exercise at The Nairobi National Park.



Eldoret Branch together with their esteemed customers planting trees at the Sosiani River Forest.



Tree planting at Obwolo Chief's Camp by the team at Kisumu.



The 5,000 litre water tank donated by the Kisumu Branch to Obwolo Chief's Camp.



Nyali and Mombasa Branches donating water tanks to residents of Kaloleni.



Head Office during their tree planting at Karura Forest, Nairobi.

2021 Tamu Tamu Junior Account - Fun and Education Day



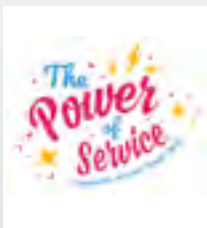
2021 M-Guardian and Internet Banking Launch



Diwali Celebrations



2021 Customer Service Week



2021 Birthday Celebrations



2021 Christmas Celebrations



Other Events in 2021



The Bank co-hosted a Diwali dinner at the Sikh Union Club, Eldoret.




Mr. Sahas (former GM) Farewell.



Head Office subordinate staff go through an in-house training on brand collateral set-up.

Products Corner




M-Guardian

**Banking made easy!
Banking at your fingertips!**

Banking has never been easier! Enjoy exciting banking features at your convenience from the palm of your hand.

Download the M-Guardian App from the Google Play Store or the Apple App Store, to enjoy a variety of features including:



M-GUARDIAN

My Account Services

- Balance Inquiry, Mini-Statement, Full Statement
- Add and Save beneficiaries
- Stop Cheques
- Internal & External Standing Orders

Utility Payments

Nairobi Water, Kenya Power - Post Paid & Prepaid, Gotv, DSTV, Startimes, Zuku, Jamii Telkom, Access Kenya, Little Merchants

Funds Transfers

- Internal transfers to own account & transfers to other bank accounts
- EFT

Mobile Money

- M-Pesa Withdrawals and Deposits
- M-Pesa PayBill
- M-Pesa Till Number

PesaLink

- Account to Account
- Account to Phone
- Linking and Delinking phone

Airtime Purchase

- Safaricom • Telkom • Airtel

i-Tax

Direct payments to KRA

Other Features:

- Functionality to contact us
- Functionality to locate branches
- Improved security features: Biometric and two factor authentication



Internet Banking

Enjoy a variety of features that will ensure you have a stress free and convenient banking experience.

The Internet Banking features include:

- Checking Balances and Statements
- Internal transfers
- M-Pesa B2C
- PesaLink Transfers
- Funds Transfers - EFT, RTGS, TT
- Stop Cheques
- Airtime purchase
 - Telkom - Safaricom - Airtel
- Bulk Transfers (Via M-Pesa and EFT)
- Cheque Book Order
- Internal & External Standing Orders
- Utility Payments
 - Kenya Power - Post Paid & Prepaid - DSTV - GOTV
 - Startimes - Zuku - Jamii Telkom - Nairobi Water



Golden Account


The Golden Account is designed for individuals, young entrepreneurs and executives.

With a minimum balance of Kshs 50,000, the account holder is entitled to various benefits, privileges and personalized service while earning a higher return on the balance held on monthly minimum basis.

Guardian Chapaa

Simple, fast and friendly.

- Helping your staff get easy access to an advance of up to 40% of their net salary
- Allow us to ease some of your cash flow worries as we handle the processing making it hassle free for you.
- Your staff can borrow multiple times in a month up to their set limits. This loan is payable upon receipt of the next month's salary.



For more information on our products and services, visit our website www.guardian-bank.com or contact us on Tel: 0703005000 or Email: headoffice@guardian-bank.com

Although the Editorial Team has taken due care and caution in compilation of data, it does not guarantee the accuracy, adequacy or completeness of the information and is not responsible for any errors or omissions or for the results obtained from the use of such information.

Editorial Team: Lorraine Miranda, Zohreen Jeraj, Elsie Guga.

*Send us your feedback & comments to lorraine@guardian-bank.com, zjeraj@guardian-bank.com, eguga@guardian-bank.com
This newsletter is the property of Guardian Bank Limited which is regulated by the Central Bank of Kenya.*

www.guardian-bank.com