

## SYSTEM UPGRADE GO-LIVE FAQ'S

### 1. What does core banking system upgrade mean to me as your customer?

- Faster transaction processing speed.
- Enable deepening of transaction touch points
- Improved system uptime.

### 2. When is the system upgrade (Go-live) date?

The system go-live date is planned for **Monday 15<sup>th</sup> January 2024**.

### 3. What services are available on NBK Channels?

#### A. Branches

- All NBK branches (Including our 24/7 branches) will close early on **Thursday, 11<sup>th</sup> January 2024 by 4pm**.
- Limited services will be offered at our branches on **Friday 12<sup>th</sup> and Saturday 13<sup>th</sup> January 2024**.
- **All NBK branches will remain closed on Sunday 14th Jan 2024**.
- Normal branch operations resume on Monday 15th January 2024 at **8.30am**.

#### B. ATMs and Cards

##### i. Will the ATMs be operational?

Yes. You can transact on any ATM and POS.

##### ii. Can I use my card for online transactions?

Yes. Online card subscriptions will also go through.

**iii. Will my card change?**

No, your card will remain as is until expiry and subsequent renewal.

**iv. Will my Card PIN change?**

No. Use the same PIN.

**v. How will the upgrade affect the cards ordered?**

All cards ordered on Wednesday 10<sup>th</sup> and Thursday 11<sup>th</sup> January 2024 will be ready for collection on Tuesday 16<sup>th</sup> January 2024.

**C. Mobile Banking**

**i. Can I transact using mobile banking?**

Only the following services will be available on \*625# and Nat Mobile App:

- a. Balance enquiries
- b. Transfer from Bank to Mpesa
- c. Airtime purchase

**ii. Will my mobile banking PIN change?**

No. Use the same PIN.

**D. NBK Agents**

**What services will be available through NBK agents?**

Only cash withdrawals and Balance enquiries.

**4. Will account details change?**

ONLY the account number will change. However, the old account number can still be used to transact interchangeably with the new account number. The new account numbers can be gotten from the any NBK branch or Contact Center.

**5. Will the Tariff change?**

No, there will be no change in the current tariff structure applicable to product and services.

**6. Will customers be able to access account statements during the cut-off period?**

No. Statements will be available when the system is live on Monday 15<sup>th</sup> January 2024.

**7. How will the cut-off period affect my financial transactions?**

**I. Cheque deposits**

Cheques deposited on Thursday 11<sup>th</sup> January 2024 will mature on Tuesday 16<sup>th</sup> January 2024

**II. Standing order and direct debits**

Standing orders and direct debits dated Friday 12<sup>th</sup> January 2024 will be posted on Monday 15<sup>th</sup> January 2024.

**III. EFTs**

**IV.** All EFT payments initiated before 1pm on Thursday 11<sup>th</sup> January 2024 will clear same day, otherwise will clear on Monday 15<sup>th</sup> January 2024.

**V. Loan repayments**

Loan repayments due on Friday 12<sup>th</sup> January 2024 will be recovered on Monday 15<sup>th</sup> January 2024.

**8. Will my money be safe during the change-over period?**

Yes, your money is safe.

**9. Whom can customers contact for any clarification?**

- Call the National Bank 24-hour Contact Centre on Phone:  
+254(20)2828900,+254703088900
- Email: [customercare@nationalbank.co.ke](mailto:customercare@nationalbank.co.ke)
- Social Media: (Facebook- @NationalBankofKenya; Twitter- @National\_Bank;  
Instagram - @nationalbank\_ke
- Website: [www.nationalbank.co.ke](http://www.nationalbank.co.ke)