

## **1. Static Detail Changes Static details include change of Postal address, bank mandates, and Mpesa Mandates.**

i. Change of Postal address, this applies to certificate shareholders ONLY. The shareholder will be required to provide the following

- A certified copy of identification documents (National ID or Valid Passport)
- A certified copy of dividend notice OR share certificate
- Post Office receipt indicating the new postal address

-If the new address belongs to an Institution, we require a letter from them stating that the shareholder is permitted to use their address. The letter should have the institutions cover header.

- Signed Change of Address form (see attached Change of Address & Payment Mandate Form)

ii. Change of Bank mandates. This applies to certificate shareholders and Diaspora shareholder with foreign account and would wish to be paid through SWIFT. The shareholder will be required to provide the following

- A certified copy of identification documents (National ID or Valid Passport)
- A certified copy of dividend notice OR share certificate.
- A copy of a Bank statement certified by the bank.
- Signed Change of Bank Mandate or SWIFT form (see attached SWIFT Dividend Payment Form)

**NB: All CDSC account holders should visit their stockbroker to update the bank mandates for dividend payment and Postal address changes.**

iii. Mpesa Mandates This applies to ALL shareholders (both Certificated and CDSC) Its mandatory for Mpesa number to be registered in the name of the shareholder The shareholder will be required to provide the following;

- A certified copy of identification documents (Nation ID or Valid Passport)
- A certified copy of dividend notice OR share certificate OR CDSC statement/broker statement.
- Signed Payment Mode form (see attached Change of Address & Payment Mandate Form)

## **2. Dividend/s Replacement**

Where the Shareholder dividend is outstanding, the shareholder will be required to fill in the Lost cheque dividend indemnity form. The shareholder can also present the stale or mutilated cheque(s) for replacement. The shareholder will be required to provide the following;

- a) A certified copy of identification documents (National ID or Valid Passport)
- b) A certified copy of dividend notice OR share certificate OR CDSC statement
- c) KRA pin certificate

c) The shareholder has to sign the Indemnity Form before a Commissioner of Oaths, or Notary Public (if the document is being signed outside the jurisdiction of Kenya)

d) For Companies

- The filled in indemnity form is to be signed by at least two directors and or a director and company secretary of the company.

-Attach certificate of incorporation/registration.

-KRA pin certificate for the company.

- Certified ID copies of the signatories must be attached to the indemnity.

- The indemnity must be accompanied by a letter introducing the signatories signed by a Director and/or Company Secretary/legal secretary other than those signing the indemnity form.

-Letter introducing the Institution's signatories on the institution's letter head. It should indicate full names as per ID/Passport, sample signatures, ID numbers / Passport numbers. (Introduction to be done by the Company Secretary or a third director different from the ones introduced)

- A certified ID of the Director signing the introduction letter is also to be attached. The letter to be printed under the official letter head and the original is to be attached (not a certified copy).

-For a group/welfare group, they should attach minutes which should be stamped by the Ministry of Gender.

- The Company's Stamp or Seal should be appended on the indemnity form.

- Copy of last filed annual returns, official receipt and CR12 forms, must be attached

e) The Lost cheque indemnity forms should be submitted to our offices for processing.