

MESSAGE FROM THE CHAIRPERSON



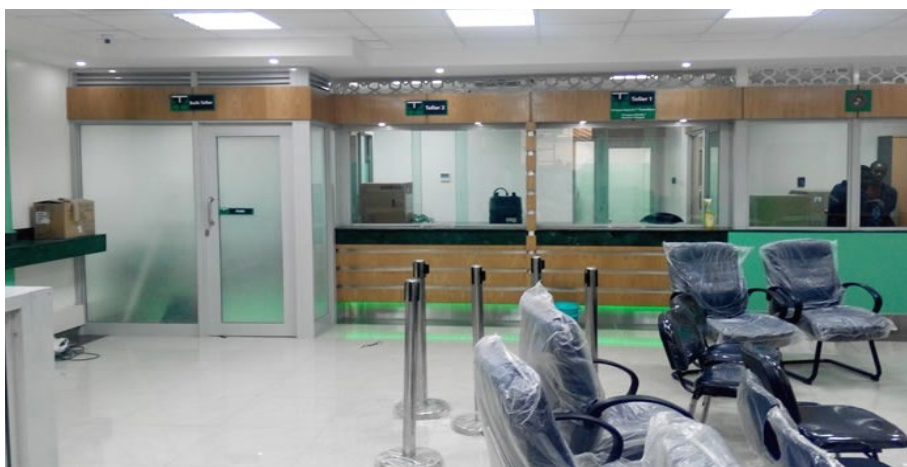
Philip Oyuko

Dear members,

The year has been amazing and fruitful, with the implementation of the CRM (customer relationship management system) and commencement of digitization of the Sacco records, as well as certification for commencement of FOSA services, Kimisitu SACCO is undergoing a revolution and you happen to be part of it. We are excited to have come this far and I take this opportunity to celebrate all members, you have been the key to our growth in deposits and contributed to our compliance with all statutory requirements. 2020 holds better things as we revamp and introduce new exciting products e.g mortgage product, strategic partnerships, car importation, Shoulder of solace (benevolent product) among others. I wish you a Merry Christmas and a Happy new Year.

FOSA

Implementation of Front Office Service Operations



As Kimisitu Sacco has been continuously growing over the years, there has been an urge to provide a one stop shop for all our members' financial needs. During our last AGM, the members made the decision to implement the operations of the Front office service operations. The Sacco currently operates a BOSA. After the implementation of FOSA services, the Sacco will be able to meet members' banking needs hitherto provided by banks. The FOSA will also extend additional financial products and services to complement those offered by the back office. Some of the

benefits that our members will enjoy in 2020 as we launch the FOSA are::

- Enable processing of members' salaries and dividend payments.
- Provide short- and long-term credit at competitive interest rates.
- Provide ATM services (through Sacco Link Card), thus easy access to funds.
- Encashment of Cheques.
- Sale of bankers' cheques.
- Offering standing orders to account holders.
- Enable Sacco payments to members through their FOSA accounts.



CUSTOMER SERVICE WEEK

Thank you for having us



As Sam Walton states, there is only one boss: the customer and he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else.

One of our key objectives is to meet and exceed customer expectation. We value candid customer feedback. We derive our customer service strategies from the feedback that we receive from our members. We not only observe excellent customer service during the customer service week, this

is a daily activity. Our customer service ends and begins with our next member. This year staff of Kimisitu Sacco observed the customer service week by visiting some of the member organizations and spent time listening to customers feedback and member education. The sessions were very engaging and we thank all the organizations that responded to our call and allowed us to interrupt their busy schedules for this activity. Some of the organizations visited were; Werk, IPA, Kimetrica, Tally international, Oxygen 8.

SHOULDER OF SOLACE (BENEVOLENT FUND)

We have launched Kimisitu Benevolent fund (Shoulder of Solace) for our members and their close family members.

This is a product that aims to cushion bereaved members during funeral arrangements. This scheme is for members only with

flexible premiums. Membership to this scheme is not mandatory, we however encourage our members to join so that we can support them by shouldering some of the burden during this difficult period.

Members can join this scheme by filling in the Shoulder of Solace membership form and attach;

- National identification of the principal member.
- National Identification of the beneficiaries / birth certificate for beneficiaries under 18yrs.
- This documents can be dropped off at our offices or emailed to customercare@kimisitusacco.or.ke



STRATEGIC PLANNING WORKSHOP.

Planning for the coming years

The formulation of a Strategy forces organizations to examine the prospect of change in the foreseeable future and prepare for change rather than to wait passively until the market forces compel it. The organization strategic plan 2016-2020 has been a success but not without its fair measure of challenges. With 2016-2020 strategy the Sacco has experienced impeccable growth in both the loan book and membership. We may not have achieved 100% of the set goals and objectives but with the challenges and the failures, the Board and the staff of the Sacco,

aim to perform better and grow bigger than the giant Saccos in the country.

The staff and the Board of Kimisitu Sacco were involved with Kimisitu's Strategy formulation for the year 2021-2023 at Lukenya. The activity involved extensive External and Internal environment audit that affect Sacco operations. Some of the discussions revolved around growing the Sacco asset base, growth of membership, improving customer services to exceed our members expectations, and digitization of the Sacco's activities.



CSR ACTIVITY

A day with cancer patients at Kenyatta Hospital



Lord H. and Richard W. in their publication Making Good Business Sense describe CSR as the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large. Cancer has been a huge menace for the past years and this disease has robbed

so many people off loved ones. For this reason, this years' Kimisitu Sacco offered their support both in monetary and in kind. By carrying out CSR activity that involved donations, visiting and spending time with Cancer patients at Kenyatta National Hospital. The activity was carried out by the staff and Board members of Kimisitu Sacco. Some of the Donations made were wheelchairs, beds and seats for the patients.

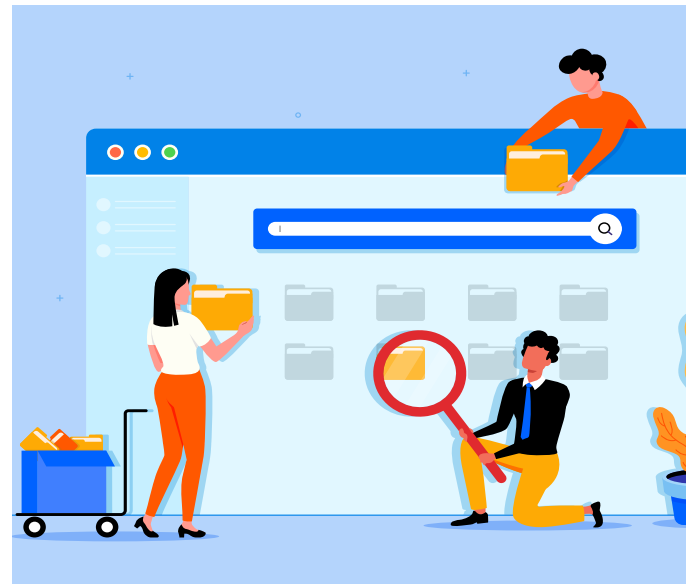
DIGITIZATION

Why we are going digital

Digitization enhances the security of documents and maintain confidentiality. Scanned documents are traceable, and only certain users can access documents if necessary. Information stored on paper is degradable information as paper degrades every time it is handled manually. For this reason, the Sacco embarked on the tedious activity to scan all the Sacco

documents. Some of the benefits of digitization are:

- Lower document management archiving costs.
- More reliable back up system.
- Better management of documents and search.
- More constituent content..
- Reduction of costs by elimination of the cost of papers and filing cabinets.



We are finally moving

WE ARE FINALLY MOVING TO OUR NEW OFFICE BLOCK IN JANUARY 2020.

Details of the location will be shared later.



PRODUCTS ON PROMOTION

Merry Christmas

KIMISITU SANTA IS HERE !!!
Loans on promo for grabs this Festive Season

- Premier Loan Promo**
- Dividend Discounting Loan**
- Normal Development Loan Promo**

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"A big part of financial freedom is living your heart and mind free from worry about the what ifs of life" Suze Orman

KIMISITU SACCO LTD.
Your Pathway to Prosperity

We currently have loans on promotion running until 31st of Dec 2019. The following are the loans that have been on promotions for the last quota;

- **Dividend Discounting loan.**
Members can access upto 60 % of the amount earned as dividends in 2018.
- **Normal Development Loan on Promo-** Members can apply for the Normal Development Loan on promo ,3 times of their deposit savings and offset Normal Development loan, Special Development loan, Emergency and Education loan at a off charge of 3.5%. The interest is 1% p.m repayable in 72 months.
- **Premier Development Loan on Promo-** Not once but twice in a year, the Premier Promotion Loan is back with a bang!!!. Members can apply 4 times of their savings and buy off Bank loans at no charges and Sacco Loans at a one-off charge of 5%. The interest is 1.3% p.m on reducing balance.

NEW PRODUCTS

XMAS COMES EARLY WITH THE NEW REVAMPED M-KIMISITU

- Access M-Kimisitu loan, **80%** of your deposits to a maximum of **Ksh 60,000**.
- Accessible to **New & All Active** members.
- Interest reduced to **5%** per month on a reducing balance
- M-Kimisitu **Top- Up @ 2.5%** of the loan balance.
- No **Graduation** of loan amount.

Dial *346#

Website: www.kimisitusacco.or.ke

Kimisitusaccoltd Kimisitusacco

Call Center: 254 709 136 000

T&C Apply

KIMISITU SACCO LTD.
Your Pathway to Prosperity

The M-Kimisitu Mobile loan has been revamped with better features and terms. Members can apply for this loan by dialing *346# and access 80% of their deposits to maximum of Kshs 60,000. Revamped features of the M-Kimisitu mobile loan;

- Accessible to new/and all active members
- Interest reduced to 5 % p.m on reducing balance.
- Loan repayment is monthly and the maximum repayment period is 90 days.
- M-Kimisitu Top-up @ 2.5% of the loan balance.
- No graduation of loan amount.

PICTORIAL



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1. Customer care week visit at IPA
2. Customer care week visit at Tally International.
3. Customer care week visit at computech
4. Strategic planning workshop at Lukenya
5. Strategic planning workshop at Lukenya



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