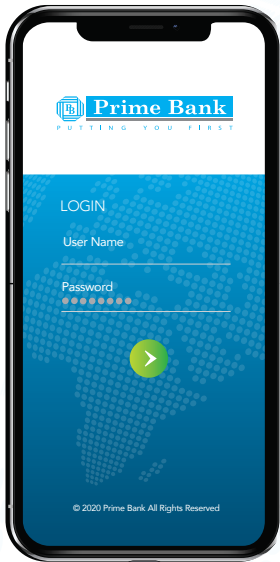


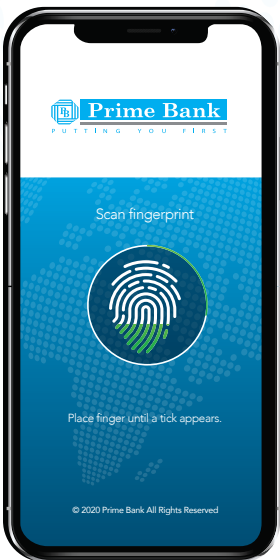


PRIME MOBI USER GUIDE





Launch PrimeMobi App **[Login with PIN]** Enter your User ID - Enter PIN - Submit.

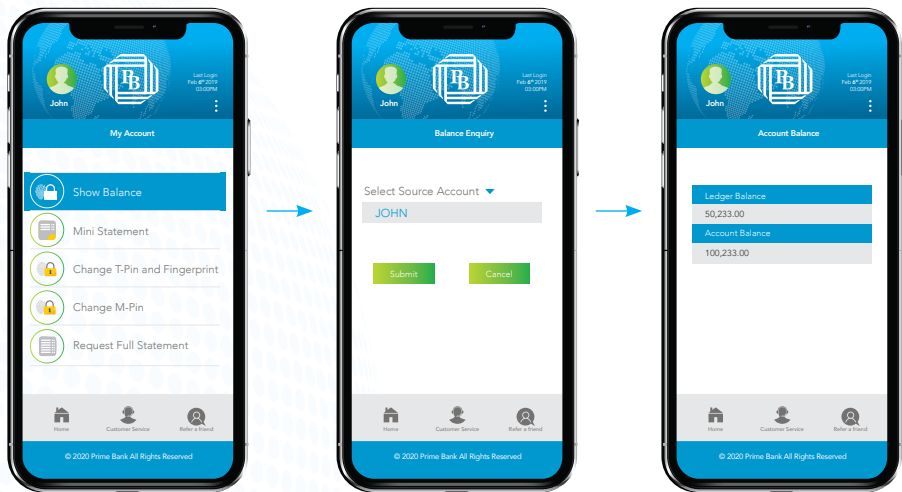


[Login with Fingerprint enabled phone]
Your Fingerprint needs to be enabled on PrimeMobi from Privacy Settings Menu.

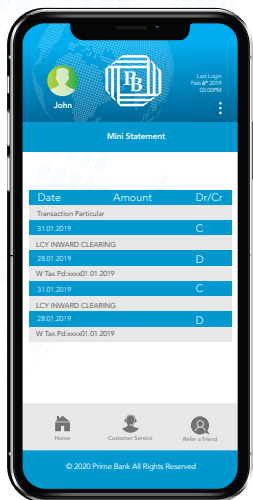
[To Enable Fingerprint Login] Enter your User ID - Enter PIN - Submit - Go to Settings - Tap on Enable/Disable Fingerprint - Enable fingerprint by swiping on slider, accept terms and conditions and Submit.

[Features under Settings] My Profile - Privacy Settings (**Change MPIN, TPIN, Show/Hide Balance, Manage Security Questions, Enable/Disable Fingerprint.**)

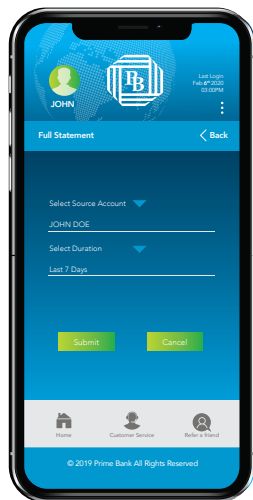
[My Account] To view your balance - Select source Account - Submit [display current balance]



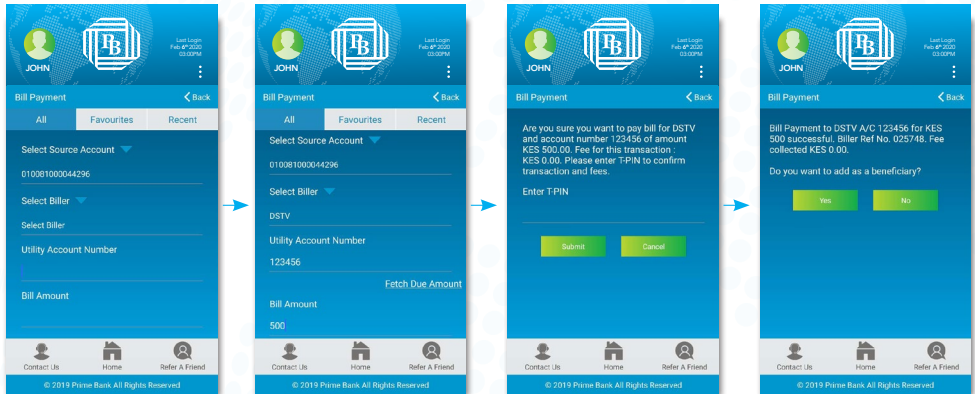
[Mini Statement] To view mini statement - Select source Account - Submit [view last 5 transactions]



[Full Statement] To view a full statement - Select source Account - Duration (from last 7 days - 60 days)- Submit [A full statement will be sent to you via your registered email address]



[Bill Payment] Select account to debit - Select Biller - Enter Utility Account Number - Enter Bill Amount Submit - Enter Tpin - Submit
(after successful transaction, the App will prompt you to favourite a biller for easy future payment.)
[Under Bill Payment] Favourites tab (View your favourite Biller), Recent tab (View 5 recent bill payments)



[Cheque Enquiry] To enquire about your cheque status - Enter cheque number - Submit

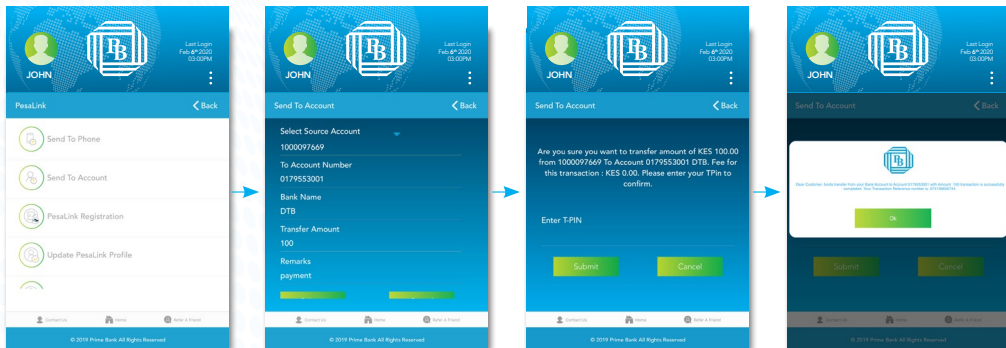
[Utility Balance Check] Select Biller from drop down menu - Enter Utility Account Number - Submit Amount due by the biller will be displayed.

[Buy Airtime] Select Account to debit - Select Airtime (service provider) Enter mobile number manually or tap on Contacts icon to select contact from list of contact - Enter amount - Submit - Confirm airtime purchase details - Enter Tpin - Submit

[Send to Prime] Fund transfer to Other Prime Bank Account - Select source account - Transfer Amount - Submit Confirm account details - Enter Tpin - Submit. (For first time transaction, App will prompt you to favourite a beneficiary). A future transfer of the same beneficiary can be picked from favourites list. Favourite tab - lists all beneficiaries under the list, Recent tab- lists last 5 transactions.

Before using this service, ensure you are registered with PesaLink

[Send to Account] Select Source Account - Enter Bank Name (First letter or two of a bank will populate a list of Suggested banks) - Enter Account Number - Enter Amount - Submit - Enter Tpin - Submit (after successful transaction, the App will prompt you to favourite a beneficiary for future transactions).



[Send to Phone] Select Source Account - Enter Mobile Number (you can also select beneficiary Mobile number from your Contact List) - Enter Amount - Submit - Enter TPIN - Submit (after successful transaction, the App will prompt you to save beneficiary as favourite for future transactions.)

[PesaLink Registration] Select Source Account from drop-down menu - Submit to proceed with registration

[Update PesaLink Profile] Enables user to update Pesalink Profile.

[Delete Pesalink Profile] Enables user to delete Pesalink Profile

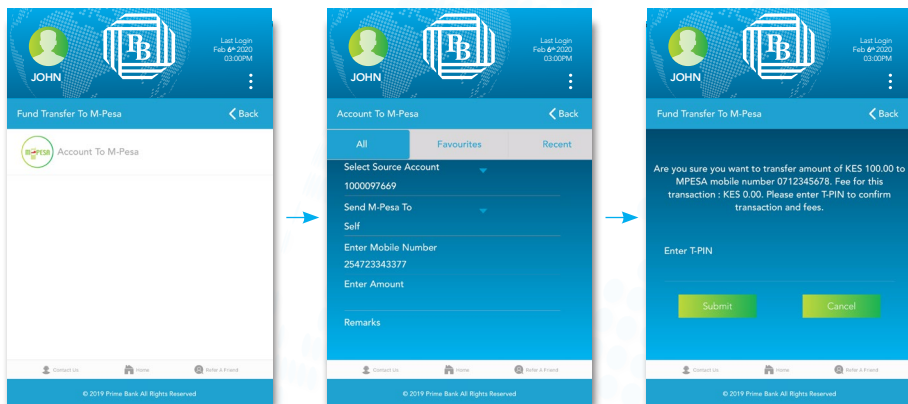
PAY WITH VISA

To use this service, register your Debit card. This will link your card to your debit account.

[Pay with Visa] Select Pay with Visa - Click on star to choose primary account - Continue - Select merchant Scan QR Code or Enter Visa till no. to make your payment. User can also send money through this feature by selecting Send Money and following the simple steps.

MPESA

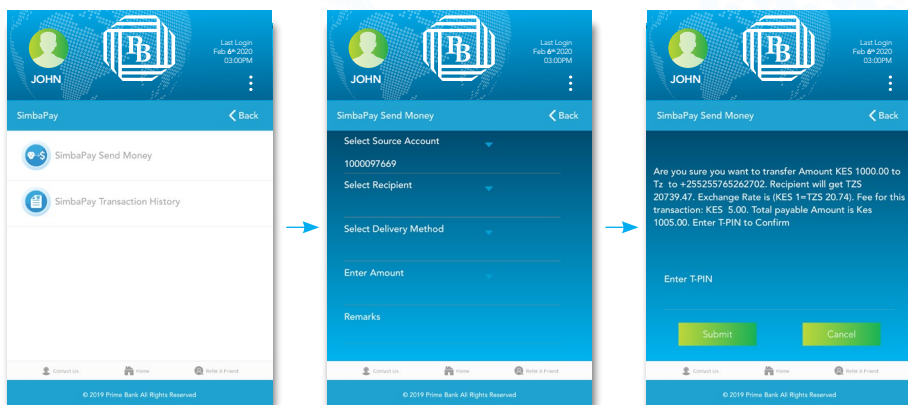
[Select Source Account] Send M-Pesa To - (You can send money to own Mobile Number by selecting option **"Self"**. It will automatically populate your Mobile Number as registered in PrimeMobi) - Select Option **"Other"**, to enter the beneficiary mobile number or select the number from your contact list - Enter Amount - Submit - Enter TPIN - Submit (after successful transaction, the App will prompt you to save beneficiary as favourite for future transactions.)

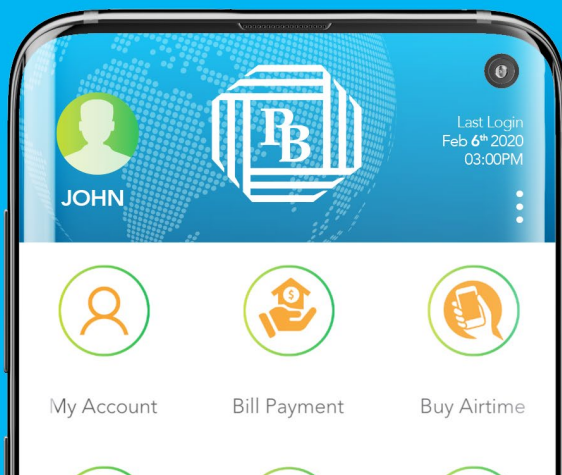


INTERNATIONAL TRANSFER

You can send money to 40 countries including Africa, India, Europe and China through SimbaPay International Money Transfer directly to bank accounts or mobile wallets.

[Select Source Account] Select Beneficiary (Add beneficiary if not already added) - Select Delivery Method i.e Bank Account or Mobile Wallet - Enter Amount (Also displays Amount in receiving currency) - Submit - Enter TPIN - Submit





TREASURY RATES

View the current Forex rates for major currencies

[Treasury Rates] Select Treasury Rates - Select "From Currency" drop-down list Select "To Currency" drop-down list - Submit - A pop-up appears with the current rates.



REFER A FRIEND

Enter Your Friend's Name - Friend's Mobile Number (manually or select from contact list) - Friend's Email-ID - Submit. (The bank will contact the person to follow-up).



LOCATE US

Locate a Prime Bank Branch and a Prime Bank ATM

[Branch] Locate a branch by manually searching or tap on the location pin to view map of the branch location.

[ATM] Locate an ATM by manually searching or tap on the location pin to view map of the ATM location.



CONTACT US

Contact our Customer Service staff via telephone or email.

Head Office - Nairobi
Riverside Drive
Pilot Line: (020) 420 3000 / 0719 090 000
Customer Care: +254 204 20 3222
Email: ebanking@primebank.co.ke



Prime Bank
P U T T I N G Y O U F I R S T

www.primebank.co.ke